

5.0 Permit Requirements

D. Management Programs

3. Illicit Discharge Detection and Elimination

Baltimore County shall continue to implement an inspection and enforcement program to ensure that all discharges to and from the MS4 that are not composed entirely of stormwater are either permitted by MDE or eliminated. Actions shall include, but not be limited to:

- a. Field screening at least 150 outfalls annually. Each outfall having a discharge shall be sampled using a chemical test kit. Within one year of permit issuance, an alternative program may be submitted for MDE approval that methodically identifies, investigates, and eliminates illegal connections to the County storm drain system;
- b. Conducting annual visual surveys of commercial and industrial areas as identified in PART IV.C.2 above for discovering, documenting, and eliminating pollutant sources. Areas surveyed shall be reported annually;
- c. Maintaining a program to address illegal discharges and if necessary responding to dumping and spills;
- d. Using appropriate enforcement procedures for investigating and eliminating illicit discharges, illegal dumping, and spills. Significant discharges shall be reported to MDE for enforcement and/or permitting; and
- e. Reporting illicit discharge detection and elimination activities as specified in Part V of this permit.

5.1 Introduction

Although the separate storm sewers in Baltimore County are intended to handle only stormwater runoff and groundwater drainage, non-storm water from commercial and industrial facilities, leaks from the sanitary sewage system, and other non-stormwater sources may contribute pollutants that ultimately reach surface waters via the storm drain system. These sources of discharge not composed entirely of storm and/or ground water, which are not authorized by an NPDES permit, are termed *illicit connections*. The Baltimore County Illicit Connection Management Program was created in partial fulfillment of the requirements of the Baltimore County National Pollutant Discharge Elimination System (NPDES) - Municipal Stormwater Discharge Permit (MD0068314). The NPDES - Municipal Stormwater Discharge permit program is federally mandated with local administration by the Maryland Department of the Environment. The requirements for the illicit connection program are detailed in 40 CFR 122.26(d)(2)(iv)(B)(1 through 7).

This year's reporting period is from January 1, 2015 to December 31, 2015. The following section will cover Program Status (5.2), Analysis of Outfall Screenings (5.3), Enforcement (5.4), Illicit Connections Investigations and Corrections (5.5), Commercial/Industrial Pollution Surveys (5.6), Outreach (5.7), IDDE Research (5.8), Illicit Discharge Elimination Program Credit (5.9) and Summary (5.10).

5.2 Program Status

During January 2015 through December 2015, the Watershed Monitoring Section of EPS staff conducted 178 outfall screenings in which 49 were above water quality thresholds (Table 5-4). If an outfall is above the water quality threshold an investigation may be begun immediately or a return visit may be scheduled. Our outfall screening goal according to our permit conditions is 150.

WMM staff investigated 187 complaints, which includes reports from citizens, other agencies, outfall screenings and issues found while conducting other fieldwork. As revealed in the analysis in the following section, routine outfall screenings for detection of illicit connections appear to compliment citizen complaints of problems they observe. The routine outfall screenings catch the chronic problems that may be missed by the public, such as chlorine leaks from the municipal water supply.

Aside from the benefits of greater public involvement and the resolution of complaints, citizens provide surveillance at a level beyond that of the monitoring staff. A majority of the time citizens call while they are actually observing a problem and often can provide immediate local information that increases the chance of eliminating illicit connections. Some of the citizen complaints are a result of the Stream Watch program. This program allows citizens to adopt a stream, which includes tracking the health of the stream and reporting problems or potential projects they observe.

5.3 Analysis of Outfall Screenings

A routine outfall screening consists of:

- (1) A quantitative analysis of the effluent. This includes measuring the effluent flow rate, temperature and pH, and field-testing with the LaMotte NPDES test kit (parts per million tests for copper, chlorine, ammonia and phenol).
- (2) A visual inspection of the effluent, the outfall structure and the receiving channel, noting such conditions as water color, odor, vegetative condition, sedimentation, erosion, structural damage, etc.

If the problem is severe enough to warrant immediate correction, then an investigation begins immediately. Some sites are determined to have problems severe enough to warrant immediate investigation and/or corrective action after only one screening.

In Baltimore County, there are 3,253 total outfalls. The Department of Public Works has developed an updated storm drain GIS layer of outfalls and is working on qa/qc of the mapped data. There are two types of outfalls: major and minor. Major outfalls are $\geq 36''$ and minor outfalls are $< 36''$. There are 668 major outfalls in our database and 600 have been prioritized. The minor outfalls are still at the beginning of being prioritized and 765 have been completed so far. There are a greater number of minor outfalls (2,585), so they will be dealt with in phases (Table 5-1). Baltimore County will focus on the minor outfalls in the six Small Watershed Action Plan areas: Baltimore Harbor (D), Tidal Back River (E), Upper Back River (L), Southwest Loch Raven Urban (O), Lower Jones Falls (H), and Upper Gwynns Falls (V).

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Table 5-1: Timeline for Completing Small Outfall Screenings

SWAP	Year
Prettyboy (T)	Complete
Deer Creek (U)	Complete
Upper Gwynns Falls (V)	Complete
Baltimore Harbor (D)	In progress, 2017
Tidal Back River (E)	In progress, 2017
Lower Jones Falls (H)	In progress, 2017
Upper Back River (L)	In progress, 2017
Loch Raven Urban (O)	In progress, 2017
Lower Patapsco (A)	2018
Upper Patapsco (B)	2019
Middle River/Tidal Gunpowder (F)	2019
Upper Jones Falls (G)	2020
Beaverdam Run, Baisman Run, Oregon Branch (I)	2021
Lower Gunpowder Falls Rural (Q)	2021
Middle Gwynns Falls (C)	2022 and 2023
Bird River (K)	2024
Northeastern Jones Falls (M)	2025
Liberty (S)	2025
Lower Gunpowder Falls (N)	2026
Little Gunpowder Falls (P)	2027
Loch Raven East (R)	2027
Loch Raven West (W)	2028
Loch Raven North (X)	2028

Outfalls are prioritized as follows: Major outfalls that have been screened three times are assigned one of three priority ratings. Due to the greater number of minor outfalls, they are prioritized after one screening. Outfalls with major problems that require immediate correction and/or close monitoring, or outfalls with recurrent problems will be assigned a *Priority 1 (Critical)* rating. Outfalls with moderate to minor problems that have the potential to become severe are assigned a *Priority 2 (High)* rating. Outfalls with minor or no problems that do not require close monitoring are given a *Priority 3 (Low)* rating. Outfalls categorized as “Low Priority” are on a ten-year screening cycle, “High Priority” outfalls are screened once each year, and “Critical” outfalls are screened four times each year. Minor outfalls have the same screening schedule, except “low priority” are once every 20 years. Outfalls that have not yet been screened three times have not been prioritized. This system allows for a more streamlined approach in selecting outfalls to screen, and provides a more efficient use of manpower. Outfall priority may be changed if conditions improve or degrade. The small outfalls are prioritized after one screening.

Table 5-2 lists the number of outfalls by watershed and by the priority classification described above. To date, 68 of the major outfalls have not been sampled sufficiently to be prioritized. Additional screening effort will allow the County to assess and prioritize the status of these outfalls. Table 5-3 lists the non-prioritized outfalls by watershed.

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Table 5-2: Major and Minor Outfalls by Watershed and Priority Classification

Watershed	Priority 1		Priority 2		Priority 3		Total
Upper Western Shore							
	Minor	Major	Minor	Major	Minor	Major	
Deer Creek	0	0	4	0	1	0	5
Prettyboy Reservoir	0	0	0	0	1	0	1
Loch Raven Reservoir	14	31	123	36	42	9	255
Lower Gunpowder	1	7	0	24	1	9	42
Gunpowder River	0	0	1	0	0	0	1
Little Gunpowder Falls	0	0	0	2	0	0	2
Bird River	0	4	6	8	4	27	49
Middle River	2	3	2	7	0	5	19
Total	17	45	136	77	49	50	374
Patapsco-Back River							
Liberty Reservoir	0	0	0	1	1	0	2
Patapsco River	2	9	13	25	0	41	90
Gwynns Falls	23	36	136	55	57	65	372
Jones Falls	7	17	55	28	20	13	140
Back River	20	41	124	27	79	36	327
Baltimore Harbor	3	14	13	15	10	5	60
Total	55	117	341	151	167	160	991
Grand Total	72	162	477	228	216	210	1,365

Table 5-3: Non-prioritized outfalls by Watershed

Upper Western Shore			
	Minor	Major	Total
Deer Creek	0	0	0
Prettyboy Reservoir	0	0	0
Loch Raven Reservoir	327	10	337
Lower Gunpowder	273	9	282
Gunpowder River	24	3	27
Little Gunpowder Falls	78	1	79
Bird River	191	4	195
Middle River	67	0	67
Total	960	27	987
Patapsco-Back River			
	Minor	Major	Total
Liberty Reservoir	29	0	29
Patapsco River	205	6	211
Gwynns Falls	321	19	340
Jones Falls	242	8	250
Back River	38	7	45
Baltimore Harbor	25	1	26
Total	860	41	901
Grand Total	1,820	68	1,888

The locations of the prioritized outfalls and those remaining to be prioritized are shown in Figure 5-1 – Major Outfalls; Figure 5-2 – Minor Outfalls). As can be noted from the figure, the majority of the outfalls occur within the Urban-Rural Demarcation Line. There is no consistent pattern of outfall location in relation to the prioritization category.

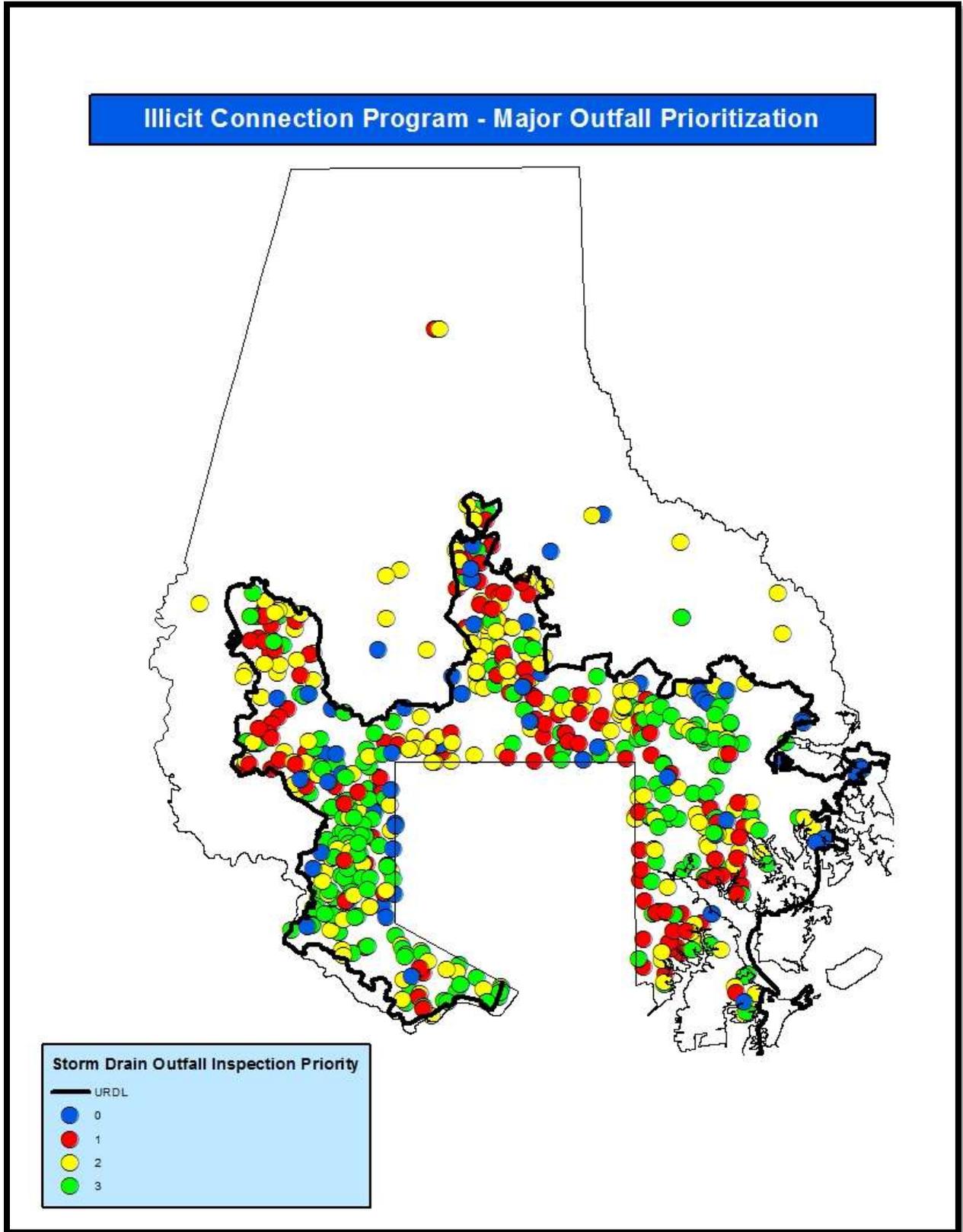


Figure 5-1: Major Outfall Prioritization. Note most outfalls are inside the Urban-Rural Demarcation Line (URDL)

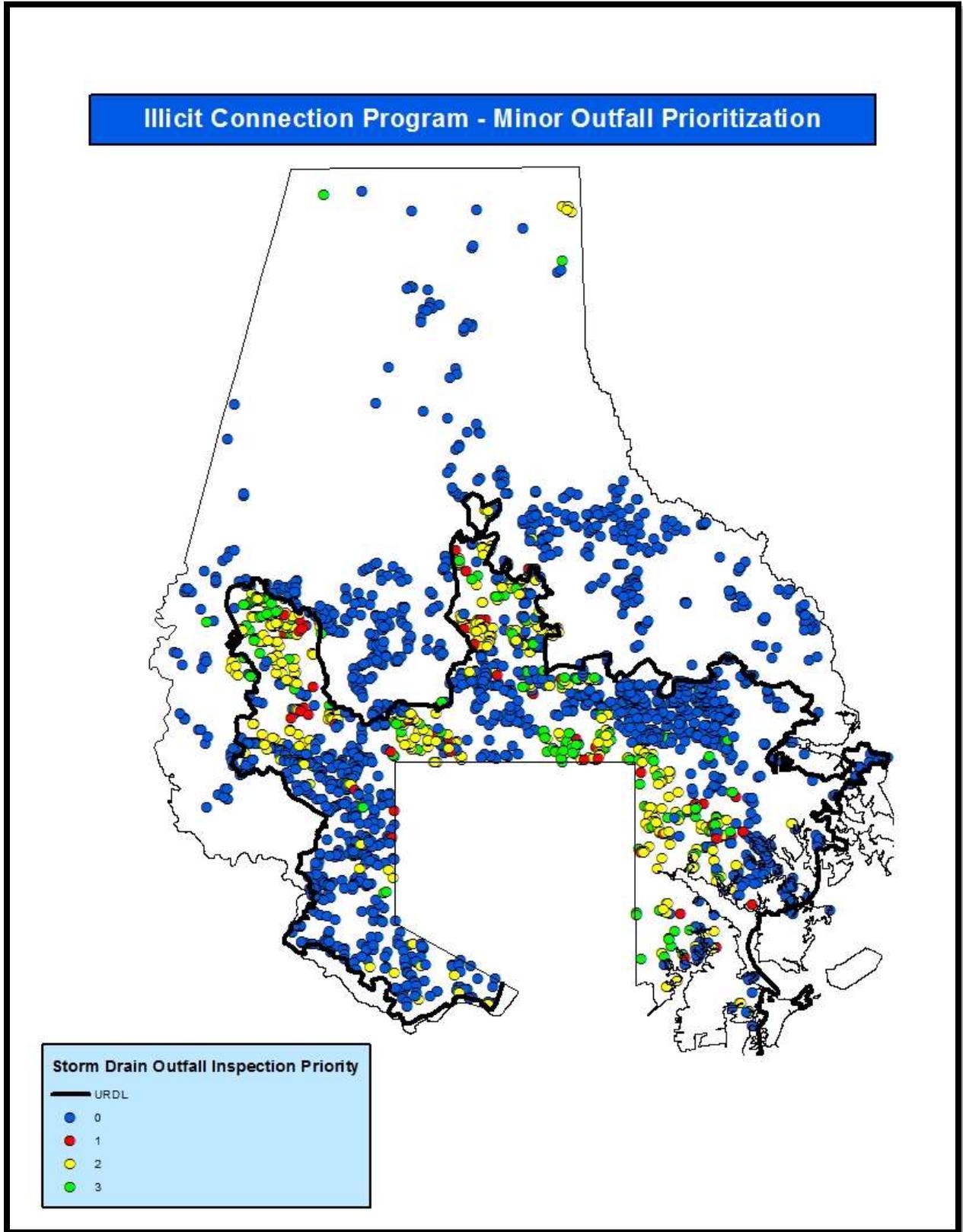


Figure 5-2: Minor Outfall Prioritization. Note most outfalls are inside the Urban-Rural Demarcation Line (URDL)

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The percentages of the 1,365 outfalls, which have been given a rating, are shown in Figure 5-3 and Figure 5-4.

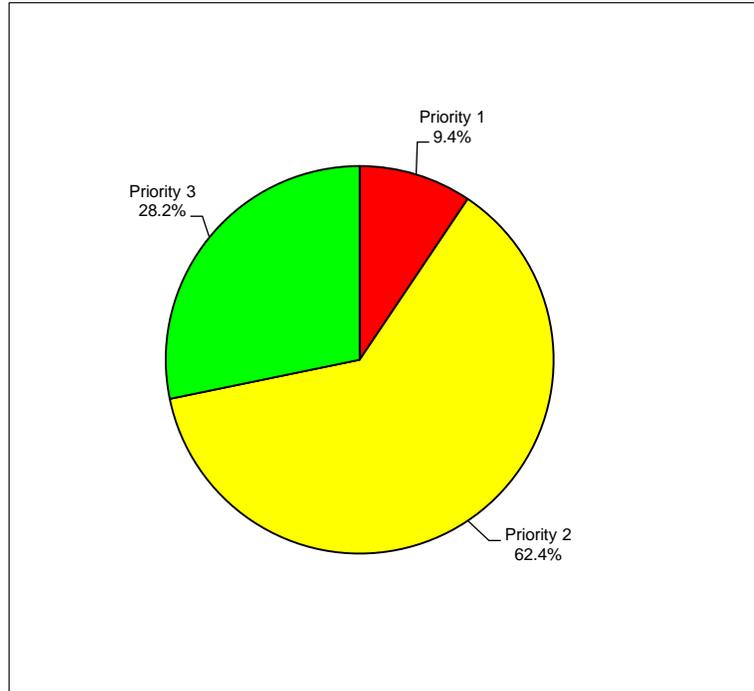


Figure 5-3 Minor Outfall Screening Priority Distribution

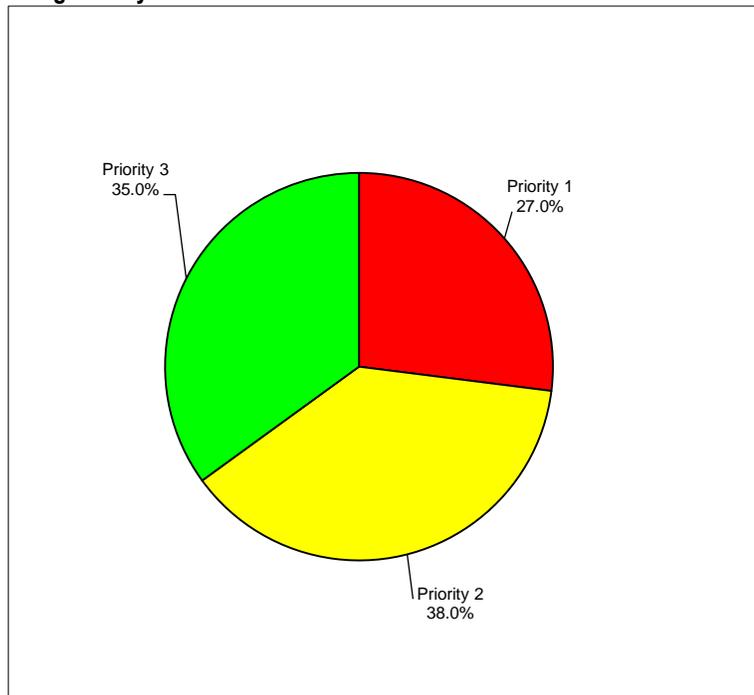


Figure 5-4: Major Outfall Screening Priority Distribution

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Of the 178 outfalls screened during January 2015 to December 2015, 76 were major outfalls and 102 were minor outfalls. They were selected from the database based on the following criteria:

- Citizens who called or wrote to express concern about stream water quality, but the indicated conditions did not warrant an immediate investigation; and
- Previous screenings indicated water quality problems might exist.
- Small Watershed Action Plan areas

Figure 5-5 and Figure 5-6 show the quantitative problems and Figure 5-7 and Figure 5-8 show the qualitative problems found. As indicated in Figure 5-5 and Figure 5-6, by the bar labeled “none detected”, 129 out of the 178 routine outfall screenings had no detectable quantitative problems. Phenol, chlorine, copper, ammonia and boron are considered as indicators if they are above 0.17 mg/L, 0.4 mg/L, 0.21mg/L and 0.3 mg/L, 0.35 mg/L respectively. Temperature is considered a potential problem if it exceeds 75 degrees F (23.9 degrees C), which occurred in four outfalls. The criteria used to determine if pH is out of range is if it is under 6.0 or above 9.0, and a problem was detected at five outfalls. Copper was detected at five outfalls and phenol was detected at 48 outfalls. Chlorine was detected at five outfalls and ammonia was detected at five. Boron was detected at one outfall. There were a total of 77 quantitative problems, Table 5-4 shows which outfalls had those problems. This table also indicates if an investigation was started or not (these investigations are also included in the overall complaint table). Forty-three percent of the major and 15% of the minor outfalls had a quantitative problem.

