

MCM 1

PUBLIC SERVICE ANNOUNCEMENTS

PE-1

Responsible Authority

* Public Works Public Information

BMP DESCRIPTION

These are announcements broadcast on local media that will address storm water related topics such as recycling, proper pesticide and fertilizer use, and proper household chemicals disposal. The City of Killeen will pursue utilizing the City's cable access channel. Additional public service announcements will be broadcast in the newspaper to highlight special events such as the special collection events and the Killeen Recycling Center.

Applicability

- x Residents
- x Visitors
- x Public Service Employees
- x Businesses
- x Commercial/ Industrial
- x Construction

RATIONALE FOR SELECTION

Public Service announcements are run on the City's public access channel (Channel 10 – Time Warner cable channel). This BMP is important since it has great potential to reach all groups that the TPDES general permit requires to be informed, including visitors to the City of Killeen. This BMP was also highly recommended by the Storm Water Stakeholders Group, and was the highest priority BMP for public education. The City has run the NCTCOG video on storm water management and EPA's "After the Storm" video on the public access channel.

YEAR	IMPLEMENTATION ACTIVITY	MEASURABLE GOAL
12/13/2013 TO 9/30/2014	 Broadcast storm water messages on cable access channel; Develop new topic; Add Social Media postings for water quality 	 24 cable broadcasts; Copy of applicable Social Media postings
10/01/2014 TO 9/30/2015	 Broadcast storm water messages on cable access channel; Develop new topic; Add Social Media postings for water quality 	24 cable broadcasts;Copy of applicable Social Media postings
10/01/2015 TO 9/30/2016	 Broadcast storm water messages on cable access channel; Develop new topic; Add Social Media postings for water quality 	24 cable broadcasts;Copy of applicable Social Media postings
10/01/2016 TO 9/30/2017	 Broadcast storm water messages on cable access channel; Develop new topic; Add Social Media postings for water quality 	24 cable broadcasts;Copy of applicable Social Media postings
10/01/2017 TO 12/13/2018	 Broadcast storm water messages on cable access channel; Develop new topic; Add Social Media postings for water quality 	24 cable broadcasts;Copy of applicable Social Media postings

REFERENCES N/A



Responsible Authority

* Public Works

Applicability

Residents

Visitors

x Public Service Employees

Businesses

Commercial/ Industrial

Construction

MCM₁

LONG TERM OPERATIONS AND MAINTENANCE OF BMP'S

BMP DESCRIPTION

This management practice will involve inspection and maintenance to be conducted by the Environmental Services Division's Drainage Maintenance Crew for publically dedicated drainage infrastructure. The inspections are necessary to determine the effectiveness of a BMP, which can significantly be reduced by the lack of maintenance. If a maintenance issue is identified, the Drainage Maintenance Crew will perform maintenance activities on an as-needed basis. Scheduled inspection and maintenance activities for BMPs will be performed as part of city-wide drainage maintenance program.

PE-10

RATIONALE FOR SELECTION

The TPDES Stormwater General Permit requires the City to provide for the long-term operation and maintenance of the post-construction BMP's that are constructed in new development and redevelopment projects and that disturb greater than or equal to one acre. Proper maintenance of the post-construction BMP's requires knowing the location of each BMP to be maintained and a regular inspection process.

YEAR	IMPLEMENTATION ACTIVITY	MEASURABLE GOAL
12/13/2013 TO 9/30/2014	Identify and catalog the permanent BMP's that have been implemented in Killeen in the past year.	 List of public BMP's brought on line in the last year Update Maintenance Schedule
10/01/2014 TO 9/30/2015	Identify and catalog the permanent BMP's that have been implemented in Killeen in the past year.	 List of public BMP's brought on line in the last year Update Maintenance Schedule
10/01/2015 TO 9/30/2016	Identify and catalog the permanent BMP's that have been implemented in Killeen in the past year.	 List of public BMP's brought on line in the last year Update Maintenance Schedule
10/01/2016 TO 9/30/2017	Identify and catalog the permanent BMP's that have been implemented in Killeen in the past year.	 List of public BMP's brought on line in the last year Update Maintenance Schedule
10/01/2017 TO 12/13/2018	Identify and catalog the permanent BMP's that have been implemented in Killeen in the past year.	 List of public BMP's brought on line in the last year Update Maintenance Schedule

