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Hanover Township MS4 Program

Public Education and Outreach and
Public Involvement/Participation Joint Program
NPDES Permit No: PAG132231

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I. INTRODUCTION

According to the Environmental Protection Agency (EPA) a Municipal Separate Storm Sewer (MS4) is a conveyance or system of conveyances that is:

- Owned by a state, city, town, village, or other public entity that discharges to waters of the U.S.;
- Designed or used to collect or convey stormwater (including storm drains, pipes, ditches, etc.);
- Not a combined sewer; and
- Not part of a Publicly Owned Treatment Works (sewage treatment plant)

MS4 are collection systems designed to move stormwater, including rainwater and snow melt, through a conveyance system (drains, pipes, ditches, and open channels) to waterways. As stormwater collects in MS4, contamination is a possibility. For example, if stormwater were to flow through agricultural lands before discharging to an MS4, it may pick up pesticides, fertilizers, and/or sediments. Other sources of stormwater contamination include oil and grease from roadways, discarded trash, and household hazardous waste, like solvents and motor oil. Since stormwater is not treated, any pollutants carried in stormwater will end up into the conveyance system and ultimately in waterways, potentially threatening public health (contaminated food, drinking water, and recreational waterways), harming freshwater ecosystems, and degrading the aesthetic value of waterways.

Municipalities in urbanized areas (UAs) must obtain NPDES permit coverage and develop a stormwater management program to discharge stormwater from their MS4. After permit coverage approval and as a part of the stormwater management program, municipalities are required to develop and maintain an active MS4 Program that addresses requirements of the Pennsylvania Department of Environmental Protection (PA DEP), as well as the EPA. These requirements include elements that address the six Minimum Control Measures (MCMs) established by the EPA:

1. Public Education and Outreach on Stormwater Impacts
2. Public Involvement/Participation
3. Illicit Discharge Detection and Elimination
4. Construction Site Stormwater Runoff Control
5. Post-Construction Stormwater Management (PCSM) in New and Re-Development Activities
6. Pollution Prevention/Good Housekeeping for Municipal Operations

The Township of Hanover is committed to continuing in the development, implementation, and enforcement of a MS4 Program that is designed to reduce the discharge of pollutants from the regulated MS4, protect water quality, and closely follow the requirements of PA DEP and the EPA.

II. BACKGROUND

Hanover Township, located in northeastern Pennsylvania, is a community within the Wyoming Valley, which is the region surrounding the Susquehanna River in Luzerne County. The Township is bordered on the northeast by the City of Wilkes-Barre, on the southwest by the City of Nanticoke, on the northwest by the Susquehanna River, and on the east by Penobscot Mountain. The Township is also broken out into “villages,” which include Askam, Breslau, Buttonwood, Hanover Green, Iona, Korn Krest, Lee Park, Lower Askam, Newtown, and Preston.

The Township itself is composed of approximately 19.20 square miles, which includes about 0.35 square miles of water. For the sake of the MS4 Program, only the US Census Bureau-designated urbanized areas are considered within the MS4 Program jurisdiction. The designated urbanized

areas in Hanover Township have an approximate area of 9.30 square miles. The urbanized area is located northwest of Route 81, and encloses the remaining area of the Township and where it abuts the Susquehanna River. Additionally, three (3) boroughs are landlocked by the Township, including Ashley, Sugar Notch, and Warrior Run. Those areas have not been included as a part of the urbanized area or the MS4 Program jurisdiction of the Township.

According to the U.S. Census Bureau, the 2010 population of Hanover Township was 11,076 people. The 2014 ACS 5-year population estimate for the Township is 11,059. Therefore, the Township saw a 0.15% decrease in population from the 2010 population to the 2014 ACS 5-year population estimate. The majority of the population includes landowners with single and multi-family homes. In addition, there are many commercial landowners in the Township that are concentrated in the areas around the Sans Souci Parkway. Additionally, the Township is home to two large industrial parks, including the Hanover Industrial Estates and the Hanover Crossings.