When an outfall has a quantitative problem detected, meaning the parameter was above the allowable threshold, it is automatically changed to a higher priority and investigated. The qualitative problems are more subjective and depend on the particular problem and severity.

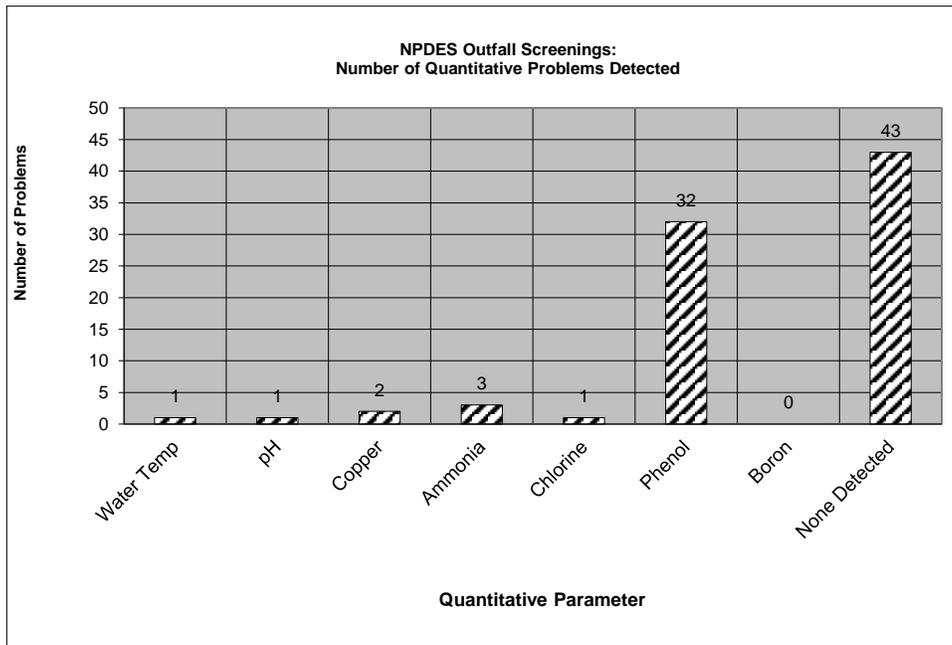


Figure 5-5: Major Outfalls Number of quantitative problems detected

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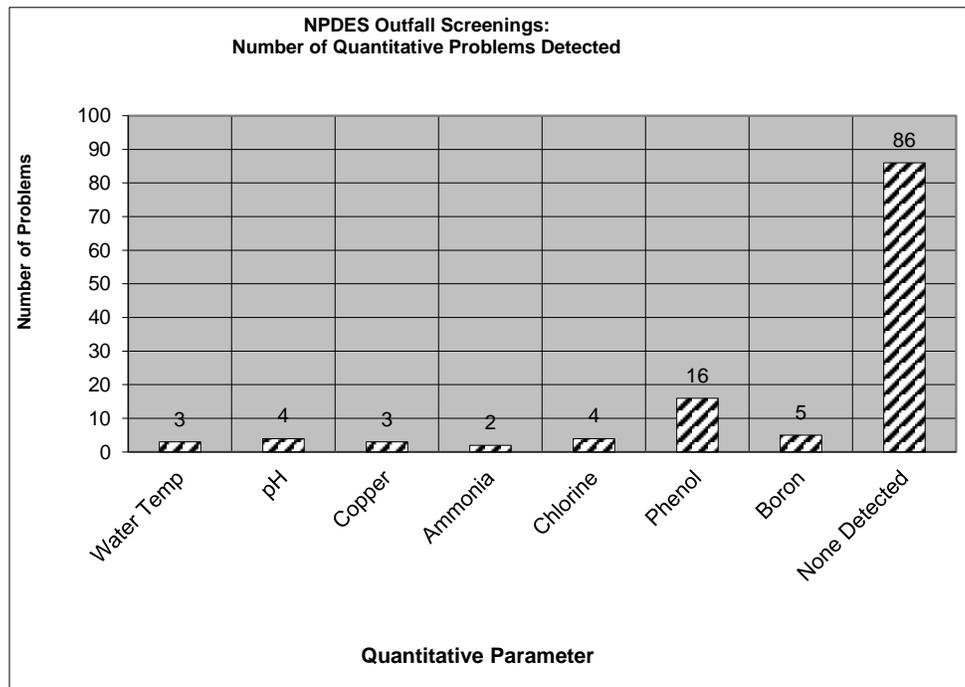


Figure 5-6: Minor Outfalls Number of *quantitative* problems detected

Table 5-4: Summary of 2015 Outfalls with a Quantitative Issue

Outfall	Parameter Exceeded	Source	Status
so-936	Phenols	Probably due to plunge pool	Will keep high priority in case intermittent issue
so-933	Phenols	Revisited site and phenols were normal	Will keep high priority in case intermittent issue
so-916	Phenols	Revisited site and phenols were normal	Will keep high priority in case intermittent issue
so-3245	Phenols, chlorine	Found water leak in storm drain	14-069 on-going, City has not fixed yet
so-2085	Phenols	Will investigate high phenols	On-going
so-3246	Ammonia	Will investigate high ammonia	On-going
so-1023	Phenols	Returned to site and retested, phenols were low	Will keep high priority in case intermittent issue
so-1044	Boron	May have been due to orange color interference, returned to site and boron was low	Will keep high priority in case intermittent issue
so-73	Phenol, copper, e. coli	Possible sewage leak; returned to investigate phenol and copper were low but e. coli still high. Reported missing sewer cleanout cap to plumbing, homeowner replace but this did not fix the problem	12-109 on-going
so-3247	Phenol	Probably due to sampling plunge pool	Will keep high priority in case intermittent issue
so-461	Chlorine	Traced to water leak	14-045 on-going, City has not fixed yet
so-1251	Phenols	Probably due to semi-stagnant conditions	Will keep high priority to keep an eye on
so-1181	Chlorine, fluoride	Traced to water leak	12-101 on-going, City has not fixed
so-2030	Phenol	Probably due to runoff from landscaper irrigating new plantings	Will keep high priority in case there is other issue

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Outfall	Parameter Exceeded	Source	Status
so-892	Temperature, fluoride	Pool being drained and water lea, responsible for high fluoride and boron. Doorhangered to educate about pool drainage, reported water leak to city multiple times	13-098 On-going, City has not fixed
so-3240	pH, phenols, copper	Traced to grocery store dumpster juice and masonry work discharge, problem has been corrected	14-018 Case closed
so-1507	Boron	Returned to outfall to investigate boron and was dry. Reported leaking car fluids at nearby house, EH issued a violation	15-052 Case closed
so-927	Copper	Probably due to new driveway stone	15-090 Case closed, will make priority 1 to keep an eye on
so-111	Phenol, fluoride, e. coli	Tidal influence, tested above outfall and phenol and fluoride were low. Traced source of e. coli to flood control pit in manhole above outfall.	14-074 Case closed
so-3002	Temperature, pH	Probably due to draining swm pond in open sun, will investigate high pH	On-going
so-3236	Boron	Sewage leak found and corrected	14-067 Case closed
so-126	Fluoride	Traced water to someone working in garden	15-137 Case closed
so-2662	Phenols	Probably due to sampling pool, returned to site and phenols were low	Will keep high priority in case intermittent issue
so-934	Boron	Probably due to intermittent discharge in plunge pool	Will make high priority to watch
089	Phenols	Will investigate high phenols	On-going
150	Phenols	Will investigate high phenols	On-going
191	Phenols	Will investigate high phenols	On-going
016	Phenols	Probably from plant water runoff on parking lot	Will keep high priority in case of other issue present
021	Phenols	Line tv'ed and no cross connections found, will continue to investigate	On-going
005	Fluoride	Traced to inlet with pipe discharging from business. Company has permit for discharge and there are no requirements for fluoride	13-112 Case closed
289	Phenols, e. coli	No sewer leaks found although plunge pool still discolored. All parameters low, did find and report dumpster and grease violations at nearby shopping center	14-057 Case closed
128	Phenols	Will investigate high phenols	On-going
123	Copper	Will investigate high copper	On-going
320	Phenols, ammonia	Will investigate high phenols and ammonia	On-going
376	Phenols, ammonia	Will investigate high phenols and ammonia	On-going
144	Phenols, chlorine, fluoride	will investigate high phenols, chlorine and fluoride	On-going
159	Temperature	Probably due to time of year	Will keep high priority to keep an eye on
560	Phenols	Will investigate high phenols	On-going
487	Phenols	Returned to site and phenols were normal,	Will keep high priority in case of intermittent issue
329	Phenols	Tracked phenols to car washing at gas station	14-101 Now washing on tarp and vacuuming up wastewater
235	Phenols	Water leak was located and will be repaired by city	07-045 On-going
834	Phenols	Will investigate high phenols	On-going

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Figure 5-7 and Figure 5-8 illustrate incidences of problems observed during *qualitative* assessments such as; visual evidence of sewage, oil, and structural problems. Qualitative and “visual problems” which were those most frequently encountered included observations regarding color, odor, clarity, and receiving water characteristics and sediment deposition immediately at and below each outfall. Trash, erosion, and sediment deposition were observed at 112, 34, and 68 outfalls, respectively. Sewage was not observed at any outfalls. Oil was found at two, structural issues at 41 and odor at 12. Of the total 178 outfalls screened, there were a total of 269 qualitatively assessed problems, however, 19 had no problems. Many of the outfalls screened had more than one problem. Ninety-six percent of the major and 84% of the minor outfalls had a qualitative problem.

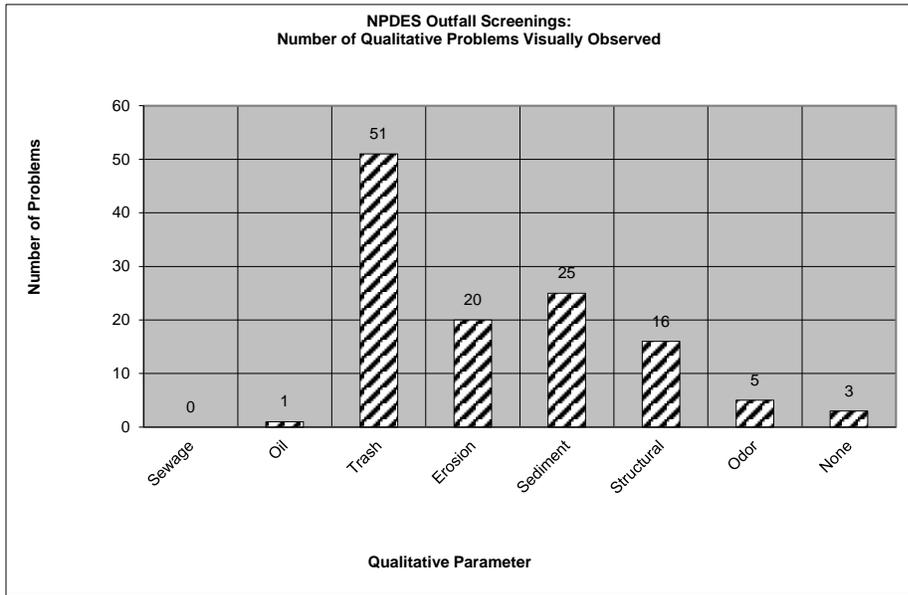


Figure 5-7: Major Outfalls Number of *qualitative* problems visually observed.

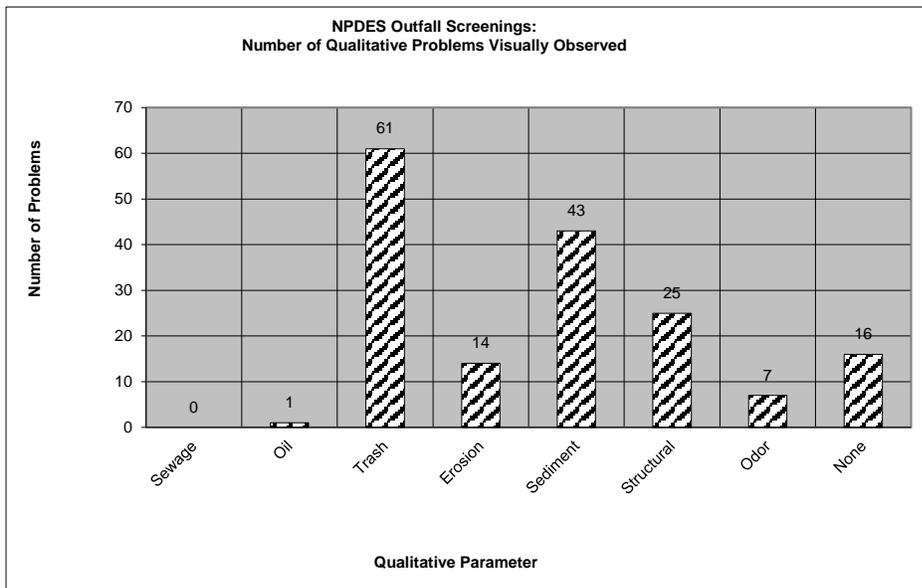


Figure 5-8: Minor Outfalls Number of *qualitative* problems visually observed.

As described above, routine outfall screenings include a quantitative and qualitative assessment. Based on these two procedures, a total of 346 problems were encountered during the 178 routine outfall screenings during this reporting period. Many of the outfalls had more than one problem. Observations regarding the receiving channel within the immediate vicinity of the outfall were also included.

During the reporting period, outfall screening was distributed among eight watersheds as follows: Gwynns Falls (37), Back River (60), Baltimore Harbor (6), Bird River (1), Loch Raven (40), and Jones Falls (25), Lower Gunpowder (1) and Patapsco (8).

5.4 Enforcement

The Illicit Connection Program was developed by identifying existing programs that address the requirements of the illicit connection program and incorporating those programs and their procedures by reference into the overall illicit connection program. These existing programs include:

- **Baltimore Metropolitan Water District** has responsibility for correction of problems in the water distribution system. Baltimore City administers this portion of the Baltimore Metropolitan Water District program. Only those problems associated with the water distribution system will be routed to the City via their complaint procedure.
- **Department of Public Works - Bureau of Utilities** has responsibility for maintenance of the County sanitary sewer system and the below ground portion of the County storm water sewer system. Any sanitary sewer problems encountered will be referred to this Bureau. This program also has the equipment, training and expertise to conduct below ground investigations to locate illicit connections.
- **Department of Public Works - Bureau of Highways** has responsibility for maintenance of the above ground portions of the storm water sewer system. All outfall structural problems will be routed to this Bureau for correction. The determination of corrective action will be on a priority basis within the limits of the County's capital improvement budget.
- **Department of Environmental Protection and Sustainability - Groundwater Management Section** has the authority to order correction of failing septic systems and the expertise to facilitate the correction of these systems if they require innovative technology for permanent correction. Any septic system failing to the storm water sewer system will be referred to this Section.
- **Department of Health Environmental Services Section** - Baltimore County Health inspectors investigate some complaints that are now categorized as potential illicit connections. These complaints include septic systems, leaky refuse and grease containers, the dumping of used motor oil, leaky engines, and industrial maintenance activities among others. Because these investigations are only a small percentage of the thousands of complaints received each year by the regional programs, it was difficult to separate complaints with a potential illicit connection from the rest of the caseload. These thousands of complaints were analyzed and broken down into the categories seen in Figure 5-9. After looking at the data from 2005-2009, it was

determined that the breakdown into categories is approximately the same each year and we can assume these numbers will continue to be the same in the future.

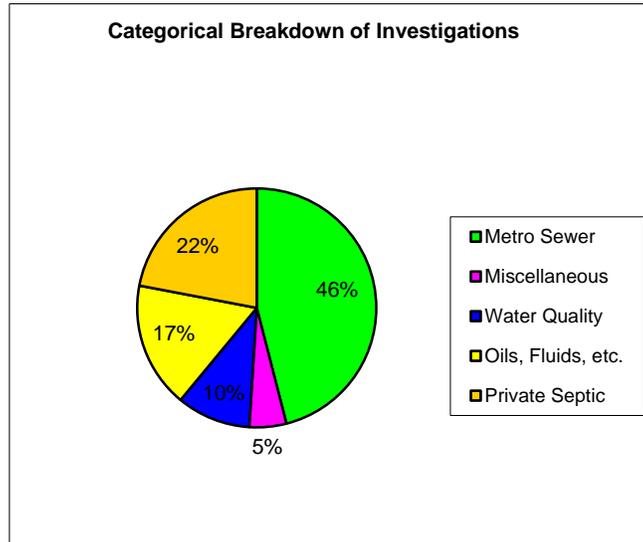


Figure 5-9: Involvement of the Regional Programs in the Investigation of Illicit Connections

This is the approximate breakdown of cases based on past data.

- **Maryland Department of the Environment (MDE)** has responsibility for the permitting of industrial discharges under the NPDES Industrial Permit program and the NPDES Industrial Stormwater Permit program. Any discharges that are industrial in nature and for which the source has been identified will be routed to MDE.

The Watershed Monitoring Section of Environmental Protection and Sustainability will provide overall coordination, record keeping and tracking of the Illicit Connection Program. The section will perform the outfall screening and initial field investigations if an illicit connection is detected as a result of the screening. The section is also responsible for directing the removal of illicit connections that do not fall under the responsibility of an existing program.

5.5 Illicit Connections Investigations and Corrections

During the reporting period, the Watershed Monitoring Section handled 187 investigations, of which 47 were citizen complaints. The citizen complaints include participants in the Stream Watch Program through various watershed associations. Ten citizen complaints were received through our report pollution web form, although it is important to note citizens are still emailing as well. The remainder of the investigations listed as complaints in Table 5-4 came from WMM, other sections of EPS or other agencies. Table 5-5 lists a summary of open cases from last year’s report and what has been done to further resolve or close them. Complaints that are still open will be investigated until resolution. Table 5-6 lists complaints investigated in 2014. Table 5-7 lists complaints investigated from 2015.