REFERENCES

N/A



Responsible Authority

* Public Works

Applicability

x Residents

Visitors

Public Service Employees

Businesses

Commercial/ Industrial

Construction

MCM₁

SCHOOL BOOK COVERS

PE-2

BMP DESCRIPTION

These are paper sheets that are folded over the covers of schoolbooks to protect the books and provide educational information at the same time. These typically have limited amounts of information that is presented in an eye-catching manner that will appeal to children. The message on these covers can be tailored to specific educational levels and subjects.



RATIONALE FOR SELECTION

These covers can be easily modified to include graphic designs and messages related to storm water, and are an economic way of reaching many people since children will often share the information with their parents.

YEAR	IMPLEMENTATION ACTIVITY	MEASURABLE GOAL
12/13/2013 TO 9/30/2014	Select new design Purchase book covers for KISD	32,000 book covers purchased and distributed
10/01/2014 TO 9/30/2015	Select new designPurchase book covers for KISD	32,000 book covers purchased and distributed
10/01/2015 TO 9/30/2016	Select new designPurchase book covers for KISD	32,000 book covers purchased and distributed
10/01/2016 TO 9/30/2017	Select new designPurchase book covers for KISD	32,000 book covers purchased and distributed
10/01/2017 TO 12/13/2018	Select new designPurchase book covers for KISD	32,000 book covers purchased and distributed

REFERENCES

http://walravenco.com/bookcovers



Responsible Authority

* Public Works

Applicability

- x Residents
- x Visitors
- x Public Service Employees
- x Businesses
- x Commercial/ Industrial
- **x** Construction

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STORM WATER BROCHURES

PE-3

BMP DESCRIPTION

These are multi-page printed materials used to convey detailed information on specific topics related to storm water management. The City will coordinate with local businesses to provide additional means of distributing the brochures at designated locations within these businesses. Targeted distribution of brochures will also be used to address specific issues. An example of this would be distributing brochures on the proper disposal of grease in a neighborhood that has been experiencing line blockages due to grease.

RATIONALE FOR SELECTION

The City of Killeen has already developed several brochures on storm water related topics such as pesticide and fertilizer use, household hazardous waste, and its recycling program. The Storm Water Stakeholders Group suggested coordination with local businesses to provide additional distribution of the brochures, as well as the brochure racks located at the City's Permit Counter, Bell County Public Health Department, Chamber of Commerce and City Departments.

YEAR	IMPLEMENTATION ACTIVITY	MEASURABLE GOAL
12/13/2013 TO 9/30/2014	 Produce and distribute 1 new brochure Distribute existing brochures as needed Evaluate process for distribution of outreach materials 	# of brochures distributed;Inventory of brochures;
10/01/2014 TO 9/30/2015	 Produce and distribute 1 new brochure Distribute existing brochures as needed Evaluate process for distribution of outreach materials 	# of brochures distributed;Inventory of brochures;
10/01/2015 TO 9/30/2016	 Produce and distribute 1 new brochure Distribute existing brochures as needed Evaluate process for distribution of outreach materials 	# of brochures distributed;Inventory of brochures;
10/01/2016 TO 9/30/2017	 Produce and distribute 1 new brochure Distribute existing brochures as needed Evaluate process for distribution of outreach materials 	# of brochures distributed;Inventory of brochures;
10/01/2017 TO 12/13/2018	 Produce and distribute 1 new brochure Distribute existing brochures as needed Evaluate process for distribution of outreach materials 	# of brochures distributed;Inventory of brochures;

REFERENCES

City of Austin Watershed Protection



Responsible Authority

* Public Works Utility Collections

Applicability

x Residents

Visitors

- x Public Service Employees
- x Businesses
- x Commercial/ Industrial
- x Construction

N/A

MCM₁

UTILITY BILL INSERTS

PE-4

BMP DESCRIPTION

These are short printed inserts that are included in Killeen's water utility bill to educate the public with brief and concise information on a variety of storm water related topics. The following messages are suggested for utility bill inserts:

- Several inserts to explain the storm water utility fee (if modified)
- Advertisement of the City's recycling program
- Regular inserts advertising the Drainage Utility Office's Response Line
- Advertise CTCOG Regional Collection Events
- Compliance measures for Illicit Discharge, Erosion & Sediment control, and Post Construction Ordinances



RATIONALE FOR SELECTION

This BMP was highly rated by the Stakeholders' Group. Utility bill inserts are a preferred educational media and was the second highest priority BMP for public education.

