

Standard Operating Procedure Index

SOP #	1	2	3	4	5	6	7	8	
Town Property	General Good Housekeeping	Road & Parking Lots	Vehicles & Small Machine Fueling	Exterior Building	Grounds	Fertilizer, Herbicide, & Pesticide	Materials Storage	Incidental Spill Response	List of Applicable SOPs in Appendix B
Fire Station	●	●	●	●	●	●	●	●	1-8
Fire Station #2	●	●	●	●			●	●	1-4, 7,8
Police Station	●	●	●	●	●	●		●	1-6, 8
Town Hall	●	●		●	●	●			1, 2, 4-6
Library	●	●		●	●	●			1, 2, 4-6
Community Center	●	●		●					1, 2, 4
Median Islands	●	●			●	●			1, 5, 6

Sherborn, MA

Stormwater Operations and Maintenance Plan for Buildings, Parks, Vehicles, and Open Space Regulated by the MS4 Permit



Approved By [DPW Director]

Contents

1.0 Purpose.....	1
2.0 Coverage Area.....	3
3.0 Applicable Operations.....	3
4.0 Operations and Maintenance Procedures	6

List of Appendices

Appendix A- Building and Facility Maps

Appendix B- Standard Operating Procedures

List of Acronyms

- DEP – Department of Environmental Protection
- DPW – Department of Public Works
- O&M – Operations and Maintenance
- MS4 - Municipal Separate Storm Sewer Systems
- MSDS – Materials Safety Data Sheet
- NPDES – National Pollutant Discharge Elimination System
- SOP – Standard Operating Procedures
- SPCC - Spill Prevention and Countermeasure
- SWMP – Stormwater Management Plan
- SWPPP - Stormwater Pollution Prevention Plan

1.0 Purpose

The purpose of the Operation and Maintenance Plan is to minimize the impact of stormwater pollution to Waters of the US from various operations and maintenance activities in order to comply with O&M requirements¹ of the United States Environmental Protection Agency's (USEPA's) 2016 National Pollutant Discharge Elimination System (NPDES) General Permit for Stormwater Discharges from Small Municipal Separate Storm Sewer Systems (MS4) in Massachusetts, hereafter referred to as the "2016 Massachusetts MS4 Permit" or "MS4 Permit." Specific Operations and Maintenance Procedures are included that are applicable to parks and open space, buildings and facilities, and vehicles and equipment. Areas that are in the MS4 regulated area (Figure 1) and may discharge stormwater to Waters of the US are regulated under the permit.

Permit Requirements

Part 2.3.7.a.i.

"Within two (2) years from the effective date of the permit, the permittee shall develop, if not already developed, written (hardcopy or electronic) operations and maintenance procedures for [Parks, Open Space, Buildings, and Facilities where pollutants are exposed to stormwater runoff]. These written procedures shall be included as part of the SWMP."

Part 2.3.7.a.ii.1 - 3.

The permittee shall develop an inventory of all permittee owned facilities within the categories listed below. The permittee shall review this inventory annually and update as necessary:

1. Parks and Open Space

- Establish procedures to address the proper use, storage, and disposal of pesticides, herbicides, and fertilizers including minimizing the use of these products and using only in accordance manufacturer's instruction.
- Evaluate lawn maintenance and landscaping activities to ensure practices are protective of water quality. Protective practices include reduced mowing frequencies, proper disposal of lawn clippings, and use of alternative landscaping materials (e.g., drought resistant planting).
- Establish pet waste handling collection and disposal locations at all parks and open space where pets are permitted, including the placing of proper signage concerning the proper collection and disposal of pet waste.

¹ See Part 2.3.7.a.iii of the 2016 MS4 Permit for Infrastructure Operation and Maintenance program requirements.

- Establish procedures to address waterfowl congregation areas where appropriate to reduce waterfowl droppings from entering the MS4.
 - Establish procedures for management of trash containers at parks and open space (scheduled cleanings; sufficient number).
 - Establish procedures to address erosion or poor vegetative cover when the permittee becomes aware of it; especially if the erosion is within 50 feet of a surface water.
2. **Buildings and facilities** where pollutants are exposed to stormwater runoff. This includes schools (to the extent they are permittee-owned or operated), town offices, police, and fire stations, municipal pools and parking garages and other permittee-owned or operated buildings or facilities.
- Evaluate the use, storage, and disposal of petroleum products and other potential stormwater pollutants.
 - Provide employee training as necessary so that those responsible for handling these products know proper procedures.
 - Ensure that Spill Prevention Plans are in place, if applicable, and coordinate with the fire department as necessary.
 - Develop management procedures for dumpsters and other waste management equipment. Sweep parking lots and keep areas surrounding the facilities clean to reduce runoff of pollutants.”
3. **Vehicles and Equipment**
- Establish procedures for the storage of permittee vehicles. Vehicles with fluid leaks shall be stored indoors or containment shall be provided until repaired.
 - Evaluate fueling areas owned or operated by the permittee. If possible, place fueling areas under cover in order to minimize exposure.
 - Establish procedures to ensure that vehicle wash waters are not discharged to the municipal storm sewer system or to surface waters. This permit does not authorize such discharges.

