Tennessee Department of Environment and Conservation
Division of Water Resources
William R. Snodgrass Tennessee Tower,
312 Rosa L. Parks Avenue, 11th Floor, Nashville, Tennessee 37243
1-888-891-8332 (TDEC)

Phase II Small Municipal Separate Storm Sewer System (MS4) Annual Report

1. MS4 Information

Name of MS4: University of Memphis		MS4 Permit Number: TNS076104
Contact Person: Mr. Ronald Brooks		Email Address: rbrooks@memphis.edu
Telephone: (901) 678-2539		MS4 Program Web Address: https://www.memphis.edu/ehs/stormwater/
Mailing Address: 3750 Desoto Ave.		
City: Memphis	State: TN	ZIP code: 38152

What is the current population of your MS4? Approximately 24,122 students and employees

What is the reporting period for this annual report? July1 2020 to June 30 2021

2. Discharges to Waterbodies with Unavailable Parameters or Exceptional Tennessee Waters (Section 3.1)

A. Does your MS4 discharge into waters with unavailable parameters (previously referred to as impaired) for pathogens, nutrients, siltation or other parameters related to stormwater runoff from urbanized areas as listed on TN's most current 303(d) list and/or according to the on-line state GIS mapping tool (tdeconline.tn.gov/dwr/)? If yes, attach a list. ☐ Yes ☒ No

B. Are there established and approved TMDLs (http://www.tn.gov/environment/article/wr-ws-tennessees-total-maximum-daily-load-tmdl-program) with waste load allocations for MS4 discharges in your jurisdiction? If yes, attach a list. ☐ Yes ☒ No

C. Does your MS4 discharge to any Exceptional Tennessee Waters (ETWs - http://environment-online.tn.gov:8080/pls/enf_reports/f?p=9034:34304:4880790061142)? If yes, attach a list. ☐ Yes ☒ No

D. Are you implementing specific Best Management Practices (BMPs) to control pollutant discharges to waterbodies with unavailable parameters or ETWs? If yes, describe the specific practices: Please see BMP attachment ☒ Yes ☐ No

3. Public Education/Outreach and Involvement/Participation (Sections 4.2.1 and 4.2.2)

A. Have you developed a Public Information and Education plan (PIE)? ☒ Yes ☐ No

B. Is your public education program targeting specific pollutants and sources, such as Hot Spots? If yes, describe the specific pollutants and/or sources targeted by your public education program: One of our main pollutants has been leaking dumpsters. We have addressed this in several different ways. By providing composting bins, most food from back of house dining goes into the compost bins instead of the dumspter. This has many benefits for the environment, but in relation to stormwater, this diversion drastically reduced leaking from the dumpsters. We are also investing in restructuring our dumpster areas behind dining facilities to have sealed compactors instead of open tops. This in combination with our dining service now having new indoor grease removal systems has reduced the track in and out pollution of food and grease in these loading dock areas. This helped in resolving another hot spot, which was pressure washing. We took more focus in pressure washing with all the stormwater protection measures in place, however our solutions mentioned earlier reduce the amount of times needed to pressure wash. This was the best outcome. Our storm drain identification plan is still in progress as we continue to add new buildings and drains. This will be a priority hot spot item to complete in the next year.

☒ Yes ☐ No

C. Do you have a webpage dedicated to your stormwater program? If yes, provide a link/URL: https://www.memphis.edu/ehs/stormwater/

☒ Yes ☐ No

D. Summarize how you advertise and publicize your public education, outreach, involvement and participation opportunities: Announcements through U of M email system, U of M stormwater web page, U of M electronic weekly newsletter that goes out to faculty and staff called "This Week," Campus newspaper "The Helmsman," U of M Sustainability and Main U of M Social Media channels and through various campus and community tabling and presentation events and programs.

