

Town of Southborough

Operations and Maintenance Procedures

Parks and Open Space (SOP 19)
Buildings and Facilities (SOP 20)
Vehicles and Equipment (SOP 21)



June 30, 2020

SOP 19: Operations and Maintenance of Parks and Open Spaces

Introduction

Parks and open space operations and maintenance activities commonly involve the operation of equipment such as mowers and tractors; disposal of waste from mowing, planting, weeding, raking, pruning, and trash collection; application of pesticides, herbicides, and fertilizers; cleaning and maintenance of park amenities such as play equipment, restrooms, and structures; and snow removal. These activities have the potential to generate contaminants such as sediments and toxic chemicals that may be picked up by rainwater, thereby entering the storm drainage system and receiving waters. The goal of this written Standard Operating Procedure (SOP) is to provide guidance to municipal employees to reduce the discharge of pollutants from the MS4 and to receiving waters as a result of parks and open space operations and maintenance. If services are contracted, this SOP should be provided to the contractor. The contract should specify that the contractor is responsible for compliance with all applicable laws.

The Town of Southborough performs a variety of operations and maintenance activities at its municipal parks and open spaces.

Southborough utilizes herbicides and pesticides in their fertilizer applications. Contractors mow and mulch the municipally owned fields and grounds. Trash is collected at the fields and public open spaces where residents often dispose of their pet waste bags. A commercial herbicide is utilized at building walks and planting beds but is supplemented by hand weeding when necessary. In general, fields are fertilized 4-5 times per year and are over seeded and aerated 2-3 times per year. Trash is disposed of weekly for 32 weeks of the year. Some fields require grub and/or fungal treatment as needed.

The Town of Southborough has created an inventory of all municipal parks and open spaces and will update this inventory annually (refer to the attached inventory).

Procedures

The Town of Southborough will implement the following procedures at municipal parks and open spaces to reduce the discharge of pollutants from the MS4:

General

- Repair damage to landscaped or mulch or vegetated bare areas as soon as possible to prevent erosion. If there are areas of erosion or poor vegetation, repair them as soon as possible, especially if they are within 50 feet of a surface water (e.g., pond, lake, or river).
- Remove (sweep or shovel) materials such as soil, mulch, and grass clippings from parking lots, streets, curbs, gutters, sidewalks, and drainage-ways.
- Do not clean up any unidentified or possibly hazardous materials found during maintenance; notify a supervisor immediately.



Maintenance

- Wastewater from power washing signs, structures, or bleachers cannot be discharged into the stormwater system.
- When painting park equipment, use a drop cloth and clean up any spills immediately.
- Do not leave open containers on the ground where they may accidentally tip over.
- Sweep parking lots with a street sweeper and dispose of street sweepings in designated areas (see SOP 16: Streets and Parking Lots).
- Never wash debris from parking lots into the storm drain.

Mowing

- Remove debris and trash from landscaped areas prior to mowing.
- Collect grass clippings and leaves after mowing. Do not blow or wash them into the street, gutter, or storm drains.
- Properly recycle or dispose of organic waste after mowing, weeding, and trimming.
- Reduce mowing frequencies wherever possible by establishing low/no-mow areas in lesser-used spaces.
- Brush off mowers (reels and decks) and tractors over grassy areas or in contained washout areas.
- Leave clippings on grassy areas or dispose of them in the trash or by composting.
- Do not hose off mowers over paved areas that drain into the MS4 or directly to surface waters.
- Follow proper vehicle and equipment maintenance procedures to prevent leaks (see SOP 21: Operations and Maintenance of Municipal Vehicles and Equipment)
- Do not allow grease from mowers to fall onto areas where they can be washed into the stormwater system.

Irrigation

- Repair broken sprinkler heads as soon as possible.
- Only irrigate at a rate that can infiltrate into the soil to limit run-off.
- Avoid irrigating close to impervious surfaces such as parking lots and sidewalks.

Landscaping

- When establishing new plantings, use alternative landscaping materials, such as drought resistant or native plants to reduce the need for irrigation and extensive application of fertilizers and pesticides.
- Follow proper fueling procedures for all equipment to ensure that petroleum products do not enter the stormwater system (see SOP 7: Fuel and Oil Handling Procedures).
- Fertilizers, herbicides, and pesticides should be properly used, stored, and handled (see SOP 12: Storage and Use of Pesticides and Fertilizer).

Snow Removal

- Store salt or sand for snow removal indoors under a roof or in a covered container and on impervious surfaces.
- See SOP 18: Winter Road Maintenance for more information on proper snow disposal and storage procedures.



- Any damage done to vegetated areas caused by plows or deicing materials should be repaired as early as possible in the spring.

Trash Management

- All waste and recycling containers must be leak-tight with tight-fitting lids or covers.
- Place waste and recycling containers indoors or under a roof or overhang whenever possible.
- Clean and sweep up around outdoor waste containers regularly.
- Arrange for waste and recyclables to be picked up regularly and disposed of at approved disposal facilities.
- Do not wash out waste or recycling containers outdoors or in a parking lot.
- Conduct periodic inspections of waste areas to check for leaks and spills.
- Ensure there are enough trash and recycling containers at appropriate areas.
- Monitor waste and recycling containers at heavily-used sites and on holidays to ensure that there is no overflow.
 - The following sites are known to have higher frequency of use or need more frequent inspection to prevent trash overflow: Most public fields where soccer practices are frequently held as well as public parks when residents often walk their dogs.

Other Activities

- Provide pet waste stations with bags and trash receptacles where pets are permitted. Post signs describing the proper disposal of pet waste.
- All portable toilets should be staked down in flat, secure locations where they are less likely to be knocked down or blown over. They should be placed in a location that would retain any spillage from washing into the MS4 or receiving waters. Ensure routine maintenance and cleaning of portable toilets.
- Identify undesirable waterfowl congregation areas and take steps to prevent waterfowl droppings from entering the stormwater system or surrounding waterbodies.
 - Take measures to discourage congregation near waterbodies and the storm system (e.g., use strobe lights or reflective tape, establish no-mow zones to reduce available feeding areas, or plant thick vegetation along waterlines). If waterfowl congregation cannot be managed, then isolate the drainage from congregation areas away from the storm system and waterbodies.

Install signage to educate the public on the negative effects of waterfowl feces entering the stormwater system or nearby waterbodies in order to discourage public feeding. Alternatively, enact feeding bans.

Employee Training

- Employees who perform maintenance or other applicable work at municipal parks and open spaces are trained at least once per year on these procedures and the proper operation of related equipment.
- Employees are also trained on stormwater pollution prevention, illicit discharge detection and elimination (IDDE) procedures, and spill and response procedures.
- If services are contracted, the contractor should be given a copy of this and any applicable SOPs to ensure compliance with MS4 regulations.



Attachments

1. Inventory of Municipal Parks and Open Spaces

Related Standard Operating Procedures

- SOP 7: Fuel and Oil Handling Procedures
- SOP 12: Storage and Use of Pesticides and Fertilizer
- SOP 16: Streets and Parking Lots
- SOP 18: Winter Road Maintenance
- SOP 21: Operations and Maintenance of Municipal Vehicles and Equipment



**Inventory of Municipal Parks and Open Spaces
Southborough, Massachusetts**

Name of Park/Open Space	Location	Manager/Contact – Name, Position, Department, Phone Number	Potential Stormwater Pollutant Sources (e.g., trash containers, fertilizers, fuel)
Rural Cemetery	11 CORDAVILLE ROAD		None
Old Burial Grounds	COMMON/ST MARKS RD		None
Burnett Park Cemetery	0 ST MARKS STREET		None
Golf Course	36 CORDAVILLE ROAD		Fertilizers
Town Forest	WOODLAND RD		None
Breakneck Hill Conservation Land	BREAKNECK HILL ROAD		None
Halleran Property	HUBLEY LANE		None
Hubley Property	HUBLEY LANE		None
Watkins Property	WATKINS LANE		None
Triangle Park	CORDAVILLE/SOUTHVILLE ROAD		Trash Containers
Fayville Park	CENTRAL STREET		Fertilizers , Trash Containers
Kallander Field	KALLANDER DRIVE		Fertilizers , Trash Containers
John A. Lundelad Memorial Field	PARKERVILLE ROAD		Fertilizers
Town Common	COMMON/MAIN STREET		None

SOP 20: Operations and Maintenance of Municipal Buildings and Facilities

Introduction

Municipal buildings and facilities (schools, municipal offices, police and fire stations, municipal pools, parking garages, etc.) often house various chemicals, such as petroleum products and hazardous materials. As a result, these buildings and facilities are potential sources of pollutant discharges to the storm drainage system. The goal of this written Standard Operating Procedure (SOP) is to provide guidance to municipal employees on the use, storage, and disposal of chemicals and other stormwater pollutants to reduce the discharge of pollutants from the MS4. If services are contracted, this SOP should be provided to the contractor. The contract should specify that the contractor is responsible for compliance with all applicable laws.

