

City of Naperville – Adopt-a-Drain Program Frequently Asked Questions

Q: What is the Adopt-a-Drain Program

A: The City of Naperville’s Adopt-a-Drain Program is a fulfilling volunteer experience that benefits both the Naperville community and environment. Naperville’s Public Works Department identified clogged storm drains as one of the major causes of roadway flooding. Similarly, storm-water runoff is one of the largest known causes of water pollution in the United States. As a result, the City has implemented a volunteer program in which residents “adopt” a drain, therefore committing to keep the drain free of debris in order to maintain a safe and clean environment in Naperville. This program is open to all residents, allowing them to use an interactive map to find and adopt drains that are located on streets where traffic is not too heavy, where roadway shoulders are not narrow and that are not already adopted by others.

Q: How do I know which drain to adopt?

A: Participants can choose an available drain to adopt through the interactive drain map. The city recommends choosing a drain that is close to your home or business for easy access and convenience.

Q: How do I get started?

A: To participate, visit the Adopt-a-Drain site at www.naperville.il.us/adoptadrain for more information about the program. To adopt a drain, visit the interactive map and enter an email address to receive login information and an informational packet. Use the login link to select an available drain to adopt. Click on the drain to choose it and name it. The participant must agree to the terms of the liability waiver to complete the adoption process.

Q: What is the adoption process?

1. Visit the Adopt-a-Drain page on the Naperville website for more information about the program and adoption process.
 - o www.naperville.il.us/adoptadrain
 - o The webpage includes a link to the interactive map and sign-up box.
 - o Interactive map: <http://gis.naperville.il.us/adoptastormdrain/>
2. Enter an email address into the sign-up field.
3. The system will then ask for the following information:
 - o First Name
 - o Last Name
 - o Team Name (optional)
 - o Subdivision Name (optional)
4. Once signed up, you will receive a login link via email. This email also includes a link to the Adopt-a-Drain informational packet.
5. Click the link to access the Adopt-a-Drain map.
6. Next, select a drain. We recommend selecting a drain that is close to your home or business for convenience.
7. Next, name your drain. Have fun with this, but please be appropriate and respectful!
8. After you name your drain, hit the "adopt" button.
9. After you select the “adopt” button you will be prompted to accept or decline a liability waiver. You **must** agree before completing the adoption process. If you choose to decline the agreement terms, you **will not** be able to continue and **will not** be able to participate in the program.
10. Adopters should refer to the informational packet included in the welcome email for information about when and how to clean their drain.
11. Adopters can submit a photo of their drain, report an issue with their drain, report the storm drain as having been cleaned, and abandon their drain via the interactive map or website.

Please note, participants **must** accept the terms of the liability waiver to officially become a #Drain Defender of the Naperville Adopt-a-Drain program. Those who do not accept the terms of the form will not be able to continue the adoption process, will not be considered participants and will not receive information or notifications from the City of Naperville.

Q: What is the best way to clean the drain?

A: The City recommends the following cleaning process:

1. **Gather the materials** – Use the list of materials provided in the informational packet sent during the adoption process.
 - a. **Gloves to protect hands.**
 - b. **Rake/broom to clear the debris.**
 - c. **Yard waste bag to dispose of leaves, grass and other organic materials.**
 - d. **Trash/recycling bags to dispose of garbage.**
 - e. **Neon Safety vest/reflective clothing for safety, especially when working on busier streets.**
2. **Waste Disposal** – Plastic items can be recycled, and other garbage should be disposed of in the trash.
3. **Clear off the drain** – Clear off the top of the drain and the area surrounding it. Try not to push the leaves or grass into the drain.
4. **Organic Materials Disposal** – Grass clipping and leaves should be disposed of in a standard yard waste bag for collection.

Q: How often should I clean the drain?

A: Drains should be cleared before a predicted storm and an additional four times a year. Participants will receive reminder notifications before potential storms.

Q: What am I responsible for?

A: Volunteers are responsible for inspecting the drain and the area around it, removing leaves and other debris from both the drain grate and the surrounding area, and disposing of any leaves and debris in the appropriate waste receptacle.

Q: I no longer want to participate in the program. What should I do?

A: The interactive map offers an option to abandon your drain if you no longer wish to participate in the program. Enter your email address and choose the option to abandon your drain.

Q: Why do I have to agree to the terms of the liability waiver?

A: While cleaning the drain is important, the safety of our volunteers is top priority. By agreeing to the terms of the liability waiver, participants are acknowledging the risks and safety precautions to take in an effort to participate in the program as safely as possible.

Q: What should I do if the drain does not allow water to flow through the drain after it has been cleared?

A: Call the Department of Public Works at (630) 420-6095 to report the malfunctioning drain.

Q: What is the proper way to dispose of materials cleared from the drain?

A: Organic materials such as grass and leaves can be disposed of in a yard waste bag for pick-up. Trash, such as plastic bottles and garbage should be recycled or thrown away.

Q: Why are certain drains restricted?

A: Specific drains are restricted for safety reasons. Drains that are not available to adopt include those located on streets with heavy traffic, where roadway shoulders are too narrow and those already adopted.

Q: When should I contact the Department of Public Works (DPW)?



Naperville



A: Contact DPW if:

1. there is a drain you are unable to clean;
2. discover items that are hazardous to your or others;
3. suspect illegal dumping;
4. there are any other issues you are unable to handle.

Q: Who do I contact for more information?

A: More information on the Adopt-a-Drain Program can be found on the City website at www.naperville.il.us/.