The population itself can be divided into five (5) key target audience groups, which are referred to as Water Quality Stakeholders throughout the plan. The audience groups are referred to as stakeholder groups, rather than as target audience groups, because they play an important role in the management of stormwater and literally have a “stake” in its overall quality and management. The stakeholder groups can be divided into five major categories, which are:

1. Hanover Township Residents and Neighborhoods
2. Hanover Township Municipal Staff and Facilities
3. Schools – Hanover Area School District, including but not limited to the Hanover Junior Senior High School, Lee Park Elementary, Memorial Elementary, and Hanover Green Elementary
4. The Business District within Hanover Township, including Hanover Industrial Estates and Hanover Crossings
5. Developers in Hanover Township

It is the goal of the Township to involve the stakeholders heavily in the management of the MS4 by tailoring specific goals for each stakeholder group. Every property owner, resident, business operator, and municipal employee have responsibility for stormwater. By involving every citizen in the Township, it will be possible to bring about significant change to the local water quality and will result in future prevention of stormwater pollution.

The MS4 in the Township collects runoff, conveys the water through a system of pipes and swales, and then discharges it to local surface waters, which include Nanticoke Creek (CWF, MF), Solomon Creek (CWF, MF), Warrior Creek (CWF, MF), Spring Run (CWF, MF), Sugar Notch Run (CWF, MF), and the Susquehanna River (WWF, MF), all of which require management under the Township’s NPDES permit. As part of the Authorization to Discharge waters from the MS4 to surface waters, there are specific requirements that include public education and involvement in water quality improvement issues. Specifically, the MS4 General Permit outlines the required Stormwater Management Program as having a series of MCMs. Each of these contains multiple Best Management Practices (BMPs) and Measurable Goals must be met. The requirements for MCM #1 and #2 are included in the Federal Regulations and the BMPs, which are defined PA DEP are as follows:

MCM #1: Public Education and Outreach (PEOP) on Stormwater Impacts

As stated in the Federal Regulations, the following are the requirements of MCM #1:

Implement a public education program to distribute educational materials to the community or conduct outreach activities about the impacts of stormwater discharges on water bodies

and the steps that the public can take to reduce pollutants in stormwater runoff (40 CFR Part 122.34(b)(1)(i)).

Per MCM #1, Hanover Township must comply with four (4) Best Management Practices, or BMPs, in order to obtain compliance. The following presents the requirements of the BMPs:

- BMP #1: Develop, implement, and maintain a written Public Education and Outreach Plan (PEOP)
- BMP #2: Develop and maintain lists of target audience groups that are present within the areas served by your regulated small MS4s. In most communities, the target audiences shall include residents, businesses (including commercial, industrial, and retailers), developers, schools, and municipal employees.
- BMP #3: You must annually publish at least one issue of a newsletter, a pamphlet, a flyer, or a website that includes general stormwater educational information, a general description of your Stormwater Management Program, and/or information about your stormwater management activities. The list of publications and the content of the publications must be reviewed and updated at least once during each year of permit coverage. Publications should include a list of references (or links) to refer the reader to additional information (e.g., PA DEP and US EPA stormwater websites, and any other sources that will be helpful to readers). You must implement at least one of the following alternatives:
 - Publish and distribute in printed form a newsletter, a pamphlet or a flyer containing information consistent with this BMP
 - Publish educational and informational items including links to DEP's and EPA's stormwater websites on your municipal website
- BMP #4: Distribute stormwater educational materials and/or information to the target audiences using a variety of distribution methods, including but not limited to: displays, posters, signs, pamphlets, booklets, brochures, radio, local cable TV, newspaper articles, other advertisements (e.g., at bus and train stops/stations), bill stuffers, posters, presentations, conferences, meetings, fact sheets, giveaways, and storm drain stenciling.

MCM #2: Public Involvement/Participation Program (PIPP)

As stated in the Federal Regulations, the following are the requirements of MCM #2:

Comply with applicable state and local public notice requirements when implementing a public involvement/participation program (40 CFR Part 122.34(b)(2)(i)).

Per MCM #2, Hanover Township must comply with three (3) Best Management Practices, or BMPs, in order to obtain compliance. The following presents the requirements of the BMPs:

- BMP #1: Develop, implement, and maintain a written Public Involvement and Participation Program (PIPP) which describes various types of possible participation activities and describes methods of encouraging the public's involvement and of soliciting the public's input.
- BMP #2: Prior to adoption of any ordinance required by this General Permit, provide adequate public notice and opportunities for public review, input, and feedback.

