

1. Citizen Assistance

- a. Respond to stormwater-related citizen inquiries and requests for assistance.
- b. Investigate inquiries associated with stormwater management, drainage and stormwater pollution.
- c. Provide technical assistance concerning stormwater management practices; sediment and erosion control; and riparian buffer issues.
- d. Oversee and implement the town's cost-share program for drainage issues on private property.

2. Education, Outreach and Public Involvement

- a. Conduct stormwater and environmental education programs for local school and civic groups.
- b. Develop and distribute educational materials, fact sheets and fliers.
- c. Write articles and publish the town's stormwater newsletter, *The Stormwater Almanac*.
- d. Serve as a member and actively participate in the Clean Water Education Partnership.

3. Stormwater Infrastructure Maintenance

- a. Conduct field inventory and data collection of all storm drainage infrastructure.
- b. Maintain and repair town-owned stormwater system infrastructure.
- c. Periodically remove debris from catch basins.
- d. Sweep curb and gutter streets routinely to remove pollutants and debris.

4. Regulatory Compliance

- a. Develop and implement activities to comply with the town's municipal stormwater permit from the National Pollutant Discharge Elimination System (NPDES), including six minimum measures and annual reporting requirements:
 - (1) Public education and outreach.
 - (2) Public involvement and participation.
 - (3) Illicit discharge detection and elimination.
 - (4) Control of construction-site stormwater runoff.
 - (5) Post-construction stormwater management in new development and redevelopment.
 - (6) Pollution prevention/good housekeeping for municipal operations.

- b. Comply with and participate in activities related to the Falls Lake Rules, state-mandated nutrient management rules to protect and restore the water quality of Falls Lake:
 - (1) Serve as a member and participate with the Upper Neuse River Basin Association, an organization representing local governments subject to the Falls Lake Rules.
 - (2) Represent and participate in the Upper Neuse River Basin Association's watershed-wide, water quality monitoring program; nutrient credit practices project; and other similar projects and programs.
 - (3) Develop and administer the Hillsborough Stormwater Management Division's capital improvements projects to meet regulatory requirements for stormwater under the town's NPDES permit and for nutrient management of Falls Lake.
- c. Provide stormwater/environmental support for town-owned facilities and construction projects:
 - (1) Develop stormwater pollution prevention plans for town-owned facilities and conduct training of town staff.
 - (2) Conduct site inspections of major town construction projects to help ensure compliance with erosion control and stormwater runoff requirements.

5. Riparian Buffer Program

- a. Administer a riparian buffer program.
- b. Conduct field classification of streams and update stream mapping.
- c. Review and approve riparian buffer impact authorization requests and mitigation plans.
- d. Investigate unauthorized riparian buffer impacts.

6. New Development Program

- a. Perform development reviews involving stormwater management, floodplain management, and criteria and requirements for resource conservation districts. Review and make recommendations regarding requests for exemption from the impact statement requirement on stormwater and resource conservation districts.
- b. Inspect public and private stormwater facilities.

7. Stormwater Utility Management

- a. Manage and update stormwater billing file; manage databases to track payment and fee review data; process applications for stormwater fee assistance; and respond to customer requests for assistance regarding impervious surface data, billing, procedures, etc.
- b. Prepare contract documents and administer stormwater-related professional services and construction contracts.
- c. Prepare annual stormwater budget and supporting documentation and manage expenditures of the approved stormwater budget.

- d. Identify grant opportunities to fund drainage and water quality improvement projects and stream bank stabilization projects; prepare and submit grant applications; and develop and monitor approved grant-funded projects.