

City of Shoreline Surface Water Master Plan

Outreach Summary 1

June 2024



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Intro

The City of Shoreline's Surface Water Utility (Utility) is dedicated to reducing flooding, improving water quality, and protecting Shoreline's streams, lakes, and Puget Sound. The Utility is updating its Surface Water Master Plan (SWMP) in 2024. The 2024 SWMP will prioritize programs, projects, and policies for 2025-2030. Meaningful public engagement is essential for understanding community concerns and priorities to ensure they are reflected in SWMP recommendations. This memo describes key findings from the first phase of the SWMP engagement effort.

Goals of the first phase of public engagement included:

- Raise public awareness of key surface water issues and Utility work and services.
- Raise public awareness of the SWMP and motivate community involvement.
- Engage Shoreline community members, including diverse communities that are historically underrepresented in City planning processes.
- Use engagement findings to help inform the SWMP priorities for program, project, and policy decisions.

Desired outcomes for phase one include:

- Understand community priorities and concerns. Consider these perspectives when developing SWMP policies, programs, and capital project plans.
- Build relationships with community members and community organizations, especially diverse audiences. Work with these groups to support continued engagement.

Topline Findings

The highlights and discussion presented here explain common threads and differences between the survey responses and the focus groups, or among the individual focus groups. The survey was self-selected, and therefore not statistically valid. The project team also considered responses specifically from underrepresented populations to better understand any similarities and differences in their feedback.

Please refer to the *Detailed Findings* section of this memo and the appendices for additional discussion of individual engagements.

Priorities

- **Protecting Shoreline's streams, lakes, and Puget Sound from pollution and erosion was the most important benefit** among survey respondents. *Fighting climate change, Making Shoreline greener with plants and trees, and Restoring waterways* were also very strongly supported (just at a slightly lower level).

