Water Pollution Control
Chicopee, Massachusetts

2016 Annual Report
Phase II
Storm Water Management

Submitted: June 22, 2017
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Activities of the Connecticut River Stormwater Committee for the 2016 Annual Report
Section 1 Public Education and Outreach

1A Educational Displays

Water Pollution Control posted several educational displays and video links on the City's website during 2016. The City of Chicopee is a member of the Pioneer Valley Planning Commission's Connecticut River Stormwater Subcommittee. A summary of the committee's activities is attached to this report. The City as part of the committee has hosted educational seminars and has used newspaper articles in the local paper to reach out to residents.

The City of Chicopee has public service announcements on three of its vehicles. One of the vehicles is a CSO work truck with a PSA about stormwater pollution and cigarette butts. The second and third vehicles are the City's vacuum trucks. The vacuum trucks both have a PSA about stormwater pollution and the importance of picking up pet waste.

The City of Chicopee has posted signs at all active CSOs in order to inform residents of the location and possibility of overflows. Signs are posted to be seen from land and the adjacent water body. Structures were installed at the Medina Street boat ramp, Chicopee River near the Davitt Bridge on Granby Rd., and the Stanley Berchulski Fisherman Access in 2007. The purpose of these structures is to inform users of water quality, such as the results of the Fecal Coliform testing, at that location. In 2016 the posting was updated weekly from early spring to early autumn. Fecal Coliform tests were performed and results were posted by volunteers with PVPC.

1B Classroom Education

The City supported Chicopee High School with some laboratory supplies and equipment and continues to encourage storm water educational topics to be included. Water Pollution Control Staff work with a Chicopee High School Chemistry class on storm water related topics.

The testing of some local water bodies was started in the autumn of 2013 and continues throughout the school year. Laurie Catarina of the Chicopee WPCF met with a Chicopee High School teacher and her students until they became proficient with the testing. The City of Chicopee did the sampling and delivered them to the students for analysis. Water samples from the Chicopee River, Willimansett Brook, and the Connecticut River were analyzed for a number of parameters.

The City of Chicopee WPCF provided tours of the Treatment Works for many in the Community. This gives students, residents, and engineers an opportunity to ask questions and to see first hand what steps are being taken to mitigate the water pollution problems the City of Chicopee faces.

Chicopee WPCF also participates in a program called World Is Our Classroom which gives every 5th grade student in the City (Public and private school) a chance to tour the treatment facility and participate in educational tasks and challenges designed to teach.
them about waste and storm water. Tours are given by WPCF and WIOC staff members 3-4 times per week for 10 weeks per year.

1C Local Cable Access
The annual Hazardous Waste drop off was advertised on Chicopee local cable access.

1D Informational Door Hangers and Mailings
Door hangers are placed on homes in neighborhoods where catch basins were cleaned and maintenance with the City’s Vactor truck was done. A mailing was sent to let city residents know the 2016 trash pick-up schedule and bulk drop off procedures. The procedures are also posted to the City’s website.

1E Hazardous Waste Collection Day
The City conducted an annual household hazardous waste collection for residents in October 2016.

The event was publicized in a local newspaper, the local cable access channel, four public postings, and the City’s website.

Information and signups were available to residents at the City’s website: www.Chicopeema.gov, at City Hall, Chicopee Electric Light, the Chicopee Landfill, and at the DPW office.

There is also an agreement in place for residents to bring their hazardous waste to other communities if they cannot attend the scheduled date in Chicopee. Agreements are with South Hadley, Northampton, Agawam, Wilbraham, Amherst, and West Springfield, MA.

1F Newspaper Press Releases
The City of Chicopee advertised its Hazardous Waste Collection Day in a local newspaper.

1G CSO Notification E-mail
The City of Chicopee sends emails to surrounding communities so they can be informed about the possible negative effect of the CSOs during rain storms. The City has a CSO facility which is activated when flow at the treatment plant is greater than 25 MGD. During 2016 the e-mail list included Health Department representatives from Holyoke, Chicopee, Springfield and West Springfield. The program was started in mid-summer of 2006.
Section 2 Public Involvement/Participation

2A Community Hotline
The City publicizes the community hotline through the distribution of door-hangers with the catch basin cleaning program and with other mailings. In 2016, 308 catch basins were cleaned and two to four hangers are distributed per basin. The phone number for the City’s WPCF is included to facilitate reporting of dumping, illicit discharges, and spill emergencies.

2B Attitude Surveys
The City ended its Customer Survey Program in 2016, which involved providing a questionnaire to customers following receipt of service. Two storm water related questions were on the survey form. The survey was conducted to measure the success of the Public Education and Public Involvement components of the Storm Water Management Plan. The two Stormwater questions on the survey in 2016 were: 1) Do you support higher sewer/storm fees for cleaner Chicopee & Conn. Rivers? And 2) Do you support a higher sewer/storm fee to separate sewer pipes to stop sewer backups?

2C Storm Drain Marking
The DPW-WPC stencils catch basins or marks them by installing placards. Messages may include such phrases as “Do Not Dump” or “No Dumping, Drains to River”. The DPW-WPCF’s collection system department marked approximately 230 catch basins in 2016.

2D Watershed Committee
The DPW-WPC encourages and supports the activities of the Chicopee River Watershed Council (CRWC) and the Chicopee 4Rivers Watershed Council.

