

Municipality/Organization: City of Holyoke

EPA NPDES Permit Number: MAR 041011

MaDEP Transmittal Number: W-036404

Annual Report Number  
& Reporting Period:

No. 14: May 1, 2016 – April 30, 2017



## NPDES PII Small MS4 General Permit Annual Report

### Part I. General Information

Contact Person: Michael McManus

Title: General Superintendent

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### Certification:

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

Signature:

A handwritten signature in black ink that reads "Alex B. Morse".

Printed Name: Alex B. Morse

Title: Mayor

Date:

4-27-2017

## **Part II. Self-Assessment**

Responsibilities for some tasks under this permit have been assigned to a contract vendor SUEZ Environmental Services (SUEZ) (formally United Water), 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 SUEZ in Permit Years 4 through 14.

Due to a delay in the issuance of the new General Permit, Permit Year Five BMP goals were extended through to Permit Year Thirteen. A final Massachusetts MS4 General Permit has not been issued for the next permit cycle. The City and SUEZ 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 14 (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 letters were sent out in Permit Year 14.	
HOL-PE-1a No Revisions	Stream BMP Pamphlet	Conservation/A. Smith	Distribute 200 Pamphlets	<p>A brochure, <i>Massachusetts Rivers Protection Act</i>, outlines BMPs related to preventing stormwater pollution. Brochures are left for the public outside the offices of the City’s Conservation and Sustainability Department (CSD) and posted on the CSD’s webpage.</p> <p>The CSD 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.</p>	
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	<p>During winter months, the City of Holyoke provides a link titled Snow Handling and Disposal Guidance written by the MA DEP. The link is located on the CSD’s webpage.</p> <p>The CSD 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.</p>	



BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 14 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PE-5 No Revisions	Hazardous Waste Collection	DPW/M. McManus	One collection day per year	<p>The City held two Household Hazardous Waste (HHW) collection days on June 11, 2016 and October 8, 2016. The event was advertised in the local newspaper. There was no cost to the City due to it being included as a service in our host community agreement with the transfer station operator, UWM Holdings.</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 links:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.keepmercuryfromrising.org">www.keepmercuryfromrising.org</a>;</li> <li>• Information on toxic home and garden products from the Toxic Use Reduction Institute in Lowell, MA; and</li> <li>• The Massachusetts DEP's guidance on Homeowner Oil Spill Cleanup.</li> </ul>	
HOL-PE-6 Revised in PY6	Bilingual Stormwater Brochure	DPW/M. McManus	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 14.</p>	

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 14 (Reliance on non-municipal partners indicated, if any)	Comments
<p>HOL-PE-7</p> <hr/> <p>No Revisions</p>	<p>Participation in CT River Stormwater Subcommittee</p>	<p>DPW/M. McManus</p>	<p>Contribute to group &amp; attend 50% of meetings</p>	<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 included the following:</p> <ul style="list-style-type: none"> <li>◦ Reached out to dog owners on pet waste disposal practices</li> <li>◦ Expanded understanding about stormwater issues and permit compliance</li> <li>◦ Promoted Soak up the Rain stormwater education campaign</li> <li>◦ Defined program of effective stormwater messaging for the next five-year permit term</li> <li>◦ Continued planning for website education in the Pioneer Valley</li> <li>◦ Collaborated with Massachusetts state-wide coalition of stormwater coalitions</li> <li>◦ Designed and constructed demonstration rain garden at the Renaissance School in Springfield</li> <li>◦ Led project in Chicopee, Ludlow, and Springfield to reduce urban flows into Chicopee River</li> <li>◦ Led urban tree planting project in Chicopee, Holyoke, and Springfield</li> <li>◦ Led project in Holyoke to reduce urban flows into Day Brook</li> </ul>	

## 2. Public Involvement and Participation

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 14 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PP-1a	Storm Drain Stenciling Development	DPW/M. McManus	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 SUEZ.	
No Revisions					
HOL-PP-1b	Storm Drain Stenciling	SUEZ/P. Donahue	Work with one not-for-profit group	Storm drain marking took place on the 19th and 20th of July 2016. Volunteers from the Boys and Girls Club of Greater Holyoke participated in the storm drain marking event. The group added and replaced stencils to the catch basins on the following streets Rhode Island, Florida, Michigan, Erie, Superior, Huron, Ontario, Gray, Richard Egan, Ernst, Lynn Ann, Lynch, Garden, and Autumn.	
Revised in PY4					
HOL-PP-1c	Storm Drain Stenciling Maintenance		Deleted	No Action Required. This BMP was deleted in Permit Year 4.	
Revised in PY4					