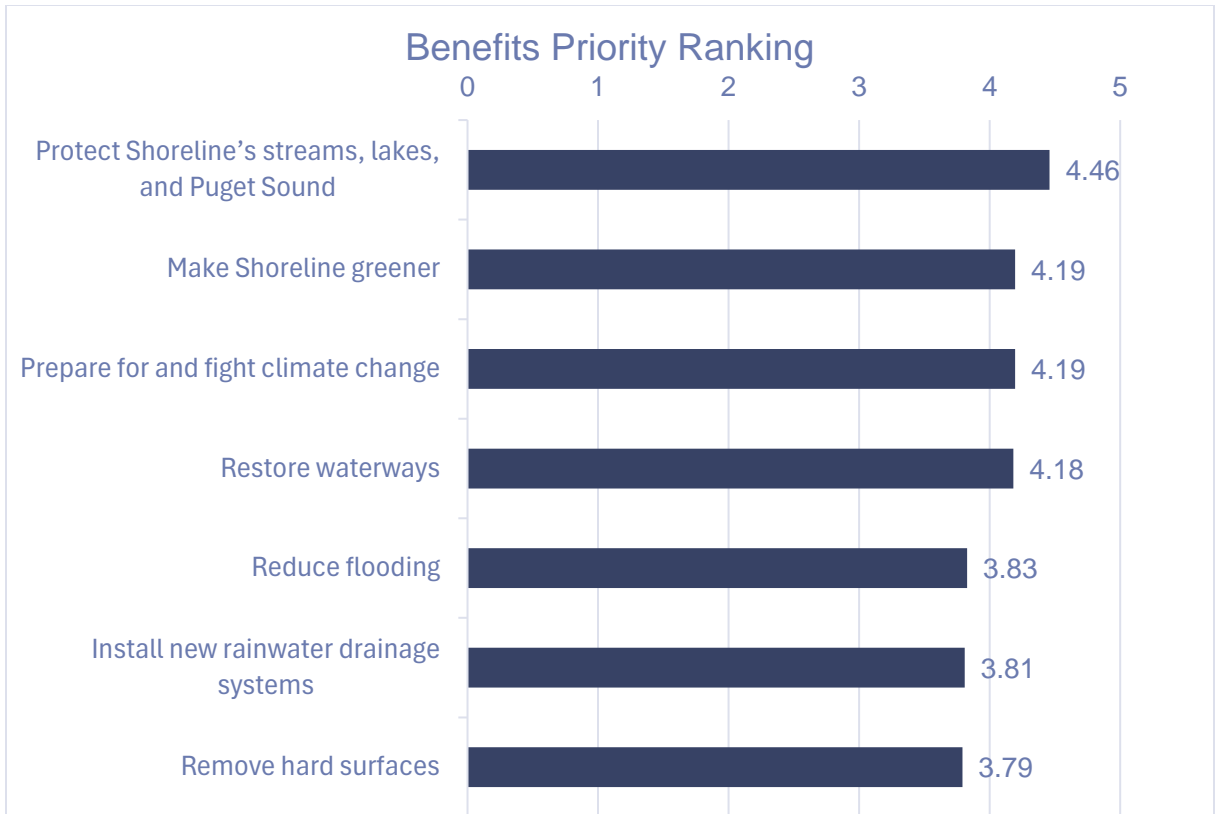


Figure 1. Average scores of each benefit by level of importance (out of 5).

- Focus group participants**, which included more diverse audiences and a higher proportion of those impacted by flooding, **generally supported the survey results. However, they tended to place greater value on preventing flooding and installing new drainage systems.**
- When asked which **benefits people are willing to pay an increased SWM Fee for**, **Protecting Shoreline's streams and Fighting climate change received the most support among survey respondents (59% and 57% respectively).** All seven of the benefits received between 41% and 59% support from survey respondents for a potential rate increase.
- The "No rate increase" option was selected by 20% of all survey responses.** There was slightly less support for increasing rates from survey respondents reporting as lower income or identifying as people of color, as well as in Spanish and Mandarin language focus group sessions.

For all seven benefits, **80% or more of respondents** rated them as "Important" to "Extremely Important" suggesting that survey respondents saw value in all benefits.

Surface Water Management Fees

- Survey respondents and focus group participants – in general – believed **a shift toward a system where SWM fees would account for the amount of actual hard surface coverage on a property was fairer than the current system** especially for properties that weren't existing single family homes.
- However, many comments from the survey and focus groups **raised concerns about possible fee increases for existing single family properties as well as the administrative burden and cost of rolling out – and enforcing – a new fee program.**

“Beyond being fair I believe this is an equitable approach for calculating Surface Water Management fees based on area of hard surfaces on a property, and may incentivize many to reduce their footprint of hard surfaces in order to lower their fee!”

– Online survey response

Surface Water Connection Fees

- Survey respondents indicated **very strong support (89%) for the City charging a new special Surface Water Management fee¹ for redevelopment** to pay for the public system improvements needed to support them.

Programs and Services

- **Survey respondents were generally familiar with Utility services** (over half of respondents had used or were aware of five out of the six services listed).
- **Survey respondents were generally most interested in learning more about services they were least familiar with.** For example, *Flood Response* and *Drainage Assessment* rated lowest in awareness (53% and 43% respectively) and had the highest interest from respondents wanting to learn more (40% and 48%)
- **Spanish and Mandarin language focus group participants were generally unfamiliar with any of the programs and services. They suggested options to help meet community needs.** For example, Spanish and Mandarin language focus group participants noted the need for additional signage at Hamlin Park for the self-service sandbag station.
- **Nearly half of survey respondents (49%) supported increasing the Soak It Up rebate** for retrofits on larger sites, like schools, churches, and businesses. Only 20% of respondents were opposed to an increase in the rebate on larger sites.