2E Conservation Commission
The Conservation Commission reviews building permit applications under both the Massachusetts Wetlands Protection Act and the Chicopee Wetlands Protection Ordinance. Zoning regulations require stormwater management for all new construction. A report of the Conservation Commission’s activities is attached.

Section 3 Illicit Discharge Detection and Elimination

3A Mapping Storm Water Outfalls
The City of Chicopee’s Engineering Department has located all existing stormwater outfalls using GPS. A condition log of each location has been established to monitor and
identify problem areas. This data and a copy of this map is on file with the City Engineer.

3B Develop Illicit Discharge Plan
Chapter 231 of the Chicopee Storm Water Management Ordinance outlines this activity. Additionally, the drainage network plan will serve as a tool to track illicit discharge sources.

Illicit discharges to the storm drain were corrected as they were discovered in 2016. In 2016 as part of expanded illicit discharge detection plan, the DPW-WPC continued to inspect & sample outfalls. Outfalls were photographed and examined for signs of sewage contamination. If flowing, the outfall was tested using field kits to find possible contamination. The flow was sampled for surfactants, Chlorine, ammonia, temperature and E. coli. Any signs of contamination required further testing up stream to find the source. The illicit discharge detection program continues in 2017 with the hiring of two interns.

3C Storm Water Discharge Ordinance
The City adopted a Storm Water Management Ordinance (October 28, 2003) to prohibit non-storm water discharges into the MS4 system. A copy was previously sent.

3D Illegal Dumping
The DPW performs regular patrols of areas known for illegal dumping. The DPW has posted signage to deter illegal dumping at common dumping areas. The City picks up dumping daily as it occurs to prevent the trash-breeding-trash phenomenon.

3E Recreational Septage
The Sewer Commission currently allows Chicopee residents with Recreational Vehicles to dump their septage at the WPCF. The program is designed to deter illegal dumping and is provided at no cost to the resident. A log of data is kept each time a resident comes to dump septage.

3F Failing Septic Systems
The Health Department inspects septic system failures that are used to identify problem areas.

3G Industrial / Business Connections
The Industrial Pretreatment Program’s effectiveness is evaluated as required annually each March 1st. This includes the demonstration that EPA requirements for Industrial User monitoring, inspecting, enforcement, and permitting has been satisfied; the City has
implemented local discharge limitations that are sufficiently protective to the POTW and its workers, its receiving stream, and sludge disposal options; the City’s IPP is appropriately funded and staffed. The IPP report submitted during 2017 can be provided to you upon request.

3H Video Inspection
The DPW – WPC uses a video camera to inspect storm drain pipes and sewer mains as needed to follow up on illicit discharges discovered. Over 44,000 feet at different locations throughout the City were TV inspected in 2016.

Section 4 Construction Site Runoff Control

4A Construction Runoff Ordinance
The City adopted a Storm Water Management Ordinance that requires sediment and erosion control at construction projects with over one acre in total disturbance.

4B Construction Plan Review
Under the Storm Water Management Ordinance, applicants with projects with disturbance over one acre will be required to submit sediment and erosion control plans for City review and approval. The Planning Departments reviewed projects for storm water management compliance in 2016. The Conservation Commission reviews projects for storm water management and compliance with the Chicopee Wetlands Protection Ordinance. The Engineering Department reviews commercial, and subdivision sites along with infrastructure improvements.

4C Inspection / Reporting
Under the Storm Water Management Ordinance, projects with disturbance over one acre will be required to have regular inspection of sediment and erosion controls and reporting of construction activities.

SECTION 5 POST CONSTRUCTION STORMWATER MANAGEMENT

5A Post Construction Runoff Ordinance
The City adopted a Storm Water Management ordinance to address post construction runoff from projects with over one acre in total disturbance.
5B Site Plan Review
Under the Storm Water Management Ordinance applicants with projects with disturbance over one acre are required to submit storm water control plans for City review and approval.

5C Storm Water System Maintenance Plan
Under the Storm Water Management Ordinance projects with disturbance over one acre are required to include a program outlining procedures for long term operation and maintenance of storm water facilities.

SECTION 6 GOOD HOUSEKEEPING / POLLUTION PREVENTION

6A Municipal Maintenance Activity Program
The City is continuing to work to develop a program to outline procedures associated with maintenance of open spaces and parks, vehicular fleets, City-related construction activities, streets and the storm sewer system. The City is evaluating existing municipal procedures; modifying any procedures as needed, and implementing the program plans.

6B Training of Municipal Employees
Municipal employees performing activities under the new Municipal Maintenance Activity Program (BMP #6A) are informed of new policies and procedures. This will occur pending adoption of the Program. DPW employees will also be informed of the Storm Water Pollution Prevention Plan requirements for the DPW, as applicable.

6C Storm Water Pollution Prevention Plan / MSGP
The DPW has finalized an Integrated Pollution Prevention Plan (IPPP) which includes Stormwater Pollution Prevention Plan (SWPPP) and a Spill Prevention Countermeasure and Control (SPCC). The plans were reviewed, revised and implemented during calendar year 2013. This is part of the City’s Phase II Stormwater Program Multi-Sector General Permit (MSGP), and in accordance with EPA regulations 40 CFR 112. The DPW implemented the best management practices outlined in the plan.