E. Summarize the public education, outreach, involvement and participation activities you completed during this reporting period: See PIE Activities Summary Attachment

F. Summarize any specific successful outcome(s) (e.g., citizen involvement, pollutant reduction, water quality improvement, etc.) fully or partially attributable to your public education and participation program during this reporting period: This year has been challenging when it pertains to engaging citizens. Due to the pandemic, most faculty and staff and all of our students were attending their jobs and classes virtually for the entire year. Not having anyone physically on our campus, made our outreach turn virtual as well. Even with students on campus, social media outreach seems to be our best outlet, so we were eager to increase that engagement regardless of the circumstances surrounding the pandemic. The cleanup partnership between our University athletes and TDOT was a great initiative that gained a lot of publicity. There is an opportunity to expand on that event again next year by bringing in more partners and the connectivity to our rivers and streams. While our employee training opportunities were significantly reduced by the pandemic, the awareness of who our MS4 contact is, where that office is located has improved over the course of this year. Altough that particular increase in awareness is not calculated in any formal survey or spreadsheet, the amount of questions and general BMP concerns have been noticed. It is likely that outreach efforts toward more administrative staff have increased that awareness. Administrative staff does not have the same mandatory training requirements, so they typically miss that training. This is possibly a great opportunity to pursue further as we evaluate our training methods and partnerships. Composting is another success story. As mentioned in the response to question 3B, we have noticed a significant reduction in leaking dumpsters, bad smells, and cleanup measures, as a result of composting. We will continue to expand those efforts across campus and partner with the community in that effort as well.

4. Illicit Discharge Detection and Elimination (Section 4.2.3)

A. Have you developed and do you continue to update a storm sewer system map that shows the location of system outfalls where the municipal storm sewer system discharges into waters of the state or conveyances owned or operated by another MS4? ☒ Yes ☐ No

B. If yes, does the map include inputs into the storm sewer collection system, such as the inlets, catch basins, drop structures or other defined contributing points to the sewershed of that outfall, and general direction of stormwater flow? ☒Yes ☐ No

C. How many outfalls have you identified in your storm sewer system? Approximately 36 outfalls discharging to other MS4 conveyance systems which includes all campuses.

D. Do you have an ordinance, or other regulatory mechanism, that prohibits non-stormwater discharges into your storm sewer system? ☒Yes ☐ No

E. Have you implemented a plan to detect, identify and eliminate non-stormwater discharges, including illegal disposal, throughout the storm sewer system? If yes, provide a summary: U of M Project Managers perform twice-weekly inspections on all active construction projects and meet once a month to discuss the SW Site Audit Checklist. They are responsible for identifying, reporting and addressing any discharges throughout the storm sewer system within a 24 hour period. An illicit discharge complaint form is available on the U of M Stormwater web page to the public, in the event that an illicit discharge is discovered. That form is sent directly to the U of M MS4 Coordinator and will be addressed within a 24 hour period. ☒ Yes ☐ No

F. How many illicit discharge related complaints were received this reporting period? 2

G. How many illicit discharge investigations were performed this reporting period? 2

H. Of those investigations performed, how many resulted in valid illicit discharges that were addressed and/or eliminated? 2

5. Construction Site Stormwater Runoff Pollutant Control (Section 4.2.4)

A. Do you have an ordinance or other regulatory mechanism requiring:

Construction site operators to implement appropriate erosion prevention and sediment control BMPs consistent with those described in the TDEC EPSC Handbook? ☒ Yes ☐ No

Construction site operators to control wastes such as discarded building materials, concrete truck washout, chemicals, litter, and sanitary waste? ☒ Yes ☐ No

Design storm and special conditions for unavailable parameters waters or Exceptional Tennessee Waters consistent with those of the current Tennessee Construction General Permit (TNR100000)? ☒ Yes ☐ No

B. Do you have specific procedures for construction site plan (including erosion prevention and sediment BMPs) review and approval? ☒ Yes ☐ No

C. Do you have sanctions to enforce compliance? ☒ Yes ☐ No

D. Do you hold pre-construction meetings with operators of priority construction activities and inspect priority construction sites at least monthly? ☒ Yes ☐ No

E. How many construction sites disturbing at least one acre or greater were active in your jurisdiction this reporting period? 4 - TNR154745; TNR154924; TNR154786; TNR 154778

F. How many active priority and non-priority construction sites were inspected this reporting period? 2 - Although NOT documents were not completed until Aug 2020 for TNR 154786 and TNR 154778, both had been completed in May and June of 2020.

G. How many construction related complaints were received this reporting period? 0

6. Permanent Stormwater Management at New Development and Redevelopment Projects (Section 4.2.5)

A. Do you have a regulatory mechanism (e.g. ordinance) requiring permanent stormwater pollutant removal for development and redevelopment projects? If no, have you submitted an Implementation Plan to the Division? ☒ Yes ☐ No / ☐ Yes ☐ No

B. Do you have an ordinance or other regulatory mechanism requiring:

Site plan review and approval of new and re-development projects?	☒ Yes	☐ No
A process to ensure stormwater control measures (SCMs) are properly installed and maintained?	☒ Yes	☐ No
Permanent water quality riparian buffers? If yes, specify requirements: N/A	☐ Yes	☒ No

C. What is the threshold for development and redevelopment project plans plan review (e.g., all projects, projects disturbing greater than one acre, etc.)? All projects disturbing one acre or more are required to have professional designers. All design plans will be reviewed by U of M. U of M has a TNEPSC Level 2 certified employee that oversees this portion of the project plans review.