¹ Also known as a “connection fee” or General Facilities Charge

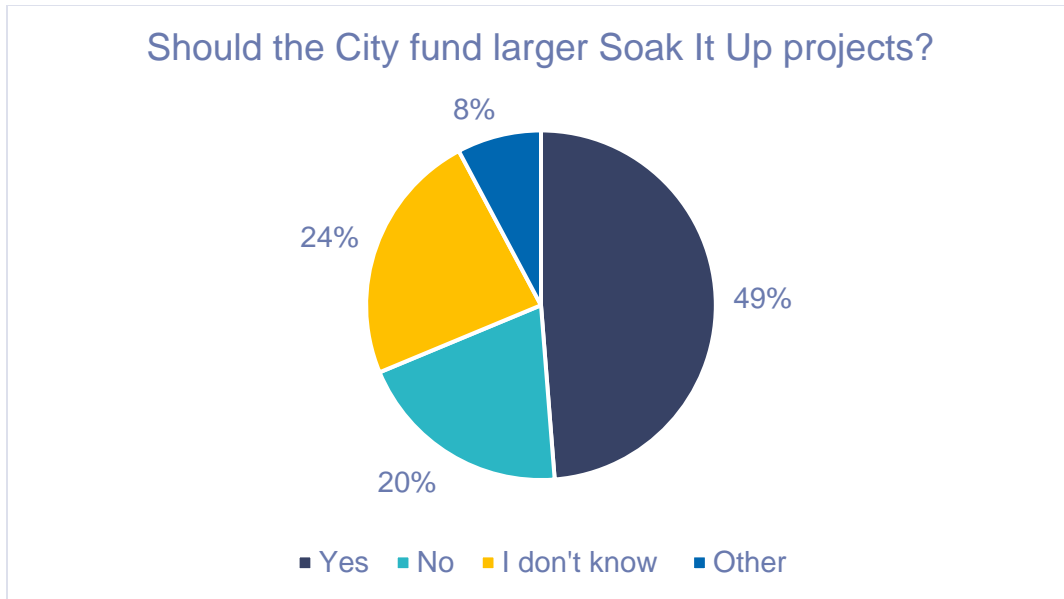


Figure 2. Respondents' feedback on expanding funding for the Soak It Up program.

- Focus group participants reported several barriers to the Soak It Up rebate program**, including the \$2,000 rebate being inadequate to cover design, installation, and maintenance costs; the 10-year covenant requirement being restrictive with concerns about the ability to sell their homes; and access to the program for renters, particularly among the Spanish-language focus group.

Flooding and Drainage Issues

- One third of respondents had experienced flooding in the past 5 years. Most of that flooding was caused by rainwater from the street (with 60% of survey respondents reporting this source).** About 40% of those respondents reported the flooding to the City.

Methodology

Outreach strategies

The project team conducted outreach using in-person, digital, and by-mail strategies to inform people of the project, gather preliminary insight into survey questions, and to distribute the survey once it was finalized.

In-person outreach

City staff attended 15 community events from June – December of 2023. These events included City events (including Juneteenth, Celebrate Shoreline, and Dia de los Muertos), Neighborhood Association events, and other community events (including the Farmer's Market and Miyawaki Forest Planting at Shoreline Historical Museum). At these events, City staff aimed to:

- Raise awareness of Surface Water Utility services.
- Sign community members up for Surface Water Master Plan survey notices.

- Understand community priorities through a sticker board activity.²
- Record service requests related to drainage issues and flooding.