- **BMP #3:** Regularly solicit public involvement and participation from the target audience groups. This should include an effort to solicit public reporting of suspected illicit discharges. Assist the public in their efforts to help implement your SWMP. Conduct public meetings to discuss the on-going implementation of your SWMP.

This part of the MS4 Program considers both the “Public Education and Outreach on Stormwater Impacts” and “Public Involvement/Participation” MCMs together as one plan because of their similarities. The principles behind these two are interrelated since they primarily attempt to establish a community that is educated, aware, and able to assist in stormwater management. The Township’s philosophy is to use outreach, education, and involvement opportunities together to bring increased awareness of water quality issues and the importance of preventing future stormwater pollution. The hope is that through this plan and continued work with the Water Quality Stakeholders, the Township will undergo a behavioral change. The long term goal is that stakeholder groups will take an interest in stormwater management and will increase their direct participation in events targeted at stormwater cleanup and pollution prevention.

The remaining part of this plan serves as a strategic guide for the Township to play a more effective role in the education and involvement of the community in regards to stormwater management. It details the different water quality stakeholders and how individual approaches need to be taken towards each group. The PEOP and PIPP also lay out initiatives that will be pursued by Township to aid in meeting the requirements of the MS4 Program. There are likely additions and modifications that will occur in the upcoming years in order to improve upon the overall MS4 Program. Updates will occur yearly and will be published within the Annual MS4 Status Report. All records of activities, education and involvement, and other documentation pertaining to the PEOP and PIPP will be kept for at least five (5) years from the date of the activity or action.

III. PEOP PURPOSE AND GOALS

The purpose of outreach is to educate the public about the impact their behaviors can have on stormwater pollution and the significance of mitigating stormwater pollution. By encouraging the community to avoid stormwater pollution through education and outreach, it will be possible to enact changes in behavior that will prevent future stormwater pollution. Specific goals of the Township’s program are:

- Increase Water Quality Stakeholder knowledge about the steps that can be taken to reduce stormwater pollution, placing priority on reducing impacts to impaired waters and other local water pollution concerns.
- Increase Water Quality Stakeholder knowledge of hazards associated with illegal discharges and improper disposal of waste, including pertinent legal implications.
- Provide the community with resources that could be easily accessible to all water quality stakeholders through the Township website and physical copies of educational materials at Township-owned buildings.
- Educate the community to develop beneficial stormwater practices in order to avoid future stormwater pollution.
- Create a better understanding of the links between land use, runoff management, water quality, and flood control.
- Promote awareness of the storm sewer system as an essential component of the municipal infrastructure, and how household/business pollutants must be eliminated from the system.

- Develop an implementation schedule to track and maintain records for MS4 activities.
- Satisfy the requirements of the MS4 General Permit.

IV. TARGET AUDIENCES – WATER QUALITY STAKEHOLDERS

In order to effectively involve the Water Quality Stakeholders in the MS4 Program, it is necessary to tailor specific for each stakeholder group. While some aspects of the PEOP can be used to reach all the stakeholders at once, such as the distribution of the MS4 Informational Brochure, other aspects need to be more focused in their application. For example, it is necessary to provide residents and homeowners with knowledge of the storm system in their immediate vicinity and how they can be involved in stormwater management practices, including appropriate disposal/recycling of oil, cleaning products, and correct car washing practices.

Identification of the water quality stakeholder groups is the first step towards establishing an effective PEOP and PIPP program. More specifically, by targeting select groups with specific education and outreach efforts, it is possible to tailor stormwater education to the role the group has within the community. For example, education and outreach efforts with the Hanover Area School District would focus on hands-on activity and knowledge that the students could use once they become homeowners themselves.

Below are descriptions of each of the water quality stakeholders within the community and general methods in which way they could be best easily reached for education, outreach, and involvement in stormwater management.