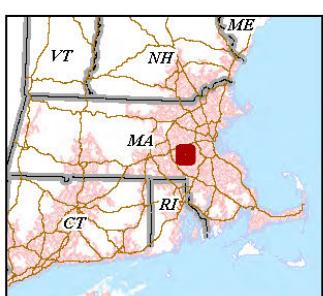
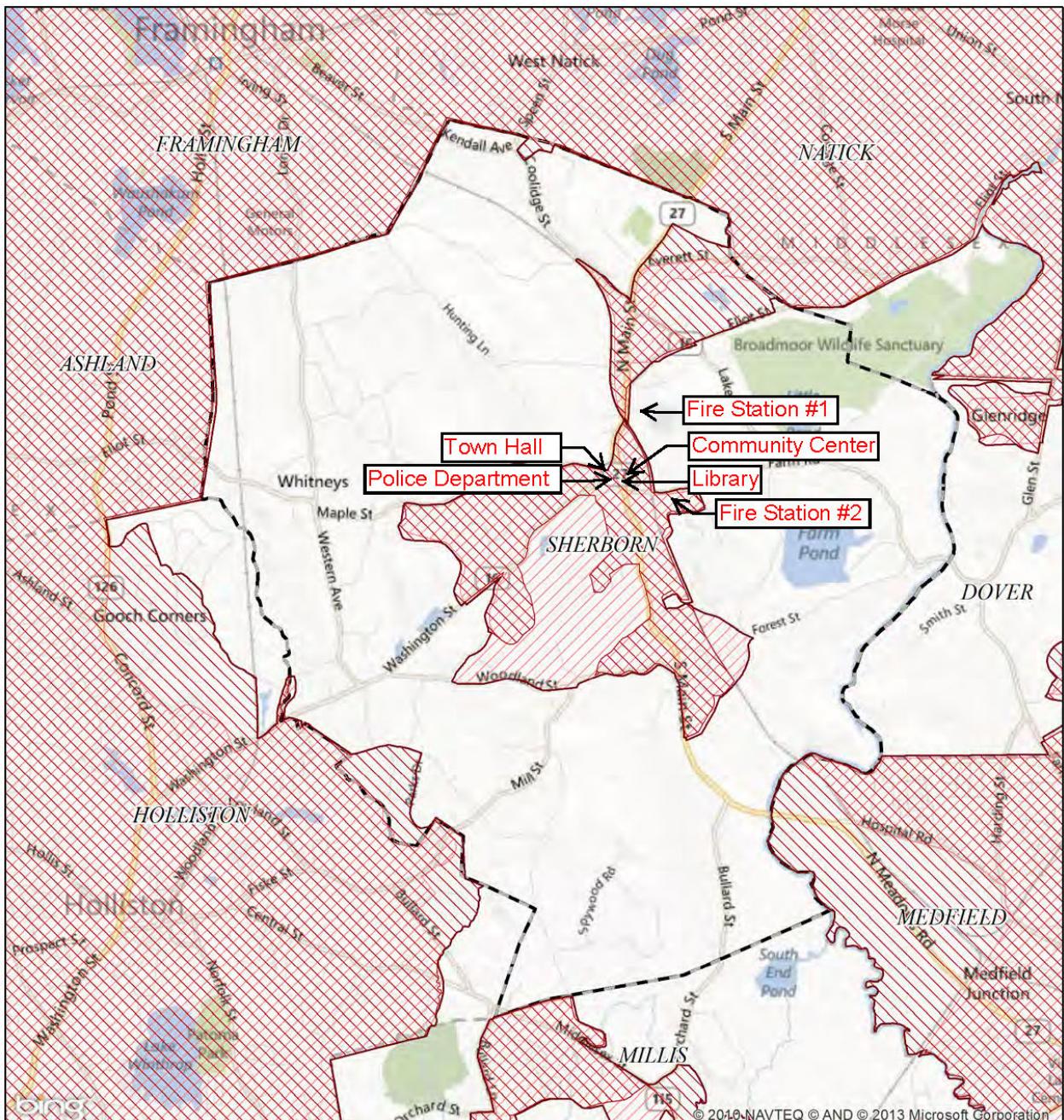
All of the applicable permit requirements are met by this Operations and Management Plan. The MS4 area in Sherborn does not contain any town owned areas where pet waste is a problem and there are no areas where waterfowl congregate in dense areas.

2.0 Coverage Area and Applicable Operations

The coverage area considered in this plan includes the facilities in the table below. These properties are within the area that is regulated by the MS4 permit and may contribute stormwater to Waters of the US. There are no open spaces in Sherborn that are regulated by the permit. Fire Station #1 is located across the street from the regulated MS4 area, but it is included in this document because of its close proximity. USEPA determined the MS4 area using a combination of the urbanized areas from the 2000 and 2010 censuses (Figure 1). This inventory of facilities shall be evaluated annually during the overall SWMP review. Maps of the covered buildings and facilities are in **Appendix A**. The DPW facility is covered under a SWPPP and therefore does not need an O&M to meet the 2016 permit requirements. The Town vehicle wash bay and fueling area are at the DPW facility and are covered by the SWPPP.

Table 1. Summary and Reference Table of Standard Operating Procedures for Regulated Properties

Town Property	Address/Location	1	2	3	4	5	6	7	8
		General Good Housekeeping	Road & Parking Lots	Vehicles & Small Machine Fueling	Exterior Building	Grounds	Fertilizer, Herbicide, & Pesticide	Materials Storage	Incidental Spill Response
Fire Station	22 North Main Street	●	●	●	●	●	●	●	●
Fire Station #2	6 Farm Road	●	●	●	●			●	●
Police Station	17 Washington Street	●	●	●	●	●	●		●
Town Hall	19 Washington Street	●	●		●	●	●		
Library	4 Sanger Street	●	●		●	●	●		
Community Center	2 Sanger Street	●	●		●				
Median Islands	Various locations	●	●			●	●		



NPDES Phase II Stormwater Program Automatically Designated MS4 Areas

Sherborn MA

Regulated Area:

UA Based on
2000 Census UA Based on
2010 Census

0 1 2 3 Kilometers
0 1 2 3 Miles

Town Population: **4119**

Regulated Population: **1636**

(Populations estimated from 2010 Census)



Urbanized Areas, Town Boundaries:
US Census (2000, 2010)

Base map © 2013 Microsoft Corporation
and its data suppliers

US EPA Region 1 GIS Center Map #8824, 8/9/2013

Figure 1- Regulated MS4 area shown by hatched and cross-hatched areas in Sherborn. The locations of the subject properties are included. Median islands are in various locations throughout town. Source: USEPA

The O&M Plan covers operations that pollutants can be exposed to stormwater such as:

- Road and parking lot maintenance practices, which include deicing, snow removal, and sanding
- Vehicle Storage, fueling areas and washing procedures
- External building maintenance, which includes exterior cleaning, washing, painting, and other maintenance activities
- Grounds maintenance, which includes the usage of fertilizer, pesticide, herbicide, green waste disposal, trash management, pet waste, waterfowl maintenance, and sediment and erosion control
- Material storage, which includes stockpiling of debris such as gravel, and heavy equipment storage

3.0 Operations and Maintenance Procedures

All DPW operations listed in Section 3.0 shall be conducted in accordance with the applicable Standard Operating Procedures included in **Appendix B** and summarized in Table 4-2 below.

Table 2. Summary of Standard Operating Procedures for DPW Operations and Maintenance

Standard Operating Procedures	Applicable Work
General Good Housekeeping Procedures	All outdoor work conducted by any DPW employee, Town employee, or contractor
Road & Parking Lot Maintenance	Snow plowing, winter salt, sand, or deicer application, parking lot sweeping, paving or patching asphalt or concrete work, painting and striping, trash and debris removal
Vehicle Maintenance & Fueling	Vehicle and equipment maintenance, good housekeeping & waste disposal, vehicle washing, fuel spill cleanup
Building Maintenance	Exterior janitorial practices, waste management, pressure washing & exterior surface cleaning, painting, sanding, & sandblasting, HVAC system maintenance
Grounds Maintenance	Landscape maintenance, mowing, mulching, gravel trails & parking lots, trash removal/ waste management
Fertilizer, Herbicide, & Pesticide Application	Storage, mixing, and application of fertilizers, herbicides, and pesticides
Materials Storage	Liquid materials storage, hazardous materials storage, stockpiling materials including: sand & gravel, wood products, including lumber, chips, sawdust, or hog fuel, demolition debris including asphalt and concrete, decommissioned vehicles or equipment
Incidental Spill Response & Cleanup	Limited actions taken to respond to an incidental release of potentially hazardous materials

