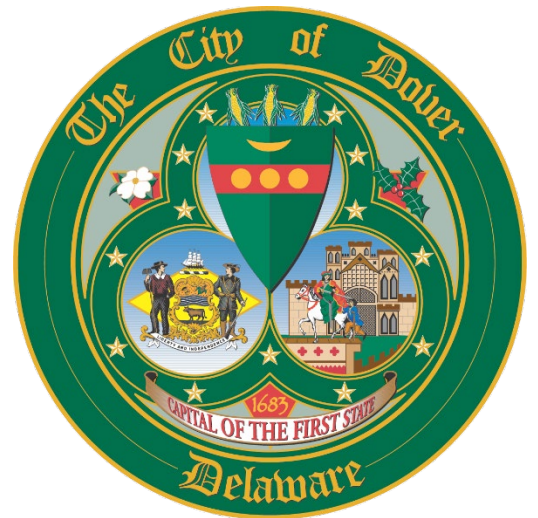


6/11/2025

# City of Dover

Standard Operating Procedures  
(SOPs) Manual



CITY OF DOVER

## Contents

SOP SERIES 100. POLLUTION PREVENTION AT MAINTENANCE FACILITIES.....	3
SOP 110. GENERAL GOOD HOUSEKEEPING FOR FACILITY AND BUILDING MAINTENANCE .....	3
SOP 120. VEHICLE AND EQUIPMENT MAINTENANCE AND STORAGE .....	3
SOP 130. VEHICLE AND EQUIPMENT WASHING .....	4
SOP 140. VEHICLE AND EQUIPMENT FUELING .....	4
SOP 150. OUTDOOR STORAGE .....	4
SOP SERIES 200. CONTROL OF SOLIDS AND CONTAMINENTS FROM PAVED SURFACES.....	5
SOP 210. STREET SWEEPING .....	5
SOP 220. STORMWATER SYSTEM MAINTENANCE .....	5
SOP 230. CONCRETE WORK .....	6
SOP 240. ROADWORK, RESURFACING, OR PAVING .....	6
SOP SERIES 300. SNOW AND ICE PROGRAM .....	7
SOP 310. EMERGENCY PLAN .....	7
SOP 320. SALT STORAGE .....	7
SOP 330. LOADING.....	7
SOP 340. CALIBRATION .....	7
SOP 350. EMERGENCY SNOW DISPOSAL.....	8
SOP 360. CLEANUP .....	8
SOP SERIES 400. FERTILIZER .....	9
SOP 410. FERTILIZER APPLICATION.....	9
SOP 420. FERTILIZER STORAGE & SPILL RESPONSE.....	9
SOP SERIES 500. PESTICIDES AND HERBICIDES .....	10
SOP 510. USE AND APPLICATION OF PESTICIDES .....	10
SOP 520. PESTICIDE STORAGE AND SPILL RESPONSE.....	10
SOP SERIES 600. ILLICIT DISCHARGES .....	12
SOP 610. GENERAL .....	12
SOP 620. NOTIFICATION.....	12
SOP 630. DISCHARGE IDENTIFIED .....	12
SOP 640. DISCHARGE NOT IDENTIFIED.....	13
SOP SERIES 700. CONSTRUCTION SITE STORMWATER MANAGEMENT .....	14
SOP 710. GENERAL .....	14
SOP 720. MS4 VIOLATIONS.....	14
SOP SERIES 800. SPILL PREVENTION, RESPONSE, AND CLEANUP .....	16
SOP 810. EMERGENCY SPILL RESPONSE .....	16

