



7286 Dietz Elkhorn · Fair Oaks Ranch, Texas 78015 · 210-698-0900 · Fax 210-698-3565
www.fairoaksranchtx.org

December 7, 2020

Texas Commission on Environmental Quality
Stormwater & Pretreatment Team Leader (MC-148)
P.O. Box 13087
Austin, TX 78711-3087

Re: Phase II MS4 Annual Report Transmittal for the City of Fair Oaks Ranch
TPDES Permit Authorization: TXR040483

Team Leader:

This letter serves to transmit the required annual report for the Texas Pollutant Discharge Elimination System Small Municipal Separate Storm Sewer System General Permit, Authorization Number TXR040483 for the City of Fair Oaks Ranch.

The annual report is for the reporting period of October 1, 2019 through September 30, 2020.

A separate Notice of Change has not been submitted based on the fact that changes have not been proposed for the next reporting period. As required by the general permit, a copy of the report has been mailed to the TCEQ's Regional Office (Region 13) in San Antonio, TX.

Sincerely,

Melissa Castro
Environmental Projects Mgr.
City of Fair Oaks Ranch



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www.fairoaksranctx.org

December 7, 2020

TCEQ San Antonio Regional Office
ATTN: Water Section
14250 Judson Rd.
San Antonio, TX 78233-4480

Re: Phase II MS4 Annual Report Transmittal for the City of Fair Oaks Ranch
TPDES Permit Authorization: TXR040483

Water Section Manager:

This letter serves to transmit the required annual report for the Texas Pollutant Discharge Elimination System Small Municipal Separate Storm Sewer System General Permit, Authorization Number TXR040483 for the City of Fair Oaks Ranch.

The annual report is for the reporting period of October 1, 2019 through September 30, 2020.

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Sincerely,

A handwritten signature in black ink, appearing to read "Melissa Castro".

Melissa Castro
Environmental Projects Mgr.
City of Fair Oaks Ranch

Phase II (Small) MS4 Annual Report Form

TPDES General Permit Number TXR040000

A. General Information

Authorization Number: TXR040483

Reporting Year: 2

Annual Reporting Year Option Selected by MS4:

Calendar Year: n/a Permit Year: n/a Fiscal Year: Last day of fiscal year: September 30th

Reporting period beginning date: (month/date/year) 10/01/2019

Reporting period end date: (month/date/year) 09/30/2020

MS4 Operator Level: 1 Name of MS4: City of Fair Oaks Ranch

Contact Name: Melissa Castro Telephone Number: (210) 698-0900

Mailing Address: 7286 Dietz Elkhorn, Fair Oaks Ranch, TX 78247

E-mail Address: mcastro@fairoaksranchtx.org

A copy of the annual report was submitted to the TCEQ Region: Yes No

Region the annual report was submitted to: TCEQ Region 13 – San Antonio

B. Status of Compliance with the MS4 General Permit and SWMP

1. Provide information on the status of complying with permit conditions (TXR040000):

	Yes	No	Explain
Permittee is currently in compliance with the SWMP as submitted to and approved by the TCEQ.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As of 11/30/2020, the TCEQ has yet to approve the City's NOI renewal.
Permittee is currently in compliance with recordkeeping and reporting requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Permittee meets the eligibility requirements of the permit (e.g., TMDL requirements, Edwards Aquifer limitations, compliance history, etc.).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Permittee conducted an annual review of its SWMP in conjunction with preparation of the annual report.	X		
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2. Provide a general assessment of the appropriateness of the selected BMPs. You may use the table below to meet this requirement:

MCM(s)	BMP	BMP is appropriate for reducing the discharge of pollutants in stormwater (Answer Yes / No and Explain)
1 – Public Education, Outreach and Involvement	1-1: Distribution of Educational Material to Utility Customers 1-2: Creation of a Stormwater Webpage	Yes. Educates residents on stormwater issues and/or upcoming changes to stormwater policy.
1 – Public Education, Outreach and Involvement	1-5: Education of Local Businesses	Yes. Educates local businesses on how their commercial property affects stormwater quality.
1 – Public Education, Outreach and Involvement	1-6: Education of the Development and Construction Community	Yes. Educates the development community on making decisions that consider stormwater quality.
1 – Public Education, Outreach and Involvement	1-7: Inspection Personnel Training	Yes. Provides inspection personnel with the knowledge to assess stormwater issues and cite violations (if needed).
1 – Public Education, Outreach and Involvement	1-8: Bulk and Brush Pickup Services for Fair Oaks Ranch Residents	Yes. Provides residents two separate opportunities to remove debris that might otherwise end up in storm channels.
1 – Public Education, Outreach and Involvement	1-9: Household Hazardous Waste Event for Fair Oaks Ranch Residents	Yes. Provides residents an annual opportunity to remove hazardous waste in a safe and responsible manner.

