

5. Person (position) responsible for overall management and implementation of the BMP: Stormwater Technician
6. Rationale for choosing BMP and setting measurable goal(s): Educating the community about the negative impact of illicit discharges can help identify and prevent problems that may occur.
7. How you will determine whether this BMP is effective in accordance with Part 5.1.4 of the Permit: Although it is difficult to precisely measure the effect that educational material has, it is the general consensus that public awareness can change citizen's attitudes and behavior, thereby, indirectly enlisting community efforts in reducing illicit discharge/connections.

BMP #5: Illicit Discharge Complaint Response

1. Description of BMP: The County has a procedure in place to respond to illicit discharge complaints received. When an illicit discharge is detected, either through concerned citizen reports or departmental monitoring, source tracking methods are used such as observation and backtracking the discharge so that it can be eliminated. (See attachment: C6-IDDE SOP manual).
2. Measurable goal(s): LC will document all IDDE complaints received during each reporting period.
3. Documentation to be submitted with each annual report: The County will provide a summary of complaints received that includes the complaint date, type of complaint, and complaint status in each annual report. (See attachment: C8-Illicit Discharge Tracking form).
4. Schedule:
 - a. Interim milestone dates (if applicable): N/A
 - b. Implementation date (if applicable): 2012
 - c. Frequency of actions (if applicable): As needed
 - d. Month/Year of each action (if applicable): Annually
5. Person (position) responsible for overall management and implementation of the BMP: Stormwater Technician