PURPOSE: To have a consistent way to receive and reply to reports of noncompliance and other storm water related information or issues from permitted construction sites.

RESPONSIBLE PARTY: The position title responsible to receive, consider, and respond to reported incidents of noncompliance and other storm water related information from a permitted construction site is the same title responsible for the MS4 permitted construction site inspections. As of the effective date of this procedure that title is Campus Planning, Engineering, and Safety Professional with UMD Facilities Management, otherwise known as the UMD Storm Water Contact (UMDSWC). In the event that the Campus Planning, Engineering, and Safety Professional is unavailable, the Research Safety Professional (or other staff person) with certification in Site Management will become the UMD Storm Water Contact for the purpose of this SOP.

PROCEDURE:

Primary Ways of Reporting:
- b. Facilities Management – Front Desk 218-726-8262 / facmgt@d.umn.edu
- c. Erik Larson – UMD Storm Water Contact 218-726-6915 / elarson@d.umn.edu

Alternate Ways of Reporting:
- a. UMD Environmental Health and Safety – Front Desk 218-726-7139 / ehso@d.umn.edu
- b. UMD Sustainability – Twitter @UMDSustain / Facebook umdsustainability
- c. Duluth Area Storm Water Hotline – 218-529-3281

Receipt of Report: The person receiving the notification will ask for the person’s name and contact information as well as the location and description of the issue. The UMD Storm Water Hotline requests similar information and emails it directly to the UMDSWC.

Timing: Reports received shall be forwarded to the UMDSWC as soon as possible. The UMDSWC shall review the reported information as soon as possible.

Review: The UMDSWC shall review the information to see if the project is within the MS4’s jurisdiction, if it is a report of possible noncompliance or a general question or comment about the site, and follow up with the informant if necessary.
- For reports of possible noncompliance within the UMD MS4 jurisdiction the UMDSWC will inspect the construction site using the Construction Site Inspection Worksheet.
- For issues outside the UMD MS4 jurisdiction the UMDSWC will forward the information to the appropriate jurisdiction.
4e-1 Receipt and Consideration of Noncompliance
Receipt of SW Construction Complaints

**Inspection:** For reports of potential noncompliance, the UMDSWC will visit the site as soon as possible following the notification and inspect the construction site per 4f-1 Permitted Construction Site MS4 Inspection Standard Operating Procedure using the Construction Site General Inspection Worksheet.

**Inspection Results:** Inspection response follows the Construction Inspections portion of the UMD Permitted Construction Site Storm Water Process flowchart:

- If the site is noncompliant:
  - The UMDSWC will issue a verbal warning (or issue a written warning if no one is on site) to address any issues and note details of noncompliance on the Worksheet.
    - If there will not be a change order request – Contractor will make corrections/changes
    - If there will be a change order requested – The Project Manager will be consulted.
      - If the PM agrees – Contractor will make corrections/changes
      - If the PM Does not agree the matter will be referred to the University’s Department of Environmental Health and Safety for resolution.
  - A copy of the Worksheet will be given or sent to the University Project Manager.
  - The UMDSWC will follow up at a reasonable time to verify that the work needed to address the situation was completed. If it is not, the UMDSWC shall first refer the situation to the Project Manager and if still not resolved the UMDSWC will refer it to the University’s Department of Environmental Health and Safety for resolution.

- If the site is compliant:
  - The UMDSWC will note pertinent details of the site on the Worksheet.
  - The UMDSWC will respond to the informant with the findings.
  - A copy of the Worksheet will be given or sent to the University Project Manager.

**Documentation:** Notes regarding the report and response shall be filed in the 4e-1 Report of Noncompliance folder. Copies of the Construction Site General Inspection Worksheet shall be filed in the 4f-1 Inspection and Enforcement folder. File names shall start with YYMMDD-Project Number-Description.

<table>
<thead>
<tr>
<th>Related Guidance</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Permit Part III.D.4.c / App V.D.2.c</td>
<td></td>
</tr>
<tr>
<td>4f-1 Permitted Construction Site MS4 Inspection SOP</td>
<td></td>
</tr>
<tr>
<td>4f-1 UMD Permitted Construction Site Storm Water Process</td>
<td></td>
</tr>
<tr>
<td>4f-1 Construction Site General Inspection Worksheet</td>
<td></td>
</tr>
</tbody>
</table>