



City of Cañon City

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2009 Annual Program Review

Public Education and Outreach

Program Element	Compliance Status	*Assessment of Effectiveness	Modifications	**Measurable Goals
Forming Partnerships	Fully Implemented	Effective.	None	NA
Quarterly Newsletters	Fully Implemented	Effective	None	NA
Stormwater Website	Fully Implemented	Less Effective	Reconstruct website	NA
Demonstrations in local schools and to civic organizations	Fully Implemented	Effective	None	NA
Coordinate with local schools, organizations, businesses and artists to design stormwater murals to be mounted on river rafting shuttle busses.	Fully Implemented	Less Effective	Broaden the scope of the contest to increase participation.	NA
Disseminate industry appropriate BMP information quarterly	Fully Implemented	Effective	None	NA
Public service announcements/programs on local radio/TV stations	Fully Implemented	Effective	None	NA
Financial support and advertising for Upper Arkansas Recycling program	Fully Implemented	Effective	None	NA
Annually stencil at least twenty-five storm drains	Fully Implemented	Effective	None	NA
Stormwater murals displayed on river rafting shuttle buses.	Fully Implemented	Effective	None	NA

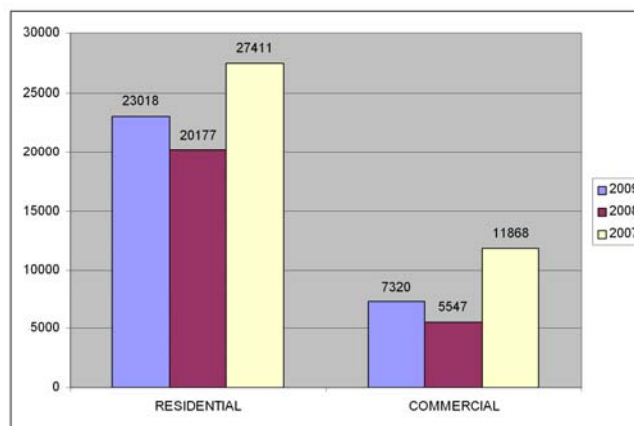
***Assessment of Effectiveness in this category is a subjective evaluation as it is difficult to directly track the effect each of these has on public awareness and participation. A system to track calls on the Stormwater**

Hotline, emails concerning stormwater issues and “in person” contacts was implemented in 2009. By tracking these components we should be able to see if the Stormwater Education and Outreach Programs are, indeed, increasing public awareness and participation.

****There were no Measurable Goals listed in The City of Cañon City’s Stormwater Management Program Descriptions for the 2008 – 2013 Stormwater Permit.**

Discussion of Elements:

1. Forming Partnerships: The City of Cañon City is a member of, or involved in, several councils and associations. The following meetings/presentations were attended during 2009:
 - A. Colorado Stormwater Council: 7 meetings attended (2 via phone).
 - B. Urban Drainage and Flood Control District: 2 quarterly meetings.
 - C. Colorado Association of Stormwater and Floodplain Managers: 1 stormwater BMPs field trip.
 - D. AWARE Colorado: 1 presentation attended in Boulder.
 - E. Arkansas River Basin Water Forum: 3 meetings attended in preparation for the annual forum to be held in Cañon City in April, 2010.
 - F. Attended Colorado Association of Stormwater and Floodplain Managers Annual Conference.
2. Using Educational Materials and Strategies: All programs listed were ongoing and will continue to be utilized during 2010.
 - A. Quarterly stormwater newsletters are sent out with City water bills. Each issue encourages the public to contact us with their concerns and questions or if they have suggestions for future topics or programs and also includes the contact information. There were 23,018 residential newsletters sent in 2009 and 7320 newsletters sent to commercial establishments. This is up from 2008 but less than in 2007.