The Town of Southborough performs a variety of operations and maintenance activities at its municipally owned and operated buildings.

All vehicles are stored and maintained at the DPW Main Garage. There are dumpsters at each of the Town Buildings. The Facilities Department has contracted cleaners that empty the trash into the dumpsters and the dumpster companies empty the dumpsters weekly. Parking lots are swept at least once annually; during fair weather months, they are swept monthly as training exercises.

The Town of Southborough has created an inventory of all municipal buildings and facilities and will update this inventory annually (refer to the attached buildings and facilities inventory).

Procedures

The Town of Southborough will implement the following procedures for municipally owned or operated buildings and facilities to reduce the discharge of pollutants from the MS4:

Handling, Storage, Transfer, and Disposal of Trash and Recyclables

All liquid and solid waste must be disposed of properly. Some of the most common sources of pollution at municipal facilities are a result of littering, improper collection of debris, and improper disposal of solid or liquid waste.

- All waste and recycling receptacles must be leak-tight with tight-fitting lids or covers.
- Keep lids on dumpsters and containers closed at all times unless adding or removing material. If using an open-top roll-off dumpster, cover it and tie it down with a tarp unless adding materials.
- Place waste or recycling receptacles indoors or under a roof or overhang whenever possible.
- Locate dumpsters on a flat, paved surface and install berms or curbs around the storage area to prevent run-on and run-off.
- Do not locate dumpsters over or adjacent to catch basins.
- Prior to transporting waste, trash, or recycling, ensure that containers are not leaking (double bag if needed) and properly secure containers to the vehicle.
- Clean and sweep up around outdoor waste containers regularly.



SOP 20: Operations and Maintenance of Municipal Buildings and Facilities

- Clean up any liquid leaks or spills with dry cleanup methods.
- Arrange for waste or recycling to be picked up regularly and disposed of at approved disposal facilities.
- Never place hazardous materials, liquids, or liquid-containing wastes in a dumpster or recycling or trash container (see SOP 17: Hazardous Materials Storage and Handling).
- Do not wash trash or recycling containers outdoors or in parking lots.
- Conduct periodic inspections of solid and liquid waste storage areas to check for leaks and spills.
- Conduct periodic inspections of work areas to ensure that all wastes are being disposed of properly.
- In dumpster areas, regularly pick up surrounding trash and debris and regularly sweep the area.
- In compactor areas, regularly check the hydraulic fluid hoses and reservoir to ensure that there are no cracks or leaks. Regularly sweep the area.

Building Maintenance

- When power washing buildings and facilities, ensure that the washwater does not flow into the storm system. Containment or filtering systems should be provided.
- Paint and other chemicals should not be applied on the outside of buildings when it is raining or prior to expected rain.
- When sanding, painting, power washing, etc., ensure that sites are properly prepared (e.g., use tarps) and cleaned (e.g., use dry cleaning methods) especially if they are near storm drains. Protect catch basins when maintenance work is conducted upgradient of them.
- When painting, use a drop cloth and clean up any spills immediately.
- Do not leave open containers on the ground where they may accidentally tip over.
- Buildings should be routinely inspected for areas of potential leaks.
- Do not discharge chlorinated pool water into the stormwater system. Water must be properly dechlorinated and tested before it is discharged.
- Streets and parking lots surrounding municipal buildings and facilities should be swept and kept clean to reduce runoff of pollutants and debris to the stormwater system.
- Streets and parking lots around buildings and facilities will be swept in accordance with the procedures in SOP 16: Streets and Parking Lots.

Storage of Petroleum Products and Potential Pollutants

- Floor drains in storage areas should be disconnected from the stormwater system.
- Routinely inspect buildings and facilities for areas of potential leaks.
- For storage and handling procedures of petroleum products and potential pollutants, refer to SOP 17: Hazardous Materials Storage and Handling and SOP 7: Fuel and Oil Handling Procedures.
- For storage and handling procedures for fertilizers, pesticides, and herbicides, refer to SOP 12: Fertilizers, Pesticides, and Herbicides.
- All municipal buildings and facilities should be periodically inspected to address potential pollutant sources (e.g., leaks).



Spill Prevention Plan

- Spill prevention plans such as Spill Prevention Control and Countermeasure (SPCC) Plans should be in place where applicable, based on inventories of material storage and potential pollutants. Coordinate with the local fire department if necessary.
- Spill SOPs are outlined in SOP 4: Spill Response and Cleanup.

Employee Training

- Employees who perform maintenance or other applicable work at municipal buildings and facilities are trained at least once per year on these procedures and the proper operation of related equipment.
- Employees are also trained on stormwater pollution prevention, illicit discharge detection and elimination (IDDE) procedures, and spill and response procedures.
- If services are contracted, the contractor should be given a copy of this and any applicable SOPs to ensure compliance with MS4 regulations.

Attachments

1. Inventory of Municipal Buildings and Facilities

Related Standard Operating Procedures

1. SOP 4: Spill Response and Cleanup
2. SOP 7: Fuel and Oil Handling
3. SOP 12: Storage and Use of Pesticides and Fertilizer
4. SOP 16: Streets and Parking Lots
5. SOP 17: Hazardous Material Storage and Handling



**Inventory of Municipal Buildings and Facilities
Southborough, Massachusetts**

Name of Building/Facility	Location	Manager/Contact – Name, Position, Department, Phone Number	Potential Stormwater Pollutant Sources (e.g., trash containers, fertilizers, fuel)
Arts Center	21 HIGHLAND STREET		Fluid from cars in parking lot
DPW Station 2 Annex	2 HARRINGTON STREET		Fluid from cars in parking lot
Transfer Station	147 CORDAVILLE ROAD		Please refer to the Town of Southborough SWPPP
DPW/Highway Dept.	147 CORDAVILLE ROAD		Please refer to the Town of Southborough SWPPP
Library	25 MAIN STREET		Fluid from cars in parking lot, trash containers
Police and Fire	32 CORDAVILLE ROAD		Fluid from cars in parking lot, trash containers
Mary E Finn School	60 RICHARDS ROAD		Fluid from cars in parking lot, trash containers
Margaret A Neary Elementary School	53 PARKERVILLE ROAD		Fluid from cars in parking lot, trash containers
P. Brent Trottier Middle School	49 PARKERVILLE ROAD		Fluid from cars in parking lot, trash containers
Albert S. Woodward School	28 CORDAVILLE ROAD		Fluid from cars in parking lot, trash containers
Senior Center	9 CORDAVILLE ROAD		Fluid from cars in parking lot
Town Hall	17 COMMON STREET		Fluid from cars in parking lot, trash containers
Village Hall	42 CENTRAL STREET		None
Water Tower	0 OAK HILL ROAD OFF		None
Water Tower	41 TARA ROAD		None
Water Tower	41 OVERLOOK DRIVE		None

June 2020



SOP 21: Operations and Maintenance of Municipal Vehicles and Equipment

Introduction

Regular maintenance of both municipal and contracted vehicles and heavy equipment not only prolongs the life of municipal assets but also helps reduce the potential for leaking of fluids associated with normal wear and tear. Potential pollutants include fuels, oil, antifreeze, brake fluid, solvents, and battery acid. The goal of this written Standard Operating Procedure (SOP) is to provide guidance to municipal employees to help reduce the discharge of pollutants from the MS4 as a result of leaks from vehicles and equipment. If services are contracted with respect to vehicles and equipment, this SOP should be provided to the contractor. The contract should also specify that the contractor is responsible for compliance with all applicable laws.

The Town of Southborough undertakes various procedures in regards to its municipal vehicles and equipment.

All Town vehicles are fueled at the DPW and spill kits which include speedy dry are kept at the fuel pumps. DPW vehicles are washed in the garage bays. Trucks have absorbent pads in case there is a spill filling a small tool at a site.

The Town of Southborough has created an inventory of all municipal vehicles and equipment and will update this inventory annually (refer to the attached vehicles and equipment inventory).