D. How many development and redevelopment project plans were reviewed for this reporting period? 2

E. How many development and redevelopment project plans were approved? 2

F. How many permanent stormwater related complaints were received this reporting period? 0

G. How many enforcement actions were taken to address improper installation or maintenance? 0

H. Do you have a system to inventory and track the status of all public and private SCMs installed on development and redevelopment projects?	☒ Yes	☐ No
I. Does your program include an off-site stormwater mitigation or payment into public stormwater fund? If yes, specify. _____	☐ Yes	☒ No

7. Stormwater Management for Municipal Operations (Section 4.2.6)

A. As applicable, have stormwater related operation and maintenance plans that include information related to maintenance activities, schedules and the proper disposal of waste from structural and non-structural stormwater controls been developed and implemented at the following municipal operations:

Streets, roads, highways?	☒ Yes	☐ No
Municipal parking lots?	☒ Yes	☐ No
Maintenance and storage yards?	☒ Yes	☐ No
Fleet or maintenance shops with outdoor storage areas?	☒ Yes	☐ No
Salt and storage locations?	☒ Yes	☐ No
Snow disposal areas?	☒ Yes	☐ No
Waste disposal, storage, and transfer stations?	☒ Yes	☐ No

B. Do you have a training program for employees responsible for municipal operations at facilities within the jurisdiction that handle, generate and/or store materials which constitute a potential pollutant of concern for MS4s? ☒ Yes ☐ No

If yes, are new applicable employees trained within six months, and existing applicable employees trained and/or retrained within the permit term? ☒ Yes ☐ No

8. Reviewing and Updating Stormwater Management Programs (Section 4.4)

A. Describe any revisions to your program implemented during this reporting period including but not limited to:

Modifications or replacement of an ineffective activity/control measure. None at this time.

Changes to the program as required by the division to satisfy permit requirements. We have revised our ERP to include procedures for identifying and eleminating hot spots and other areas with reasonable potential for discharge. Also added to our ERP is a time frame (not to exceed 7 days) for initiating compliant investigations. Our stormwater construction program was also updated to define priority construction activites. All three required actions were based on recent audit findings from Jan. 2021. All have since been addressed and implemented.

Information (e.g. additional acreage, outfalls, BMPs) on newly annexed areas and any resulting updates to your program. Upon completion of recent construction projects, we have rerouted and added additional storm drain structures including additonal outfalls and 2 new detention basins. Our storm water map is currently being updated with these changes.

B. In preparation for this annual report, have you performed an overall assessment of your stormwater management program effectiveness? If yes, summarize the assessment results, and any modifications and improvements scheduled to be implemented in the next reporting period. Assessment of our PIE effectiveness is included as an attachement. While our social media took activity increased, hands on activities decreased with the pandemic. This gave us some time to think of new ways to reach the public concerning stormwater education. We are fortunate to have a K-8 grade school on our campus. The Middle School opened this fall and no time was wasted on creating a partnership. The Middle School utilizes experiental learning and asked if we would share some sustainability challenges we face to their students. The students would then take on the tasks of solutions towards those challenges, all the while gaining a thorough learning about the subject itself. Stormwater issues is scheduled to be one of those topics. We are eager to begin that project this Fall. We look forward to increasing our partnerships within our campus and in the community. ☒ Yes ☐ No

There are some necessary changes that need to be made in the efficiency of our transparency and record keeping. While we have overcome the challenges previously faced in transparency between departments that had stormwater responsibilities, the way in which we share documentation between designers, contractors, inspectors and program managers is not very efficient. We are looking for ways to store and share all MS4 documents between the responsible parties. Also needing updating for efficiency, are our stormwater maps. This has had to be delayed in order to accommodate some recent construction being completed. This update, in addition to stormwater infastructure labeling, will give more clarity to the general public and our employees when attempting to take preventive and reactive measures.