YEAR	IMPLEMENTATION ACTIVITY	MEASURABLE GOAL
12/13/2013 TO 9/30/2014	Develop two inserts to be mailed with Utility Bill	Copy of each insert;Number of inserts distributed
10/01/2014 TO 9/30/2015	Develop two inserts to be mailed with Utility Bill	Copy of each insert;Number of inserts distributed
10/01/2015 TO 9/30/2016	Develop two inserts to be mailed with Utility Bill	Copy of each insert;Number of inserts distributed
10/01/2016 TO 9/30/2017	Develop two inserts to be mailed with Utility Bill	Copy of each insert;Number of inserts distributed
10/01/2017 TO 12/13/2018	Develop two inserts to be mailed with Utility Bill	Copy of each insert;Number of inserts distributed
REFERENCE		·



Responsible Authority

* Public Works Public Information

Applicability

- x Residents
- x Visitors
- x Public Service Employees
- **x** Businesses
- x Commercial/ Industrial
- **x** Construction

N/A

MCM₁

STORMWATER WEB SITE

PE-5

BMP DESCRIPTION

The City has a page on its existing web site that specifically addresses storm water related issues. This page provides a great deal of information including links to various state and federal related sites. An interactive form through the City's Citizen Relationship Management (CRM) module will also be used as an additional "hotline" opportunity for citizens to report storm water problems or concerns. The City also uses the web site to distribute stormwater brochures.



RATIONALE FOR SELECTION

This is an excellent tool for relaying an unlimited amount of information. The web page will be supplemented with additional information such as frequently asked questions, information on the City's Used Oil Collection and Recycling Program, proper septic system maintenance, current public involvement activity schedules, and a kids' page.

Several brochures in pdf format are distributed online. Links are provided to outside organizations and groups for additional information. These links include but are not limited to the North Central Texas Council of Governments Integrated Storm Water Management (iSWM™) Design Manual, National Storm Water Best Management (BMP) Database, and the National Association of Home Builders.

The Storm Water Training Page also promotes upcoming regional training activities hosted by the City, EPA, TCEQ, and CTCOG and local watershed initiatives.

YEAR	IMPLEMENTATION ACTIVITY	MEASURABLE GOAL
12/13/2013 TO 9/30/2014	 Publicize local and existing regional Household Hazardous Waste collection events Publicize the Drainage Utility Response Line (hotline) Update Drainage Utility web pages 	Screenshot of updated City web pages
10/01/2014 TO 9/30/2015	 Publicize local and existing regional Household Hazardous Waste collection events Publicize the Drainage Utility Response Line (hotline) Update Drainage Utility web pages 	Screenshot of updated City web pages
10/01/2015 TO 9/30/2016	 Publicize local and existing regional Household Hazardous Waste collection events Publicize the Drainage Utility Response Line (hotline) Update Drainage Utility web pages 	Screenshot of updated City web pages
10/01/2016 TO 9/30/2017	 Publicize local and existing regional Household Hazardous Waste collection events Publicize the Drainage Utility Response Line (hotline) Update Drainage Utility web pages 	Screenshot of updated City web pages
10/01/2017 TO 12/13/2018	 Publicize local and existing regional Household Hazardous Waste collection events Publicize the Drainage Utility Response Line (hotline) Update Drainage Utility web pages 	Screenshot of updated City web pages
REFERENCE	8	



Responsible Authority

* Public Works

Applicability

- x Residents
- x Visitors
- x Public Service Employees
- x Businesses
- x Commercial/ Industrial
- x Construction

N/A

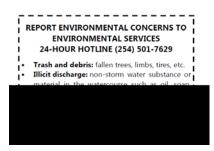
MCM₁

STORMWATER HOTLINE

PE-6

BMP DESCRIPTION

The City of Killeen has established a Drainage Utility Response Line as a storm water hotline for reporting potential violations. This number is a local number and is available 24 hours a day. The Drainage Utility Response Line is promoted through several of the previously mentioned public education BMPs. Drainage Utility personnel respond and investigate these



calls and refer the issue to other city departments or agencies, if necessary. An interactive form through the City's Citizen Relationship Management (CRM) module will also be used as an additional "hotline" opportunity for citizens to report storm water problems or concerns.