Procedures

The Town of Southborough will implement the following procedures for municipally owned and operated vehicles and equipment to reduce the discharge of pollutants from the MS4:

Vehicle and Equipment Maintenance

Vehicle Storage

- Monitor vehicles and equipment for leaks and use drip pans as needed until repairs can be performed.
- When drip pans are used, avoid overtopping.
- Drain fluids from leaking or wrecked vehicles and parts as soon as possible. Dispose of fluids properly.
- Store and park vehicles on impervious surfaces and/or under cover or indoors whenever possible.

Vehicle Maintenance

- Conduct routine inspections of heavy equipment and vehicles to proactively identify maintenance needs or potential leaks.
- Perform routine preventive maintenance to ensure heavy equipment and vehicles are operating optimally.
- Recycle or dispose of waste properly and promptly.
- Sweep and pick up trash and debris as needed.



- Do not dump any liquids or other materials outside, especially near or in storm drains or ditches.

Body Repair and Painting

- Conduct all body repair and painting work indoors.
- Minimize waste from paints and thinners. Calculate paint needs based on surface area.
- Use dry cleanup methods (vacuum, sweep) to clean up metal filings and dust and paint chips from grinding, shaving and sanding. Sweep debris from wet sanding after allowing it to dry overnight on the shop floor. Dispose of waste properly; never dump waste into storm or sanitary sewers.
- Use sanding tools equipped with vacuum capability to pick up debris and dust.

Fueling

- Fueling areas owned or operated by the municipality should be covered.
- Fueling areas should be evaluated to ensure that pollutants (e.g., gasoline or oil) do not enter the MS4. Follow the procedures in SOP 7: Fuel and Oil Handling.

Material Management

- Store materials and waste in labeled containers under cover and in secondary containment.
- Chemicals should not be combined in containers.
- Hazardous waste must be labeled and stored according to hazardous waste regulations. Follow the procedures in SOP 17: Hazardous Materials Storage and Handling.
- Carefully transfer collected fluids from containers into designated storage areas as soon as possible.
- Store new and used batteries securely to avoid breakage. Store indoors or in secondary containment to contain potential acid leaks. Recycle used batteries.
- Conduct periodic inspections of storage areas to detect possible leaks.
- Do not wash or hose down storage areas unless there is prior approval to collect and discharge the water into the sanitary sewer. Use dry cleanup methods whenever possible.
- Keep lids on containers. Store them indoors or under cover to reduce exposure to rain.
- Inspect and maintain all pretreatment equipment, including interceptors, according to the manufacturer's maintenance schedule and at least once per year.
- Proper spill protocol should be followed to prevent chemicals from entering the stormwater system. Follow the procedures in SOP 4: Spill Response and Cleanup.

Parts Cleaning

- Use designated areas for engine, parts, or radiator cleaning. Do not wash or rinse parts outdoors. If parts cleaning equipment is not available then capture parts cleaning fluids.
- Recycle cleaning solution. Never discharge waste to the sanitary sewer or storm sewer.
- Use steam cleaning or pressure washing of parts instead of solvent cleaning. Cleaning equipment must be connected to an oil/water interceptor prior entering the sanitary sewer.
- When using solvents for cleaning, drain parts over the solvent tank to avoid drips to the floor. Catch excess solutions and divert them back to tank. Allow parts to dry over the hot tank.



Vehicle and Equipment Washing

Vehicle washing can result in the discharge of nutrients, sediment, petroleum products, and other contaminants to a surface water body or to a stormwater system. The MS4 Permit does not authorize the discharge of municipal vehicle washing byproducts into the MS4.

Outdoor Vehicle Washing Procedures

Outdoor washing of municipal vehicles should be avoided unless wash water is contained in a tight tank or similar structure. Where no alternative wash system is available, and full containment of wash water cannot be achieved, adhere to the following procedures:

- Avoid discharge of any wash water directly to the storm drainage system or surface water (e.g., stream, pond, or drainage swale)
- Minimize the use of water to the extent practicable.
- Where the use of detergent cannot be avoided, use products that do not contain regulated contaminants. The use of a biodegradable, phosphate-free detergent is preferred.
- Do not use solvents except in dedicated solvent parts washer systems or in areas not connected to a sanitary sewer.
- Do not power wash, steam clean, or perform engine or undercarriage cleaning.
- Grassy and pervious (porous) surfaces may be used to promote direct infiltration of wash water, providing treatment before recharging groundwater and minimizing runoff to an adjacent stormwater system. Pervious surfaces or other infiltration-based systems should not be used within wellhead protection areas or within other protected resources.
- Impervious surfaces discharging to the storm drainage system should not discharge directly to a surface water unless treatment is provided. The treatment device should be positioned such that all drainage must flow through the device, preventing bypassing or short-circuiting.
- Periodic sweeping and/or cleaning should be completed to prevent accumulation from forming on the washing area.
- Maintain absorbent pads and drip pans to capture and collect spills or noticeable leaks observed during washing activities. Follow the procedures in SOP 4: Spill Response and Cleanup.
- Heavily soiled vehicles or vehicles dirtied from salting or snow removal efforts should follow the SOPs in the “Heavy Equipment Washing Procedures” below.

Indoor Vehicle Washing Procedures

- Vehicles and equipment should be washed inside whenever possible to reduce runoff to the stormwater system.
- Where the use of detergent cannot be avoided, use products that do not contain regulated contaminants. The use of biodegradable, phosphate-free detergent is preferred.
- Detergents should not be used in areas where oil/water separators provide pre-treatment of drainage.
- Floor drains should be connected to a sanitary sewer or tight tank. Floor drains discharging to adjacent surface water bodies or engineered storm drain systems should be permanently plugged or otherwise abandoned before any vehicle wash activities are completed.
- Designate separate areas for routine maintenance and vehicle cleaning. This helps prevent



contamination of wash water by motor oils, hydraulic lubricants, greases, or other chemicals.

- Dry cleanup methods are recommended within garage facilities. Do not wash down floors and work areas with water.
- Bring smaller vehicles to commercial washing stations.
- Maintain absorbent pads and drip pans to capture and collect spills or noticeable leaks observed during washing activities. Follow the procedures in SOP 4: Spill Response and Cleanup.

Heavy Equipment Washing Procedures

- Mud and heavy debris removal should occur on impervious surfaces or within a retention area.
- Maintain these areas with frequent mechanical removal and proper disposal of waste.
- Impervious surfaces with engineered storm drain systems should not discharge directly to a surface water.
- Floor drains should be connected to a sanitary sewer or tight tank. Floor drains discharging to adjacent surface waterbodies or engineered storm drain systems should be permanently plugged or otherwise abandoned before any vehicle wash activities are completed.
- Where the use of detergent cannot be avoided, use products that do not contain regulated contaminants. The use of biodegradable, phosphate-free detergent is preferred.
- Detergents should not be used in areas where oil/water separators provide pre-treatment of drainage.
- Maintain absorbent pads and drip pans to capture and collect spills or noticeable leaks observed during washing activities. Follow the procedures in SOP 4: Spill Response and Cleanup.

Engine and Steam Washing Procedures

- Do not wash parts outdoors.
- Maintain drip pans and smaller containers to contain motor oils, hydraulic lubricants, greases, etc. and to capture and collect spills or noticeable leaks observed during washing activities, to the extent practicable. Follow the procedures in SOP 4: Spill Response and Cleanup.
- Where use of detergent cannot be avoided, use products that do not contain regulated contaminants. The use of a biodegradable, phosphate-free detergent is preferred.
- Avoid cleaning with solvents except in dedicated solvent parts washer systems. Make use of pressure washing and steam cleaning.
- Recycle clean solutions and rinse water to the extent practicable.
- Wash water should discharge to a tight tank or a sanitary sewer via an oil/water separator. Detergents should not be used in areas where oil/water separators provide pre-treatment of drainage.

Employee Training

- Employees who perform work on/with municipal vehicles or equipment are trained once per year on these procedures and the proper operation of related equipment.
- Employees are also trained on stormwater pollution prevention, illicit discharge detection and elimination (IDDE) procedures, and spill and response procedures.
- If services are contracted, the contractor should be given a copy of this and any applicable SOPs to ensure compliance with MS4 regulations.