9. Enforcement Response Plan (Section 4.5)

A. Have you implemented an enforcement response plan that includes progressive enforcement actions to address non-compliance, and allows the maximum penalties specified in TCA 68-221-1106? If no, explain. The ERP includes progressive enforcement actions; however fines are not part of the ERP. Financial enforcement includes stop work orders, withholding payments, and severing contracts ☐ Yes ☒ No

B. As applicable, identify which of the following types of enforcement actions (or their equivalent) were used during this reporting period; indicate the number of actions, the minimum measure (e.g., construction, illicit discharge, permanent stormwater management), and note those for which you do not have authority:

Action	Construction	Permanent Stormwater	Illicit Discharge	In Your ERP?	
Verbal warnings	#0	#0	#0	☒ Yes	☐ No
Written notices	#0	#0	#0	☒ Yes	☐ No
Citations with administrative penalties	#0	#0	#0	☒ Yes	☐ No
Stop work orders	#0	#0	#0	☒ Yes	☐ No
Withholding of plan approvals or other authorizations	#0	#0	#0	☒ Yes	☐ No
Additional Measures	#0	#0	#2	Describe: No official written notice was given, but in all cases an email with photos was sent to the responsible person(s) and the issues were addressed immediately. All correspondence documented in emails.	

C. Do you track instances of non-compliance and related enforcement documentation? ☒ Yes ☐ No

D. What were the most common types of non-compliance instances documented during this reporting period? Small construction sediment discharge.

10. Monitoring, Recordkeeping and reporting (Section 5)

A. Summarize any analytical monitoring activities (e.g., planning, collection, evaluation of results) performed during this reporting period. The U of M is exempt from this requirement

B. Summarize any non-analytical monitoring activities (e.g., planning, collection, evaluation of results) performed during this reporting period. _____

C. If applicable, are monitoring records for activities performed during this reporting period submitted with this report. ☐ Yes ☐ No

11. Certification

11. Certification

This report must be signed by a ranking elected official or by a duly authorized representative of that person. See signatory requirements in sub-part 6.7.2 of the permit.

"I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations."

Ronald Brooks, Physical Plant VP	R. G. Brooks	09/29/2021
Printed Name and Title	Signature	Date

Annual reports must be submitted by September 30 of each calendar year (Section 5.4) to the appropriate Environmental Field Office (EFO), identified in the table below:

EFO	Street Address	City	Zip Code	Telephone
Chattanooga	1301 Riverfront Pkwy, Suite 206	Chattanooga	37402	(423) 634-5745
Columbia	1421 Hampshire Pike	Columbia	38401	(931) 380-3371
Cookeville	1221 South Willow Ave.	Cookeville	38506	(931) 520-6688
Jackson	1625 Hollywood Drive	Jackson	38305	(731) 512-1300
Johnson City	2305 Silverdale Road	Johnson City	37601	(423) 854-5400
Knoxville	3711 Middlebrook Pike	Knoxville	37921	(865) 594-6035
Memphis	8383 Wolf Lake Drive	Bartlett	38133	(901) 371-3000
Nashville	711 R S Gass Boulevard	Nashville	37216	(615) 687-7000