RATIONALE FOR SELECTION

Storm Water Hotlines provide citizens with an avenue to vice concerns and report potential violations to the appropriate authorities. Killeen can easily use an existing phone line to establish this service; however, an investigation and response must be made for each call. The responses to each call will be handled by the Environmental Services division which will have appropriate training for environmental concerns and violations.

YEAR	IMPLEMENTATION ACTIVITY	MEASURABLE GOAL
12/13/2013 TO 9/30/2014	 Publicize Drainage Utility Response Line Track complaint investigations from Response Line 	List of Investigations
10/01/2014 TO 9/30/2015	 Publicize Drainage Utility Response Line Track complaint investigations from Response Line 	List of Investigations
10/01/2015 TO 9/30/2016	 Publicize Drainage Utility Response Line Track complaint investigations from Response Line 	List of Investigations
10/01/2016 TO 9/30/2017	 Publicize Drainage Utility Response Line Track complaint investigations from Response Line 	List of Investigations
10/01/2017 TO 12/13/2018	 Publicize Drainage Utility Response Line Track complaint investigations from Response Line 	List of Investigations
REFERENCE	S	·

STORM WATER MANAGEMENT PROGRAM - ANNUAL REPORT



Responsible Authority

* Public Works Volunteer Services

Applicability

x Residents

Visitors

x Public Service Employees

Businesses

Commercial/ Industrial

Construction

MCM1

STREAM CLEANUP PROJECTS

PE-7

BMP DESCRIPTION

The City of Killeen will coordinate stream cleanup projects with various local volunteer groups and organizations through Keep Killeen Beautiful (KKB). Specific sites will be selected based on impact by trash, especially those areas with heavy pedestrian and vehicular traffic for optimum aesthetic improvement. Access will also guide site selection for convenience of the volunteers and to minimize permission requirements.



RATIONALE FOR SELECTION

Stream cleanup projects are a great way to improve aquatic habitat, water quality, and aesthetics while promoting storm water awareness. This BMP is generally inexpensive and KKB coordinates the participation of volunteer groups and organizations. Some of these groups may have similar agendas and may already sponsor such cleanup projects. The city will continue to participate and advertise these events to the general public through the public education BMP's. Stream cleanup projects do not require a long-term commitment by the organizations, which make this BMP more appealing to citizens or groups. The Storm Water Stakeholders Group selected Stream Cleanup Projects as the highest priority BMP for Public Involvement and Participation.

YEAR	IMPLEMENTATION ACTIVITY	MEASURABLE GOAL
12/13/2013 TO 9/30/2014	 Advertise program to organizations Note potential locations during dry weather screening Schedule and hold one cleanup event 	1 summary flyer;Support 1 clean up event
10/01/2014 TO 9/30/2015	 Advertise program to organizations Note potential locations during dry weather screening Schedule and hold one cleanup event 	1 summary flyer;Support 1 clean up event
10/01/2015 TO 9/30/2016	 Advertise program to organizations Note potential locations during dry weather screening Schedule and hold one cleanup event 	1 summary flyer;Support 1 clean up event
10/01/2016 TO 9/30/2017	 Advertise program to organizations Note potential locations during dry weather screening Schedule and hold one cleanup event 	1 summary flyer;Support 1 clean up event
10/01/2017 TO 12/13/2018	 Advertise program to organizations Note potential locations during dry weather screening Schedule and hold one cleanup event 	1 summary flyer;Support 1 clean up event

REFERENCES

N/A



Responsible Authority

* Public Works Planning

Applicability

- x Residents
- x Visitors
- x Public Service Employees
- x Businesses
- x Commercial/ Industrial
- x Construction

N/A

MCM 1

WATERSHED ORGANIZATION

PE-8

BMP DESCRIPTION

The City actively supports several watershed organizations and The Central Texas Sustainability Partnership. Membership of the organizations are compromised of private land owners, industry professionals, utility staff members, elected officials, regional agency representatives, and private companies.