Attachments

1. Inventory of Municipal Vehicles and Equipment

Related Standard Operating Procedures

1. SOP 4: Spill Response and Cleanup
2. SOP 7: Fuel and Oil Handling
3. SOP 17: Hazardous Material Storage and Handling



**Inventory of Municipal Vehicles and Equipment
Southborough, Massachusetts**

Vehicle/Equipment	Department/Location	Contact – Name, Position, Department, Phone Number
Diesel Transfer Tank	DPW	
21" Mower	DPW	
36" Walk Behind	DPW	
4 Wheel Trailer	DPW	
4x4 Dump Truck	DPW	
52" Tiger Cub #1 (2)	DPW	
Aerator 30	DPW	
Air Compressor	DPW	
Arrow/Message Board Trailer (2)	DPW	
Back-Pack Blower (2)	DPW	
Brush Chipper	DPW	
Compact Utility Tractor	DPW	
Dump (6)	DPW	
Dump Body	DPW	
Dump/Sander (2)	DPW	
Excavator	DPW	
Frnt. End Loader (2)	DPW	
Generator	DPW	
Ground Blower #1 (2)	DPW	
Loader/Backhoe (2)	DPW	



Pickup (4)	DPW	
Posthole Digger w/12" Auger	DPW	
Power Pruner	DPW	
Road Sweeper (2)	DPW	
Road Tractor	DPW	
Road Tractor T.S.	DPW	
Roadside Mower	DPW	
Seeder/Dethatch	DPW	
Sidewalk Tractor (2)	DPW	
Tractor	DPW	
Transfer Trailer (4)	DPW	
Utility (2)	DPW	
Utility Body (2)	DPW	
Utility Trailer (5)	DPW	
Vac Trailer (2)	DPW	



Related Standard Operating Procedures (SOPs)

SOP 4: Spill Response and Cleanup

Introduction

Municipalities are responsible for any contaminant spill or release that occurs on property that they own or operate. Particular areas of concern include any facilities that use or store chemicals, fuel oil, or hazardous waste, including schools, garages, and landfills. Implementation of proper spill response and cleanup procedures can help to mitigate the effects of a contaminant release. The goal of this written Standard Operating Procedure (SOP) is to provide guidance to municipal employees to help reduce the discharge of pollutants from the MS4 as a result of spills or releases.

The Town of Southborough undertakes various precautions with spill response and cleanup procedures.

Leak and spill cleanup materials are stored in the Mechanic Bay at the DPW/Transfer Station in order to facilitate rapid response.

Procedures

The Town of Southborough will implement the following spill response and cleanup procedures to reduce the discharge of pollutants from the MS4:

Responding to a Spill

Employees should be trained in proper spill response specific to the materials used at their site and appropriate personal protective equipment (PPE). In the event of a spill, follow these spill response and cleanup procedures:

- If the facility has a Stormwater Pollution Prevention Plan (SWPPP), notify a member of the facility's Pollution Prevention Team, the facility supervisor, and/or the facility safety officer (fill out the attached spill response contact list). If not, continue to follow the procedures outlined below.
- Assess the contaminant release site for potential safety issues and for direction of flow.
- Complete the following:
 - Stop the contaminant release.
 - Contain the contaminant release through the use of spill containment berms or absorbents.
 - Protect all drains and/or catch basins with the use of absorbents, booms, berms or drain covers.
 - Clean up the spill.
 - Dispose of all contaminated products in accordance with applicable federal, state and local regulations.
 - i. Soil contaminated with petroleum should be handled and disposed of as described in MassDEP policy WCS-94-400, Interim Remediation Waste Management Policy for Petroleum Contaminated Soils (<https://www.mass.gov/files/documents/2016/08/mq/94-400.pdf>).
 - ii. Products saturated with petroleum products or other hazardous chemicals require special handling and disposal by licensed transporters. Licensed transporters will pick up spill contaminated materials for recycling or disposal. Save the shipping records for at least three years.



- iii. Waste oil contaminated industrial wipes and sorptive minerals:
 1. Perform the “one drop” test to ensure absorbents do not contain enough oil to be considered hazardous, as described in the MassDEP Waste Oil Management Guide
(<https://www.mass.gov/files/documents/2018/12/18/oilwiper.pdf>).
 2. Wring absorbents through a paint filter. If doing so does not generate one drop of oil, the materials are not hazardous.
 3. If absorbents pass the “one drop” test they may be discarded in the trash unless contaminated with another hazardous waste.
 - a. It is acceptable to mix the following fluids and handle them as waste oil:
 - i. Waste motor oil
 - ii. Hydraulic fluid
 - iii. Power steering fluid
 - iv. Transmission fluid
 - v. Brake fluid
 - vi. Gear oil
 - b. **Do not mix** the following materials with waste oil. Store each separately:
 - i. Gasoline
 - ii. Antifreeze
 - iii. Brake and carburetor cleaners
 - iv. Cleaning solvents
 - v. Other hazardous wastes
 4. If absorbents do not pass the “one drop” test they should be placed in separate metal containers with tight fitting lids, labeled “Oily Waste Absorbents Only.”
- If you need assistance containing and/or cleaning up the spill, or preventing it from discharging to a surface water (or an engineered storm drain system), contact your local fire department using the number listed below. **In the case of an emergency call 911.**
 - SOUTHBOROUGH FIRE DEPARTMENT: 508-485-3232
- Contact the MassDEP 24-hour spill reporting notification line, toll-free at **(888)-304-1133**;
 - The following scenarios **are exempt** from MassDEP reporting requirements (see the MassDEP factsheet on oil and hazardous materials handling for more information:
<https://www.mass.gov/files/documents/2016/08/xm/spillmgm.pdf>).
 - i. Spills that are less than 10 gallons of petroleum and do not impact a water body
 - ii. Spills that are less than one pound of hazardous chemicals and do not present an imminent health or safety hazard
 - iii. Fuel spills from passenger vehicle accidents
 - iv. Spills within a vault or building with a watertight floor and walls that completely contain all released chemicals

Reporting a Spill

When contacting emergency response personnel or a regulatory agency, or when reporting the contaminant release, be prepared to provide the following information:



1. Your name and the phone number you are calling from.
2. The exact address and location of the contaminant release.
3. Specifics of release, including:
 - a. What was released;
 - b. How much was released, which may include:
 - i. Pounds
 - ii. Gallons
 - iii. Number of containers
4. Where was the release sent/what was contaminated, addressing:
 - a. Pavement
 - b. Soil
 - c. Drains
 - d. Catch basins
 - e. Water bodies
 - f. Public streets
 - g. Public sidewalks
5. The concentration of the released contaminant.
6. What/who caused the release.
7. Is the release being contained and/or cleaned up or is the response complete.
8. Type and amount of petroleum stored on site, if any.
9. Characteristics of contaminant container, including:
 - a. Tanks
 - b. Pipes
 - c. Valves

Maintenance and Prevention Guidance

Prevention of spills is preferable to even the best response and cleanup. To mitigate the effects of a contaminant release, provide proper maintenance and inspection at each facility. To protect against contaminant release adhere to the following guidance:

- Ensure all employees are properly trained to respond in the case of a spill, understand the nature and properties of the contaminant, and understand the spill control materials and personnel safety equipment. Maintain training records of current personnel on site and retain training records of former personnel for at least three years from the date last worked at the facility.
- Provide yearly maintenance and inspection at all municipal facilities, paying particular attention to underground storage tanks. Maintain maintenance and inspection records on site.
- Implement good management practices where chemicals and hazardous wastes are stored:
 - a. Ensure storage in closed containers inside a building and on an impervious surface wherever possible.
 - b. If storage cannot be provided inside, ensure secondary containment for 110 percent of the maximum volume of the storage container.
 - c. Locate storage areas near maintenance areas to decrease the distance required for transfer.
 - d. Provide accurate labels, Material Safety Data Sheets (MSDS) information, and warnings for all stored materials.
 - e. Regularly inspect storage areas for leaks.
 - f. Ensure secure storage locations, preventing access by untrained or unauthorized persons.



- g. Maintain accurate records of stored materials.
- Replace traditional hazardous materials such as pesticides and cleansers with non-hazardous products such as bio-lubricants which can reduce response costs in the case of a spill.

Maintain appropriately stocked spill response kits at each facilities and locations where oil, chemicals, or other hazardous materials are handled and stored.

Employee Training

- Employees who perform work with potential stormwater pollutants are trained once per year on proper spill procedures.
- Employees are also trained on stormwater pollution prevention and illicit discharge detection and elimination (IDDE) procedures.
- If services are contracted, the contractor should be given a copy of this and any applicable SOPs to ensure compliance with MS4 regulations.

