

**Mission:**

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



**Ron DeSantis**  
Governor

**Vision:** To be the **Healthiest State** in the Nation

**MEMORANDUM**

**INFORMATION**  
**DCEH 19-012**

**DATE:** June 14, 2019

**TO:** County Health Department Directors/Administrators  
ATTN: Environmental Health and Engineering Directors

**THROUGH:** Kendra F. Goff, PhD, DABT, CPM, CEHP, State Toxicologist and Chief  
Bureau of Environmental Health 

**FROM:** Ed Barranco, MPH, CEHP, CPM, Environmental Administrator  
Bureau of Environmental Health, Onsite Sewage Programs 

**SUBJECT:** Maintenance Activity Reporting System (MARS) Instructions

This memo serves as an announcement that the Maintenance Activity Reporting System (MARS) is operational and available for use. MARS was developed for maintenance entities, property owners, and department personnel to share information about operating permits for ATU's or PBTS's. MARS allows maintenance entities to upload their service documentation and maintenance contract agreements (MA) to where these will be visible in EHD. The MARS Portal will also allow property owners to review their maintenance entity inspections. CHD staff can also use the system to upload maintenance service and entity documentation received via hard copy. The MARS Portal will be the official record for maintenance entity service reports and contracts.

Please forward this memo with the attached instructions to your property owners and maintenance entities. Additional training materials on use of the system are available on the MARS website.

This site is now active and available for department personnel, industry personnel, and the public. Please coordinate with your local maintenance entities and property owners. The site for public access to the system is <https://www.myfloridaehpermit.com/MARS>. If you have any questions, please contact our office at 850-245-4250.

Enclosure

**Florida Department of Health**

Division of Disease Control & Health Protection • Bureau of Environmental Health  
4052 Bald Cypress Way, Bin A-08 • Tallahassee, FL 32399  
PHONE: 850/245-4250 • FAX: 850/487-0864

**FloridaHealth.gov**



**Accredited Health Department**  
Public Health Accreditation Board

## Maintenance Activity Reporting System (MARS) Data Entry Guide for Non-Department of Health (DOH) Personnel

Non-DOH personnel can visit [www.myfloridaehpermit.com/mars](http://www.myfloridaehpermit.com/mars) to create a user account by filling out all necessary information (Email and password) and clicking “register”.

Once the account is created it will be confirmed via the email used to register for the account. Failure to complete this step will prevent your access to the MARS website.

Once your user account is created and confirmed, please contact the local DOH county health department (CHD) to request that the local CHD to associate the user account to the maintenance service or operating permit.

After your account is associated to the service or operating permit, if you have employees for a service permit that you would like to add, you can do so. Have them create a user account as outlined above. Once completed and their user account is confirmed, you may associate their user account to your permit. This will be done by finding the employee’s user account by searching for the email address in the “User Search” bar.

Once the user account is located, select “edit” at the far right. This will bring up a window where the Level Role is listed as public. Change this to give them Permit Level Role and change their Task Role to Edit, and if you wish, you may make them an “Admin”. Admin is what each contractor will be designated by the local CHD.

For maintenance service permit holders, to associate your client’s operating permit to your service permit as their service provider, search for the permit using the “User Search” area.

You may use any of the search criteria to find the client’s permit. **(NOTE: If you are searching by county, be sure you have the correct county selected or the permit may not be shown.)** Once the client’s permit is located, select the permit and you will then be able to add the information such as the maintenance agreement (MA) and the service activity (SA).

After finding your client’s operating permit, the MA can be added by clicking the toggle on the left side of the permit revealing the “Agreement Search” tab. If there is an agreement, ensure it is current and if not, you may update or renew. If there is no agreement, click the “create” tab on the right side. There are three types to choose from, “contract” for a standard contract where you are the maintenance entity, one-time for property owner entities that need a repair and hire you instead of their maintenance entity, or unknown, for all other activities not performed by their contracted maintenance entity. A new window will pop up. Next to “Service Permit” click to select to search for your service permit.

You may use the property address, permit number, email address, etc., to find your service permit. Once your service permit is found, select it. This will return you to the original window for your client’s operating permit. From here you may select the Kind of service permit (contract, one-time agreement, unknown), the start and end dates, add any pertinent comments, upload a copy of the MA, and click SAVE.

After the maintenance agreement is added, you can then add any service activities completed. Click the toggle next to the MA and then the “create” tab on the right side. A new window will pop up, you will be required to fill out the date of service **(NOTE: The services cannot be dated before the start date of the maintenance agreement)**, the reason for service (service call, maintenance entity inspection, follow-up), and the status (operating within specifications, not operating within specifications but was repaired, or not operating within specifications, will return). If the status for the visit is “not operating

within specifications, will return” an anticipated return date will be required. If samples were taken, this should be noted here along with the number of samples taken. A statement of at least 10 characters is required for nearly all options for the SA. Upload a copy of the SA and click save.

Operating permit holders can associate their service maintenance agreement to their permit the same way as outlined above. Property owners that have both operating and service permits (as they are their own maintenance entity) may associate their permits as well.

**NOTE: If the operating permit is not visible in MARS it may be a non-public record. Non-public records are currently not visible in MARS therefore they cannot be associated to a user account or another permit. All hard copies of service agreements and service activities for these properties will have to go through the local DOH CHD office.**

As service permit holders you are responsible for having conducted a specified amount of inspections (depending on the system type), to ensure your clients have had all required inspections. A report is available to monitor and verify the required inspections are completed for your clients.

1. Select your service permit and click the toggle to the left. This will show “Agreement Search” and “Submission Search” tabs.
2. Selecting the toggle next to “Agreement Search” will allow you to see all clients with which you have MA’s. You may click the toggle next to the client to see any activity services that have been provided and in what quarter of the year they were performed.
3. If you wish to see all service activities to ensure quotas have been met, click on the “Submission Search” tab. Here you will be able to view all client permits visited by year and quarter.