6D Catch Basin Cleaning Program
The City cleaned approximately 308 catch basins in 2016. Informational flyers are distributed to homes in the immediate area around the basins.

6E Street Sweeping
For calendar 2016 the City had three mechanical sweepers. Street sweepers were on the road continuously from March through November 2016. Every street in the City was swept at least once. Most main arteries were swept several times as sweepers moved in
and out of secondary streets. While only monthly sweeping is required in the business districts, the City set a higher goal. The Central business districts, Chicopee Falls, Fairview, Willimansett, Aldenville and Chicopee Center, were all swept once per week.

6F Used Oil Recycling
The City collected used oil in 2016 at the DPW facility for utilization as a regulated recyclable material in the DPW garage waste oil heater. The City will continue to offer Used Oil Recycling.

6G Hazardous Waste Collection
The City continued its annual Hazardous Waste Collection Day; in 2016 it was held in October. Every year, the City publicizes the collection day through newspaper ads, radio and local cable access. There is also seasonal paint collection at the DPW.

SECTION 7 BMPs for Meeting TMDLs

7A TMDL for Connecticut River
According to the Massachusetts Year 2014 Integrated List of Waters, the Connecticut River is designated as Category 5 “Waters requiring a TMDL”. The targeted pollutants are PCBs, pathogens, and suspended solids. Sources may include but are not limited to: road surfaces, inadequate fueling areas or practices, illegal dumping. Sources of pathogens may include but are not limited to: pet waste, winter road maintenance materials, illicit sewer discharges, and failing septic systems. Sources of these suspended solids may include but are not limited to: lawn care products, litter, winter road maintenance materials, erosion from construction activities, and illicit sewer discharges. The Storm water Management Program includes many BMPs to address reduction of contaminants from these sources under all Six Minimum Control categories.

7B TMDL for Chicopee River
According to the Massachusetts Year 2014 Integrated List of Waters, the Chicopee River is designated as Category 5 “Waters requiring a TMDL”. The targeted pollutant is pathogens. Sources of pathogens may include but are not limited to: pet waste, winter road maintenance materials, illicit sewer discharges, and failing septic systems. The Storm water Management Program includes many BMPs to address reduction of contaminants from these sources under all Six Minimum Control categories. The City will implement these BMPs under the responsible department and timeframes as previously described.

7C TMDL for Abbey Brook
According to the Massachusetts Year 2014 Integrated List of Waters a portion of Abbey Brook is designated as Category 5 “Waters requiring a TMDL”. The targeted pollutant is
suspended solids. Sources of this pollutant may include but are not limited to: lawn care products, litter, winter road maintenance materials, erosion from construction activities, and illicit sewer discharges. The Storm water Management Program includes many BMPs to address reduction of contaminants from these sources under all Six Minimum Control categories. The City will implement these BMPs under the responsible department and timeframes as previously described. In 2017, the City along with PVPC will be exploring solutions to mitigate TSS loads to Abbey Brook.
The Connecticut River Stormwater Committee

The Connecticut River Stormwater Committee is an intergovernmental compact, now grown to include 17 municipalities, that is organized to collaborate in meeting NPDES MS4 permit requirements for stormwater education and outreach (Minimum Control Measure #1). Facilitated and staffed by the Pioneer Valley Planning Commission, the Committee also works together to meet other permit compliance activities where appropriate and needed. Member communities are shown in Table 1 below.

Table 1: Connecticut River Stormwater Committee Member Communities

<table>
<thead>
<tr>
<th>Member Community</th>
<th>Committee Representatives and Departments</th>
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<tbody>
<tr>
<td>Agawam</td>
<td>Tracey DeMaio, Department of Public Works</td>
</tr>
<tr>
<td>Belchertown*</td>
<td>Steve Williams, Department of Public Works</td>
</tr>
<tr>
<td>Chicopee</td>
<td>Quinn Lonczak, Department of Public Works</td>
</tr>
<tr>
<td>East Longmeadow*</td>
<td>Robert Peirent, Department of Public Works</td>
</tr>
<tr>
<td>Easthampton</td>
<td>Dan Murphy, Department of Public Works</td>
</tr>
<tr>
<td>Granby</td>
<td>Dave Derosiers, Highway Department</td>
</tr>
<tr>
<td>Hadley*</td>
<td>Mario Warner, Department of Public Works</td>
</tr>
<tr>
<td>Holyoke</td>
<td>Michael McManus, Department of Public Works</td>
</tr>
<tr>
<td>Longmeadow</td>
<td>Mario Mazza, Department of Public Works</td>
</tr>
<tr>
<td>Ludlow</td>
<td>Jim Goodreau, Department of Public Works</td>
</tr>
<tr>
<td>Northampton</td>
<td>Doug McDonald, Department of Public Works</td>
</tr>
<tr>
<td>Southwick</td>
<td>Randall Brown and Richard Grannells, Department of Public Works</td>
</tr>
<tr>
<td>South Hadley</td>
<td>Melissa LaBonte, Department of Public Works</td>
</tr>
<tr>
<td>Springfield</td>
<td>Kevin Chaffee, Planning/Conservation</td>
</tr>
<tr>
<td>West Springfield</td>
<td>Jim Czach, Department of Public Works</td>
</tr>
<tr>
<td>Westfield</td>
<td>Casey Berube, Department of Public Works</td>
</tr>
<tr>
<td>Wilbraham*</td>
<td>Tonya Basch, Department of Public Works</td>
</tr>
</tbody>
</table>

* Member that joined Committee this year.