Attachments

1. Spill Response and Cleanup Contact List



Spill Response and Cleanup Contact List

Contact	Phone Number	Date and Time Contacted
Safety Officer: _____		
Facility Supervisor: _____		
Fire Department: Chief Steven Achilles	(508) 485-3235	
MassDEP 24-Hour Spill Reporting	(888)-304-1133	
MassDEP Regional Offices:		
Northeast Regional Office	(978) 694-3200	
Southeast Regional Office	(508) 946-2700	
Central Regional Office	(508) 792-7650	
Western Regional Office	(413) 784-1100	
Hazardous Waste Compliance Assistance Line	(617) 292-5898	
Household Hazardous Products Hotline	(800) 343-3420	
Massachusetts Department of Fire Services	(978) 567-3100 or (413) 587-3181	
Licensed Site Professionals Association (Wakefield, MA)	(781) 876-8915 (617) 556-1091	
Licensed Site Professionals Board		



SOP 7: Fuel and Oil Handling

Introduction

Spills, leaks, and overfilling can occur during handling of fuels and petroleum-based materials, representing a potential source of stormwater pollution, even in small volumes. The goal of this written Standard Operating Procedure (SOP) is to provide guidance to municipal employees on a variety of ways by which fuels and petroleum-based materials can be delivered, as well as steps to be taken when petroleum products (such as waste oil) are loaded onto vehicles for offsite disposal or recycling. Delivery, unloading, and loading of waste oils are hereafter referred to as “handling.” Attached is a fuel delivery form checklist.

The Town of Southborough undertakes various procedures and precautions in handling fuel and oil.

An island containing 2 of fuel pumps for gasoline is located at the northeastern portion of the property and is used on a 24-hour basis for fueling of all Southborough vehicles. The island is covered, and roof drainage discharges to the eastern edge of the side. Access to these fuel pumps is controlled by PINs, which are issues to DPW, police, and fire personnel. The location of the fuel island is such that all users are visible to personnel at all buildings at the DPW.

Procedures

The Town of Southborough will implement the following fuel and oil handling procedures to help reduce the discharge of pollutants from the MS4:

General Guidelines

For all manners of fuel and oil handling described below, a member of the facility’s Pollution Prevention Team (if the facility has a SWPPP) or another knowledgeable person familiar with the facility should be present during handling procedures. This person should ensure that the following are observed:

- There is no smoking while fuel handling is in process or underway.
- Sources of flame are kept away while fuel handling is being completed. This includes smoking, lighting matches, carrying any flame, or carrying a lighted cigar, pipe, or cigarette.
- The delivery vehicle’s hand brake is set and wheels are chocked while the activity is being completed.
- Catch basins and drain manholes are adequately protected.
- No tools are to be used that could damage fuel or oil containers or the delivery vehicle.
- No flammable liquid should be unloaded from any motor vehicle while the engine is operating, unless the engine of the motor vehicle is required to be used for the operation of a pump.
- Ensure that local traffic does not interfere with fuel transfer operations. If it does, make appropriate accommodations.
- The attending persons should watch for any leaks or spills:
 - Any small leaks or spills should be immediately stopped, and spilled materials absorbed and disposed of properly. Follow the procedures in SOP 4: Spill Response and Cleanup.
 - In the event of a large spill or one that discharges to surface waters or an engineered storm drain system, the facility representative should activate the facility’s Stormwater Pollution Prevention Plan (SWPPP) and report the incident as specified in the document.



Delivery by Bulk (Tanker) Truck

Procedures for the delivery of bulk fuel should include the following:

- The truck driver should check in with the facility upon arrival.
- The facility representative should ensure that the appropriate spill cleanup and response equipment and personal protective equipment are readily available and easily accessible. Refer to SOP 4: Spill Response and Cleanup for examples of spill cleanup and response materials.
- The facility representative should check to ensure that the amount of delivery does not exceed the available capacity of the tank.
 - A level gauge can be used to verify the level in the tank.
 - If a level gauge is not functioning or is not present on the tank, the tank should be stick tested prior to filling.
- The truck driver and the facility representative should both remain with the vehicle during the delivery process.
- The truck driver and the facility representative should inspect all visible lines, connections, and valves for leaks.
- When delivery is complete and the hoses are removed, buckets should be placed underneath connection points to catch drippings.
- The delivery vehicle should be inspected prior to departure to ensure that the hose is disconnected from the tank.
- The facility representative should inspect the fuel tank to verify that no leaks have occurred, or that any leaked or spilled material has been cleaned and disposed of properly.
- The facility representative should gauge tank levels to ensure that the proper amount of fuel is delivered, and collect a receipt from the truck driver.

Delivery of Drummed Materials

Drummed materials may include motor oil, hydraulic fluid, transmission fluid, or waste oil from another facility (as approved). Procedures for the delivery of drummed materials should include the following:

- The truck driver should check in with the facility upon arrival.
- The facility representative should ensure that the appropriate spill cleanup and response equipment and personal protective equipment are readily available and easily accessible. Refer to SOP 4: Spill Response and Cleanup for examples of spill cleanup and response materials. The facility representative should closely examine the shipment for damaged drums.
 - If damaged drums are found, they should be closely inspected for leaks or punctures.
 - Breached drums should be removed to a dry, well-ventilated area and the contents transferred to other suitable containers.
 - Drums should be disposed of in accordance with all applicable regulations.
- Drummed materials should not be unloaded outdoors during wet weather events.
- The truck driver and the facility representative should both remain with the vehicle during the delivery process.
- Drums should be handled and unloaded carefully to prevent damage.
- Upon completion of unloading, the facility representative should inspect the unloading point and the drums to verify that no leaks have occurred, that any leaked or spilled material has been cleaned up and disposed of properly, and that the unloaded drums are not leaking.



- The facility representative should check to ensure that the proper amount of fuel or other material is delivered, and collect a receipt from the truck driver.

Removal of Waste Oil from the Facility

When waste oil or similar oil products need to be removed from the premises, only haulers certified to transport waste oil should be utilized. Procedures should include the following:

- The disposal truck driver should check in with the facility upon arrival.
- The facility representative should ensure that the appropriate spill cleanup and response equipment and personal protective equipment are readily available and easily accessible. Refer to SOP 4: Spill Response and Cleanup for examples of spill cleanup and response materials. The truck driver and the facility representative should both remain with the vehicle during the tank draining process.
- When draining is complete and the hoses are removed, buckets should be placed underneath connection points to catch drippings.
- The facility representative should inspect the loading point and the tank to verify that no leaks have occurred, or that any leaked or spilled material has been cleaned up and disposed of properly.
- The facility representative should collect a receipt from the truck driver.
- When draining bulk oil tanks:
 - The facility representative should verify that the volume of waste oil in the tank does not exceed the available capacity of the disposal hauler's vehicle.
 - The disposal hauler vehicle should be inspected prior to departure to ensure that the hose is disconnected from the tank.

Employee Training

- Employees who handle or deliver fuel and/or oil are trained once per year on proper procedures.
- Employees are also trained on stormwater pollution prevention, illicit discharge detection and elimination (IDDE) procedures, and spill and response procedures.
- If services are contracted, the contractor should be given a copy of this and any applicable SOPs to ensure compliance with MS4 regulations.

Attachments

1. Fuel Delivery Checklist

Related Standard Operating Procedures

- SOP 4: Spill Response and Cleanup



**FUEL DELIVERY FORM
TOWN OF SOUTHBOROUGH****Date:** _____**Time of Arrival:** _____**Time of Departure:** _____**Truck Number:** _____**Name of Truck Driver:** _____**Name of Town Employee:** _____**BEFORE UNLOADING:**

Is all spill response equipment and personal protective equipment in place?

Yes ☐ No ☐

In the case of bulk fuel delivery, does tank capacity exceed the amount of delivery?

Yes ☐ No ☐ N/A ☐

In the case of drum fuel delivery, are all drums free of leaks and punctures?

Yes ☐ No ☐ N/A ☐**COMMENCE UNLOADING. REMAIN WITH VEHICLE AT ALL TIMES.****AFTER UNLOADING IS COMPLETE:**

Have all fuel containers, including the vehicle, been inspected for leaks?

Yes ☐ No ☐

Has the ground at the unloading point been inspected for evidence of leaks?

Yes ☐ No ☐

If there are any leaks or spills, has the material been properly cleaned?

Yes ☐ No ☐

Has the correct amount of fuel been delivered?

Yes ☐ No ☐

Has a receipt been collected?

