

4/20/11

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Municipality/Organization: Town of South Hadley

EPA NPDES Permit Number: MAR041020

MaDEP Transmittal Number: W-21004665

Annual Report Number & Reporting Period: 8 No. 6: April 2010-April 2011

NPDES PII Small MS4 General Permit Annual Report

Part I. General Information

Contact Person: Melissa A. LaBonte

Title: WPC Compliance Manager

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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: Jim Reidy

Title: DPW Superintendent

Date: 4/15/2011

Part II. Self-Assessment

2010 – For the most part, the Town of South Hadley has implemented the BMP's specified in the Notice of Intent. In some cases this has been a revised version or an additional item submitted in the annual reports. The Water Pollution Control Department has also purchased 2 ESRI ArcGIS licenses and a Trimble Unit for use by the WPC and Engineering Departments. For 2010, the Town continued its membership in the Connecticut River Stormwater Committee (CRSWC) to meet the requirements of minimum control measures one and two, and continued with previously implemented programs. A copy of the annual report for the CRSWC is attached.

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 5	Planned Activities in the future:
1 Revised	Informational Brochures	DPW/ML	Reduce litter and contaminants in system	Continued distributing materials in stock. Posters remained up through June 2010. Fertilizer PSA run in various local papers.	Continue to implement through participation in the CRSWC.
2 Revised	Stuffer into sewer bills	DPW /ML	Increased access to information	Notice on back of the October 2010 and April 2011 sewer bills on sump pump and downspout connections.	Will continue to post notices.
3 Revised	Website Development	DPW / ML Cable / TA	Increased access to information	Posted copies of the 3 posters on stormwater page.	Continue to post relevant information.
4 Revised	Stencil catch basins	DPW / JB	Reduction of illegal discharges	Completed in Year 5.	No Further Action
5 Revised	School Curricular / flyers Participation in the Connecticut River SW Committee (CRSWC) in conjunction with PVPC	DPW/ML	Increased awareness of requirements Increased awareness of SW issues on a larger regional scale.	Continued participation in the CRSWC for Public Education and Outreach. Prelim work for PVTA bus PSA's completed, and for local mall postings which will begin April 1, 2011.	Continue participation in the CRSWC for Public Education and Outreach. PVTA bus campaign will begin July 2011.

1a. Additions

21	Lawn & Garden Activities	DPW / VB,	Increased access to information Reduce contaminants in system	Continue implementing rain barrel program, and posting / distributing relevant material from the CRSWC. CRSWC continued its partnership with Greenscapes, with a Greenscapes kit for organic lawn care available to residents of member communities as well as a flier on Water Conservation through Land Care Practices.	Continue participation in the CRSWC.
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2. Public Involvement and Participation

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 5 (Reliance on non-municipal partners indicated, if any)	Planned Activities in the future:
6 Revised	TV spots and postings	DPW / ML Cable / TA	Increase public awareness and access to information	Air press release for Stormwater Management Incentives Program; Air updated materials provided to cable access by CRSWC.	Continue participation in the CRSWC.
7 Revised	Public Meetings	DPW / JR BOS / RH of PB	Increase public input and awareness	Completed in Year 5.	No Further Action.
8 Revised	Neighborhood Watch Stormwater Management Incentives Program	DPW / JR DPW / ML / PVPC	Reduction in illicit discharges Reduction in illicit discharges	Grant from EPA Targeted Watersheds Program to be used for free downspout disconnects and rebates on sump pump disconnects or other SW Management options. Program was developed with PVPC. Initiated restart of the program for 2010 in Feb. with PVPC.	Continue implementing program through end of 2010. Residential portion of this program complete. Remaining funds to be used on a single project.
Revised					

2a. Additions

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3. Illicit Discharge Detection and Elimination

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 5 (Reliance on non-municipal partners indicated, if any)	Planned Activities in the future:
9 Revised	Storm System Mapping Identification of Residential I/I Sources.	DPW / JR DPW / ML Ass. / MC	Increased detection of illicit discharges Same	Continued with system mapping on paper. WPC purchased ESRI ArcGIS and a Trimble unit. See section 2, #8.	Initiate GPS mapping. Continue to identify and eliminate residential sources of I/I.
10 Revised	Household Hazardous Waste Collection Depot	DPW / JS	Reduction of nutrient loading in system	Town continued to hold Hazardous Waste Collection days, and continued with Paint Program, and collection of used oil and antifreeze.	Continue with implemented programs.
19 Revised	Review/Amend Town By Law on Storm Water Discharges	DPW / JR	Regulatory control of illicit discharges with punitive measures	Completed in Year 5.	No further Action.
Revised					