SOP 820. SPILL PREVENTION.....	16
SOP 830. SPILL KITS .....	17
SOP 840. SPILL CLEANUP .....	17
SOP 850. REPORTING SPILLS.....	17
SOP SERIES 900. CITY OF DOVER EMPLOYEE TRAINING.....	18
SOP 910. GENERAL TRAINING .....	18
SOP 920. CITY-WIDE INSPECTORS .....	18
SOP 930. PESTICIDE APPLICATORS.....	18
SOP SERIES 1000. NPDES PROGRAM DOCUMENTATION AND REPORTING.....	19
SOP 1010. STORMWATER PROGRAM DOCUMENTATION.....	19
SOP 1020. STREETS DIVISION DOCUMENTATION .....	19
SOP 1030. FLEET DOCUMENTATION .....	20
SOP 1040. WATER / WASTEWATER DIVISION DOCUMENTATION .....	20
SOP 1050. GROUNDS DIVISION DOCUMENTATION .....	20
SOP 1060. SANITATION DOCUMENTATION .....	20
SOP 1070. GIS DOCUMENTATION .....	20
SOP 1080. CODE ENFORCEMENT DOCUMENTATION .....	20
Appendix A: Important Contacts .....	21
Public Works .....	21
Director of Public Works     Director of Parks & Recreation.....	21
DPW Stormwater Coordinator .....	21
DPW Environmental Scientist .....	21
Appendix B: 3 Cs of Spill Response (Spill Flowchart).....	22

# SOP SERIES 100. POLLUTION PREVENTION AT MAINTENANCE FACILITIES

Purpose: Stormwater pollution prevention procedures for City-owned maintenance facilities that operate under a General NPDES Permit.

Scope: Field Supervisors and Technicians need to be aware of these SOPs to prevent illicit discharges to the City's MS4. Public Works Environmental Scientist reviews and updates SWPPP and SOPs.

Location of SOPs: Each facility has a copy of the SOPs. Electronic copies are also available.

Contacts: Contacts are in Appendix A

\*In the case the Public Works Environmental Scientist cannot be reached, please contact the Public Works Stormwater Coordinator\*

## SOP 110. GENERAL GOOD HOUSEKEEPING FOR FACILITY AND BUILDING MAINTENANCE

1. GENERAL MAINTENANCE
  - a. Follow street sweeping directive
    - i. Sweep City Warehouse parking lot monthly and after spills
  - b. Regularly pick up trash in ALL areas
  - c. Sweep floor regularly to avoid tracking pollutants outside
2. PROPER LABELING
  - a. ALL drums must be labeled with contents and stored indoors
    - i. EMPTY drums must be clearly labeled "EMPTY"
3. POLLUTION PREVENTION
  - a. Utilize hydrocarbon absorbent booms if washing of maintenance bay is required
  - b. Maintain stormwater system. Routinely change oil booms in catch basin inserts
    - i. Do not park directly over catch basins.
  - c. Keep potential pollutant materials from being exposed to stormwater
  - d. Clean up spills as soon as possible to avoid spreading or tracking the spill

## SOP 120. VEHICLE AND EQUIPMENT MAINTENANCE AND STORAGE

1. SCHEDULED MAINTENANCE
  - a. Notify Fleet Shop when dropping off a vehicle for maintenance
    - i. Notify Fleet Shop of any known leaks
2. GENERAL MAINTENANCE
  - a. Conduct all maintenance activities indoors
  - b. Perform vehicle maintenance per prescribed schedule to minimize leaks
3. POLLUTION PREVENTION
  - a. Use drip pans and other containment devices to prevent spills while servicing a vehicle

- i. If vehicles stored outside have known leaks, use drip pans
  - b. Transfer fluids from drip pans to the appropriate waste containers as the first step in cleaning after the work is complete
  - c. Store chemicals and wastes indoors to minimize their potential to pollute stormwater
  - d. Store containers on spill pallets/decks
- 4. SPILLS
  - a. Use absorbent material to clean up spills immediately and dispose of material. Materials spilled inside are frequently tracked outside by vehicles and foot traffic.
    - i. Used absorbents should be transported to appropriate waste containers (empty drums).
  - b. Treat vehicle leaks in parking lot with absorbents and dispose of properly
  - c. Follow the 3 Cs of Spill Cleanup (Appendix B)

## SOP 130. VEHICLE AND EQUIPMENT WASHING

- 1. VEHICLE AND EQUIPMENT WASHING
  - a. Conduct vehicle and equipment washing only in designated wash bay
  - b. Minimize use of soap
  - c. If detergents are used, use biodegradable detergents

