# COMMUNICATION KEEPS STORWATER PROGRAMS AFLOAT

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Daniel Wiebke, PE, CFM, Green Stormwater Infrastructure Project Manager



The two words 'information' and 'communication' are often used interchangeably, but they signify quite different things. Information is giving out; communication is getting through.

- Sydney J. Harris





# Annette:

- Ordinances + Design Standards
   Daniel:
- 2. Inter-disciplinary Team Communication
- 3. Visual Communication Plan + GIS
- 4. Watershed Initiatives

# Annette:

- 5. Communicating with Stakeholders
- 6. Communicating with SCM Owners
- 7. Communicating with Regulators

# **1. Ordinances + Design Standards**



What is the purpose of a stormwater ordinance?

- a. To scare the development community
- b. To demonstrate the community's grasp of legal jargon
- c. To clearly communicate stormwater requirements
  - Fewer questions for your team
  - Fewer complaints / misunderstandings
  - Better submissions that are easier to approve



# **Tips on Clear Ordinances**



# **Big Picture:** Outline + reorganize if needed

Content:

Resolve different requirements when zoning + state rules overlap to create a "one-stop shop."

**Details:** 

Clear titles for each item

Plus:

Don't forget the administrative manual



# **Outline + Reorganize: Durham County Ordinance Update**

### OLD:

Sec. 14-150: Definitions
Sec. 14-151: Purpose
Sec. 14-152: General Provisions
Sec. 14-153: Enforcement + Administration
Sec. 14-154: Exemptions
Sec. 14-155: Design + Performance Standards
Sec. 14-156: Plan Submission procedures
Sec. 14-157: Permit Requirements
Sec. 14-158: As-built Plans + Certification

### NEW:

Sec. 14-150:	Definitions
Sec. 14-151:	Purpose + Administration
Sec. 14-152:	Applicability + Exemptions
Sec. 14-153:	General SW Stormwater Management
Sec. 14-154:	Falls Lake Basin
Sec. 14-155:	Neuse Basin Outside of Falls Lake Watershed
Sec. 14-156:	Jordan Lake Basin
Sec. 14-157:	Requirements for Design of SCMs
Sec. 14-158:	Approval of Stormwater Construction Drawings
Sec. 14-159:	Operational Stormwater Permit

# **Clear Titles: Hope Mills**

### Sec. 82-92. Establishment of application requirements, schedule, and fees.

- (a) Application contents and form. The stormwater administrator shall establish requirements for the content and form of all applications and shall amend and update those requirements from time to time.
- (b) Submission schedule. The stormwater administrator shall establish a submission schedule and submittal checklist for applications. The schedule shall establish deadlines by which complete applications must be submitted for the purpose of ensuring that there is adequate time to review applications and that the various stages in the review process are accommodated.
- (c) Permit review fees. The Town board of commissioners shall establish permit review fees as well as policies regarding refund of any fees upon withdrawal of an application and may amend and update the fees and policies from time to time.



# You can even be creative!

Density equation. The following requirements shall apply to the calculation of project density:

(a) Projects without existing BUA shall use the following equation to calculate project density; and

Project Density = Total BUA Total Project Area

(b) Projects with existing BUA shall have the option to use the following equation to calculate project density.

Project Density = (Total BUA – Existing BUA) (Total Project Area – Existing BUA)



# Definitions that have been added + changed since 2017

**Built-Upon Area** Development **Dispersed Flow** Existing Development Geotextile Fabric Infiltration Systems Major / Minor Modification Minimum Design Criteria Off-site Stormwater System Perennial Stream Permeable Pavement

Permittee Primary SCM Project **Project Area** Public Linear Transportation Project **Required Storm Depth Residential Development Runoff Treatment Runoff Volume Match** Secondary SCM Stormwater Control Measure (SCM)

\* The state rules no longer say "85% TSS Removal."





