ANNUAL REPORT

Arizona Pollutant Discharge Elimination System (AZPDES)
Small Municipal Separate Storm Sewer System (MS4) General Permit
(AZG2016-002)

Regulated Small Municipal Separate Storm Sewer Systems (MS4s) must submit an Annual Report (AR) to the Arizona Department of Environmental Quality (ADEQ) before September 30 each year. Permittees must complete an Annual Report and submit the original, signed document to:

Arizona Department of Environmental Quality
Surface Water Section/Stormwater & General Permits Unit (5415A-1)
1110 West Washington Street, Phoenix, AZ 85007

A. REGULATED SMALL MS4 INFORMATION

Annual Report for Reporting Year: 2016 - 2017

LTF Number:	65730	Name of MS4:	City of Chandler		
Primary Contact:	Dave Verhelst			Title:	Stormwater Programs Coordinator
Mailing Address:	PO Box 4008, Mail Stop 909				
City:	Chandler	Zip Code:	85244	County:	Maricopa
Telephone Number:	480-782-3503	Email Address:	david.verhelst@chandleraz.gov		

☐ Non-Traditional MS4 ☒ City/County Estimated Population: 255,464

Is another entity responsible for any satisfying any permit requirements (6.4b): ☐ Yes ☒ No. If yes, complete the following questions; if no, continue to Section B.	Identify Partnered Entity: N/A
Provide a description of permit requirements being implemented by another entity: N/A	Type of Legally-binding Agreement: N/A

B. MAPPING (4.0 and 8.4(b))

1. **Provide a narrative description of the permittee's mapping progress:** The City maintains a robust mapping program that identifies structures associated with the municipal separate storm sewer system that includes, but may not be limited to roads with drainage systems, municipal streets, catch basins, curbs, gutters, man-made channels, outfalls and other storm drainage structures that are owned or operated by the City and convey stormwater to Waters of the U.S.

2. **Number of outfalls currently mapped:** 19	3. **Outfall mapping – Percent Complete:** 100 %
4. **Storm Sewer System Mapping** **Percentage Complete:** 100 %	5. **Identification of Waters of the U.S. that receive discharges from the outfalls:** Gila Drain **Percentage Complete:** 100 %

6. **Has land been annexed into the MS4 since the previous reporting year:** ☒ Yes ☐ No (4.2).

   If yes, complete the following:

   a) **Total area annexed since last annual report:** 12.4 acres

   b) **Mapping of new area – Percent complete:** 100%

   c) **Are BMPs fully implemented in annexed area:** ☒ Yes ☐ No

   d) **Provide a description of BMP implementation for areas annexed into the regulated MS4 since the last reporting period:**
   Mapping of storm sewer system, response to IDDE related concerns, enforcement of City Code & Ordinances, inspection and maintenance of storm drainage structures, post-construction inspections, inspections of construction activity.

C. PROGRAM EVALUATION (8.1.1 and 8.4d)

Provide a written assessment of the appropriateness of identified best management practices and progress toward achieving identified measurable goals for each minimum control measure.

Public Education and Outreach: Distribute educational materials that promote increased stormwater awareness that includes but is not limited to articles, brochures, storm drain inlet markers, and promotional items. The City distributed 11 articles, 6,519 promotional items and brochures and purchased $3,682 worth of promotional items and procured 400 storm drain inlet markers for a total of $2,166.

A dedicated stormwater program webpage that included regulatory information, the SWMP, Annual Reports and information on pollution prevention was available and visited 702 times. The City also participates with regional organizations such as Stormwater Outreach for Regional Municipalities (STORM) and AZ Water Association to assist with outreach throughout the greater Phoenix metropolitan area.

Additionally, City staff participated in nine educational events in the City that had a draw of nearly 13,000 people and an estimated direct contact with at least 1,852 people. A school event associated with the fourth grade environmental art contest comprised of 32 schools and 688 participants.

Public Involvement and Participation: Activities included a hotline to report illicit discharges, public meetings, social media, stormwater program webpage, participation in educational events and the City's public access channel.

Illicit Discharge and Elimination Program: The following BMPs support staff in the identification and elimination of discharges into the MS4: maintaining and updating a storm sewer system map (1,065 structures were added), dry weather field screening, wet weather discharge monitoring, staff training (84 employees were trained and 24 different employees reported discharges) and staff responded to 333 incidents that prevented or contained debris and/or spills into the MS4.

Construction Activity Stormwater Runoff Control: The combination of site plan reviews, inspections of construction activity, distribution of educational materials and an inventory of sites located within the MS4 all contribute to a solid program.

Post-Construction Stormwater Management in New Development and Redevelopment: Final and one-year inspections and proactive inspections of public and private storm drainage structures all assist in identifying and correcting post-construction issues.

Pollution Prevention and Good Housekeeping Municipal Operations: BMPs such as The City's Household Hazardous Waste Collection facility, containment of bulk materials, maintenance of vehicle and equipment wash areas, staff training, street sweeping, inspection and maintenance of the storm sewer system and inspections of City facilities are key activities that will prevent or reduce pollutant runoff.

D. MCM-1: PUBLIC EDUCATION AND OUTREACH (6.4.1 and 8.1.2)					
D-1 Provide a Summary of Public Education and Outreach BMPs in the Table Following Table					
Best Management Practice	Measurable Goal (how is progress being measured)	Theme or Message	Target Audience	Final Measure of Assessment (5.1.e.3)	Summary of Results and Effectiveness (8.1.2)

Educational Materials (New BMP)	The City will develop and distribute educational materials to promote increased stormwater awareness including articles, brochures, a stormwater webpage, storm drain inlet markers and promotional items on an annual basis	Stormwater Pollution Prevention and How to report discharges	General public	The following quantities were distributed during FY 16/17: (FY 15/16) Pet Waste Bags **902** (700) Magnetic Clips **828** (788) Key Chains **287** (260) Grocery Bags **522** (473) Frisbee's 135 (**200**) Wrist Bands **551** (478) Rain Gauges 141 (**329**) Mood Pencils **995** (782) Mood Cups **560** (473) Funnels 270 (**287**) Storm Drain Dan Book 57 (**143**) Stormwater in the Desert Book **88** (0) Brochure: Only Rain in the Storm Drain – Pool Drainage **592** (566) Brochure: Storm Drains: Do you know where stormwater pollutants end up? 591 (590) 11 stormwater related articles were printed in City or private publications during the reporting period	Noted increase in distribution of educational materials to the public. Ten out of 14 items distributed during FY 16/17 increased in quantity as compared to FY 15/16 The number of IDDE calls increased from 108 in FY 15/16 to 158 in FY 16/17 The number of calls to the hotline increased from 10 calls in FY 15/16 to 11 calls in FY 16/17 The following promotional items were purchased in FY 16/17: 250 Recycled Content Grocery Bags, 500 Mood Cups, 1,000 Mood Pencils, 500 Magnetic Clips, 1,000 Wristbands, 500 Key Chains and 500 Pet Waste Bag Dispensers for a total of $3,682.81 6,519 promotional items and brochures were distributed during FY 16/17

Educational Events (New BMP)	The City will participate in educational events, community events, festivals, workshops and/or open houses	Stormwater Pollution Prevention and How to report discharges	General public	City staff participated in nine educational events. Eight events were sponsored or hosted by the City and one event was hosted by Hamilton High School (Hamilton Invitational Science and Engineering Fair)	An estimated total of 12,795 people attended the nine events in FY 16/17, with an estimated direct contact of at least 1,852 people which is equivalent to contact with approximately 14.5% of the total attendance as compared to approximately 8.7% of the total attendance in FY 15/16
Stormwater Webpage	The City's stormwater webpage will be periodically reviewed and updated to provide information on stormwater related topics	Stormwater related topics and information	City residents, local businesses, construction industry, HOA's	Information will be tracked and reviewed annually. Updates will be made as necessary to provide current and pertinent information.	18% decrease in webpage visits and a 25.2% decrease in page views as compared to FY 15/16 2 ½ minute video about stormwater pollution prevention Video is aired approximately three times per week

Regional Coordination **(New BMP)** Stormwater Outreach for Regional Municipalities (STORM) Membership	City Staff will participate in monthly meetings, committees and/or serve on the Board of Directors	Regional organization promoting stormwater quality education within the greater Phoenix metropolitan area.	General public and the regulated community	The Stormwater Programs Coordinator or Stormwater Program Specialist attended six out of the ten meetings held during FY 16/17. Members: 25 cities, towns, and non-traditional MS4s Events:108 events and 15,000 direct contacts Social Media: Increased audience engagement nearly 400%, with more than 3.5 million impressions and nearly 15,000 clicks (18+) Website: Received 13,871 webpage views, an increase of 33% from FY 2016 and webpage sessions increased by 112% from FY 2016 to 8,180 sessions A middle school activity book (Stormwater in the Desert) targeted for children ages 6-12 was developed and 38,000 books were printed	Staff will continue to participate in meetings and/or committee's or serve on the Board of Directors for the organization STORM Annual Report Site location: http://azstorm.org/about-us/annual-reports