Table 5-5: Summary of Complaint Status 2015

	On-going	Case Closed	Total
Referred to other agencies	10	132	142
Handled by EPS	3	53	56
Total	13	185	198

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Table 5-6: Change in Status Complaints from 2014

CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
14-031	11/26/14	SWAP	Upland	Leaky oil drums, vehicle washing.	Visited site and it was clean, no leaky drums or vehicle washing.	Case closed	3403 East Joppa Road. 28 H7
14-035	11/26/14	SWAP	Upland	Cars being worked on in parking lot, resulting in spilled fluids.	EH did not find any cars being worked on but asked manager to call to discuss. WMM visited site and found parking lot clean and no cars being worked on outside.	Case closed	2105 E. Joppa Road. 28 C7
14-043	06/09/14	Complaint	Stream	Trash dumping.	Complainant got license plate. Police knocked on residence with no answer. Asked them to pursue a clean-up action. Trash has been removed.	Case closed	933 Hillside Drive. 26C4
14-045	04/28/14	Outfall	Stream	Chlorine found at outfall.	Referred to Baltimore City.	On-going	Outfall so-461. 33 A11
14-050	10/24/14	SWAP	Upland	Bus washing, overflowing salt pile and overflowing dumpsters.	MDE is having bus company make corrections and apply for a stormwater permit.	Case closed	1524 E. Joppa Road. 27 J7
14-056	05/21/14	SWAP	Upland	Various complaints from Randallstown trash listening session.	SHA put sites on rotating maintenance schedule. SWM cleaned SWM pond trash. WMM removed large trash item. One site added to potential project list for volunteer cleanup. Rechecked a few sites MTA and SHA never responded back to and the trash was gone.	Case closed	Various. 24 K13

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
14-057	03/28/14	Outfall	Stream	Grey discharge at outfall.	Plunge pool still discolored, but e. coli and other tests low, DPW found no sewer leaks. EH and PAI had trash and grease at shopping center cleaned up.	Case closed	Outfall 289. 32 H1
14-061	05/28/14	Complaint	Upland	Various complaints from Ag Center trash listening session.	Added some trash cleanups and an invasive removal to potential project list. Referred complaints to SHA (complete), PAI (complete), EH (complete), Highways (complete) and SD Design (never heard back).	On-going	Various. 29 A6
14-062	10/2014	Complaint	Upland	Sediment issues at residential construction project.	Referred to Sediment Control. WMM visited site and verified sediment fence was intact.	Case closed	W. Joppa Road and Meadowridge Court. 27 G7
14-064	04/21/14	Outfall	Stream	High bacteria.	Storm drain line was cleared of debris/roots, no cross connections found. E. coli still high.	On-going	Outfall 599. 16 D10
14-069	11/06/14	Outfall	Stream	High fluoride at outfall.	Traced to water leak in sidewalk. Referred to Baltimore City.	On-going	Outfall so-3245. 33 G7
14-070	07/10/14	Complaint	Stream	Leaking sewer pipe.	Will return to site to take more bacteria samples.	On-going	Wycliffe Road. 28 A11

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
14-071	04/18/14	Complaint	Upland	Car wash discharging to storm drain. Reopened case due to another complaint.	MDE and DPW spoke to car wash about proper procedure. Will revisit with DPW.	On-going	955 Essex Avenue. 37 E8
14-073	08/07/14	Complaint	Upland	Liquid dripping from spent grain silo.	MDE inspector had them fix drip.	Case closed	8901 Yellow Brick Road. 37 B4
14-076	12/22/14	Outfall	Stream	Outfall 100% submerged.	Highways dug out outfall.	Case closed	Outfall so-2085. 24 J3
14-087	12/19/14	Outfall	Stream	Yard waste at outfall.	Doorhangered to educate on proper disposal of yard waste.	Case closed	Outfall so-1362. 25 A7
14-093	05/09/14	Outfall	Stream	High phenols and e. coli at outfall.	Utilities tv'ed line and found no cross connections or leaks.	Case closed	Outfall 021. 18 J6
14-094	10/01/14	Outfall	Stream	Concern about illicit discharge in outfalls.	Found one outfall, screened but it was dry. Stream was fine. Storm Drain Design said infrastructure is intact, will keep an eye on erosion.	Case closed	Outfall so-2024. 26 J2.
12-094	12/18/14	Outfall	Stream	Orange material and sheen at outfall. Reopened case.	No sheen or orange material but did find high fluoride, chlorine, phenols.	On-going	Outfall 144. 27 A4

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
14-096	07/08/14	Complaint	Stream	High surfactants and optical brighteners in outfall.	Was actually a culvert, dry during screening. Pipe damage will be repaired by SHA.	Case closed	7911 Beverly Avenue. 28 A10
14-098	06/20/14	Outfall	Stream	High ammonia at outfall.	Tested outfall and found ammonia was fine but phenols were high. Referred to DPW Utilities. <i>Added after last year's report was written.</i>	On-going	Outfall 831. 27 J11
14-099	06/20/14	Outfall	Stream	High ammonia at outfall.	Returned to outfall, no flow tested plunge pool. High phenols found, will make high priority in case of intermittent issue. <i>Added after last year's report was written.</i>	Case closed	Outfall so-3247. 28 A11
14-100	06/20/14	Outfall	Stream	High ammonia at outfall.	Tested outfall and all parameters were low. Rootwad blocking pipe. Utilities has not removed rootwad, will continue to monitor and report again if it gets worse. <i>Added after last year's report was written.</i>	Case closed	Outfall so-954. 28 A11
14-101	12/08/14	Outfall	Stream	High phenols at outfall.	Source may be a mobile car wash at gas station, violation letter sent. <i>Added after last year's report was written.</i>	On-going	Outfall 329. 24 G2
14-102	07/22/14	Complaint	Stream	Water pooling in yard and running down street.	Reported to City but problem wasn't on their side. Problem has been corrected. <i>Added after last year's report was written.</i>	Case closed	2035 Pleasant Villa Avenue. 40 J2

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
14-103	12/19/14	Outfall	Stream	Severe pool erosion below outfall.	CPO found moderate to severe erosion throughout channel. Will be placed on future project list. <i>Added after last year's report was written.</i>	Case closed	Outfall so-1348, 25 A7
14-104	07/07/14	Outfall	Stream	Muddy water, high flow.	Returned to outfall, water clear and all chemical tests ok. <i>Added after last year's report was written.</i>	Case closed	Outfall 800, 36 F2
14-105	05/12/14	Outfall	Stream	Yard waste dumping in swm pond.	Will distribute educational materials. <i>Added after last year's report was written.</i>	On-going	Outfalls so-2640 and so-2641, 24 B7
14-106	06/20/14	Outfall	Stream	High ammonia at outfall.	Screened outfall, all parameters low. <i>Added after last year's report was written.</i>	Case closed	Outfall so-940, 27 K11.

Table 5-7 Complaints Processed for calendar year 2015

CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-001	1/15/15	Complaint	Stream	Stream milky colored, white sediment deposits.	Traced to quarry. MDE issued violation. Occurred again in May but MDE found no issues. They will inspect quarry more frequently.	Case closed	10820 Beaver Dam Road. 18 F5
15-002	01/20/15	Complaint	Upland	Large, uncovered salt pile in parking lot.	MDE found violations, site will be brought into compliance.	Case closed	1500 Woodlawn Drive.

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-003	01/30/15	Complaint	Upland	Business working on vehicles on street, lots of staining.	Referred to EH, they never responded to request for update.	On-going	3015 E. Joppa Road. 29 F7
15-004	01/30/15	Complaint	Upland	Sump being piped to street.	This is an allowable discharge, doorhangered to let them know draining to vegetation would be a better practice.	Case closed	110 Sunnyside Drive. 24 A2
15-005	02/09/15	Complaint	Upland	Water leaking from water meter.	Baltimore City repaired broken yoke.	Case closed	1923 Old Frederick Road, 41 A2
15-006	01/29/15	Complaint	Upland	Water from street running into stormdrain inlet during dry weather.	Baltimore City repaired valve.	Case closed	South Street and Washington Blvd. 41 J13
15-007	01/29/15	Complaint	Upland	Pile of sand.	Sediment control does not consider sand a pollutant, so no sediment controls necessary.	Case closed	South Street and River Road. 41 J13
15-008	01/16/15	SWAP	Upland	At SHA facility sediment staining on outfall riprap, erosion on another outfall	Hay bales have been replaced by boom around inlet.	Case closed	306 Mount Carmel Rd. 7 D10
15-009	02/06/15	Complaint	Upland	Overflowing sanitary sewer stack.	DPW Utilities repaired.	Case closed	724 Morningside Dr. 27 C5

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-010	02/03/15	Complaint	Upland	Dumped couches.	Couches have been removed.	Case closed	Butler Rd. and Wabash Ave. 16 B6
15-011	02/18/15	Complaint	Upland	Water bubbling from water meter.	Baltimore City replaced water meter.	Case closed	1622 W. Joppa Rd. 26 G5
15-012	01/27/15	Complaint	Stream	Trash in stream.	Suggested as a volunteer clean-up site to GVC. Highways picked up pile of trash from previous clean-up by neighbor.	Case closed	4104 Pine Hill Rd. 29 C5
15-013	02/24/15	Complaint	Upland	Pipe leaking at car wash.	PAI plumbing verified this has been corrected.	Case closed	2929 Eastern Blvd. 38 B5
15-014	02/11/15	Complaint	Upland	Request for no dumping signs.	PAI put up a sign.	Case closed	4642 Hawksberry Rd. 25 A10
15-105	02/13/15	Complaint	Upland	Sediment dumping.	Business must apply for a grading permit and remove some of the dirt.	Case closed	1101 Bowleys Quarters Rd. 38 F8
15-016	02/15/15	Complaint	Upland	Car leaking oil.	EH did not find car present, no one home at residence.	Case closed	633 Longview Dr. 41 E1

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-017	02/27/15	Complaint	Upland	Water break.	Baltimore City repaired leak.	Case closed	7208 Windsor Mill Rd. 33 B5
15-018	02/27/15	Complaint	Upland	Water break.	Baltimore City repaired leak.	Case closed	6207 N. Charles St. 26 K10
15-019	03/04/15	Complaint	Stream	Stream discolored.	Sediment was traced to nearby road repair. Highways swept road.	Case closed	1305 Milldam Rd. 27 H2
15-020	03/13/15	Complaint	Upland	Septic truck dumped to storm drain.	No FOG found in storm drain. Pumpout report verified they dumped at Texas later that afternoon.	Case closed	3005 Jackson Ridge Court. 13 J10
15-021	03/23/15	Complaint	Upland	Car washing discharge draining to gutter.	MDE told them discharge to stormdrain must be eliminated.	Case closed	7901 Belair Road. 28 G11
15-022	03/19/15	Complaint	Upland	Runoff issues causing erosion.	DPW will make repairs.	Case closed	5025 Hilltop Acres Road.
15-023	03/25/15	Complaint	Upland	Excessive dog feces.	Doorhangered to educate about proper disposal.	Case closed	Beaver Pond Circle. 28 K8

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-024	03/24/15	Complaint	Upland	Damaged sanitary sewer manhole.	Utilities repaired.	Case closed	Wildlife Drive. 33 B8
15-025	03/27/15	Complaint	Stream	Oil in stream.	No evidence of oil found.	Case closed	108 Tenbury Road. 27 C4
15-026	04/02/15	Complaint	Upland	Truck losing gravel.	Referred to State Police. Requested update and never got a response after multiple requests.	On-going	I83 near Sparks Glencoe. 12 E6
15-027	03/30/15	SWAP	Upland	Storage tank leaking, working on trucks outdoors.	MDE is having business correct some housekeeping issue. EH found trucks are washed over oil/grease separator and not repaired outside.	Case closed	3206 Hammonds Ferry Road. 42 E10
15-028	03/30/15	SWAP	Upland	Leaking and overflowing dumpsters.	PAI found no violations. EH had them clean dumpster area and close lids.	Case closed	40 West Shopping Center, N. Rolling Road.
15-029	04/02/15	Complaint	Upland	Car wash in gas station parking lot.	Sent violation letter. Revisited business, no car washing being done.	Case closed	5900 Johnnycake Road. 33 E12
15-030	03/30/15	SWAP	Upland	Cars leaking fluids, dumpster missing lid, discharge going to storm drain.	EH found discharge was water coming from an overflow device inside building, was corrected. PAI issued correction notice for junk/debris.	Case closed	4615 Hollins Ferry Road. 42 C11

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-031	03/16/15	Outfall	Stream	Outfall 100% submerged.	This pond is on the list to be unclogged.	Case closed	Outfall so-2690. 16 F10
11-025	05/04/11	SWAP	Upland	Revisited site, dumpster area is leaking juice and surrounded by trash. Reopened case.	EH inspector found the area clean, no violation.	Case closed	6300 Baltimore National Pike. 41 B1
13-108	03/11/15	Outfall	Stream	Pet waste and yard waste dumping.	Doorhangered one house to educate on proper disposal.	Case closed	Outfall so-2694. 16 E10
15-032	04/16/15	Complaint	Upland	Leaking septic tank.	Groundwater was refused access to property. Visited stream to get bacteria sample but it was dry.	Case closed	11924 Jericho Road. 22 F10
15-033	04/20/15	Complaint	Upland	Runoff from downspouts/sump causing erosion.	PAI found no violations.	Case closed	7407 Plainview Road. 36 E8
15-034	04/17/15	Complaint	Upland	Trash truck dropping litter.	GWM contacted trash truck company, they said they would correct this.	Case closed	Alley behind 13 Allegheny Avenue. 27 D6
15-035	04/24/15	Complaint	Stream	Muddy stream.	Found stream clear, no evidence of source of sediment.	Case closed	8300 Thornton Road. 26 G3

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15-036	02/05/15	Complaint	Upland	Chlorinated water bubbling out of ground.	Referred to PAI Plumbing.	On-going	4132 Joppa Road. 29 B6
15-037	01/23/15	Complaint	Upland	Car wash discharge draining to parking lot, not contained.	Sent violation letter. Car wash has corrected issue. Follow-up visit confirmed this.	Case closed	812 Geipe Road. 41 A1
15-038	04/24/15	Complaint	Upland	Homeless camp causing trash issues.	Giant cleaned trash from stream buffer on their side. Prologue did outreach at the camp.	Case closed	8670 Pulaski Highway, 37 A5
15-039	04/24/15	Complaint	Upland	Trash dumping near roadside.	SHA removed dumping.	Case closed	12436 Pulaski Highway. 30 G2
15-040	05/13/15	Complaint	Upland	Soapy water running to street.	Burger King agreed to only wash with plain water.	Case closed	925 York Road. 27 C5
15-041	05/08/15	Complaint	Upland	Soapy, discolored stream water.	Sent letter to educate on proper wash water disposal.	Case closed	10900 Old Court Road. 31 D5
15-042	04/30/15	Complaint	Stream	PVC pipe discharging to stream.	MDE had business make corrections.	Case closed	4381 Hollins Ferry Road. 42E10

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15-043	05/14/15	Complaint	Upland	Trash issues at shopping center.	PAI issues correction notice for junk/open dump conditions.	Case closed	8250 Eastern Avenue. 36 J11
15-044	04/16/15	Complaint	Upland	Car wash discharge going to storm drain	Plumbing is requiring installation of an oil/water separator and connection to the sanitary sewer.	Case closed	7024 Liberty Road. 33 E3
13-109	10/22/13	Outfall	Stream	High bacteria in outfall.	Utilities tv'ed line, raccoon feces was the source. Line was flushed and cleaned.	Case closed	Outfall 030. 16 C12
15-045	04/27/15	Complaint	Stream	Stream erosion.	CPO visited site and gave homeowner suggestions.	Case closed	8231 Burnley Road. 26 G3
15-046	04/28/15	Complaint	Stream	Trash dumping in stream, privacy fence falling down.	Doorhangered to educate about trash. PAI issued correction notice for junk, broken fence and untagged vehicles.	Case closed	3224 Doycron Court. 33 DJ
15-047	04/29/15	Complaint	Upland	Commercial vehicle being washed on residential street.	No vehicle washing observed, but PAI issued correction notice for junkyard conditions.	Case closed	1319 Dorsey Avenue. 37 E9
15-048	05/01/15	Complaint	Upland	Water running down gutter.	Traced to leaking water meter. Baltimore City repaired meter.	Case closed	3317 Bero Road. 42 G10

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15-049	05/01/15	Complaint	Upland	Sinkhole and dumped trash.	Highways removed trash and fixed sinkhole.	Case closed	Eskow. 42 E10
15-050	05/01/15	Complaint	Upland	Water bubbling out of backyard and sewage smell.	No discharge during visit. Old septic or sanitary sewer not the source. Smell was probably anaerobic soil being disturbed at site of demolished shed.	Case closed	4838 Ridge Road. 29 A13
15-051	05/01/15	Complaint	Upland	Oily substance discharging from sidewalk pipe.	Substance was iron bacteria.	Case closed	105 Walnut Avenue. 44 H9
15-052	04/06/15	Complaint	Upland	Excessive oil/grease spots on street and driveway.	EH issued violation notice.	Case closed	7419 Prince George Road. 33 D1
15-053	03/26/15	Complaint	Upland	Yard waste dumping.	Doorhangered to educate about proper disposal.	Case closed	Wyndwood Road. 33 D2
14-055	05/14/15	Complaint	Stream	Trash is blowing from dumpsters into stream. Reopened case.	Dumpster area clean, lid closed. Stream behind dumpster clean.	Case closed	1817 Frederick Road. 41 B4.
15-054	06/02/15	Complaint	Upland	Yard waste dumping on trail.	Very minor dumping observed, no danger of blocking stream. No large pile present in yard, no blockage at outfall.	Case closed	2215 Arapahoe Avenue. 40 H3

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15-055	05/14/15	Complaint	Upland	Trash issues in dumpster area.	PAI issued correction notice.	Case closed	7929 Eastern Avenue. 36 J12
15-056	05/18/15	Complaint	Upland	Found evidence of a previous overflow at sanitary sewer manhole and sewage odor.	Utilities found line to be running fine, but made some construction changes to reduce odors.	Case closed	Baltimore National Pike. 32 H12
15-057	05/18/15	Complaint	Upland	Overflowing trash can and litter on ground at bus stop.	MTA visited site and found trash empty with fresh bag.	Case closed	6667 Security Boulevard. 33 D9
08-006	04/16/15	Complaint	Upland	Excessive trash along parking lot, case reopened.	PAI found no violations. SD Design never answered multiple requests for update on damaged outfall.	On-going	1600 Whitehead Court. 33 D9
15-058	04/27/15	SWAP	Upland	Junky conditions, salt stored on pallets outside.	PAI found no violations.	Case closed	10822 Williamson Lane. 18 H4
15-059	04/27/15	SWAP	Upland	Untagged vehicles	PAI found no violations.	Case closed	10840F Williamson Lane. 18 G4
15-060	04/27/15	SWAP	Upland	Untagged vehicles	PAI found no violations.	Case closed	10823 Veneer Lane #4. 18 G4

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15-061	04/27/15	SWAP	Upland	Untagged vehicles	PAI found no violations found.	Case closed	10823 Veneer Lane, #C. 18 G4
15-062	04/27/15	SWAP	Upland	Overflowing dumpster of dirt, piles have been started around dumpster because it's full.	PAI found no violations.	Case closed	10830 Williamson Lane. 18 G4
15-063	04/27/15	SWAP	Upland	Piles of metal, old gas tank, untagged vehicle.	PAI issued correction notice.	Case closed	10817 Williamson Lane. 18 G4
15-064	04/27/15	SWAP	Upland	Many untagged vehicles, at least one truck leaking fluids.	PAI found no violation.	Case closed	10823 Williamson Lane. 18 G4.
15-065	04/22/15	SWAP	Upland	Rusty, oily drums without lids.	Visited site, drums were rusty but sealed and not leaking.	Case closed	1 Beaver Court. 18 G6.
15-066	04/22/15	SWAP	Upland	Uncovered drums, trash, tires, untagged truck.	PAI found no violations.	Case closed	105 Beaver Court. 18 G5
15-067	06/02/15	Complaint	Upland	Street sweeper using fire hydrant to rinse into storm drain.	Company was only filling up at hydrant, not rinsing.	Case closed	Diamond Point Road. 36 K11

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-068	05/26/15	Complaint	Upland	Smell of raw sewage in area.	No evidence of sewer overflow, bacteria low.	Case closed	30 Cedar Knoll Road. 18 H4
15-069	06/03/15	Complaint	Stream	Pipe leading from pool pump to outfall ditch.	Doorhangered to educate on proper handling of pool discharge.	Case closed	9061 Meadow Heights Avenue. 24 F10
15-070	06/04/15	Complaint	Upland	Sediment from farm field going into drainage ditch.	SCD talked to landowner and corrections will be made.	Case closed	4603 Long Green Road.
15-071	05/21/15	SWAP	Upland	Fish/plant tanks being drained to parking lot.	Business will use a portable tank or temporary hose to drain to swm pond instead of storm drain in parking lot.	Case closed	11035 York Road. 18 H3
15-072	05/21/15	SWAP	Upland	Bus washing in parking lot.	Bus lot was contacted to let them know this activity was not allowed and the EPA fined us for this during our audit.	Case closed	103 Wight Avenue. 18 F4
15-073	05/21/15	SWAP	Upland	Grease on ground around used oil dumpster.	When EH visited, business was already taking care of issue. Absorbent was on ground and top of container had been cleaned.	Case closed	10752 York Road. 18 H5
12-037	05/21/15	SWAP	Upland	At least 10 untagged vehicles on property, reopened case.	PAI issued correction notice for untagged vehicles and piles of tires.	Case closed	10926 York Road. 18 H4

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15-074	05/21/15	SWAP	Upland	Washing vehicles in parking lot.	MDE issued notice of corrective action.	Case closed	10300 York Road. 18 H6
15-075	04/22/15	SWAP	Upland	Junk piles and untagged vehicles.	PAI issued correction notice.	Case closed	200 Cockeyville Road. 18 G5
15-076	04/27/15	SWAP	Upland	At least 6 untagged vehicles on property.	PAI issued correction notice.	Case closed	10820 Williamson Lane. 18 G4
15-077	04/27/15	SWAP	Upland	Piles of brush, junk piled against building.	PAI issued correction notice.	Case closed	10838 Williamson Lane. 18 G4
15-078	04/30/15	SWAP	Upland	At least 6 untagged vehicles on property.	PAI issued correction notice.	Case closed	10901 McCormick Road. 18 F5
15-079	05/01/15	Complaint	Upland	Inlet clogged with trash, dirt, yard clippings.	DPW Utilities found the inlet to be clear.	Case closed	31 Top View Court. 33 B8
15-080	05/01/15	Complaint	Upland	Moderate litter in street and curbs.	Streetsweeping was done.	Case closed	Tulsa Road. 33 H5

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15-081	06/08/15	Complaint	Upland	County personnel dumping into storm drain.	Highways didn't have work in this area. Utilities addressed this issue with staff.	Case closed	Tiverton Road. 24 C9
15-082	06/09/15	Complaint	Stream	Stream on property floods and is eroding.	CPO visited site and met with homeowner. Some severe erosion but overall stream is stable.	Case closed	11440 Glen Arm Road. 20 F12
15-083	06/10/15	Complaint	Upland	Dumping into storm drain.	Contacted business, they said they don't dump in storm drain they have a utility sink. Outfall made high priority to keep an eye on.	Case closed	10943 McCormick Road. 18 F4
15-084	05/20/15	Complaint	Upland	Water bubbling out of water meter cover.	PAI issued correction notice.	Case closed	1313 York Road. 27 B3
15-085	06/12/15	Complaint	Stream	Outfall has clear dry weather flow.	Full outfall screening showed all parameters were below action level. Outfall has been added to our database for future screening.	Case closed	Outfall 824. 27 C7
14-018	6/17/14	Complaint	Stream	Grease draining to stream. Reopened case when outfall screening found stinky water with high copper and phenols.	EHS investigated and found McDonalds was not the source. DPW investigated shopping center and found no source. Outfall has been added to our database for future monitoring. 6/25/14 Traced to inlet full of dumpster juice. This was probably the source of the grease previously found.	On-going	7309 McClean Blvd. 27 J11