Education and Outreach over the Past Year

With the rigors of the new MS4 permit requirements, the Stormwater Committee has been in a transition phase, where it has continued education and outreach under the requirements of the 2003 permit, but is also taking important steps in preparing for forthcoming requirements that begin July 1, 2017. In some cases, the work of preparing for the forthcoming permit has served to provide education and outreach under the 2003 permit.

The narrative below summarizes the work of the Connecticut River Stormwater Committee during the 2016-2017 reporting year, which includes the following:
1. Reached out to dog owners on pet waste disposal practices
2. Expanded understanding about stormwater issues and permit compliance
3. Promoted Soak up the Rain stormwater education campaign
4. Defined program of effective stormwater messaging for the next five-year permit term
5. Continued planning for website education in the Pioneer Valley
6. Collaborated with Massachusetts state-wide coalition of stormwater coalitions
7. Designed and constructed demonstration rain garden at the Renaissance School in Springfield
8. Led project in Chicopee, Ludlow, and Springfield to reduce urban flows into Chicopee River
9. Led urban tree planting project in Chicopee, Holyoke, and Springfield
10. Led project in Holyoke to reduce urban flows into Day Brook

In addition to these public education and outreach activities described in fuller detail below, members of the Stormwater Committee have joined PVPC in other MS4 permit related activities, including:

- Collaborating in understanding new permit requirements through dialogue with MassDEP and U.S. EPA and through use of Committee time to review and dialogue about specific sections of the permit together. These conversations are helping members understand how they might most effectively proceed in permit compliance as individual permittees on certain elements, but also in collaboration with others for important cost savings on other elements.

- Reviewing and updating municipal land use code to comply with new MS4 permit requirements. This is occurring through both fee for service in one community and through a Massachusetts Department of Administration and Finance’s Efficiency and Regionalization grant and match from District Local Technical Assistance for another nine communities.

- Preparing for Illicit Discharge Detection and Elimination and Good Housekeeping trainings for municipal staff with funding from the Massachusetts Department of Administration and Finance’s Efficiency and Regionalization grant. The trainings, to be conducted this coming year, will be videotaped to enable future trainings to occur as required and needed with new staff.

- Collaborated on defining needs for integrating stormwater system mapping with data collection requirements through funding from the Massachusetts District Local Technical Assistance program. A consultant has been hired to provide this integration so that data collection (outfall screening and sampling, manhole inspections, catch basin cleaning, etc.) can occur easily in the field and then uploaded to reference with geographically specific locations within Arc GIS mapping of the storm system for analysis in defining priority catchments and annual reporting to EPA.

1. Reached out to dog owners on pet waste disposal practices

Based on the bacteria messaging research completed last year, the Committee began this year to finalize an outreach program to dog owners on proper management of pet waste. Work this year focused on working with Town Clerks/Dog Licensing Officers in each member community to distribute a survey with three questions that will enable targeting of the program in each community. This survey is being distributed through Town Clerks/Dog Licensing Officers, starting in January 2017, via a glossy flyer that accompanies dog licenses. The flyer includes a link to the electronic survey and dog owners are incentivized to take the survey with a small prize that promotes better pet waste management practices.
Tell us what you see and think about pet waste in your community!
Take a 4-question survey and get a prize from your local dog licensing officer.*

Go to:
https://www.surveymonkey.com/r/2017PVPetWaste

Thank you!
Connecticut River Stormwater Committee

* while supplies last

Above is an image of the glossy flyer distributed by Town Clerks/Dog Licensing Officers in member communities in issuing dog licenses. It provides a link to the electronic survey and offer of a prize for taking the survey.

At right is an image of the prize offered to those completing the survey.

The survey contains four simple questions:

- In what Town do you license your dog?
- What are specific locations or types of places in your town/city where you notice accumulation of or problems with pet waste? (Town/City Parks-please specify below, along rivers/streams in town- please specify below, along streets and sidewalks- please specify below)
- What do you believe most likely happens to pet waste left on the ground in these problem areas? (decomposes into the ground, washes into streams and rivers, cleaned up by municipal officials/landowners, others)
- Which graphic/message below is most likely to encourage people to pick up their dogs' waste? (rank from 1 to 5, with 1 being most likely)

Once dog licensing is complete in member communities (there is some variation on procedure and timetable from one municipality to another), survey results will be compiled. These results will help in providing an important baseline in measuring the effectiveness of the 5-year education and outreach program to come. The Committee will likely be looking to two metrics: how much change there is in knowledge about what happens to pet waste left on the ground and the degree to which specific known problem pet waste locations within municipalities improve. The program will go hand-in-hand with a
review and update of pet waste ordinances that will be referenced in educational materials during the new permit term.

2. Expanded understanding about stormwater issues and permit compliance

With renewed need for building understanding about stormwater issues and winning support for permit compliance budgets, the Committee undertook three activities this year to promote greater awareness in the region.