Regional Coordination **(New BMP – Temporary)** AZ Water Association Stormwater Committee	The Stormwater Programs Coordinator and/or the Stormwater Program Specialist will participate as committee members	Advocate for Arizona's water through bold leadership, connecting professionals, providing education, and inspiring environmental stewardship	City staff and the general public	Participate in regional coordination efforts promoting greater public education and outreach whenever possible	Staff participated in one meeting during the reporting period
Article **(Temporary BMP)** *Help Prevent Trash/recycling "hot loads"* July – August 2016 **CityScope Newsletter** English and Spanish	Provide information on proper disposal of trash and recyclables	Promotes participation of the City's HHW facility	City Residents, local businesses and City employees	Mailed out to residents and local business's that receive water service. Distribution: Mail: 67,682 customers per month Ebill: 16,133 per month	Increase of 13.1% in the number of visits to the Household Hazardous Waste facility, 5.4% increase in amount of material accepted, 9.8% increase in amount of material recycled as compared to FY 15/16

Article **(Temporary BMP)** *Don't Swim in Stormwater Runoff* August 20, 2016 **SanTan Sun News**	Provide information regarding the potential safety risks as well as pollutants found in stormwater and how to reduce pollutants in stormwater	Inform the public about pollutants that may be found in stormwater and pollution prevention	City Residents	Distribution: 35,000 Approximate readership is 70,000 at 2 readers per paper. The newspaper is distributed directly to 27,250+ driveways with the remainder going to businesses, racks and box's within the coverage area of Ocotillo and the South Chandler area between Price/101 east to Val Vista, and Pecos south to Hunt Highway.	Increase in calls received on the hotline from 10 calls in FY 15/16 to 11 calls in FY 16/17
Article **(Temporary BMP)** *Don't Swim in Stormwater Runoff* August 20, 2016 **Wrangler News**	Provide information regarding the potential safety risks as well as pollutants found in stormwater and how to reduce pollutants in stormwater	Inform the public about pollutants that may be found in stormwater and pollution prevention	City Residents	Distribution: 18,600 Distribution occurs every other Saturday throughout the year directly to driveways	Increase in calls received on the hotline from 10 calls in FY 15/16 to 11 calls in FY 16/17
Article **(Temporary BMP)** *Don't Swim in Stormwater Runoff* Fall 2016 **News for Neighbors**	Provide information regarding the potential pollutants found in stormwater and tips on pollution prevention	Promotes pollution prevention	City Residents	Distribution: 900	Increase in calls received on the hotline from 10 calls in FY 15/16 to 11 calls in FY 16/17

Article **(Temporary BMP)** *Flood Zones in Chandler* November - December 2016 **CityScope Newsletter** English and Spanish	Provide information regarding the 100 year floodplain, flood insurance and how to report illicit discharges	Report illegal dumping and Illicit discharges	City Residents, local businesses and City employees	Mailed out to residents and local business's that receive water service. Distribution: Mail: 67,682 customers per month Ebill: 16,133 per month	Increase in calls received on the hotline from 10 calls in FY 15/16 to 11 calls in FY 16/17
Article **(Temporary BMP)** *Draining Pools the Right Way* Winter 2016 **News for Neighbors**	Inform residents of the proper way to drain their pools and how to report illicit discharges	Pollution prevention and reporting illicit discharges	City Residents	Distribution: 900	The number of calls reporting pool discharges increased nearly 48% from 77 in FY 15/16 to 106 in FY 16/17. Increase in calls received on the hotline from 10 calls in FY 15/16 to 11 calls in FY 16/17
Article **(Temporary BMP)** *Be the solution to stormwater pollution* December-January 2016/17 **CityScope Newsletter** English and Spanish	Provide information regarding stormwater pollution prevention	Identify common pollutants, pollution prevention and reporting illicit discharges	City Residents, local businesses and City employees	Mailed out to residents and local business's that receive water service Distribution: Mail: 67,682 customers per month Ebill: 16,133 per month	The number of calls reporting pool discharges increased nearly 48% from 77 in FY 15/16 to 106 in FY 16/17. Increase in calls received on the hotline from 10 calls in FY 15/16 to 11 calls in FY 16/17

City of Chandler 2016 Drinking Water Quality Consumer Confidence Report **June 2017** **(Temporary BMP)** English and Spanish	Provide information associated with the City's drinking water, storm water and the City's HHW facility	Stormwater pollution prevention tips, reporting of illicit discharges and how to properly dispose of household hazardous waste	City Residents	Mailed out to residents and local business's that receive water service. Distribution: Mail: 108,759 postcards	Increase in 2,308 postcards distributed in FY 16/17 as compared to FY 15/16
Article **(Temporary BMP)** *Earth Day is April 22* April-May 2017 **CityScope Newsletter** English and Spanish	Provide information regarding City services, programs and events	Pollution prevention, Promotes participation of the City's HHW facility and do not dump or discharge pollutants into the storm drain system or other rights-of-way	City Residents, local businesses and City employees	Mailed out to residents and local business's that receive water service. Distribution: Mail: 67,682 customers per month Ebill: 16,133 per month	Increase of 13.1% in the number of visits to the Household Hazardous Waste facility, 5.4% increase in amount of material accepted, 9.8% increase in amount of material recycled as compared to FY 15/16

Article **(Temporary BMP)** *Responsible pet ownership reminders* May-June 2017 **CityScope Newsletter** English and Spanish	Provide information regarding City services, programs and events	Pollution prevention, Promotes participation of the City's HHW facility and do not dump or discharge pollutants into the storm drain system or other rights-of-way	Pet owners, City Residents and City employees	Mailed out to residents and local business's that receive water service. Distribution: Mail: 67,682 customers per month Ebill: 16,133 per month	A 29% increase in the amount of pet waste bags distributed at City sponsored events as compared to FY 15/16
Article **(Temporary BMP)** *What should you do with your household hazardous waste?* May-June 2017 **CityScope Newsletter** English and Spanish	Provide information on proper disposal of household hazardous waste	Promotes participation of the City's HHW facility	City Residents, local and City employees	Mailed out to residents and local business's that receive water service. Distribution: Mail: 67,682 customers per month Ebill: 16,133 per month	Increase of 13.1% in the number of visits to the Household Hazardous Waste facility, 5.4% increase in amount of material accepted, 9.8% increase in amount of material recycled as compared to FY 15/16
Brochure *Storm Drains: Do you know where stormwater pollutants end up?*	Provide information regarding stormwater pollution prevention	Stormwater pollution prevention and reporting of illicit discharges	City Residents and others in attendance at City events	Distributed 591 brochures at public education and outreach events	Increase of one additional brochure as compared to FY 15/16 The number of calls reporting pool discharges increased nearly 48% from 77 in FY 15/16 to 106 in FY 16/17

Brochure *Only Rain in the Storm Drain* *Pool Drainage*	Provide information regarding stormwater how to properly drain a pool	Informs residents that swimming pool water cannot be discharged into City Right-of-ways	City Residents	Distributed 592 brochures at public education and outreach events	Increase of 26 additional brochures as compared to FY 15/16 The number of calls reporting pool discharges increased nearly 48% from 77 in FY 15/16 to 106 in FY 16/17
School Event Environmental Art Contest **(New BMP – Temporary)**	14th Annual 4th grade Environmental Art Contest	Stormwater Pollution Prevention, Recycling and Water Conservation	4th grade students and teachers	688 entries 32 schools participated Calendar (13 winners) Posters (6 winners)	Increase in 47 entries and 5 more schools participated in the contest as compared to FY 15/16
Storm Drain Inlet Markers	Inlet markers serve as a reminder to not dump or discharge into storm drain structures storm drain inlet markers will be installed on new structures and at locations where the markers were found to be missing	No dumping into storm drains	City residents, local businesses, construction industry	Installed 487 Inlet markers (retrofit) and 65 were installed on new or replaced drainage structures by contractors or City staff. Additional markers will be installed as needed on both existing and new catch basins and scuppers. Purchased 100 wet set and 300 flat back inlet markers during the reporting period for $2,166	Noted decrease of 37.7% for retrofit applications and a 51% decrease for new construction from FY 15/16 to FY 16/17 Assessment of the effectiveness of inlet markers is very difficult to evaluate