3a. Additions

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 5 (Reliance on non-municipal partners indicated, if any)	Planned Activities in the future:
9 Revised	System Mapping	DPW / JR, JB	Increase illicit discharge detection	See Section 3, #9.	See Section 3, #9.
13 Revised	Regular Construction Site Inspections	DPW / JR, ML Bldg.Insp./CD	Increase compliance, enforcement & penalties.	See Section 4, #13.	See Section 4, #13.
14 Revised	Site Plan Review Modifications	Planning Board /Richard Harris, ConCom	Increase developer awareness and compliance	See Section 4, #14.	See Section 4, #14.
19 Revised	Develop Town By Law on discharges from all Town Lands.	DPW / JR, ML	Regulatory control of illicit discharges with punitive measures	See Section 3, #19.	See Section 3, #19.
20 Revised	Review Planning Board and Zoning Board Regulations	Planning Board / Richard Harris	Increase developer awareness & compliance	See Section 4, # 11 and 12.	See Section 4, # 11 and 12.

5a. Additions

4. Construction Site Stormwater Runoff Control

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 5 (Reliance on non-municipal partners indicated, if any)	Planned Activities in the future:
11 Revised	Review / Amend Town Bylaws	Planning Board / Richard Harris DPW/JR	Increase awareness and compliance by developers	Completed in Year 5 and approved by Attorney General's Office.	No further Action.
12 Revised	Subdivision Regulation Modifications	Planning Board / Richard Harris & Conservation Commission	Increase awareness and compliance by developers	Completed in Year 5. Effective July 1, 2008.	No further Action.
13 Revised	Regular Site Inspections	DPW / JR.,	Increase compliance, enforcement and penalties	No qualifying projects to date.	Will be implemented by the Town Engineer if necessary.
14 Revised	Site Plan Review Modifications	Planning Board / R. Harris & Conservation Commission	Increase awareness and compliance by developers	No qualifying projects to date.	To be implemented by the Planning Board as necessary.

4a. Additions					
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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 4 (Reliance on non-municipal partners indicated, if any)	Planned Activities – Permit Year 5
15 Revised	DPW Operations Manual	DPW / JR, JB	Increase awareness of personnel	Updated as necessary.	Continue updating as necessary.
16 Revised	Catch Basin Cleaning Program	DPW / JB	Reduction in floatables and deposition into system.	Continued with implemented programs.	Continue with implemented programs.
17 Revised	Street Sweeping Program	DPW / JB	Reduction in deposition into system.	Continued with implemented programs.	Continue with implemented programs.
18 Revised	Monitoring of Commercial Establishments in IPP Program	DPW / ML	Closer compliance & monitoring of industrial/commercial locations.	SW is briefly reviewed with industry personnel during IPP annual inspection.	Continue with implemented program.

6a. Additions

7. BMPs for Meeting Total Maximum Daily Load (TMDL) Waste Load Allocations (WLA) <<if applicable>>

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 4 (Reliance on non-municipal partners indicated, if any)	Planned Activities – Permit Year 5
1 Revised	Brochures for public	DPW / ML	Reduction of litter and contaminants into system	See Section 1, #1.	See Section 1, #1.
10 Revised	Household hazardous waste collection center	DPW / JS	Reduction of nutrients into system	See Section 3, #10.	See Section 3, #10.
16 Revised	Catch basin cleaning program.	DPW / JB	Reduction of floatables and deposition into system.	See Section 6, #16.	See Section 6, #16.
17 Revised	Street sweeping program	DPW / JB	Reduction in deposition into system	See Section 6, #17.	See Section 6, #17.

7a. Additions					

7b. WLA Assessment No assessment completed.

Part IV. Summary of Information Collected and Analyzed

There was no analysis of storm water, and any information collected has been from responsible parties working on the BMP's for the past couple of years.