MCM(s)	BMP	BMP is appropriate for reducing the discharge of pollutants in stormwater (Answer Yes / No and Explain)
1 – Public Education, Outreach and Involvement	1-10: Community Hotline for General Stormwater Complaints	Yes. Allows community members to ask questions and voice concerns regarding stormwater issues (in addition to Citizen Problem Reporter on city website).
2 – Illicit Discharge Detection and Elimination	2-1: Illicit Discharge Prohibition Ordinance	Yes. Allows for the enforcement aspect of illicit discharges.
2 – Illicit Discharge Detection and Elimination	2-2: Inspection of Regulated Outfalls	Yes. Inspection of regulated outfalls improves rate of illicit discharge detection.
2 – Illicit Discharge Detection and Elimination	2-4: Grease Trap Inspections on New Construction Projects	Yes. Inspection of grease traps helps to prevent possible sanitary sewer overflows from occurring within the MS4.
2 – Illicit Discharge Detection and Elimination	2-5: Employee Training on Illicit Discharge Detection	Yes. Provides employees on how to handle and/or report illicit discharge events.
3 – Construction Site Stormwater Runoff Control	3-1: Standards and Requirements for Erosion and Sediment Controls	Yes. The Unified Development Code addresses stormwater quality from the very start of development.
3 – Construction Site Stormwater Runoff Control	3-2: Site Plan Reviews	Yes. Plans are reviewed to ensure appropriate SWPPP requirements are met.
3 – Construction Site Stormwater Runoff Control	3-3: Pre-Construction Meetings	Yes. Meeting allows City staff to confirm that site SWPPP is being followed before construction begins.
3 – Construction Site Stormwater Runoff Control	3-4: Monthly Site Inspections	Yes. Inspections are performed on a monthly-basis to confirm that site plans are being followed and controls are in proper working order.
4 – Post Construction Stormwater Management	4-1: Engineering Design Review	Yes. Designs are reviewed for appropriate drainage.

MCM(s)	BMP	BMP is appropriate for reducing the discharge of pollutants in stormwater (Answer Yes / No and Explain)
4 – Post Construction Stormwater Management	4-4: Inventory of Detention Ponds	Yes. A complete inventory of detention ponds / drainage facilities allows for improvements in up-keep and maintenance.
5 – Pollution Prevention and Good Housekeeping of Municipal Operations	5-1: Inventory and Routine Maintenance of City Vehicles and Equipment	Yes. Routine maintenance allows for leak detection.
5 – Pollution Prevention and Good Housekeeping of Municipal Operations	5-2: Spill Containment	Yes. Spill kits allow for prompt attention and remediation to a variety of day-to-day spills and leaks.
5 – Pollution Prevention and Good Housekeeping of Municipal Operations	5-3: Maintenance of City ROW	Yes. Routine maintenance of the City ROW allows for an immediate reduction of trash and debris.
5 – Pollution Prevention and Good Housekeeping of Municipal Operations	5-4: Street Sweeping and Road Maintenance	Yes. Street sweeping allows for an immediate reduction of sediment and other debris.
5 – Pollution Prevention and Good Housekeeping of Municipal Operations	5-6: Community Education on Non-Point Sources of Bacteria	Yes. Educates residents on the possibility of pollution or contamination via non-point sources.
5 – Pollution Prevention and Good Housekeeping of Municipal Operations	5-8: Wildlife Management Ordinance	Yes. The 'No Feed' Ordinance may allow for an indirect reduction of bacteria.