# Jacksonville Administrative Manual - Original



Disciplines Stormwater Professionals Coordinate with:

- 1. Civil Engineers (Civil, Structural, Transportation, Water + Wastewater)
- 2. Landscape Architects
- 3. Planners
- 4. Architects
- 5. Wetland Scientists
- 6. Mechanical + Electrical Engineers
- 7. Construction Inspectors + Managers





# **Civil Engineers**



# **Civil Engineers**



# Planners + LA



# Landscape Architects and Structural Engineer



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# Execution and Follow up

- > Have an agenda and send it out prior to the meeting
- > Discuss overall goal of project
- > What are the scope items and fees (time allotments)
- > Establishing task + discipline Leads
  - > Taking feedback from disciplines on coordination points and schedule

# > Conduct Check-in Meetings

- > Provide access to charge accumulation + living schedule
- > Follow-up with Summary Minutes from Meetings
  - > To-Do Items







# Town of Beaufort + NCDOT – Cedar Street Retrofit

Fourteen bioretention boxes will be installed adjacent to the roadway to collect + treat stormwater and improve the streetscape funded by the NCDOT's Highway Stormwater Program.



# 3. Visual Communication















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# 3. Visual Communication





# 3. Visual Communication

Manholes- Town Owned



Condition





# Watershed-Based Nutrient Controls



#### Post-Construction Stormwater Permitting Map

Identifies stormwater permitting authorities for development projects in NC. Use the SEARCH button to find a location or address, and then click on the map for guidance. NOTE: Please contact DEQ staff to determine if a property is within a watershed or area that requires special considerations (SA, HQW, ORW, Special Management Strategies).

Norfolk ✓ LEGEND Virginia Dan River Beach 屳 Bristol Danville John H Kerr Kingsport Cherokee Nationa Johnson City Norris Lake Q Cherokee Lake Morristown 84 fi Douglas Lake Knoxville Great GREAT SMOK Spartanburg Greenville ahooc he stional orest Sdts Anderson Hartwell ake Gainesville Lake Sidney Lanier Greenwood Florence Lake Murray Sumte Columbia 378 ft Nationa

NC DEQ Stormwater Program

# Gathering focuses on algae problems with High Rock Lake

Published 12:10 am Friday, June 2, 2023

By Brad Dountz

![](_page_30_Picture_4.jpeg)

People during the meeting had a chance to break off and speak with several experts on ways to p High Rock Lake. Brad Dountz/Salisbury Post.

SALISBURY— High Rock Lake has always had a special connection with people in the community. However, environmental pressures have started to affect the lake and steps are being taken to prevent further damage.

![](_page_30_Picture_7.jpeg)

![](_page_30_Picture_8.jpeg)

846 WEST 4TH STREET WINSTON-SALEM, NC, 27101 336-722-4949 ADOPT A WATERSHED DONATE HOME ABOUT NEWS EVENTS EDUCATION RESOURCES GET INVOLVED CONTACT

![](_page_30_Picture_10.jpeg)

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	North Carolina Department of Agriculture & Consumer Services			ENHANCE	d by <b>Google</b>		Q		JOBS	EMPLOYEE PORTAL	
Home	<u>Programs</u>	Services	Divisio	ns 🗸	Newsroom	<u>Contact</u>					

# NSW Watersheds Neuse Tar-Pamlico Jordan Lake Falls Lake

# Watershed Initiatives -Nutrient Sensitive Waters Strategies

Environmental conditions in North Carolina's rivers, estuaries and reservoirs are driven by complex interactions among rainfall, flows, temperatures, biological factors, and chemistry. Some of the waters of the state have a history of exceeding nutrient and chlorophyll a standards, and are deemed nutrient sensitive waters (NSW). Currently, the following watersheds have active nutrient sensitive waters strategies: Neuse River Basin, Tar-Pamlico River Basin and Jordan Lake Watershed. A draft strategy has been proposed for the Falls Lake Watershed, and a strategy will be developed for the High Rock Lake Watershed in the coming years.

The division and local soil and water conservation districts assist with the implementation of the agriculture rule. By working together, districts, oversight committees and local advisory committees can insure that the agricultural community affected is able to meet the reductions required by the rules.

Search Soil and

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Watershed I

Grant Project

Impaired Im

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**Protection** 

Nutrient Ser Waters Stra

StRAP

NORTH CAROLINA Environmental Quality

Divisions 
Permits & Rules

Home > About > Divisions > Water Resources > Water Planning > Nonpoint Source Planning > High Rock Lake Nutrient Strategy

### High Rock Lake Nutrient Management Strategy

![](_page_31_Figure_11.jpeg)

![](_page_31_Picture_12.jpeg)

![](_page_32_Figure_1.jpeg)

![](_page_32_Picture_2.jpeg)

Collaboration on environmental justice and improvements in the Walnut Creek Watershed began in South East Raleigh, with Partners for Environmental Justice and later joined by the Walnut Creek Wetlands Community Partnership. The stories of care and attention from this downstream corner of the watershed has since inspired action across the entire watershed.