- B. The Stormwater web page will be completely re-done to include more general information, additional links and access to more reports. Some examples of areas to be added or updated are watershed information, stormwater impacts on water quality and what the public can do to minimize their impact on stormwater, more complete illicit discharge information, prior newsletters, BMPs, annual reports on inspections and compliance and public participant events. Visits to the web page will be tracked to the best extent possible to assist in quantifying the effectiveness of the web page. The updated web page will be completed by the end of 2010.

- C. Demonstrations/presentations in local schools and to civic organizations are given as requested. Programs are continually evaluated and updated. Presentations were given to the following during 2009.
 - i. Four (4) EnviroScape demonstrations at Harrison Elementary School.
 - ii. Presentation to the Dawson Ranch Home Owners Association.
 - iii. Presentation to the Noon Lion's Club.
 - iv. Coordinated 5 talks to the Colorado Legends and Legacies Youth Corps (1 was on stormwater).
 - v. Presentation to Garden Park High School in conjunction with the stenciling project.
 - D. The contest to design new storm water murals for display on river rafting shuttle buses was not held during 2009. The project will be re-visited in 2010.
 - E. Dissemination of industry appropriate stormwater BMP information is done through quarterly newsletters. (See Section 2.A. above).
 - F. Ten different public service announcements concerning stormwater were aired on local radio stations during 2009 for a total air time of 1,831 minutes, which is up from the 1,159 minutes aired during 2008. Four stormwater related programs were run on CCTV-Channel 19 with a total air time of 8 hours and 43 minutes as compared to 136 minutes last year. Public service announcements and programs are rotated and new ones added throughout the year. Seven newspaper notices were also run in conjunction with the leaf pick-up program.
 - G. Financial support and advertising for Upper Arkansas Recycling Program amounted to approximately \$12,300 for 2009 which is down from last year. Cañon Proud received \$4,000 in support this year for its annual city-wide clean-up program.
3. Signage and Stenciling:
- A. Fifty storm drains were stenciled in 2009 with the assistance of students from Garden Park High School.
 - B. Two sets of murals were displayed on the side of river rafting shuttle buses during the 2009 rafting season.
4. Reaching Diverse Audiences: Direct mail, public service announcements and programs and personal contact were all utilized in 2009 to reach a broad spectrum of our citizens and businesses. The Bus Mural program has the added advantage of helping to educate the many tourists who visit our city yearly. Programs are evaluated and updated continually in order to reach as many people as possible and promote interest and participation in the programs. New programs are developed and implemented to maintain freshness in disseminating stormwater information.
5. Illicit Discharge Education to Businesses and the Public: About one-half of the printed material and the audio/visual media focuses on the wide variety of illicit discharges and teaches the public how to recognize and prevent them. In addition, the quarterly newsletters encourage everyone to get involved by calling, emailing or writing in with their questions, complaints or ideas. Every concern is addressed promptly.

Public Participation/Involvement

Program Element	Compliance Status	*Assessment of Effectiveness	Modifications	**Measurable Goals
Public Notices	Fully Implemented	Effective.	None	NA
Contact Information is available through the newsletters, web page, news articles and public service announcements	Fully Implemented	Effective	None	NA
Feedback via phone calls, email or letters.	Fully Implemented	Effective	None	NA

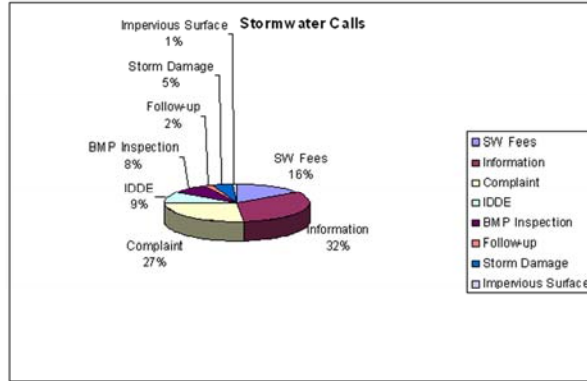
***Assessment of Effectiveness in this category is a subjective evaluation as it is difficult to directly track the effect each of these has on public awareness and participation. A system to track calls on the Stormwater Hotline, emails concerning stormwater issues and “in person” contacts was implemented in 2009. By tracking these components we should be able to see if the Stormwater Education and Outreach Programs are, indeed, increasing public awareness and participation.**