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 14 (Reliance on non-municipal partners indicated, if any)	Comments
<b>HOL-PP-2</b>  No Revisions	<b>Stormwater Public Meeting</b>	<b>Stormwater Authority/ M. McManus</b>	<b>Host two meetings annually</b>	The Stormwater Authority meets as part of the Board of Public Works to discuss stormwater issues. Meetings occurred twenty-four times over the course of the last permit year. All meetings were open to the public.	"
<b>HOL-PP-3</b>  Added PY5 Revised PY7	<b>Holyoke Clean Up</b>	<b>SUEZ/P. Donahue</b>	<b>Coordinate one clean up annually</b>	The Source to the Sea Clean-up was held September 23, 2016. Approximately 500 pounds of debris were removed and disposed of in Maine via rail.  SUEZ has committed to sweeping the entire City every year and weekly sweeping of the three main thoroughways (Main Street, Maple Street, and High Street) from March to October for the past ten years.	

### 3. Illicit Discharge Detection and Elimination

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 14 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-IDD-1a No Revisions	Storm Drain Mapping	DPW/M. McManus	Develop Map–Year 1	No Action Required. This BMP was completed in Permit Year 1 by the City. Continue updating storm drain map as new developments were permitted to connect to city drain system.	
HOL-IDD-1b No Revisions	Outfall Inspections	SUEZ/P. Donahue	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 at Broad Brook were inspected in the Fall. Canal outfalls were inspected in the Spring.	
HOL-IDD-1c No Revisions	Stormwater Ordinance Revision	SUEZ/P. Donahue & DPW/M. McManus	Ordinance Reviewed	This BMP was completed in PY 8.  Illicit connections are prohibited by the City’s Zoning Ordinance, Appendix A, Section 6.5.8, Water Pollution. In addition, a new stormwater regulation will reinforce the prohibition on illicit discharge, (see BMP HOL-PCRC-2).	
HOL-IDD-1d No Revisions	Detection Plan	SUEZ P. Donahue	Plan Completed	Completed in Permit Year 7.	
HOL-IDD-1e No Revisions	Elimination of Illicit Connections	SUEZ/P. Donahue	Eliminate 50% of Connections	No illicit connections were identified during the prior year’s outfall inspections; therefore, none were required to be eliminated.	

#### 4. Construction Site Stormwater Runoff Control

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 14 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-CSRC-1	Erosion Control Ordinance	DPW/M. McManus	Ordinance Reviewed	No Action Required. This BMP was completed in Permit Year 2 by the City.	
No Revisions				Links to the erosion control ordinance and the EPA's Construction General Permit are posted on the City's website.	
HOL-CSRC-2a	Inspection Plan	DPW/M. McManus	Create Plan	This BMP was completed. The inspection plan is described for reference.	
No Revisions				The City Engineer and CSD Director inspect sites during construction for sediment and erosion control issues. Sites within the Resource Protection area are reviewed by the CSD 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/M. McManus	Inspect 90% of New Construction	Due to a change in staff during the permit year, there were no documented warnings for erosion control issued.	
				The CSD also looks for construction activities that have not been permitted and notifies the landowner of the permit requirements.	
				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.	

