

CITY OF CANTON

DRAINAGE COMPLAINT GENERAL GUIDANCE*

Collection Systems (330-489-3031)	Street (330-489-3030)	Engineering (330-489-3381)²
City storm sewer repair, maintenance, cleanout	Curb request, maintenance	Flooding due to City street runoff
Culvert (under City street) repair, maintenance, cleanout	Pavement issues (overlay, puddles, sinking, potholes, etc)	Request for <i>new</i> roadside ditch excavation (no exist. ditch)
Driveway culvert installation/replacement (owner purchase)	Edge of pavement issues, erosion	Request for <i>new</i> catch basin (no exist. catch basin)
Driveway culvert cleanout	Berm/shoulder issues, erosion	Request for <i>new</i> storm sewer (no exist. storm sewer)
Water backups in basement	Debris on street, sweeping requests	Request to enclose existing roadside ditch with storm sewer
Storm manhole repair, maintenance, adjustment, cleanout	Catch basin repair, maintenance, adjustment, cleanout	Contractor work within City street right-of-way
Sanitary manhole repair, maintenance, adjustment, cleanout	Existing roadside ditch maintenance, cleanout	Storm water management requirements for development ³
		NPDES Storm Water Program questions
Health (330-489-3231)	Fire (911)	Ohio EPA
Pollution (non-hazardous) in City sewer or ditch systems	Hazardous discharges (contact immediately)	Pollution in creeks, lakes, etc. (1-800-282-9378)
Pollution (non-hazardous) discharges from City systems		Wetland issues and questions (1-614-644-2001)
General pollution (non-hazardous) concerns		
Parks (330-489-3015)	Building (330-430-7800)	Stark SWCD (330-451-7645)
Creek, pond, or other water issues in City parks	New construction downspout/sump pump discharge issues	Construction site mud, runoff, pollution, drainage issues
Private responsibility/civil matters	Code Enforcement (330-430-7819)	US Army Corps of Engineers (1-866-502-2570)
Purchase of driveway culverts and pipe for ditch enclosures	Missing downspouts, etc.	Creek/lake maintenance
Private property drainage issues, disputes ¹		
Driveway and drive apron drainage or erosion problems	Zoning (330-438-4726)	Ohio Dept. of Nat. Resources (1-614-265-6610)
Sidewalk drainage problems	Flood zones/creek flooding	Other issues impacting creeks, lakes, or ponds ⁴

* This is not an exhaustive list.

Other useful resources:

¹ **The Community Mediation Center of Stark County (330-430-9502)** may be able to help; also see **Ohio’s Drainage Laws**”: <http://ohioline.osu.edu/b822/>

² May also email the Engineering Department at Engineering@cantonohio.gov.

³ Refer to City of Canton’s **“Storm Water Management Requirements”** at: <http://www.cantonohio.gov/engineering/?pg=510>

⁴ Refer to Ohio Department of Natural Resources (ODNR) **“Stream Management Guides”**: <http://www.dnr.state.oh.us/tabid/4178/default.aspx>