## SOP 140. VEHICLE AND EQUIPMENT FUELING

- 1. FUEL TRANSFERS
  - a. A City of Dover employee should be in attendance during fuel transfers from delivery contractor
- 2. POLLUTION PREVENTION
  - a. A spill kit and/or absorbent material in a rain-proof container should be located near the fueling station and labeled
  - b. Protect storm inlets (catch basins) if necessary
    - i. Protect all catch basins in the event of a spill
- 3. SPILLS
  - a. Clean up any fuel spillage with absorbent
  - b. Report leaks or spills as a result of fueling to the Public Works Environmental Scientist so that they can be recorded in the Stormwater Plan binder

## SOP 150. OUTDOOR STORAGE

- 1. GENERAL MAINTENANCE
  - a. Keep material stockpiles contained
- 2. DUMPSTERS
  - a. All dumpsters and waste receptacles should have lids to keep rainwater out
  - b. Never place liquid wastes into dumpsters or trash receptacles
    - i. In the case of a spill, all liquids and used absorbent must go in the appropriate waste containers (empty drums). Please contact the Public Works Environmental Scientist in the event of a spill.

# SOP SERIES 200. CONTROL OF SOLIDS AND CONTAMINANTS FROM PAVED SURFACES

Purpose: To control total suspended solids (TSS) and roadway maintenance pollutant runoff from the City's paved surfaces through good housekeeping and pollution prevention measures including street sweeping, catch basin cleaning and stormwater system cleaning.

Scope: Field Supervisors and Technicians need to be aware of these SOPs to prevent illicit discharges to the City's MS4. Contractors employed by the City with the possibility of discharging pollutants to the MS4 must also read these SOPs. Public Works Environmental Scientist reviews and updates SWPPP and SOPs.

Location of SOPs: Each facility has a copy of the SOPs. Electronic copies are also available.

Contacts: Contacts are in Appendix A

\*In the case the Public Works Environmental Scientist cannot be reached, please contact the Public Works Stormwater Coordinator\*

## SOP 210. STREET SWEEPING

1. STREET SWEEPING
  - a. Sweeping occurs weekly. ALL City streets must be swept at least 4 times per calendar year, per the City's MS4 Phase II Permit.
  - b. Follow manufacturer's recommended procedures to obtain optimal debris removal. This includes sweeper speed, brush alignment and condition, and water usage.
2. SWEEPER WASTE
  - a. Keep sweeper waste consolidated while awaiting disposal
  - b. Track sweeper waste quantities
  - c. Annually test material; Delaware Solid Waste Authority issues permit to dump at landfill

## SOP 220. STORMWATER SYSTEM MAINTENANCE

1. EROSION & SEDIMENT CONTROL
  - a. Use appropriate erosion & sediment control practices when performing repairs to the stormwater system
  - b. Take sediment to designated location to dump material into drying bed
    - i. When water evaporates, load sediment into dump truck and take to landfill
2. STORMWATER SYSTEM MAINTENANCE AND INTEGRITY
  - a. Stormwater system should be inspected regularly for structural integrity and evidence of illicit discharges
  - b. Use a vactor truck to vacuum flush water from catch basins and stormwater system piping. Never discharge flushing water to surface waters.
  - c. Document inspections, cleanings, and repairs.

### 3. ILLICIT DISCHARGES

- a. Report any suspected illicit discharges to the Public Works Environmental Scientist

## SOP 230. CONCRETE WORK

### 1. CONCRETE WORK

- a. When sawing concrete, use the minimum amount of water. Let the waste slurry dry and then sweep it up before leaving the location. A wet vacuum may also be used to pick up the waste immediately after cutting is complete. **DO NOT ALLOW SLURRY TO REACH STORM DRAINS**
- b. Unused concrete remaining in the truck shall be returned to the originating batch plant
- c. Washdown of machines and hand tools must be done in vehicle wash bay
  - i. Contractors must set up a designated concrete washout. Concrete washed down the storm drain is an illicit discharge.

## SOP 240. ROADWORK, RESURFACING, OR PAVING

### 1. BEFORE WORK

- a. Re-seal or pave only on dry days when no rain is expected. Cease all activities when rain threatens.
- b. Protect or block downstream storm inlets (within 25 feet) from debris from maintenance work (asphalt cap, chip sealing, concrete breaking, or saw cutting). Leave covers or berms in place until job is complete
- c. Use tarps to cover stockpiled materials

## SOP SERIES 300. SNOW AND ICE PROGRAM

Purpose: Stormwater pollution prevention procedures for salt, sand, or liquid deicer on roadways, and snow storage and disposal.