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### Rocky Branch & Central Walnut Creek Watershed Study

Downtown/South Raleigh Area

UPDATED: JUN 13, 2023

We are doing a study of the Rocky Branch Watershed and the adjacent portion of the Walnut Creek Watershed located in southern downtown Raleigh. The goal is to identify ways to improve the watershed by:

- Reducing flooding impacts
- Renewing stormwater pipes and infrastructure that is in poor condition
- Improving water quality
- Repairing streambanks

Study Area: In and near downtown Raleigh.

Provide your feedback and observations on stormwater issues and concerns with our <u>Rocky Branch and Walnut Watersheds Study Survey</u> and view the <u>live results</u> a.

# **STREAM FLOOD MONITORING**

#### **Timeline of Project Installations**

Neuse River Basin Projects

- 2021 Walnut Creek
- 2022 Swift Creek
- 2023 Crabtree Creek

Cape Fear River Basin Projects are projected to begin in 2024.

#### Goals and Uses

#### Walnut Creek Watershed Action Plan

Watershed Action Plan (WAP) Overview

Water Quality Issues, Information and Data

#### **3** Water Quality Issues -Hydrologic Alteration

The hydrologic cycle has been heavily altered in the Walnut Creek Watershed. This is typical of most urban areas where the emphasis has been on moving stormwater to streams rapidly. Zoom in on the map pane and you will (Dty of Raleigh stormwater infrastructure. Because most of the WAP area is built out with impervious surfaces (roads and rooftops) hydrologic restoration will be challenging. Stormwater Control Measures (ICMS) will need to be implemented at both large and small scales depending on the opportunities. It is important that all new and redevelopment projects in the WAP area enduce impervious surface to truming downspouts away from streets and keeping as much rainfall as possible from running into the stormwater infrastructure and then to local streams.

4 Roles and Responsibilities -Who is involved?

WAP Goals, Strategies and Objectives

**6** Community Involvement NC Stream Watch

Community Involvement- Focus Area Plans (FAP)

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![](_page_33_Picture_28.jpeg)

A Story Map 🖪 У

Walnut Creek Watershed Proposal to join the Urban Waters Federal Partnership

WALNUT CREEK AMBASSADOR HOST ORGANIZATIONS Carolina Wetlands Association: Rick Savage: rick.savage@carolinawetlands.org Partners for Environmental Justice: Amin Davis, akdavis23@vahoo.com

LEAD FEDERAL AGENCY U.S. Geological Survey: Charles Stillwell, <u>cstillwell@usgs.gov</u> U.S. Geological Survey: Kristina Hopkins, <u>khopkins@usgs.gov</u>

![](_page_34_Picture_4.jpeg)

![](_page_34_Picture_5.jpeg)

Submitted Month, Day, Year

### **Urban Waters Federal Partnership**

![](_page_34_Picture_8.jpeg)

WALNUT

### Parks Recree

#### 21st Urban Waters Federal Partnership

The <u>Walnut Creek watershed in Raleigh, NC</u> was designated as the 21st UWFP location. Federal agencies will work collaboratively with local partners to restore, improve water quality, mitigate flood risk, enhance recreational opportunities, strengthen local economies, and create jobs.

# **PARK**

The Urban Waters Partnership reconnects urban communities, particularly those that are overburdened or economically distressed, with their waterways by improving coordination among federal agencies. The Partnership also collaborates with community-led revitalization efforts to improve our Nation's water systems and promote their economic, environmental and social benefits. <u>Read more about the Partnership</u>.

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#### What's New

 21st Urban Waters Federal Partnership (UWFP) Location Announced CES

# **5** Communicating with Stakeholders

### In-Person:

- Open House
- Workshop
- Community Event
- Focus Group
- Stakeholder / Partner Meeting
- Public Hearing

## Virtual:

- Social Media
- Websites
- Video
- Email
- Surveys + Polling
- Mapping Platforms

GOALS: Have a conversation, not a one-sided "exchange of information."
Provide a combination of in-person and virtual opportunities to include everyone.
Show citizens how their input improved the final product.