Appendix A
Building/Facility Maps

Fire Station #1 Stormwater O&M Map

AECOM



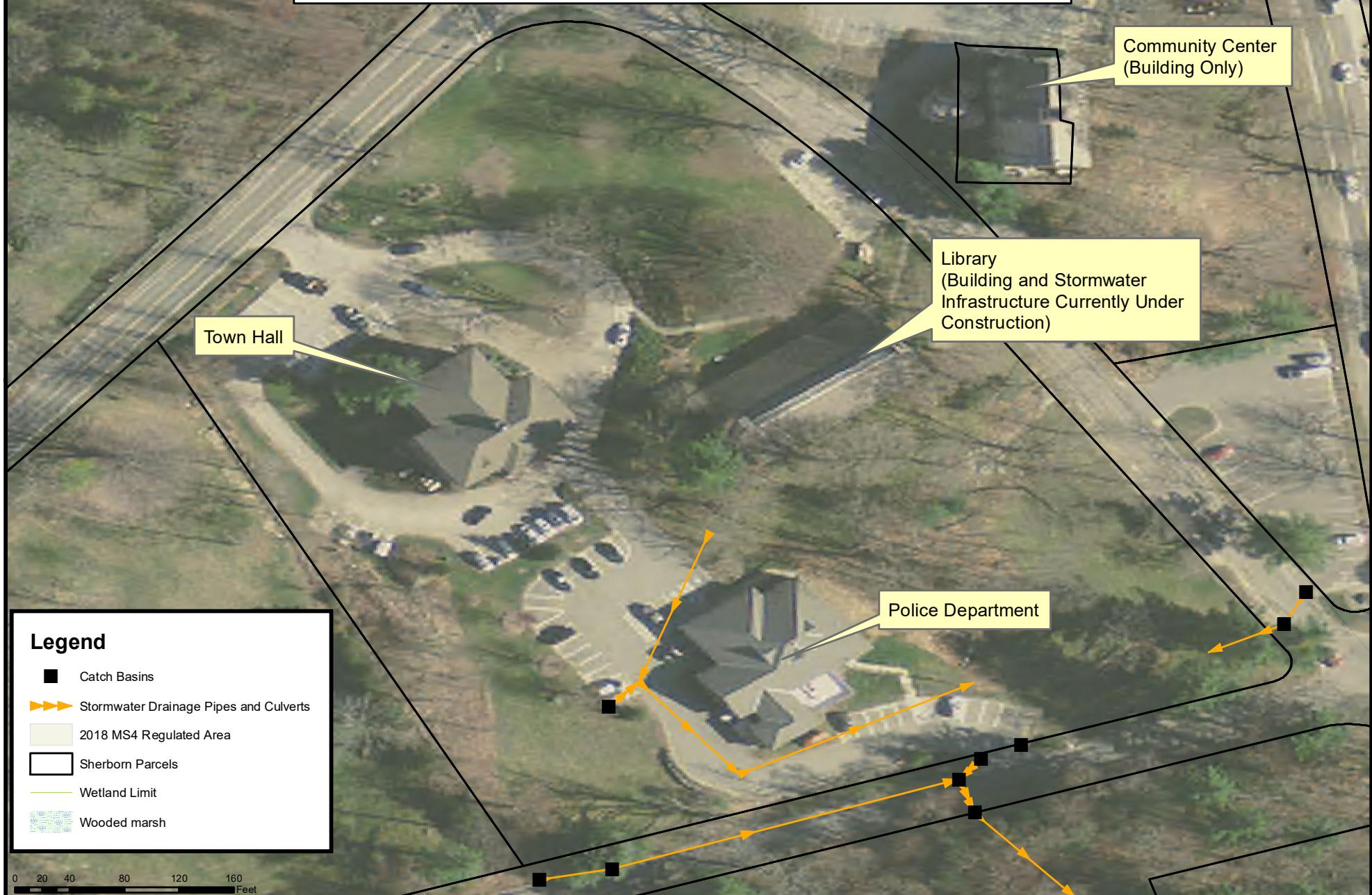
Fire Station #2 Stormwater O&M Map

AECOM



Stormwater O&M Map for the Sherborn Library, Community Center, Town Hall, and Police Department

AECOM



Appendix B

Standard Operating Procedures

Standard Operating Procedures (SOPs)

1. Good Housekeeping for Outdoor Operations and Maintenance	
Purpose of SOP:	To prevent the discharge of pollutants to stormwater in the course of conducting all outdoor operations and maintenance work at the Department of Public Works.
Location of SOP:	Department of Public Works Office
Last Update:	July 2019
Administrator of SOP:	Director of Public Works
Applicable Properties:	Fire Station, Fire Station #2, Police Station, Town Hall, Library, Community Center, Median Islands

Prerequisites

1. Employees should attend training on Municipal Stormwater Pollution Prevention.
2. Employees should read the procedures contained in this SOP and any related references.

Equipment and Materials Needed

1. Weatherproof containment and storage materials, including containers, drums, pallets, etc.
2. Spill Kit and equipment for dry cleanup, including kitty litter, absorbent pads, brooms, etc.
3. Storm drain inlet protection, including drain covers, berms, etc.

Standard Operating Procedures

1. All employees should be familiarized with the location of all storm drains and conveyance structures.
2. Protect stormwater facilities during all work to ensure that only rain water enters the drainage system.
3. Do not dump liquids or other materials outside.
4. Pick up trash and dispose in dumpster.
5. Keep trash receptacles closed at all times.
6. Do not put liquids in trash receptacles.
7. Do not put hazardous materials in trash receptacles.
8. Keep outside work areas clean and sweep up after projects.
9. Do not hose down outside work areas.
10. Quickly clean up and contain all solid or liquid pollutant spills. Use solid

absorbents and rags for clean-up of liquid spills and leaks.

11. Sweep paved maintenance and material usage areas often as needed.
12. Promptly repair or replace leaking connections, pipes, valves, hoses, or other leaking equipment that could contaminate stormwater.
13. Report any suspected illegal connections or illegal discharges to the Department of Environmental Protection (DEP), call 978-694-3200.

Hazardous Waste Disposal

1. Hazardous wastes should be labeled as such and may include cleaning products, paints, fertilizers, herbicides, and pesticides, oil, fuels, acids, poisons, antifreeze, brake fluid, and solvents.
2. Small amounts of oil, paints, antifreeze, some solvents, and brake fluid will be taken to the transfer station promptly. All other hazardous waste materials must be removed by Clean Harbors twice a year.
3. All chemicals brought to the DPW for disposal must be clearly labeled with the chemical identification and must be contained in leak proof, secure containers.
4. For removal of hazardous wastes that the Department of Public Works cannot safely transport, call Clean Harbors at 978-683-1002.

References

1. DPW Stormwater Pollution Prevention Plan

Standard Operating Procedures (SOPs)

2. Road and Parking Lot Maintenance	
Purpose of SOP:	To prevent discharge of pollutants to stormwater during DPW road and parking lot maintenance activities.
Location of SOP:	Department of Public Works Office
Last Update:	July 2019
Administrator of SOP:	Director of Public Works
Applicable Properties:	Fire Station, Fire Station #2, Police Station, Town Hall, Library, Community Center

Prerequisites

1. Employees should attend training on Municipal Stormwater Pollution Prevention.
2. Employees should read the procedures contained in this SOP and any related references.

Equipment and Materials Needed

1. Spill kit and equipment for dry cleanup including kitty litter, absorbent pads, etc.
2. Storm drain inlet protection including drain covers, berms, etc.
3. Tarps

Standard Operating Procedures

General Maintenance

1. Employees should be familiarized with the location of all storm drains and conveyance facilities in the work areas.
2. Collect and dispose of trash along roadsides and in parking lots when observed.

