

## 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](http://www.pima.gov/floodcontrol)

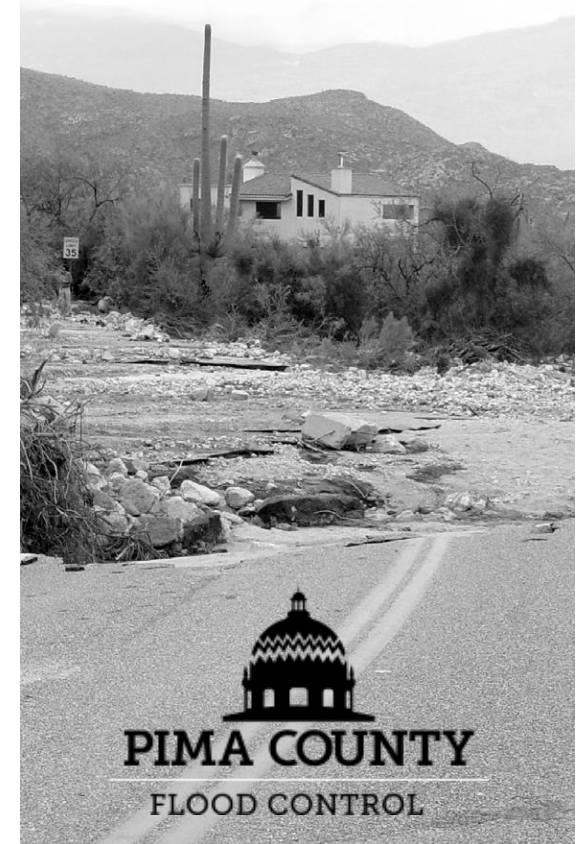


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# drainage complaints



public information series



## 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  
1750E. 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  
11000N. 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