Scope: Field Supervisors and Technicians need to be aware of these SOPs to prevent illicit discharges to the City's MS4. Contractors employed by the City with the possibility of discharging pollutants to the MS4 must also read these SOPs. Public Works Environmental Scientist reviews and updates SWPPP and SOPs.

Location of SOPs: Each facility has a copy of the SOPs. Electronic copies are also available.

Contacts: Contacts are in Appendix A

\*In the case the Public Works Environmental Scientist cannot be reached, please contact the Public Works Stormwater Coordinator\*

### SOP 310. EMERGENCY PLAN

1. EMERGENCY PLAN
  - a. Refer to *DOVER PUBLIC WORKS OPERATIONS MANUAL FOR SNOW REMOVAL* for information on responsibilities and assignments, emergency and critical high priority snow removal routes, and operational timelines.
  - b. A printed or electronic copy of the manual is available in all facilities with responsible personnel.

### SOP 320. SALT STORAGE

1. SALT STORAGE
  - a. Store salt and salt/sand mixtures under roof/cover
  - b. Store salt and salt/sand mixtures on impervious surfaces
  - c. Salt must be kept from migrating outside of the building

### SOP 330. LOADING

1. LOADING
  - a. When loading, care should be taken to avoid spillage; clean-up if spill occurs
  - b. Loading areas should be swept frequently to prevent salt build-up and runoff

### SOP 340. CALIBRATION

1. CALIBRATION
  - a. Annually calibrate spreaders to minimize salt usage

## SOP 350. EMERGENCY SNOW DISPOSAL

1. EMERGENCY SNOW DISPOSAL
  - a. Do not dispose of snow in rivers, lakes, or wetlands
  - b. Disposal sites will be selected on an as needed basis after consulting with the City's Environmental Scientist and Public Works Director
2. STORAGE
  - a. Select storage areas that do not drain to the MS4 or surface waters and where environmental impacts from spring melt are minimal

## SOP 360. CLEANUP

2. CLEANUP
  - a. Periodically sweep the loading area to reduce the amount of deicing material exposed to runoff
  - b. Within 48-hours after a storm event, sweep the facility where salt was loaded/unloaded
  - c. If sand is used in deicing operations, sweep up residual sand from streets when weather permits

## SOP SERIES 400. FERTILIZER

Purpose: To protect stormwater by properly storing, handling, and applying fertilizers to City-owned vegetated properties. To follow manufacturer's specifications and applicable regulations to minimize or prevent the discharge of fertilizers into the City of Dover's watersheds.

Scope: Field Supervisors and Technicians need to be aware of these SOPs to prevent illicit discharges to the City's MS4. Contractors employed by the City with the possibility of discharging pollutants to the MS4 must also read these SOPs. Public Works Environmental Scientist reviews and updates SWPPP and SOPs.

Location of SOPs: Each facility has a copy of the SOPs. Electronic copies are also available.

Contacts: Contacts are in Appendix A

\*In the case the Public Works Environmental Scientist cannot be reached, please contact the Public Works Stormwater Coordinator\*

## SOP 410. FERTILIZER APPLICATION

1. FERTILIZING GRASS AREAS
  - a. ALL grass areas including parks and grass strips along roadways shall NOT be fertilized
2. FERTILIZING HANGING BASKETS
  - a. Supervisors and Technicians should be aware of the weather conditions before and after application to ensure fertilizer has adequate time to dry/soak in the soil before precipitation events.
  - b. Fertilizers should only be applied by properly trained personnel.
  - c. Fertilizing hanging baskets shall occur 2 times per year, with some flexibility at the discretion of the Director of the Parks and Recreation Department (Director).
  - d. All instances of fertilizer application must be documented and made available to the Director and the Environmental Scientist in the Public Works Department (Environmental Scientist).