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
14-055	05/15/14	Complaint	Stream	Trash going into stream. White pvc pipe draining to stream. Reopened case due to another trash complaint.	Trash was mostly from upstream litter not business. EH found pvc pipe only drained rainwater. 6/24/15 Found dumpster area clean, trash does not appear to be blowing from dumpster.	Case closed	1817 Frederick Road. 41 B4
15-086	05/21/15	Complaint	Stream	Muddy stream.	Cemetery has sediment controls now, SWM pond has been repaired.	Case closed	Outfall 520. 41 J8
15-087	06/17/15	Complaint	Upland	Developer hasn't responded to promise to plant trees and concerns over SWM from community.	Trees and shrubs will be planted after construction is done, downspouts have been redirected to drain into SWM pond.	Case closed	Bender Ridge Court. 28 G5
15-088	06/24/15	Complaint	Upland	Excessive litter on highway onramp.	SHA removed litter.	Case closed	Exit 17 I83. 18 G9
15-089	06/18/15	Complaint	Stream	Log jam at bridge is causing flooding and sewer overflows.	Referred to Highways.	Case closed	95 bridge near Francis Avenue. 41 K9
15-090	06/30/15	Outfall	Stream	Fine, white powder and high copper in outfall.	Traced to new driveway gravel.	Case closed	Outfall so-927. 36 H6

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-091	06/29/15	Complaint	Upland	Muddy water coming from new home construction.	Sediment Control issued a correction notice for silt fence.	Case closed	805 Oakleigh Beach Road. 45 C5
15-092	06/28/15	Complaint	Stream	Muddy water in stream.	Baltimore City repaired water leak.	Case closed	Tiverton Road. 24 B9
15-093	05/29/15	SWAP	Upland	Untagged vehicles, working on vehicles outside.	PAI found no violations.	Case closed	11013 York Road. 18 H4
15-094	07/07/15	SWAP	Upland	Barrel draining to ditch.	Eroded area had been reseeded, barrel gone.	Case closed	5729 Station Road. 30 C6
15-095	06/08/15	Complaint	Upland	Litter behind shopping center.	PAI found no violations.	Case closed	9828 Liberty Road. 24 B10
15-096	06/08/15	Complaint	Upland	Trash around dumpsters.	EH said 9910 had no trash issues. 9916B had issues and inspector talked to owner.	Case closed	9910 Liberty Road. 24 A9
15-097	06/08/15	Complaint	Upland	Trash dumped in parking lot.	PAI found no violation.	Case closed	5200 Waverly Lane. 24 G5

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-098	07/21/15	Complaint	Upland	Water bubbling out of curb.	Baltimore City repaired.	Case closed	Old Court Road. 25 D11
15-099	07/15/15	SWAP	Upland	Abandoned Nissan.	Car no longer present.	Case closed	9048 Waltham Woods Road. 28 C5
15-100	07/15/15	SWAP	Upland	Abandoned Acura.	PAI issued correction notice.	Case closed	902 Beaverbank Circle. 27 G6
15-101	07/15/15	SWAP	Upland	Abandoned sedan and Mercedes.	PAI issued correction notice.	Case closed	1215 Brook Meadow Drive. 27 K5
15-102	07/15/15	SWAP	Upland	Covered sedan with flat tires.	Police had vehicle removed.	Case closed	35 Windersal Lane. 28 C5
15-103	07/10/15	SWAP	Upland	Blue mustang with expired tags.	Police had vehicle removed.	Case closed	3325 Summit Avenue. 28 G6
15-104	07/10/15	SWAP	Upland	Two abandoned vehicles in driveway.	PAI issued correction notice.	Case closed	3208 Joppa Road. 28 F7

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15-105	07/10/15	SWAP	Upland	Blue dodge truck has expired tags.	Police had vehicle removed.	Case closed	9715 Uxbridge Road. 28 G6
15-106	07/09/15	SWAP	Upland	Blue dodge van has expired tags.	PAI issued correction notice.	Case closed	9435 Bellhall Drive. 29 A4
15-107	07/09/15	SWAP	Upland	Blue muscle car has no tags.	PAI issued correction notice.	Case closed	9548 Hickory Falls Way. 28 K3
15-108	07/09/15	SWAP	Upland	Delivery truck with flat tires.	Police had vehicle removed.	Case closed	9411 Oak White Road. 29 B4
15-109	07/07/15	SWAP	Upland	RV with no tags.	PAI issued correction notice.	Case closed	11720 Hamilton Place. 30 D5
15-110	07/07/15	SWAP	Upland	Black Chevrolet with broken windows and no tags.	PAI issued correction notice.	Case closed	7 Haymarket Court, 29 B5
15-111	07/07/15	SWAP	Upland	Red coupe in driveway with no tags.	PAI issued correction notice.	Case closed	5 Flintridge Court. 29 B5

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-112	04/22/15	SWAP	Upland	Pile of trash in woods behind house.	PAI didn't find trash issue, but issued correction notice for abandoned vehicle.	Case closed	5213 Pembroke Avenue. 33 H6
15-113	07/09/15	Complaint	Upland	Towson University asked us to conduct hotspot surveys on campus.	Campus overall was good. Staff will address one issue of dumpster juice and leaking equipment. Salt storage is covered but they will add berm to entrance.	Case closed	8000 York Road. 27 C7
15-114	07/05/15	Complaint	Stream	Iron bacteria in stream.	Water leak in area may be contributing to iron bacteria. Baltimore City repaired the leak.	Case closed	20 Congaree Court. 28 H9
15-115	07/14/15	Complaint	Upland	Car washing discharge draining to parking lot.	Car washing trailer has been removed from property.	Case closed	8219 Liberty Road. 32 K1
15-116	07/21/15	Complaint	Upland	Gravel spilled on road.	DPW swept with sweeper truck.	Case closed	Rosedale Avenue, 36 F8
15-117	08/05/15	Complaint	Stream	Stream is running blue.	SWM inspected site with MDE, discharge was stopped and water was hauled off site.	Case closed	14339 Thornton Mill Road. 12 F11
15-118	8/2015	Complaint	Upland	Water leak in front of business.	Baltimore City repaired leak.	Case closed	8109 Liberty Road. 33 A2

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-119	07/21/15	SWAP	Upland	Eleven shopping carts abandoned at bus stop.	MTA asked store managers to retrieve carts.	Case closed	Rossville Boulevard. 37 A4
15-120	07/21/15	SWAP	Upland	Abandoned truck, leaking dumpster juice.	PAI issued correction notice to remove vehicle.	Case closed	7911 Eastern Avenue. 36 H12
15-121	07/21/15	SWAP	Upland	Cardboard fallen out of chute, trash bags sitting outside of container.	PAI found no violation.	Case closed	7839 Eastpoint Mall. 36 H12
15-122	07/21/15	SWAP	Upland	Litter on ground at loading dock.	PAI found no violation.	Case closed	7713 Eastpoint Mall. 36 G12
15-123	07/21/15	SWAP	Upland	Litter on ground at loading dock.	PAI found no violation. Trash no longer present.	Case closed	7735 Eastpoint Mall. 36 G12
15-124	07/21/15	SWAP	Upland	Dumped couches.	PAI found no violation. Couches were no longer present.	Case closed	7701 Eastern Avenue. 36 G12
15-125	07/21/15	SWAP	Upland	Grease dumpster open and staining on ground.	EH found the site to be in compliance.	Case closed	7839 Eastpoint Mall. 36 H13

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-126	07/21/15	SWAP	Upland	Litter on ground at loading dock, rats around dumpster.	PAI found no violation.	Case closed	7885 Eastpoint Mall. 36 H12
15-127	07/07/15	SWAP	Upland	Pool company discharging to street.	Contacted company to let them know proper discharge procedures.	Case closed	3908 Pinedale Road. 29 B5
15-128	07/21/15	Complaint	Stream	High bacteria in outfall, exposed pipe in stream.	Outfall was dry when returned to track e. coli. Exposed pipe is abandoned, CPO added stream to potential restoration list.	Case closed	Outfall so-305. 36 E8
15-129	07/22/15	Complaint	Stream	Derelict boats.	PAI is working with marina to fix open dump conditions. Houseboat being watched by police for unrelated issues, may be removed in future.	Case closed	500 Sandalwood Road. 37 E12
15-130	08/17/15	Complaint	Upland	Trashcans out all the time, trash sitting outside of them.	PAI issued correction notice.	Case closed	2741 Park Drive. 42 H9
15-131	07/22/15	Complaint	Upland	Construction debris and windows piled up.	PAI issued correction notice.	Case closed	10429 Reisterstown Road. 24 H3
15-132	07/22/15	Complaint	Upland	Untagged vehicles, litter, stacks of tires.	PAI issued correction notice.	Case closed	10431 Reisterstown Road. 24 H3

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-133	07/02/15	Complaint	Stream	Culvert blocked by debris.	Highways cleared debris.	Case closed	8631 Fowler Avenue. 28 F10
15-134	08/03/15	Complaint	Upland	Shopping carts washed in parking lot.	EH let store know washwater could not go into storm drain.	Case closed	1 E. Joppa Road. 27 D6
15-135	08/03/15	Outfall	Stream	High phenols at outfall.	Traced source to runoff from water plants at nursery.	Case closed	Outfall 016. 18 H3
15-136	08/03/15	Outfall	Stream	Outfall 80% submerged.	SWM reported pond is designed to hold water so the outfall will always be somewhat submerged.	Case closed	Outfall so-2662. 16 F10
15-137	04/30/15	Outfall	Stream	High fluoride at outfall.	Traced to homeowner working in yard.	Case closed	Outfall so-126. 44 K6
15-138	08/04/15	Complaint	Upland	Cars being washed in parking lot.	Visited site and did not observe car washing, will keep an eye on.	Case closed	9329 Liberty Road. 24 D11.
15-139	08/03/15	Outfall	Stream	Outfall 100% submerged.	SWM has added this to pond work list.	Case closed	Outfall so-1804. 18 H10

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-140	08/27/15	Complaint	Stream	Quicksand area near stream.	Will investigate.	On-going	Behind 50 Hardwood Drive. 28 K10
15-141	09/01/15	Complaint	Stream	High ammonia and sewage smell at outfall.	Working with Utilities.	On-going	501 W. Seminary Avenue. 25 K2
15-142	08/28/15	Complaint	Stream	Vegetation cleared near stream.	No easement present. PHG is interested in doing a planting here, contacted Utilities for them which are willing to allow it.	Case closed	Newburg Avenue. 41 D6
15-143	08/28/15	Complaint	Upland	Trash dumped at park and ride lot.	Trash has been removed.	Case closed	Eastern Boulevard. 37 A11
15-144	09/01/15	Complaint	Stream	Soapy discharge coming from outfall.	Screened outfall, no soapy discharge all parameters normal. Will make high priority for routine screening in case of intermittent issue.	Case closed	2905 Jomat Avenue. 28 E7
08-039	02/05/08	Complaint	Upland	Water bubbling out of ground near fire hydrant. Reopened case.	Referred to Baltimore City.	On-going	1101 Kenilworth Avenue. 27 A4
15-145	09/03/15	Complaint	Stream	Orange material in stream.	Material was naturally occurring iron bacteria.	Case closed	238 University Road. 27 C7.

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-146	09/10/15	SWAP	Upland	Business storing pool chemicals outside.	MDE says no violation unless materials are spilling out, which they are not.	Case closed	16 Stenersen Lane. 18 G5
15-147	09/21/15	Complaint	Upland	Dumped couches.	Furniture has been removed.	Case closed	4828 Hollins Ferry Road. 42 A12
15-148	09/30/15	Complaint	Stream	Debris jam blocking culvert.	SHA removed blockage.	Case closed	7325 Bellona Avenue. 26 H8
15-149	09/11/15	SWAP	Upland	Old salt pile in parking lot.	Salt pile has been removed.	Case closed	124 Industry Lane. 18 H7
15-150	09/18/15	Complaint	Upland	Swimming pool being drained to street.	Contacted pool to let them know proper discharge procedures.	Case closed	2301 Chantilla Road. 32 K12
15-151	07/28/15	Complaint	Upland	Oily discharge coming out of ground.	Substance is iron floc sheet from standing water in yard caused by leaking pool filter.	Case closed	7722 Bennerton Drive. 28 J12
15-152	09/18/15	Complaint	Stream	Sunken boat.	SWM investigated and found boat is not impacting navigation and is tied to private property, it will be left alone.	Case closed	501 Chesapeake Park Plaza. 37 K7

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-153	10/16/15	Complaint	Upland	Pool being discharged to storm drain.	Doorhangered to educate about proper disposal.	Case closed	8613 Delegge Road. 36 J5
15-154	08/05/15	Complaint	Upland	Cars washed in parking lot.	Visited site and did not observe car washing, will keep an eye on.	Case closed	7110 Liberty Road. 33 D3
15-155	09/29/15	Complaint	Stream	Sand deposits on stream bank.	CPO spoke to him, his main concern was losing trees during the restoration project, which he will not.	Case closed	1707 Greenspring Drive. 26 K1
15-156	10/01/15	Complaint	Upland	Spray tanker dumped into stream by tree company.	Company was only discharging rusty water from hydrant before filling tank, they were told not to discharge water directly to stream.	Case closed	Shetland Hills Drive. 27 C2
15-157	09/30/15	Complaint	Upland	Sump pumps causing erosion next to SWM pond. Excessive pet waste.	Doorhangered to educate about pet waste. Further investigation showed erosion to be on private property and minor.	Case closed	3960 Red Deer Circle. 24 C10
15-158	10/14/15	Complaint	Stream	Gwynns Falls frequently floods into street.	Highways added rip rap and regraded eroded area.	Case closed	2533 Cedar Drive. 33 H7
08-031	04/28/08	Complaint	Upland	Farm field has soil erosion and significant run off. Case reopened.	Farmer is working with a SCD planner on this issue.	Case closed	4820 Dave Rill Road. 5 B4

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
08-015	02/29/08	Complaint	Stream	Litter in parking lot and stream erosion. Reopened case.	Visited site and found litter to be minor, dumpster area clean. Stream was rip rap armored on both sides, no erosion present.	Case closed	1701 Edmondson Avenue. 41 B3
15-159	06/23/15	Complaint	Stream	High e. coli at bacteria subshed site, LI-09.	Traced to farm field with cattle. Farmer had recently fenced stream and e. coli is now low.	Case closed	Oakland Road. 23 E3
15-160	10/28/15	Complaint	Upland	Dumpster juice leaking into storm drain.	EH inspector had situation corrected.	Case closed	5007 Honeygo Drive. 29 G5
15-161	11/04/15	Complaint	Stream	High e. coli at bacteria subshed site, PA-B-1.	All sites were low, will retest in May when water is warmer.	On-going	1st Avenue. 42 A10
15-162	09/25/15	Complaint	Stream	Couches dumped in stream.	Couches have been removed.	Case closed	3 Sugarbury Court. 16 B10
15-163	10/06/15	Outfall	Stream	Metal corrosion at bottom of outfall pipe.	Referred to SD Design.	On-going	Outfall 089. 27 A11
15-164	10/19/15	Complaint	Upland	Water bubbling out of street.	Baltimore City fixed leak.	Case closed	120 Allegheny Avenue. 27 C6

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-165	10/19/15	Complaint	Upland	Water bubbling out of street.	Baltimore City fixed leak.	Case closed	1718 Charmuth Road. 27 B1
15-166	11/05/15	Complaint	Upland	Staining near back door of restaurant.	Staining was from downspout, no grease present on pavement.	Case closed	905 York Road. 27 C5
15-167	11/09/15	Complaint	Upland	Staining on and around used grease container.	EH found no violations.	Case closed	9706 Groffs Mill Drive. 24 D5
15-168	11/17/15	Complaint	Upland	Spilled vehicle fluids all over ground.	PAI found no violations.	Case closed	4016 North Point Boulevard. 45 D4
15-169	10/13/15	Complaint	Stream	Sinkhole, bank failure of stream.	CPO will not do any work at this time, but will continue to monitor changes.	Case closed	29 Coatsbridge Court. 28 H9
15-170	10/21/15	Complaint	Upland	Pool company discharging to street.	Contacted company to let them know proper discharge procedures.	Case closed	2111 Rockwell Avenue. 40 K2
15-171	11/18/15	SWAP	Upland	Car wash with discharge and spill issues.	Spoke to manager about issues. Revisited site and no outdoor washing materials present.	Case closed	9131 Liberty Road. 24 E12

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-172	11/18/15	Complaint	Upland	Mobile car wash discharging to parking lot.	Utilities will speak to them and remind them permit conditions require them to vacuum the discharge and dispose off site.	Case closed	112 Ware Avenue. 27 C6
15-173	06/11/15	Outfall	Stream	Yard waste dumping.	Distributed educational flyers.	Case closed	Outfall so-1538. 19 C10
15-174	08/12/15	Outfall	Stream	Outfalls 95% filled with sediment.	Highways cleared pipes.	Case closed	Outfalls so-3242 and 3243. 27 B3
15-175	09/16/15	Outfall	Stream	Outfall 100% buried.	Referred to Highways.	On-going	Outfall so-2018. 26 G2
15-176	05/01/15	Outfall	Stream	Outfall 90% submerged.	Highways cleared outfall.	Case closed	Outfall so-2018. 26 G3
15-177	09/09/15	Outfall	Stream	Outfall with high phenols.	Suspect high phenols was due to irrigation runoff across street. Will rescreen to confirm.	On-going	Outfall so-2030. 26 G2.
15-178	07/24/15	Complaint	Stream	Suds in outfall lab sample.	Returned to site, no suds but high phenols. Traced to thrift store across street rinsing merchandise off.	Case closed	Outfall 805. 37 F9

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-179	11/23/15	Complaint	Upland	Water is leaking into road from middle of Towson Circle.	Property Management corrected problem.	Case closed	Towson Circle. 27 D6
15-180	12/11/15	Complaint	Upland	Two mattresses dumped on side of road.	Mattresses have been removed.	Case closed	Owings Mills Boulevard. 24 H2
15-181	12/14/15	SWAP	Upland	Water bubbling out of ground.	Baltimore City repaired leak.	Case closed	9908 Braewood Road. 24 A10
15-182	12/14/15	SWAP	Upland	Car in driveway with no plates, building materials stored underneath.	PAI issued correction notice.	Case closed	9706 Mendoza Road. 24 A12
15-183	12/14/15	SWAP	Upland	Bus parked next to driveway with no plates, weeds growing around it.	PAI issued correction notice.	Case closed	9704 Kerrigan Court. 24 A11
15-184	08/17/15	SWAP	Upland	Erosion in ditch next to road.	Did not find eroded ditch. Did find some rip rapped areas, may have been taken care of.	Case closed	Greenspring Avenue. 26 A2
15-185	12/29/15	Complaint	Stream	Trash in stream.	PAI issued correction notice for trash around dumpsters.	Case closed	6606 Kincheloe Avenue. 33 E7

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CASE	DATE	TYPE	STREAM OR UPLAND	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-186	12/29/15	Complaint	Stream	Truck in stream.	Referred to Police.	On-going	1 Edgevale Road. 27 F6
15-187	12/31/15	Complaint	Stream	Rusty, red brown water after storm events.	Water cleared up, told to contact us if they see it again.	Case closed	1149 Seneca Road. 38 G8

5.6 Commercial/ Industrial Pollution Surveys (Hotspots)

Commercial and industrial pollution surveys have been conducted for years as part of the SWAP process, referred to as Hotspot Site Investigations (HSIs). A ramped up hotspot program was initiated in the 2015 fiscal year. Hotspots will continue to be done by consultants as part of the SWAP process, but additional hotspots will be done by WMM staff in areas with completed SWAPs. During the 2016 fiscal year, a total of 458 sites were assessed in this way (Table 5-8). Figure 5-10 to Figure 5-30 show maps of hotspots in each swap area.

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Table 5-8 Hotspot Investigations Conducted from July 1, 2015 through June 30, 2016

SWAP Area	Total # HSIs Assessed	# Confirmed Hotspots	# Potential Hotspots	# Not a Hotspot	% Confirmed Hotspots
Lower Patapsco (A)	6	1	0	5	17%
Upper Patapsco (B)	36	4	11	21	11%
Middle Gwynns Falls (C)	51	8	0	43	16%
Baltimore Harbor (D)	37	3	0	34	8%
Tidal Back River (E)	18	3	0	15	17%
Middle River/Tidal Gunpowder (F)	12	2	0	10	17%
Upper Jones Falls (G)	1	0	0	1	0%
Lower Jones Falls (H)	16	2	0	14	13%
Bird River (K)	16	4	0	12	25%
Upper Back River (L)	41	12	0	29	29%
Northeastern Jones Falls (M)	22	0	0	22	0%
Lower Gunpowder Falls- Urban (N)	19	3	0	16	16%
Loch Raven Urban (O)	36	2	0	34	6%
Little Gunpowder Falls (P)	42	4	12	26	10%
Loch Raven East (R)	8	1	0	7	13%
Liberty (S)	11	1	0	10	9%
Prettyboy (T)	7	0	0	7	0%
Deer Creek (U)	9	0	0	9	0%
Upper Gwynns Falls (V)	39	6	0	33	15%
Loch Raven West (W)	7	2	0	0	29%
Loch Raven North (X)	24	2	5	22	8%
TOTAL	458	60	28	370	13%

5.6.1 Confirmed Hotspots

Confirmed hotspots are written up as complaints and tracked until resolution. Some of these hotspot complaints have also been included above in Table 5-5, which are all the complaints the IDDE program investigated in calendar year 2015.

Consultants and staff doing SWAP fieldwork have been instructed to immediately report suspected illicit connections found. Hotspots were found both in hot spot assessments and while doing other fieldwork related to the SWAP. Complaints are also received at stakeholder meetings. Participants are asked to fill out cards with issues in the area and any illicit connections identified are investigated. Table 5-9 lists all of these types of SWAP complaints handled during the 2016 fiscal year.

