How to report a drainage complaint:

Step 1: Jurisdiction

If you have a complaint about drainage, ponding, or flooding, the first step is to determine what jurisdiction and agency is responsible for your type of problem. Find the category which best matches your complaint from those listed inside this brochure.

Step 2: Permit ownership

If the problem is on a regulatory wash, and you think it may be a violation of the Floodplain Ordinance, first ask the alleged violator if they have a floodplain use permit. If so, and you still wish to report the activity, find out the permit number and to whom the permit was issued.

Step 3: Documentation

Document the activity. Take pictures, draw maps, write down license plate numbers and descriptions of vehicles, note the time, date, and exact location, and obtain the property address or legal description. The information you provide helps us resolve your complaint faster, which saves taxpayers money in staff time and legal costs.

Step 4: Reporting

Report the violation to the appropriate regulatory agency. Phone numbers and addresses of various agencies with regulatory authority over the floodplain in and around Pima County are listed in this brochure. Be sure to leave your name and address so we can contact you if we need more information, or we can let you know the results of our investigation.

For more information, please contact:

Floodplain Management Division
201 N. Stone Ave., 9th Floor
Tucson, AZ 85701
(520) 724-4600 • www.pima.gov/floodcontrol

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What constitutes a drainage violation?
- Any activity which diverts, obstructs, retards, or otherwise changes a regulatory floodplain is a drainage violation, and falls under the jurisdiction of the Regional Flood Control District.
- Specific restrictions are outlined in the Pima County Floodplain and Erosion Hazard Management Ordinance.

What is a regulatory floodplain?
- A regulatory floodplain is any area within a watercourse that is inundated by water resulting from a 100-year storm event.
- Watercourses (washes) with a peak discharge greater than 100 cubic feet per second are considered regulatory floodplains and are subject to the provisions of the Floodplain Ordinance.
- With sheet flow floodplains, Pima County regulates flood depth greater than six inches during the 100-year flood. If the land area which contributes runoff to the wash is larger than 20 acres it probably has a regulatory floodplain.

What about drainage complaints in non-regulatory floodplains?
- In most cases, Pima County does not have jurisdiction over non-regulatory floodplains. Therefore, resolution of drainage complaints on these washes is a civil matter.
- We recommend a friendly discussion with the other party to explain the problem. Many times, they are unaware they have created a problem.

Other Pima County agencies with jurisdiction in the floodplain
1. Road drainage problems and flood barricades
   Pima County Department of Transportation
   Operations Division
   1313S. Mission Rd. (520) 740-2639

2. Drainage problems caused by grading
   Grading Ordinance,
   Hillside Development Ordinance
   Pima County Department of Transportation
   Development Division
   201 N. Stone Ave., 1st Floor (520) 740-6403

3. Dumping of garbage and chemicals in washes
   Solid Waste Ordinance
   Pima County Department of Environmental Quality
   150 W. Congress St. (520) 740-3799

4. Off-road vehicles in washes
   Off-Road Vehicle Ordinance
   Pima County Sheriff
   1750 E. Benson Hwy. (520) 740-4900

5. To find out if a channel is public or private
   Pima County Department of Transportation
   Mapping and Records Section
   201 N. Stone Ave., 5th Floor (520) 740-6332

For drainage problems outside Pima County, contact
1. Cochise County Floodplain Management
   (520) 432-9479

2. Santa Cruz County Flood Control Department
   (520) 375-7830

3. Pinal County Flood Control Department
   (520) 866-6411

Incorporated areas within Pima County
1. City of Tucson
   Department of Transportation Engineering Division
   Floodplain Section
   201 N. Stone Ave., 3rd Floor (520) 791-4914

2. Town of Oro Valley
   Oro Valley Town Engineer
   11000 N. La Cañada Dr., Oro Valley, AZ
   (520) 797-9797

3. Town of Marana
   Marana Town Engineer
   13251N. Lon Adams Rd., Marana, AZ (520) 682-3401

4. City of South Tucson
   Public Works Administration
   P.O. Box 7307, South Tucson, AZ (520) 792-2424

State and Federal Agencies
1. Water pollution, dumping of chemicals or grading more than one acre.
   Arizona Department of Environmental Quality
   Tucson (520) 628-6733
   Phoenix (800) 234-5677
   Water Pollution (602) 771-2303
   Hazardous Waste Emergency Response (602) 771-4673

2. Major grading in wash, greater than 1 acre
   Army Corps of Engineers, Los Angeles District
   (213) 452-3908/3333

3. Sand and gravel mining, excavations
   State Mining Inspectors Office
   Tucson (520) 628-6338, Phoenix (800) 446-4259

4. Miscellaneous violations
   Arizona Department of Water Resources
   Phoenix office (602) 542-1550

5. Coronado National Forest
   Tucson office (520) 670-4552