

4. Schedule:
 - a. Interim milestone dates (if applicable): N/A
 - b. Implementation date (if applicable): 2005
 - c. Frequency of actions (if applicable): Continuous
 - d. Month/Year of each action (if applicable): Annually
5. Person (position) responsible for overall management and implementation of the BMP: County Engineer
6. Rationale for choosing BMP and setting measurable goal(s): The County is performing this effort as a part of its responsibility as a Local Issuing Authority.
7. How you will determine whether this BMP is effective in reducing pollution to stormwater in accordance with Part 5.1.4 of the Permit: When construction violations are corrected, then the enforcement measures are effective.

BMP #5: Complaint Response

1. Description of BMP: There will be two primary methods for receipt of information submitted by the public: by telephone and by e-mail. The appropriate county contact telephone number will be included in handouts, brochures, newspaper ads and County telephone listings for land disturbance and stormwater runoff quality concerns. The County's website has a link where information may be submitted. County responses to the information received will be performed by appropriate county staff. Records of the submittal of information from the public will be logged. (See attachment: D8-Construction Complaint SOP manual and D9-Construction Site Complaint form).
2. Measurable goal(s): LC will document, investigate, and provide a resolution for all construction public complaints.
3. Documentation to be submitted with each annual report: The County will provide a summary of the E&S complaints received (e.g. complaint date, type of complaint, complaint status) in each reporting period.
4. Schedule:
 - a. Interim milestone dates (if applicable): N/A
 - b. Implementation date (if applicable): 2005
 - c. Frequency of actions (if applicable): Continuous
 - d. Month/Year of each action (if applicable): Annually
5. Person (position) responsible for overall management and implementation of the BMP: County Engineer