

PIMA COUNTY REGIONAL FLOOD CONTROL DISTRICT ADMINISTRATIVE PROCEDURE

POLICY NO.: Administrative Procedure, ADM-204 EFFECTIVE DATE: April 10, 2006

POLICY: A procedure for the processing of Drainage Complaints- Infrastructure Management

PURPOSE: An internal procedure for ensuring that all drainage complaints regarding infrastructure maintenance are uniformly processed with respect to content and format, and fully utilizing the database for purposes of identifying complaint status and responsible party. This procedure covers complaints received within the jurisdictional boundary of unincorporated Pima County. Complaints received within incorporated areas shall be referred to that jurisdiction.

PROCEDURE:

1. Receipt of Drainage Complaint - Determination of Applicability

Drainage Complaints shall be routed to Administrative Specialist (AS) to determine if the District is the appropriate agency. The following are District responsibilities:

- a. Operations and Maintenance issues (Phone Number 740-2639)
- b. Subdivisions under construction (contact Development Review 740-6586)
- c. Mosquitoes/ponding water (contact Health Department 740-2760)
- d. Illegal Dumping (contact Wildcat Dump Hotline 622-5800)

2. Receipt of Drainage Complaint – Complaint Report:

Upon receipt of a valid drainage complaint, the AS shall log in the complaint and give it a unique Drainage Complaint number. The AS shall ensure that all necessary information is provided, including complainant name, address and phone number, nature of complaint, date received, and area hydrologist area. The status is RECEIVED.

AS shall create a Complaint Report which includes:

- a. The information listed above,
- b. GIS printout, with aerial and topography
- c. SFHA status, riparian area info, and wash size status
- d. Subdivision information, if applicable, including easement dedications, drainage ways,
- e. Previous Drainage Complaints, Permits, if applicable
- f. Drainage Complaint Checklist

AS shall determine if the complaint is regarding infrastructure maintenance or ordinance compliance. If the complaint is an infrastructure issue, the AS shall submit the complaint report to the Infrastructure Division (ID) for technical review. If the complaint either is a compliance issue or if it cannot be determined, use Admin Procedure 203.

3. Receipt of Drainage Complaint - Technical Review:

ID shall contact the complainant with 3 business days in order to determine the exact details of the complaint, including specific location of complaint relative to infrastructure that is maintained by the District.

If the ID determines that the complaint is public infrastructure that the District might maintain, a site visit shall be performed within 10 days of the receipt of the complaint

If the ID determines that the complaint is not valid, a letter shall be written within 5 days of the receipt of the complaint indicating that no action will be taken, and stating the reason why. (Template 1-ID) The letter shall be submitted to the AS to send to the complainant. Status is LOGO.

4. Public Maintenance - Complaint Investigation:

Within 10 days of the receipt of complaint, PWM shall perform a site inspection in order to determine course of action. Documentation of the site inspection shall include the completion of a complaint investigation report, relevant photos that capture the essence and magnitude of the complaint, and a written evaluation of the course of action.

The complaint investigation shall include, at a minimum:

- 1) Arrival and Departure time
- 2) Names and phone numbers of people met at the site.
- 3) Description of photos
- 4) Conclusions regarding need for maintenance

If the PWM determines that maintenance is not warranted, a letter shall be written within 15 days of the receipt of the complaint indicating that no action will be taken, and stating the reason why. (Template 1-ID) The letter shall be submitted to the AS to send to the complainant. Status is LOGO

If the PWM determines that maintenance is warranted, the PWM shall prepare and submit a service request. The service request shall be submitted to the AS for distribution to Operations. Status is SERV.

Upon completion of work and inspection, PWM shall submit an inspection report to AS. Status is LOGO.