Door hanger for use in neighborhoods to highlight stormwater work

When public works or highway crews are out maintaining, fixing, or upgrading the municipal stormwater system, the work typically goes unseen. The only visible evidence to residents and businesses may be some traffic flow inconvenience around a manhole or along a trench. To highlight this "invisible" work, the Committee designed door hangers that can be used when crews are working in a given neighborhood. This idea is borrowed from Chicopee, where the simple act of using doorhangers played a vital role in helping people to understand the value of stormwater work and the need to establish dedicated funding for their program.

Door hangers, image shown above, were designed to be modified for use in each member community to elevate the visibility and increase understanding about stormwater among residents and businesses.

Understanding about stormwater and permit requirements among other local officials

For the Committee, PVPC prepared a powerpoint presentation that outlines the major requirements of the new stormwater permit and the water quality elements specific to the region. PVPC staff presented this material in May to the Valley Development Council, a group of municipal planners in Hampshire and Hampden Counties (as well as representatives of the home builders, real estate and housing communities) that meet quarterly to discuss issues and share ideas on planning and smart growth. The presentation is available to all Stormwater Committee members as they work with colleagues and constituents to move forward on discussions about stormwater issues. MassDEP Stormwater Coordinator Fred Civian has offered his assistance to Committee members in promoting understanding about permit compliance and to date has joined PVPC staff in visiting with municipal officials in Hadley.
3. Promoted "Soak up the Rain" stormwater education campaign
The Connecticut River Stormwater Committee continued to develop and promote the "Pioneer Valley Soak up the Rain" education campaign (a local version of the EPA's New England campaign). The campaign, a call to action for property owners to reduce stormwater runoff through strategies that soak up the rain, involves two outreach efforts for the Connecticut River:

Pioneer Valley Soak up the Rain Website www.pvpc.org/soakuptherain/
The Stormwater Committee continues to maintain the Pioneer Valley Soak up the Rain website, which promotes a range of practices, including tree plantings, rain gardens, permeable pavements, dry wells, and green roofs. An occasional blog that includes photos and video provides examples from the region. Property owners throughout the Pioneer Valley are also invited to submit projects that they know of to feature on the website. A “Cool resources” heading provides connection to the latest information and a “resources” menu item links to a library of informational resources. In the past year, the website had 24,164 hits with 17,115 of these hits resulting in information requests being sent to the user.

Soak up the Rain signs for rain gardens and porous paving projects
Soak up the Rain signs for rain gardens and porous paving continue to be available for municipal use and distribution to residential and commercial property owners to highlight local projects. Sign messages currently focus on “Keeping our Rivers Clean.” A variation of the sign design is underway for specific use around local lakes in the region, “Keeping our Lake Clean.”

4. Defined program of effective stormwater education messaging for the next five-year permit term
The Committee carefully reviewed all stormwater education and outreach requirements in the forthcoming permit and created a table that it has shared widely within the region and across the state through the state-wide coalition. Drawing on this understanding of requirements and several other resources, including research PVPC conducted last year on stormwater education messaging and a survey of Committee members on specific local issues, PVPC staff prepared a program for effective stormwater education messaging for the next five-year permit term. This plan is currently in draft form and will be finalized by Committee members in the coming months and integrated as appropriate with Notice of Intents and Stormwater Management Program Plans in each member community.

5. Continued planning for website education and outreach for the Pioneer Valley
Given the various websites/pages the Stormwater Committee communities have been using to promote work under the 2003 permit, including Think Blue and Greenscapes, and the expanded education and requirements of the forthcoming permit, PVPC has been working to retool and update web materials. This began with a newly proposed website framework under “Think Blue: Clean Water Begins with You,” that attends to the various stormwater issues and audiences under the new permit. It will bring together education and outreach materials together with metrics for understanding the effectiveness of messages and movement away from behavior and practices that negatively impact the health of the Connecticut River. PVPC is currently working with its webmaster to determine how this website can be accommodated under the Commission’s current website framework.
6. Collaborated with Massachusetts state-wide coalition of stormwater coalitions
On behalf of the Connecticut River Stormwater Committee, two municipal Committee representatives and PVPC staff have been attending quarterly meetings of the state-wide stormwater coalition to identify and advance efficiencies that could be achieved through state-wide collaboration on certain MS4 permit compliance activities. PVPC staff is also participating in one of the subcommittees organized to give careful examination to education and outreach compliance activities and best possibilities for state-wide collaboration. The state-wide coalition through the Central Massachusetts Regional Planning Commission has a MassDEP grant to develop some tools and resources for permit compliance.

The following three projects, while specific to certain municipalities, are expanding awareness regionally about stormwater. They also serve to build capacity and know-how in planning, design, and construction of better stormwater management practices. Each project has its own outreach and education component.

7. Designed and constructed regional demonstration rain garden at Renaissance School, Springfield
PVPC staff continued work with the Regenerative Design Group to design and construct a 4th regional demonstration rain garden. The new rain garden at the Renaissance School captures flow from a rooftop at the school's entrance. The rain garden soaks up storm flow that previously entered a catch basin tied to a pipe that empties into Abbey
Abbey Brook is impacted significantly by urban storm flows which enter the brook at high volumes and velocities whenever it rains.

Sited near the main entrance to the Renaissance School, the rain garden is highly visible. Above image shows the rain garden under construction. Image below shows students asking questions of Landscape Architect and rain garden designer Tom Benjamin.

