

6/24/11

Municipality/Organization: City of Holyoke

EPA NPDES Permit Number: MAR 041011

MaDEP Transmittal Number: W-036404

**Annual Report Number
& Reporting Period:** No. 8: May 1, 2010 – April 30, 2011

NPDES PII Small MS4 General Permit Annual Report

Part I. General Information

Contact Person: William D. Fuqua **Title:** General Superintendent

Telephone #: (413) 322-5645 **Email:** fuquaw@ci.holyoke.ma.us

Certification:

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.

Signature: 

Printed Name: Elaine A. Pluta

Title: Mayor

Date: 6/20/11

Part II. Self-Assessment

Responsibilities for some tasks under this permit have been assigned to a contract vendor, United Water (formally Aquarion Operating Services), under contract with the City as of October 2005. As such, the "Responsible Department/Person Name" category has been updated for all tasks that have been completed by United Water in Permit Years 4 through 8. In addition, the "Person Name" for both the Conservation Commission and for United Water has been updated during this past permit year.

Due to a delay in the issuance of the new General Permit, Permit Year Five BMP goals were extended through to Permit Year Eight. A final Massachusetts Interstate, Merrimack and South Coastal Small MS4 General Permit is anticipated in 2011. The City and United Water have completed the required self-assessment and have determined that Holyoke is in compliance with all permit conditions.

Part III. Summary of Minimum Control Measures

1. Public Education and Outreach

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 8 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PE-1 No Revisions	Stream BMP Letter	Conservation / A. Smith	Mail letters to abutters	Information about the stream BMP letter was not available. A new Conservation Commission Director was assigned after January 1, 2011.	
HOL-PE-1a No Revisions	Stream BMP Pamphlet	Conservation / A. Smith	Distribute 200 Pamphlets	A brochure, <i>Massachusetts Rivers Protection Act</i> , outlines BMPs related to preventing stormwater pollution. Brochures are left for the public outside the offices of the City's Conservation Commission (CC) and posted on the Commission's webpage. The CC has also posted a wetland protection pamphlet written by the Massachusetts Department of Environmental Protection (MA DEP) that has statements about erosion and sedimentation controls and the conversion of impervious surfaces to vegetated surfaces.	
HOL-PE-2a No Revisions	Snow Handling Policy	Conservation / A. Smith	Policy Developed	No Action Required. This BMP was completed in Permit Year 1.	
HOL-PE-2b	Snow Handling Press Release	Conservation / A. Smith	Distribute to 10 Outlets	During winter months, the City of Holyoke provides a link titled <i>Snow Handling and Disposal Guidance</i> written by the MA DEP. The link is located on the Conservation Commission's webpage. The Conservation Commission mails joint press	

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 8 (Reliance on non-municipal partners indicated, if any)	Comments
No Revisions				releases with the DPW at the beginning and end of winter to provide property owners with guidance on how to handle and dispose of snow. Snowfall in 2010/2011 was very heavy and additional press releases were sent.	
HOL-PE-3 No Revisions	Web Site	DPW / W. Fuqua	Update Web Site	No Action Required. This BMP was completed in Permit Year 4.	
HOL-PE-4	Recycling Brochure	DPW / W. Fuqua	Distribute 5000 Brochures	16,000 recycling calendars were direct-mailed to residents during Permit Year 8. The calendars have information on curbside and drop-off collection, hazardous waste collection, and rain barrel purchasing. The City provides numerous links on the DPW website to answer any questions residents may have about recycling (see Permit Year 7 Annual Report for a listing). New links include: • Information on electronic recycling options listed by manufacturer (e.g. Sony, Radio Shack, Goodwill, etc.); • Keep America Beautiful (KAB.org); • Links to the Massachusetts DEP recycling web page and to the EPA; and, • A listing of local grocery and department store that accept recycled shopping bags. Comprehensive information is provided about composting, yard waste disposal, and the Greenscapes	

