

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 Burlington performs a variety of operations and maintenance activities at its municipally owned and operated buildings.

Burlington's inventory of all municipal buildings and facilities follows. This inventory will be updated annually.

Town of Burlington Inventory of Buildings & Facilities								
Name	Location	Building/Facility Type	Manager/Contact – Name, Department, Phone Number	Petroleum products mgt	Employee training	Spill Prevention	Waste mgt	Sweeping & maintenance
Municipal Buildings and Facilities								
Town Hall	29 Center Street	Office Building	DPW/Recreation	X			X	X
Town Hall Annex	25 Center Street	Office Building	DPW/Recreation	X	X		X	X
Carpenter House	1 Dearborn Road	Vacant Property	DPW					
33 Center Street	33 Center Street	Office Building	DPW				X	
Library	22 Sears Street	Library	DPW				X	X
Grandview Farm	55 Center Street	Meeting Space	DPW				X	
Human Services and Recreation	61 Center Street	Office and Recreation Space	DPW				X	X
Burlington Historical Museum	13 Bedford Street	Museum	DPW					
DPW/Rec Maintenance*	10 Great Meadow Road	Maintenance Facility	DPW	X	X	X	X	
Dog Pound	<i>Temporarily at 1 Edgemere Avenue</i>	Dog Pound	DPW					
Ice Palace Rink	36 Ray Avenue	Skating Rink	DPW					X
Highway Garage undergoing reconstruction	1-3 Great Meadow Road	Maintenance Garage	DPW	X	X	X	X	X
Salt Shed	0 Grant Avenue	Salt Storage	DPW					X
Water Garage and Main Office	2 Great Meadow Road	Office and Equipment Storage	DPW		X		X	X
Vine Brook Water Treatment Plant	171 Middlesex Turnpike	Water Treatment Facility	DPW	X	X	X	X	X
Mill Pond Water Treatment Plant	70 Winter Street	Water Treatment Facility	DPW	X	X	X	X	X
School Buildings and Facilities								
Mount Hope	3 McGinnis Way	School	DPW					
West School	121 Francis Wyman Road	School	DPW					
Burlington High	123 Cambridge Street	School	DPW/Recreation/ School Custodians and Facilities	X		X	X	X
Marshall Simonds Middle*	114 Winn Street	School	DPW/Recreation/ School Custodians and Facilities	X		X	X	X

Memorial Elementary*	119 Winn Street	School	DPW/Recreation/ School Custodians and Facilities	X		X	X	X
Francis Wyman Elementary	41 Terrace Hall Ave	School	DPW/Recreation/ School Custodians and Facilities	X		X	X	X
Fox Hill Elementary	1 Fox Hill Road	School	DPW/Recreation/ School Custodians and Facilities	X		X	X	X
Pine Glen Elementary	1 Pine Glen Way	School	DPW/Recreation/ School Custodians and Facilities	X		X	X	X
Fire and Safety								
Police Headquarters	45 Center Street	Police Station	DPW				X	X
Fire Department Main Station	21 Center Street	Fire Station	Fire/DPW	X	X	X	X	X
Fire Department Station 2*	114 Terrace Hall Avenue	Fire Station	Fire/DPW	X	X	X	X	
Parks and Open Spaces								
Simonds Park	10 Bedford Street	Bathroom / Snack Bar/ House	Parks & Recreation				X	X
Rahanis Park & Playground*	84 Mill Street / 2 Patriot Rd	Bathroom / Playground / Athletic Fields	Parks & Recreation					
Regan Playground	14 Sumpter Road	Playground / Athletic Field	Parks & Recreation					
Veterans Playground	110 Willmington Road	Playground / Athletic Field	Parks & Recreation					
TRW Playground	26 Mall Road	Playground / Athletic Field	Parks & Recreation					
Overlook Park	1 Edgmere Avenue	Maint Garages / Players Theater / Playground	Parks & Recreation	X		X	X	X
Wildmere Playground	19 Wildmere Ave	Playground	Parks & Recreation					
Pathwoods Tot Lot	20 Pathwoods Ave	Playground	Parks & Recreation					
Town Common	2 Bedford Street	Bandstand	Selectmen / Recreation					
Marvin Field	100 South Bedford	Athletic Field	Parks & Recreation					
Rotary Field	110 South Bedford	Athletic Field	Parks & Recreation					
Wildwood Park	114-116 Bedford St	Playground / Athletic Field	Parks & Recreation					
Mary PC Cummings Park	25 Blanchard Road	Athletic Field	Parks & Recreation					
Mitre Corp.	142 Bedford St / 256 Middlesex Tpk.	Athletic Fields	Parks & Recreation					