UofM MS4 Contact Information

Primary Point of Contact

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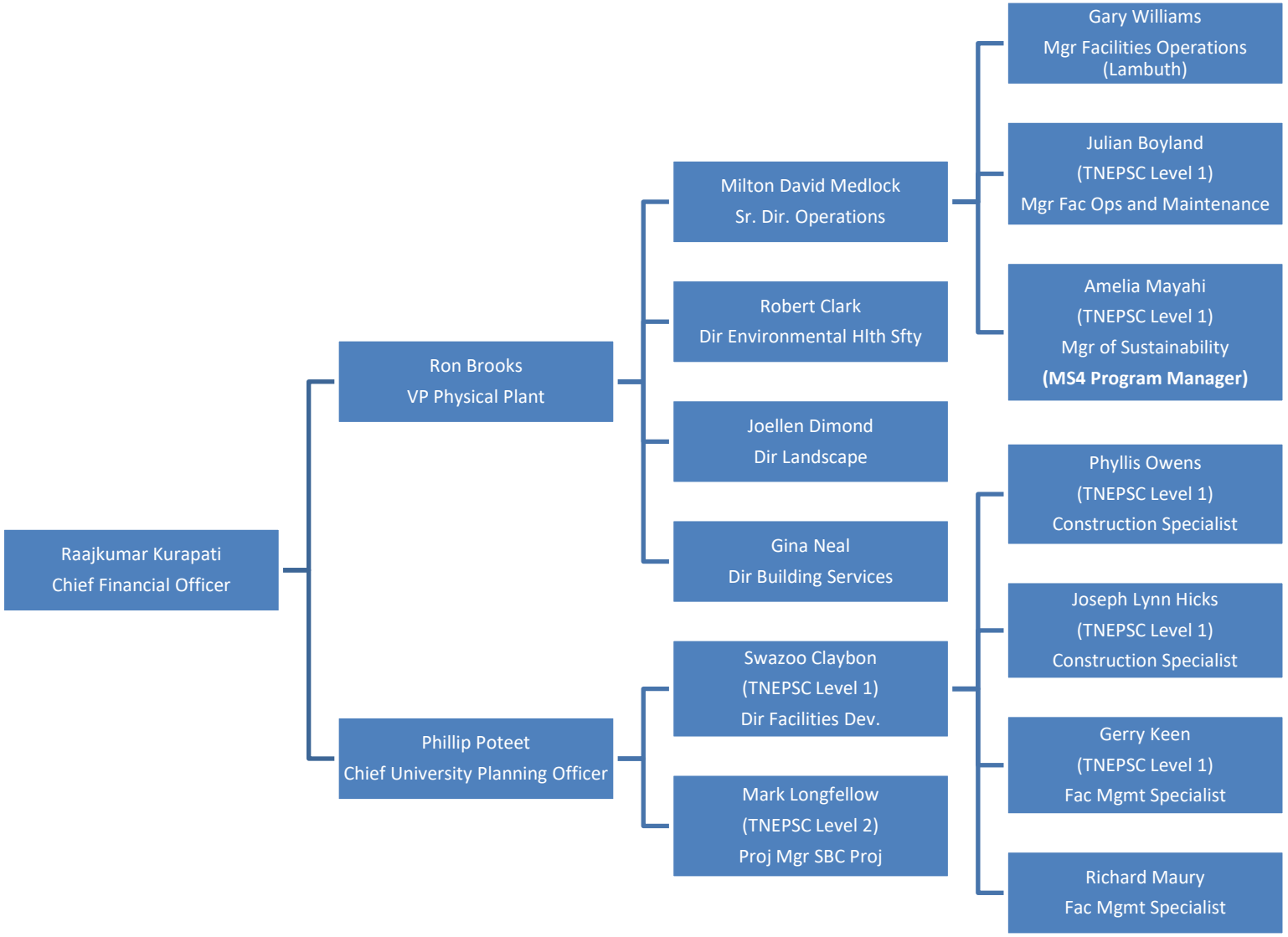
University of Memphis – Organizational Chart



PUBLIC EDUCATION AND INFORMATION (PIE) PLAN

REVISED SEPTEMBER 2021

INTRODUCTION

The Public Information and Education (PIE) Plan describes the education and outreach activities that University of Memphis (UofM) has planned to educate their public (staff, faculty and students) about stormwater quality. The PIE is a requirement of the State of Tennessee's Small Municipal Separate Storm Sewer Systems (MS4) National Pollutant Discharge Elimination System (NPDES) General Permit. This PIE Plan outlines the education and outreach activities to be performed by UofM for the remainder of the MS4 permit period. UofM will assess the effectiveness of the public education and outreach activities annually with the compiling of the annual report information. Any modifications to the PIE Plan for the next year will be outlined in the annual report.

UofM has identified stormwater pollutant hot spot activities on campus and has targeted the PIE Plan activities to focus on those hot spots. Hot spots are:

- Food waste disposal – loading docks
- Custodial waste disposal
- Landscape Services – Pressure washing
- ERP Plan
- Storm drain identification plan

Both food services, some small construction activities and some custodial services are contracted out.

In addition to the hot spot focus activities, UofM is also focusing on general stormwater quality awareness and personal pollution prevention.

PIE GOALS

The following tables presents the PIE activities, general schedule, and activity owner for each activity.

