

Procedures for responding to and documenting public comments, complaints, and concerns regarding stormwater pollution and the MS4 program plan.

The following procedures are intended to facilitate appropriate response and documentation of public inputs concerning stormwater issues.

1. Receiving communication.
 - a. The [Report a Stormwater Discharge](#) form on the main Stormwater management webpage generates an email to the Stormwater Compliance Specialist email account.
 - b. The Contact Us reporting form on the main [County homepage](#) generates reports to the Public Information office staff. Reports concerning stormwater will be relayed to the Stormwater Compliance Specialist via email.
 - c. Direct emails and phone calls to County staff will be forwarded to the Stormwater Compliance Specialist.
2. Response and Documentation
 - a. Initial information will be recorded in the appropriate permit year's MCM2 Public Input Summary Table, located at X:\Inspections\VSMP\MS4\Annual Reports. The date, address location, relevant County parcel number, and a description of the information as available in the message will be recorded.
 - b. The Stormwater Compliance Specialist will contact the person reporting a concern if contact information is provided. A review of aerial imagery and a site visit may be performed. The specialist will determine if the issue is within County jurisdiction. If not, initial information will be forwarded to the appropriate agency or jurisdiction. The person contacting the County will be notified and provided any relevant contact information.
 - c. The type of concern will be categorized into an appropriate category by the Stormwater Specialist
 - i. MS4 Permit Input/Inquiry
 - ii. Citizen complaint about land disturbance not included in IDDE or enforcement
 - iii. Flooding
 - iv. Refer to IDDE
 - v. Refer to Construction enforcement
 - vi. Land disturbance exempt from permitting and not causing illicit discharge
 - vii. Land Disturbance Permit inquiry by Owner
 - d. County staff will respond as appropriate to the categorization of the concern.
 - i. MS4 Permit Input/Inquiry will be responded to.
 - ii. Any Illicit Discharge Detection and Elimination investigations will be performed and documented in conformance with IDDE procedures.
 - iii. Construction enforcement for land disturbing activities under permit or requiring permitting will be performed and documented.
 - iv. Permitting inquiries will be addressed.
 - v. Inquiries into land disturbance not requiring permitting or IDDE documentation will be responded to, explaining the relevant regulations.

- vi. Flooding concerns will be evaluated to determine if the event is connected to any permitted construction or postconstruction sites and/or stormwater facilities.
- e. Upon completion of the response and any follow up actions the public input 'action' column will be completed.
- f. The Public Input Summary Table will be included in each year's Annual Report appendices.