3. Describe progress towards achieving the goal of reducing the discharge of pollutants to the maximum extent possible. If no progress was made or the BMP did not result in a reduction in pollutants, provide an explanation. Use the table below to meet this requirement:

MCM	BMP	Information Used	Quantity	Units	Does the BMP Demonstrate a Direct Reduction in Pollutants? (Answer Yes / No and Explain)
1	1-1	Utility Bill Inserts	2,998	Inserts (November 2019)	No – however, public education can change behavior which may lead to a reduction in pollutants overall.
			6,140	Inserts (September 2020)	
1	1-8	Brush and Bulk Pickup	2	Events	Yes – brush and large bulk items are collected instead of tracked into the MS4 system. Also, decreases the chance of illegal dumping.
			488.5	Tons	
1	1-9	Household Hazardous Waste Collection	300	Participants	Yes – hazardous waste is collected instead of tracked into the MS4 system. Also, decreases the chance of illegal dumping.
			20,132	lbs.	
1	1-10	Community Hotline	74	Phone Calls	Yes – City staff takes immediate action in resolving all complaints.
			6	Complaints	
2	2-2	MS4 Outfalls	8	Outfall Inspections	Yes – allows inspection personnel to locate illicit discharges and take the necessary corrective action.
2	2-4	Grease Trap Inspections	0	Grease Traps	No – however, the presence of a suitably sized and correctly installed grease trap allows for a decreased chance of possible SSOs.
3	3-2	Site Plan Review	4	Plans Reviewed	No – plans are reviewed as a protective measure.

3	3-3	Pre-Con Meetings	6	Meetings	No – pre-construction meetings are a preventative measure.
3	3-4	Site Inspections	9	Active Sites	No – sites are inspected as a preventative measure.
4	4-1	Engineering Design Review	4	Plans Reviewed	No – plans are reviewed as a protective measure.
4	4-2	Proposed Zoning Changes	2	Proposals	No – proposals are reviewed as part of standard procedure.
4	4-3	Open Space Dedication	4	Plans Reviewed	No – plans are reviewed as part of standard procedure.
5	5-1	City Vehicle / Equipment Maintenance	660	Maintenance Checks	No – maintenance checks are in place to prevent pollutants from entering MS4 surface waters.
5	5-3	Maintenance of City ROW	104	Events	Yes – litter / debris is removed from the collection system.
5	5-4	Street Sweeping	4	Completed Cycles	Yes – street sweeping removes sediment and other debris.

4. Provide the measurable goals for each of the MCMs, and an evaluation of the success of the implementation of the measurable goals:

MCM(s)	Measurable Goal	Explain progress toward goal or how goal was achieved. If goal was not accomplished, please explain.
1 / 5	Distribute utility bill inserts with applicable stormwater info.	Exceeded Goal – Distributed 2,998 flyers in November 2019 ('Fats, Oils, Grease') and 6,140 flyers during September 2020 ('What Can I Do About Stormwater?' and 'Keep Fair Oaks Water Clean').
1	Post FY19-20 Annual report on city website no later than thirty (30) days after submission.	Met Goal – Annual report posted to city website.

1	Post SWMP on City website no later than thirty (30) days after the approval date.	N/A – TCEQ has not yet approved the City’s authorization renewal. This action will be completed during the next reporting term.
1	Provide bulk and brush pickup services twice per fiscal year.	Met Goal – The City continued with its scheduled biannual bulk pickup events (February 2020 and August 2020) and collected a total of 488.5 tons of brush and bulk trash.
1	Provide a household hazardous waste event once per fiscal year.	Met Goal – The City continued with the annual Household Hazardous Waste Event on September 12, 2020 (delayed due to COVID-19) and collected a total of 20,132 lbs. of household hazardous waste from approximately 300 participants.
1	Respond to 100% of general stormwater complaints.	Met Goal – During the reporting period, the City received and responded to 74 general inquiry calls and six (6) complaints regarding stormwater quality.
2	Inspect 20% of regulated outfalls during the fiscal year.	Met Goal – The City inspected eight (8) outfalls on Cibolo and Post Oak Creek during dry weather conditions to screen for illicit discharges. There is a total of 40 outfalls within the MS4 area.
2	Conduct grease trap inspections on all new construction projects that are tied into the sanitary sewer system.	N/A – During the reporting period, no grease traps were installed. Exceeded Goal – Grease Management Program passed and approved on August 6, 2020; effective date of October 1, 2020.
3	Conduct plan reviews in compliance with permit requirements, including Edwards Aquifer Rules (30 TAC Chapter 213), as the City receives them.	Met Goal – During the reporting period, four (4) site plans were reviewed to ensure stormwater management plans complied with permit requirements.
3	Conduct on-site pre-construction meetings for all new development projects.	Met Goal – During the reporting period, six (6) pre-construction meetings were completed to confirm that each site followed their stormwater pollution prevention plan.