### 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 14 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PCRC-1a No Revisions	Basin Inventory	DPW/M. McManus Conservation/A. Smith	Inventory All Existing Basins	No Action Required. This BMP was completed in Permit Year 1 by the City. Five (5) new basins were constructed and reviewed in Permit Year 14. Chestnut Park Condos, U-Haul Site, and Pride Station.	
HOL-PCRC-1b No Revisions	Annual Inspections	Conservation/A. Smith	Inspect 50% of Basins/yr.	Approximately twenty (20) detention/retention basins were inspected during Permit Year 14.	
HOL-PCRC-1c No Revisions	Basin Inventory Follow-up	Conservation/A. Smith	Letters to Non-Compliant Owners	Enforcement orders (2) issued in Permit Year 14. A total of Four corrective actions were requested for bringing sites into compliance with O&M Plans. Basins are not accepted until final stabilization and cleaning has been performed.	
HOL-PCRC-2 No Revisions	Stormwater Ordinance	DPW/M. McManus		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 14 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-MGH-1 No Revisions	Storm Drain Mapping	DPW/M. McManus	Develop Map–Year 1	No Action Required. This BMP was completed during Permit Year 1. Continue stormwater map updating as new connections were approved.	
HOL-MGH-2a No Revisions	Emergency Plans	DPW/M. McManus	Revise Plan & Train	This BMP was completed in PY6	
HOL-MGH-2b Revised PY5	Pollution Prevention Plan	DPW/M. McManus	Offer Plan/Training	The SWPPP for the wastewater treatment plant was updated September 2015 (Permit Year 13) based on the 2015 MSGP that was issued in August 2015. SPCC and SWPPP training took place on April 12, 2016.  The Department of Public Works website includes links for Stormwater Pollution Prevention and Outreach Education available here: <a href="http://www.holyoke.org/departments/public-works/#extra6-tab">http://www.holyoke.org/departments/public-works/#extra6-tab</a>	
HOL-MGH-3a No Revisions	Catch Basin Cleaning Program	SUEZ/P. Donahue	Develop Plan	No Action Required. This BMP was completed during Permit Year 1.	
HOL-MGH-3b No Revisions	Catch Basin Cleaning Program	SUEZ/P. Donahue	Clean All Basins	The city cleaned 95 catch basins in Permit Year 14. A total of 37.5 tons of material were removed and disposed of at Chicopee Landfill.	
HOL-MGH-4a	Street Sweeping Program	SUEZ/P. Donahue	Develop Plan	No Action Required. This BMP was completed during Permit Year 1.	
HOL-MGH-4b No Revisions	Street Sweeping Program	SUEZ/P. Donahue	Sweep All Streets	All streets (175 miles of road on both sides) were swept during Permit Year 14. Approximately fifteen-hundred tons of material were removed from Holyoke Streets and disposed of in the Chicopee Landfill.	
HOL-MGH-5 No Revisions	Illegal Dumping Ordinance	DPW/M. McManus	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 14 (Reliance on non-municipal partners indicated, if any)	Comments
				Not applicable	
No Revisions					

**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)	
<b>Annual program budget/expenditures</b>	<b>(\$)</b>	

**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 Miles)	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				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	(%)	100%
System-Wide mapping complete	(#)	73
Mapping method(s)	(%)	100% Draft
▪ Paper/Mylar		
▪ CADD	(%)	
▪ GIS	(%)	
Outfalls inspected/screened	(%)	100%
Illicit discharges identified	(# or %)	25%
Illicit connections removed	(#)	0
	(#)	0
% of population on sewer	(est. gpd)	
% of population on septic systems	(%)	est 80%
	(%)	est 20%

**Construction**

Number of construction starts (>1-acre)	(#)	
Estimated percentage of construction starts adequately regulated for erosion and sediment control	(%)	100
Site inspections completed	(# or %)	
Tickets/Stop work orders issued	(# or %)	
Fines collected	(# and \$)	
Complaints/concerns received from public	(#)	

**Post-Development Stormwater Management**

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

**Operations and Maintenance**

Average frequency of catch basin cleaning (non-commercial/non-arterial streets)	(times/yr)	1
Average frequency of catch basin cleaning (commercial/arterial or other critical streets)	(times/yr)	1+
Total number of structures cleaned	(#)	95
Storm drain cleaned	(LF or Mi.)	

Qty. of screenings/debris removed from storm sewer infrastructure	(lbs. or tons)	37.5 tons
Disposal or use of sweepings (landfill, POTW, compost, recycle for sand, beneficial use, etc.)		Landfill
Cost of screenings disposal	(\$)	10,000
Average frequency of street sweeping (non-commercial/non-arterial streets)	(times/yr)	1
Average frequency of street sweeping (commercial/arterial or other critical streets)	(times/yr)	1+
Qty. of sand/debris collected by sweeping	(lbs. or tons)	1500 tons
Disposal of sweepings (landfill, POTW, compost, beneficial use, etc.)	(Location)	Landfill
Cost of sweepings disposal	(\$)	60,000
Vacuum street sweepers purchased/leased	(#)	3
Vacuum street sweepers specified in contracts	(Y/N)	Y
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 <sub>2</sub> % MgCl <sub>2</sub> % CMA % Kac % KCl % Sand	
Pre-wetting techniques utilized	(Y/N)	Y
Manual control spreaders used	(Y/N)	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)	Y
Storage shed(s) in design or under construction	(Y/N)	