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Table 5-9: SWAP Complaints Processed from July 1, 2015 through June 30, 2016

Case No.	DATE	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-094	07/07/15	Barrel draining to ditch.	Eroded area had been reseeded, barrel gone.	Case closed	5729 Station Road. 30 C6
15-099	07/15/15	Abandoned Nissan.	Car no longer present.	Case closed	9048 Waltham Woods Road. 28 C5
15-100	07/15/15	Abandoned Acura.	PAI issued correction notice.	Case closed	902 Beaverbank Circle. 27 G6
15-101	07/15/15	Abandoned sedan and Mercedes.	PAI issued correction notice.	Case closed	1215 Brook Meadow Drive. 27 K5
15-102	07/15/15	Covered sedan with flat tires.	Police had vehicle removed.	Case closed	35 Windersal Lane. 28 C5
15-103	07/10/15	Blue mustang with expired tags.	Police had vehicle removed.	Case closed	3325 Summit Avenue. 28 G6
15-104	07/10/15	Two abandoned vehicles in driveway.	PAI issued correction notice.	Case closed	3208 Joppa Road. 28 F7
15-105	07/10/15	Blue dodge truck has expired tags.	Police had vehicle removed.	Case closed	9715 Uxbridge Road. 28 G6
15-106	07/09/15	Blue dodge van has expired tags.	PAI issued correction notice.	Case closed	9435 Bellhall Drive. 29 A4

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Case No.	DATE	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-107	07/09/15	Blue muscle car has no tags.	PAI issued correction notice.	Case closed	9548 Hickory Falls Way. 28 K3
15-108	07/09/15	Delivery truck with flat tires.	Police had vehicle removed.	Case closed	9411 Oak White Road. 29 B4
15-109	07/07/15	RV with no tags.	PAI issued correction notice.	Case closed	11720 Hamilton Place. 30 D5
15-110	07/07/15	Black Chevrolet with broken windows and no tags.	PAI issued correction notice.	Case closed	7 Haymarket Court, 29 B5
15-111	07/07/15	Red coupe in driveway with no tags.	PAI issued correction notice.	Case closed	5 Flintridge Court. 29 B5
15-119	07/21/15	Eleven shopping carts abandoned at bus stop.	MTA asked store managers to retrieve carts.	Case closed	Rossville Boulevard. 37 A4
15-120	07/21/15	Abandoned truck, leaking dumpster juice.	PAI issued correction notice to remove vehicle.	Case closed	7911 Eastern Avenue. 36 H12
15-121	07/21/15	Cardboard fallen out of chute, trash bags sitting outside of container.	PAI found no violation.	Case closed	7839 Eastpoint Mall. 36 H12
15-122	07/21/15	Litter on ground at loading dock.	PAI found no violation.	Case closed	7713 Eastpoint Mall. 36 G12
15-123	07/21/15	Litter on ground at loading dock.	PAI found no violation. Trash no longer present.	Case closed	7735 Eastpoint Mall. 36 G12
15-124	07/21/15	Dumped couches.	PAI found no violation. Couches were no longer present.	Case closed	7701 Eastern Avenue. 36 G12
15-125	07/21/15	Grease dumpster open and staining on ground.	EH found the site to be in compliance.	Case closed	7839 Eastpoint Mall. 36 H13

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Case No.	DATE	COMPLAINT	ACTION TAKEN	STATUS	LOCATION
15-126	07/21/15	Litter on ground at loading dock, rats around dumpster.	PAI found no violation.	Case closed	7885 Eastpoint Mall. 36 H12
15-127	07/07/15	Pool company discharging to street.	Contacted company to let them know proper discharge procedures.	Case closed	3908 Pinedale Road. 29 B5
15-146	09/10/15	Business storing pool chemicals outside.	MDE says no violation unless materials are spilling out, which they are not.	Case closed	16 Stenersen Lane. 18 G5
15-149	09/11/15	Old salt pile in parking lot.	Salt pile has been removed.	Case closed	124 Industry Lane. 18 H7
15-171	11/18/15	Car wash with discharge and spill issues.	Referred to MDE.	On-going	9131 Liberty Road. 24 E12
15-181	12/14/15	Water bubbling out of ground.	Baltimore City repaired leak.	Case closed	9908 Braewood Road. 24 A10
15-182	12/14/15	Car in driveway with no plates, building materials stored underneath.	PAI issued correction notice.	Case closed	9706 Mendoza Road. 24 A12
15-183	12/14/15	Bus parked next to driveway with no plates, weeds growing around it.	PAI issued correction notice.	Case closed	9704 Kerrigan Court. 24 A11
15-184	08/17/15	Erosion in ditch next to road.	Did not find eroded ditch. Did find some rip rapped areas, may have been taken care of.	Case closed	Greenspring Avenue. 26 A2
16-067	06/10/16	Long term parking, expired tags and flat tires, pile of tires and junk.	PAI issued correction notice.	Case closed	10821 Red Run Blvd., 24 E3

5.6.2 Hotspot Site Investigations Program Summary

EPS staff will continue to refine the program to make more efficient use of field time. In the current year, we plan to analyze the data further and look for patterns that would allow us to identify problem sites more readily without being slowed down by assessing sites that are rather unlikely to contaminate stormwater runoff, such as office buildings. We feel that by identifying the categories of commercial and industrial sites that tend to have issues, that we can better use our time and allow more pollution problems to be addressed. The plan will include a method for

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prioritizing hotspots for future re-checks. A Standard Operating Procedure (SOP) for hotspot assessments will be included in the 2017 report.

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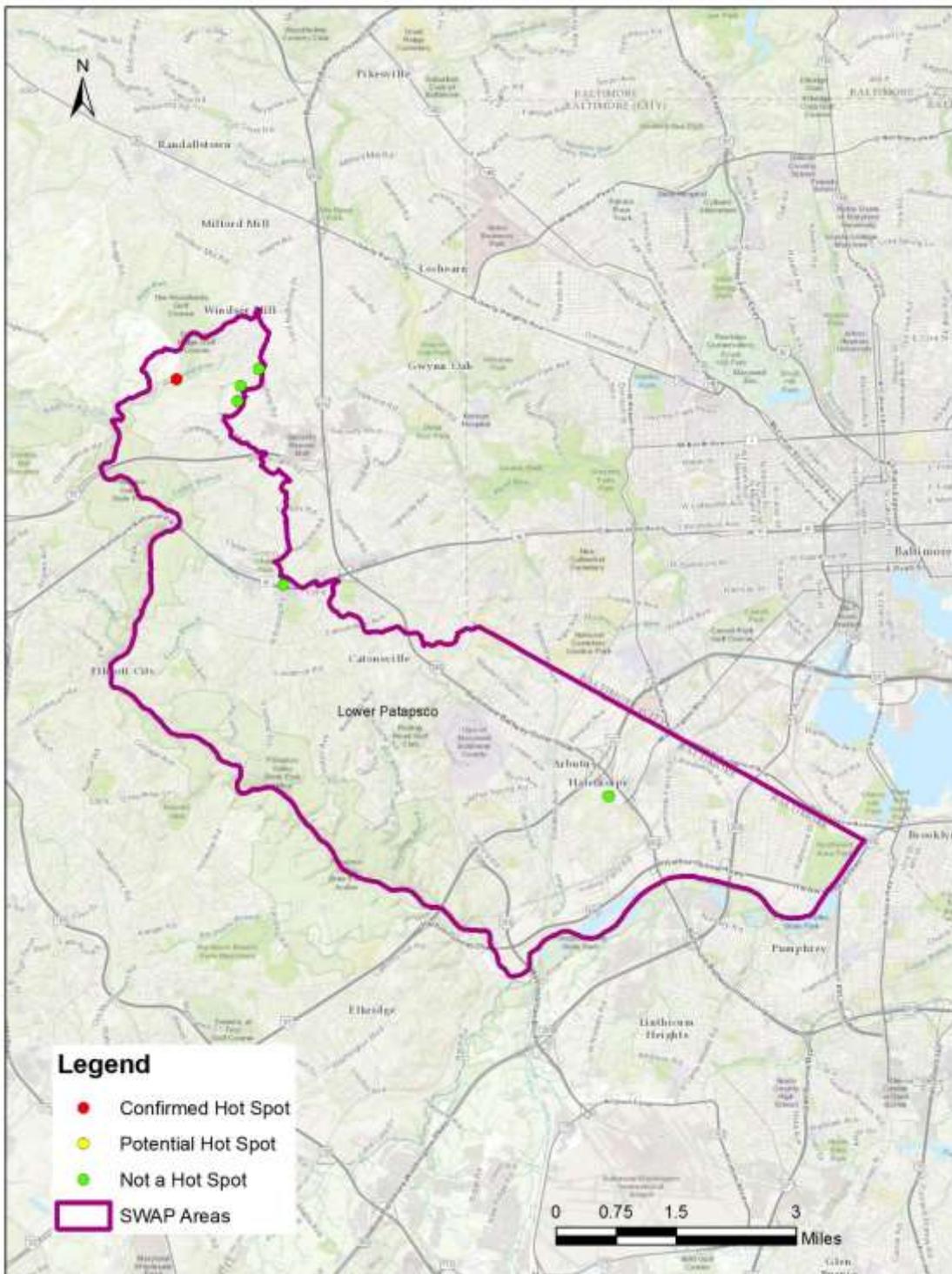


Figure 5-10: HSI Locations in Area A

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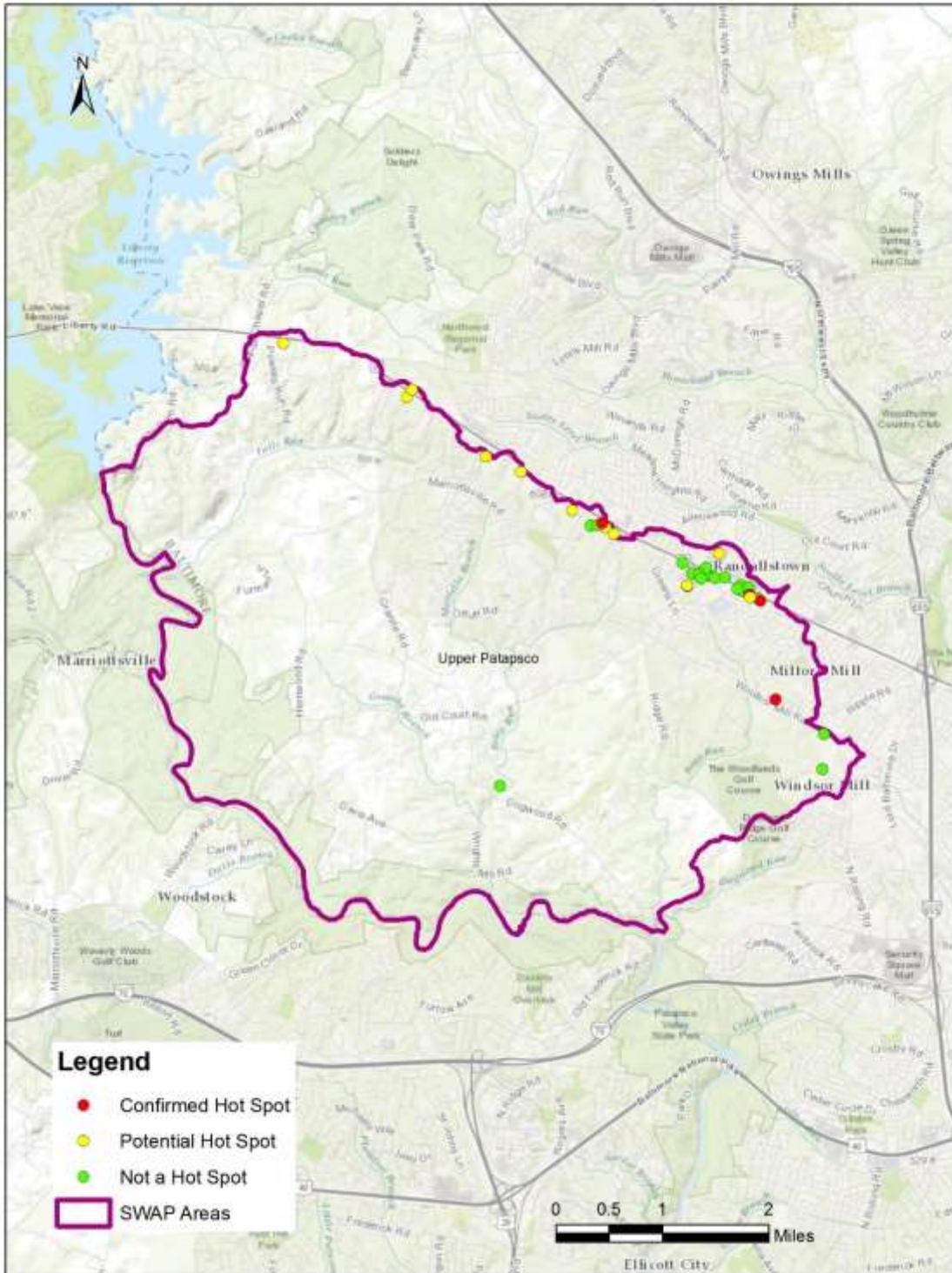


Figure 5-11: HSI Locations in Area B

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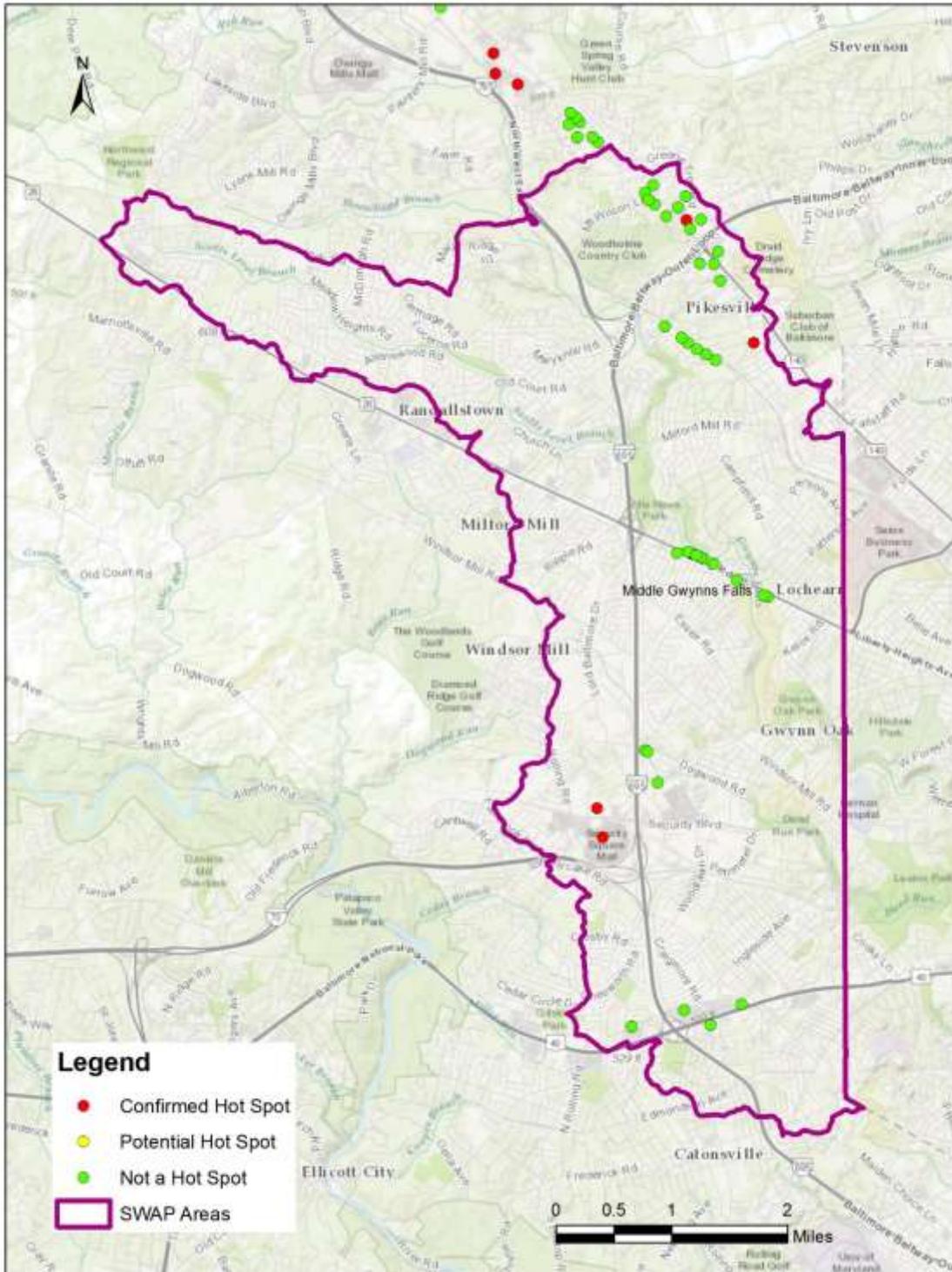


Figure 5-12: HSI Locations in Area C

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Figure 5-13: HSI Locations in Area D

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Figure 5-14: HSI Locations in Area E



Figure 5-15: HSI Locations in Area F

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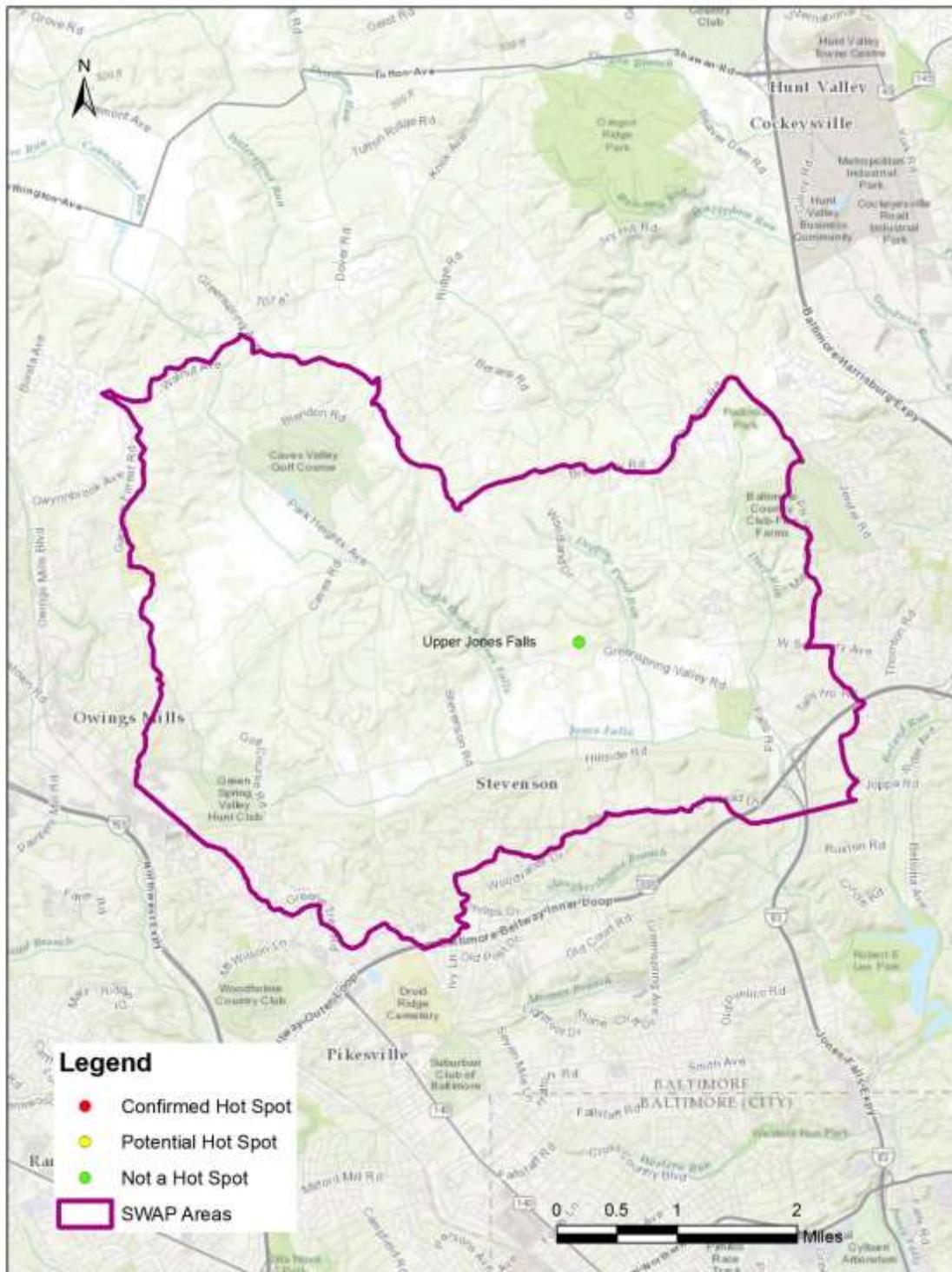