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 8 (Reliance on non-municipal partners indicated, if any)	Comments
No Revisions				program. This additional information helps inform residents of where to properly dispose of or recycle any unwanted materials.	
HOL-PE-5 No Revisions	Hazardous Waste Collection	DPW / W. Fuqua	One collection day/year	The City held one collection day on June 19, 2010. The event was advertised in the Holyoke Sun and the Springfield Republican newspapers. The cost to the City was \$9,627.50. The DPW webpage has a section devoted to the proper handling of HHW and announces an upcoming HHW Day planned for June 11, 2011. A Hazardous Waste section on the DPW webpage provides an Earth911.com link outlining the proper handling of HHW. In addition to the previous year's links, the following have been updated to the HW section of the DPW webpage: • A link to information on a mercury recovery program; and • LampRecycle.org for Massachusetts.	
HOL-PE-6 Revised in PY6	Bilingual Stormwater Brochure	DPW / W. Fuqua	Distribute 5000 Brochures	The Bilingual Stormwater Rebate Brochure was developed in Permit Year 6 by the Pioneer Valley Planning Commission (PVPC). This brochure is available on-line on the City's DPW webpage and also available for pick-up at the DPW. Two roof drains were removed in 2010 under the stormwater rebate program.	
HOL-PE-7 No Revisions	Participation in Connecticut River Stormwater Subcommittee	DPW/M. Sokop	Contribute to group and attend 50% of meetings	The City of Holyoke has contributed to the Connecticut River Stormwater Subcommittee and has participated in at least 50% of their meetings. In the past Permit Year the City of Holyoke's involvement in the subcommittee has led to: • The development of pilot programs to promote the	In cooperation with the PVPC, the following additional work was conducted in Holyoke under the EPA Targeted Watersheds grant:

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 8 (Reliance on non-municipal partners indicated, if any)	Comments
				Think Blue stormwater messages. Messages were posted at the following places: 1. Pioneer Valley Transit Authority (PVTA) buses - starting 2/1/2011 and continuing until 7/1/2011, full color billboards on both the inside and outside of the buses. 2. Holyoke Mall – Eight (8) 22"x28" "cigarette butt" posters were posted, 3. Holyoke Sun - A 1/8 page advertisement of the Think Blue lawn fertilizer PSA was run. Local cable access stations were provided with radio, video, and poster public service announcements. Movie theatre advertisement was considered, but was found to be cost prohibitive. • Ongoing design of the Greenscapes program - The program promotes behavior change to reduce pollutant loading through land care practices. The committee is also coordinating with the Greenscapes Coalition to develop a public education program in anticipation of the new 2011 MS4 General Permit. The City of Holyoke provides a link to the Greenscapes.org website; • Development and distribution of three (3) fact sheets directed at the restaurant, automotive, and small business community - The fact sheets provide information on stormwater best management practices for each industry. This project was funded using District Local Technical Assistance (DLTA) program FY 2009 funds. The DLTA program is lead by the Commonwealth of Massachusetts to aid the various planning commissions in planning sustainable development and encouraging cooperation between the planning commissions to achieve common state and	• Installation of a green roof at the Holyoke River Access Center; • Disconnection of residential roof downspouts and sump pumps from sewer systems. Information completed in Permit Year 7, but not reported on prior annual report: • Distribution of Think Blue and Greenscapes information on April 17, 2010 at the Wistariahurst Museum in Holyoke. The presentation was to the Western Mass Gardener's Club and was entitled "Getting Your Lawn off Drugs: Why this is so important for our local waters." • Airing of discussion about watershed

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				regional goals. - Distribution to local schools - curriculum developed by the Selser Memorial School in Chicopee has been shared with other schools for possible implementation. 19 sampling events for bacteria monitoring at Jones Ferry from 6/2/2010 to 10/6/2010. (funded under EPA Targeted Watershed Initiative Grant) - Proactive Public Education planning in anticipation of the final Massachusetts Interstate, Merrimack and South Coastal Small MS4 General Permit Additional public education activities benefiting the Connecticut River Stormwater Committee are documented in the PVPC's Annual Report.	dynamics and importance of stormwater management April 5, 2010 by Channel 22 News