![](_page_35_Picture_16.jpeg)

# **QR Codes (Quick Response)**

![](_page_36_Picture_1.jpeg)

![](_page_36_Picture_2.jpeg)

# QR Codes:

They are not just for seeing the menu!

They can facilitate a meaningful and inclusive exchange of information.

![](_page_36_Picture_6.jpeg)

![](_page_37_Figure_0.jpeg)

![](_page_38_Picture_0.jpeg)

![](_page_38_Picture_1.jpeg)

![](_page_39_Picture_0.jpeg)

![](_page_39_Picture_1.jpeg)

#### Stormwater Collection System, Device + Perimeter 💌

Swales are free from blockage and erosion.\*

Yes	O No	○ N/A
O Unknown		

Grates, gutters, curb openings, and pipes appear free from damage & clogs.\*

Yes	O No	○ N/A
Unknown		

Bioretention cell is accessible for inspection.\*

![](_page_40_Picture_6.jpeg)

![](_page_40_Picture_7.jpeg)

![](_page_40_Picture_8.jpeg)

Stormwater	Collection	System,	Device +	Perimeter	•
------------	------------	---------	----------	-----------	---

Swales are free from blockage and erosion.\*

O Yes	• No	C	) N/A
O Unknown			
Describe problem and	suggest follow up	action(s):	
			1000 //
How quickly should fo	llow up occur?		
O			O
Upload a picture of pro	o <b>blem.</b> op image here or select i	mage	Ø
Grates, gutters, curb o clogs.*	penings, and pipes	appear free	from damage &
Yes	O No	C	) N/A
O Unknown			
	Ш МсАр	AMS	

O Yes	O No	○ N/A	
O Unknown			
Noton			
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Jpload Photo(s) 1 Drop imag	ge here or select image (num	ber of files allowed: 1 - 3)	1000 //
Jpload Photo(s) 1 Drop imag	ge here or select image (num	ber of files allowed: 1 - 3)	1000 //

![](_page_42_Picture_1.jpeg)

#### WET POND INSPECTION REPORT

SCM INFORMATION	
Project name:	Hillsborough SECU
Permit number:	NCS0123014
SCM ID number:	587462
Project address: 1867 King Street, Hillsborough, NC 27278	
Inspector name:	Michael Meloy
INSPECTION INFORMATION	
Inspector PE number:	PE156872
Inspector phone number:	336-309-2255
Inspector email:	meloy@mcadamsco.com
Date of inspection:	01/04/2023
Recent weather conditions:	A few inches of rain in the past week. Very humid and foggy on day of inspection.

Temperatures in the 40s.

ST	ORMWATER COLLECTION SYSTEM + ACCESSIBILITY	
1.	Are swales free from blockage and erosion?	YES
2.	Do grates, gutters, curb openings, and pipes appear free from damage and clogs?	YES
3.	Is wet pond accessible for inspection?	NO

IN	LET(S) + FOREBAY	
4.	Estimated depth of the forebay:	1 foot
5.	Are inlet(s) free from damage, clogs, and erosion?	Unknown, I cannot see the inlets
6.	Is forebay berm stable and not eroding?	YES
7.	Is forebay free from slime algae?	YES
8.	Does algal growth cover <30% of the surface area?	NO, see below
9.	Do cattails, phragmites, or other invasive plants cover <10% of the surface area?	YES
10	Is forebay free from trash and debris?	YES

PERIMETER, EMBANKMENT + SIDE SLOPES	
11. Is perimeter free from water quality impacts caused by geese and ducks?	YES
12. Is embankment free from woody shrubs and trees?	Unknown, I do not know wha woody shrub is
13. Are side slopes stable, vegetated, and free from erosion/bare soil?	YES
14. Are side slopes free from trash and debris?	YES
15. Are side slopes free from muskrat and/or beaver activity?	NO, see below

MAIN POOL	
16. Is vegetated shelf covered with healthy vegetation and free from erosion?	YES
17. Is main pool free from slime algae?	YES
18. Does algal growth cover <20% of the surface area?	NO, see below
19. Do cattails, phragmites, or other invasive plants cover <10% of the surface area?	YES

20. Is main pool free from trash and debris?	YES
21. Is a fountain and/or aeration device present?	YES

#### OUTLET DEVICES

22	Is emergency bypass and/or bypass swale clearly visible and in good condition?	N/A	
23.	Is outlet structure free from damage, clogs, and erosion?	YES	
24.	Does water level match the level of the lowest outlet?	YES	