Activity	Goal	Target Audience	Target Pollutants	Schedule	Owner
Mandatory training for Food Services supervisors including notice of disciplinary actions that can be taken for illicit discharges.	Educate contracted staff about: ▪ proper waste disposal procedures ▪ good housekeeping procedures ▪ cleaning of loading docks	Food Service staff	Oil, Grease	December 2020 February 2021	Erik Tyge
Mandatory training for Custodial and Recycling Staff supervisors including notice of disciplinary	Educate contracted staff about: ▪ proper waste disposal procedures ▪ proper fluids storage and disposal procedures ▪ storm sewers and streams	Building Services and Recycling Staff	All	December 2020 February 2021	Gina Neal

actions that can be taken for illicit discharges.	▪ good housekeeping procedures				
Mandatory training for all employees in Landscape Services and Motor Pool on Spill prevention, materials use and storage training. Include discussion on disciplinary actions that can be taken for illicit discharges.	Educate staff about: ▪ storm sewers and streams ▪ proper fluids storage and disposal procedures ▪ good housekeeping procedures ▪ pressure washing	Landscape Services, Motor Pool	All	December 2020 March 2021	Joellen Dimond
Campus Newsletters	Educate staff, faculty and students about personal pollution prevention. E-newsletter, *This Week*, will contain general pollution prevention tips.	Students, Faculty, and Staff	All	October 2020 March 2021	Amelia Mayahi
Engage students in stream cleanups	In partnership with Memphis City Beautiful and Memphis River Warriors, the U of M will hold one stream cleanup in 2020-2021.	Students, Faculty, and Staff	All	2020-2021	Amelia Mayahi
Stormwater Awareness Web Page	Update web page on UofM website directed towards students, faculty and staff dedicated to awareness and education on stormwater topics.	Students, Faculty, and Staff	All	2021	Amelia Mayahi
Officially Adopt U of M ERP Plan.	Have the U of M ERP Plan officially adopted as a policy. Currently still in draft form and waiting on adoption.	Contractors	All	2021	Amelia Mayahi
Label all storm drains for better identification	Have all storm drains labeled with a number, so that each drain can be better identified when an incident occurs.	All	All	2021	Amelia Mayahi
Educational tabling or lecture on stormwater pollution prevention	Give at least one lecture or participate in tabling at one event per semester that will generate awareness on stormwater issues.	All	All	Fall 2020 Spring 2021	Amelia Mayahi

PIE EFFECTIVENESS

Planned PIE Activities				
Year 1	**Measureable Goal**	**Form of Documentation**	**End of Year Totals**	**Notes on Effectiveness**
Continue to engage students, staff and faculty in annual stream cleanup	Number of events	Flyers/Announcements	6	Amount of events sufficient
	Percent of campus population involved	Attendee list/Sign In Sheets/Photos	25%	25% of campus were reached through promotional items, but still difficult to determine the impact.
Provide training to all new food service, custodial, motor pool and grounds staff as part of onboarding process.	Number of attendees	Attendee list/Sign In Sheets	240 Physical Plant and Dining Service employees	Sufficient # of Physical Plant employees reached through training. Possibly train employees with focus on their individual areas on next
	Tracking of complaints regarding improper disposal and/or application	Complaint reports	6	Complaints were via e-mail. Need to promote the use of the illicit discharge reporting form for more formal documentation.
Update Stormwater Website to advertise volunteer opportunites and events as well as and provide info on stormwater-related topics	Track count of webpage hits	web tracker	0	web tracker not yet installed. Need to install and update website more often.
Conduct campus-wide survey both at the beginning and end of schooly year to gauge stormwater awareness on campus	Percent of correct answers	Survey results	0	No survey pretaining to storm water was conducted this year.
Distribute semiannual campus-wide emails providing education on stormwater-related topics	Tracking of stormwater-related complaints	Complaint reports	6	Complaints were via e-mail. Need to promote the use of the illicit discharge reporting form for more formal documentation.
Year 2	**Measureable Goal**	**Documentation**	**End of Year Totals**	**Notes on Effectiveness**
Continue to engage students, staff and faculty in stream cleanups		Flyers/Announcements	5 events	Amount of events sufficient
	Percent of campus population involved	Attendee list/Sign In Sheets/Photos	20 - 25% of campus involved	20 - 25% of campus were reached through promotional items, but still difficult to determine the impact.
Provide training to all new food service, custodial, motor pool and grounds staff as part of onboarding process.	Number of attendees	Attendee list/Sign In Sheets	131 Physical Plant employees	Sufficient # of Physical Plant employees reached through training. Possibly train employees with focus on their individual areas on next
	Tracking of complaints regarding improper disposal practices	Complaint reports	3 compliants	Complaints were via e-mail. Need to promote the use of the illicit discharge reporting form for more formal documentation.
Update Stormwater Website to advertise volunteer opportunites and events as well as and provide info on stormwater-related topics	Track count of webpage hits	web tracker	0	web tracker not yet installed. Need to install and update website more often.
Conduct campus-wide survey both at the beginning and end of schooly year to gauge stormwater awareness on campus	Percent of correct answers	Survey results	0	No survey pretaining to storm water was conducted this year.
Distribute semiannual campus-wide emails providing education on stormwater-related topics	Tracking of stormwater-related complaints	Complaint reports	3	Complaints were via e-mail. Need to promote the use of the illicit discharge reporting form for more formal documentation.
Install markers on identified outfalls and inlets	Percentage of planned inlets marked	Photos/Spreadsheet	0	This project is still in planning phase.