The goal of the various watershed groups is to educate the public in protecting water quality in the area by identifying issues and concerns in each watershed, communicating water resource issues to the public and enhancing public participation and outreach activities. Each organization has several initiatives that benefit the citizens of Killeen. These organizations have participated in household hazardous waste collection and recycling events in Killeen, distributed "fish" door hangers with tips for protecting surface water, and hosted booths at Fort Hood Earth Day events.

RATIONALE FOR SELECTION

The City currently sends a representative to monthly and quarterly meetings of several watershed organizations. The goals of the Committee are consistent with the public involvement and outreach goals of the City.

YEAR	IMPLEMENTATION ACTIVITY	MEASURABLE GOAL
12/13/2013 TO 9/30/2014	Support Outreach efforts for the Lampasas River Watershed Partnership, LSHCWSC, Nolan Creek Watershed, Texas Stream Team	 Meeting Minutes or Agendas Listing of how each entity was supported
10/01/2014 TO 9/30/2015	Support Outreach efforts for the Lampasas River Watershed Partnership, LSHCWSC, Nolan Creek Watershed, Texas Stream Team	 Meeting Minutes or Agendas Listing of how each entity was supported
10/01/2015 TO 9/30/2016	Support Outreach efforts for the Lampasas River Watershed Partnership, LSHCWSC, Nolan Creek Watershed, Texas Stream Team	 Meeting Minutes or Agendas Listing of how each entity was supported
10/01/2016 TO 9/30/2017	Support Outreach efforts for the Lampasas River Watershed Partnership, LSHCWSC, Nolan Creek Watershed, Texas Stream Team	 Meeting Minutes or Agendas Listing of how each entity was supported
10/01/2017 TO 12/13/2018	Support Outreach efforts for the Lampasas River Watershed Partnership, LSHCWSC, Nolan Creek Watershed, Texas Stream Team	 Meeting Minutes or Agendas Listing of how each entity was supported
REFERENCE	\$	



Responsible Authority

* Public Works

Applicability

- x Residents
- x Visitors
- x Public Service Employees
- **x** Businesses
- x Commercial/ Industrial
- x Construction

MCM 1

STORM DRAIN STENCILING

PE-9

BMP DESCRIPTION

This activity consists of volunteers affixing plastic buttons with a "no dumping"

message to the storm drain inlets. This stenciling effort will focus on older areas of the city and those areas known to be more problematic. Students and involved community groups can stencil inlets through community involvement projects organized by Keep Killeen Beautiful (KKB). Killeen will utilize as many organizations



as possible including Boy Scouts and Girl Scouts to mark the inlets. Establishing this BMP in this manner will provide many educational opportunities.

RATIONALE FOR SELECTION

Storm drain marking has been used by many municipalities and is generally a very effective BMP that is relatively inexpensive and easy to implement. The effectiveness of this activity multiplies when various volunteer groups and organizations are utilized to stencil the inlets. The Storm Water Stakeholders Group selected this as the third highest priority BMP for Public Involvement and Participation

YEAR	IMPLEMENTATION ACTIVITY	MEASURABLE GOAL
12/13/2013 TO 9/30/2014	 Hold a stenciling event Promote inlet marking opportunities 	Update GIS inlet map
10/01/2014 TO 9/30/2015	 Hold a stenciling event Promote inlet marking opportunities 	Update GIS inlet map
10/01/2015 TO 9/30/2016	 Hold a stenciling event Promote inlet marking opportunities 	Update GIS inlet map
10/01/2016 TO 9/30/2017	 Hold a stenciling event Promote inlet marking opportunities 	Update GIS inlet map
10/01/2017 TO 12/13/2018	 Hold a stenciling event Promote inlet marking opportunities 	Update GIS inlet map
REFERENCE	2	•

REFERENCES

N/A