3	Conduct inspections for all active construction sites once per month until final stabilization is met.	Met Goal – During the reporting period, monthly inspections were completed for nine (9) active construction sites with large or small site notices.
4	Continue existing design review process of all planned construction projects at least one acre in size.	Met Goal – During the reporting period, the City reviewed four (4) site plans to ensure project met requirements for storm water quality protection.
4	Assess 100% of proposed zoning changes in relations to the City's land use plan.	Met Goal – During the reporting period, two (2) zoning change applications were processed.
4	Continue existing review process for open space dedication requirements for all new residential developments.	Met Goal – During the reporting period, four (4) residential development plans were reviewed for open space dedication.
5	Identify budget requirements for new spill kits.	Exceeded Goal – Utilized surplus budget to purchase spill kits and implement in various areas (water treatment plants, wastewater plant, list stations, maintenance barn, etc.).
5	Conduct monthly inspections of City-owned vehicles and equipment to check for fluids.	Met Goal – During the reporting period, the Maintenance Department completed 660 maintenance checks (i.e. City-owned vehicles, equipment, and pumps / lift station equipment).
5	Monitor City ROW for litter, debris, and other waste.	Met Goal – City maintenance workers cleared litter and miscellaneous debris from the city right-of-way on 130 separate occasions during the reporting period.

5	Complete street sweeping cycle of City-owned, curbed streets once per month.	Did Not Meet Goal – City maintenance workers were not able to complete six (6) cycles of street sweeping during the reporting period due to lack of staff, mechanical issues and a COVID-related work schedule. Four (4) full cycles were completed based on street conditions.
5	Continue enforcement of the City’s Wildlife Management ‘No Feed’ Ordinance.	Met Goal – The City continued to enforce the ‘no feed’ ordinance as it has done so in the past. Additional staff (Code Compliance Officer) was added in September 2019 for enforcement purposes.

C. Stormwater Data Summary

Provide a summary of all information used, including any lab results (if sampling was conducted) to assess the success of the SWMP at reducing the discharge of pollutants to the MEP. For example, did the MS4 conduct visual inspections, clean the inlets, look for illicit discharge, clean streets, look for flow during dry weather, etc.

The City of Fair Oaks Ranch (“The City”), during the reporting period of October 1, 2019 to September 30, 2020 and amidst an on-going pandemic, aimed to reduce the discharge of pollutants by way of routine maintenance and inspections and community outreach / events.

Routine maintenance is key in allowing the MS4 to stay productive in day-to-day operations. The City’s maintenance staff completed a weekly cycle of trash pickup within the right-of-way which removed approximately 52 13-gallon bags of trash and debris from the collection system. Staff also completed 660 maintenance checks for fluid leaks on city vehicles and equipment during the reporting period.

Community events are a continuing success for the City’s MS4. The City held its bi-annual brush and bulk trash pickup with Republic Services – February 2020 and August 2020. A total of 488.5 tons of brush and bulk trash was collected. The City also held its third annual Household Hazardous Waste Collection Event at the municipal offices on September 12, 2020 and collected a total of 20,132 lbs. from approximately 300 participants.

Inspections included the inspection of outfalls directly feeding into a surface water within the MS4 (illicit discharge detection), general stormwater inspections for all active development sites, and complaint-driven inspections.

After reviewing this past fiscal year, the City will continue to develop BMPs and measurable goals that best suit the system.

D. Impaired Waterbodies

1. Identify whether an impaired water within the permitted area was added to the latest EPA-approved 303(d) list or the Texas Integrated Report of Surface Water Quality for CWA Sections 305(b) and 303(d). List any newly-identified impaired waters below by including the name of the water body and the cause of impairment. **None**
2. If applicable, explain below any activities taken to address the discharge to impaired waterbodies, including any sampling results and a summary of the small MS4's BMPs used to address the pollutant of concern.