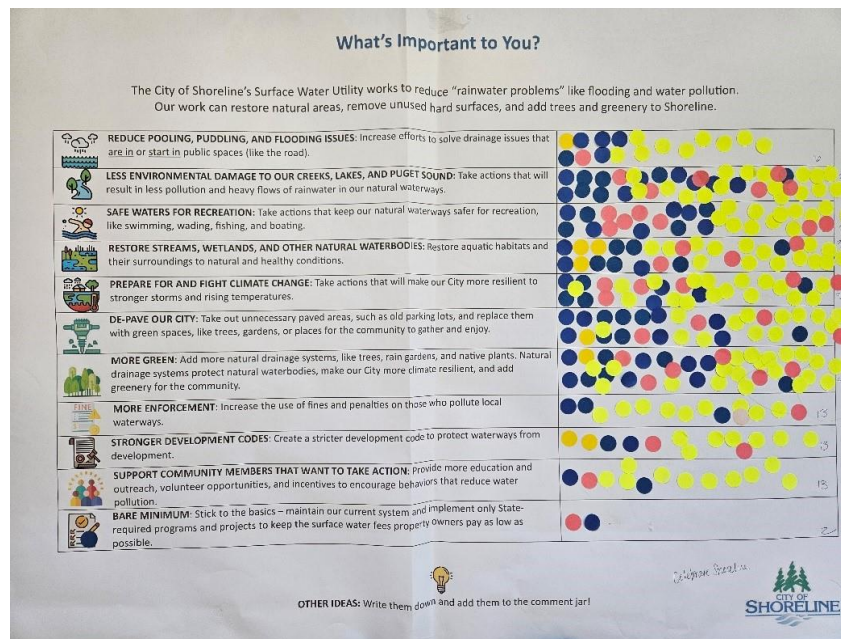


Figure 3. The SWMP outreach sticker board activity, where community members placed stickers next to the activities they believed were important.

The project team also connected with Community Consultants and community organizations like Shoreline library and the Center for Human Services shared printed survey notices and online links.

Digital and by-mail outreach

- Shoreline School District invited students and their families to participate in the survey through ParentSquare (the District’s direct and primary communication app), PeachJar, and through a printed flyer sent home with students.
- A special edition of the City’s Surface Water Utility Annual Report advertised the survey and provided information on the topics needing community input.
- The survey was shared through the Shoreline Area News, City email listservs (City News Releases and Sustainable Shoreline), and the City’s social media pages.
- Facebook and Instagram ads were used to promote the survey opportunity in “equity opportunity areas.” These areas have communities with higher proportions of racial diversity, English as a second language, and lower-income households.
- The survey was shared with Neighborhood Association leaders.

² The priorities sticker board activity was an informal poll that allowed community members to vote for as many priorities as believed were important. This activity helped identify community priorities. These priorities were ultimately refined into seven community priorities in the online survey.

Community Consultants

To ensure our outreach messaging and survey questions were clear and easily understood by the public, the project team worked with a team of nine Community Consultants. These Community Consultants were Shoreline community members from diverse groups. Community Consultants provided support by:

- Providing feedback and advising on the Surface Water Master Plan's CityLearn presentation; this feedback helped refine messaging used throughout the Surface Water Master Plan community engagement activities
- Reviewing the online survey content for clarity and conciseness
- Sharing the online survey with Spanish, Mandarin, Amharic, and Tigrinya-speaking community members
- Coordinating and facilitating the Mandarin-language focus group

A more detailed account of outreach and survey strategies is available in *Appendix B*.

Online survey

Community feedback was gathered primarily through an online survey. The survey was translated and available into the five most-spoken languages in Shoreline (English, Spanish, Simplified Chinese, Amharic, and Tigrinya).

The survey was open between December 20, 2023, and February 1, 2024. The survey was split into two sections:

- Section One focused on respondents' priorities and feedback on Surface Water programs and services.
- Section Two focused on respondents' experience with flooding and requested feedback on two questions related to Surface Water Management fees.

In total, 677 surveys were completed³, with 665 completed in English, five in Spanish, three in Tigrinya, and three in Simplified Chinese.⁴ The survey was self-selected⁵ and most people who responded to the survey (respondents) generally understood stormwater management. Demographics of respondents showed that they were more white, with higher household incomes, and greater home ownership than citywide averages.

With the feedback received, the project team conducted two analyses. The first assessment explored overall feedback received by question. A second, deeper, assessment was conducted that isolated responses based on a respondent's self-identified race/ethnicity, income, and homeownership status.⁶ This approach allowed the project team to explore whether there were any trends or notable differences between responses received overall versus responses given by those historically underrepresented in city planning processes. Findings from this deeper assessment are described below.