- Hanover Township Residents and Neighborhoods: The residents and those people living in neighborhoods and housing developments, including multi-family homes and apartments, comprise the largest portion of the population in the Township. With that said, the residents have the greatest effect on the MS4, both in terms of generation and prevention of stormwater pollution. This is because of home-ownership and maintenance activities that are required of being a homeowner, such as lawn maintenance and car washing. A successful PEOP and PIPP as well as MS4 Program is possibly only through having this stakeholder group on-board and heavily involved. This category includes the households and neighborhoods within the Township. A majority of the residents live in single-family homes and residential developments spread throughout the Township. There are also multi-family homes, including apartments. The average lot size for a single family home is between $\frac{1}{2}$ and 1 acre. The average lot size for a multi-family home is around 1 and $1\frac{1}{2}$ acres. The majority of the lots have lawns and are serviced by the MS4 system, including subsurface pipes, curbed streets, roadside swales and inlets.
 - Residential Developments/Homeowners Associations: Within the Township, there are several residential developments, including Grandview Acres, Liberty Hills, and Parkwill Hills among others. Developments with homeowners associations (HOAs) have specific elements managed by the community, including the roadways, lawn care, stormwater management, etc. Because of this, communication with residents in the developments can go through the HOA board.
 - Multi-family Homes/Apartments: In the case of multi-family homes and apartments, these housing units typically have a manager in charge of all the residents. There is typically a singular point of contact that could be used in a partnership for use with the PEOP and PIPP for these community members.

- **Hanover Township Staff and Municipal Employees:** The Township Staff and Employees are a small percentage of the community (compared to the residents and business district), but have a very important role in stormwater management. The Staff and Employees are responsible for carrying out the MS4 Program and will be called upon to follow the Program closely to act as a good example for the rest of the community. The Township owns and maintains several sites throughout the municipality, including the Township garage, firehouse, parks, and buildings. Please refer to the Pollution Prevention and Good Housekeeping Program (PPGHP) for additional information. At each of these locations, there are opportunities to utilize proper operational practices to reduce impacts on runoff and waterways. The Township will utilize its PPGHP for stormwater management practices with the staff and employees.
- **The Hanover Area School District:** The Hanover Area School District boundary encompasses 30 square miles and consists of Hanover Township and the boroughs of Ashley, Sugar Notch, and Warrior Run. The school district is comprised of four (4) schools, including the Junior/Senior High School, Memorial Elementary, Lee Park Elementary Center, and Hanover Green Elementary. Using the Hanover Area School District and its administration for passage of MS4 information allows a direct link to the teachers, students, and parents of the Township. Education here includes hands-on activities and lectures that could be held yearly with students. The students within the Township are particularly important because they will be possible landowners of the future within the Township.
- **Business District within Hanover Township:** The Business District includes the commercial, industrial, and retail businesses within the Township. The majority of the Business District is focused along the Sans Souci Parkway and South Main Street. Many of the businesses in this corridor include typical businesses such as restaurants (Pizza L'Oven, Half Circle Barbecue, etc.), gas stations, fast food establishments, pharmacies, private businesses, and large businesses (Air Products, the Wyoming Valley Sanitary Authority, Nardone Brothers, etc.), including those within the Industrial Park. In a recent inventory of the businesses within the Township, it was determined that the Township is home to approximately 128 large and small businesses. This inventory can be seen in **Appendix B**, which lists each of the 128 businesses that were identified in the Township. Including businesses within the MS4 Program is essential for management and prevention of stormwater pollution.
- **Developers in Hanover Township:** Developers in the Township are a small percentage of the community, but also need to be involved in the PEO and PIPP programs. The developers need to be aware of stormwater management practices and cannot add pollution to the stormwater system through development. Developers will be treated the same as the business district, except education and outreach activities will focus on their practices.

By successfully identifying the stakeholder groups, distributing materials, holding education sessions, and involving the groups in local stormwater activities, the Township will be able to educate the community about the importance of stormwater control and the resulting benefits of maintaining water quality. As the PEO and PIPP develops, it may be necessary to alter the audience by narrowing down the stakeholder groups even further.

The Township will also develop databases and/or spreadsheets to record and track information involving the stakeholder groups. Specifically, the Township will maintain contact information and create mailing lists that will allow the distribution of information to be less difficult. Most importantly, the Township is planning to keep updated addresses of its residents and businesses.