Street Maintenance

1. Protect nearby storm drains using drain covers, inserts, berms, etc. over or around inlets when doing any maintenance work within 25 feet of an inlet.
2. Sweep or vacuum wastes from all maintenance work when the project is complete and before any rain event.
3. Only schedule paving projects during dry weather.
4. Use erosion and sediment control during any earth disturbing activities.

Parking Lot Maintenance

1. Clean leaves, trash, sand, and other debris from parking lots regularly or as

needed to prevent debris from reaching any storm drain inlet or storm detention area.

2. Make sure to sweep or vacuum the pavement area after the final snowmelt. Paved areas should also be vacuumed as necessary during the summer months.
3. Any automotive leaks, drips, or spills must be cleaned up with dry methods, such as absorbents, and disposed of properly.
4. Inspect dumpsters and waste disposal areas regularly. Clean up any trash, spills or leaks and report leaking dumpsters to the disposal company.
5. Repair pavement along the parking lot, and include annual inspections.
6. Make sure catch basins are placed on areas where they will receive runoff.
7. Repair areas with significant erosion.
8. Make sure that dumpsters are not located uphill of a nearby catch basin.
9. Make sure dumpsters are located on pavement, are in good condition, and remain covered at all times.

Street Sweeping

1. Schedule street sweeping to be at least twice per year, and schedule additional sweeping after large storm events or for maintenance projects that leave debris behind.
2. Do not dispose of street sweeping debris on Department of Public Works property or reuse for other purposes. Include provisions for proper disposal of debris in any contracts. Any automotive leaks, drips, or spills must be cleaned up with dry methods (absorbents) and disposed of properly.
3. See the Street Sweeping SOP in the Infrastructure Operations & Maintenance Plan for more details

Paving/Patching

1. Conduct all patching, paving, or re-sealing of asphalt on dry days.
2. Stop paving during and immediately after a rainfall.
3. Pre-heat, transfer or load hot asphalt far away from any storm drain inlet.
4. Protect downstream waters and storm drain inlets from debris including grinding, sawing, or pavement demolition dust.
5. Cover and seal all storm drains before applying seal coat or slurry seal. Leave covers in place until the job is complete and all water from emulsified oil sealants has drained or evaporated. Clean up debris from inlets and dispose of properly.

Concrete Pouring

1. Do not allow slurry from saw-cutting to enter storm drains.

2. Protect nearby storm drains using drain covers, inserts, berms, etc. around or over inlets when working within 25 feet of an inlet.
3. Designate a "Wash Out Area" on the job site in a grassy or graveled area where collective water can soak into the ground. Never wash out on a street or paved area or near a storm drain.
4. If no "Wash Out Area" is immediately available, wash out into a container (5-gallon bucket or wheelbarrow) and dispose of the material at the closest suitable grassy or graveled area where collective water can soak into the ground.

Painting and Striping

1. Only schedule painting and striping projects during dry weather.
2. Stop painting if rain is expected.
3. Block nearby storm drain inlets (within 25 feet down gradient from work site).
4. Promptly clean up any spill of paints, cleaners or other chemicals.
5. Conduct all loading, mixing, and cleanup activities at a covered location, far away from any storm drain inlet.

Cleaning Sidewalks and Parking Lots

1. Do not hose down sidewalks or parking lots unless the wash water will only enter gravel or grassy areas where the water can infiltrate into the ground.
2. If you do not use any chemicals or detergents and are only cleaning surfaces of ambient dust, then you may direct the wash water to nearby landscaping or contain it on site and allow it to evaporate. When discharging to landscaping, make sure the water is being absorbed in the ground and not running off into a storm drain or paved area.
3. Dry cleanup methods should be used prior to any pressure washing. These include using absorbents (kitty litter, rags, sand, etc.) to clean up spills, sweeping, vacuuming, and scrapping off dried debris. Use absorbents on oily spots prior to sweeping or washing. The waste material should be disposed of properly.
4. If you must pressure wash, identify all storm drains are before starting. Wash water must not be allowed to flow down gutters or enter storm drains. All wash water must be captured for proper disposal.
 - Determine where water will puddle for collection.
 - Use the following types of equipment to protect storm drains and to contain and collect wash water: vacuum pumps, booms/berms, portable containment areas, weighted storm drain covers, inflatable plumber's plugs, oil/water separators, holding tanks, portable sump pumps, hoses, absorbents.

Snow Plowing

1. Avoid plowing, pushing, blowing, or storing excess snow or other debris into storm drains. Do not hose down sidewalks or parking lots except where wash water will only enter grassy or graveled areas where it can infiltrate into the ground.
2. If you do not use any chemicals or detergents and are only cleaning surfaces of ambient dust, then you may direct the wash water to nearby landscaping or contain it on site and allow it to evaporate. When discharging to landscaping, make sure the water is being absorbed in the ground and not running off into a storm drain or paved area.
3. Avoid plowing, pushing, blowing, or storing excess snow or other debris into storm drains.
4. See the Winter Snow Removal SOP in the Infrastructure Operations & Maintenance Plan for more details.

Snow Storage and Disposal

1. Do not dispose of snow in wetlands, ditches, open water, or directly on top of storm drains.
2. Cleanup and sweep sediment and debris from paved surfaces after snowmelt.
3. Establish snow storage areas that are:
 - On a grass or gravel surface where melt water can infiltrate.
 - Down gradient from water courses or wetlands.
 - Not located on or near storm drains.

Sanding

1. Only use clean sand for winter road maintenance.
2. Use the lowest possible application rate that will be effective.
3. Make sure to sweep roads and parking lots after winter sanding operations.

Sand Loading and Storage

1. Stockpiled sand should be stored under cover or covered with a tarp.
2. When loading sand, do not overload the truck.
3. Loading areas and yards should be swept frequently to prevent sand build up and runoff.

Salt/Deicer Application

1. Hand apply salt and/or chemical deicers only on sidewalks where required for pedestrian safety.
2. Use the lowest amount of product that will be effective.

3. Do not apply salt and/or chemical deicers near storm drains.

Hazardous Waste Disposal

1. Hazardous wastes should be labeled as such and may include cleaning products, paints, fertilizers, herbicides, and pesticides, oil, fuels, acids, poisons, antifreeze, brake fluid, and solvents.
2. Small amounts of oil, paints, antifreeze, some solvents, and brake fluid will be taken to the transfer station promptly. All other hazardous waste materials must be removed by Clean Harbors twice a year.
3. All chemicals brought to the DPW for disposal must be clearly labeled with the chemical identification and must be contained in leak proof, secure containers.
4. For removal of hazardous wastes that the Department of Public Works cannot safely transport, call Clean Harbors at 978-683-1002.

References

1. DPW Stormwater Pollution Prevention Plan
2. Winter Snow Removal SOP

Standard Operating Procedures (SOPs)

3. Vehicle Maintenance & Small Machine Fueling	
Purpose of SOP:	To prevent the discharge of pollutants to stormwater in the course of DPW vehicle and equipment maintenance, good housekeeping & waste disposal, vehicle washing, and fuel spill cleanup.
Location of SOP:	Department of Public Works Office
Last Update:	July 2019
Administrator of SOP:	Director of Public Works
Applicable Properties:	Fire Station, Fire Station #2, Police Station

The Town has only one fueling operation area for vehicles located at the DPW facility. The facility has a SWPPP and uses a Stormceptor™ to filter out particulates and petroleum from any stormwater that comes from the fueling area. The effluent water goes to a detention area that is not connected to any waterbody.