****There were no Measurable Goals listed in The City of Cañon City’s Stormwater Management Program Descriptions for the 2008 – 2013 Stormwater Permit.**

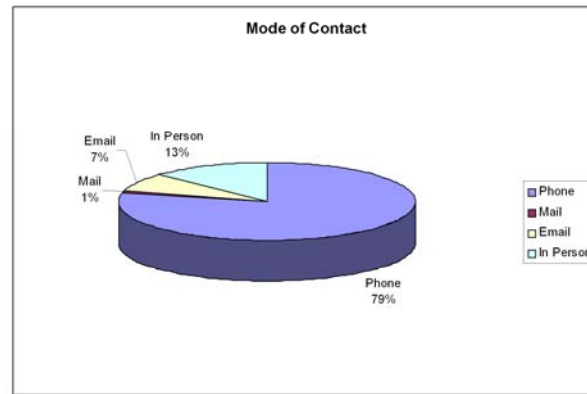
Discussion of Elements: All programs listed were ongoing and will continue to be utilized during 2010.

1. The City of Cañon City complies with the Open Meeting act as set forth in Colorado Revised Statutes. All public meetings are posted on a public bulletin board inside City Hall at least 24 hours in advance on any public hearing. A notice is also printed in the local newspaper.
2. Contact information is available through the quarterly newsletters and on the web page. It is also included in any newspaper articles and public service announcements. All City of Cañon City field staff have the Stormwater Technician’s direct line in order to report any suspected illicit discharges.
3. The quarterly newsletters encourage everyone to get involved by calling, emailing or writing in with their questions, complaints or ideas. A log is kept of contacts (phone, email, letters and “in person”) concerning stormwater issues with the intent to better track the effectiveness of the public education and participation programs. The log represents those contacts handled directly by the Stormwater Technician and those that the technician is made aware of. Other members of City Hall (i.e. City Engineer, Water Billing, receptionists) do handle contacts which are not logged. During 2009, 109 contacts were handled by the Stormwater Technicians. Calls and mode of contact were broken into the following categories:

Category	% of Calls
Information	32
Complaint	27
SW Fees	16
Illicit Discharge	9
BMP Inspection	8
Storm Damage	5
Follow-up calls	2
Impervious Surface	1



Mode of Contact	%
Phone	79
In Person	13
Email	7
Mail	1



Illicit Discharge Detection and Elimination

Program Element	Compliance Status	Assessment of Effectiveness	Modifications	*Measurable Goals
Outfall Map	Fully Implemented	Effective.	None	NA
Regulatory Mechanism	Fully Implemented	Effective	None	NA
Illicit Discharge Detection and Elimination Plan	Fully Implemented	Effective	None	NA
Staff Education	Fully Implemented	Effective	None	NA

*There were no Measurable Goals listed in The City of Cañon City's Stormwater Management Program Descriptions for the 2008 – 2013 Stormwater Permit.

Discussion of Elements: All programs listed were ongoing and will continue during 2010.

1. Outfall Map: Outfall Reconnaissance Inventories (ORIs) continued during 2009 and will be continued throughout 2010. The CarteGraph database has been updated to include the ORI forms and water quality testing forms, which facilitates the field inspections. As new outfalls are built, or found, they will be surveyed and added into the map. All

previously identified outfalls in the database were looked at to verify they fell into the State’s criteria as an outfall. Many were eliminated since they did not meet the criteria. New outfalls located during a survey of Four Mile Creek were added to the database. Many outfalls were also surveyed in 2009. During 2010, every outfall in the database will be inspected again; surveying will also continue.