V. CURRENT AND PAST COMMUNITY PEOP EFFORTS

As noted previously in this plan, the Township must meet the requirements set forth by the EPA and PA DEP. In an effort to comply with MCM #1, past and current efforts used for stormwater education within the community have been identified below. Existing efforts used by the Township include the following. **Refer to the “Appendices” for all records documenting existing PEOP efforts.**

- The Township distributes the PA DEP educational brochures, including the “When it Rains, it Drains” brochure, and the stormwater flyers, including the “Pet Waste,” “Oil Slick,” “Car Wash,” and “Fertilizer” flyers within the Township.
- The Township uses its website as one method to disseminate MS4 information. The Township keeps the website updated with new links, education materials, records of previously submitted MS4 materials, and updates of new reports that have been included in the Program. The Township updates this at least once per year after submittal of the Annual MS4 Status Report. The “MS4 Information” tab is the central hub of the Township for distribution of MS4 materials, including but not limited to the individual MS4 Program plans (such as the PEOP, PIPP, IDD&E, etc.), educational flyers (such as Township-developed and PA DEP flyers), and any important links related to the State MS4 Program. The Township website can be found at the following: <http://www.hanovertownship.org/>
- The Township publishes its Meeting Minutes on its website following the monthly meetings. The Meeting Minutes always include any relevant information pertaining to the MS4 Program that was discussed, including issues with stormwater throughout the Municipality and additional measures that could be included as a part of the MS4 Program.
- The Township has an annual MS4-focused presentation at a monthly meeting at least once per year. The presentation provides educational information regarding the MS4 Program and the importance of stormwater management. The presentation is slightly different each year depending on the current focus of the MS4 Program. As the MS4 Program continually progresses, new information is added to the educational session.
- Internal training to Township employees. The training follows the practices established in the PPGHP (found under the MCM #6 section of the MS4 Program). The training is conducted formally once per year. Periodic on-the-job training is also completed, when necessary. Refer to the PPGHP for additional information.
- The Township distributes the “MS4 Informational Brochure” to the community and stakeholder groups. The brochure contains MS4 information and education tips that describe the effects stormwater can have on a community. It also gives examples of pollutants that can enter stormwater due to residential activities, such as pet waste, car fluids, gardening chemicals, and wastes/chemicals from construction activities. The Township distributes the Informational Brochure with the Recycling Calendar each year during January. Distribution of the Recycling Calendar and MS4 Informational Brochure is done door-to-door.

VI. PLANNED COMMUNITY PEOP EFFORTS

In an effort to comply with MCM #1, the Township will need to develop and implement new community outreach efforts to provide the Water Quality Stakeholders with additional stormwater education. Current plans for the community include.

- Develop and distribute additional stormwater educational materials to the majority of the Township community and the stakeholder groups, including the municipal and Township employees, the business district, the developers, and the residents/neighborhoods. Additional educational measures planned include a stormwater mailer and flyers to be distributed within the community.
- Develop and publish a bi-annual “Stormwater Newsletter” which describes stormwater regulations required by Hanover Township. The newsletter will contain MS4 information and education tips and describe the effects stormwater can have on a community. It also will give examples of pollutants that can enter stormwater due to residential activities, such as pet waste, car fluids, gardening chemicals, and wastes/chemicals from construction activities. This effort will be focused on the residents/homeowners group, but will be more than applicable to the business district. The newsletter will also report on updates within the MS4 Program and stormwater news within the Township since the previous publication. The newsletter will also be distributed on the Township website and Facebook page.
- Continual expansion and updates to MS4 information on the Township website. The Township will continue to modify and add to its current website in the coming years. The Township will keep updated versions of the individual MS4 Program plans (PEOP, PIPP, IDD&E, etc.), post newly developed education materials (such as brochures and presentations), and keep updated EPA and DEP links to MS4 info, among other things.
- Development of a stormwater educational program for the Hanover Area School District. The program is proposed to start in the winter 2016 or early 2017. The program will include a presentation detailing the following but not limited to: basic information and concepts about stormwater, stormwater mitigation techniques, and hands-on activities. The program will be given at each school (Hanover Green Elementary, Lee Park Elementary, Memorial Elementary, and the Junior/Senior High School) and tailored based on the school it is given to (i.e., the same presentation given to the elementary school, aimed at a young crowd, will not be given to the High School students, who could be given a more detailed presentation about stormwater). Additionally, the Township plans to allow students within the schools to complete projects for the MS4 Program. This could include projects for science classes or that are required senior projects for graduation.
- Displays and posters will be kept in the Municipal Building as well as other Township-owned buildings. These will be targeted at the entire community, but specifically at the business district, developers, municipal employees, and residents. Displays and poster will be displayed in the building lobby.
- Installation of storm drain placards and/or use of storm drain stenciling along catch basins across the Township. The placards will contain the description “No Dumping. Only Rain in the Drain” or something similar. The placards are used to as reminder to the stakeholder groups to keep pollutants out of the storm drains. It is an education measure that teaches good habits but also acts as a visual reminder to anyone passing the inlets.
- Provide stormwater management requirements to developers and property owners as a part of the construction permitting process.
- Establishing an MS4-related block at Municipal Meetings where community members’ questions and concerns about stormwater could be answered and/or reported. This activity will be focused towards the residents and will depend on the interest the public takes in stormwater management. In order for this activity to be effective, it will be necessary to involve the community with our other education and outreach efforts.