Prerequisites

1. Employees should attend training on Municipal Stormwater Pollution Prevention.
2. Employees should read the procedures contained in this SOP and any related references.

Equipment and Materials Needed

1. Weather proof containers
2. Polyethylene or plastic pallets
3. Drum covers
4. Tarps
5. Spill kit and equipment for dry cleanup (socks, absorbent pads, kitty litter, broom, and dustpan)
6. Drip pan
7. Parts washer

Standard Operating Procedures

Vehicle and Equipment Maintenance

1. Conduct all maintenance and repair work inside or under cover.
2. Only emergency maintenance or maintenance that does not involve fluids may be performed outside.
3. Move leaking vehicles or equipment indoors or under cover.

4. Use drip pans for leaking vehicles that need to be stored outside.
5. Contain leaking fluids and tag the vehicle to alert drivers that vehicle is non-operational.
6. Perform all maintenance activities involving fluids indoors only (except in emergency cases).
7. Dispose of wastewater from tire leak checks to sanitary sewer, not storm drain.
8. Promptly transfer used fluids to recycling drums or hazardous waste containers.
9. Dispose of liquid waste properly.
10. Store cracked batteries in leak proof secondary containers.

Equipment Fueling

1. Fuel carefully to minimize drips on the ground.
2. Do not “top off” fuel tanks.
3. When fueling small equipment in the field such as lawn mowers, weed whackers, etc., do so over a paved surface, at a location that is down gradient from and far away from the nearest storm drain.

Clean Up of Leaks, Drips, or Spills

1. Clean up leaks, drips, or spills thoroughly and promptly.
2. If fluids leak or have spilled on an impervious surface, such as a road or parking lot, locate nearest down gradient storm drain and dike or berm the drain to prevent fluids from entering.
3. Put absorbent on the spill area.
4. After clean up, sweep up the contaminated absorbent and remove berm or dike from the storm drain.
5. If spills occur on a pervious surface such as gravel or grass, mark the area and contact the 24-Hour Emergency Spill Response line at 888-304-1133.
6. Never hose down leaks, drips, or spills.
7. Always use dry methods for cleanup of fuel spills (gas, diesel or kerosene).
 - Spread absorbents (kitty litter or loose absorbents, sheets, pillows, pigs, or socks) on the spill.
 - Sweep up or pick up the absorbed materials.
 - Dispose of wastes properly.

Vehicle & Equipment Washing

1. Wash all vehicles and equipment in the designated wash bay of the DPW or at a commercial car wash.

2. If washing cannot be conducted at the designated wash facility or a commercial wash facility, vehicle and equipment may be rinsed using water only on a pervious surface (grass or gravel) at a location where wash water will not drain to a storm drain inlet, waterway, or wetland. Do not use soap or detergent in these areas.
3. Wash all vehicles and equipment indoors whenever possible.

Hazardous Waste Disposal

1. Hazardous wastes should be labeled as such and may include cleaning products, paints, fertilizers, herbicides, and pesticides, oil, fuels, acids, poisons, antifreeze, brake fluid, and solvents.
2. Small amounts of oil, paints, antifreeze, some solvents, and brake fluid will be taken to the transfer station promptly. All other hazardous waste materials must be removed by Clean Harbors twice a year.
3. All chemicals brought to the DPW for disposal must be clearly labeled with the chemical identification and must be contained in leak proof, secure containers.
4. For removal of hazardous wastes that the Department of Public Works cannot safely transport, call Clean Harbors at 978-683-1002.

References

1. DPW Stormwater Pollution Prevention Plan

Standard Operating Procedures (SOPs)

4. Exterior Building Maintenance	
Purpose of SOP:	To prevent the discharge of pollutants to stormwater in the course of DPW building maintenance activities, including: janitorial practices, waste management, pressure washing & exterior surface cleaning, painting, sanding, & sandblasting.
Location of SOP:	Department of Public Works Office
Last Update:	July 2019
Administrator of SOP:	Director of Public Works
Applicable Properties:	Fire Station, Fire Station #2, Police Station, Town Hall, Library, Community Center

Prerequisites

1. Employees should attend training on Municipal Stormwater Pollution Prevention.
2. Employees should read the procedures contained in this SOP and any related references.

Equipment and Materials Needed

1. Spill kit and equipment for dry cleanup (socks, absorbent pads, kitty litter, broom, and dustpan)
2. Inlet protection (wattles, drain covers, berms, and/or filter fabric)
3. Containers for collecting paint wastes
4. Tarps or ground cloths

Standard Operating Procedures

Janitorial Practices and Waste Management

1. Never dump mop water or cleaning wastewater outside, on paved surfaces, or into storm drains. Dispose of wastewater in mop sink or other sanitary sewer drain.
2. Do not pour, transfer, or dispose of any material outdoors or near a storm drain.
3. All waste containers must be leak-tight with tight-fitting lids or covers.
4. Keep container lids closed at all times unless adding or removing material. If possible, store waste receptacles
5. Sweep around outdoor waste containers regularly.
6. When working in the field, collect all wastes in bags or other leak-proof containers and bring back to the garage for proper disposal.
7. Do not wash dumpsters with water outdoors. If a dumpster requires washing,

contact the service provider and have them remove it for cleaning, or move it to the wash bay at the DPW for washing.

8. Minimize waste by purchasing products that have minimal packaging. Recycle cardboard, plastics and paper products in the proper container.
9. Purchase the least toxic cleaning product possible to accomplish the job. Purchase biodegradable cleaning products where possible.

Painting, Staining, Scraping, Sanding, and Sandblasting

1. Use a ground cloth securely attached to the base on the building for any scraping or sanding of the exterior surface.
2. Use a ground cloth or oversized tub for paint mixing and tool cleaning. Properly dispose of the wastes.
3. Enclose spray-painting operations with tarps or other means, as possible, to minimize wind drift and to contain overspray.
4. Clean paintbrushes and tools used to apply water-based paints in sinks plumbed to a sanitary sewer or in portable containers that can be emptied into sanitary sewer drains.
5. Brushes and tools used for oil-based paints, finishes, thinners, solvents or other materials must be cleaned over a tub or container. The cleaning wastes must be disposed or recycled at an approved hazardous waste facility.
6. Never clean tools over a storm drain or outside.
7. Promptly cleanup any spills of paints, cleaners or other maintenance chemicals or supplies.
8. When sand blasting exterior surfaces, place tarps or ground cloths beneath the work area to capture sand blasting media and debris. Enclose the sand blasting area with tarps or plastic to protect from wind and to capture airborne particles (dust).
9. Stop all sand blasting operations on windy days.

Pressure Washing & Exterior Surface Cleaning

1. Prior to pressure washing, identify where all storm drains are located; wash water must not be allowed to flow down gutters or enter into storm drains.
2. Block or cover all storm drains with booms and weighted storm drain covers before pressure washing.
3. Determine where water will pool for collection. Use a wet vac to vacuum up the wastewater or allow water to evaporate.
4. Use dry cleanup methods, including sweeping, vacuuming, and scrapping off dried debris prior to pressure washing any surface.
5. Use minimal water when pressure washing.

