

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 9.

Due to a delay in the issuance of the new General Permit, Permit Year Five BMP goals were extended through to Permit Year Nine. A final Massachusetts Interstate, Merrimack and South Coastal Small MS4 General Permit is anticipated in fall 2012. 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 9 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PE-1 No Revisions	Stream BMP Letter	Conservation / A. Smith	Mail letters to abutters	The stream BMP letter was not sent out. A new Conservation Commission (CC) Director was assigned after January 1, 2011 and will be briefed on the City's Stormwater Management Plan.	
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 <i>Snow Handling and Disposal Guidance</i> 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 9 (Reliance on non-municipal partners indicated, if any)	Comments
No Revisions				<p>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 2011/2012 was light. One such press release was made after a snow storm on March 2, 2012 in the Springfield Republican.</p>	
HOL-PE-3 No Revisions	Web Site	DPW / W. Fuqua	Update Web Site	<p>No Action Required. This BMP was completed in Permit Year 4.</p> <p>However, a new banner stating "Stormwater and Runoff Pollution – Pollute Your Water, Pollute Yourself" was added.</p>	
HOL-PE-4 No Revisions	Recycling Brochure	DPW / W. Fuqua	Distribute 5000 Brochures	<p>16,000 recycling calendars were direct-mailed to residents during Permit Year 9. The calendars have information on curbside and drop-off collection, hazardous waste collection, and compost bin purchasing.</p> <p>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.</p> <p>The recycling section of the DPW website continues to provide comprehensive information about composting, yard waste disposal, and the Greenscapes program. This additional information helps inform residents of where to properly dispose of or recycle any unwanted materials.</p>	

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 9 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PE-5 No Revisions	Hazardous Waste Collection	DPW / W. Fuqua	One collection day/year	<p>The City held one collection day on June 11, 2011. The event was advertised in the Holyoke Sun on June 3rd and the Springfield Republican on June 5th. The cost to the City was \$7,850. The next collection day is scheduled for June 16th as noted on the 2012-2013 recycling brochure (BMP HOL-PE-4).</p> <p>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 new links added in the past year:</p> <ul style="list-style-type: none"> • 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	<p>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.</p> <p>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.</p> <p>No rebate forms were turned in by residents during Permit Year 9.</p>	

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 9 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PE-7	Participation in Connecticut River Stormwater Subcommittee	DPW/M. Sokop	Contribute to group and attend 50% of meetings	<p>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:</p> <ul style="list-style-type: none"> • A draft scope of work developed to address increased Public Education requirements in anticipation of the final Massachusetts Interstate, Merrimack and South Coastal Small MS4 General Permit. A work plan was developed for outreach programming to new target audiences, specifically local building inspectors and engineers; • Participation via Survey Monkey by municipal officials to assess the effectiveness of the outreach as required in the 2003 permit and also to establish a baseline under the 2012 term of the permit; • Continuation of the promotion of the Think Blue stormwater messages. Messages were posted at the following places: <ol style="list-style-type: none"> 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. Local cable access stations were provided with radio, video, and poster public service announcements and follow-up was made to ensure the ads were running. • Municipal Park Organic Landcare Transition Pilot Project – The Wistiariahurst Museum grounds were one of the municipal parks chosen to receive a grant from the Toxics Use Reduction Institute to fund implementation of the Greenscapes program. The City of Holyoke provides a link to the Greenscapes.org website; 	
No Revisions					

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 9 (Reliance on non-municipal partners indicated, if any)	Comments
				<ul style="list-style-type: none"> • Training <ul style="list-style-type: none"> ○ Participation in an LID Stormwater Training Session on September 20th 2011; ○ An EPA Region 1 training on the NPDES MS4 2010 draft permit and LID workshop, June 22, 2011; • 15 sampling events for bacteria monitoring at Jones Ferry from 5/25/2011 to 9/28/2011. (funded under MA DEP 604b ARRA grant and EPA TWI funds) <p>Additional public education activities benefiting the Connecticut River Stormwater Committee are documented in the 2011 Major Accomplishments of the PVPC report available at http://www.pvpc.org/resources/2011-maj-accomp-web.pdf.</p>	

2. Public Involvement and Participation

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 9 (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.	No storm drain marking took place during the past year because coordination with a group did not work out. However, the City plans to increase efforts next year. In July 2011, the City involved students in stormwater education through a summer program for inner-city children called "The Homework House." United Water visited the group and set up a model CSO system. The model has clear pipes and simulated the movement of storm and sewer water through the system. The group was also shown a storm drain marker and its purpose was explained.	
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 9 (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 Keep Holyoke Clean Committee, started by former Mayor Pluta, was discontinued during Permit Year 9. The Source to the Sea Clean-up was held September 21, 2011. Approximately nineteen volunteers cleaned up at the South Hadley Bridge site. One ton of trash was removed and disposed of by the City of Holyoke DPW. The next clean-up is scheduled for September 29, 2012. United Water has committed to sweeping three main thoroughways weekly from March to October for the past two years. During the past permit year, the City worked to change the language of an ordinance related to dumpster management. This would mandate the regular cleaning out of dumpsters by landlords. In some cases, dumpsters in the City have been overflowing due to irregularly scheduled pick-ups. Changes to the ordinance language are still in progress.	

3. Illicit Discharge Detection and Elimination

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 9 (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. Outfalls along the upper and lower canals were inspected for illicit discharges while the canals were emptied for maintenance on March 26, 2012. This BMP was completed in PY 8.	
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	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	

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No Revisions				<p>to be eliminated.</p> <p>The CC received a complaint that a local stream was running "white" in color. An investigation revealed that a local school was dumping floor wax into the stream via a storm drain. The school was sent a letter citing the problem. The contaminated soils from the discharge were removed. The school was charged for the clean-up. The school also agreed to educate their students on stormwater pollution and to get involved in installing storm drain buttons in the area.</p>	

4. Construction Site Stormwater Runoff Control

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 9 (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. Eight (8) new construction sites were started in PY 9. 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. However, no construction sites were noted for sediment/erosion control issues in PY9.	

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 9 (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.	Approximately fifteen (15) detention/retention basins were inspected during Permit Year 9. The inspections are more likely to be conducted when construction activities are occurring.	
HOL-PCRC-1c No Revisions	Basin Inventory Follow-up	Conservation / A. Smith	Letters to Non-Compliant Owners	Although there were stormwater treatment issues at some basins, these issues were worked out verbally with the land owner and corrected. No citation letters were sent out.	
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) – Permit Year 9 (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 on February 22, 2012. An SPCC plan was developed for the wastewater treatment plant in January 2011 and was updated in February 2012.	
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 754 catch basins in Permit Year 9. A total of 410 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 during Permit Year 9. 1413 tons of material were removed from Holyoke Streets during 2011 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 9 (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	(#)			1
Illicit connections removed	(#)			1
	(est. gpd)			
% of population on sewer	(%)			
% of population on septic systems	(%)			

Construction

Number of construction starts (>1-acre)	(#)	8
Estimated percentage of construction starts adequately regulated for erosion and sediment control	(%)	100
Site inspections completed	(# or %)	8
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	(#)	754
Storm drain cleaned	(LF or mi.)	
Qty. of screenings/debris removed from storm sewer infrastructure	(lbs. or tons)	409.6
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)	1413 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)	