![](_page_43_Picture_10.jpeg)

![](_page_44_Picture_0.jpeg)

#### ISSUES AND CORRECTIVE ACTIONS

![](_page_44_Picture_2.jpeg)

![](_page_44_Picture_3.jpeg)

**#3:** Wet pond is not accessible. Recommend clearing brush/re-establishing walking paths to wet pond.

Follow up should occur: Within one year

**#8:** Forebay surface is covered in algae. This is preventing sunlight from reaching pollutants in forebay. Recommend clearing the algae out with non-chemical means.

Follow up should occur: Within 2-3 months

![](_page_44_Picture_8.jpeg)

![](_page_44_Picture_9.jpeg)

**#15**: Extensive evidence of beaver activity on banks. Recommend using decoy wolves to discourage beaver habitation.

Follow up should occur: Within 2-3 months

**#18**: Main pool is almost completely covered in algae. Recommend removing algae with non-chemical means.

Follow up should occur: ASAP

#### Certification

I, Michael Meloy, certify that the information provided in this form is complete and correct.

# 7. Communication with the Regulator

### **Power Automate**

![](_page_45_Picture_2.jpeg)

1.	Sub	mitter	Name:
----	-----	--------	-------

Enter your answer

#### 2. Date of Activity:

Please input date (M/d/yyyy)

#### :::

#### 3. Activity Category:

select all that apply

Public Education and Outreach

#### Public Participation

Illicit Discharge Detection and Elimination (IDDE)

- Construction Site Runoff
- Post-Construction Site Runoff
- Good Housekeeping in Municipal Operations

#### 4. Describe Activity:

Enter your answer

5. Upload Supporting Document(s) (Non-anonymous question())

#### ↑ Upload file

File number limit: 10 Single file size limit: 100MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

Submit

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# 7. Communication with the Regulator

![](_page_46_Picture_1.jpeg)

# My lists Stormwater Activities 🛱 📀

Title $\checkmark$	Submitter Name $\vee$	Date of Activity $\vee$	Activity Category $\smallsetminus$	Activity Descrip $\vee$
New Item	J. Smith	05/05/2023		Inspected Fire Station SCM
New Item	Aaron	05/05/2023	Post-Construction Site Runoff Illicit Discharge Detection and Elimination (IDDE) Public Participation	Handed out 53 stormwater public education flier at the County Fair.
New Item	Annette Lucas	05/05/2023	Public Education and Outreach	Included environmentally friendly tip inserts into customer's utility bills.

# Final Takeaway: Technology Enhances Communication

QR codes can allow citizens to provide input + report problems when it is convenient for them.

![](_page_47_Picture_2.jpeg)

**On-line maps** can be interactive to show concerns reported across the community.

![](_page_47_Figure_4.jpeg)

# **Power Automate** can make logging MS4 activities easy and take the heat out of audits.

<sup>My lists</sup> Stormwater Activities ☆ ⊘

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Title $\checkmark$	Submitter Name $\vee$	Date of Activity $\vee$	Activity Category $\smallsetminus$	Activity Descrip $\vee$
New Item	J. Smith	05/05/2023		Inspected Fire Station SCM
New Item	Aaron	05/05/2023	Post-Construction Site Runoff Illicit Discharge Detection and Elimination (IDDE) Public Participation	Handed out 53 stormwater public education flier at the County Fair.
New Item	Annette Lucas	05/05/2023	Public Education and Outreach	Included environmentally friendly tip inserts into customer's utility bills.

Signage + Survey123 can make SCM inspection + reporting much easier while providing better data to owners.

![](_page_47_Picture_9.jpeg)

# Let's Make Time for the Important Communication!

![](_page_48_Picture_1.jpeg)

![](_page_48_Picture_2.jpeg)

# "Of all the life skills available to us, communication is perhaps the most empowering."

- Brett Morrison

![](_page_49_Picture_2.jpeg)

# **THANK YOU!**

# Questions?

# Annette Lucas, PE (919) 559-9283 lucas@mcadamsco.com

Daniel Wiebke, PE, CFM (919) 614-0289 wiebke@mcadamsco.com

![](_page_50_Picture_4.jpeg)