VII. ADDITIONAL PLANNED COMMUNITY PEOP EFFORTS

In addition to the efforts laid out in the previous section, the following efforts could be utilized for specific stakeholder groups. The previous section was more general and is to be applied to all the stakeholder groups. The following proposed activities will be focused towards specific groups:

- Township Residents and Neighborhoods: the focus with residents is primarily behavioral change and the active involvement in education. It will be difficult to keep residents active at all times, but behavioral change through education will create repeatable habits.
 - Lawn fertilization: the Township will include information in the MS4 Informational Brochure about lawn fertilization. This information will include best practices for the frequency fertilizers should be applied, the amount, and the proper technique in doing so in order to reduce pollution from residential areas.
 - Educational inserts included with the MS4 Informational Brochure that present the following: educational information of how the MS4 system works, where it discharges to, and the negative water quality effects that could occur in Solomon Creek, Nanticoke Creek, Warrior Creek, Sugar Notch Run, Spring Run, and the Susquehanna River from illicit dumping in the MS4.
 - Neighborhood and MS4 cleanup projects, which will serve as not only an educational tool for helping residents learn how to properly manage inlets and other storm sewer structures, but will also fulfill requirements for the PIPP.
- Township and Municipal Staff: the focus of education and outreach with Township and Municipal staff will be on good housekeeping procedures, which will be included the PPGHP. A few of the practices that will be taught from training include how to maintain good housekeeping principles at the Township facilities, parks, and buildings.
- The Hanover Area School District: specific education and outreach efforts towards the school district include the previously discussed education program as well as a comprehensive tour around the Township and the MS4 system. The tour will serve as a visual to students and a chance to show how an MS4 system works in practice.
- Business District and Developers: specific education and outreach efforts towards the business district and developers are to include providing educational posters at local businesses, including at garages, banks, and grocery stores within the Township. All educational materials will be hung on bulletin boards there.

VIII. EVALUATION OF PEOP

It is the goal of the Township not only to provide educational and outreach opportunities to the community, but also to ensure that the Township is providing an effective and beneficial program. Though the overall effects of the program will be difficult to monitor at first, the Township will need to continue to examine the effectiveness and success of the PEOP. A few metrics to be implemented:

- Record the total number of MS4 Informational Brochures sent out each year to every stakeholder group.
- Record the number of website hits on just the MS4 page on the Township website.

- Record the number of participants at municipal meeting presentation given on stormwater through a sign-in sheet.
- Bi-annual Newsletter circulation information and frequency/amount/type of inserts included with the bi-annual Newsletter each month/year.
- Number of pamphlets and/or fliers distributed at Township-owned buildings.

IX. ADDITIONAL OPPORTUNITIES FOR EDUCATION AND OUTREACH

Throughout the development and implementation of the PEOP, other opportunities for public education and outreach will be developed. It is the goal of the Township to continually develop and improve the PEOP program to better inform and educate the community members about stormwater issues, as well as to maintain compliance with PA DEP and EPA MS4 requirements. Ultimately, the Township will revise and adapt the PEOP in reporting periods to come to address weaknesses and reflect the overall progress of the Program.

X. PIPP PURPOSE AND GOALS

The following presents the Public Involvement and Participation Program (PIPP) for Hanover Township. The primary goal of the PIPP is to solicit public input and to involve the public in the decision-making process. The PIPP is similar to the PEOP and looks to achieve similar outcomes: a community that is educated, aware, and able to assist in stormwater management to help prevent stormwater pollution.