³ 677 was the total number of surveys submitted with responses. Appendix B lists survey numbers that include surveys that were submitted without any responses.

⁴ The survey was also offered in Amharic, though no responses were submitted in this language.

⁵ A self-selected survey is a survey that people choose to take versus surveys where respondents are randomly selected. Self-selected surveys are generally not statistically valid.

⁶ This was an exploratory exercise but not statistically valid due to the self-selected nature of the survey and limited size of the sub-groups we assessed.

A complete summary of the Community Survey results is available in *Appendix A*.

Focus groups

To inform the project more robustly and to increase input from communities historically underrepresented in City planning processes, the project team hosted four focus groups in early 2024:

- January 31 – English-language focus group (virtual)
- February 3 – English-language focus group (in-person at City Hall)
- February 3 – Mandarin-language focus group (in-person at City Hall)
- February 6 – Spanish-language focus group (in-person at the Center for Human Services)

About 45 people participated across all focus group sessions. Participants were compensated with a \$75 Visa gift card.

The English language focus group participants were recruited through the survey. Survey respondents who reported being a person of color, spoke English as a second language, and/or had an annual household income of less than 80% of the area median income (AMI)⁷ were also invited to participate in the in-language focus group sessions^{8 9}. Priority for all focus groups was given to respondents that had experienced flooding or drainage issues. The Mandarin-language group was facilitated by a Mandarin-speaking Community Consultant. The Center for Human Services¹⁰ facilitated the Spanish-language focus group.

Summaries of each focus group session are available in *Appendices B, C, and D*.

Detailed Outreach Findings

This section summarizes feedback received through the engagement efforts conducted during this phase. Themes are organized across the primary topics and questions shared with community members.

Priorities

Findings from the citywide survey

The project team sought feedback on community values related to the potential benefits of stormwater management practices. Respondents were asked to rank benefits by importance and select which ones they were willing to pay an increased fee for. Benefit rankings were from 1 to 5, with 1 being “not at all important” to 5 being “extremely important.”

⁷ Area median income (AMI) is the income that is the middle income of an area where half of the population makes less than that household income while the other half of the population makes more than that household income. 80% AMI is describing people who make up to 80% of that middle income. For example, if an AMI of a city is \$100,000, then 80% AMI would be a household that makes \$80,000.

⁸ A Mandarin-speaking Community Consultant recruited most Mandarin-speaking participants.

⁹ The Center for Human Services recruited most Spanish-speaking participants.