8. Led project in Chicopee, Ludlow, and Springfield to reduce urban flows to the Chicopee River
PVPC staff collaborated with the Connecticut River Watershed Council and the Chicopee River Watershed Association to evaluate the degree to which urban storm flows are contributing to the bacteria impairment in the Chicopee River. A water quality sampling program during the summer of 2016 involved 10 volunteers who collected samples from local tributaries and storm outfalls on the mainstem during 3 dry and 3 wet weather events. Follow up entailed source tracking at locations showing high bacteria during wet weather. Those results are now in turn leading to preliminary stormwater management facility design in two locations, a park plagued by geese in Chicopee and a small mixed use neighborhood in Ludlow.

9. Led urban tree planting project in Chicopee, Holyoke, and Springfield
PVPC is leading an effort to promote urban tree planting in the region’s 3 major cities in partnership with the US Forest Service, Massachusetts Executive Office of Energy and Environmental Affairs, the Valley Opportunity Council, Nuestras Raíces, ReGreen Springfield, Conway School of Design, Mass DCR, and the Cities of Chicopee, Holyoke, Springfield. Aimed at reducing stormwater flows to combined sewer areas and promoting greater climate resilience, the project involves an integrated community outreach process involving multiple neighborhood workshops and workshops for public works officials. Once completed, the project will provide the following major deliverables:
- installation of 2,200 trees on local streets and yards
- final engineering design for a green streets in each municipality
- model stormwater tree rebate ordinance
The project is made possible thanks to a $239,000 grant award to PVPC from the US Forest Service under the State and Private Forestry FY15 Northeastern Area Landscape Scale Restoration Program.

10. Led project in Holyoke to reduce urban flows into Day Brook

Through an EPA Urban Small Waters Grant PVPC is developing a green infrastructure plan for Day Brook in Holyoke, which flows from west to east, remaining above-ground from Anniversary Hill Park and Community Field before being conveyed underground beneath the City and routed through the Waste Water Treatment Plant. During large precipitation events, Day Brook's volume contributes to Combined Sewer Overflows into the Connecticut River.

Conceptual design work of this project will recommend ways to reduce inflow into Day Brook through green infrastructure stormwater facilities. The project also aims to increase awareness of this "secret stream" running unseen through the urban landscape. This fall the project began with an arts and science project at Sullivan School located close to the upper reaches of Day Brook. PVPC's partner in this project, Enchanted Circle Theater Group, led a six-week lesson series that taught third and fifth graders about stormwater and CSOs, and resulted in a mural and walk that relates the story of Day Brook in Holyoke. Both the mural and storywalk will be installed in public parks along the path of Day Brook in the summer. Meanwhile, geology students at Holyoke Community College assisted PVPC in conducting percolation tests at several publicly owned sites along the path of Day Brook to determine whether they would be suitable sites for green infrastructure stormwater installations. The City of Holyoke provided equipment and staff to aid in the perc tests, and also conducted GIS mapping of the Day Brook watershed. Next steps include holding two public workshops in the spring and summer (including unveiling the mural), a family-oriented workshop on stormwater at Beaudoin Village, and later in 2017, the development of the conceptual designs and plans.
It is our mission to enhance our environment, to preserve natural resources and to protect the public health of our community.

In order to provide better and reliable service:
This street is scheduled to have the sewer main pipeline cleaned by City of Chicopee crews on __________ between the hours of _________.

This work is done to reduce sewer back-ups, street flooding, and foul odors. A high-pressure sewer “vactor” truck is used to clean the pipe. This cleaning process usually is performed without any inconvenience to the resident.

While very rarely there is a problem, occasionally a resident may experience:
• Water back up into homes that have sinks and drains in the basement.
• Water in the toilets may make ‘gurgling’ sounds.
• Water in the drains of sinks and toilets may drain.
• Water level in toilets may rise.

Recommendations:
• Close shut-off valve (if you have one) when the truck is in front of your residence or if no one is home that day.
• Close lid to your toilets.
• Put old towel over toilet lid.
• After the truck leaves or when someone comes home, run water for about thirty seconds in all sinks and flush toilets once to refill water traps.

This is only a precautionary measure. It is very rare that these problems occur. If you have any questions or concerns do not hesitate to call 594-3585.

Sincerely,
Board of Sewer Commissioners
A Catch Basin
Cleaning Crew from the City of Chicopee
Visited Your Neighborhood Today ___ (Date) & (Initial)___

A City of Chicopee catch basin cleaning truck was here today to keep your catch basin in good working order. Catch basins are the openings in the curb and street that allow rain water to drain from outside your home to the storm drain system underground. Catch basins are a vital part of the City’s emergency network to prevent flooding.

When catch basins become clogged with trash and debris, they usually smell bad, attract rodents and flies, and during a rain storm may cause flooding in your neighborhood. A clean catch basin helps make a healthier neighborhood, and keeps us safe during the rainy season. It also means a cleaner river.

Our storm drain system moves water from your home directly to the river or a combined sewer overflow (CSO) with little or no treatment. The trash, debris and harmful chemicals that end up in the catch basin pollute our rivers.

So remember . . . Storm Drains are for Rainwater Only!