Part V. Program Outputs & Accomplishments (OPTIONAL)

NOT COMPLETED.

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) All Residents + all of pioneer valley through radio & television spots.	(# 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.)	
Household Hazardous Waste Collection Days		
▪ days sponsored	(#)	52 weeks / 2 days per week
▪ community participation material collected	(%)	(tons or gal)
School curricula implemented	(y/n)	In Progress

Legal/Regulatory

In Place
Prior to
Phase II

Under
Review

Drafted

Adopted

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

Mapping and Illicit Discharges

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

Construction

Number of construction starts (>1-acre)	(#)	4 SubDiv. 2 Other Cnstr.
Estimated percentage of construction starts adequately regulated for erosion and sediment control	(%)	
Site inspections completed	(# or %)	Building Inspector, Town Engineer
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	(#)	
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	(cubic yards)
Disposal of sweepings (landfill, POTW, compost, beneficial use, etc.)	(location)
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)
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)

**CONNECTICUT RIVER STORMWATER COMMITTEE
2010 ANNUAL REPORT
JANUARY 1 TO DECEMBER 31, 2010**

The following is a summary of the work of the Connecticut River Stormwater Committee during the 2010 calendar year:

Member Community	Committee Representative and Department
Agawam	Tracey DeMaio, Department of Public Works
Chicopee	Joe Kietner, Waste Water Treatment Division
Easthampton	Stuart Beckley, Planning Department
Granby	Dave Derosiers, Highway Department
Holyoke	Matt Sokop, Department of Public Works
Longmeadow	Chris Reed, Department of Public Works
Ludlow	Jim Goudreau, Department of Public Works
South Hadley	Melissa Labonte, Department of Public Works
Springfield	Joe Kietner, Conservation Commission
West Springfield	Jim Lyons, Department of Public Works
Westfield	Charles Darling, Water Resources Department

Pilot Projects

PVTA Buses

The Think Blue campaign launched new outreach this year on the Pioneer Valley Transit Authority's (PVTA) buses. During 2010, the design and structure of the PVTA outreach was completed. The program will include the Think Blue cigarette butt and dog poop PSAs, formatted horizontally as billboards on both the outside and inside of the buses. The exterior billboards are 30"x80" full color mounted on the passenger-side of the bus. The interior billboards are 11"x28" full color mounted on the interior of the bus.

The campaign will run February 1 – July 1, 2011 out of the Northampton PVTA garage (Routes R42 Northampton to Williamsburg; R43 Northampton to Amherst; and R48 Northampton to Holyoke) and July 1, 2011 – January 31, 2012 out of the Springfield Garage (Routes to be determined). Cost for the campaign is \$6,500 for one year and includes 50 free interior PSAs. The entire cost of the program will be covered by an EPA Targeted Watershed Initiative Grant awarded to PVPC. A portion of the EPA grant is to conduct outreach about stormwater pollution. Given this projects potential to reach a very wide audience across the Pioneer Valley, it was deemed an appropriate use of EPA funds.

Movie Theaters

The Stormwater Committee once again revisited the idea of running Think Blue PSAs in local movie theaters prior to the movie previews. Price quotes were considerably higher than anticipated at \$8,000 for 13 weeks. This included cinemas in West Springfield, Springfield Plaza and the Eastfield Mall. Because of the high cost and limited network, the Committee decided not to proceed with this outreach media at this time.

Local Mall Postings

In late 2010, the Stormwater Committee investigated the possibility of placing poster size PSA in local malls. The Hampshire Mall on Russell Street in Hadley and the Holyoke Mall at Ingleside in Holyoke will place eight (8) 22"x28" mounted lightweight poster boards of the cigarette butts PSA at each of the malls. The posters will be installed on April 1, 2011 at no charge.

Local Media Outlets

The Think Blue lawn fertilizer PSA ran as a 1/8 page ad in the September 2010 Turley Publications: *Agawam Advertiser News*, *Chicopee Register*, *Country Journal*, *Holyoke Sun*, *Ludlow Register*, and *South Hadley Town Reminder*.

Local cable access stations were contacted in follow up to our initial outreach to them three years ago. PVPC provided an updated CD with the radio, video and poster PSAs for posting on cable access television as well as town websites.