Figure 5-16: HSI Locations in Area G

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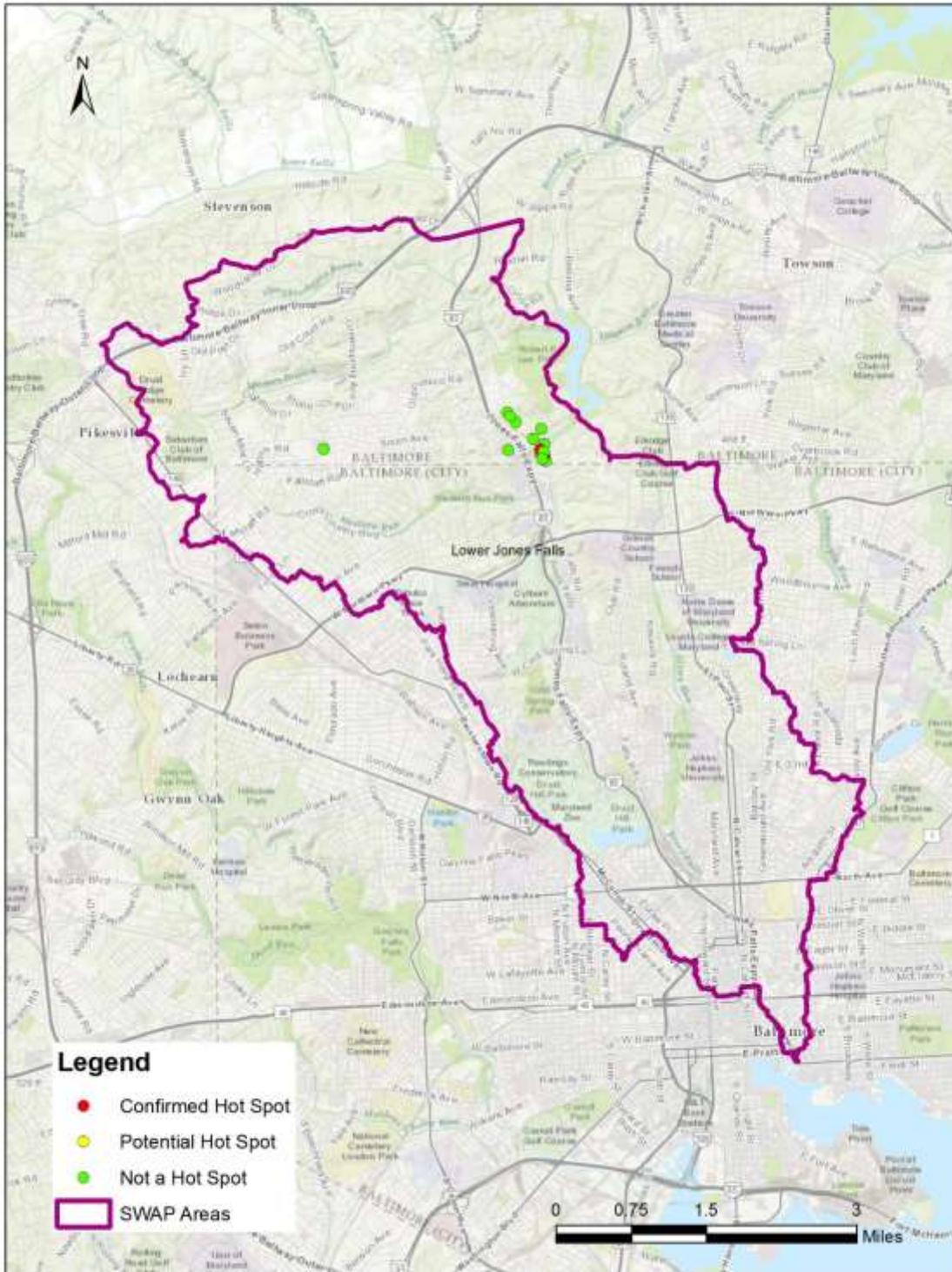


Figure 5-17: HSI Locations in Area H

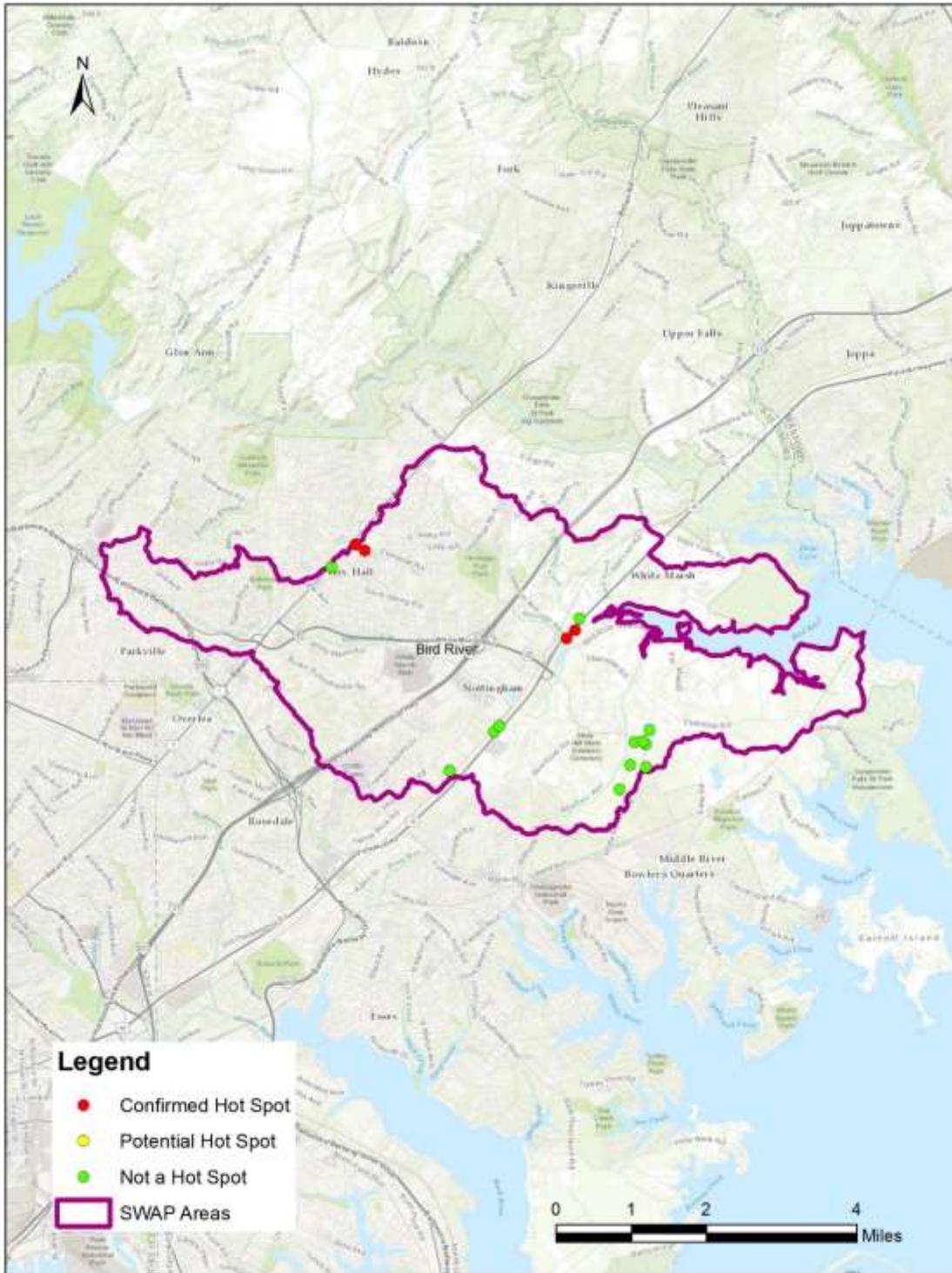


Figure 5-18: HSI Locations in Area K

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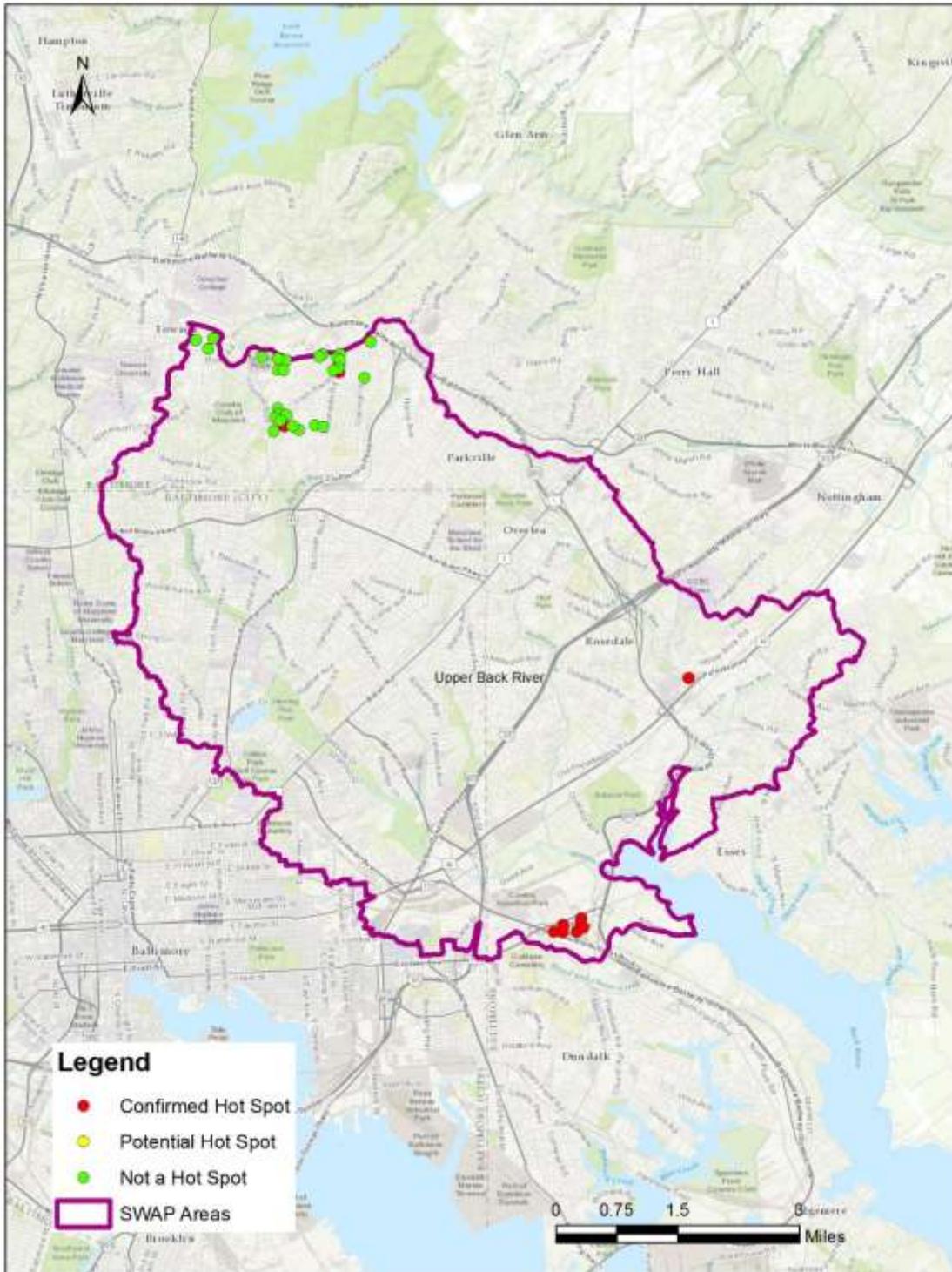


Figure 5-19: HSI Locations in Area L

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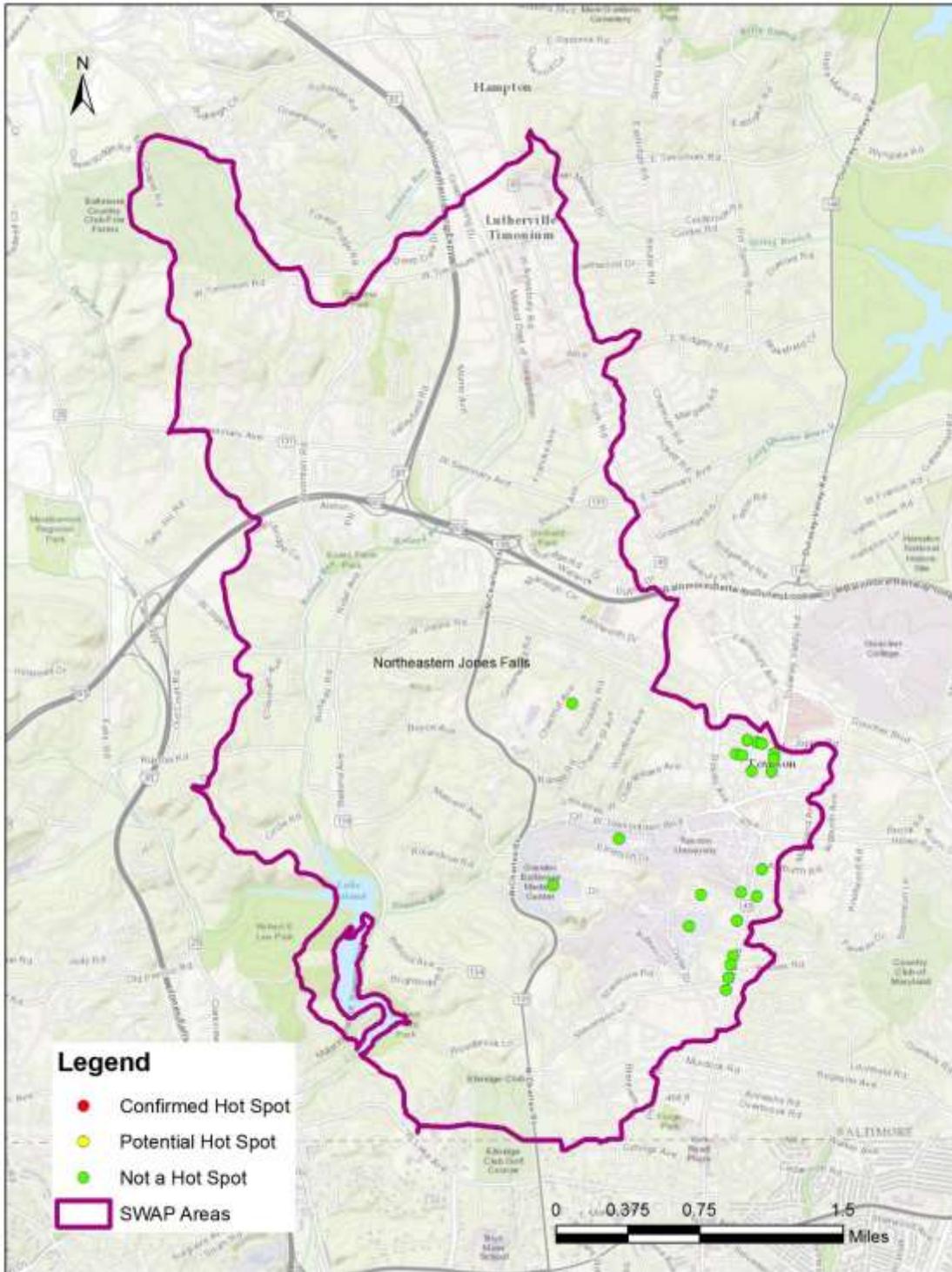


Figure 5-20: HSI Locations in Area M

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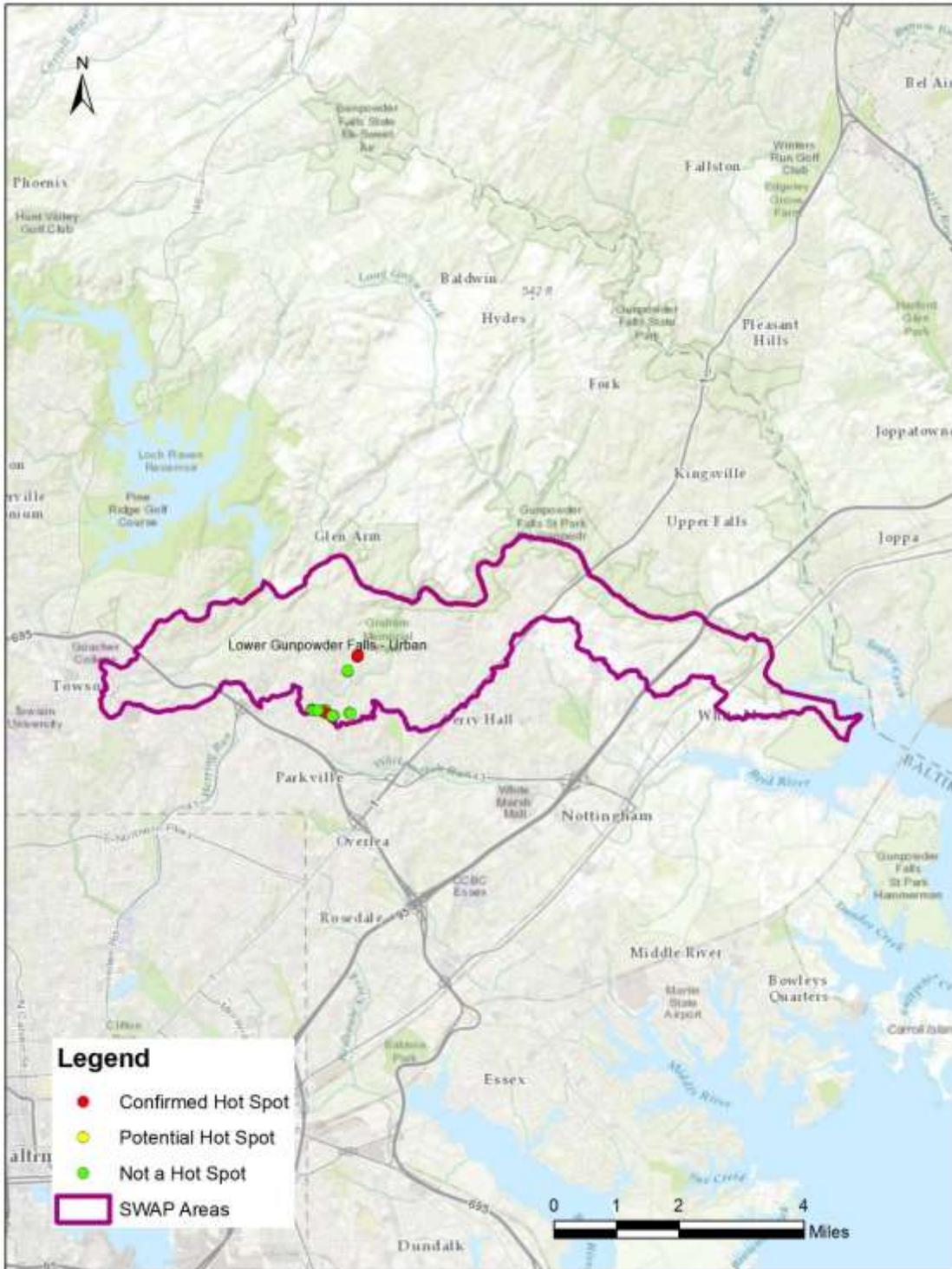


Figure 5-21: HSI Locations in Area N

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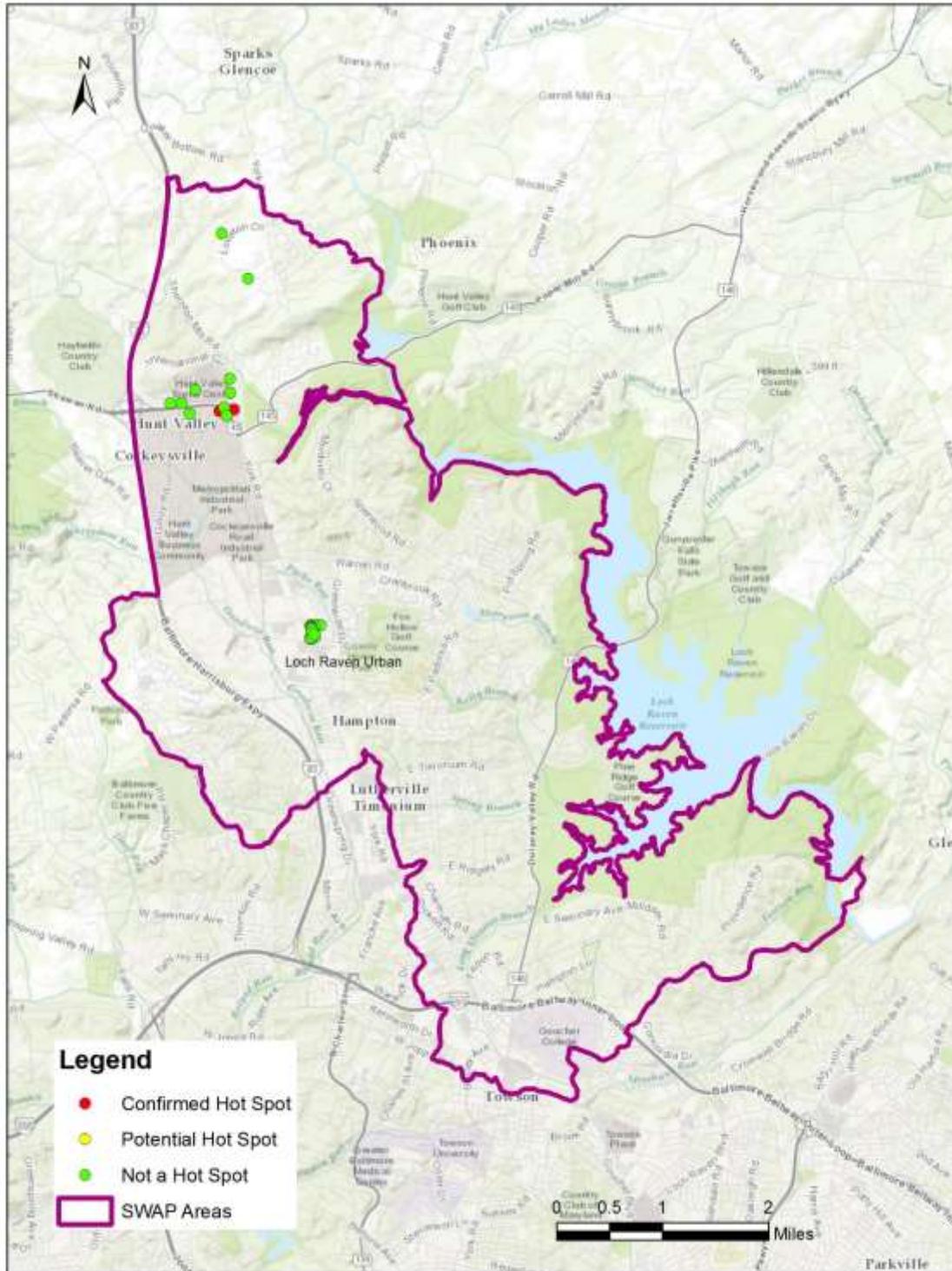