2. Illicit Discharge Detection and Elimination Plan:

A. Thirty-one incidents of suspected illicit discharges were reported or found during inspections in 2009. Of those, 27 were valid, requiring investigation. Investigations resulted in the following enforcement measures:

Enforcement Action	Number
Verbal Warning	8
Notice of Non-Compliance	6
Cease & Desist	6
Notice of Violation & Enforcement Action w/ fine	2

B. For 2009, a more detailed tracking system was implemented to assess the number and nature of suspected illicit discharges along with the ensuing actions taken. In 2010, a database on illicit discharges in CarteGraph is being considered to further facilitate record keeping.

C. Four outfalls were sampled during 2009 for potential water quality/illicit discharge potential. One was negative for illicit discharge. One was at the end of S. 10th Street where there have been problems in the past. Now that the replacement of the sanitary sewer and storm sewer along S. 10th is completed, additional testing will be done to verify the problem has been eliminated. Two other outfalls were tested behind All American Ice. The testing resulted in the ice plant applying for and receiving a Non-Contact Cooling Water Discharge Permit from the State of Colorado. Four other samples were taken as result of calls of potential illicit discharges – all were negative. Sampling of the Arkansas River and Four Mile Creek was not conducted in 2009 due to time constraints and budgetary concerns. Sampling will resume in 2010.

3. Staff Education: Staff IDDE education occurs on an ongoing basis.

Construction Site Runoff Control

Program Element	Compliance Status	Assessment of Effectiveness	Modifications	*Measurable Goals
Regulatory Mechanism to require BMPs and sanctions to ensure compliance.	Fully Implemented	Effective	None	NA
Requirements for construction site operators to implement appropriate erosion and sediment control BMPs and materials handling BMPs.	Fully Implemented	Effective.	None	NA
Requirements for construction site operators to control waste including discarded building materials, concrete truck washout, chemicals, litter and sanitary waste.	Fully Implemented	Effective	None	NA
Procedures for site plan review which incorporate consideration of potential water quality impacts.	Fully Implemented	Effective	None	NA
Procedures for receipt and consideration of information submitted by the public.	Fully Implemented	Effective	None	NA
Procedures to minimize the occurrence of, and obtain compliance from, chronic and recalcitrant violators of control measures.	Fully Implemented	Effective	None	NA
Procedures for site inspection and enforcement of control measures.	Fully Implemented	Effective	None	NA
Training and Education for Construction Site Operators.	Fully Implemented	Effective	None	NA

***There were no Measurable Goals listed in The City of Cañon City's Stormwater Management Program Descriptions for the 2008 – 2013 Stormwater Permit.**

Discussion of Elements: All programs listed were ongoing and will continue to be utilized during 2010.

1. Ordinance No. 20 and the City of Cañon City Grading, Erosion & Sediment Control (GESC) Manual were enacted in 2006. They have proved effective in obtaining compliance for construction site stormwater management.
2. A log is kept of all contacts (phone, email and letters) concerning stormwater issues with the intent to better track the effectiveness of the public education and participation programs. All complaints and concerns are addressed promptly.
3. Inspections are performed at all construction sites and post-construction sites with appropriate enforcements actions being taken when needed. During 2009, one hundred forty (140) inspections were performed at seventy-five (75) construction sites. Ninety-six (96) were full inspections; forty-four (44) were reconnaissance inspections. These inspections resulted in the following actions:

Enforcement Action	Number
Verbal Warning	3
Notice of Non-Compliance	26
Cease & Desist	0
Notice of Violation & Enforcement Action w/ fine	2

A detailed tracking system is in place to assess the number and nature of inspections and actions and to identify repeat violators. As of 2009 the tracking system has been modified to differentiate between Full Level Inspections and Reconnaissance/Indicator Inspections. A database in CarteGraph to track construction inspections is being considered for creation in 2010.

4. Procedures to minimize the occurrence of, and obtain compliance from, chronic violators were implemented with Ordinance No. 20 (2006). They range from increasing monetary fines to criminal penalties and/or prosecution and imprisonment. A more detailed system to track repeat offenders has been implemented in 2009.
5. Training and education for construction site operators is achieved using the GESC manual and through the plan review process. New information and resources are passed to local contractors and developers when available. Workshops are held when there is sufficient demand.