Greenscapes

Outreach Materials

The design of a Greenscapes program display remains on-going, seeking to promote brand recognition as well as the best messaging to promote behavior change that reduces pollutant loading through land care practices. A 6'x8' large format display has been designed by PVPC and works well as a backdrop for a table display at an event. This display was used at the Ecological Landscaping Association's annual conference in February 2010. A 3-sided tabletop version has been designed with bulleted tips about organic land care practices including mowing tips, healthy lawn tips, and watering tips.

A Greenscape Kit is now available for people who call requesting more information about organic land care practices. It is essentially a 2-sided pocket folder that contains all of the outreach materials we currently use on this topic. The Think Blue magnets and pet waste flier are also included.

In partnership with the Greenscapes Coalition in eastern Massachusetts, a flier entitled "Can you reduce your daily water use by 5 gallons?" is now available. The flier promotes water conservation through various land care practices.

Greenscapes Regional Meeting 12/1/10 in Boston

The Greenscapes Coalition, mostly based in eastern Massachusetts, is gearing up for the 2011-12 land care season. Members are very interested in tailoring Greenscapes to better address the priorities identified for education and outreach in the 2010 MS4 permit. The Stormwater Committee will continue to partner with the coalition in the development of new outreach materials and methodologies for promoting organic land care practices to abate stormwater pollution.

Distribution of "Preventing Stormwater Pollution" Factsheets update

Utilizing DLTA FY09 funds, we have completed three one-page factsheets about stormwater best management practices targeted at the restaurant industry, the automotive industry, and small

business. These commercial target audiences were chosen based on the Draft North Coastal 2010 NPDES MS4 Permit. Larger affiliation/membership organizations as well as local regulators to seek their assistance in distributing the factsheets to their membership.

Automotive Guide - distribution 7,971 people/businesses

New England Service Station and Automotive Repair Association – Automotive BMP factsheet emailed to 171 member list serve in March 2010. Organization also interested in having a presentation on this issue at their annual meeting in December.

Massachusetts Vehicle Check: Cleaner Air and Safer Roads, MA DEP and RMV – Provided short article about Think Blue and a link to the flier on our website in the Fall 2010 *Inspection Update* newsletter mailed to 7,800 people statewide.

Food Industry Guide – distribution 508 people/businesses

Massachusetts Restaurant Association – Food industry BMP guide distributed at organization event in March 2010 (200 fliers).

Community Involved in Sustainable Agriculture (CISA) – Information about the Think Blue campaign and a link to the .pdf version of the guide appeared in the May 2010 issue of the Local Hero newsletter (308 newsletters).

Green Restaurant Association – Attempted to contact between February and March 2010 but non-responsive.

New England Food Show, Boston, MA – Food show involves a large list of participants but difficult to reach via conference programming.

Small Business Guide – distribution 1,164 people/businesses

Chicopee Chamber of Commerce – Included 300 fliers in a March 2010 membership mailing.

Greater Easthampton Chamber of Commerce – Included 400 fliers in a March 2010 membership mailing.

Holyoke Chamber of Commerce – Included 464 fliers in a Spring 2010 membership mailing.

The following Chambers were non-responsive to requests to distribute flier: Agawam, East Longmeadow, Longmeadow, South Hadley, Springfield, and Greater Westfield Chambers of Commerce.

School Curriculum CD Distribution Update from Communities

The curriculum developed by Selser Memorial School in Chicopee under our FY09 programming has been scanned and converted to a .pdf. The .pdf was posted to PVPC's FTP server where members could download it and distribute copies to schools in member communities.

Agawam is working with the Superintendent of Schools and the district Curriculum Coordinator to identify places under MCAS Strands where there are water pollution related opportunities for grades 4-9. Agawam is also sponsoring the "Watershed Waltz" puppet theater about watershed ecology for interested schools.