Figure 5-22: HSI Locations in Area O

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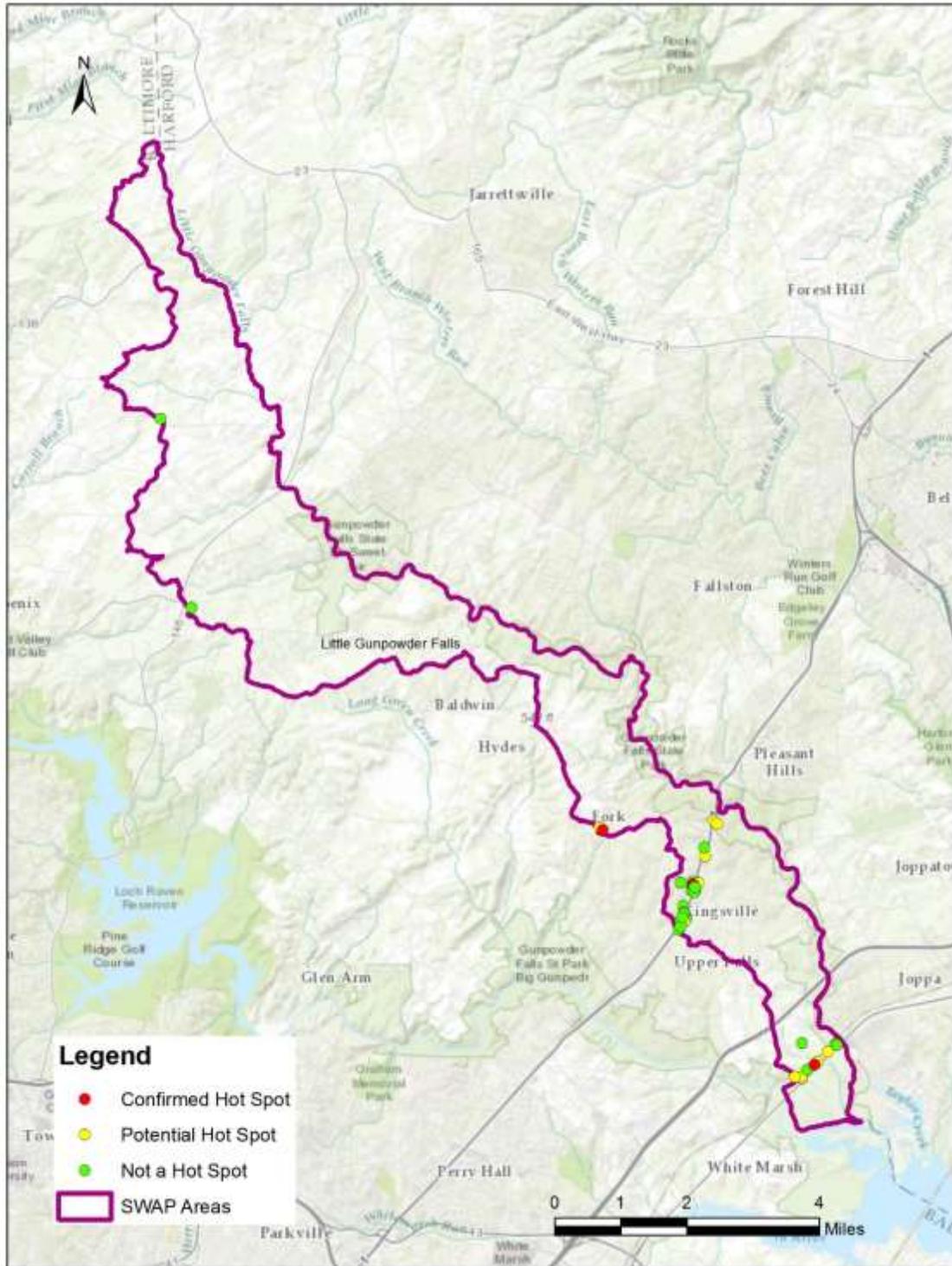


Figure 5-23: HSI Locations in Area P

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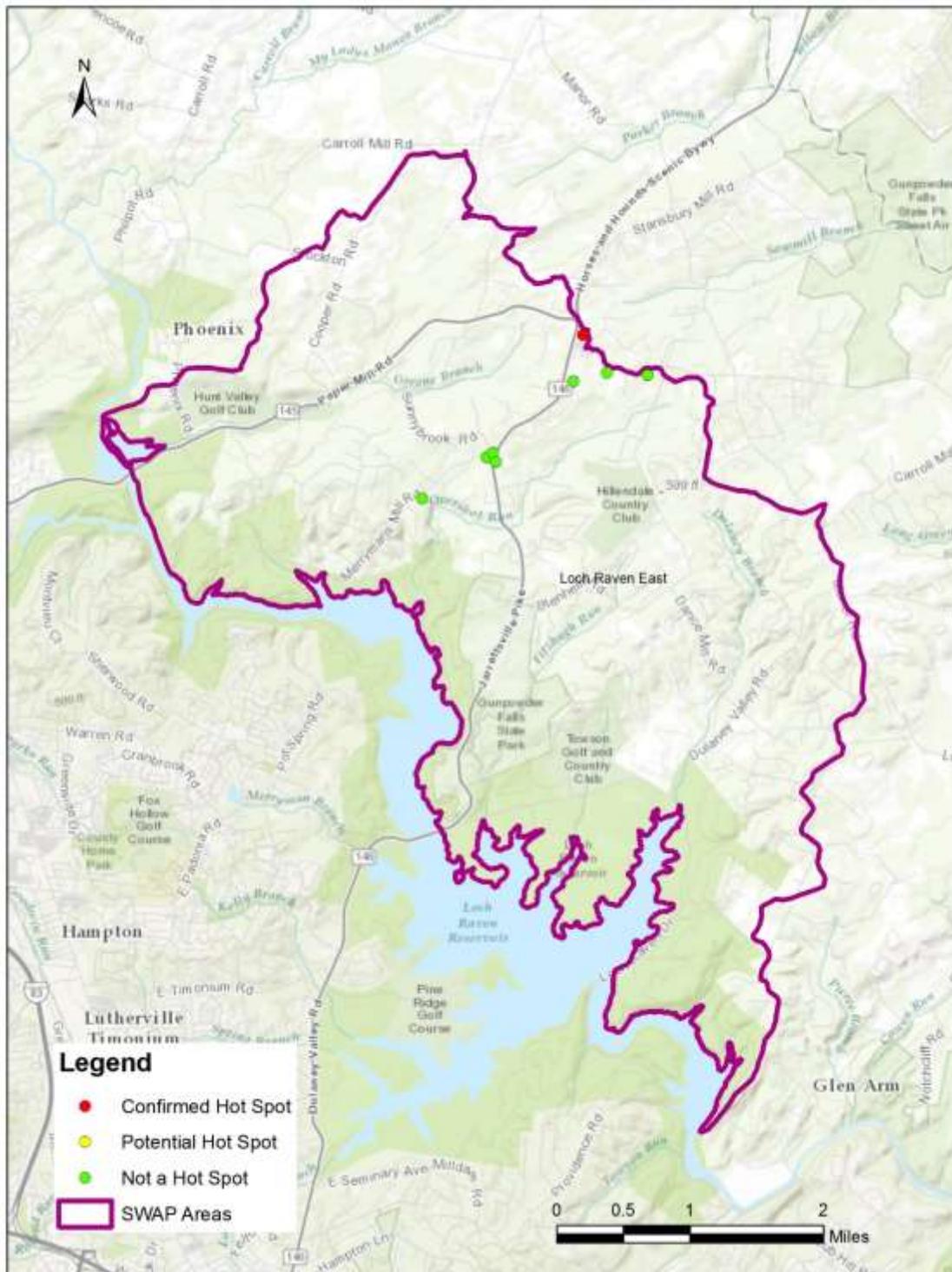


Figure 5-24: HSI Locations in Area R

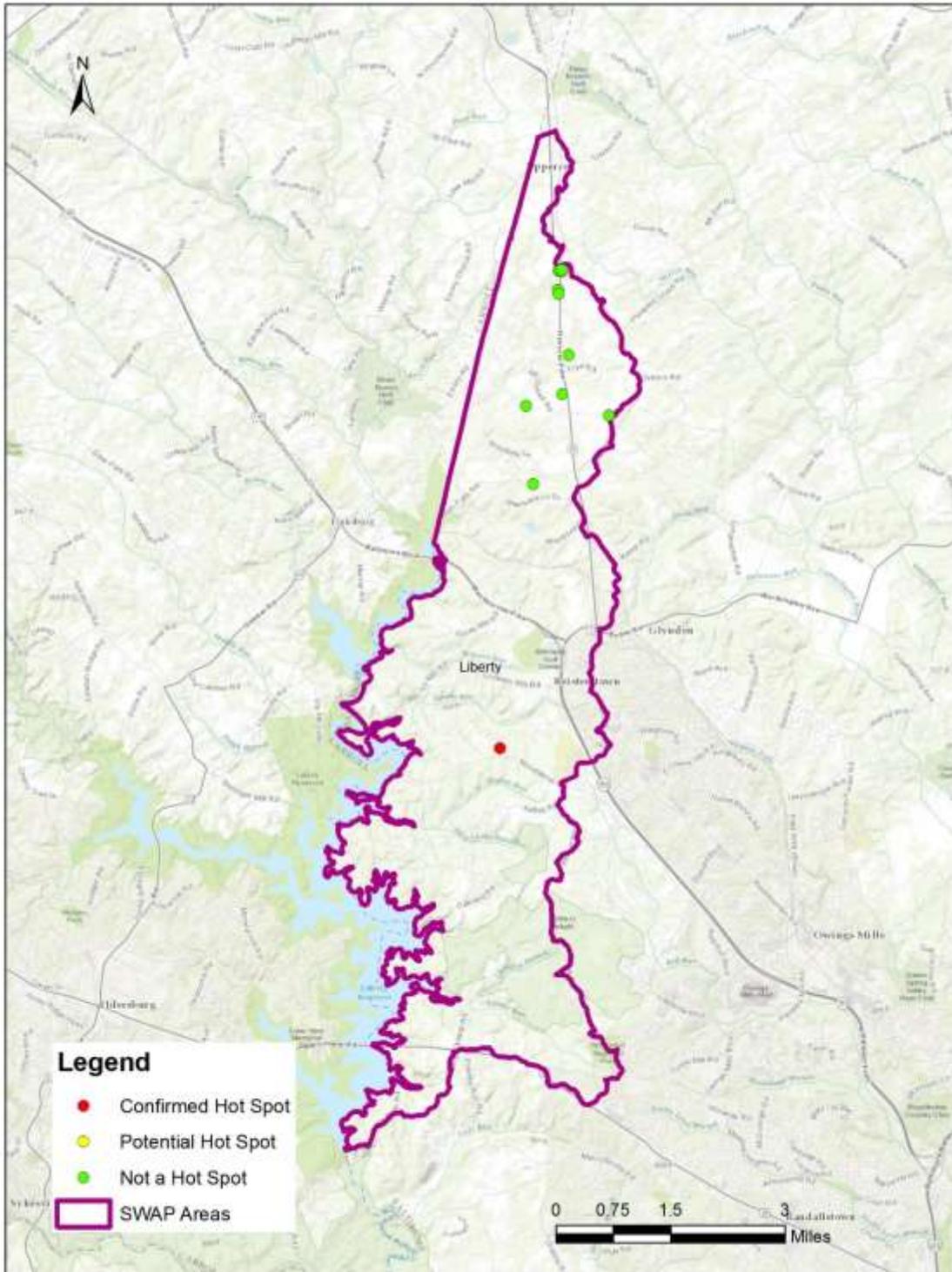


Figure 5-25: HSI Locations in Area S

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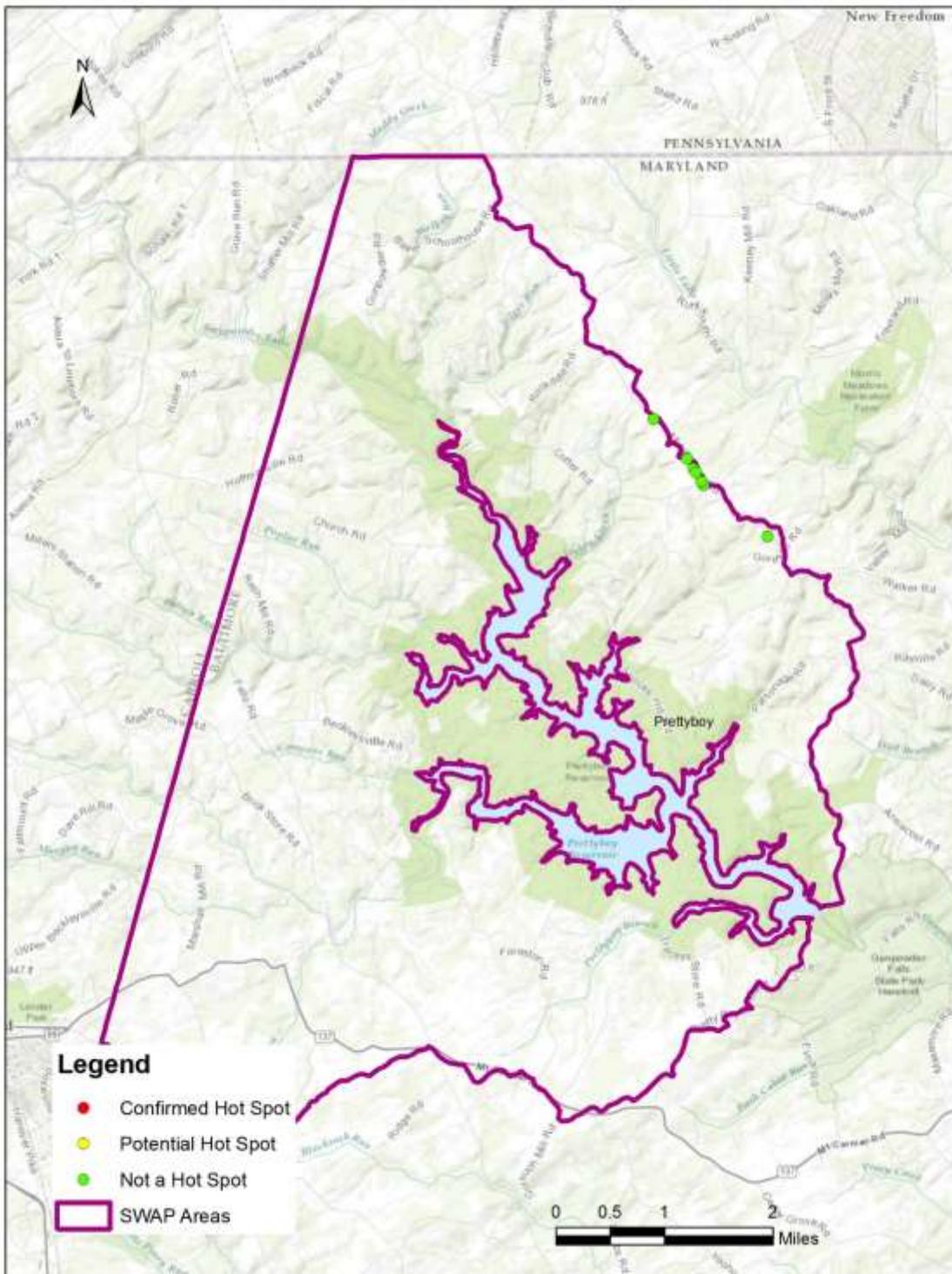