Landscape and Lawn Care **(COMPLETION DATE)** **June 30, 2017**	Provide opportunities for the public to learn more about landscaping and irrigation tips, receive water audits, and learn more about the low water use landscape conversion (xeriscape) and irrigation timer rebate programs	Assist in the management of irrigation runoff	General public	52 new residential low water use landscape installations, 38 low water use landscape conversions and 147 irrigation timer rebates	Noted an increase of 23.8% increase in new residential low water use landscape installation, decrease in low water use landscape conversions and a 98.7% increase in the use of smart irrigation controllers
Stormwater Signage **(COMPLETION DATE)** **June 30, 2017**	Post signage to educate the public on stormwater pollution	"Only Rain in the Storm Drain", "No Dumping" Pollution Prevention	General public	No new signs were installed during FY 16/17	No new signs were installed during FY 16/17
Classroom Presentations **(COMPLETION DATE)** **June 30, 2017**	No requests for classroom presentations were received	Only Rain in the Storm Drain, No Dumping Pollution Prevention	School age children	No requests for classroom presentations were received during FY 16/17	N/A

Hamilton High School Invitational Science and Engineering Fair **(COMPLETION DATE)** **June 30, 2017**	Participate in the annual Hamilton High School Invitational Science and Engineering Fair, an event hosting outstanding research projects from grades 5-12	Only Rain in the Storm Drain, No Dumping Pollution Prevention	General Public	Est. Attendance: 4,000 spectators and 1,500 participants from all of the Chandler Unified School District schools. Estimated # of Attendees with direct discussion of Stormwater Pollution Prevention: 175+ Promotional items distributed at the event : FY 16/17: (FY 15/16) Brochures: Storm Drains: Do You Know Where Stormwater Pollutants End Up? **117** (116) Pollution Prevention and Pool Drainage Brochures **119** (113) Pet Waste Bags **194** (125) Magnetic Clips **200** (175) Mood Pencils **250** (200) Grocery Bags **112** (104) Wrist Bands **155** (151) Funnels **80** (65) Mood Cups **120** (100) Key Chains 99 (**110**)	Noted increase in distribution of educational materials to the public. Nine out of 10 items distributed during FY 16/17 increased in quantity as compared to FY 15/16 1,446 City promotional items and/or brochures were provided and distributed during the event An additional 67 items including Stormwater in the Desert Activity books (45) and Storm Drain Dan Activity books (22) were provided by Stormwater Outreach for Regional Municipalities and were by City staff

Social Media (New BMP – Temporary)	Provide information to the public that may be associated with the City's Stormwater Program 2 ½ minute video about stormwater pollution prevention	Provide information regarding City events, pollution prevention, etc.	General public	Post 2 ½ minute video about stormwater pollution prevention Facebook posts encouraging use of Chandler's Household Hazardous Waste Facility were posted Aug. 19, 2016 and Nov. 17, 2016 Increase of 13.1% in the number of visits to the Household Hazardous Waste facility, 5.4% increase in amount of material accepted, 9.8% increase in amount of material recycled as compared to FY 15/16	Twitter followers as of June 30, 2017, were estimated to be approximately 38,000 as compared to 27,600 as of June 30, 2016, which results in an increase of 37.7% increase in followers Facebook followers as of June 30, 2017, were estimated to be approximately 11,500 as compared to 9,615 as of June 30, 2016, which results in an increase of 19.6 % increase in followers The video was also posted to the City's YouTube Channel and it has received 320 views to date

D-2. DESCRIPTION OF CHANGES IN IDENTIFIED BMPS OR MEASUREABLE GOALS (8.1.3 and 8.4(I)

Have there been any modifications to BMPs during this reporting period: ☐ Yes ☒ No.

If yes, provide a brief explanation of each modification below (Add Rows as Necessary).

ADEQ Directed (8.1.4)	BMP Modified	Analysis of Why BMP Was Ineffective or Infeasible	Analysis of Why BMP is Expected to Achieve Goals
☐ Yes	N/A	N/A	N/A

D-3. PUBLIC EDUCATION AND OUTREACH (6.4.1)
Provide a summary of activities planned for the next reporting period in the following table

Best Management Practice	Measurable Goal (steps to measure progress)	Summary of Planned Activities	Proposed Schedule
Educational Materials	The City will develop and distribute educational materials to promote increased stormwater awareness including articles, brochures, a stormwater webpage, storm drain inlet markers and promotional items on an annual basis	Distribute educational materials such as promotional items that promote and increase awareness of stormwater, pollution prevention and how to report illicit discharges	Throughout the year
Educational Events	The City will The City will participate in educational events, community events, festivals, workshops and/or open houses	Provide educational materials to the target audience to increase knowledge of pollutants in stormwater	Throughout the year
Stormwater Program Webpage	Promote education and communication on stormwater related topics	Review and/or revise content at least one time during the year	Throughout the year
Regional Coordination Stormwater Outreach for Regional Municipalities (STORM) Membership	Participation will be tracked and reported annually	City Staff will participate in monthly meetings, committees and/or serve on the Board of Directors	Throughout the year

Regional Coordination (Temporary BMP) AZ Water Association Stormwater Committee	Participation will be tracked and reported annually	The Stormwater Programs Coordinator and/or the Stormwater Program Specialist will participate as committee members	Throughout the year
School Event (Temporary BMP)	Participate in the 4th grade Environmental Art Contest and/or provide education and outreach to at least one classroom or school age group.	Provide educational materials to the target audience to increase knowledge of pollutants in stormwater	January thru May 2018

E. MCM-2: PUBLIC INVOLVEMENT AND PARTICIPATION (6.4.2 and 8.1.2)

E-1. Provide a Summary of Public Involvement and Participation BMPs Implemented During the Reporting Period in the Following Table

Best Management Practice	Measurable Goal (steps to measure progress)	Theme or Message	Target Audience	Percent of Target Audience Reached	Summary of Results and Effectiveness (8.1.2)
Hotline	Document the number of calls received from the public reporting IDDE related issues	Report Illicit Discharges	General public	City staff responded to and investigated 100% of the IDDE calls that were received on the hotline	Increase in calls received on the hotline from 10 calls in FY 15/16 to 11 calls in FY 16/17
Stormwater Program Webpage	Document the number of webpage visits and page views 2 ½ minute video about stormwater pollution prevention	Stormwater Pollution Prevention and How to report illicit discharges	General public	Chandleraz.gov total visits: 2,010,728 Page views: 5,149,397 Stormwater Program Page visits: 702 (0.30%) Page Views: 964 (.02%)	Decrease in webpage visits (702) and page views (964) in FY 16/17 as compared to (856) and (1,289) respectively Video is aired approximately three times per week
School Event (New BMP – Temporary)	Participate in the 4th grade Environmental Art Contest and/or provide education and outreach to at least one classroom or school age group. Document the number of entries and schools that participate in the event	Stormwater Pollution Prevention, Recycling and Water Conservation	4th Grade teachers and students	Approximately 192 public, private and charter 4th grade classrooms are provided with calendars and entry forms. 32 schools comprising of approximately 162 classrooms participated during the reporting period	7.3% increase in the number of entries and 5 more schools (18.5%) participated in the contest as compared to FY 15/16 An estimated 110 people attended the event as compared to approximately 105 attendees in FY 15/16

Educational Events (New BMP)	Estimate and document attendance and direct contacts with the public	Stormwater Pollution Prevention and How to report illicit discharges	General public	An estimated total of 12,795 people attended the nine events in FY 16/17, with an estimated direct contact of at least 1,852 people which is equivalent to contact with approximately 14.5% of the total attendance	City staff participated in nine educational events. Eight events were sponsored or hosted by the City and one event was a hosted by Hamilton High School (Hamilton Invitational Science and Engineering Fair) An estimated total of 12,795 people attended the nine events in FY 16/17, with an estimated direct contact of at least 1,852 people which is equivalent to contact with approximately 14.5% of the total attendance as compared to approximately 8.7% of the total attendance in FY 15/16
Cable TV (Chandler Channel 11 (New BMP – Temporary)	Promote education and communication on stormwater related topics Document the estimated number of times that stormwater messages are aired	"Only Rain in the Storm Drain" and "Do you know where stormwater pollutants end up?" 2 ½ minute video about stormwater pollution prevention	General public	Metrics associated with viewership of the public access channel are not available from the local cable providers	Slides are aired approximately ten times per day Video is aired approximately three times per week

Public Meetings	Conduct public meetings associated with the City's Stormwater Program	Provide information to the public regarding construction projects that included stormwater collection and/or distribution components or other information associated with the City's Stormwater Program	General public	**11/19/16** Chandler Heights Rd TA (710) Attendance (15) (2.11%) **11/16/16** South Arizona Ave Improvements #1 TA (1,676) Attendance (32) (1.91%) **12/13/16** Cooper Rd Improvements #1 TA (1,494) Attendance (41) 2.74% **12/14/16** Alma School Rd/Chandler Blvd TA (6,313) Attendance (9) (0.14%) **3/1/17** South Arizona Ave Improvements #2 TA (1,676) Attendance (24) (1.43%) **3/28/17** Cooper Rd Improvements #2 TA (1,494) Attendance (74) (4.95%)	During the reporting period, the City's Communications & Public Affairs Department worked with the Transportation & Development Department held six public meetings involving construction projects that included storm water collection and/or distribution components. Meeting notices were mailed to the media and to homes and businesses located near the project. The meetings provided adjacent property owners and surrounding residents an opportunity to ask questions and comment on the design plans. Project managers answer any questions that arise about the project. Attendance at the meetings was estimated to be 195 Additionally, Stormwater Program staff participated in a public education and outreach booth at two of the Mayor's Listening tour meetings where we had direct contact with approximately 32 residents

