



Dear Portsmouth Resident:

As a valued resident, we thank you for all that you do for our city and for this opportunity to share information with you on the City of Portsmouth's Stormwater Maintenance Program.

The Stormwater Maintenance Division maintains the public ditches and drainpipes throughout the City. The major services include system maintenance such as cleaning and repairing pipes, structures, outfalls, and ditches; contracting repair services for pipe cave-ins and miscellaneous drainage problems; and monitoring stormwater through wet-weather sampling of selected sites; and more. All of these services are important as they assist the function of our drainage system.

It is our goal to ensure that our citizens understand the purpose and procedures that we implement with the services that we provide. Here are the answers to some of the frequently asked questions related to the City of Portsmouth's Stormwater Maintenance Program.

What infrastructure does the city maintain through the Stormwater Maintenance Division?

The City maintains 110 miles of ditches; 250 miles of pipes; 9,000 basins/inlets; and 488 outfalls.

When does the Stormwater Maintenance Division inspect the ditches?

The Stormwater Maintenance Division routinely inspects each of the ditches in the city-wide system every three to four months. Neighborhoods and streets are placed on this rotating schedule which allows staff to focus on each neighborhood on an almost quarterly basis.

How are the ditch inspections and maintenance services prioritized?

All inspections and maintenance are scheduled according to the following priorities:

SAFETY-----	1 st priority
FLOODING -----	2 nd priority
AESTHETICS----	3 rd priority

The rotating schedule that the Stormwater Maintenance Division has implemented for all Portsmouth neighborhoods allows for inspections and maintenance every three to four months. When related safety or flooding issues occur, these areas are addressed and then the neighborhood schedules resume.

How are the inspections conducted?

Ditches: During inspections, the Stormwater Maintenance team schedules the removal of trash, debris, or blockages. During warmer months, we remove vegetation from the ditches, which does not include ditch grading.

Pipes: Pipes that are less than 24 inches in diameter are cleaned by the Department of Public Works with a vacuum truck.

Cave-ins on pipes that are less than 24 inches in diameter are repaired by the Department of Public Works.

Cave-ins on pipes that are 24 inches in diameter or larger are repaired by a contractor within a year.

Driveway pipes are generally not cleaned by the Department of Public Works since they were installed by the homeowner and are part of the private driveway. Driveway pipes will be considered for cleaning if they are part of a larger project that includes the roadside ditch.

Outfalls: After large rainfalls, outfalls are checked. These areas are cleaned according to access requirements (i.e. whether the city can get equipment into the outfall or whether permits are needed).

Does the City maintain the ditches located within private developments?

The City does not maintain areas that are part of private development projects. This maintenance is the responsibility of the developer or development manager.

What are the statistics for the progress of the Stormwater Maintenance Division for Fiscal Year 2009?

From July 1, 2008 through June 30, 2009, FY09, the Stormwater Maintenance Division:

Responded to 437 calls

Serviced 325 miles of ditches

Cleaned 80 miles of pipes

Cleaned 19,543 Basins/Inlets (several basins cleaned more than once)

Repaired 90 Basin/Inlets

What can residents do to help the City with stormwater maintenance?

One of the most important things that residents can do, besides periodically cleaning their driveway pipes, is to refrain from dumping or allowing grass clippings, leaves, and debris to enter into the drainage system. This debris, which can block the drainage inlets and clog the underground storm drainage pipes, contributes to flooding.

Question:

Who should residents call to report stormwater maintenance issues?

How can residents find out when their neighborhood will be inspected?

Who do residents call to check on the status of a maintenance project?

The Answer: Please call the Stormwater Maintenance Division at 393-8666. We are ready to assist you with the answers to these questions and to any others that you have.

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Thank you for your attention and for allowing us to serve you!