



Municipality/Organization: City of Holyoke

EPA NPDES Permit Number: MAR 041011

MaDEP Transmittal Number: W-036404

Annual Report Number
& Reporting Period: No. 15: May 1, 2017 – April 30, 2018

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: 

Printed Name: Alex B. Morse

Title: Mayor

Date: 4/30/18

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 15.

Due to a delay in the issuance of the new General Permit, Permit Year Five BMP goals were extended through to Permit Year Fifteen. A final Massachusetts MS4 General Permit has been issued for the next permit cycle, and will become effective July 1, 2018. The City and Suez have completed the required self-assessment and have determined that Holyoke is in compliance with all current 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 15 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PE-1	Stream BMP Letter	Conservation / A. Smith	Mail letters to abutters	The Stream BMP letters were sent out in Permit Year 15.	
No Revisions					
HOL-PE-1a	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 Conservation and Sustainability Department (CSD) and posted on the CSD's webpage. 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.	
No Revisions					
HOL-PE-2a	Snow Handling Policy	Conservation / A. Smith	Policy Developed	No Action Required. This BMP was completed in Permit Year 1.	
No Revisions					
HOL-PE-2b	Snow Handling Press Release	Conservation / A. Smith	Distribute to 10 Outlets	During winter months, the City of Holyoke provides a link titled Snow Handling and Disposal Guidance written by the MA DEP. The link is located on the CSD's webpage. 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.	

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 15 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PE-3	Web Site	DPW / M. McManus	Update Web Site	No Action Required. This BMP was completed in Permit Year 4.	
No Revisions				The City of Holyoke has a section devoted to Stormwater Pollution Prevention and Outreach Education which provides links to the Connecticut Stormwater Committee, the Connecticut River CSO Fact Sheet, Think Blue Massachusetts websites, and green scaping water quality protection practices.	
HOL-PE-4	Recycling Brochure	DPW / M. McManus	Distribute 5000 Brochures	The City distributed approximately 16,000 recycling calendars either through direct-mail to residents or for resident pick-up in city offices during Permit Year 15. The calendars have information on curbside and drop-off collection, hazardous waste collection, and compost bin purchasing. The City provides numerous links on the DPW website to answer questions residents may have about recycling. Empty aerosol cans are now accepted by the Springfield Material Recycling Facility (MRF) and a link to an aerosol can recycling factsheet was added to the webpage. Aerosol cans that have held health and beauty products, food products, laundry products, and air fresheners are collected by the recycling center. The recycling section of the DPW website continues to provide comprehensive information about composting, yard waste disposal, and the Greenscapes program. This additional information helps inform residents of where to properly dispose of or recycle any unwanted materials.	
No Revisions					

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 15 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PE-5	Hazardous Waste Collection	DPW / M. McManus	One collection day/year	The City held two Household Hazardous Waste (HHW) collection days on June 10, 2017 and October 7, 2017. 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. The DPW webpage has a section devoted to the proper handling of HHW. This section has a phone number to call in order to find out about when the next HHW Day is scheduled as well as the following links: • www.keepmercuryfromrising.org; • Information on toxic home and garden products from the Toxic Use Reduction Institute in Lowell, MA; and • The Massachusetts DEP's guidance on Homeowner Oil Spill Cleanup.	
No Revisions					
HOL-PE-6	Bilingual Stormwater Brochure	DPW / M. McManus	Distribute 5000 Brochures	The Bilingual Stormwater Rebate Brochure was developed in Permit Year 6 by the Pioneer Valley Planning Commission (PVPC). This rebate is no longer offered as of Permit Year 15.	
Revised in PY6					

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 15 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PE-7	Participation in Connecticut River Stormwater Subcommittee	DPW/M. McManus	Contribute to group and attend 50% of meetings	The City of Holyoke has contributed to the Connecticut River Stormwater Subcommittee and has participated in at least 50% of their meetings. In the past Permit Year, the City of Holyoke's involvement in the subcommittee has included the following:	
No Revisions				• Expanded understanding about stormwater issues and permit compliance • Promoted Soak up the Rain stormwater education campaign • Continued planning for website education in the Pioneer Valley • Collaborated with Massachusetts state-wide coalition of stormwater coalitions • Led project in Holyoke to reduce urban flows into Day Brook • Led urban tree planting project in Chicopee, Holyoke, and Springfield • Led project in Holyoke to reduce urban flows into Day Brook	