Social Media (New BMP – Temporary)	Provide information to the public that may be associated with the City's Stormwater Program 2 ½ minute video about stormwater pollution prevention	Provide information regarding City events, pollution prevention, etc.	General public	Post 2 ½ minute video about stormwater pollution prevention Facebook posts encouraging use of Chandler's Household Hazardous Waste Facility were posted Aug. 19, 2016 and Nov. 17, 2016 Increase of 13.1% in the number of visits to the Household Hazardous Waste facility, 5.4% increase in amount of material accepted, 9.8% increase in amount of material recycled as compared to FY 15/16	Twitter followers as of June 30, 2017, were estimated to be approximately 38,000 as compared to 27,600 as of June 30, 2016, which results in an increase of 37.7% increase in followers Facebook followers as of June 30, 2017, were estimated to be approximately 11,500 as compared to 9,615 as of June 30, 2016, which results in an increase of 19.6 % increase in followers **The video was also posted to the City's YouTube Channel and it has received 320 views to date**
Regional Coordination (New BMP) Stormwater Outreach for Regional Municipalities (STORM) Membership	Membership in good standing. City Staff will participate in monthly meetings , committees and/or serve on the Board of Directors	Regional organization promoting stormwater quality education within the greater Phoenix metropolitan area	General public, the regulated community and City staff	The Stormwater Programs Coordinator or Stormwater Program Specialist attended six out of the ten meetings held during FY 16/17. Members: 25 cities, towns, and non-traditional MS4 members Events:108 events and 15,000 direct contacts Social Media: Increased audience engagement nearly	Staff will continue to participate in meetings and/or committee's or serve on the Board of Directors for the organization STORM Annual Report Site location: http://azstorm.org/about-us/annual-reports

				400%, with more than 3.5 million impressions and nearly 15,000 clicks (18+) Website: Received 13,871 webpage views, an increase of 33% from FY 2016 and webpage sessions increased by 112% from FY 2016 to 8180 sessions A middle school activity book (Stormwater in the Desert) targeted for children ages 6-12 was developed and 38,000 books were printed	
Regional Coordination (New BMP – Temporary) AZ Water Association Stormwater Committee	The Stormwater Programs Coordinator and/or the Stormwater Program Specialist will participate as committee members	Advocate for Arizona's water through bold leadership, connecting professionals, providing education, and inspiring environmental stewardship	General public, the regulated community and City staff	The AZ Water is a 501(c)(3)nonprofit educational organization founded in 1928 with a membership of 2,700 water, wastewater and stormwater professionals dedicated to preserving and enhancing Arizona's water environment The Stormwater Committee currently	Participate in regional coordination efforts promoting greater public education and outreach whenever possible Staff participated in one meeting during the reporting period
Annual SWMP Review (New BMP)	The SWMP and Annual Report will be posted on the City's Stormwater Program Website	Provide awareness of and participation in the review and implementation of the City's SWMP	General Public	Pending Meeting	The SWMP and Annual Reports will be posted throughout the year

E-2. Description of Changes to BMPs and Measurable Goals (8.1.3 and 8.4(I))			
a) Have there been any modifications to BMPs during this reporting period: ☐ Yes ☒ No. If yes, complete Section b, below (Add Rows as Necessary).			
b) Summary of BMP Modifications			
ADEQ Directed (8.1.4)	BMP Modified	Analysis of Why BMP Was Ineffective or Infeasible	Analysis of Why BMP is Expected to Achieve Goals
☐ Yes	N/A	N/A	N/A

E-3. PUBLIC INVOLVEMENT AND PARTICIPATION (6.4.2)
Provide a Summary of Activities Planned for the Next Reporting Period in the Following Table

Best Management Practices	Measurable Goal (steps to measure progress)	Summary of Planned Activities	Proposed Schedule
Hotline	Maintain a dedicated phone number with voice mail capabilities that the public can call to report illicit discharges	Document the number of calls received from the public reporting IDDE related issues	Throughout the year
Stormwater Program Webpage	The City's stormwater webpage will be periodically reviewed and updated to provide information on stormwater related topics. The webpage will also include a copy of the City's SWMP and annual reports	Document the number of webpage visits and page views 2 ½ minute video about stormwater pollution prevention	Throughout the year
School Event (Temporary BMP)	Participate in the 4th grade Environmental Art Contest and/or provide education and outreach to at least one classroom or school age group. Document the number of entries and schools that participate in the event	Promote stormwater pollution prevention, recycling and water conservation programs. Document the number of entries and schools that participate in the event	January thru May 2018
Educational Events	Staff will participate in a minimum of four outreach events during the year Estimate and document attendance and direct contacts with the public	The City will participate in educational events, community events, festivals, workshops and/or open houses	Throughout the year
Cable TV (Chandler Channel 11 (Temporary BMP)	Promote education and communication on stormwater related topics Document the estimated number of times that stormwater messages are aired	Stormwater Pollution Prevention information will be aired on public access channel	Throughout the year

Public Meetings	Conduct public meetings associated with the City's Stormwater Program	Provide information to the public regarding construction projects that included stormwater collection and/or distribution components or other information associated with the City's Stormwater Program	Throughout the year
Social Media (Temporary BMP)	Provide information to the public that may be associated with the City's Stormwater Program	Provide information regarding City events, pollution prevention, etc.	Throughout the year
Regional Coordination Stormwater Outreach for Regional Municipalities (STORM) Membership	Participation will be tracked and reported annually	City Staff will participate in monthly meetings, committees and/or serve on the Board of Directors	Throughout the year
Regional Coordination (Temporary BMP) AZ Water Association Stormwater Committee	Participation will be tracked and reported annually	The Stormwater Programs Coordinator and/or the Stormwater Program Specialist will participate as committee members	Throughout the year
Annual SWMP Review	The SWMP and Annual Reports will be posted on the City's Stormwater Program Website	Provide awareness of and participation in the review and implementation of the City's SWMP	December 2017 - January 2018

F. MCM-3: ILLICIT DISCHARGE DETECTION AND ELIMINATION (IDDE) PROGRAM (6.4.3 and 8.1.2)

F-1. Provide a Summary of Illicit Discharge Detection and Elimination BMPs Implemented During the Reporting Period in the Following Table

Best Management Practice	Measurable Goal (steps to measure progress)	Completed (Yes or No)	Date of Implementation	Percent of Target Audience Reached	Summary of Results and Effectiveness (8.1.2)
Storm Sewer System Mapping	GIS features associated with storm drain structures will be added into the system following final inspections and submittal of as-built information has been confirmed. Additional features may be added and/or revised when necessary	Yes	On-Going	N/A	1,065 new public (102) and private (963) structures were collected during FY 16/17 as compared to 1,348 structures collected in FY 15/16 which results in a decrease of 21% due to a decrease in construction activity
Visual Dry Weather Outfall Monitoring	Inspections of City structures identified as dry weather field screening points will occur twice per year	Yes	On-Going	N/A	Conducted dry weather outfall monitoring of 19 structures two times during the reporting period
Visual Stormwater Discharge Monitoring (New BMP)	The City will monitor a minimum of five representative outfalls two times during each wet season	Yes	March 2017	N/A	Conducted monitoring activity at five locations

IDDE Staff Training	Appropriate City staff will be trained on the IDDE program	Yes	On-Going	84 employees were trained to identify and report illicit discharges	26 different City employees from five Departments and eight Divisions reported discharges during the reporting period for a total of 95 calls for service.
Legal Authority Review (New BMP)	Inspection Standard Operating Procedures and documentation procedures will be evaluated	No	Spring 2018	N/A	Pending Implementation
Illicit Discharge Response	Investigate illicit discharges and attempt to identify the source	Yes	On-Going	100%	The number of IDDE calls increased from 108 in FY 15/16 to 158 in FY 16/17
Hotline (COMPLETION DATE) June 30, 2017	Document the number of calls received from the public reporting IDDE related issues	Report Illicit Discharges	June 30, 2017	City staff responded to and investigated 100% of the IDDE calls that were received on the hotline	Increase in calls received on the hotline from 10 calls in FY 15/16 to 11 calls in FY 16/17
Storm Drain Video (COMPLETION DATE) June 30, 2017	Video storm sewer system structures		June 30, 2017	N/A	No storm sewer system structures were inspected / surveyed via video during the reporting period
Site Plan Review (COMPLETION DATE) June 30, 2017	Review plans to identify illicit connections into the storm sewer system	No	June 30, 2017	N/A	Noted a 38.4 % decrease in site plans reviewed from FY 15/16 (99) to FY 16/17 (61)

Spill Prevention and Containment (COMPLETION DATE) June 30, 2017	Prevent and/or containment of debris, materials and spills that may enter the storm sewer system	Yes	June 30, 2017	N/A	A total of 333 incidents were resolved. The Streets Division responded to and resolved 323 incidents that occurred on/or within City ROW and the Environmental Management Division responded to 10 incidents that were associated with City facilities/services or response to incidents beyond the scope of the Streets Division

F-2. DESCRIPTION OF CHANGES IN IDENTIFIED BMPS OR MEASUREABLE GOALS (8.1.3 and 8.4(l))
BMP modifications: ☐ Yes ☒ No. If yes, provide a brief explanation of each modification below (Add Rows as Necessary).