What Can You Do to Help?
The pollution in storm drains comes from things we do every day, which means it is an everyday problem. The good news is that we can all be part of the solution. Here are eight things you can do to keep your neighborhood’s catch basins and our storm drain system clean:

1. DON’T LITTER! Never throw waste of any kind into a catch basin or on the street. Everything winds up in the storm drains and goes straight to the river.
2. Don’t over-water your lawn and garden, and be careful about using pesticides, herbicides and fertilizers.
3. Keep these things out of the catch basin: gas, oil and antifreeze from cars, pesticides and fertilizers from lawns and gardens; and animal wastes.
4. Sweep your driveways and sidewalks — never use a hose.
5. Pick up after your pets.
6. Wash cars on grass or gravel surfaces.
7. Report trash dumping on streets or in alleys.
8. Remove leaves from top of catch basins.

Call 594-3585 to Report Trash Dumping or a Clogged Catch Basin.

Keep Our City’s Catch Basins Clean
Board of Sewer Commissioners
Dear Ms. Lonczak:

This Stormwater Pollution Prevention Planning (SWPPP) update is provided on behalf of Chicopee Electric Light (CEL). This correspondence is intended to summarize the SWPPP implementation elements of the facility. We understand that this summary will be included in the City's Stormwater Phase II Update due to the EPA. Further, we recognize that implementation of the SWPPP for the facility was included in the City's original Phase II plan.

Although the multi-sector general permit (MSGP) is not required for municipal entities for activities associated with transportation facilities, specifically vehicle and fleet maintenance, CEL has chosen to proactively address the need to implement stormwater pollution prevention measures in order to assist the City with the Phase II Plan. Further, because CEL stores greater than 1,320 gallons of oil onsite, they maintain a spill prevention control and countermeasures (SPCC) plan in order to meet the Environmental Protection Agency's (EPA's) 40 CFR 112 requirements.

In past updates, we've documented the key components of CEL's SWPPP & SPCC planning efforts. We've detailed Comprehensive Site Compliance evaluations conducted at the facility jointly by Tighe & Bond and CEL representatives. Further, we've documented best management practices (BMPs) specific for facilities that conduct transportation activities. EPA refers to these activities in its Sector P of the MSGP.

A key component of CEL's pollution prevention planning is personnel training. With that in mind, over thirty CEL staff members were trained relative to SPCC planning, Emergency Planning, Community Right to Know Act (EPCRA) and Hazard Communication in November and December of 2016. As an electric utility with fleet vehicles, a focus of the training was preventing exposure of fuel oils and transformer oils to stormwater and releases to the environment.

CEL's stormwater discharges into the Chicopee River between Chicopee Falls and the confluence with Connecticut River, both directly and via Abbey Brook. Activities at the CEL facility include vehicle maintenance, fueling and washing, as well as fuel, hazardous waste and inactive transformer storage. Fleet fueling occurs outdoors, however, training and best management practices have been employed to limit any possible impacts to stormwater quantity and quality. Additionally, CEL employs several licensed Underground Storage Tank (UST) operators, trained annually on UST system operation, management, maintenance and release prevention.

Lastly, in 2016, CEL completed the installation of a bermed area along the rear of the facility designed to store pad mount transformers. The bermed area is intended to contain any incidental spills of transformer oil that may have the potential to impact stormwater quality. A stormwater discharge valve allows trained facility to staff to discharge stormwater that
accumulates in this area after inspection for oil sheens. The number of transformers stored in this area varies as transformers are taken from active service and put into storage, and in turn removed from storage and retired or returned to active service.

If you have any questions or require additional information, please do not hesitate to contact me at (413) 875-1607.

Very truly yours,

TIGHE & BOND, INC.

Timothy Kucab, CHMM
Project Manager

Cc: James M. Lisowski, Chicopee Electric Light

J:\C\C0471\Environmental\SWPPP\Letters to the City\SW Letter to Quinn Lonszak 2017.docx
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<th>Case No.</th>
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<td>16-6001</td>
<td>6/2/2016</td>
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<td>Mercedes Benz Dealership</td>
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CITY OF CHICOPEE

CENTRAL MAINTENANCE

2017 ANNUAL REPORT

STORMWATER MANAGEMENT PROGRAM

Part A: MUNICIPAL MAINTENANCE ACTIVITY PROGRAM

The Chicopee Central Maintenance Garage (CMG) has continued to work on this Management measure by outlining programs and procedures in the areas listed below. The Central Maintenance will continue to monitor, revise, and implement these programs and activities.

Weekly site inspection of Central Maintenance Garage facility grounds performed.

Part B: TRAINING OF MUNICIPAL EMPLOYEES

The Department will provide training for Central Maintenance Garage personnel (mandatory attendance) in conjunction with the Municipal Maintenance Activity Program. Areas of training are expected to include:

- Stormwater Pollution Prevention Plan requirements
- Safety compliance and good housekeeping
- MSDS and right-to-know information
- Ergonomics
- Workplace violence
To: Quinn Lonczak, Project Supervisor

From: Richard Maciolek, Asst. Superintendent

Re: 2017 Storm Water Management Report

Quinn,

Listed below is our Storm Water Management Activity report with documents specific areas by our department in three separate sections to comply with necessary requirements.