6. If you are not using any chemicals or detergents, the wash water can be directed to a grassy or gravel area where it can infiltrate. Verify that water is not running out of the area and encountering a paved surface.
7. If any additives are used in the wash water, the waste water must be captured for disposal to sanitary sewer.
8. Solids should be removed from the area prior to pressure washing and a filter bag or similar filtration device should be used to remove suspended solids from the wastewater.
9. A visible sheen must not be evident in the discharge. Use an absorbent pad or boom to eliminate any oil from the discharge.
10. Do not pressure wash an entire building. Spot clean, steam clean, or scrape dirty areas rather than pressure washing the entire structure.

Hazardous Waste Disposal

1. Hazardous wastes should be labeled as such and may include cleaning products, paints, fertilizers, herbicides, and pesticides, oil, fuels, acids, poisons, antifreeze, brake fluid, and solvents.
2. Small amounts of oil, paints, antifreeze, some solvents, and brake fluid will be taken to the transfer station promptly. All other hazardous waste materials must be removed by Clean Harbors twice a year.
3. All chemicals brought to the DPW for disposal must be clearly labeled with the chemical identification and must be contained in leak proof, secure containers.
4. For removal of hazardous wastes that the Department of Public Works cannot safely transport, call Clean Harbors at 978-683-1002.

Floor Drains

1. There are no floor drains connected to the MS4 for any of the buildings covered by this SOP.

References

1. DPW Stormwater Pollution Prevention Plan

Standard Operating Procedures (SOPs)

5. Grounds Maintenance	
Purpose of SOP:	To prevent the discharge of pollutants to stormwater in the course of DPW grounds maintenance activities, including: landscape maintenance, mowing, mulching, gravel trails & parking lots, trash removal/ waste management
Location of SOP:	Department of Public Works Office
Last Update:	July 2019
Administrator of SOP:	Director of Public Works
Applicable Properties:	Fire Station, Police Station, Town Hall, Library, Median Islands

Prerequisites

1. Employees should attend training on Municipal Stormwater Pollution Prevention.
2. Employees should read the procedures contained in this SOP and any related references.

Equipment and Materials Needed

1. Dumpster covers
2. Tarps
3. Spill kit and equipment for dry cleanup (socks, absorbent pads, kitty litter, broom, and dustpan)

Standard Operating Procedures

Mowing & Landscape Maintenance

1. Mulch-mow grass. Sweep and dispose of any grass clippings on paved surfaces.
2. Do not dispose of green waste or clippings in waterways, ditches, or detention basins.
3. Maintain sprinkler systems at rates that do not exceed the infiltration rate of the soil. Observe any runoff on paved surfaces and adjust sprinkler heads to irrigate only pervious surfaces.
4. Sweep areas around landscape beds regularly and after applying new mulch to keep wood products from entering the storm drain system.

Gravel Trails and Parking Lots

1. Stockpiled gravel should be stored under cover or covered with a tarp.
2. When loading gravel, care should be taken not to overload the truck or vessel.

3. Sweep area after loading to keep gravel from entering the storm water management system.
4. Take care not to cover any storm drain inlets with gravel.

Non-Hazardous Waste Management and Disposal

1. When working in the field, collect all wastes in bags or other leak-proof containers and bring back to the shop for proper disposal.
2. Minimize waste by purchasing products that have minimal packaging. Recycle cardboard, plastics and paper products in the proper container.
3. Never place hazardous materials, liquids, or liquid-containing wastes in the dumpster. If liquid wastes must be disposed of in the trash, absorb them first with kitty litter or other absorbents.
4. Non-hazardous liquid waste may be disposed of in sanitary sewer.

Hazardous Waste Disposal

1. Hazardous wastes should be labeled as such and may include cleaning products, paints, fertilizers, herbicides, and pesticides, oil, fuels, acids, poisons, antifreeze, brake fluid, and solvents.
2. Small amounts of oil, paints, antifreeze, some solvents, and brake fluid will be taken to the transfer station promptly. All other hazardous waste materials must be removed by Clean Harbors twice a year.
3. All chemicals brought to the DPW for disposal must be clearly labeled with the chemical identification and must be contained in leak proof, secure containers.
4. For removal of hazardous wastes that the Department of Public Works cannot safely transport, call Clean Harbors at 978-683-1002.

References

1. DPW Stormwater Pollution Prevention Plan

Standard Operating Procedures (SOPs)

6. Fertilizer, Herbicide, & Pesticide Application					
Purpose of SOP:	To prevent the discharge of pollutants to stormwater resulting from the application of fertilizer, herbicide or pesticide.				
Location of SOP:	Department of Public Works Office				
Last Update:	July 2019				
Administrator of SOP:	Director of Public Works				
Applicable Properties:	Fire Station	Police Station	Town Hall	Library	Median Islands

Prerequisites

1. Employees should attend training on Municipal Stormwater Pollution Prevention.
2. Employees should read the procedures contained in this SOP and any related references.
3. Pesticide application must be done under the supervision of staff holding a Public Applicator's License.
4. All employees who handle or apply fertilizers, herbicides, or pesticides must be trained on the most recent Material Safety Data Sheets (MSDS).

Equipment and Materials Needed

1. ANSI approved sprayers.
2. Polyethylene or plastic pallets and pails for secondary containment.
3. Spill kit and equipment for dry cleanup (socks, absorbent pads, kitty litter, broom, and dustpan).
4. Proper PPE (rubber gloves and eye protection).

Standard Operating Procedures

General

1. Always follow the manufacturer's recommendations for mixing, application, and disposal.
2. Use manual or mechanical methods for weed control whenever possible.
3. When chemicals are used, use the least toxic and most biodegradable product possible.

Mixing

1. Mix fertilizers, herbicides, and pesticides inside a protected area with impervious secondary containment so that spills and leaks will not contact soil or enter the

stormwater system.

2. Label all containers.
3. Only mix the minimum amount of product that will be needed for the immediate job.
4. If possible, use rinse water from cleaning of containers and application equipment as a dilution for the next batch.

Application

1. Follow application guidance on the product label.
2. Time the application to concur with manufacturer's recommendation for best results. Do not spray if rain is expected.
3. Limit use of pesticides in general and do not broadcast spray pesticides.
4. Spot spray herbicides whenever possible.
5. Use herbicide only when there is vegetation present that need management (do not use preventatively or more often than required).
6. Fertilizers may be broadcast sprayed, with care taken to avoid waterways or any inlet to the storm drain system.
7. Use granular materials when possible to avoid application losses.
8. Do not apply fertilizers, herbicide, or pesticides within 50 feet of any open water, drainage ditch, wetland, stormwater basin or inlet to the storm drain system.

Cleanup

1. Follow all manufacturers' recommendations for cleanup of the chemical.
2. Sweep paved areas where any granular product has fallen and direct product into grassy areas.
3. Cleanup any spills of product quickly using the methods described in SOP: Incidental Spill Response & Cleanup.
4. Dispose of excess chemicals and empty expired fertilizer, herbicide or pesticide containers according to the instructions on the label and preferably on the target vegetation or pest.
5. If possible reuse the triple rinsate from containers as dilution for the next batch.
6. Never dispose of rinsate by pouring into the storm drain system.
7. Any product that cannot be disposed of through application on the target vegetation or pest must be disposed of as Hazardous Waste.