ADEQ Directed (8.1.4)	BMP Modified	Analysis of Why BMP Was Ineffective or Infeasible	Analysis of Why BMP is Expected to Achieve Goals
☐ Yes	N/A	N/A	N/A

F-3. IDDE Staff Training (6.4.3.10)

Frequency of Training	Date of Training Event	Training Subject	Number of Employees Trained
Biennial	September 2, 2016	SWMP, IDDE Awareness for Development Services staff	10
Biennial	February 22, 2017	SWMP, IDDE Awareness for Meter Services staff	7
Biennial	February 23, 2017	SWMP, IDDE Awareness for Fleet Services staff	6
Biennial	March 16, 2017	SWMP, IDDE Awareness for Water Quality staff	14

Biennial	March 21, 2017	SWMP, IDDE Awareness for Buildings and Facilities staff	14
Biennial	April 4, 2017	SWMP, IDDE Awareness for Aquatics staff and Pre-treatment staff	15
Biennial	April 24, 2017	SWMP, IDDE Awareness for Water Treatment Plant staff	6
Biennial	May 17, 2017	SWMP, IDDE Awareness for Code Enforcement staff	12
Annually	March 3, 2017	8-Hour HazWOpER refresher – Identification of chemical, physical and biological hazards that may be present on sites, use of personal protective equipment, work practices to minimize risks from hazards and safe use of engineering controls and equipment	15
Annually	March 22, 2017	8-Hour HazWOpER refresher	34
Annually	March 23, 2017	8-Hour HazWOpER refresher-	32
Annually	March 28, 2017	8-Hour HazWOpER refresher	21
Annually	March 30, 2017	8-Hour HazWOpER refresher	39
Initial	March 6, 2017	40-Hour HazWOpER training	5

F-4. Illicit Discharge Identification and Response (6.4.3.5)

Date of Discovery	Method of Discovery	Type of Pollutants	Source	Estimated Duration of Illicit Discharge	Estimated Quantity	Date of Elimination	Escalated Enforcement Action Required?
6/30/16	Telephone	Oil	Construction	2 days	3 large spots	7/6/16	No
6/30/16	Telephone	Pool Water	Pool	1 day	Unknown	7/1/16	No
6/30/16	Public Stuff App	Pool Water	Pool	1 day	Unknown	7/1/16	No
7/7/16	Telephone	Pool Water	Pool	1 day	Unknown	7/8/16	No
7/7/16	Telephone	Pool Water	Pool	1 day	Unknown	7/8/16	No
7/8/16	Field Observation	Pool Water / DE	Pool	1 day	Unknown	7/11/16	No
7/11/16	Telephone	Oil	Vehicle	Unknown	1 large spot	7/15/16	No
7/13/16	Hotline	Sediment	Construction	2 days	Unknown	7/15/16	No
7/18/16	In-person	Sediment	Construction	1 day	Unknown	7/18/16	No
7/22/16	Telephone	Oil	Vehicle	8 days	Several small spots	8/2/16	No
7/26/16	In-person	Leaves/debris	Landscape	1 day	Unknown	7/29/16	Letter
7/31/16	Email	Pool Water	Pool	1 day	Unknown	7/31/16	No
8/1/16	Telephone	Pool Water	Pool	1 day	Unknown	8/1/16	No
8/3/16	Work Request	Sediment	Business	2 days	Unknown	8/5/16	No
8/3/16	Telephone	Pool Water	Pool	1 day	Unknown	8/3/16	No
8/3/16	Telephone	Pool Water	Pool	1 day	Unknown	8/3/16	No
8/10/16	Telephone	Pool Water	Pool	1 day	Unknown	8/10/16	No

8/16/16	Telephone	Pool Water	Pool	1 day	Unknown	8/17/16	No
8/17/16	Telephone	Pool Water/Sediment	Pool	1 day	Unknown	8/19/16	No
8/19/16	Telephone	Oil or Gas	Vehicle	1 day	Unknown	8/22/16	No
8/23/16	Telephone	Pool Water	Pool	1 day	Unknown	8/23/16	No
8/24/16	Telephone	Pool Water	Pool	1 day	Unknown	8/24/16	No
8/25/16	Telephone	Pool Water	Pool	1 day	Unknown	8/26/16	No
8/30/16	Telephone	Oil	Vehicle	Unknown	Unknown	10/12/16	No
8/31/16	Telephone	Pool Water	Pool	1 day	Unknown	9/6/16	No
9/2/16	Telephone	Paint	Paint Brushes	< 1 day	Unknown	9/2/16	No
9/2/16	Field Observation	Pool Water / DE	Pool	1 day	Unknown	9/6/16	No
9/7/16	Field Observation	Sediment	Construction	Unknown	Unknown	9/27/16	No
9/7/16	Hotline	Carpet Cleaning Water	Contractor	< 1 day	Unknown	9/7/16	No
9/13/16	Telephone	Pool Water	Pool	1 day	Unknown	9/13/16	No
9/13/16	Telephone	Pool Water	Pool	1 Day	Unknown	9/13/16	No
9/14/16	Telephone	Pool Water	Pool	1 Day	Unknown	9/14/16	No
9/14/16	Telephone	Pool Water	Pool	1 Day	Unknown	9/14/16	No
9/14/16	Telephone	Pool Water	Pool	1 Day	Unknown	9/14/16	No
9/15/16	Telephone	Pool Water	Pool	1 Day	Unknown	9/15/16	No
9/15/16	Telephone	Oil	Vehicle	Unknown	Unknown	9/16/16	No
9/19/16	Telephone	Pool Water	Pool	1 Day	Unknown	9/19/16	No

9/23/16	Field Observation	Cloudy Water	Evap Cooler	< 1 Day	Unknown	9/28/16	No
9/23/16	Field Observation	N/A	Discharge Pipe	Unknown	Unknown	10/12/16	No
9/28/16	Telephone	Pool Water	Pool	Unknown	Unknown	9/28/16	No
9/30/16	Field Observation	N/A	Discharge Pipe	Unknown	Unknown	10/18/16	No
10/3/16	Telephone	Pool Water	Pool	Unknown	Unknown	10/3/16	No
10/4/16	Telephone	Pool Water	Pool	Unknown	Unknown	10/4/16	No
10/6/16	Telephone	Irrigation Water	Flood Irrigation	Unknown	Unknown	10/7/16	No
10/6/16	Telephone	Washout	Concrete	Unknown	Unknown	10/11/16	No
10/11/16	Telephone	Pool Water	Pool	Unknown	Unknown	10/12/16	No
10/13/16	Field Observation	Pool Water / DE	Pool	Unknown	Unknown	10/17/16	No
10/14/16	Telephone	Washout	Concrete	Unknown	Unknown	10/19/16	No
10/14/16	Field Observation	Sediment	Erosion	Unknown	Unknown	10/24/16	No
10/17/16	Field Observation	Pool Water	Pool	Unknown	Unknown	10/17/16	No
10/18/16	Field Observation	N/A	Discharge Pipe	Unknown	Unknown	10/18/16	No
10/24/16	Telephone	Pool Water	Pool	Unknown	Unknown	10/24/16	No
10/25/16	Telephone	Pool Water	Pool	Unknown	Unknown	10/26/16	No
10/28/16	Telephone	Pool Water	Pool	1 Day	Unknown	10/28/16	No
10/28/16	Field	N/A	Discharge Pipe	Unknown	Unknown	11/8/16	No

