

**CUSTOMER ASSISTANCE STORM TEAM (CAST)
WEB PAGE INFORMATION**

If this is an EMERGENCY Call 911 for police, fire, and paramedics

“FREQUENTLY ASKED QUESTION & ANSWERS”

Q - Need sandbags

- A.** Call your local Fire Department to see if they have sandbags and sand on hand, this will depend on the event.

Unincorporated County can refer to the map at this link

<http://gis.maricopa.gov/SandBagPickupLocations/Viewer/>

Q - Flooded county roadway (City roads refer to appropriate city)

- A.** To report road damage, damaged traffic signs, malfunctioning traffic signals, roadway flooding, or other storm related roadway hazards call the MCDOT dispatcher at 602-506-6063, Monday - Friday from 6:00 am – 4:30 pm.

Q - County road closure

- A.** Map is posted on MCDOTs web site at <https://gis.maricopa.gov/RoadClosures/> (use SEARCH for Road Closures)

Q - Hazard, flooding or road closure – Non-County

- A.** Residents in cities/towns should contact their community:

Apache Junction: (480) 982-8002

Avondale: (623) 333-1000

Buckeye: (623) 349-6000

Carefree: (480) 488-3686

Cave Creek: (480) 488-1400

Chandler: (480) 782-3037

El Mirage: (623) 972-8116

Fountain Hills: (480) 816-5100

Gila Bend: (928) 683-2255

Gilbert: (480) 503-6871

Glendale: (623) 930-2000

Goodyear: (623) 930-3910

Guadalupe: (480) 730-3080

Litchfield Park: (623) 935-5033

Mesa: (480) 644-2030

Paradise Valley: (480) 948-7411

Peoria: (623) 773-7000

Phoenix: (602) 262-6011

Queen Creek: (480) 358-3000

Scottsdale: (480) 312-3111

Sun City: (623) 561-4600

Surprise: (623) 222-1000

Tempe: (480) 350-4311

Tolleson: (623) 936-7111

Wickenburg: (928) 684-5451

Youngtown: (623) 933-8286

Q –Drainage question (not floodplain)

- A.** To file a Drainage Complaint in unincorporated Maricopa County contact Planning & Development at (602) 506-3301, Monday-Friday from 8:00 am – 5:00 pm. (within a city/town refer to the applicable community above). Requests are required in writing. The electronic form is at <http://www.maricopa.gov/planning/>

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Q –Concern with a flooding issue or need floodplain information?

A. Contact Floodplain Permitting (602) 506-2419

Q –Concern with a Flood Control District dam, channel, or other structure?

A. Contact Flood Control Operations & Maintenance (602) 506-1252

PHONE NUMBERS AND WEB SITES

Dept. of Environmental Services 602-506-3011 <http://www.maricopa.gov/EnvSvc>
(food, domestic water, septic systems)

Dept. of Public Health 602-506-6900 <http://www.maricopa.gov/publichealth>
(hazardous materials in wash, dead animals in wash)

Emergency Management 602-273-1411 http://www.maricopa.gov/emerg_mgt
(evacuations)

Flood Control District 602-506-1501 <http://www.fcd.maricopa.gov>
FCD ALERT Room 602-506-8701
(issues in floodplains, District structures)

Maricopa County DOT 602-506-8600 <http://www.mcdot.maricopa.gov>
(flooded county roads, road damage, signs down, signals inoperable)

Planning & Development 602-506-3301 <http://www.maricopa.gov/planning>
(drainage complaints)

ADOT (602) 712-7355 <http://www.azdot.gov>

APS (602) 371-7171 <http://www.aps.com>

SRP (602) 236-8888 (Residential) <http://www.srpnet.com>
(602) 236-8811 (Power Emergency)

National Weather Service <https://www.weather.gov/psr/>

FEMA <http://www.fema.gov>
FEMA Flood Smart <http://www.floodsmart.gov>

Local News @ KTVK <http://www.azfamily.com>

Local News @ KPNX <http://www.azcentral.com>

AzCentral.com <http://www.azfamily.com>

Local News @ CBS 5 <http://www.cbs5az.com>

Local News @ Fox 10 <http://www.fox10phoenix.com>

Telemundo News <http://www.telemundoarizona.com>

Univision News <http://www.univision.com>