## SOP 420. FERTILIZER STORAGE & SPILL RESPONSE

1. FERTILIZER STORAGE
  - a. ALL fertilizer shall be stored in the Grounds Warehouse, located at Schutte Park. ALL fertilizer must be kept inside. Store in accordance with the manufacturer's specifications.
2. FERTILIZER SPILL RESPONSE
  - a. ALL spills must be immediately swept up with a broom and dustpan. Fertilizer must be properly disposed of in waste containers, or, if still usable, in its' original container.

# SOP SERIES 500. PESTICIDES AND HERBICIDES

**Purpose:** To protect stormwater by properly storing, handling, and applying pesticides and herbicides to City-owned vegetated properties. To follow manufacturer's specifications and applicable regulations to minimize or prevent the discharge of pesticides and herbicides into the City of Dover's watersheds.

**Scope:** Field Supervisors and Technicians need to be aware of these SOPs to prevent illicit discharges to the City's MS4. Contractors employed by the City with the possibility of discharging pollutants to the MS4 must also read these SOPs. Public Works Environmental Scientist reviews and updates SWPPP and SOPs.

**Location of SOPs:** Each facility has a copy of the SOPs. Electronic copies are also available.

**Contacts:** Contacts are in Appendix A

\*In the case the Public Works Environmental Scientist cannot be reached, please contact the Public Works Stormwater Coordinator\*

## SOP 510. USE AND APPLICATION OF PESTICIDES

1. CERTIFICATION
  - a. Pesticides should only be applied by applicators certified by the Delaware Department of Agriculture (DDA)
  - b. Certifications should be kept current by obtaining Continuing Education Credits in accordance with DDA's recertification guidelines.
2. PREPARATION
  - a. Calibrate equipment regularly to ensure proper application and loading rates.
  - b. Ensure that ALL pesticide application equipment is capable of an immediate shutoff in case of emergency.
  - c. Always check weather conditions like wind and precipitation before application. Do not apply pesticides during heavy winds or during/before rain.
  - d. Wear proper PPE according to the pesticide's label/MSDS sheet.
  - e. Mix pesticides on impervious surfaces, NEVER on grass.
3. CLEANUP
  - a. Do not hose down impervious areas after pesticide application to a storm drain or drainage ditch. Use spill pads or absorbent to clean up spills.
  - b. Recycle rinsate from equipment cleaning back into product.

## SOP 520. PESTICIDE STORAGE AND SPILL RESPONSE

1. STORAGE
  - a. Store pesticides in high, dry locations in accordance with the manufacturer's specification.
  - b. Store in cool, well-ventilated, and insulated areas to protect against temperature extremes.

- c. Store materials in an enclosed area, or in covered, impervious containment, such as a locked cabinet.
  - d. Emergency eyewash stations and emergency drench showers should be located near the storage area.
  - e. An aggressive spill kit should be located near the storage area. An aggressive spill kit is equipped to handle acid spills.
2. SIGNAGE AND LABELING
- a. The door to the storage area should be locked have a weatherproof sign, posted in English and any other language used by field staff, that reads:

DANGER  
PESTICIDE STORAGE AREA  
ALL UNAUTHORIZED PERSON KEEP OUT  
KEEP DOORS LOCKED WHEN NOT IN USE

- b. All pesticide containers should be properly labeled with their contents.
3. DISPOSAL
- a. Dispose of empty pesticide containers in accordance with all applicable regulations.

# SOP SERIES 600. ILLICIT DISCHARGES

Purpose: To identify and address any illicit discharge discovered during stormwater system inspections or otherwise reported illicit discharges impacting the stormwater system.

Scope: All City of Dover staff need to be aware of these SOPs to prevent illicit discharges to the City's MS4. Contractors employed by the City with the possibility of discharging pollutants to the MS4 must also read these SOPs. Public Works Environmental Scientist reviews and updates SWPPP and SOPs.

Location of SOP: Each facility has a copy of the SOPs. Electronic copies are also available.