	Observation						
10/28/16	Telephone	Pool Water	Pool	1 Day	Unknown	10/28/16	No
10/28/16	Telephone	Field Observation	N/A	Discharge Pipe	Unknown	10/28/16	No
10/28/16	Telephone	Field Observation	N/A	Discharge Pipe	Unknown	11/23/16	Letter
10/31/16	Telephone	Pool Water	Pool	1 Day	Unknown	10/31/16	No
11/1/16	Telephone	Oil	Construction	Unknown	Unknown	11/9/16	No
11/2/16	Telephone	Oil	Vehicle	Unknown	Unknown	11/8/16	No
11/3/16	Telephone	Oil	Container	Unknown	Unknown	11/8/16	No
11/8/16	Telephone	Pool Water	Pool	Unknown	Unknown	11/14/16	No
11/10/16	Telephone	Sediment / Rock	Construction	Unknown	Unknown	11/10/16	No
11/14/16	Field Observation	N/A	Discharge Pipe	Unknown	Unknown	11/22/16	No
11/17/16	Telephone	Oil	Vehicle	Unknown	Unknown	11/23/16	No
11/23/16	Field Observation	Water / Sediment	Construction	Unknown	Unknown	11/23/16	No
11/28/16	Telephone	Field Observation	N/A	Discharge Pipe	Unknown	11/30/16	No
12/1/16	Field Observation	N/A	Discharge Pipe	Unknown	Unknown	12/12/16	No
12/2/16	Telephone	Pool Water	Pool	Unknown	Unknown	12/2/16	No
12/7/16	In-Person	Pool Water	Discharge Pipe	Unknown	Unknown	1/4/17	No
12/7/16	Telephone	Pool Water	Pool	1 Day	Unknown	12/8/16	No
12/13/16	In-Person	N/A	Discharge Pipe	Unknown	Unknown	12/14/16	No

12/13/16	Telephone	Pool Water	Pool	1 Day	Unknown	12/13/16	No
12/13/16	Telephone	Pool Water / DE	Pool	1 Day	Unknown	12/21/16	No
12/14/16	Telephone	Oil	Vehicle	Unknown	Unknown	1/5/17	No
12/14/16	In-Person	Pool Water	Discharge Pipe	Unknown	Unknown	1/4/17	No
12/15/16	In-Person	N/A	Discharge Holes in Wall	Unknown	Unknown	12/15/16	No
12/20/16	Telephone	Oil	Pan of Oil	Unknown	Unknown	12/21/16	No
12/27/16	Telephone	Pool Water	Discharge Pipe	Unknown	Unknown	4/3/17	Letter
12/29/16	Telephone	Pool Water	Pool	1 Day	Unknown	12/29/16	No
1/3/17	Telephone	Oil	Vehicle	Unknown	Unknown	1/19/17	No
1/4/17	Telephone	Pool Water	Pool	1 Day	Unknown	1/4/17	No
1/5/17	Telephone	Oil	Vehicle	Unknown	Unknown	1/5/17	No
1/5/17	Field Observation	Telephone	Oil	Vehicle	Unknown	1/12/17	No
1/6/17	Telephone	Pool Water / DE	Pool	1 Day	Unknown	1/13/17	No
1/9/17	In-Person	N/A	Discharge Pipe	Unknown	Unknown	1/19/17	No
1/9/17	In-Person	N/A	Discharge Pipe	Unknown	Unknown	1/19/17	No
1/10/17	Telephone	Washout	Concrete	Unknown	Unknown	1/12/17	No
1/10/17	Telephone	Pool Water	Pool	1 Day	Unknown	1/19/17	No
1/11/17	Telephone	Pool Water	Pool	1 Day	Unknown	1/11/17	No
1/13/17	In-Person	Oil	Vehicle	Unknown	Unknown	3/24/17	No
1/19/17	Telephone	Sediment	Vehicles	Unknown	Unknown	1/26/17	No
1/19/17	In-Person	Pool Water	Pool	Unknown	Unknown	1/19/17	No

1/20/17	Telephone	Sediment	Construction	Unknown	Unknown	1/23/17	No
1/23/17	In-Person	Pool Water	Pool	Unknown	Unknown	1/23/17	No
1/24/17	In-Person	Pool Water	Pool	Unknown	Unknown	1/24/17	No
1/27/17	Telephone	Pool Water	Pool	Unknown	Unknown	1/27/17	No
1/30/17	Email	Debris	Landscape Maint	Unknown	Unknown	2/2/17	Letter
1/31/17	Telephone	Oil	Vehicle	Unknown	Unknown	2/22/17	No
2/4/17	Telephone	Pool Water	Pool	Unknown	Unknown	2/15/17	No
2/6/17	Telephone	Trash / Cooking Oil	Restaurants	Unknown	Unknown	3/28/17	No
2/9/17	Telephone	Pool Water	Pool	Unknown	Unknown	2/10/17	No
2/10/17	Field Observation	Pool Water	Discharge Pipe	Unknown	Unknown	2/15/17	No
2/10/17	Field Observation	Carpet Cleaning Water	Contractor	N/A	N/A	2/10/17	No
2/15/17	Field Observation	N/A	Discharge Pipe	Unknown	Unknown	3/1/17	No
2/22/17	In-Person	Sediment	Construction	Unknown	Unknown	2/28/17	No
2/23/17	In-Person	Sediment	Construction	Unknown	Unknown	2/28/17	No
2/27/17	Telephone	Pool Water	Pool	Unknown	Unknown	2/27/17	No
2/28/17	Telephone	Pool Water	Pool	Unknown	Unknown	3/1/17	No
3/2/17	Field Observation	N/A	Discharge Pipe	Unknown	Unknown	3/2/17	No
3/2/17	Field Observation	Oil	Vehicle	Unknown	Unknown	3/29/17	No

3/5/17	Public Stuff	Pool Water	Pool	Unknown	Unknown	3/7/17	No
3/6/17	Telephone	Pool Water / DE	Pool	1 Day	Unknown	3/8/17	No
3/8/17	Telephone	Pool Water	Pool	1 Day	Unknown	3/8/17	No
3/8/17	In-Person	Field Observation	N/A	Discharge Pipe	Unknown	3/15/17	No
3/20/17	Telephone	Pool Water	Pool	1 Day	Unknown	3/27/17	No
3/21/17	Hotline	Plaster Powder	Pool Work	1 Day	Unknown	3/21/17	No
3/24/17	Telephone	Paint	Unknown	Unknown	Unknown	3/27/17	No
3/27/17	Field Observation	Roof Wash Water	Restaurant	Unknown	Unknown	3/27/17	No
3/27/17	Field Observation	Garbage / Garbage Juice	Restaurant	Unknown	Unknown	3/28/17	No
3/27/17	Field Observation	Garbage / Garbage Juice	Restaurant	Unknown	Unknown	3/29/17	No
3/28/17	Field Observation	Pool Water	Pool	1 Day	Unknown	3/28/17	No
3/30/17	Telephone	Pool Water	Pool	Unknown	Unknown	3/30/17	No
4/3/17	Field Observation	Pool Water	Pool	1 Day	Unknown	4/3/17	No
4/5/17	Hotline	Pool Water	Pool	1 Day	Unknown	4/5/17	No
4/10/17	Hotline	Pool Water	Pool	2 Day	Unknown	4/10/17	No
4/10/17	Field Observation	Wash Water	Tile Saw	<1 Day	10 Gallons	4/11/17	No
4/13/17	Telephone	Pool Water	Pool	Unknown	Unknown	4/13/17	No
4/14/17	Telephone	Pool Water	Pool	Unknown	Unknown	4/14/17	No

4/19/17	Telephone	Pool Water	Pool	Unknown	Unknown	4/26/17	No
4/19/17	Field Observation	N/A	Discharge Pipe	Unknown	Unknown	4/26/17	No
4/24/17	EPA / ADEQ Complaint	Machine Coolant?	Machine Shop Equipment	Unknown – No Evidence	Unknown	4/25/17	No
4/25/17	Telephone	Pool Water	Pool	Unknown	Unknown	4/25/17	No
4/29/17	Telephone	Pool Water	Pool	Unknown	Unknown	5/1/17	No
5/2/17	Public Stuff	Pool Water	Pool	Unknown	Unknown	5/3/17	No
5/3/17	In-Person	Pool Water	Pool	Unknown	Unknown	5/3/17	No
5/3/17	Pool Water	Discharge Pipe	Unknown	Unknown	Pool Water	5/29/17	No
5/3/17	Pool Water	Discharge Pipe	Unknown	Unknown	Pool Water	5/17/17	No
5/8/17	Pool Water	Discharge Pipe	Unknown	Unknown	Pool Water	5/8/17	No
5/8/17	Telephone	N/A	Discharge Pipe	Unknown	Unknown	5/15/17	No
5/8/17	Telephone	N/A	Discharge Pipe	Unknown	Unknown	5/15/17	No
5/9/17	Telephone	Pool Water	Pool	Unknown	Unknown	5/9/17	No
5/9/17	Telephone	Pool Water	Pool	Unknown	Unknown	5/9/17	No
5/10/17	Telephone	Pool Water	Pool	Unknown	Unknown	5/11/17	No
5/16/17	Telephone	Pool Water	Pool	Unknown	Unknown	5/16/17	No
5/22/17	Telephone	Pool Water	Pool	Unknown	1 Day	5/22/17	Letter
5/22/17	Telephone	Oil	Vehicle	Unknown	Unknown	6/7/17	No
5/23/17	Telephone	Muddy Water	Drilling Activity	Unknown	Unknown	5/23/17	No
6/1/17	Telephone	Oil	Vehicle	Unknown	Unknown	6/1/17	No
6/1/17	Telephone	Oil	Vehicle	Unknown	Unknown	6/23/17	No

