

Municipality/Organization: City of Holyoke

EPA NPDES Permit Number: MAR 041011

MaDEP Transmittal Number: W-036404

**Annual Report Number
& Reporting Period:** No. 11: May 1, 2013 – April 30, 2014

NPDES PII Small MS4 General Permit Annual Report

Part I. General Information

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

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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: Alex B. Morse

Title: Mayor

Date: 4-30-14

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 11.

Due to a delay in the issuance of the new General Permit, Permit Year Five BMP goals were extended through to Permit Year Eleven. A final Massachusetts Interstate, Merrimack and South Coastal Small MS4 General Permit has not been issued for the next permit cycle. 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 11 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PE-1 No Revisions	Stream BMP Letter	Conservation / A. Smith	Mail letters to abutters	Stream BMP letters were sent to areas where dumping has been observed. Mailer went out to approximately 100 homes.	
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 CC and posted on the CC'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 Snow Handling and Disposal Guidance written by the MA DEP. The link is located on the Conservation Commission's webpage.	

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 11 (Reliance on non-municipal partners indicated, if any)	Comments
No Revisions				The CC mails joint press 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, but the releases are not always run by the newspaper. Snowfall in 2013/2014 resulted in significant accumulations. Press releases were issued in December 2013, and a story ran on December 16, 2013. All media outlets in Western Massachusetts were copied, but only the largest outlet, the Springfield Republican, ran a story.	
HOL-PE-3 No Revisions	Web Site	DPW / W. Fuqua	Update Web Site	No Action Required. This BMP was completed in Permit Year 4.	
				The City of Holyoke website was recently revamped. A section devoted to Stormwater Pollution Prevention and Outreach Education provides links to the Stormwater Rebate Program, the Connecticut Stormwater Committee, the Connecticut River CSO Fact Sheet, Think Blue Massachusetts websites, and Greenscapes water quality protection practices.	
HOL-PE-4 No Revisions	Recycling Brochure	DPW / W. Fuqua	Distribute 5000 Brochures	15,924 recycling calendars were either direct-mailed to residents or set out in city offices during Permit Year 11. The calendars have information on curbside and drop-off collection, hazardous waste collection, and compost bin purchasing.	
				The City provides numerous links on the DPW website to answer questions residents may have about recycling. Empty aerosol cans are now accepted by the Springfield Material Recycling Facility (MRF) and a link to an aerosol can recycling factsheet was added to the webpage. Aerosol cans that have held health and beauty products, food products, laundry products, and air fresheners are collected by the recycling center.	
				The recycling section of the DPW website continues to provide comprehensive information about composting, yard waste disposal, and the Greenscapes program.	

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 11 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PE-5 No Revisions	Hazardous Waste Collection	DPW / W. Fuqua	One collection day/year	This additional information helps inform residents of where to properly dispose of or recycle any unwanted materials. The City held one collection day on June 8, 2013. The event was advertised in the local newspaper. The cost to the City was \$5,520. The DPW webpage has a section devoted to the proper handling of HHW. This section has a phone number to call in order to find out about when the next HHW Day is scheduled as well as the following links: • www.keepmercuryfromrising.org; • Information on toxic home and garden products from the Toxic Use Reduction Institute in Lowell, MA; and • The Massachusetts DEP's guidance on Homeowner Oil Spill Cleanup.	
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. The DPW website links to a press release posted on the Pioneer Valley Planning Commission's website. The press release explains the rebate program and the reason for it. No rebate forms were turned in by residents during Permit Year 11.	

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 11 (Reliance on non-municipal partners indicated, if any)	Comments
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: • Much of the work for the Connecticut River Stormwater Committee this year was devoted to working with EPA's new "Soak up the Rain" education campaign to adapt it for the Pioneer Valley. The campaign is a call to action for property owners to reduce stormwater runoff. The campaign involved: ○ Developing a new website www.pvpc.org/soakuptherain/ ○ A demonstration workshop for Homeowners and Businesses was held in October 2013 and attracted 29 participants. ○ Designing interpretive signs at green infrastructure stormwater management facility. • Other Outreach and Education Events ○ A Think Blue display booth at the Agawam Little League Jamboree and Earth Day celebration April 27, 2013 ○ Presentation on green infrastructure and organic lawn care at Citizens Restoring Congamond Lakes meeting June 11, 2013. • Holyoke Gas & Energy, United Water and the City are planting 80 street trees for energy efficiency and stormwater attenuation. A combination of volunteers and contracted services will be used to plant and maintain the trees. Additional public education activities benefiting the Connecticut River Stormwater Committee are documented in the 2013 Annual Report.	