Storage

1. Store fertilizers, herbicides, and pesticides inside a protected area with impervious secondary containment so that spills or leaks will not enter soils or the storm drain

system.

2. All containers must be clearly and accurately labeled.

Hazardous Waste Disposal

1. Hazardous wastes should be labeled as such and may include cleaning products, paints, fertilizers, herbicides, and pesticides, oil, fuels, acids, poisons, antifreeze, brake fluid, and solvents.
2. Small amounts of oil, paints, antifreeze, some solvents, and brake fluid will be taken to the transfer station promptly. All other hazardous waste materials must be removed by Clean Harbors twice a year.
3. All chemicals brought to the DPW for disposal must be clearly labeled with the chemical identification and must be contained in leak proof, secure containers.
4. For removal of hazardous wastes that the Department of Public Works cannot safely transport, call Clean Harbors at 978-683-1002.

References

1. DPW Stormwater Pollution Prevention Plan

Standard Operating Procedures (SOPs)

7. Materials Storage	
Purpose of SOP:	To prevent the discharge of pollutants to stormwater resulting from materials storage associated with DPW maintenance & operations, including liquid materials storage, hazardous materials storage, stockpiling materials including: sand & gravel, wood products such as lumber, chips, sawdust, or hog fuel, demolition debris including asphalt and concrete, decommissioned vehicles or equipment.
Location of SOP:	Department of Public Works Office
Last Update:	July 2019
Administrator of SOP:	Director of Public Works
Applicable Properties:	Fire Station, Fire Station #2

Prerequisites

1. Employees should attend training on Municipal Stormwater Pollution Prevention.
2. Employees should read the procedures contained in this SOP and any related references.

Equipment and Materials Needed

1. Weatherproof containers
2. Polyethylene or plastic pallets
3. Drum covers
4. Tarps
5. Spill kit and equipment for dry cleanup (socks, absorbent pads, kitty litter, broom, and dustpan)
6. Inlet protection (wattles, drain covers, berms, and/or filter fabric)

Standard Operating Procedures

Outdoor Storage Areas

1. If possible, store all containers indoors. If they must be stored outdoors, place them in a shed or under a roof.
2. All containers and dry materials should be covered or have secondary containment.
3. Place all containers on a plastic pallet or other device that elevates them off the ground or pavement and provides containment. This avoids contact with stormwater on the ground.

4. Place containers on paved, impervious surfaces and as far from (or at lower elevation than) storm drain inlets and drainage ditches as possible.
5. Keep a spill kit near storage areas. Clean up any spills, leaks or discharges promptly.
6. Inspect all containers stored outdoors regularly.
7. If a container is found to be leaking either empty the contents into a leak-tight container or place entire leaking container inside of a larger leak-tight container. Clean up spills promptly.
8. Make sure outdoor barrels are covered at all times, and use barrels that do not have holes in the bottom.
9. If rain water collects in a secondary containment structure, allow the water to evaporate if possible. If not possible, verify with sight & smell that the water is not contaminated with a hazardous substance and then pump to sanitary sewer for disposal. If water is suspected of containing hazardous waste (oil sheen, odor), the water must be treated as hazardous waste and be disposed of properly.

Sand, Salt, Dirt or Gravel Stockpiles

1. Cover sand/salt piles with a tarp or store inside a building or under a roof.
2. Contain stormwater runoff from dirt and gravel stockpiles by using barriers or berms.

Liquid Bulk Material Storage

1. Provide impervious secondary containment for all Above Ground Storage Tanks (ASTs), except double-walled tanks, sufficient to contain the entire contents of the largest single tank plus an additional 4 inches of rainfall.
2. Keep drain valves in secondary containment at ASTs locked in the closed position at all times. Open for draining only under supervision.
3. Make sure an adequate spill kit with sufficient equipment and supplies is located near storage areas where spills are possible. Clean up any spills, leaks or discharges immediately.
4. Make sure that inspections for petroleum storage continue once a year, unless a year pass is granted for passing the previous two years in a row.

Construction & Demolition Materials

1. Stockpile only materials that have value and a high likelihood of being reused on projects.
2. Locate stockpiled materials far from storm drains and cover any materials that could erode or leach in stormwater.
3. Treated timber, sand/gravel, and asphalt debris must be stored under cover or tarps with provisions to avoid contact with surface runoff (placed on tarp/pallet or

berm).

4. Chipped or ground wood products must be stored under cover where they will not be mobilized by stormwater.
5. Dispose of all other building demolition, land clearing, pavement maintenance, or other construction debris immediately after completing the project.
6. Inspect all containers stored outdoors regularly.
7. If a container is found to be leaking, either empty the contents into a leak-tight container or place entire leaking container inside of a larger leak-tight container. Clean up spills promptly.

Hazardous Waste Disposal

1. Hazardous wastes should be labeled as such and may include cleaning products, paints, fertilizers, herbicides, and pesticides, oil, fuels, acids, poisons, antifreeze, brake fluid, and solvents.
2. Small amounts of oil, paints, antifreeze, some solvents, and brake fluid will be taken to the transfer station promptly. All other hazardous waste materials must be removed by Clean Harbors twice a year.
3. All chemicals brought to the DPW for disposal must be clearly labeled with the chemical identification and must be contained in leak proof, secure containers.
4. For removal of hazardous wastes that the Department of Public Works cannot safely transport, call Clean Harbors at 978-683-1002.

References

1. DPW Stormwater Pollution Prevention Plan

Standard Operating Procedures (SOPs)

8. Incidental Spill Response & Cleanup	
Purpose of SOP:	To establish standard operating procedures for taking limited action in response to an incidental release of potentially hazardous materials.
Location of SOP:	Department of Public Works Office
Last Update:	July 2019
Administrator of SOP:	Director of Public Works
Applicable Properties:	Fire Station, Fire Station #2, Police Station

NOTE: This SOP applies only to incidental releases of potentially hazardous materials, which means spills that are not highly toxic. DPW personnel are not trained to respond to an uncontrolled release of potentially hazardous materials, which means any medium or large spill or small spills of extremely hazardous or dangerous materials. No DPW employee should respond to any release of a potentially hazardous material without proper training.

Prerequisites

1. Employees should attend training on Municipal Stormwater Pollution Prevention.
2. Employees should read the procedures contained in this SOP and any related references.
3. Any employee undertaking the actions outline in this SOP must have received training to the First Responder Operations Level as outlined in the Emergency Spill Response Plan.

Equipment and Materials Needed

1. Material Safety Data Sheets (MSDS)
2. PPE (gloves, protective clothing, respirator- only if employee is properly trained and fitted)
3. Stormwater Management System Map
4. Spill kit and equipment for dry cleanup (socks, absorbent pads, kitty litter, broom, and dustpan)
5. Inlet protection (wattles, drain covers, berms, and/or filter fabric)

Standard Operating Procedures

Upland Spills

1. Confirm that the spill is an incidental release before proceeding. If the spill is an uncontrolled release of hazardous materials as defined in the Spill Prevention Control and Countermeasure (SPCC) plan, this SOP does not apply and the employee should initiate an emergency response by calling 911 per the SPCC.
2. Consult the MSDS sheet for the product of concern. MSDS sheets are transported with all hazardous materials and are kept in a binder at the DPW.