¹⁰ Located in Shoreline at 17018 15th Avenue NE

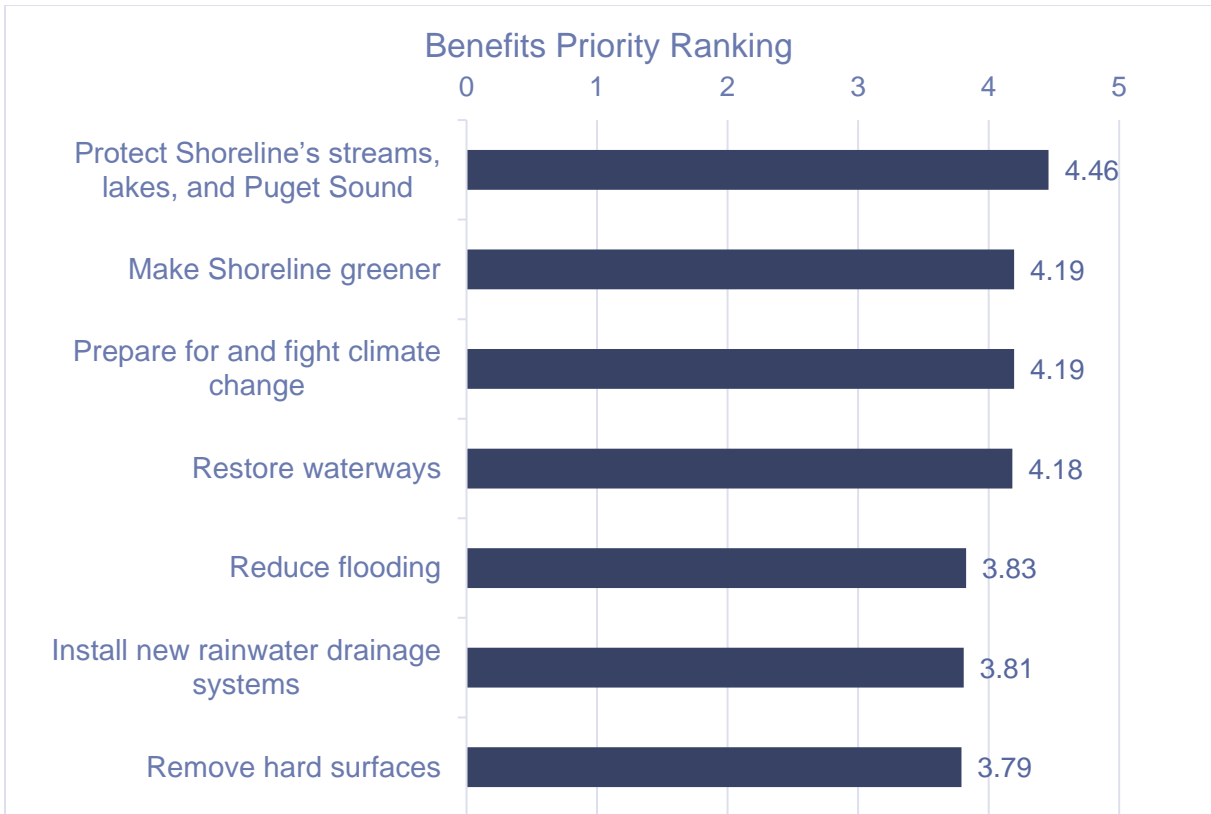


Figure 4. Average scores of each benefit by level of importance (out of 5).