A. Municipal Maintenance Activity Report
1. We continue to use a zero radius mower which eliminates clumping of grass near storm drains.
2. We continue with our integrated Pest Management (IPM) system which provides effective and environmentally sensitive approaches to pest problems.
3. The Department carefully uses fertilizer from paved areas to prevent drain pollutions.
4. Catch basins in parks are cleaned regularly to prevent litter accumulation from entering the storm system.
5. D.P.W. Sweeper helps clean roadways and parking lots in the parks and cemeteries to prevent salt and sand buildup from storm water areas.
6. Paint cans and brushes are properly disposed of when product is depleted or empty.
7. The Department continues to purchase recycled plastic items such as park benches, picnic tables and players benches.

B. 1. Waste oil properly stored and removed on a regular basis. Oil spills are properly addressed by department employees.
2. Mowers are cleaned in areas where clippings do not infiltrate storm drains.
3. Our landscape craftsman attends turf management seminars biannually for the proper use of herbicides and pesticides applications.
4. The grounds maintenance craftsman meets annually with the turf company representative to review the turf process.
5. We have converted our irrigation system to an automatic flow system which will conserve water and avoid overuse at Szot Park.
C. **Storm Water Pollution Plan:**

1. Employees are trained to use a best management practice where park operations directly affect storm water concerns.

2. Continue to offer seminars to all employees to emphasize proper handling of chemicals, oils, spill prevention and clean-up as well as other general housekeeping practices to avoid site run off problems.

3. Work with other city agencies to identify and rectify problem areas that will reduce storm water concerns.
### 2017 Curbside Collection Schedule

**Trash - Recycling - Yard Waste**

Sanitation collections will be delayed one day after every noted holiday in calendar. Please see other side for important Curbside Trash Reduction Announcement.

**DENOTES HOLIDAY**

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<td>December</td>
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**TRASH IS COLLECTED WEEKLY**

- **R** = Recycling Week
- **Y** = Yard Waste Week

- Green Recycling Carts Required, NO plastic bags
- Cardboard Boxes can be flat and left next to the cart
- NO trash in cardboard boxes or in Recycling Carts
- Overflow recycling can be set out next to green recycling cart in cardboard boxes.

- **Medical Waste** CANNOT be collected curbside or landfilled. Please contact your Health Provider for proper disposal.
- **Shredded paper must be in paper bags or cardboard boxes.** DO NOT use plastic bags.
- **Rigid plastics** (i.e. plastic toys, lawn furniture, flower pots) CANNOT be recycled. Please place in trash.

*DPW Hotline 413-594-3557 or www.chicopeema.gov Chicopee Department of Public Works*
STARTING IN MAY 2017

CURBSIDE TRASH REDUCTION PROGRAM

One 35-gallon trash cart delivered to your home or apartment in April 2017

Will be picked up weekly starting May 1st

No fee assessed for this cart

EXAMPLE COPY

Official City of Chicopee yellow overflow trash bags

Used for excess trash not fitting in cart

Official yellow trash bags available for purchase at local stores in April 2017

IMPORTANT NOTES

Recycling, Yard Waste, and Bulk Waste rules, collection schedules and disposal options DO NOT change in 2017

Recycling & Yard waste still collected bi-weekly at the curb – see calendar

Bulk waste items can still be brought to the landfill drop-off 161 New Lombard Rd. at NO CHARGE to Chicopee Residents – Permit Required call DPW at 413-594-3557

HAZARDOUS WASTE DROP-OFF DAY – SATURDAY, OCTOBER 7, 2017

Will be held at the DPW located on 115 Baskin Drive, off of Fuller Road

Pre-register in September
HAZARDOUS WASTE DISPOSAL

At least once a year, the Department of Public Works partners with Waste Management to sponsor a hazardous waste drop off day.

Pre-Registration
Pre-registration is a must. By doing so, you have a guarantee that your acceptable waste will be taken at your preferred time and your wait will be minimal. Arriving without pre-registration or earlier or later than your appointment time will substantially increase your waiting time. There is a limit up to 25 liquid gallons or 25 solid pounds per household. For more details, please contact the DPW.

Household Hazardous Waste Collection
Saturday, October 7, 2017

Sign up in September with a registration form at City Hall offices, Chicopee Electric Light Office, DPW/Water Department Office, or at the Landfill.

Pre-registration is required. This year only those residents who pre-register can participate. Walk-ins will be turned away.

Other Waste Drop-Off Locations
If residents cannot attend on this date, Chicopee has an agreement in place for residents to bring their waste to other towns. Please call ahead to that municipality for information there may be a fee.

5/20/17 South Hadley 538-5033
5/20/17 Northampton 587-1059
9/9/17 Agawam 821-6624
9/9/17 Wilbraham 587-5027
9/24/17 Amherst 259-3049
10/21/17 West Springfield 263-3246

New England Disposal Technologies (NEDT) on Rt. 20 in Westfield accepts some hazardous materials such as vehicle fluids, pool chemicals, and paint-related waste. Please call them directly for an appointment and prices (866) 769-1621
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CSO Notification

Dear Health Official:

Please be advised that precipitation (as recorded at the Chicopee Water Pollution Control Facility) within the previous _____ hours may have resulted in combined sewer overflow discharges from the City of Chicopee's sewage collection system to both the Connecticut and Chicopee Rivers. These discharges may have negative water quality impacts downstream including the Connecticut River adjacent to your community. Swimming, fishing, boating and other uses which may involve water contact is discouraged.