Contacts: Contacts are in Appendix A

\*In the case the Public Works Environmental Scientist cannot be reached, please contact the Public Works Stormwater Coordinator\*

## SOP 610. GENERAL

1. GENERAL
  - a. All City of Dover staff are responsible for preventing illicit discharges from their operations and notifying the proper authority if an illicit discharge is noticed outside of their operation
  - b. Protect storm drains if a non-stormwater discharge has the potential to enter the MS4 while performing your work

## SOP 620. NOTIFICATION

1. NON-EMERGENCIES
  - a. Report all potential illicit discharges to the Public Works Environmental Scientist (Environmental Scientist), if not available, report to the Public Works Stormwater Coordinator
    - i. The Environmental Scientist will record the potential illicit discharge, document the MS4 violation, and contact DNREC if necessary.
2. EMERGENCIES
  - a. Emergencies include events where illicit discharges are suspected of being injurious to public health or safety
    - i. Emergencies include sewage main breaks
  - b. In the case of an emergency, contact the Department of Natural Resources and Environmental Control (DNREC) at 800-662-8802

## SOP 630. DISCHARGE IDENTIFIED

1. SANITARY SEWER OVERFLOWS (SSO)
  - a. SSO SOP will be followed
2. DOCUMENTATION

- a. Take pictures at the scene and communicate all observations to the Environmental Scientist
- 3. CLEANUP
  - a. Public Works staff will work to remove the source of the pollutant
  - b. DNREC may be called to aid in cleanup
- 4. CORRECTIVE ACTIONS
  - a. Code Enforcement may issue a Notice of Violation
  - b. The Environmental Scientist will send the property owner an MS4 Violation

## SOP 640. DISCHARGE NOT IDENTIFIED

- 1. RECORD
  - a. Record as much information as you can at the scene. Observe flow for presence or odor, floatable materials, color of discharge, foam, or visible sheen. Take photographs.
- 2. INVESTIGATION
  - a. The Public Works consultant will source track the discharge
  - b. Public Works staff will work towards removing the source of the pollutant
  - c. Code Enforcement may issue a Notice of Violation

# SOP SERIES 700. CONSTRUCTION SITE STORMWATER MANAGEMENT

Purpose: Stormwater pollution prevention for new construction. To notify Public Works of discharges of sediment and waste from construction activity to the City's MS4.

Scope: Field Supervisors and Technicians need to be aware of these SOPs to prevent illicit discharges to the City's MS4. Contractors employed by the City with the possibility of discharging pollutants to the MS4 must also read these SOPs. Public Works Environmental Scientist reviews and updates SWPPP and SOPs.

Location of SOP: Each facility has a copy of the SOPs. Electronic copies are also available.

Contacts: Contacts are in Appendix A

\*In the case the Public Works Environmental Scientist cannot be reached, please contact the Public Works Stormwater Coordinator\*

## SOP 710. GENERAL

1. CERTIFICATION
  - a. Under the Delaware Sediment and Stormwater Regulations, each active construction site must have a "responsible person," certified through the Contractor Training Program, to provide daily oversight throughout construction.
    - i. Formerly known as the Blue Card Certification
    - ii. Certification must be current
  - b. All current Certified Construction Reviewers (CCRs) must maintain certification
2. NON-COMPLIANCE
  - a. The Kent Conservation District (KCD) is delegated by DNREC to implement construction site stormwater runoff control.
  - b. Public complaints should be reported to Public Works. They will then be relayed to the Public Works Environmental Scientist (Environmental Scientist) and Code Enforcement.
  - c. If a site is non-compliant, KCD will be informed. KCD will inspect the site and issue a written CCR with a deadline for compliance. If the developer of the site is not compliant by the deadline, the City of Dover will then notify the developer of MS4 violations (see SOP 720. MS4 Violations). The City of Dover will work with KCD which can include withholding building permits and Certificates of Occupancy.

## SOP 720. MS4 VIOLATIONS

1. REPORTING
  - a. Report a discharge of sediment or waste from a construction site to the Environmental Scientist
  - b. The Environmental Scientist will communicate with KCD

- c. If the developer does not become compliant with the Delaware Sediment and Stormwater Regulations by KCD's deadline, the City of Dover will take necessary actions as described in SOP 710. 2. NON-COMPLIANCE.

# SOP SERIES 800. SPILL PREVENTION, RESPONSE, AND CLEANUP

Purpose: Stormwater pollution prevention procedures for spill prevention and cleanup at municipal facilities and roadways.