Connecticut River Water Quality Monitoring Project

PVPC has been involved in on-going E. coli monitoring of the CT River for the past three years. Monitoring in 2008 and 2009 was funded under an EPA Targeted Watershed Initiative Grant. Monitoring in 2010 was funded by a MA DEP 604b ARRA grant. This year we are also expanding the monitoring to area tributaries. The data is available for public viewing at: <http://www.umass.edu/tei/mwwp/ctrivermonitoring.html>

NPDES MS4 Notice of Intent and Scope of Work for Education and Outreach Measure

The Draft 2010 NPDES MS4 Permit for the Merrimack, Interstate and South Coastal regions was issued October 24, 2010. The Pioneer Valley region is covered under the "Interstate". A draft scope of work for addressing the 2010 Draft MS4 Permit requirements was developed for review at the January 2011 meeting. In general, businesses and developers will be targeted in years 1, 3 and 5; residential and industrial facilities in years 2 and 4.

Based on the North Coastal 2010 Permit, there are several new requirements for Education and Outreach in the new NPDES MS4 Permit. These requirements are as follows:

- a. Four target audiences:
Residents, businesses, institutions, and commercial facilities
- b. Define goals of the outreach program and objectives of changes in behavior and knowledge
- c. Distribute a minimum of two (2) educational messages over the permit term to each audience
- d. Messages to each audience must be spaced at least a year apart
- e. Show evidence of focused messages and audiences as well as demonstrate the defined goal of the program has been achieved
- f. Identify methods to evaluate effectiveness of program (behavior modification and increased awareness)

Given these new requirements a Draft Scope of Work for Stormwater Committee for new 5-year permit term needs to be developed for compliance. The following approach has been identified to meet permit requirements:

1. Define each of our target audiences more specifically. For example, residents = pet owners and lawn owners; two distinct groups of residents generating different pollutants.
2. Define behavior by target audience and pollutant associated with behavior.
3. Define message and outreach/delivery methodology
4. Determine mode for measuring effectiveness of outreach at: behavior modification, and pollutant load reduction.

Community Outreach

MA DEP 319 Grant Stormwater Training Sessions and Survey Summary

PVPC has partnered with VHB and a number of other organizations across the state to offer training on stormwater related issues. PVPC distributed a questionnaire with 16 potential

workshop topics to the 22 MS4s in the region to determine priority topics for a workshop that would be offered in the Fall of 2011. Priority topics based on survey results included: MA Stormwater Regulations; building an effective stormwater maintenance program; stormwater utilities; and planning and designing better development sites. The workshop has been scheduled for September 20, 2011.

DLTA FY10 – Regionalizing Stormwater Services Feasibility Study

PVPC received funding to examine ways regionalizing services can provide cost savings to communities. One of the pilot feasibility studies examined operation and management of stormwater related services such as catchbasin cleaning, street sweeping, MS4 permit requirements such as outfall mapping and monitoring. Due to the delay of issuance of the 2010 Interstate MS4 permit, committee members opted to not guess at their new requirements but rather focus on the work they currently perform and ways it could be accomplished through regional cooperation. The project resulted in an Invitation for Bid for Regional Highway Department Services issued jointly between Agawam, Chicopee and West Springfield. Bid results were due March 8, 2011 and resulted in 4 contracts for services in the region.

Other Outreach Events

Think Blue and Greenscapes materials were distributed at the following events:

- Wednesday, April 14, 2010 @ 6:30 pm Wistiriahurst Museum, Holyoke – Western Mass Gardner’s Club – “Getting your Lawn Off Drugs: Why this so important for our local waters
- Saturday, April 17, 2010 Agawam Earth Day Festival Think Blue Display
- Monday, April 5, 2010, Channel 22 News – coverage of area flooding and across New England due to 15 inches of rain. Discussed watershed dynamics and importance of stormwater management
- “Keep Springfield Beautiful” and Earth Day cleanup events
- Granby – Farmer’s Market sponsored by the Agricultural Commission

General Administration

- FY10 Work Plan and Budget
- Water Infrastructure Finance Commission Hearing
Monday, November 15, 2010 @ 10 a.m. at PVPC
The Water Infrastructure Finance Commission was appointed by the Governor to develop funding options to finance water infrastructure needs throughout the Commonwealth. PVPC hosted one of four statewide hearings. Communities across western Massachusetts attended.

Connecticut River Stormwater Committee 2010 Annual Report

- Meeting Dates – The Stormwater Committee met four times in 2010, and on two other dates about relevant business:

December 10, 2009

April 12, 2010

June 15, 2010

August 18, 2010

November 3, 2010

January 26, 2011