The purpose of public involvement and participation is to engage the public in the development, implementation, and evaluation of the stormwater program. Whether it is through attendance at municipal meetings or involvement in cleanout of stormwater drains, the PIPP looks to involve the public in of stormwater management within the local community. By encouraging the community to become involved through the PIPP, it will also assist with stormwater education. Therefore, the development of the PIPP establishes practices in the community that will help to prevent future stormwater pollution and expand upon education the public has received through the PEOP.

The main principals of the PIPP can be categorized under the following:

- **Public Awareness:** to make the public aware of the comprehensive planning process
- **Public Education:** to provide the public with balanced and objective information to assist them in understanding the problem, alternatives, and/or solutions.
- **Public Input:** to obtain feedback on issues, alternatives, and/or decisions
- **Public Interaction:** to work directly with the public throughout the process to ensure that public issues and concerns are consistently understood and considered
- **Public Partnership:** to place decision-making responsibilities in the hands of the public.

Using these principals as a guideline, the Township has developed goals that could be achieved through their PIPP. A few of the goals that Hanover Township's PIPP looks to achieve include:

- Establishment of opportunities for the public to participate in the decision-making processes associated with the development, implementation, and update of stormwater programs.

- Solicit public notice and opportunities for public review, input, and feedback prior to adoption of any ordinance that involves stormwater management.
- Regularly solicit public involvement and participation from water quality stakeholder groups.
- Regularly solicit public reporting of suspected illicit discharges.
- Encourage public participation in community activities such as waterway cleanup or restoration.
- Participate in and support local watershed groups' meetings and awareness events.
- Assist the public in efforts to implement the Stormwater Management Plan and MS4 Program.
- Conduct public meetings to discuss the on-going implementation of the Stormwater Management Plan.
- Make periodic stormwater reports available to the public on the website and available in physical copy at the municipal building.

XI. CURRENT AND PAST COMMUNITY PIPP EFFORTS

As noted previously in this plan, the Township must meet the requirements set forth by the EPA and PA DEP. In an effort to comply with MCM #2, past and current efforts used for public involvement and participation within the community have been identified below. **Refer to the "Appendices" for all records documenting existing PIPP efforts.**

- The Township has an annual MS4-focused presentation at a monthly meeting at least once per year. The presentation provides educational information regarding the MS4 Program and the importance of stormwater management. The presentation is slightly different each year depending on the current focus of the MS4 Program. As the MS4 Program continually progresses, new information is added to the educational session. Please refer to the PEOP section of this document for additional information.
- The Township solicits public comments regarding stormwater issues at monthly municipal meetings. Comments are tracked by the municipality through to resolution. A record of the comments are kept by the Township. The Township also solicits ideas from the public regarding MS4 involvement activities, including community service possibilities and education sessions. Comments are published in the Meeting Minutes.
- Adequate public notice and opportunities for review/comments are given to the public before the adoption of any **new stormwater ordinance**. Review of the new changes occur at municipal meetings and the public is given the chance to submit comments/concerns and voice their opinions about proposed changes. Any changes that occur are published in the Meeting Minutes.
- Adequate public notice and opportunities for review/comments are given to the public before **any changes are finalized in the PIPP**. The changes are be reviewed at municipal meetings and the public is given a chance to submit comments and express their opinions about proposed changes. Any changes that occur are published in the Meeting Minutes.

- The Township maintains a recycling program and encourages the community members to participate. Recycling at the Township includes recycling of plastic, newspaper, and cardboard among other products. A full breakdown of items accepted into the Township Recycling Program can be found in **Appendix B**.

XII. PLANNED COMMUNITY PIPP EFFORTS

In an effort to comply with MCM #2, the Township has developed and implemented new public participation activities as well as to encourage the public's involvement and participation in the other stormwater-related activities. Planned efforts to fulfill the requirements of MCM #2 include:

- The Township will create and organize an "MS4 Taskforce" to assist in the operation of the stormwater management program, specifically assisting the Township in fulfilling the requirements of MCM #2, but also to assist with the entire MS4 Program. The Township will attempt to create a committee that has representatives from each stakeholder group. It is the intention of the Township to involve all of the stakeholder groups, and this is a crucial step in making that so. The MS4 Taskforce will be responsible for routine management of the MS4 Program and will coordinate with the Township Engineer on applicable matters. This measure will be implemented within the Township in late 2016 or early 2017.
- The Township will establish an "MS4 Block" at Municipal Meetings where community members' questions and concerns about stormwater could be answered and/or reported. It will be at this time that community members will have the chance to be involved in the decision-making processes related to the MS4 Program. The community is given a chance to hear about proposed changes and activities within the MS4 Program, including new measures to be enacted, and provide comments to the Commissioners.
- The Township will publicly establish the use of a "stormwater hotline," giving stakeholder groups the ability to report any issues associated with local stormwater. The stakeholder groups will be able to contact the Municipality anytime a stormwater issue is seen. The Township keeps track of issues through a log kept for the stormwater hotline. The Township presently keeps track of issues, but will make aware to the community that stormwater issues and anything related to the MS4 Program could also be reported to the "hotline."
- The Township will solicit public opinions and ideas for proposed stormwater community activities that could be used in fulfillment of MCM #2. The Township will send out a Questionnaire annually soliciting suggestions for possible stormwater community activities. The Questionnaire will be developed in the 2016-2017 Reporting Period.
- The Township, with the help of the MS4 Committee and Township Engineer, will review the PIPP annually and revise it as necessary.
- The Township will make available all the stormwater-related materials (such as ordinances and MS4 materials) and MS4 Annual Status Reports on the website. The Township will also maintain physical copies of these documents at the municipal building if community members wish to have them in physical form.
- A special mailer will be prepared for sending out to water quality stakeholders to inform them of planned MS4 activities, including storm drain marking and stenciling, park cleanups, and Adopt-a-Highway programs to name a few possible programs. The mailer will be sent to give

the public notice well in advance of upcoming events. The event information will also be posted on the Township website.

- Hanover Township will solicit the assistance of nearby groups and organizations, such as local Boy Scout troops and colleges and universities such as Wilkes University and Kings College for both participation and involvement in local stormwater activities.

XIII. ADDITIONAL INFORMATION ON PLANNED COMMUNITY PIPP EFFORTS

The following presents additional information about public involvement/participation efforts as it relates to the PEOP:

- Inlet Stenciling: stenciling the MS4 system within various neighborhoods and housing developments with the help of the stakeholder groups, especially among the residents and business district groups, will create more awareness within the community. This activity is particularly important because it is a hands-on project, but also leaves a sign that will constantly be visible within the community.
- Student Projects and Boy Scout Involvement: the Township will look to involve those willing students at the Hanover Area School District in MS4-related projects that could include education and/or field trips. The Township may also solicit assistance from the Hanover Junior/Senior High School for MS4 educational presentations to be given to the elementary schools.

XIV. EVALUATION OF PIPP PROGRAM

It is the goal of Hanover Township not only to provide public involvement and participation opportunities to the community, but also to ensure that the Township is providing an effective and beneficial program. Unlike the PEOP, metrics to monitor the effectiveness of the PIPP are more numerous and give a better idea of how the program is performing. A few metrics that the Township will easily implement include:

- Evaluating the effectiveness of the MS4 Taskforce and their ability to help the municipality with its stormwater management program, specifically tasks involving public involvement and participation (once the Taskforce has been established).
- Tracking the number of community members who attend monthly municipal meetings.
- Recording the number of community members at the MS4-focused meeting.
- Recording the number of Annual Report comments received from the community.
- Recording the number of MS4 Program plan comments received from the community.
- Recording detailed notes of comments made by community members regarding MS4-related activities.
- Recording the number of mailers sent out involving notice of activities for MCM #2.
- Recording the number of community members who attend MS4-related activities, such as storm drain stenciling, Adopt-A-Highway events, etc.

- Recording the number of website hits on the website, specifically on community members viewing the annual reports, stormwater ordinances, or the MS4 program.
- Number of community members visiting the municipal building to view and/or receive a copy of either annual reports, stormwater ordinances, or the MS4 program.

XV. ADDITIONAL OPPORTUNITIES FOR PUBLIC INVOLVEMENT/PARTICIPATION

Throughout the development and implementation of the PIPP, other opportunities for public involvement and participation will be developed. It is the goal of the Township to continually develop and improve the PIPP to involve the community, especially the water quality stakeholders as much as possible in stormwater management in the Township. It is also the goal of the Township to meet PA DEP and EPA MS4 requirements. Ultimately, the Township will revise and adapt the PIPP in reporting periods to come to address weaknesses and reflect the overall progress of the program.