Scope: Field Supervisors and Technicians need to be aware of these SOPs to prevent illicit discharges to the City's MS4. Contractors employed by the City with the possibility of discharging pollutants to the MS4 must also read these SOPs. Public Works Environmental Scientist reviews and updates SWPPP and SOPs.

Location of SOP: Each facility has a copy of the SOPs. Electronic copies are also available.

Contacts: Contacts are in Appendix A

\*In the case the Public Works Environmental Scientist cannot be reached, please contact the Public Works Stormwater Coordinator\*

## SOP 810. EMERGENCY SPILL RESPONSE

1. EMERGENCY SPILL RESPONSE
  - a. If there is imminent threat of fire or another life-threatening situation, call 911
  - b. Identify the source of the leak or spill. Attempt to stop the flow of the pollutant, if practical without endangering personnel.
  - c. Use sorbent materials to prevent the spill from reaching storm inlets
  - d. If the substance is not known, do not try to clean it up without hazardous material professionals.
  - e. Report the spill to the Public Works Environmental Scientist (Environmental Scientist). They will determine if you need a spill response contractor.
  - f. See spill flowchart (Appendix B) and follow the 3 Cs of Spill Response

## SOP 820. SPILL PREVENTION

1. LIQUID OR HAZARDOUS MATERIALS
  - a. Liquid or hazardous materials should never be handled, used, stored, and transferred indoors or under cover
  - b. Deliveries of bulk liquids should be supervised
  - c. Store containers on spill decks
  - d. Use absorbent pads on tops of drums that dispense fluids
  - e. Protect the storm drain inlets in the event of a spill
2. VEHICLES
  - a. Perform vehicle maintenance in a covered facility; use drip pans and oil absorbents to clean spills
  - b. Regularly sweep oil dry to prevent tracking outside

## SOP 830. SPILL KITS

1. SPILL KITS
  - a. Each facility must have absorbent material available
  - b. Fuel stations must have a spill kit with absorbent pads, booms, and oil dry.

## SOP 840. SPILL CLEANUP

1. SPILL CLEANUP
  - a. Clean up minor spills immediately
  - b. Never hose down spills or leaks
2. DRY CLEAN-UP METHODS
  - a. Always use “Dry Clean-up Methods” for clean-up of fuel spills (gas, diesel, motor oil, kerosene)
    - i. Spread absorbents (booms, pads, loose absorbents) on the spill
    - ii. Sweep/pick up absorbed materials
    - iii. Dispose of waste properly: Put rags soaked with free-flowing chemical and other absorbents in an impervious waste drum. Notify the Environmental Scientist.

## SOP 850. REPORTING SPILLS

1. REPORTING SPILLS
  - a. See Appendix A
  - b. All spills, including minor outdoor leaks or spills, must be reported in the Stormwater Management Plan binder
  - c. Report any spill to the Environmental Scientist and your supervisor.
    - i. Reporting spills to the Environmental Scientist is **necessary**. Reporting spills ensures the City can maintain compliance with the MS4 Phase II permit.

# SOP SERIES 900. CITY OF DOVER EMPLOYEE TRAINING

Purpose: Ensure permittee staff responsible for one or more NPDES program elements receives annual training.

Scope: Field Supervisors and Technicians need to be aware of these SOPs to prevent illicit discharges to the City's MS4. Public Works Environmental Scientist reviews and updates SWPPP and SOPs.

Location of SOP: Each facility has a copy of the SOPs. Electronic copies are also available.

Contacts: Contacts are in Appendix A

\*In the case the Public Works Environmental Scientist cannot be reached, please contact the Public Works Stormwater Coordinator\*

## SOP 910. GENERAL TRAINING

1. GENERAL TRAINING
  - a. Employees working at a maintenance facility that has a Stormwater Plan will understand their role in meeting the General Permit requirements through various forms of training
  - b. All appropriate staff will be trained in SOPs applicable to their scope of work.
  - c. All appropriate staff will be trained in Spill Prevention Response
  - d. All appropriate staff will be trained in Illicit Discharge Detection and Elimination

## SOP 920. CITY-WIDE INSPECTORS

1. INSPECTORS
  - a. Maintain Blue Card certification by taking refresher course every five years.
2. CIVIL ENGINEERS / ENVIRONMENTAL SCIENTIST AND STORMWATER COORDINATOR
  - a. Maintain Certified Construction Reviewer certification by taking refresher course every five years.