Figure 5-26: HSI Locations in Area T

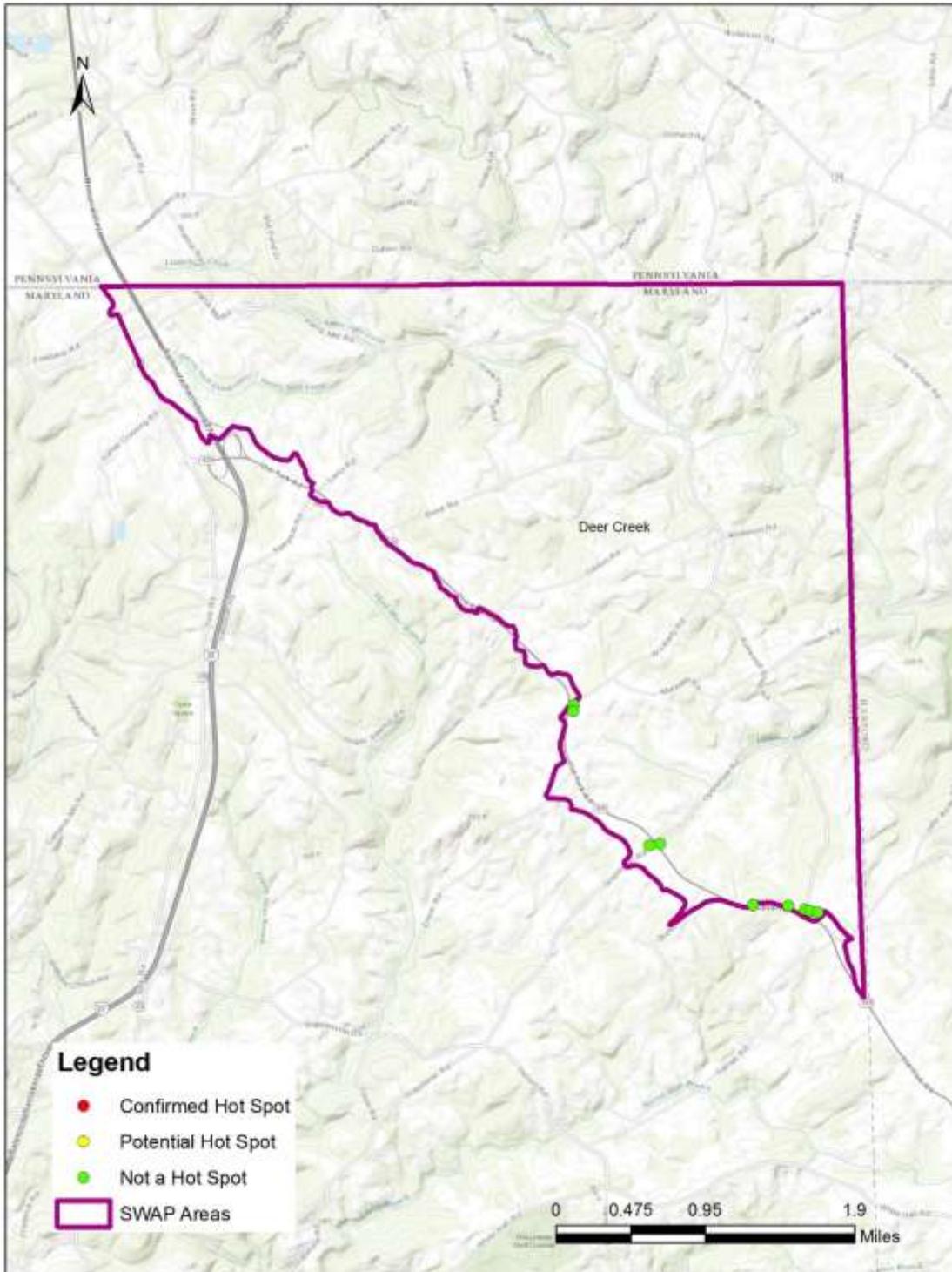


Figure 5-27: HSI Locations in Area U

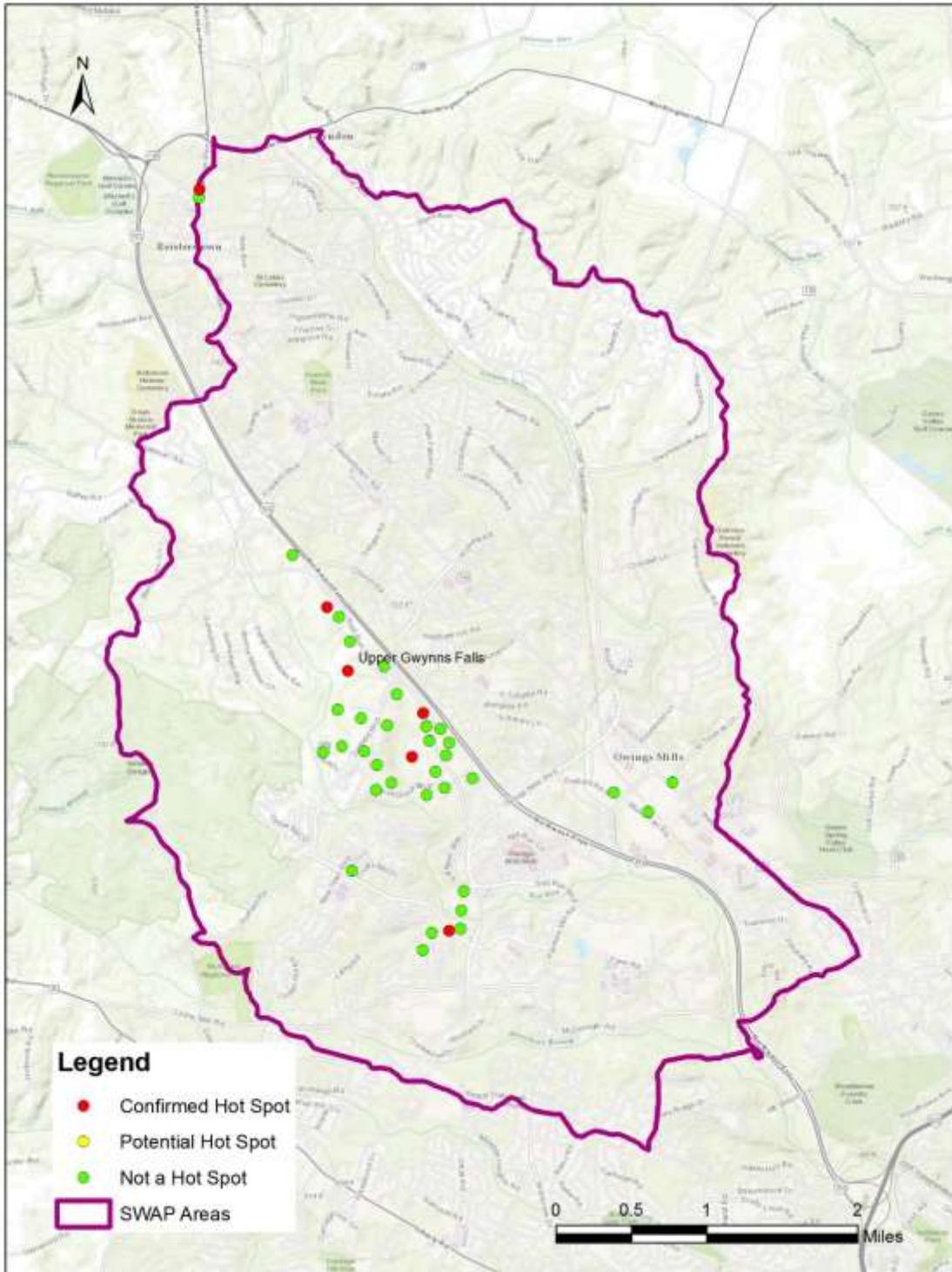


Figure 5-28: HSI Locations in Area V

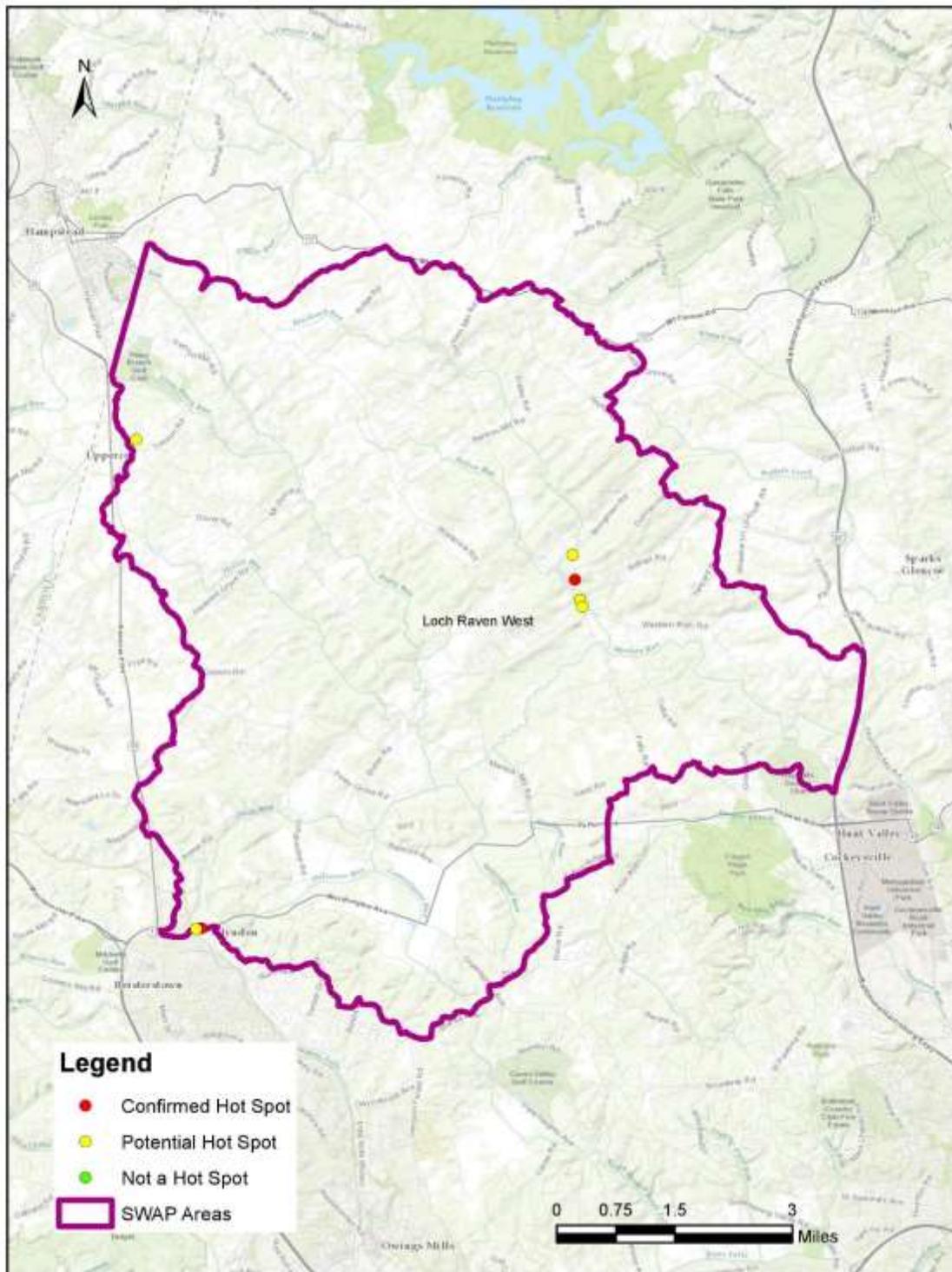


Figure 5-29: HSI Locations in Area W

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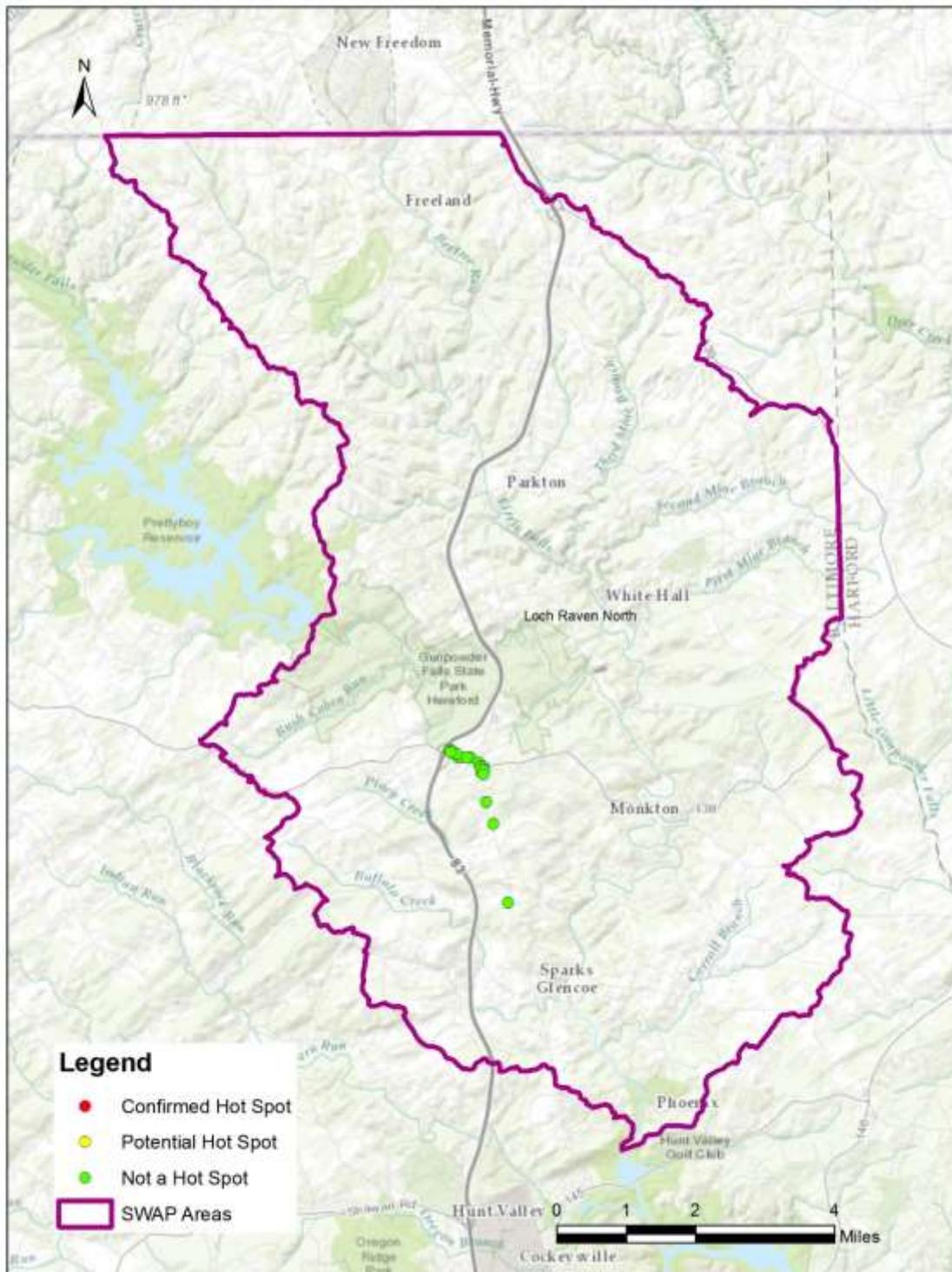


Figure 5-30: HSI Locations in Area X

5.7 Outreach

Not all complaints investigated, even if an issue is found, result in an enforcement action. Some problems, such as litter, are not severe enough or cannot be attributed to one source. Or we may have a report of dumping into a storm drain, but no evidence is found when we visit the site. WMM has developed a door-hanger to be used in such instances. The door-hanger was based on one developed by MDE. Staff can check off the particular issue found from the list on the door-hanger. There is also educational information on the reverse side, letting them know storm drains are connected to streams and the proper disposal of materials.

A brochure on the illicit connection program has also been developed. It is distributed at events and stakeholder meetings to educate and advertise the program. A form is now available on our website to report pollution complaints. Previously complainants could send an email to watersheds@baltimorecountymd.gov, but sometimes information about the problem was missing. The web form will eliminate the problem of missing data and hopefully increase the number of complaints submitted by making the process easier.

5.8 IDDE Research

In 2011, Baltimore County participated in the Illicit Discharge Detection and Elimination in Baltimore Project organized by The Center for Watershed Protection (CWP). This was a one-year grant project that looked at both major and minor outfalls and investigated illicit connections on a subwatershed scale in Baltimore County and City.

CWP found fluoride in four samples, which was not in the presence of chlorine. As a result, they recommend fluoride as an indicator of potable water instead of chlorine. Baltimore County does not use fluoride as an indicator because it is too sensitive to discharges that are not regulated under the NPDES permit, such as residential car washing. Baltimore County has found that using chlorine instead of fluoride saves time and effort expended on investigations where no illicit discharges are occurring. Results from the study found minor outfalls (<36") to be a significant contributor to pollutant loadings. Baltimore County has not found this to be the case.

Due to some question about how applicable the results are to Baltimore County, a research project was launched in February 2012. The study is looking at pollutant loadings from county outfalls. One task of the study will be to compare the current NPDES illicit connection parameters (chlorine, copper, phenols, ammonia, pH and temperature) with the parameters used by CWP. The additional CWP parameters (boron, fluoride and E. coli) will be used in conjunction with the current tests, to see if we are missing illicit discharges. The results will also be examined to see if small outfalls are a significant contributor to pollutant loadings. In previous years, most of the Baltimore County small outfalls have been found to be dry.

The study is concentrated in the six SWAP areas mentioned in Section 5.3, which contains 1,224 outfalls; we will complete all the outfalls both major and minor in the six areas. Lab samples will be taken at each outfall where a discharge measurement can be taken and nutrient loadings will be calculated. We have completed screenings for 1000 outfalls and 306 remained to be screened. The goal is complete these outfall screenings and analyze the data for the 2017 report.

5.9 Illicit Discharge Elimination – Program Credit

An Expert Panel evaluated infrastructure-related nutrient discharges against 5 technical criteria and identified 8 discharge types to be recommended for an annual nutrient reduction credit. The Panel recommended a phased approach whereby the credit would be granted in the Phase 5.3.2

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Model for localities that go above and beyond the following minimum requirements set forth under the MS4 permit. The programmatic credit is available beginning 2015 and extending through 2017. The program credit is not cumulative year over year, (i.e., the maximum allowable reduction is capped at 1% of all qualifying pervious acres in each community). The specific acres subject to the program credit lapse 5 years after the first year in which they are reported to the appropriate state regulatory authority. Additional qualified acres may be reported in succeeding years but those additional acres also expire after 5 years. At the end of the 5 years the community is encouraged to report load reductions based on the elimination of individual nutrient discharges.

The Panel defined the annual credit as being equivalent to a maximum of 1% of the dry weather nutrient load within the jurisdiction, which is defined as 20% of the total annual N and P load discharged from the urban pervious land in which advanced nutrient reduction programs are targeted. Credit is contingent on documentation that they possess advanced program elements to target, screen, detect and correct the nutrient discharges with the highest nutrient loading risks.

Two of the following additional criteria are required:

1. GIS assessment of storm and sanitary network to identify high risk segments for cross-connections of exfiltration.
2. Dry weather stream monitoring to prioritize segments with the highest nutrient and bacteria levels that warrant further investigation.
3. Methods to investigate for sewer leaks in problem storm drain systems (e.g., CCTV, dye testing, etc).
4. Targeted inspection outreach of facilities subject to high risk for illicit discharges of sewer clogging.
5. Detailed field assessments to identify sanitary segments with high risk of exfiltration or dry weather overflows.

Baltimore County is eligible to begin taking program credit for the program credit based on its IDDE program which goes beyond the requirements of the MS4 permit. Advanced nutrient reduction programs in effect during FY 2016 are listed in Table 5-10. Figure 5-31 shows the locations in Baltimore County which qualify for program credit.

Table 5-10: Advanced Nutrient Reduction Programs in fiscal year 2016

Project	Qualifying Criteria	Watershed or Area	Duration
Bacteria Subwatershed Prioritization	2	PB, LR, JF, GW, PA, LI	2015-2016
SWAP Hotspot Site Inspections	4	SWAP Areas A, B, C, D, E, F, G, H, K, L, M, N, O, P, R, S, T, U, V, W, X	2016

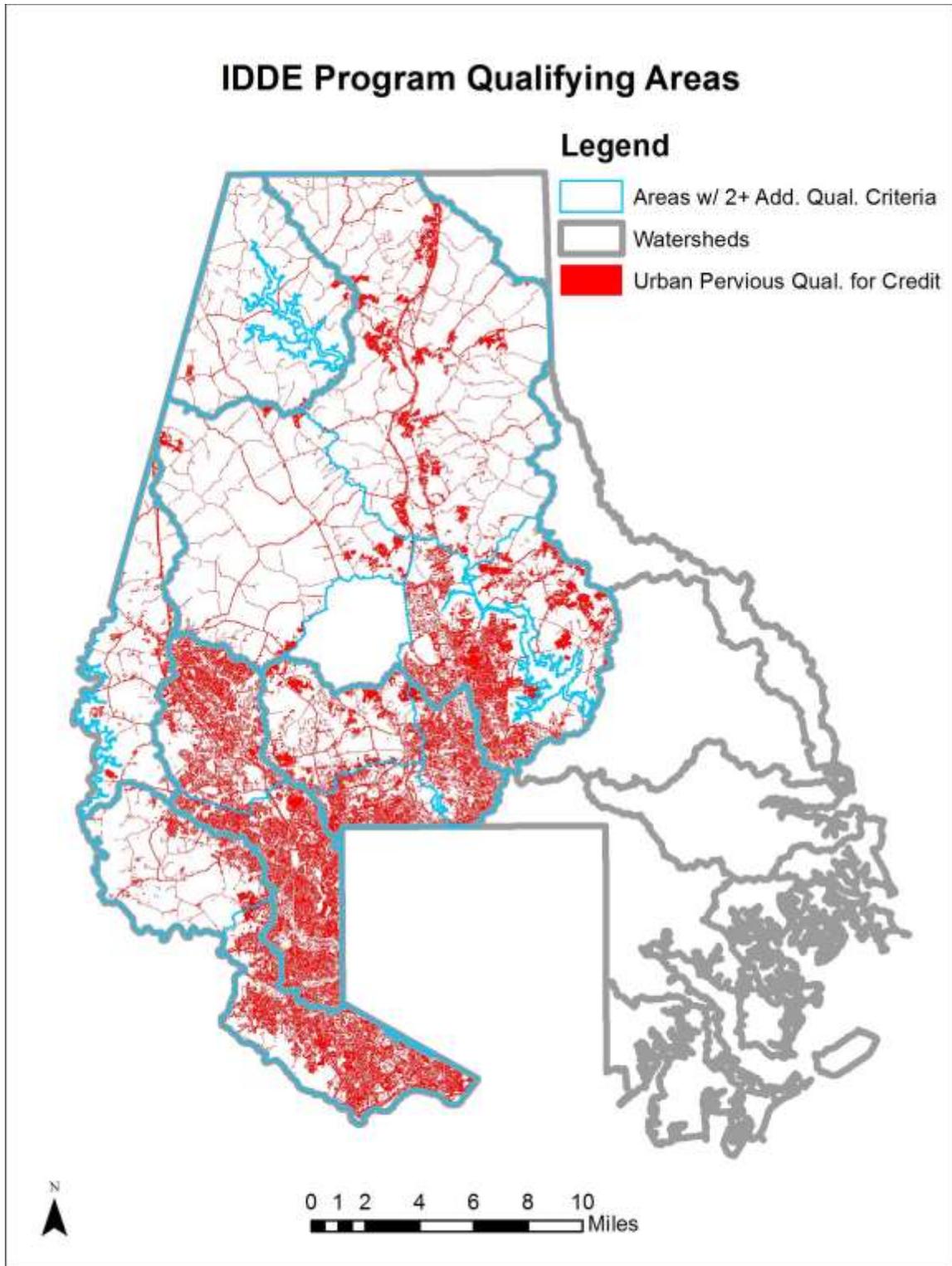


Figure 5-31: Locations in Baltimore County which qualify for program credit

Table 5-11 presents the qualifying acreage, the nitrogen and phosphorus loads they produce, and the resultant advanced IDDE program credit. The calculation method is documented in the

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expert panel report (CSN and CWP 2014) and in Baltimore County's standard operating procedures (Baltimore County, 2015). An example calculation is shown below.

$$TN_i = 0.01 \times 0.20 \times A_{q,i} \times R_{TN,i}$$

where TN_i = total nitrogen credit for watershed i ,
 QA_i = urban pervious acres in qualifying area in watershed i , and
 $R_{TN,i}$ = urban pervious nitrogen loading rate for watershed i

Table 5-11: Advance Program Credit taken for fiscal year 2016

Watershed	Acres	Landuse	TN loading rate	TN Load	TN Credit	TP loading rate	TP Load	TP Credit
Gwynns Falls	14,594	Urban Pervious	11.55	168,558	337	0.3	4,378	9
Jones Falls	9,734	Urban Pervious	11.55	112,430	225	0.3	2,920	6
Liberty Reservoir	1,792	Urban Pervious	11.56	20,710	41	0.3	537	1
Loch Raven Reservoir	19,489	Urban Pervious	11.55	225,100	450	0.3	5,847	12
Patapsco River	10,379	Urban Pervious	9.73	100,989	202	0.25	2,595	5
Prettyboy Reservoir	1,424	Urban Pervious	11.55	16,448	33	0.3	427	1
Total	57,412			644,236	1,288		16,705	33

5.10 Summary

The Outfall Prioritization Program has increased efficiency in detecting pollutants. A database is used to assign a priority rating for each outfall based on past screening data and the potential for having illicit connections. Outfalls are screened periodically based on their priority rating, which is assigned or appropriately changed when information is entered. The type and severity of pollution determines the outfall's position in the queue. The combination of citizen involvement, routine outfall screenings and the regional staff complaint investigations is working well to meet our continuing goal of preventing and eliminating illicit connections. Continuing effort will be made to educate and encourage citizens to report illicit discharges.