## Introduction

Inspection/Patrol Programs serve as enforcement tools, which are critical in controlling access to HWW land and enforcing the Reservoir Use Ordinance. Policing and the issuance of fines to violators for non-permitted activities help to promote protection of the watershed areas. Policing the areas will protect against public access violations and encroachments that may degrade water, forest, and wildlife resources. The patrol officer reports on the general condition of the watershed area and is responsible for reporting any violations of the Reservoir Use Ordinance.

Inspection of HWW equipment, structures, gates, and signs assists in watershed protection. The equipment and structures are checked to verify their working condition and to ensure that public safety is not jeopardized. The gates and signs are important defense mechanisms in watershed protection to alert the public of prohibited activities as well as ensure public safety. The inspection/patrol program is a critical component in source water protection from an enforcement and public safety perspective.

## Inspection/Patrol Program Goals

This program focuses on the enforcement and protection of the HWW watershed land. Inspecting/policing of the public access and recreational activities will assist in maintaining the pristine water quality of the surface sources as well as the safety of the public. The goals of the program are summarized as follows:

1. Enforcement of the Reservoir Use Ordinance and associated signage at each reservoir (e.g., the “No Trespassing – Public Use Prohibited” signs at the Tighe-Carmody and McLean Reservoirs and the “Regulations Governing Public Use” sign at the Ashley Reservoir)
2. Patrol and enforcement of prohibited activities on HWW watershed property
3. Patrol and “spot check” of all permit access to assure that permittees are in compliance with the respective permit
4. Maintain the high raw water quality of the surface sources to avoid the need for filtration as a result of not meeting the requirements necessary to maintain the filtration waiver
5. Inspect the gates, signs, spillways, existing structures, etc. to ensure that all equipment and structures are in proper working condition
6. Maintain the safety of the general public (e.g., prohibit access to HWW Water Treatment Facility on the McLean watershed)

## Program Description

The inspecting/patrolling of the watershed property is the primary responsibility of HWW personnel. HWW has employed the Holyoke Police Department and the Department of Environmental Management (DEM) police to assist with the patrolling effort. Typically, HWW personnel conduct inspections/patrols until 3:00 P.M. and the Holyoke Police Department and DEM police patrol for four hours between 4:00 P.M. to 10:00 P.M.

HWW personnel have historically patrolled the watershed areas to ensure the high raw water quality of the surface supplies. The Holyoke police and the DEM personnel began their patrolling efforts in July 1991. The patrol responsibilities are divided as follows:

• Department of Environmental Management (DEM) – the Tighe-Carmody Reservoir watershed area

• Holyoke Police Department - the in-City reservoir system (McLean, Ashley, and Whiting Street Reservoir watershed areas)

• Holyoke Water Works personnel - Ashley, McLean, Whiting Street, and the Tighe-Carmody Reservoirs daily

The Department of Environmental Management's patrolling schedule is summarized as follows:

• Memorial Day through Labor Day – a minimum of 12 hours per week distributed over Friday, Saturday, and Sunday

• Labor Day through Memorial Day – patrolling is conducted on a voluntary basis at times at the discretion of the DEM.

The weekends are normally targeted for patrolling due to the high level of watershed usage. The DEM submits written reports to HWW, documenting reservoir condition, observed violations, and issued complaints.

The Holyoke Police Department's patrolling activity is summarized as follows:

• Memorial Day through Labor Day - 4 hours per day for seven days per week during late afternoons and early evening hours

• Labor Day through Memorial Day - 12 hours per week at the Police Department's discretion (typically on Friday, Saturday, and Sunday)

The patrolling time generally reflects the period of the day with highest reservoir activity. The Holyoke Water Works maintains hard copies of the police reports. The Holyoke Police Department provides weekly reports; the Environmental Police provides monthly reports, which are summarized by HWW to assess trends.

The Holyoke Water Works patrols 8 hours per day, 5 days per week throughout the year. HWW personnel note all violations and issue warnings to violators of non-permitted activities, stating the next incidence will result in dispatching the Holyoke police to their residence to issue a citation. A boat is provided to patrol the Tighe-Carmody Reservoir at least twice per month and the in-City reservoirs at least twice per year. Other responsibilities of the patroller include the following:

• Patrol water storage tank locations 5 days per week

• Sample raw water locations for bacteria twice per month

• Inspect feeder brooks from reservoir to point of origin twice per year (Spring and Fall)

• Inspect reservoir dam locations monthly

• Respond to complaint calls concerning reservoirs and watershed areas

The patrol work routine schedule and report forms are included in Appendix A.

**Fines for violations** - Any person and, if applicable, the employer and all other persons concerned therein, violating the provisions shall be fined not more than fifty dollars ($50.00) for each offense. All fines shall inure to the use of, and be paid to the Holyoke Water Works. The fines will be issued by the patrolling officer and will be documented to ensure payment.

## Best Management Practices/Implementation Schedule

HWW has implemented the following BMPs for the Inspection/Patrol Program.

1. Employ Holyoke police and Department of Environmental Management personnel to assist in the enforcement effort.
2. Encourage authorities to issue and enforce fines for violations of the Reservoir Use Ordinance, curfews, and parking in restricted areas.
3. Maintain the equipment and structures on the watershed property through frequent inspections.
4. Ensure public safety by restricting access onto certain areas of watershed property.

The implementation schedule for the inspection/patrol program is summarized as follows:

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| --- | --- |
| **Action Item** | **Implementation Schedule** |
| Employ outside sources for patrolling | Annually – on-going |
| Encourage authorities to issue and enforce fines | On-going |
| Maintain the equipment and structures | On-going |
| Restrict access onto certain areas of watershed property | On-going; Access is prohibited at the Tighe- Carmody and McLean Reservoirs; activities are restricted at the Ashley and Whiting Street Reservoirs |