2. Public Involvement and Participation

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 15 (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/ M. Burke	Work with one not-for-profit group	Storm drain marking took place on the 12 th of September 2017. Volunteers from the Girls, Inc. participated in the storm drain marking event. The group added and replaced stencils to the catch basins on the following streets Ridgewood Avenue, Hillside Avenue, Concord Street, Royal Avenue, Greenwood Lane, Thomas Street, Hicks Avenue, Roberto Clemente Street, and Winthrop Street.	
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 15 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PP-2	Stormwater Public Meeting	Stormwater Authority/ M. McManus	Host two meetings annually	The Stormwater Authority meets as part of the Board of Public Works to discuss stormwater issues. Meetings occurred fifteen times over the course of the last permit year. All meetings were open to the public.	
No Revisions					
HOL-PP-3	Holyoke Clean Up	Suez/ M. Burke	Coordinate one clean up annually	The Source to the Sea Clean-up was held September 22 and 23, 2017. 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.	
Added PY5 Revised PY7					

3. Illicit Discharge Detection and Elimination

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 15 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-IDD-1a	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.	
No Revisions					
HOL-IDD-1b	Outfall Inspections	Suez/ 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.	
No Revisions					
HOL-IDD-1c	Stormwater Ordinance Revision	Suez/ M. Burke and 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).	
No Revisions					
HOL-IDD-1d	Detection Plan	Suez/ M. Burke	Plan Completed	Completed in Permit Year 7.	
No Revisions					
HOL-IDD-1e	Elimination of Illicit Connections	Suez/ M. Burke	Eliminate 50% of Connections	No illicit connections were identified during the prior year's outfall inspections; therefore, none were required to be eliminated.	
No Revisions					

4. Construction Site Stormwater Runoff Control

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 15 (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	No documented warnings for erosion control were 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 15 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-PCRC-1a	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. Two (2)) new basins were constructed and reviewed in Permit Year 15 near Resnick Boulevard and Kelly Way.	
No Revisions					
HOL-PCRC-1b	Annual Inspections	Conservation / A. Smith	Inspect 50% of Basins/yr.	Approximately ten (10) detention/retention basins were inspected during Permit Year 15.	
No Revisions					
HOL-PCRC-1c	Basin Inventory Follow-up	Conservation / A. Smith	Letters to Non-Compliant Owners	Four (4) enforcement orders issued in Permit Year 15. A total of three 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.	
No Revisions					
HOL-PCRC-2	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.	
No Revisions				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 15 (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 Permit Year 6.	
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 November 20, 2017. The Department of Public Works website includes links for Stormwater Pollution Prevention and Outreach Education available here: http://www.holyoke.org/departments/public-works/#extra6-tab	
HOL-MGH-3a No Revisions	Catch Basin Cleaning Program	Suez/ M. Burke	Develop Plan	No Action Required. This BMP was completed during Permit Year 1.	
HOL-MGH-3b No Revisions	Catch Basin Cleaning Program	Suez/ M. Burke	Clean All Basins	The city cleaned 1,233 catch basins in Permit Year 15. A total of 308.24 tons of material were removed and disposed of at Chicopee Landfill.	
HOL-MGH-4a	Street Sweeping Program	Suez/ M. Burke	Develop Plan	No Action Required. This BMP was completed during Permit Year 1.	

BMP ID #	BMP Description	Responsible Dept./Person Name	Measurable Goal(s)	Progress on Goal(s) – Permit Year 15 (Reliance on non-municipal partners indicated, if any)	Comments
HOL-MGH-4b No Revisions	Street Sweeping Program	Suez/ M. Burke	Sweep All Streets	All streets (175 miles of road on both sides) were swept during Permit Year 15. 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 15 (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)	
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	(#)	2
▪ 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	(%)	100%
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 %)	25%
Illicit discharges identified	(#)	0
Illicit connections removed	(#) (est. gpd)	0
% of population on sewer	(%)	Est 80%
% of population on septic systems	(%)	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	(%)	100
Site inspections completed	(# or %)	0
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	(#)	
Storm drain cleaned	(LF or mi.)	
Qty. of screenings/debris removed from storm sewer infrastructure	(lbs. or tons)	308 tons
Disposal or use of sweepings (landfill, POTW, compost, recycle for sand, beneficial use, etc.)		Landfill
Cost of screenings disposal	(\$)	
Average frequency of street sweeping (non-commercial/non-arterial streets)	(times/yr)	1
Average frequency of street sweeping (commercial/arterial or other critical streets)	(times/yr)	1+
Qty. of sand/debris collected by sweeping	(lbs. or tons)	1,500 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	78
	% CaCl ₂	
	% MgCl ₂	2
	% CMA	
	% Kac	
	% KCl	
	% Sand	20
Pre-wetting techniques utilized	(y/n)	Y
Manual control spreaders used	(y/n)	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)	Y
Storage shed(s) in design or under construction	(y/n)	