Yes ☐ No ☐**DELIVERY IS COMPLETE.**

SOP 12: Storage and Use of Pesticides and Fertilizer

Introduction

The use and improper storage of pesticides, herbicides, and fertilizers can contribute to the discharge of nutrients and toxic compounds to the municipal storm drainage system and surface waters. The goal of this Standard Operating Procedure (SOP) is to provide guidance on municipal employees on proper handling and storage of pesticides, herbicides, and fertilizers to prevent the discharge of pollutants from the MS4.

Pesticides and fertilizers are used regularly on public landscaped areas, including school athletic fields. They are stored in a fireproof cabinet inside the DPW annex. Only Town employees perform fertilizer and pesticide application. There are six Town employees certified to apply pesticide in accordance with the Town's Integrated Pesticide Management program. These employees have to get CEUs for their licenses.

Procedures

Below are procedures for the storage and use of fertilizers, pesticides, and herbicides by municipal employees. In this section, the term "pesticide" include products used as herbicides. Refer to SOP 4: Spill Response and Cleanup and SOP 17: Hazardous Materials Storage and Handling for information on and handling spills and hazardous materials.

Storage

- Store pesticides and fertilizers in high, dry locations in accordance with the manufacturer's specifications.
- Store in cool, well-ventilated, and insulated areas to protect against temperature extremes.
- Store in areas that have been constructed in accordance with local fire codes for storing flammable or combustible materials.
 - Flammable products should be stored separately from non-flammable products, preferably in a fire-proof cabinet.
 - Small quantities (less than 500 lbs. or 220 gallons) of pesticides can be stored in cabinets constructed of double-walled 18-gauge sheet metal.
 - Large quantities (greater than 500 lbs. or 220 gallons) of pesticides can be stored in a prefabricated Hazardous Material Storage building or in a purpose-built storage facility. It is not anticipated that many municipal facilities will store quantities in excess of 500 lbs. or 220 gallons of pesticides.
 - Building walls should have a two-hour fire rating and be impervious to the stored materials.
 - Floors should be watertight, impervious, and provide spill containment.
- Store materials in an enclosed area or in covered, impervious containment, such as a locked cabinet. The cabinet should be located in a first story room or one that has direct access to the outdoors. Storage areas should be equipped with easily accessible spill cleanup materials and portable firefighting equipment. Regularly inspect storage areas for leaks and spills. Emergency eyewash stations and emergency drench showers should be located near the storage area.
- For pesticides, storage cabinets should be kept locked and the door to the storage area should contain a weather proof sign that warns of the existence and danger of the pesticides inside. The



door should be kept locked. The sign should be visible at a distance of 25 feet and should read as follows:



DANGER
PESTICIDE STORAGE AREA
ALL UNAUTHORIZED PERSONS KEEP OUT
KEEP DOORS LOCKED WHEN NOT IN USE

The sign should be posted in both English and any other language used by maintenance workers.

- Pesticides should not be stored in the same place as ammonium nitrate fertilizer.
- Separate pesticides and fertilizers from other chemical storage and other flammable materials.
- Label all containers with date of purchase. Clearly label all secondary containers. Use older materials first.
- Order for delivery as close to the time of use as possible to reduce the amount of chemicals stored at the facility.
- Order only the amount of materials needed in order to minimize excess or obsolete materials, which require storage and disposal.
- Never leave unlabeled or unstable pesticides and fertilizers in uncontrolled locations.
- Maintain a current written inventory of all pesticides and fertilizers at the storage site.
- Ensure that contaminated waste materials are kept in designated containers and stored in labeled, designated, covered, and contained areas.
- Dispose of excess or obsolete pesticides/fertilizers and associated waste materials in accordance with the manufacturer's specification and all applicable regulations.

Use and Application of Fertilizers

- All fertilizer products manufactured or distributed in the State of Massachusetts must be registered with the Department of Agricultural Resources.
- Perform soil testing before choosing a fertilizer. The quantity of available nutrients already present in the soil will determine the type and amount of fertilizer that is recommended. The soil test will also determine the soil pH, humic matter, texture, and exchangeable acidity, which will indicate whether pH adjustment is required for fertilizer to work efficiently. A soil test should be completed at each facility, as soil type can vary widely within a single community.
 - Soil tests are recommended every 3-4 years for turf and plantings (more frequently for problem or newly planted areas) and every year for soil where phosphorus-containing fertilizers are used. Soil pH tests should be conducted every year for all sites.
 - When collecting soil samples, take multiple samples for each target area at a four-inch depth; mix the samples together in a container and properly label the sample with property information and site use type. Separately sample areas that have discoloration, abnormal plant growth, or other problems. Take the sample at approximately the same time every year. If the area has been fertilized, wait eight weeks after fertilizing to test the soil to ensure nutrients have been absorbed.
- When selecting the optimal type of fertilizer to use on an area, consider the soil test results, type of turf, and type of turf use. Slow-use fertilizer should be used for turf grass.
- Calibrate application equipment regularly to ensure proper application and loading rates.
- Mix fertilizers using clean application equipment under cover in an area where accidental spills will not enter surface water or groundwater and will not contaminate the soil.



- Fertilizers should only be applied by properly trained personnel.
- Never apply fertilizers in quantities exceeding the manufacturer's instructions. Instead, apply small amounts throughout the growing season.
- Time fertilizer application methods for maximum plant uptake, usually in the fall and spring (e.g., between April 15 and October 15). When applying at the beginning and end of planting season, take into consideration the slower uptake rate of fertilizer by plants and adjust the fertilizer application accordingly.
- Never apply fertilizer during a drought, when the soil is dry or frozen, when it is raining, or immediately before expected rain.
- Fertilizer should be applied when the ground temperature is above 55° F.
- Apply fertilizers in amounts appropriate for the type of vegetation to minimize losses to surface water and groundwater. Use the results of the soil test to determine optimal fertilizer timing and application rates.
- Where applicable, till fertilizers into the soil rather than dumping or broadcasting (proper application techniques will depend on the type of soil and vegetation).
- Do not hose down paved areas after fertilizer application if drainage will enter into an engineered storm drain system or drainage ditch.
- Limit irrigation after fertilizer application to prevent runoff (approximately ½ inch of water per application for a week following application).
- Turn off irrigation systems during periods of adequate rainfall.
- Do not over-apply fertilizer in late fall to "use it up" before winter. The effectiveness of fertilizer does not reduce when stored.
- If phosphorus fertilizer is used when re-seeding, mix the phosphorus into the root zone. Do not apply directly to the soil surface.
- Avoid combined products such as "weed and feed," which do not target specific problems at the appropriate time.

Use and Application of Pesticides and Herbicides

The State of Massachusetts has a stringent program for registration of pesticides and certification of those authorized to apply them. Once a pesticide has been approved for use by the USEPA, it must be registered by the Massachusetts Pesticide Board Subcommittee prior to being distributed, purchased, or used in Massachusetts. Pesticide classification in Massachusetts is based on the potential adverse effects the pesticide may have on humans or the environment. "Restricted Use" pesticides can only be sold by Licensed Dealers to Certified Applicators, while "State Limited Use" pesticides may be restricted to use by certain individuals or require written permission from the Department of Agricultural Resources prior to use. Legal application of pesticides must be performed by an individual licensed or certified by the Massachusetts Department of Agricultural Resources. A Commercial Applicator License is required for applying general use pesticides, and a Commercial Applicator Certification is required for applying restricted and state limited use products.

Use and Application of Pesticides

- Pesticides should only be applied by licensed or certified applicators.
- Calibrate application equipment regularly to ensure proper application and loading rates.
- Ensure that pesticide application equipment is capable of immediate shutoff in case of emergency.



- Conduct spray applications according to specific label directions and applicable local regulations.
- Never apply pesticides in quantities exceeding the manufacturer's instructions.
- Apply pesticides at the life stage when the pest is most vulnerable.
- Never apply pesticides if it is raining or immediately before expected rain.
- Establish setback distances from pavement, storm drains, and waterbodies, which act as buffers from pesticide application, with disease-resistant plants and minimal mowing.
- Do not apply pesticides within 100 feet of open waters or of drainage channels.
- Spot treat infected areas instead of the entire location.
- Mix pesticides and clean application equipment under cover in an area where accidental spills will not enter surface water or groundwater and will not contaminate soil.
- Do not hose down paved areas after pesticide application to a storm drain or drainage ditch.
- Recycle rinsate from equipment cleaning back into product.
- Choose the least toxic pesticide that is still capable of reducing the infestation to acceptable levels.
- Use alternatives to pesticides, such as manual weed control, biological controls, and Integrated Pest Management strategies (learn more at: <https://www.mass.gov/files/documents/2016/08/wk/ipm-kit-for-bldg-mgrs.pdf>).
- For the use of herbicides, reduce seed release of weeds by timing cutting and pesticide application at seed set. Select vegetation and landscaping that is low-maintenance in order to tolerate low levels of weeds without interfering with aesthetics.