Post-construction Stormwater Management

Program Element	Compliance Status	Assessment of Effectiveness	Modifications	*Measurable Goals
Regulatory Mechanism	Fully Implemented	Effective	None	NA
Design Criteria and Standards	Fully Implemented	Effective.	None	NA
Review and Approval Procedures	Fully Implemented	Effective	None	NA
Tracking	Fully Implemented	Effective	None	NA
Requiring long-term operation and maintenance of BMPs	Fully Implemented	Effective	None	NA
Monitor long-term compliance	Fully Implemented	Effective	None	NA

*There were no Measurable Goals listed in The City of Cañon City's Stormwater Management Program Descriptions for the 2008 – 2013 Stormwater Permit.

Discussion of Elements: All programs listed were ongoing and will continue to be utilized during 2010.

1. Ordinance 20 (2006) addresses the issues of the requirements for post-construction permanent BMPs including technical standards and specifications, review and approval procedures and the long-term operation and maintenance of the BMPs.
2. Permanent BMPs are recorded at final inspection and entered into the CarteGraph database. There were 14 permanent BMPs implemented during 2009.
3. One hundred four (104) permanent BMPs are inspected annually with the results of those inspections entered into the CarteGraph database. An inspection report, letter and information on maintaining BMPs are sent to the custodian of the BMP, and if maintenance is required, the custodian is given thirty (30) days to comply. All BMPs are re-inspected at the end of that time and enforcement procedures are instituted if the corrective maintenance has not been done. During 2009, a total of 141 inspections were performed on permanent BMPs. Sixty (60) letters were sent out indicating some level of non-compliance (i.e. needing maintenance) and six (6) letters of commendation were sent. The following table shows the breakdown of the inspections.

	Private			Municipal		
	Basins	Storm Vaults	Other BMPs	Basins	Storm Vaults	Other BMPs
Annual	50	7	12	26	6	1
Re-inspection	28	3	4			
Post-Storm	1			2		
Complaint				1		

Considerable time was spent in 2009 updating the forms and reports generated in CarteGraph. The end result is that the inspection forms can be filled in while on site doing the inspection; reports and inspection letters can be generated promptly and sent

out to the custodian, streamlining the entire process. In addition, all previous inspection reports (from 1998 to 2008) were entered into the new forms.

Pollution Prevention/Good Housekeeping For Municipal Operations

Program Element	Compliance Status	Assessment of Effectiveness	Modifications	Measurable Goals
Implementation of an operation and maintenance program	Fully Implemented	Effective	None	NA
Employee Training	Fully Implemented	Effective.	None	NA
Develop written procedures for an O&M program	Fully Implemented	Not yet assessed	NA	*December 31, 2009

Discussion of Elements:

1. All municipally owned facilities (including parks) are inspected annually. The results of the inspections are presented to the appropriate department heads for compliance. Follow-up inspections are done to insure required maintenance is completed. In 2009, forty-nine (49) facilities were inspected. A new database was created in CarteGraph for municipal facilities. Inspections are entered into the database to facilitate record keeping and tracking. In addition, beginning with the 2009 inspections, work orders are generated for those facilities needing maintenance in order to track work done.

Drainage channels, including those under private custodianship, are also inspected. Fifty-nine channels under the custodianship of the City of Cañon City were inspected during the annual inspection. One was also inspected a second time due to a complaint. Nineteen (19) channels under private custodianship were inspected; three (3) were re-inspected after letters of required maintenance were sent out.

2. Employee training occurs on an annual basis and as new employees are hired.

3. *A Pollution Prevention Operations and Maintenance Manual was finished and approved by December 31, 2009. Training on this manual will occur early in 2010. The one-time inventory of the written procedures for the Pollution Prevention/Good Housekeeping for Municipal Operations program has been completed and will be submitted along with the annual report prior to March 10, 2010, as required by our permit.