2. Public Involvement and Participation

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 8 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PP-1a No Revisions	Storm Drain Stenciling Development	DPW / W. Fuqua	Develop program – Year 1	No Action Required. This BMP was completed in Permit Year 1 by the City and updated in Permit Year 4 by United Water.	
HOL-PP-1b Revised in PY4	Storm Drain Stenciling	United Water/ M. Burke	Work with one not-for-profit group	The City replaced storm drain stenciling with the use of stormwater “buttons.” Buttons were applied to 250 catch basins along the City’s parade route (Appleton, High, Beech, and Cherry as well as along Route 5). United Water assisted eight members from the Trustees of the Reservation Youth Group to attach the buttons. United Water has committed to sweeping three main thoroughways two times weekly (High, Maple, and Main Street).	
HOL-PP-1c Revised in PY4	Storm Drain Stenciling Maintenance		Deleted	No Action Required. This BMP was deleted in Permit Year 4.	

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 8 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PP-2 No Revisions	Stormwater Public Meeting	Conservation/ A. Smith	Host two meetings annually	The Stormwater Authority meets monthly to discuss stormwater issues. The Conservation Commission and the Stormwater Authority met on April 28, 2011. All meetings were open to the public.	
HOL-PP-3 Added PY5 Revised PY7	Holyoke Clean Up	United Water/ M. Burke	Coordinate one clean up annually	The Keep Holyoke Clean Committee met monthly during Permit Year 8. The committee worked to rewrite City ordinances regarding trash and litter to make them more enforceable. United Water, the Public Works Superintendent, and the Holyoke Police Department each have a representative on the committee and attend meetings. This program has replaced the once-per-year Holyoke clean-up day. The Source to the Sea Clean-up was held September 18, 2010. Twenty volunteers cleaned up at the Highland Park Pump Station. About two tons of trash was removed and disposed of by the City of Holyoke DPW.	

3. Illicit Discharge Detection and Elimination

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 8 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-IDD-1a No Revisions	Storm Drain Mapping	DPW / W. Fuqua	Develop map – Year 1	No Action Required. This BMP was completed in Permit Year 1 by the City	
HOL-IDD-1b No Revisions	Outfall Inspections	United Water/ M. Burke	Inspect 20% outfalls annually	Based on a November 2009 evaluation of the digital map, there are 73 outfalls associated with the separated storm system within the urbanized area of Holyoke. The City prepared and updated Mapbooks to facilitate inspections this permit year.	
HOL-IDD-1c No Revisions	Stormwater Ordinance Revision	United Water/ M. Burke and DPW/W. Fuqua	Ordinance Reviewed	Illicit connections are prohibited by the City's Zoning Ordinance, Appendix A, Section 6.5.8, Water Pollution. In addition, a new stormwater regulation will reinforce the prohibition on illicit discharge, (see BMP HOL-PCRC-2).	
HOL-IDD-1d No Revisions	Detection Plan	United Water/ M. Burke	Plan Completed	Completed in Permit Year 7.	
HOL-IDD-1e No Revisions	Elimination of Illicit Connections	United Water/ M. Burke	Eliminate 50% of Connections	No illicit connections were identified during the prior year's outfall inspections conducted; therefore, none were required to be eliminated.	

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4. Construction Site Stormwater Runoff Control

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 8 (Reliance on non-municipal partners indicated, if any)	Comments
HOL- CSRC-1 No Revisions	Erosion Control Ordinance	DPW / W. Fuqua	Ordinance Reviewed	No Action Required. This BMP was completed in Permit Year 2 by the City.	
HOL- CSRC-2a No Revisions	Inspection Plan	DPW / W. Fuqua	Create Plan	This BMP was completed. The inspection plan is described for reference. The City Engineer and Conservation Commission Director inspect sites during construction for sediment and erosion control issues. Sites within the Resource Protection area are reviewed by the Conservation Commission Director; sites outside the Resource Protection area are reviewed by the City Engineer. Any sites requiring maintenance or adjustment of sediment or erosion control structures receive a letter documenting the issue, and requesting the issue be corrected.	
HOL- CSRC-2b	Site Inspections	DPW / W. Fuqua	Inspect 90% of New Construction	All new construction sites were inspected for sediment/erosion control issues. Two (2) new construction sites were started in PY 8. A letter citing sediment/erosion control issues was sent to one site. The letter referenced Article II, Grading and Soil Erosion Control, of the City's ordinances.	