Employee Training

- Employees who handle pesticides, fertilizers, and herbicides must obtain CEUs on proper handling and storage procedures annually for their licenses.
- Employees are also trained on stormwater pollution prevention, illicit discharge detection and elimination (IDDE) procedures, and spill and response procedures.
- If services are contracted, the contractor should be given a copy of this and any applicable SOPs to ensure compliance with MS4 regulations.

Related Standard Operating Procedures

- SOP 4: Spill Response and Cleanup
- SOP 17: Hazardous Materials Storage and Handling



SOP 16: Streets and Parking Lots

Introduction

Regular sweeping of streets and municipally-owned parking lots is important for maintaining clean and safe roadways. It also plays a vital role in keeping pollutants like sand, trash, and leaves out of the MS4. The goal of this written Standard Operating Procedure (SOP) is to provide guidance to municipal employees on street and parking lot sweeping procedures and frequencies to reduce the discharge of pollutants to the storm drainage system and receiving waters. If sweeping services are contracted, this SOP should be provided to the contractor. The contract should specify that the contractor is responsible for compliance with all applicable laws.

Annual sweeping is performed on most public streets and parking lots with some areas receiving additional sweeping as necessary to remove excessive sediment buildup. Annual sweeping typically begins in April.

Procedures

The Town of Southborough will implement the following street and parking lot sweeping procedures to reduce the discharge of pollutants from the MS4:

Sweeping Frequency

- All streets should be swept and/or cleaned a minimum of once per year in the spring (with the exception of rural uncurbed roads with no catch basins or high speed limited access highways).
- Sweep as soon as possible after snow melt and following winter activities such as sanding to capture sand and debris before it is washed into the storm drainage system.
- Consider more frequent sweeping for targeted areas based on pollutant load reduction potential, inspections, pollutant loads, catch basin cleaning or inspection results, land use, impaired waters, or other factors.
- For rural uncurbed roadways with no catch basins and limited access highways, the Town of Southborough will either meet the minimum frequencies above, or develop and implement an inspection, documentation, and targeted sweeping plan outlining reduced frequencies within two (2) years of the effective date of the MS4 Permit, and submit such plan with its year one annual report.
- The Town of Southborough's annual report will include the street sweeping schedule developed above to target areas with high pollutant loads.

Sweeping Practices

- Street sweeping should be conducted in dry weather. Sweeping should not be conducted during or immediately after rain storms.
- Dry cleaning methods should be used whenever possible, with the exception of very fine water spray for dust control. Avoid wet cleaning or flushing of the pavement.
- When necessary, enact parking bans to facilitate sweeping on busy streets.
- Sweep in a manner that avoids depositing debris into storm drains.
- Sweeping equipment (mechanical, regenerative air, vacuum filter, tandem sweeping) should be selected depending on the level of debris. Brush alignment, sweeper speed, rotation rate, and sweeping pattern should be set to optimal levels to manage debris.

- Routinely inspect and perform maintenance on sweeping equipment to reduce the potential for leaks. See SOP 21: Operations and Maintenance of Municipal Vehicles and Equipment for more information.

Sweepings Reuse and Disposal

- The reuse of sweepings is recommended by MassDEP. If street sweepings are reused (e.g., as anti-skid material or fill in parking lots), they should be properly filtered to remove solid waste, such as paper or trash, in accordance with their intended reuse. All reuse and/or disposal of street sweepings will be managed in accordance with current MassDEP policies and regulations.
- Sweepings intended for reuse can be stored for up to one year in approved temporary storage areas. Storage areas should be protected to prevent erosion and runoff and should be located away from wetland resource areas and buffer zones, surface water, or groundwater.
- Sweepings are classified as solid waste. If not reused, they should be disposed of at solid waste disposal sites.
- For additional information on approved reuses of sweepings and storage/disposal policies, refer to MassDEP policy #BAW-18-001: Reuse and Disposal of Street Sweeping (<https://www.mass.gov/files/documents/2018/05/14/street-sweepings.pdf>).
- The Town of Southborough will store sweepings intended for reuse in a DPW stockpile in accordance with MS4 regulations.

Documentation and Reporting

The following information should be documented and included in each annual report:

- Number of miles cleaned or the volume or mass of material removed (refer to the sweeping log in the attachments).

Employee Training

- Employees who perform street and parking lot sweeping are trained once times per year on these procedures and the proper operation of related equipment.
- Employees are also trained on stormwater pollution prevention, illicit discharge detection and elimination (IDDE) procedures, and spill and response procedures.
- If services are contracted, the contractor should be given a copy of this and any applicable SOPs to ensure compliance with MS4 regulations.

Attachments

1. Street and Parking Lot Sweeping Log

Related Standard Operating Procedures

1. SOP 21: Operations and Maintenance of Municipal Vehicles and Equipment

Street Sweeping Log
Southborough, Massachusetts

Date	Operator	Weather Conditions	Streets/Parking Lots Swept	Number of Miles Swept	Volume/Mass of Material Removed	Corrective Action Taken/Recommended



SOP 17: Hazardous Materials Storage and Handling

Introduction

A hazardous material is any biological, chemical, or physical material with properties that make it dangerous or potentially harmful to human health or the environment. Hazardous materials can be released to the environment in a variety of ways. When hazardous materials come into contact with rain or snow, the pollutants are washed into the storm sewer system and to surface waterbodies and/or groundwater. Hazardous materials associated with municipal facilities and their operations include, but are not limited to, oil, gasoline, antifreeze, fertilizers, pesticides, and de-icing agents and additives.

Municipally owned or managed facilities where hazardous materials are commonly stored and handled include:

- Equipment storage and maintenance yards
- Hazardous waste disposal facilities
- Hazardous waste handling and transfer facilities
- Composting facilities
- Materials storage yards
- Municipal buildings and facilities (e.g., schools, libraries, police and fire departments, town offices, municipal pools, and parking garages)
- Public works yards
- Solid waste handling and transfer facilities
- Vehicle storage and maintenance yards
- Water and wastewater facilities

Minimizing or eliminating contact of hazardous materials with stormwater can significantly reduce pollution of receiving waters. Proper hazardous material handling and storage also contributes to employee health, an organized workplace, and efficient operations. The goal of this written Standard Operating Procedure (SOP) is to provide guidance to municipal employees to help prevent stormwater pollution resulting from the handling and storage of hazardous materials. If services are contracted, this SOP should be provided to the contractor. The contract should also specify that the contractor is responsible for compliance with all applicable laws.

The Town of Southborough undertakes various activities in regards to handling and storing hazardous materials.

Pesticides and fertilizers are used regularly on public landscaped areas, including school athletic fields. They are stored in a fireproof cabinet inside the DPW annex. Only six certified Town employees perform fertilizer and pesticide application. An island containing 2 of fuel pumps for gasoline is located at the northeastern portion of the property and is used on a 24-hour basis for fueling of all Southborough vehicles. The island is covered, and roof drainage discharges to the eastern edge of the side. Access to these fuel pumps is controlled by PINs, which are issued to DPW, police, and fire personnel. The location of the fuel island is such that all users are visible to personnel at all buildings at the DPW. Guidelines for fuel handling are described in SOP 7.



Procedures

The Town of Southborough will implement the following procedures for handling and storing hazardous materials to reduce the discharge of pollutants to the MS4:

Handling, Loading, and Unloading

- Avoid loading/unloading materials in the rain and/or provide cover.
- Retrace areas where materials have been transferred to identify spills. If spills are found, immediately clean them up. Follow procedures in SOP 4: Spill Response and Cleanup.
- Time delivery and handling of materials during favorable weather conditions whenever possible (e.g., avoid receiving loads of sand during windy weather).
- Inspect containers for material compatibility and structural integrity prior to loading/unloading any raw or waste materials.
- Use dry cleanup methods (e.g., squeegee and dust pan, sweeping, and absorbents as last step) rather than hosing down surfaces.