6/2/17	Public Stuff	Pool Water / Sediment / Rock	Pool	Unknown	1 Day	6/15/17	No
6/2/17	Telephone	Pool Water	Pool	Unknown	<1 Day	6/2/17	No
6/7/17	Email	Pool Water	Pool	Unknown	1 Day	6/7/17	No
6/9/17	Telephone	Oil	Vehicle	Unknown	Unknown	6/29/17	No
6/12/17	Telephone	Pool Water	Pool	Unknown	Unknown	6/12/17	No
6/13/17	Telephone	Pool Water / DE	Pool	Unknown	Unknown	6/13/17	No
6/15/17	Field Observation	Pool Water / DE / Sediment	Pool	Unknown	Unknown	6/21/17	No
6/28/17	Telephone	Pool Water / Sediment	Pool	Unknown	Unknown	6/28/17	No

F-5. Unpermitted Discharges to MS4 (6.4.3.11)

Facility Name	Type of Activity	SIC Code	AZPDES Permit Number (if known)
N/A	N/A	N/A	N/A

F-6. Illicit Discharge Detection and Elimination

Provide a Summary of Activities Planned for the Next Reporting Period in the Following Table

Best Management Practices	Measurable Goal (steps to measure progress)	Summary of Planned Activities	Proposed Schedule
Storm Sewer System Mapping	GIS features associated with storm drain structures will be added into the system	New structures will be added to the system following final inspections and submittal of as-built information has been confirmed. Additional features may be added and/or revised when necessary	On-Going
Visual Dry Weather Outfall Monitoring	Inspections of City structures identified as dry weather field screening points will occur twice per year	The City will conduct visual dry weather outfall monitoring to ensure there are no illicit discharges, ineffective BMPs, or maintenance concerns	On-Going
Visual Stormwater Discharge Monitoring	The City will monitor a minimum of five representative outfalls two times during each wet season	The City will implement a visual stormwater discharge monitoring program	On-Going
IDDE Staff Training	Appropriate City staff will be trained on the IDDE program	The City will provide training for City staff on the IDDE program	On-Going
Illicit Discharge Response	Investigate illicit discharges and attempt to identify the source	The City will investigate illicit discharges and attempt to identify their source	On-Going

G. MCM-4: CONSTRUCTION ACTIVITY STORMWATER RUNOFF CONTROL (6.4.4 and 8.1.2)

G-1. Provide a Summary of Construction Activity Stormwater Runoff Control BMPs Implemented During the Reporting Period in the Following Table

Best Management Practices	Measurable Goal	Date BMP was Implemented	Implementation Status (percent complete, date complete, on-going)	Summary of Results and Effectiveness (8.1.2)
Construction Plan Review	Assigned staff will review civil plan submittals	2003	On-Going	Plans were reviewed to ensure compliance with City design standards
Erosion and Sediment Control Plan	The City will perform Site Plan reviews	2007	On-Going	Noted a 38.4 % decrease in site plans reviewed from FY 15/16 to FY 16/17 99 site plans were reviewed in FY 15/16 61 site plans were reviewed in FY 16/17
Construction Inspections	The City will perform inspections of construction activity	2003	On-Going	Noted an increase of 11.4 % in the total number of inspections conducted from FY 15/16 to FY 16/17 Conducted 157 inspections during FY 16/17 Conducted 141 inspections during FY 15/16
Educational Materials for Construction Activity (New BMP)	The City will review and update educational materials for construction activity stormwater runoff control if necessary	2003	On-Going	Noted a 19.2 % decrease in brochures distributed during inspections from FY 15/16 to FY 16/17 42 brochures distributed in FY 16/17 52 brochures distributed in FY 15/16

Inventory	The City will maintain an inventory of construction sites	2014	On-Going	60 active construction sites were observed and inspected
Grading and Drainage Permits (Completion Date) June 30, 2017	A grading and drainage permit is required for new projects.	2003	June 30, 2017	Reporting process and format for encroachment permits / grading & drainage permits has changed from FY 15/16 to FY 16/17. 16 grading & drainage permits were issued in FY 15/16 and a total of 48 encroachment permits were issued in FY 16/17, however only 16 of those permits appear to be associated with grading & drainage work.
Construction Stormwater Handbook (Completion Date) June 30, 2017	The Unified Development Manual provided a single source of information regarding construction site BMPs, sediment control, requirements, etc.	2003	June 30, 2017	Entire UDM Site (Pages 1052-1063) (Visits: 17,403) Page Views: 31,0884) UDM Home page (Page 1052): (Visits: 7,142) (Page Views: 12,303) Stormwater Quality Protection Manual (Page Views: 1,236) (Visits: 1,104)

G-2.	Description of Changes in BMPs and Measurable Goals (8.1.3 and 8.4(l))		
BMP modifications: ☐ Yes ☒ No. If yes, provide a brief explanation of each modification below (Add Rows as Necessary).			
ADEQ Directed (8.1.4)	BMP Modified	Analysis of Why BMP Was Ineffective or Infeasible	Analysis of Why BMP is Expected to Achieve Goals
☐ Yes	N/A	N/A	N/A

G-3. Construction Activity Complaints (6.4.4.5 and 8.4(i))	
Number of Complaints Received	Number of Complaint Responses/Resolved
8	8

G-4. Construction Activity Inspections			
Number of Active Construction Sites	Number of Active Construction Sites Inspected	Number of Re-Inspections	Average Inspection Frequency
60	60	53	2.62 %
Number of Violations		Number of Enforcement Actions	
40 re-inspections for noted corrective actions		0	

G-5. Construction Activity Stormwater Runoff Control
Provide a Summary of Activities Planned for the Next Reporting Period in the Following Table

Best Management Practices	Measurable Goal (steps to measure progress)	Summary of Planned Activities	Proposed Schedule
Construction Plan Review	Assigned staff will review civil plan submittals	Review civil plans submittals to ensure compliance with City Design standards	On-Going
Erosion and Sediment Control Plan	Erosions and Sediment Control Plans will be reviewed	Review Erosion and Sediment Control site plans that identify erosion and sediment control measures, stormwater best management practices, and site conditions and activities that may prevent and/or minimize the discharge of pollutants	On-Going
Inspections	The City will perform inspections of construction activity	Conduct inspections of active construction sites to ensure that BMPs are effective and to minimize pollutants entering the MS4	On-Going
Educational Materials for Construction Activity	The City will review and update educational materials for construction activity stormwater runoff control if necessary	Distribute brochures to construction site operators	On-Going
Inventory	The City will maintain an inventory of construction sites	Maintain an active list of construction sites in the City	On-Going

H.	MCM-5: POST-CONSTRUCTION STORMWATER MANAGEMENT IN NEW DEVELOPMENT AND REDEVELOPMENT (6.4.5 and 8.1.2)			
H-1.	Provide a Summary of Post-Construction Activity Stormwater Runoff Control BMPs Implemented During the Reporting Period in the Following Table			
BMP	**Measurable Goal (steps to measure progress)**	**Completed (Yes or No)**	**Cite Local Code(s) Being Used (If available, web link for code(s))**	**Summary of Results and Effectiveness (8.1.2)**
Post-Construction Inspections	Conduct final, 1 year warranty and proactive inspections	Yes	http://www.chandleraz.gov/content/UDM_StormwaterQualityProtectionManual.pdf (City of Chandler Manual on Stormwater Quality Protection)	33 Final inspections, 7 one-year warranty inspections and 7,161 MS4 structures were inspected
Educational Materials (New BMP)	Review educational materials	Yes	N/A	Applicable materials are distributed as needed or upon request. Additional materials will be produced
Post-Construction Inventory	Maintain inventory of post-construction structural control measures in GIS system	Yes	N/A	1,065 new public (102) and private (963) structures were collected during FY 16/17 as compared to 1,348 structures collected in FY 15/16 which results in a decrease of 21%