5. Post-Construction Stormwater Management in New Development and Redevelopment

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 8 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PCRC-1a No Revisions	Basin Inventory	Conservation / A. Smith	Inventory All Existing Basins	No Action Required. This BMP was completed in Permit Year 1 by the City.	
HOL-PCRC-1b No Revisions	Annual Inspections	Conservation / A. Smith	Inspect 50% of Basins/yr.	Ten (10) detention/retention basins were inspected during Permit Year 8. The inspections were conducted by the Conservation Commission Director.	
HOL-PCRC-1c No Revisions	Basin Inventory Follow-up	Conservation / A. Smith	Letters to Non-Compliant Owners	There was one (1) non-compliant owner during Permit Year 8. One basin was found to be nonfunctional and cited.	
HOL-PCRC-2	Stormwater Ordinance	DPW / W. Fuqua		Although this BMP was completed in PY 3, a new ordinance was drafted in 2009 and adopted on May 17, 2010.	
No Revisions					

6. Pollution Prevention and Good Housekeeping in Municipal Operations

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 8 (Reliance on non-municipal partners indicated, if any)	Comments
HOL- MGH-1 No Revisions	Storm Drain Mapping	DPW / W. Fuqua	Develop Map – Year 1	No Action Required. This BMP was completed during Permit Year 1.	
HOL- MGH-2a No Revisions	Emergency Plans	DPW / W. Fuqua	Revise Plan & Train	This BMP was completed in PY6	
HOL- MGH-2b Revised PY5	Pollution Prevention Plan	DPW / W. Fuqua	Offer Plan & Training	The SWPPP for the wastewater treatment plant was updated January 2009 (Permit Year 6) based on the 2008 MSGP that was issued in December 2008. One employee of United Water was trained for SWPPP inspections in Permit Year 8.	
HOL- MGH-3a No Revisions	Catch Basin Cleaning Program	United Water/ M. Burke	Develop Plan	No Action Required. This BMP was completed during Permit Year 1.	
HOL- MGH-3b No Revisions	Catch Basin Cleaning Program	United Water/ M. Burke	Clean All Basins	The city cleaned 960 catch basins in Permit Year 8. A total of 380 tons of material was removed and disposed of at Granby Landfill.	
HOL- MGH-4a	Street Sweeping Program	United Water/ M. Burke	Develop Plan	No Action Required. This BMP was completed during Permit Year 1.	

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No Revisions					
HOL- MGH-4b No Revisions	Street Sweeping Program	United Water/ M. Burke	Sweep All Streets	All streets (175 miles of road on both sides) were swept at least once during Permit Year 8. 1520 tons of material was removed from Holyoke Streets in 2010 and disposed of in the Granby Landfill.	
HOL- MGH-5 No Revisions	Illegal Dumping Ordinance	DPW / W. Fuqua	Review/Revise Ordinance	No Action Required. This BMP was completed during Permit Year 3.	

7. BMPs for Meeting Total Maximum Daily Load (TMDL) Waste Load Allocations (WLA) *This requirement is not applicable because no waters within Holyoke have TMDLs that specify Waste Load Allocations for stormwater.*

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 8 (Reliance on non-municipal partners indicated, if any)	Comments
No Revisions				Not applicable	

Part IV. Summary of Information Collected and Analyzed

Information collected was described in Part III of this Annual Report.