3. Block nearby storm drain inlets and place containment materials (boom) around the spill if it is or has the potential to become mobile.
4. Put on the appropriate PPE, as specified in the MSDS sheet. Only use a respirator if you have been properly trained and fitted for a personal respirator, and are using the appropriate cartridge for the spilled chemical.
5. Place absorbents on the spill and sweep the dry material into a containment vessel.
6. Dispose of the material as hazardous waste.
7. Notify the Department of Environmental Protection (DEP) of the spill and cleanup as soon as practical at (888) 304-1133.

NOTE: If a spill is too large to cleanup easily with absorbent from the spill kit and a broom, it is not an incidental release and this SOP does not apply. The employee should consult the DEP and initiate a response for an uncontrolled release.

In-Water Spills

1. For small spills that can be contained with materials in the DPW spill kit, deploy containment boom and absorbent pads.
2. Contact a cleanup contractor, if needed to complete the in-water cleanup.
3. For any spill involving flammable liquid (i.e. fuel), any spill involving more than a minor and very small area of sheen, or any spill of a substance representing an immediate hazard to life or the aquatic environment, call 911 and initiate the SPCC emergency response actions.
4. Notify the Department of Environmental Protection 24-hour Spill Response & Reporting Line at (888) 304-1133.

Hazardous Waste Disposal

1. Hazardous wastes should be labeled as such and may include cleaning products, paints, fertilizers, herbicides, and pesticides, oil, fuels, acids, poisons, antifreeze, brake fluid, and solvents.
2. Small amounts of oil, paints, antifreeze, some solvents, and brake fluid will be taken to the transfer station promptly. All other hazardous waste materials must be removed by Clean Harbors twice a year.
3. All chemicals brought to the DPW for disposal must be clearly labeled with the chemical identification and must be contained in leak proof, secure containers.
4. For removal of hazardous wastes that the Department of Public Works cannot safely transport, call Clean Harbors at 978-683-1002.

References

1. DPW Stormwater Pollution Prevention Plan

2. DPW Spill Prevention Control and Countermeasure

Vehicle and Equipment inventory						
DPW	Vehicle #	Year	Make	Model	Vin #	Plate #
	1	2007	Ford	F250	1FTSF21P07EA51199	M74673
	2	2019	Ford	F350	1FT8X3B6XKEG24766	M3860A
	3	2019	Ford	F350	1FT8W3B64KEG24765	M3859A
	4	2019	John Deere	5090 Tractor	1LV5090EJKK401832	M4476A
	5	2017	BWIS	utility trailer	58CB1LD28HC002443	M1336A
	6	2018	FALCO	utility trailer	1F9P41624JM339259	M3368A
	20	2011	Chevrolet	1500 Silverado	1GCRKS37BZ159323	M90211
	21	2003	International	7500 4X2 Dump Truck	1HTWLADR13J065313	M77866
	22	2017	International	7400	3HAWDSTR8HL504200	M98322
	23	2007	International	7400 Dump Truck w/ San	1HTWHAAT37J461881	M75050
	24	2018	International	7400 Dump Truck	3HAWDSTR7JL342663	M99271
	25	2015	Caterpillar	930M	CAT0930MTKTG0097	M97097
	26	2017	Ford	F-550	1FDUF5HT1HEB49541	M98323
	27	2014	Ford	F-550	1FDUF5HYOEEA68022	M90754
	29	2018	Elgin	Pelican NP Tier 4F	NP41576	M2182A
	30	2016	International	7400 SFA 4X2	1HTWDSTR0GH739615	M93618
	32	2004	John Deere	410G	TO410GX941634	M72095
	33	2001	Ford	F350	1FTSF31F41ED06733	M65735
	34	2005	Ford	F450 DRWSUP CAB/CH	1FDXF47P85EA08442	M70586
	35	2018	Ford	F-550	1FDUF5HT2JEC28027	M20-83
	37	1994	John Deere	1070	M01070A130356	M53079
	38	2011	Wacker	WL-30 Wacker Neuson C	3012321	M87170
	39	1964	Sicard	Junior Snow Blower	431IR	M36723
	40	2007	John Deere	320 Skid Steer Loader	T00320E147245	M80829
	91	1998	Vermeer	Chipper	1VRN1517XW1002160	M36729
	92	2010	Addco	MAG-4X3H	4SEPA0911AM4S266	M84284
	93	2012	Chicago	CPLT-M10 construction tr	C1000326	M88332
	95	1994	Stow	R-2000 utility trailer		
	96	1979	FMC	D025		M8098
	97	2013	C P	1		M88332
	98	2001	WELCH	utility trailer	1W9FP212X1N189460	M65731
	99	2005	Featherlite	1694 Utility Trailer	4FGA5121X5H072988	M72088
	100	2019	Bandit	19XPC Chipper	4FMUS2010KR510743	M3864A
	101	2018	TORO	utility leaf blower	7FHDD0919JT005252	M3869A
	Old service	2002	Ford	Explorer		
Police	Vehicle #	Year	Make	Model	Vin #	Plate #
	1511	2016	Ford	Police Interceptor	1FM5K8AR7GGA08380	MP51A
	1512	2016	Ford	Police Interceptor	1FM5K8AR9GGA08381	MP52A
	1513	2016	Ford	Police Interceptor	1FM5K8ARXGGD15901	MP53A
	1514	2018	Ford	Police Interceptor	1FM5K8AR5HGE02977	Police 5
	1515	2015	Chevy	Tahoe	1GNSK2BC6FR533743	MP3052
	1516	2010	Ford	Taurus	1FAHP2HW7AG104020	633KLN
	1517	2018	Chevrolet	Tahoe	1GNSKDEC6JR343235	6JP-975
	1518	2013	Chevy	Impala	2G1WF5E31D1154776	376EM6
	1519	2017	Ford	Interceptor Sedan	1FAHPZMK8HG130798	Police C493
	1520	2015	Chevy	Tahoe	1GNSKEC9FR279919	161 ZX8
Fire	Vehicle #	Year	Make	Model	Vin #	Plate #

	A-1	2017	Ford	F-550	1FDUF5HT5HDA01995	M96 609
	Brush 1	1986	AM General	Unknown	0096	FIRE 868
	Car 1	2017	Ford	F250	1FT7W2B65HEC32683	Fire A97
	E-2	1990	Mack	600	1M2H197C3LM001107	FIRE 603
	E-3	2004	Pierce	Dash	4P1CT02E74A003983	FIRE 802
	E-4	2011	Pierce	SABER	4P1CC01A58A012053	FIRE 261
	E-5	2012	Ford	F-550	1FD0X5HY8CEC99193	Fire A39
	E-6	1986	International	S 1800	1HTLFTVR4GHA39809	FIRE 48
	Quint 1	2016	Rosenbauer	Quint	54F3CF604FWM11280	Fire B41
	Station #2 G	1992	Generac	92A02734-S		
	Utility 1	2011	Featherlite	Utility		Fire 816
	Trailer	1974	General 3S	trailer	3S7378	M36743
	Utility 1	2011	Kawasaki	U.T.V.		
	Utility 2	2018	Ford	F-150	1FTEW1E53JFD70971	Fire 853