Site Plan Review	Assigned staff will review civil plan submittals	Yes	http://www.chandleraz.gov/content/UDM_TDM3.pdf Technical Design Manual (TDM)# 3, sections 3.6 and 3.8 http://www.chandleraz.gov/content/UDM_StormwaterQualityProtectionManual.pdf (City of Chandler Manual on Stormwater Quality Protection)	Noted a 38.4 % decrease in site plans reviewed from FY 15/16 to FY 16/17 99 site plans were reviewed in FY 15/16 61 site plans were reviewed in FY 16/17
Operation and Maintenance of Post-Construction BMPs	The City will conduct inspections and maintenance of Post-Construction BMPs	Yes	http://www.chandleraz.gov/content/UDM_TDM3.pdf Technical Design Manual (TDM)# 3, sections 3.6 and 3.8 http://www.chandleraz.gov/content/UDM_StormwaterQualityProtectionManual.pdf (City of Chandler Manual on Stormwater Quality Protection) City storm sewer system structures identified during proactive inspections will be maintained City staff observed 45 violations of post-construction related issues that were located on private property as a result of conducting proactive inspections 43 of the 45 violations have been corrected to date	78.3% increase in structures maintained, repaired or replaced (1,373) and a 14.2% decrease in the number of structures inspected (7,161) during FY 16/17, as compared to 770 structures maintained and 8,347 structures inspected in FY 15/16

H-2. Post-Construction Stormwater Management in New Development and Redevelopment (8.4(j))	
Number of Sites Requiring Post-Construction Controls	**Number of Post-Construction Stormwater Controls Inspected**
350 (Estimated)	51
Number of Post-Construction Stormwater Control Violations	**Number of Post-Construction Stormwater Control Violations Resolved**
45	43

H-3. Description of Changes in BMPs or Measurable Goals (8.1.3 and 8.4(l))			
BMP modifications: ☐ Yes ☒ No. If yes, provide a brief explanation of each modification below (Add Rows as Necessary).			
ADEQ Directed (8.1.4)	**BMP Modified**	**Analysis of Why BMP Was Ineffective or Infeasible**	**Analysis of Why BMP is Expected to Achieve Goals**
☐ Yes	N/A	N/A	N/A

H-4. Post-Construction Stormwater Management in New Development and Redevelopment (6.4.1)
Provide a Summary of Activities Planned for the Next Reporting Period in the Following Table

Best Management Practices	Measurable Goal (steps to measure progress)	Summary of Planned Activities	Proposed Schedule
Post-Construction Inspections	Conduct final, One year warranty and proactive inspections	The City will implement an inspection program that focuses on City storm sewer system structures	On-Going
Educational Materials	Review educational materials	The City will review and update educational materials for post construction management	On-Going
Post-Construction Inventory	Maintain inventory of post-construction structural control measures in GIS system	The City will maintain an up to date inventory of post construction structural control measures	On-Going
Site Plan Review	Assigned staff will review civil plan submittals	The City will Review civil plan submittals to ensure compliance with City Design standards	On-Going
Operation and Maintenance of Post-Construction BMPs	The City will conduct inspections and maintenance of Post-Construction BMPs	City storm sewer system structures identified during proactive inspections that require maintenance will be addressed BMPs located on private property that effect the MS4 or are in need of maintenance will be addressed	On-Going

I. POLLUTION PREVENTION AND GOOD HOUSEKEEPING FOR MUNICIPAL OPERATIONS (6.4.6)

I-1. Summary of Pollution Prevention and Good Housekeeping BMPs in the Following Table

Facility Name (Group Facilities as Appropriate)	Best Management Practices	Measurable Goal (steps to measure progress)	Summary of Results and Effectiveness (8.1.2)
Recycling, Solid Waste Collection Center and Household Hazardous Waste Facility (New BMP)	The City will manage a Household Hazardous Waste Collection Facility	The City will track usage, amount of material reused, recycled, or properly managed for disposal	Increase of 13.1% in the number of visits to the Household Hazardous Waste facility, 5.4% increase in amount of material accepted, 9.8% increase in amount of material recycled as compared to FY 15/16
Armstrong Yard (New BMP)	The City will contain loose bulk materials such as dirt, street sweeping debris and other materials in separate three sided bins	The City will maintain bulk material bins and evaluate the effectiveness and need for additional bins and modify as nececessary	Six 3 - sided bins are in place and contain alley waste, UPM, ABC, clean dirt, Street sweeping material and vactor truck solids
Armstrong Yard (New BMP)	The City will inspect and maintain vehicle and equipment wash areas	The City will inspect and maintain vehicle and equipment wash areas	The Streets wash bay was maintained by a contractor 33 times during FY 15/16 and 51 times during FY 16/17 An increase of 54.6% for the current reporting period
Various Facilities	Employee Training	Appropriate City staff will participate in stormwater training focused on pollution prevention and good housekeeping techniques	314 employees were provided with training that included pollution prevention, good housekeeping and/or IDDE awareness

City Streets	The City will maintain a street sweeping program	The City will track street sweeping metrics including lane miles swept and amount of materials removed	12.8% decrease in tons of material removed from the street and 0.56% decrease in lane miles swept from FY 15/16 to FY 16/17
City Facilities (New BMP)	Maintain an inventory of City owned facilities will be collected and ranked according to potential environmental hazard or risk	A list of City owned facilities will be established and an annual prioritized inspection work plan will be developed. The inventories will identify activities, performed at each facility, chemicals stored, and inspection guidelines based on each type of facility	80 City facilities were identified and ranked according to their respective potential environmental hazard or risk
City Facilities (New BMP)	Conduct Site Inspections	Facilities inspected will be tracked and reported annually	30 inspections of City facilities were conducted during FY 16/17 and included the Public Works yard and 29 Water Production facilities
Storm Sewer System	The City will conduct inspections and maintenance of the City storm sewer system	City storm sewer system structures identified during proactive inspections will be maintained structures maintained	78.3% increase in structures maintained, repaired or replaced (1,373) and a 14.2% decrease in the number of structures inspected (7,161) during FY 16/17, as compared to 770 structures maintained and 8,347 structures inspected in FY 15/16

I-2.	Description of Changes in BMPs and Measurable Goals (8.1.3 and 8.4(l))		
BMP modifications: ☐ Yes ☒ No. If yes, provide a brief explanation of each modification below (Add Rows as Necessary).			
ADEQ Directed (8.1.4)	BMP Modified	Analysis of Why BMP Was Ineffective or Infeasible	Analysis of Why BMP is Expected to Achieve Goals
☐ Yes	N/A	N/A	N/A

I-3.	Updates to Operation and Maintenance Programs (6.4.6 (a-g))
	N/A

I-4. Pollution Prevention and Good Housekeeping for Municipal Operations
Provide a Summary of Activities Planned for the Next Reporting Period in the Following Table

Best Management Practices	Measurable Goal (steps to measure progress)	Summary of Planned Activities	Proposed Schedule
Household Hazardous Waste Collection Facility	The City will track usage, amount of material reused, recycled, or properly managed for disposal	The City will manage a Household Hazardous Waste Collection Facility	On-Going
Implement Controls (Armstrong Yard)	The City will maintain bulk material bins and evaluate the effectiveness and need for additional bins and modify as necessary	The City will contain loose bulk materials such as dirt, street sweeping debris and other materials in separate three sided bins	On-Going
O & M Procedures (Armstrong Yard)	The City will inspect and maintain vehicle and equipment wash areas and conduct maintenance activities when needed	The City will inspect and maintain vehicle and equipment wash areas	On-Going
Training	Appropriate City staff will participate in stormwater training focused on pollution prevention and good housekeeping practices. Participation will be tracked	The City will provide training on pollution prevention and good housekeeping techniques	On-Going
Street Sweeping	The City will track street sweeping metrics including lane miles swept and amount of materials removed	The City will maintain a street sweeping program	On-Going

Inventory and prioritization of municipal operations and site inspections	A list of City owned facilities will be established and an annual prioritized inspection work plan will be developed	An inventory of City owned facilities will be collected and ranked according to potential environmental hazard or risk	On-Going
Operations and Maintenance of storm sewer system	The City storm sewer system structures identified during proactive inspections will be maintained and work orders will be generated and tracked when maintenance needs are identified	The City will conduct maintenance of the City storm sewer system	On-Going

J. Receiving Waters and Monitoring (7.0)					
Name of Receiving Water Included in Appendix B	Number of Outfalls	Receiving Water Listed as Impaired, Not-Attaining and/or OAW	Listed Pollutants	TMDL	Analytical Monitoring Conducted this Reporting Year?
Gila Drain	19 Visual Dry Weather Outfall Monitoring Locations	N/A	N/A	☐ Yes ☒ No	☐ Yes ☒ No

Receiving Water	How many outfalls will be sampled?	List parameter(s) to be analyzed	Provide a description of selected BMPs and how they will specifically address the pollutant(s) causing the impairments or how the BMPS will be protective of the OAW
N/A	N/A	N/A	N/A

Certification

The annual report must be signed by either a principal executive officer or ranking elected official, or by a duly authorized representative (refer to Permit Part 9.9(a)).

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gathered and evaluated the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

Marsha Reed

Signature

11/20/17

Date (mm/dd/yyyy)

Marsha Reed

Name (printed)

City Manager

Title