Part V. Program Outputs & Accomplishments (OPTIONAL)

Programmatic

Stormwater management position created/staffed	(y/n)	
Annual program budget/expenditures	(\$)	

Education, Involvement, and Training

Estimated number of residents reached by education program(s)	(# or %)	
Stormwater management committee established	(y/n)	
Stream teams established or supported	(# or y/n)	
Shoreline clean-up participation or quantity of shoreline miles cleaned	(y/n or mi.)	Y
Household Hazardous Waste Collection Days		
▪ days sponsored	(#)	1
▪ community participation	(%)	
▪ material collected	(tons or gal)	
School curricula implemented	(y/n)	

Legal/Regulatory

In Place
Prior to Under

	Phase II	Review	Drafted	Adopted
Regulatory Mechanism Status (indicate with "X")				
▪ Illicit Discharge Detection & Elimination	X			X (updated)
▪ Erosion & Sediment Control	X			X (updated)
▪ Post-Development Stormwater Management	X			X (updated)
Accompanying Regulation Status (indicate with "X")				
▪ Illicit Discharge Detection & Elimination				X (updated)
▪ Erosion & Sediment Control	X			X (updated)
▪ Post-Development Stormwater Management	X			X (updated)

Mapping and Illicit Discharges

Outfall mapping complete		(%)		
Estimated or actual number of outfalls		(#)		73
System-Wide mapping complete		(%)		100% Draft
Mapping method(s)				
▪ Paper/Mylar		(%)		
▪ CADD		(%)		
▪ GIS		(%)		100%
Outfalls inspected/screened		(# or %)		
Illicit discharges identified		(#)		0
Illicit connections removed		(#)		0
		(est. gpd)		
% of population on sewer		(%)		
% of population on septic systems		(%)		

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Construction

Number of construction starts (> 1-acre)	(#)	
Estimated percentage of construction starts adequately regulated for erosion and sediment control	(%)	
Site inspections completed	(# or %)	
Tickets/Stop work orders issued	(# or %)	
Fines collected	(# and \$)	
Complaints/concerns received from public	(#)	

Post-Development Stormwater Management

Estimated percentage of development/redevelopment projects adequately regulated for post-construction stormwater control	(%)	
Site inspections completed	(# or %)	
Estimated volume of stormwater recharged	(gpy)	

Operations and Maintenance

Average frequency of catch basin cleaning (non-commercial/non-arterial streets)	(times/yr)	
Average frequency of catch basin cleaning (commercial/arterial or other critical streets)	(times/yr)	
Total number of structures cleaned	(#)	960
Storm drain cleaned	(LF or mi.)	
Qty. of screenings/debris removed from storm sewer infrastructure	(lbs. or tons)	
Disposal or use of sweepings (landfill, POTW, compost, recycle for sand, beneficial use, etc.)		
Cost of screenings disposal	(\$)	
Average frequency of street sweeping (non-commercial/non-arterial streets)	(times/yr)	
Average frequency of street sweeping (commercial/arterial or other critical streets)	(times/yr)	
Qty. of sand/debris collected by sweeping	(lbs. or tons)	1520 tons
Disposal of sweepings (landfill, POTW, compost, beneficial use, etc.)	(location)	Granby Landfill
Cost of sweepings disposal	(\$)	
Vacuum street sweepers purchased/leased	(#)	
Vacuum street sweepers specified in contracts	(y/n)	
Reduction in application on public land of: ("N/A" = never used; "100%" = elimination)		
▪ Fertilizers	(lbs. or %)	
▪ Herbicides	(lbs. or %)	
▪ Pesticides	(lbs. or %)	
Anti-/De-Icing products and ratios	% NaCl % CaCl ₂ % MgCl ₂ % CMA % Kac % KCl % Sand	
Pre-wetting techniques utilized	(y/n)	
Manual control spreaders used	(y/n)	

Operations and Maintenance (cont'd)

Automatic or Zero-velocity spreaders used	(y/n)	
Estimated net reduction in typical year salt application	(lbs. or %)	
Salt pile(s) covered in storage shed(s)	(y/n)	
Storage shed(s) in design or under construction	(y/n)	