Year 3	Measureable Goal	Documentation	End of Year Totals	Notes on Effectiveness
Continue to engage students, staff and faculty in stream cleanups	Number of events	Flyers/Announcements	2 events	More events planned, but COVID-19 interferred with carrying out additional events.
	Percent of campus population involved	Attendee list/Sign In Sheets/Photos	1,000 -2,000 students and faculty and staff	Both events had great turnouts and the impact was best measured through the results of the survey given at our Tiger Blue Goes Green event.
Provide training to all new food service, custodial, motor pool and grounds staff as part of onboarding process.	Number of attendees	Attendee list/Sign In Sheets	14	Amount of training was less given the COVID-19 interferrence, however, all mandatory training was carried out effectively.
	Tracking of complaints regarding improper disposal practices	Complaint reports	2 compliants	Compliants were sent via e-mail. Use of the illicit discharge reporting form needs to be promoted further.
Update Stormwater Website to advertise volunteer opportunites and events as well as and provide info on stormwater-related topics	Track count of webpage hits	web tracker	0	web tracker not yet installed. Need to install and update website more often.
Conduct campus-wide survey both at the beginning and end of schooly year to gauge stormwater awareness and attitude on campus	Percent of correct answers and/or positive opinions	Survey results		The overall take away from the survey is that more awareness needs to be given on what storm drains are and how they connect to our river.
Distribute semiannual campus-wide emails providing education on stormwater-related topics	Tracking of stormwater-related complaints	Complaint reports	2	Compliants were sent via e-mail. Use of the illicit discharge reporting form needs to be promoted further.
Install markers on identified outfalls and inlets	Percentage of planned inlets marked	Photos/Spreadsheet	0	A partnership with CAESAR has been established and when classes are back on campus, students within CAESAR will begin this project.

Year 4	Measureable Goal	Documentation	End of Year Totals	Notes on Effectiveness
Continue to engage students, staff and faculty in stream cleanups and other stormwater awareness events	Number of events	Flyers/Announcements	2	More events planned, but COVID-19 interferred with carrying out additional events. Due to the pandemic students were not on campus for the entire school year, thus limiting engagement events such as this. We put more effort in social media outreach as a result.
	Percent of campus population involved	Attendee list/Sign In Sheets/Photos	70+ students, faculty and staff	
Provide training to all new food service, custodial, motor pool and grounds staff as part of onboarding process.	Number of attendees	Attendee list/Sign In Sheets	30 Physical Plant Staff	Training was also reduced to a minimium as a result of covid. We were able to conduct a small custodial training and an awareness lecture with Admin staff.
	Tracking of complaints regarding improper disposal practices	Complaint reports	1	Concern was documented and addressed immediately.
Update Stormwater Website to advertise volunteer opportunites and events as well as and provide info on stormwater-related topics	Track count of webpage hits	web tracker	0	web tracker not yet installed. Need to install and update website more often.
Conduct campus-wide survey both at the beginning and end of schooly year to gauge stormwater awareness and attitude on campus	Percent of correct answers and/or positive opinions	Survey results	0	Survey not conducted, as students were not on campus due to the pandemic.
Distribute semiannual campus-wide emails providing education on stormwater-related topics	Tracking of stormwater-related complaints	Complaint reports	2	Mass emails are not allowed, but we do engage via social media and newsletters. These seem to be the best outlet. More connections to other campus departments to aid in awareness will help in reaching more people.
Install markers on identified outfalls and inlets	Percentage of planned inlets marked	Photos/Spreadsheet	0	With several new construction activities coming to a close, our Campus Planning and Design Department will be updating the stormwater map. We will be partnering on that update and identifying the best solution for marking storm drains and related infastructure.