



1. Where does water that flows into storm drains end up?

- Water treatment plant Sewer system Natural ground water Canals
 Washes/Salt River/Agua Fria River Other (please specify)

In Phoenix, runoff flows overland into the storm drain, then out into the environment, untreated. The runoff does not go to a sewer system or wastewater treatment plant, which treats sanitary wastewater from your home. Where natural areas remain intact, some rain water can soak in and percolate into the ground water. Also, rain water can make it to a canal; though, generally, canals are moving surface water from upstream in the watershed to drinking water plants. Rainwater may flow to flood control canals, or irrigation canals for crops. But, the most correct, local-to-Phoenix answer to this question is “washes/Salt River/Agua Fria River.”

2. Do you think we have a problem in the Valley with pollution entering storm drains?

- Yes No

Pollutants include sediment, trash, oils, nutrients (fertilizers), pesticides, and metals. So, the answer is yes. Phoenix conducts sampling of runoff and does find elevated concentrations of these. In addition to performing routine, preventative practices like street sweeping, cleaning storm drains, and educating the public, the City must investigate sources of pollution. You can report potential illegal discharges to the City by calling our hotline 602.256.3190, emailing ask.water@phoenix.gov, or visiting www.phoenix.gov/stormwater.

3. How do you currently dispose of things such as household and garden chemicals or pesticides? Select all applicable:

- Throw in trash Pour in sink/down drain I use it up Household hazardous waste collection
 I don't use the mentioned chemicals Other (please specify)

If you purchase chemicals and/or pesticides, try to use it all up. Any leftover or unused portion should be taken to a household hazardous waste (HHW) collection event.! For additional information, visit www.phoenix.gov/publicworks

4. How do you dispose of automotive fluids (e.g., oil, transmission fluid)? Select all applicable:

- Put in garbage In a storm drain A mechanic services my vehicle Gas/service stations
 Pour on ground for weed control Household hazardous waste collection day
 I don't use automotive fluids Other (please specify)

If you service your vehicle at home, any used, leftover, or unused fluids should be taken to a household hazardous waste (HHW) collection event, rather than put in the trash or poured on the ground or into a storm drain! Used oil can also be taken to an autoparts store that participates with a recycler. For more information on how to dispose of it properly, visit www.phoenix.gov/publicworks



5. How do you dispose of yard waste? Select all applicable:

- Put in garbage Mulch bin/pile Brown bin In a storm drain/street
 Bulk pick-up collection day I don't have yard waste Other (please specify)

All of these are good practices, except the part about the storm drain/street. Obviously reusing the yard materials as compost is the more sustainable practice, at the very least, please collect and bag/tie lawn clippings and put them in the trash. Leaves, grass, and sediment blown into the street eventually impacts the passage of water, clogs the City's storm drain infrastructure, and could flood out some neighbors. If you witness any concerning practice, feel free to report to the City by calling our hotline 602.256.3190, emailing ask.water@phoenix.gov, or visiting www.phoenix.gov/stormwater.

6. How do you dispose of pet waste? Select all applicable:

- Put in garbage Mulch bin/pile Leave it I don't have pet waste
 Other (please specify)

Bag it. Tie it. Toss it... into the garbage, that is.

7. Do your younger children understand what should or should not go in a storm drain?

- Yes No I don't know I don't have young children

The Water Services Department is making its way into classrooms to teach about the water cycle, conservation, and how to keep our water clean. [Contact us](#) for more info!

8. Have your young children mentioned, or brought home any materials from school related to this topic?

- Yes No I don't have young children

The Water Services Department is making its way into classrooms to teach about the water cycle, conservation, and how to keep our water clean. [Contact us](#) for more info! One of the best activities is the watershed model, which is presented by [Water Education for Teachers](#). You can even volunteer to help out in your school district...



9. If you wanted to learn how to dispose of things like household chemicals, automotive fluids, lawn and garden chemicals, and pet wastes, where would you go? Select all applicable:

- City government Internet AZ Department of Environmental Quality Library
 Auto parts store Other (please specify)

No wrong answers here. The most accurate for your local needs is likely to be the City government!
www.phoenix.gov/atyourservice

10. If you saw someone dumping trash or chemicals, automotive fluids, lawn and garden chemicals, and pet wastes, where would you go for information?

- Police department City government AZ Department of Environmental Quality
 I wouldn't Not sure Other (please specify)

Again, no wrong answers here. The most accurate for your local needs is likely to be the City government!
www.phoenix.gov/atyourservice -- you can use these resources and remain anonymous; so, please don't hesitate.

11. The City wants the community to learn more about stormwater and tips to prevent pollution. What is a good way to provide information to you? Select all applicable:

- Water bill inserts City website Social media Radio announcements
 TV advertisements Through my homeowner's association City's cable TV channel
 Materials my children bring home from school Other (please specify)

Thank you for being specific here. On an annual basis the City updates its outreach plan to make use of trends and popular platforms to disseminate information. Last year we targeted residents through publications, like Green Living and Bear Essential News, via billboards, Facebook, Twitter, and Nextdoor. This year, we are using ABC15, Facebook, Twitter, and Nextdoor.

12. Is there anything else you want to tell us about storm drains and their use?

... are you sure? Please, take this opportunity to share with us, or ask any question. Keep in mind, we might need your contact information to follow up!

13. Your gender:

- Female Male Other

Seems unimportant and personal, however, it helps us to craft our messaging in ways that are neutral.



14. Your age group:

- Under 25 25 to 35 36 to 55 56+

Same as above; except, for maturity and gauging generational tendencies.

15. ZIP code

Certain neighborhoods have different perceptions of the storm drain system, due to the age of the infrastructure and different types of facilities – some streets do not even have storm drains. Only the gutter/curb.

16. How did you hear about us?

- Facebook Twitter Green Living Magazine Bear Essential News
 Clear Channel Outdoor Nextdoor Email Event
 Other (please specify)

This will help us determine which platform returns the best engagement and return on investment.