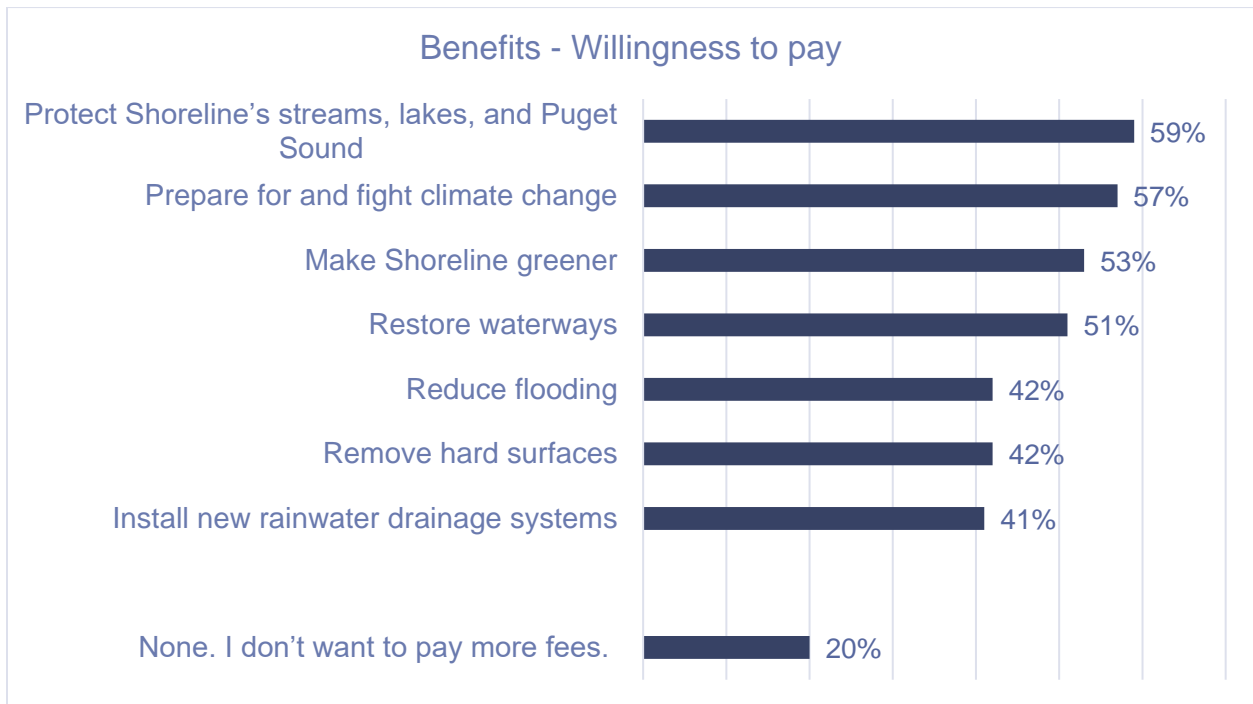


Figure 5. Willingness to pay for each benefit.

Respondents consistently identified environmental benefits as their top interest. Specific benefits respondents were willing to pay for aligned with “extremely important” benefits:

- Protect Shoreline’s streams, lakes, and Puget Sound (59% of respondents were willing to pay, with an average priority score of 4.46).
- Prepare for and fight climate change (57% of respondents were willing to pay, with an average priority score of 4.19).

A majority of respondents said they were willing to pay more fees. The top benefit reaching 60% support and several other benefits reached nearly 50% support for more fees. The 20% of respondents who did not want to pay more in fees cited issues such as:

- Not seeing the impacts of the SWM Fees they currently pay.
- Feeling they were paying too many taxes and fees already.

See Figure 4 on the previous page and Figure 5.

Diving Deeper

We explored differences in responses to SWM priorities and willingness to pay based on a respondent’s household income, race, and home ownership status.

Overall, there was no notable difference in how respondents in historically underrepresented groups ranked their top priorities. *Protect shoreline’s streams, lakes, and Puget Sound, prepare for and fight climate change, and restore waterways* all received an extremely important ranking.

However, there was slightly less support for fee increases when looking at respondents whose income is below 80% AMI and/or are people of color. For example:

- 19% of 122 lower income respondents said they didn’t want to pay additional fees versus 13% of respondents with higher incomes.
- 27% of 89 respondents identifying as non-white were not willing to pay more fees versus 15% of white respondents.

Related findings from focus groups

The most important benefit highlighted among survey responses and focus group participants was *Protecting Shoreline’s streams, lakes and Puget Sound* from pollution and erosion. Aside from that, the second and third most popular benefits that focus group participants supported include:

- Make Shoreline greener by planting trees and gardens that soak up rainwater.¹¹
- Prepare Shoreline for stronger storms and fight climate change by planting trees and gardens that soak up greenhouse gases and cool our city.¹²

In addition to *Protecting Shoreline’s streams*, Spanish-speaking focus group participants also highlighted the following as their top two most important benefits:

¹¹ Supported by English-speaking virtual and in-person focus groups as well as Mandarin focus group participants

¹² Supported by survey respondents and English-speaking virtual and in-person focus group participants

- **Install storm drainage systems** in neighborhoods that need them.¹³
- **Restore waterways** that have been damaged, especially in ways that help salmon and other wildlife.¹⁴

Mandarin-speaking focus group participants highlighted another most important benefit along with *Protecting Shoreline's* streams and *Making Shoreline greener*:

- **Reducing flooding** and large pools of rainwater along roads.

Focus group participants had mixed opinions about what benefits they would be willing to pay for. Two that were most discussed include:

- Prepare for and fight climate change.
- Reduce flooding.¹⁵

Spanish and Mandarin language focus group participants had fairly strong support for not wanting to pay more fees. In line with survey respondents, some focus group participants wanted to have any increase in fees placed on new developments such as multifamily apartments.