2. Public Involvement and Participation

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 11 (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	Storm drain marking took place in August 2013. Volunteers from the Boys and Girls Club of Greater Holyoke participated in the storm drain marking event. The group added and replaced stencils to 140 catch basins located in the Lower Holyoke (Ward 2) area.	
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 11 (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 every time a new permit application is submitted to discuss stormwater issues. Meetings occurred 4-5 times over the course of the last permit year. 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 Source to the Sea Clean-up was held October 18, 2013. Approximately ten volunteers participated in the cleanup event held at Highland Park Sanitary Sewer Pump Station. Three hundred pounds of trash was removed and disposed of by the City of Holyoke DPW. United Water has committed to sweeping the entire City every year and weekly sweeping of the three main thoroughways (Main Street, Maple Street, and High Street) from March to October for the past two years.	

3. Illicit Discharge Detection and Elimination

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – (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. Outfall inspections were completed at 14 separate locations during Plan Year 11.	
HOL-IDD-1c No Revisions	Stormwater Ordinance Revision	United Water/ M. Burke and DPW/W. Fuqua	Ordinance Reviewed	This BMP was completed in PY 8. 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; therefore, none were required to be eliminated.	

4. Construction Site Stormwater Runoff Control

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 11 (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. Links to the erosion control ordinance and the EPA's Construction General Permit are posted on the City's website.	
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 CC Director inspect sites during construction for sediment and erosion control issues. Sites within the Resource Protection area are reviewed by the CC 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. The CC also looks for construction activities that have not been permitted and accordingly speaks to the landowner. If sediment/erosion issues are cited, a letter is sent to the landowner. The letter references Article II, Grading and Soil Erosion Control, of the City's ordinances. Stormwater and erosion control corrective actions were taken at a minimum of six (6) project sites. Verbal and written warnings were issued in all six scenarios.	

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) – (Reliance on non-municipal partners indicated, if any)	Permit Year 11 Permit Year 11	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.	Approximately twenty (20) detention/retention basins were inspected during Permit Year 11.		
HOL-PCRC-1c No Revisions	Basin Inventory Follow-up	Conservation / A. Smith	Letters to Non-Compliant Owners	Enforcement orders (2) were issued to property owners who were discharging unpermitted sediment into a regulated waterway. A total of three corrective actions were requested to bring sites into compliance with O&M Plans		
HOL-PCRC-2 No Revisions	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. A copy of the ordinance is provided on the DPW website.		

6. Pollution Prevention and Good Housekeeping in Municipal Operations

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – (Reliance on non-municipal partners indicated, if any)	Permit Year 11 (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. A link to a 2007 EPA publication, Developing Your Stormwater Pollution Protection Plan is posted on the DPW website. SWPPP training took place in Permit Year 11 on June 18, 2013. SPCC training took place on March 23, 2013.		
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 625 catch basins in Permit Year 11. A total of 263 tons of material were 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.		

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 11 (Reliance on non-municipal partners indicated, if any)	Comments
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 during Permit Year 11. Approximately fifteen hundred tons of material were removed from Holyoke Streets during 2013 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) – (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)	Y
Stream teams established or supported	(# or y/n)	Y
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	(%)		

Construction

Number of construction starts (> 1-acre)	(#)	
Estimated percentage of construction starts adequately regulated for erosion and sediment control	(%)	100
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)	1
Average frequency of catch basin cleaning (commercial/arterial or other critical streets)	(times/yr)	1
Total number of structures cleaned	(#)	625
Storm drain cleaned	(LF or mi.)	
Qty. of screenings/debris removed from storm sewer infrastructure	(lbs. or tons)	263 tons
Disposal or use of screenings (landfill, POTW, compost, recycle for sand, beneficial use, etc.)		Landfill
Cost of screenings disposal	(\$)	
Average frequency of street sweeping (non-commercial/non-arterial streets)	(times/yr)	1
Average frequency of street sweeping (commercial/arterial or other critical streets)	(times/yr)	1+
Qty. of sand/debris collected by sweeping	(lbs. or tons)	1500 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)	