Cemeteries							
Chestnut Hill Cemetery & Office	52 Bedford Street	Cemetery	DPW/Recreation	X	X		X
Pine Haven Cemetery, Office & Chapel	84 Bedford Street	Cemetery	DPW/Recreation	X	X		X
Other							
Shawsheen River Diversion Station	99 Cook Street Billerica, MA	Water Pump Facility	DPW		X		
Terrace Hall Ave Pump Station	112 Terrace Hall Avenue	Sewer Pump Station	DPW	X	X		
Terrace Hall Ave Pump Station (2)		Sewer Pump Station	DPW		X		
Wilmington Road Pump Station	87 Wilmington Road	Sewer Pump Station	DPW	X	X	X	X
Francis Wyman Road Pump Station	26A Francis Wyman Road	Sewer Pump Station	DPW	X	X	X	X
Belmont Rd Pump Station	13A Belmont Road	Sewer Pump Station	DPW	X	X		
Westwood St Pump Station	30A Westwood Street	Sewer Pump Station	DPW		X		
Brookside Ln Pump Station	9A Brookside Lane	Sewer Pump Station	DPW		X		
Douglas Ave Pump Station	29 Douglas Avenue	Sewer Pump Station	DPW		X		
Lucaya Cir Pump Station	8 Lucaya Circle	Sewer Pump Station	DPW	X	X		
Grandview Ave Pump Station	12 Grandview Avenue	Sewer Pump Station	DPW	X	X		
Bedford St Pump Station	152 Bedford Street	Sewer Pump Station	DPW	X	X		
Partridge Ln Pump Station	12 Partridge Lane	Sewer Pump Station	DPW	X	X		
Town Line Rd Pump Station	24 Town Line Road	Sewer Pump Station	DPW		X		
Keans Rd Pump Station	44 Keans Road	Sewer Pump Station	DPW		X		
Lexington St Pump Station	134 Lexington Street	Sewer Pump Station	DPW	X	X		
Lexington St Pump Station		Sewer Pump Station	DPW		X		

*Indicates that the facility has stormwater management structures, such as subsurface infiltrators, raingardens, detention or retention basins, the inspection procedures for which are contained in the Municipal Stormwater Infrastructure Operations & Maintenance Plan found here:

<http://www.burlington.org/O&M%20Plan%20stormwater%20strs%20website%20Sept%2019.pdf>

Procedures

The Town of Burlington 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, where feasible, 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.
 - When no roof or overhang is available, secure close to a building.
- 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.
- 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
 - Confine hazardous material storage indoors whenever possible. Plug or disconnect floor drains that lead to the stormwater system (refer to Attachment 1, SOP Hazardous Materials Storage and Handling for more details)
- 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

- Large-scale power washing and painting projects are contracted out. The Contract requires adequate containment and good housekeeping practices such that:
 - the washwater does not flow into the storm system;
 - paint and other chemicals are not be applied on the outside of buildings when it is raining or prior to expected rain.
 - When painting, use a drop cloth and clean up any spills immediately.

- 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.
- Do not leave open containers on the ground where they may accidentally tip over.
- Buildings should be routinely inspected for areas of potential leaks.
- 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 the SOP for Sweeping Streets and Parking Lots (<http://www.burlington.org/Burlington-street-sweeping-sop.pdf>).

Storage of Petroleum Products and Potential Pollutants

- Floor drains in storage areas should be disconnected from the stormwater system.
- Oil/grease separator cleaning is contracted out to a licensed operator; some are cleaned annually and others are cleaned more frequently.
- Routinely inspect buildings and facilities for areas of potential pollutant sources (e.g., leaks).
- For storage and handling procedures of petroleum products and potential pollutants, 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.
 - In the event of a large spill or one that discharges to surface waters or an engineered storm drain system, the facility representative should notify the Board of Health, Conservation Department and MassDEP and activate the facility's Stormwater Pollution Prevention Plan (SWPPP) if one is in place.
 - For additional procedures refer to Attachment 1 SOP: Hazardous Materials Storage and Attachment 2 SOP: Spill Response and Cleanup.
- Application of fertilizers, pesticides, and herbicides for 26 acres of cemetery grounds is outsourced. Fertilizer application occurs in Spring and Fall, pesticide/herbicide application annually or as needed.
- Individual cemetery plots are fertilized when planted; fertilizer application is per product instructions.

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.
- Employees should be trained in proper spill response specific to the materials used at their site and appropriate personal protective equipment.
- In the event of a spill:
 - 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.
- For additional details see Attachment 2, SOP: Spill Response and Cleanup.

Employee Training

- Most DPW employees are OSHA certified. Annual refreshers are offered on applicable topics. All DPW field staff have hydraulics licenses and receive refresher training every two years. Treatment plant employees who perform maintenance or other applicable work at municipal buildings and facilities are trained on these procedures and the proper operation of related equipment. Treatment plant operators attend training per the Division of Professional Licensure; contact hours for Drinking Water Operator Licenses varies by Grade of Operators License.
- Employees are also trained on stormwater pollution prevention, illicit discharge detection and elimination (IDDE) procedures, and spill and response procedures. A record of IDDE and stormwater pollution prevention trainings is found in Appendix E of the IDDE Plan:
http://www.burlington.org/IDDE%20Burlington%20Draft%20from%20Template_2019.pdf

Attachments

1. SOP: Hazardous Material Storage and Handling
2. SOP: Spill Response and Cleanup

Attachment 1

SOP: 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 Burlington undertakes various activities in regards to handling and storing hazardous materials.

Procedures

Burlington 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: 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

- All DPW employees who deal with hazardous materials are OSHA certified. Annual refreshers are offered on applicable topics. DPW staff with hoisting licenses receive refresher training every two years. Treatment plant operators attend training per the Division of Professional Licensure; contact hours for Drinking Water Operator Licenses varies by Grade of Operators License.
- 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.

Attachment 2

SOP : 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 Burlington undertakes various precautions with spill response and cleanup procedures.

Procedures

Burlington 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 (refer to the 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.
 - BURLINGTON FIRE DEPARTMENT: 781-270-1925
- 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.

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 annually 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.

Spill Response and Cleanup Contact List

Contact	Phone Number	Date and Time Contacted
Department Head:		
Kevin Keene	781-270-1676	
Tom Lee	781-270-1145	
Paul Bieren	781-316-5447	
Russ Makiej	339-234-1280	
Frank Anderson	781-270-1982	
Tom Hayes	781-270-1644	
Fire Department	781-270-1925	
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	
Licensed Site Professionals Board	617-556-1091	