

Exhibit 11

Public Concerns Investigation Procedure

The Town of North Greenbush Building Department's staff and the Stormwater Management Officer (SMO) have the responsibility to cooperate and collaborate in the course of their normal duties to identify, respond to, and investigate public concerns regarding potential illicit discharges, stormwater discharge violations, or other stormwater issues. The Town has created a Stormwater web page, and has included a section entitled "Stormwater Concerns and Potential Violation Investigation." Within this section is a reference to the contact phone number and e-mail address for the Stormwater Management Officer.

If contacted with a potential stormwater concern or violation, the following procedure shall be used to investigate the matter:

- The SMO or qualified designee shall reach out to the Complainant to further discuss the issue. The identity of the Complainant shall remain confidential, if possible.
- The Public Stormwater Concerns Investigation Tracking Spreadsheet will be updated and the Concern given a case number. A file will be created as required.
- The Concern will be investigated by the SMO or a qualified designee. The investigation shall concentrate on the details of the complaint and other pertinent stormwater details. Reference photographs shall be taken, as applicable.
- The SMO will determine the validity of the Concern and will contact the Owner of the property associated with the Concern to discuss the details of the potential violation.
- The SMO will work with the Owner to develop a Remediation Plan to address the Concern. The timeframe to address the Concern will be based upon the severity of the Concern and the potential for harm to the public and the associated waterbody. If necessary, the following resources will be used to meet with the Owner and develop the Remediation Plan:
 - Town of North Greenbush Police Department
 - New York State Department of Environmental Conservation
 - The Environmental Protection Agency or Army Corps of Engineers
- The SMO will memorialize the Remediation Plan in writing and shall provide a copy of the Plan to the Owner via e-mail or certified mail, appropriate to the degree of the issue.
- The SMO, Building Department, or qualified designee will verify that the Remediation Plan has been implemented in accordance with the documented scope and schedule. In the event the Owner fails to comply with the Remediation Plan, the following graduated steps shall be taken:
 - Submission of a second written notification to the Owner for non-compliance and the development of a revised Remediation Plan.
 - Issuance of a Stop Work Order for ongoing construction projects.

- Issuance of a Notice of Violation and, potentially, an Appearance Ticket for Code Violations.
 - Criminal proceedings for law violations, if applicable.
 - Notification of violations to NYSDEC or other entities for assistance with enforcement.
- The Public Stormwater Concerns Investigation Tracking Spreadsheet will be updated based upon actions taken for the Concern.
 - The Complainant will be notified of the Concern resolution.
 - If applicable, the SMO will conduct future inspections of the subject property to verify continued compliance.

A copy of the Public Stormwater Concerns Investigation Tracking Spreadsheet Template is included as part of this Exhibit.