Activities include distributing 3,070 flyers to utility customers regarding pet waste and its effects on bacteria presence in surface water (creeks); continuing enforcement of a "No Feed" Ordinance within city limits; and identifying budget requirements for educational material regarding management of lawn clipping and yard waste as a method to reduce dissolved oxygen in Salado Creek.

3. Report the benchmark identified by the MS4 and assessment activities:

Benchmark Parameter <i>(Ex: Total Suspended Solids)</i>	Benchmark Value	Description of Additional Sampling or Other Assessment Activities	Year(s) Conducted
Bacteria	126 per 100mL	None	N/A
Dissolved Oxygen	5.0 mg/L	None	N/A
Chloride	N/A	None	N/A

4. Provide an analysis of how the selected BMPs will be effective in contributing to achieving the benchmark:

Benchmark Parameter	Selected BMP	Contribution to Achieving Benchmark
Bacteria	Community Education on Non-point Sources of Bacteria	Educate residents on the possibility of pollution or contamination via regular day-to-day non-point sources.
Bacteria	Wildlife Management Ordinance	Continued enforcement of the City's 'No Feed' Ordinance.

5. If applicable, report on focused BMPs to address impairment for bacteria:

Description of bacteria-focused BMP	Comments / Discussion
Distribute one (1) educational flyer targeting livestock and pet waste management to all utility customers.	The City distributed 3,070 flyers to utility customers and delivered 100 flyers across three (3) local businesses / retail venues.
Continue enforcement of the City's Wildlife Management Ordinance which states that 'no person shall purposely feed or provide feed' to wild deer.	The City continued to enforce the 'no feed' ordinance as it has done so in the past. During the reporting period, there were no instances of enforcement.

6. Assess the progress to determine BMP's effectiveness in achieving the benchmark.

For example, the MS4 may use the following benchmark indicators:

- number of sources identified or eliminated;
- number of illegal dumpings;
- increase in illegal dumping reported;
- number of educational opportunities conducted;
- reductions in sanitary sewer flows (SSOs); /or
- increase in illegal discharge detection through dry screening.

Benchmark Indicator	Description/Comments
Increase in illegal discharge detection through dry screening	During the reporting period, eight MS4 outfalls (20%) were inspected during dry weather conditions for the detection of illicit discharges. Though no illicit discharges were found, inspections allow for quicker detection and corrective action/remediation.

Increase in illegal dumping reporting	During the reporting period, the City received 34 reports of illegal dumping from residents and contractors – a dramatic increase from the previous reporting period.
Limited number of sanitary sewer overflows (SSOs)	During the reporting period, the City did not have a sanitary sewer overflow – consistent with the previous reporting period.

E. Stormwater Activities

Describe activities planned for the next reporting year:

MCM(s)	Best Management Practices	Stormwater Activity	Description/Comments
1	1-1/1-5: Distribution of Educational Material to Utility Customers and Local Businesses	Distribution of stormwater information to all utility customers.	Mailout of Holiday FOG insert and advice / tips to minimize stormwater pollution.
1	1-3: Posting of SWMP and Annual Report on City Website	Post SWMP on City website, as well as previous report from the remainder of the last fiscal year.	Complete both action items no later than 30 days after the approval date / due date.
1	1-6: Education of the Development Community	Develop information packet for distribution.	Distribute information packets to the construction community upon new contractor registration and pre-construction meetings.
1	1-8: Bulk and Brush Pickup Services for Fair Oaks Ranch Residents	Promote brush and bulk pickup events to residents.	Continue brush and bulk waste pickup events on a biannual-basis, and promote events using City News Flash and in-house flyer.