## SOP 930. PESTICIDE APPLICATORS

1. PESTICIDES APPLICATORS
  - a. Grounds division staff must maintain Pesticide Applicator license by taking credited training throughout the year.

# SOP SERIES 1000. NPDES PROGRAM DOCUMENTATION AND REPORTING

Purpose: Keep accurate logs and document all activities relative to meeting NPDES permit requirements.

Scope: Field Supervisors and Technicians need to be aware of these SOPs to prevent illicit discharges to the City's MS4. Public Works Environmental Scientist reviews and updates SWPPP and SOPs.

Location of SOP: Each facility has a copy of the SOPs. Electronic copies are also available.

Contacts: Contacts are in Appendix A

\*In the case the Public Works Environmental Scientist cannot be reached, please contact the Public Works Stormwater Coordinator\*

## SOP 1010. STORMWATER PROGRAM DOCUMENTATION

### 1. DOCUMENTATION

- a. Stormwater Management Plan
- b. Stormwater Pollution Prevention Plan (SWPPP)
- c. Memorandum(s) of Agreement
- d. Public Education / Public Involvement Program
- e. Illicit Discharge Detection & Elimination Program
- f. Construction Site Stormwater Runoff Control Program
- g. Post-Construction Stormwater Management Program
- h. Pollution Prevention and Good Housekeeping Program
- i. Training
- j. Wet Weather Performance Monitoring
- k. Industrial Permit facility Stormwater Plan and inspections
- l. Program evaluation
- m. Annual reporting

## SOP 1020. STREETS DIVISION DOCUMENTATION

### 1. DOCUMENTATION

- a. Street sweeping miles
- b. Street sweeping cubic yards
- c. Leaf collection cubic yards
- d. Catch basin cleaning
- e. Catch basin repair

## SOP 1030. FLEET DOCUMENTATION

1. DOCUMENTATION
  - a. Vehicle maintenance

## SOP 1040. WATER / WASTEWATER DIVISION DOCUMENTATION

1. DOCUMENTATION
  - a. Linear footage of CCTV pipe inspections

## SOP 1050. GROUNDS DIVISION DOCUMENTATION

1. DOCUMENTATION
  - a. Pesticide, herbicide, fertilizer spray logs

## SOP 1060. SANITATION DOCUMENTATION

1. DOCUMENTATION
  - a. Monthly curbside recycling statistics

## SOP 1070. GIS DOCUMENTATION

1. DOCUMENTATION
  - a. MS4 mapping

## SOP 1080. CODE ENFORCEMENT DOCUMENTATION

1. DOCUMENTATION
  - a. MS4 violations logged into Naviline

# Appendix A: Important Contacts

\*In the case the Public Works Environmental Scientist cannot be reached, please contact the Public Works Stormwater Coordinator\*

## Public Works

(302) 736-7025

### Director of Public Works

Mark Nowak  
(302) 736-7025  
[mnowak@dover.de.us](mailto:mnowak@dover.de.us)

### Director of Parks & Recreation

Roger Ridgeway  
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### DPW Stormwater Coordinator

Bryn Wambaugh  
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[bwambaugh@dover.de.us](mailto:bwambaugh@dover.de.us)

### DPW Environmental Scientist

Aireal Vickers  
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[avickers@dover.de.us](mailto:avickers@dover.de.us)

## Appendix B: 3 Cs of Spill Response (Spill Flowchart)

Control

Contain

Clean up

# Control

- Call 911 if it is an emergency
- Determine what the chemical is - If you can't, continue to Contain and then call Environmental Scientist
- Put on proper PPE
- Locate the source of the spill and stop it

# Contain

- Protect nearby catch basins with absorbent booms
- Stop the spill from spreading using absorbents
- Call Environmental Scientist to notify them of spill

# Clean up

- For small and medium spills, use spill pads to clean it up starting with the smallest and moving to the largest area of the spill
- For large spills, use Sta-dri absorbent or sand to clean it up
- After use, absorbents should be put in a leak-proof drum for disposal
- Call Environmental Scientist to notify them of clean up