Material Storage

- Confine material storage indoors whenever possible. Plug or disconnect floor drains that lead to the stormwater system.
- Confine outdoor material storage to designated areas that are covered, on impervious surfaces, away from high traffic areas, and outside of drainage pathways.
- Store containers on pallets or equivalent structures to facilitate leak inspection and to prevent contact with wet floors that can cause corrosion. This technique also reduces incidences of container damage by insects and rodents.
- Store materials and waste in materially compatible containment units.
- Keep hazardous materials in their original containers.
- If materials are not in their original containers, clearly label all storage containers with the name of the chemical, the expiration date, and handling instructions.
- Maintain an inventory of all raw and waste materials to identify leakage. Order new materials only when needed.
- Provide secondary containment for storage tanks and drums with sufficient volume to store 110 percent of the volume of the material.
- Provide sufficient aisle space to allow for routine inspections and access for spill cleanup.
- Inspect storage areas for spills or leaks and containment units for corrosion or other failures.

Waste Treatment, Disposal, and Cleanup

- Adopt a regular schedule for the pick-up and disposal of waste materials.
- Recycle leftover materials whenever possible.
- Substitute nonhazardous or less-hazardous materials for hazardous materials whenever possible.
- Protect empty containers from exposure to stormwater and dispose of them regularly to avoid contamination from container residues.



Employee Training

- Employees who handle and use hazardous materials are trained once per year on these procedures.
- Employees are also trained on stormwater pollution prevention, illicit discharge detection and elimination (IDDE) procedures, and spill and response procedures.
- If services are contracted, the contractor should be given a copy of this and any applicable SOPs to ensure compliance with MS4 regulations.

Related Standard Operating Procedures

1. SOP 4: Spill Response and Cleanup



SOP 18: Winter Road Maintenance

Introduction

Winter road maintenance includes snow removal and the use of salt, sand, or deicers to ensure safe winter driving conditions. Proper maintenance procedures and use and storage of materials can help reduce the discharge of pollutants, such as sand and salt, from the MS4 and to receiving waters. The goal of this written Standard Operating Procedure (SOP) is to provide guidance to municipal employees on the use and storage of salt and sand, minimizing the use of salt, evaluating opportunities for use of alternative materials, and ensuring that snow disposal activities do not result in disposal of snow into surface waters. If services are contracted, this SOP should be provided to the contractor. The contract should specify that the contractor is responsible for compliance with all applicable laws.

The Town of Southborough performs a variety of maintenance activities to ensure safe winter driving conditions on its roads and parking lots.

The DPW, with assistance from private contractors, maintains public roads and parking lots in town. Streets are plowed then treated with a 2:1 sand/salt mix as necessary during winter months. For the most part, snow is plowed to the sides of roadways and edge of parking areas. As necessary, excess snow is removed from Main Street and deposited on an open parcel of land adjacent to School Street. Salt and sand are stored outdoors adjacent to the DPW building.

Procedures

The Town of Southborough will implement the following winter maintenance procedures to reduce the discharge of pollutants from the MS4:

Equipment and Maintenance

- Calibrate equipment to reduce and optimize salt use and ensure deicing agents are being used efficiently. Provide employee training on proper calibration procedures.
- Do not overfill trucks with deicing materials as it may lead to spills.
- Encourage the use of automated application equipment like zero velocity spreaders.
- When possible, retrofit vehicles to include equipment such as on-board application regulators, temperature sensors for air and pavement, and anti-icing and pre-wetting equipment.
- Wash equipment using proper procedures to prevent pollutants from entering the stormwater system. Dry cleanup procedures should be used when possible. Vehicles dirtied from salt or sand application should be washed according to procedures in SOP 21: Operations and Maintenance of Municipal Vehicles and Equipment.
- Regularly inspect and maintain equipment to reduce the potential for leaks. See SOP 21: Operations and Maintenance of Municipal Vehicles and Equipment for more information.



Anti-icing and Deicing

- Minimize the use and optimize the application of sodium chloride and other salt¹ (while maintaining public safety) and consider opportunities for use of alternative materials.
- Optimize sand and/or chemical application rates through the use, where practicable, of automated application equipment (e.g., zero velocity spreaders), anti-icing and pre-wetting techniques, implementation of pavement management systems, and alternate chemicals.
- Remove as much snow as possible using mechanical means like plowing, blowing, or shoveling before deicing to reduce the need for road salt or other deicing chemicals.
- When possible, use anti-icing practices to prevent ice formation and reduce the need for deicers.
- Apply anti-icing agents 1-2 hours before winter weather events to ensure optimal performance (can be applied up to 24 prior).
- Only apply road salt when the pavement temperature is above 15° F.
- When using deicers, use pre-wetting agents (e.g., salt brine) to help them work more efficiently and to reduce road salt scatter and bounce.
- Salt brine solution used for anti-icing and pre-wetting can be stored for up to a year –concentration should be tested before use. If temperatures fall below 0° F, use a circulator pump to prevent the brine from freezing.
- Use alternative deicing materials instead of sodium chloride as appropriate (e.g., calcium magnesium acetate, magnesium chloride, or calcium chloride).
- Avoid mixing road salt and sand. Doing so makes both the salt and sand work less efficiently and leads to over-application.
- Only apply enough deicer so that plows can remove the snow and ice. Adjust the application rate of deicers based on the type of storm, type of agent used, and anti-icing and pre-wetting techniques used.
- Perform unloading/loading of trucks on impervious surfaces whenever possible. These areas should be frequently cleaned and swept to reduce the tracking and runoff of salt and to capture any spills.
- Track the amount of deicer used and maintain records of the application of sand, anti-icing and/or de-icing chemicals to document the reduction of chemicals to meet established goals.

Storage of Deicing Materials

- Prevent exposure of deicing product (salt, sand, or alternative products) storage piles to precipitation by enclosing or covering the storage piles. Implement good housekeeping, diversions, containment or other measures to minimize exposure resulting from adding to or removing materials from the pile. Store piles in such a manner as not to impact surface water resources, groundwater resources, recharge areas, and wells.
- Store materials under covered or enclosed areas and on impervious surfaces.
- Ensure that there are adequate drainage controls in storage areas to prevent runoff from entering the stormwater system.
- Follow appropriate loading and unloading procedures. If there are spills when loading or unloading materials, follow the protocol outlined in SOP 4: Spill Response and Cleanup.

¹ For purposes of the MS4 Permit, salt means any chloride-containing material used to treat paved surfaces for deicing, including sodium chloride, calcium chloride, magnesium chloride, and brine solutions.



- Frequently sweep near the storage/loading areas to reduce the amount of salt, sand, or other materials that is tracked out.
- For liquid deicing chemicals, provide secondary storage containment.
- Do not store road salt near drinking water supplies, surface water resources, groundwater resources, recharge areas, and wells. Follow proper storage guidelines from MassDEP (<https://www.mass.gov/guides/guidelines-on-road-salt-storage>).

Snow Storage and Disposal

- Snow should not be pushed or dumped into waterbodies or wetlands, into stormwater drainage swales or ditches, or on top of catch basins.
- Snow should not be stored near drinking water areas, waterbodies, or wetlands.
- Avoid storing snow in areas that are unstable, areas of potential erosion, or high points where snow may melt and collect debris as runoff before it enters the stormwater system.
- Consider sun exposure when storing snow. Snow in areas with higher sun exposure will melt faster but may require deicers if the snowmelt refreezes.
- Consider practices such as living snow fences to contain snow piles and reduce snow drifting.
- The MS4 Permit prohibits snow disposal into waters of the United States. Snow disposal and storage activities, including selection of appropriate snow disposal sites, will adhere to the MassDEP Snow Disposal Guidance, Guideline No. BWR G2015-01 (<http://www.mass.gov/eca/agencies/massdep/water/regulations/snow-disposal-guidance.html>).
- The Town of plows snow to the edges of roadways and parking lots in compliance with MS4 regulations.

Reporting

The Town of Southborough will document and include the following information in its annual report:

- Road miles treated
- Type and amount of deicer used
- Equipment calibration records
- Employee training dates

Employee Training

- Employees who perform winter road maintenance are trained once per year on these procedures and the proper operation of related equipment.
- Employees are also trained on stormwater pollution prevention, illicit discharge detection and elimination (IDDE) procedures, and spill and response procedures.
- If services are contracted, the contractor should be given a copy of this and any applicable SOPs to ensure compliance with MS4 regulations.

Related Standard Operating Procedures

1. SOP 4: Spill Response and Cleanup
2. SOP 21: Operations and Maintenance of Municipal Vehicles and Equipment