1	1-9: Household Hazardous Waste Event for Fair Oaks Ranch Residents	Promote hazardous waste collection event to residents.	Continue hazardous waste collection event, and promote event using City News Flash / Facebook and third-party flyer.
2	2-2: Inspection of Regulated Outfalls	Inspect 20% (8) of regulated outfalls during the fiscal year.	Outfall inspections take place during dry weather conditions to screen for illicit discharges.
2	2-4: Grease Trap Inspections on New Construction Projects	Conduct inspections for all new grease traps that are tied into the City sewer system.	Based on the number of new construction projects only. Continue to oversee participants of FOG Management Program.
3	3-2 / 3-3: Site Plan Reviews and Pre-Construction Meetings	Continue site plan reviews.	Review process to evaluate stormwater management items.
3	3-4: Monthly Site Inspections	Continue monthly inspections for all active sites.	Inspections will continue until final stabilization is met to protect stormwater quality.
4	4-1: Engineering Design Review	Continue existing design review process.	Continue review process to evaluate post-construction stormwater controls.
4	4-4: Inventory of Detention Ponds	Update inventory of all detention ponds within MS4.	Inventory will include location and owner contact information.
5	5-6: Community Education on Non-Point Sources of Bacteria	Distribute one (1) flyer to all utility customers.	Flyer will target pet waste management.
5	5-7: Installation of Pet Waste Stations to Target Non-Point Sources of Bacteria	Identify budget requirements for the installation of pet waste stations.	Identify budget and coordinate with Fair Oaks Ranch HOA for preferred locations and proposed design.

5	5-9: Community Education on Non-point Sources of Dissolved Oxygen	Distribute one (1) flyer to all utility customers.	Flyer will target composting and management of grass clippings and yard waste.
5	5-10: Creek Signage Targeting Waterway Protection	Identify budget requirements for signage.	Follow-up with the Fair Oaks Ranch HOA for preferred locations and design.

F. SWMP Modifications

1. The SWMP and MCM implementation procedures are reviewed each year.

Yes No

2. Changes have been made or are proposed to the SWMP since the NOI or the last annual report, including changes in response to TCEQ's review.

Yes No

If "Yes," report on changes made to measurable goals and BMPs:

MCM(s)	Measurable Goal(s) or BMP(s)	Implemented or Proposed Changes (Submit NOC as needed)
n/a	n/a	n/a

Note: If changes include additions or substitutions of BMPs, include a written analysis explaining why the original BMP is ineffective or not feasible, and why the replacement BMP is expected to achieve the goals of the original BMP.

3. Explain additional changes or proposed changes not previously mentioned (i.e. dates, contacts, procedures, annexation of land, etc.). **n/a**

G. Additional BMPs for TMDLs and I-Plans

Provide a description and schedule for implementation of additional BMPs that may be necessary, based on monitoring results, to ensure compliance with applicable TMDLs and implementation plans.

BMP	Description	Implementation Schedule	Status/Completion Date
n/a	n/a	n/a	n/a

H. Additional Information

1. Is the permittee relying on another entity to satisfy any permit obligations?

Yes No

If "Yes," provide the name(s) of other entities and an explanation of their responsibilities (add more spaces or pages if needed).

Name and Explanation: **n/a**

2.a. Is the permittee part of a group sharing a SWMP with other entities?

Yes No

2.b. If "yes," is this a system-wide annual report including information for all permittees?

Yes No

If "Yes," list all associated authorization numbers, permittee names, and SWMP responsibilities of each member (add additional spaces or pages if needed): **n/a**

I. Construction Activities

1. The number of construction activities that occurred in the jurisdictional area of the MS4 (Large and Small Site Notices submitted by construction site operators): 9

2a. Does the permittee utilize the optional seventh MCM related to construction? Yes No

2b. If "yes," then provide the following information for this permit year:

The number of municipal construction activities authorized under this general permit	n/a
The total number of acres disturbed for municipal construction projects	n/a

Note: Though the seventh MCM is optional, implementation must be requested on the NOI or on a NOC and approved by the TCEQ.

J. Certification

If this is this a system-wide annual report including information for all permittees, each permittee shall sign and certify the annual report in accordance with 30 TAC §305.128 (relating to Signatories to Reports).

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 gathered and evaluated 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.

Name (printed): Tobin Maples, AICP

Title: City Manager

Signature: 

Date: December 7, 2020

Name of MS4: City of Fair Oaks Ranch

If you have questions on how to fill out this form or about the Stormwater Permitting program, please contact us at 512-239-4671.

Individuals are entitled to request and review their personal information that the agency gathers on its forms. They may also have any errors in their information corrected. To review such information, contact us at 512-239-3282.