“These fees need to be aimed at the large [apartment] buildings that are going up, these developers are bringing more people in to cause the problems. They are collecting large rents, they can pay the fees not the longtime homeowners and senior citizens.”
- English-speaking focus group participant

“Houses do not have large-scale amounts of hard surfaces like large apartments or building complexes. Those buildings are the ones that let water flow off and end up polluting more.”
– Spanish-speaking focus group participant

Remove hard surfaces rated lowest in three of the four focus groups. However, only one focus group explored this benefit. These members shared they did not understand what the benefit was describing and, with clarification, stated they would have rated this benefit as more important. This aligns with feedback from earlier in-person outreach.

Respondents had the opportunity to provide additional feedback about ways they think the Utility could help improve Shoreline, and four themes emerged:

- Strong support for retaining existing mature trees and greenery along with commitment to plant new trees (51)
- Strong concern and opposition towards redevelopment in the City, particularly its involvement in the loss of tree canopy and other environmental impacts. Desire for stronger regulations to preserve environment from redevelopment impacts (42)
 - Desire for underground parking lots
 - Desire for requirements for green roofs, permeable surfaces, and stormwater management

¹³ Along with English-speaking virtual focus group participants

¹⁴ Along with survey respondents.

¹⁵ Supported by English-speaking virtual focus group participants as well as Spanish- and Mandarin-speaking focus group participants.

- Support for restrictions and fees for removing trees
- *“Reduce the removal of existing/mature trees and plants in Shoreline. It is extremely irresponsible to allow new development without requiring developers to keep as many of the existing mature trees as possible.”*
- Concerns related to SWM Fee increases or suggestions for other funding sources (38)
- Suggestions for other environmental improvements, such as pollution prevention, planting native plants, litter reduction, and protecting Echo Lake (32)

Surface Water Management Fees

Findings from the citywide survey

The project team sought feedback on the Surface Water Management (SWM) fee structure. They explored fairness in both the current and alternative fee structures asking respondents to rate the alternative fee structure from 1 to 5, with 1 being completely unfair, 3 being mostly fair, and 5 being completely fair.

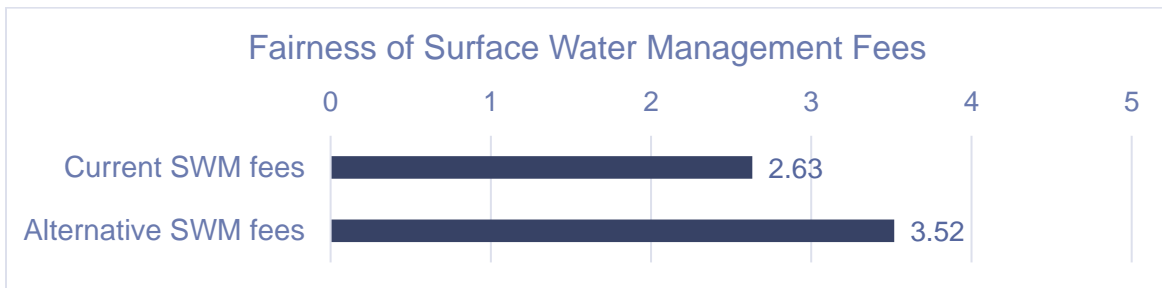


Figure 6. Average scores of survey respondents' perceptions of fairness of the current versus alternative SWM fee structures (out of 5, with 5 being completely fair).

Respondents to the survey generally felt a shift toward a system that bases fees upon actual hard surface coverage was fairer (see Figure 6 on the previous page).

“I think that a fee based on extent of hard surface areas and acreage is a fair and justifiable method for charging residents.”

- Survey respondent

Respondents had many concerns that impacted their opinion of whether an alternative approach would be fairer. Concerns largely related to:

- Fee structure changes that might increase fees
- How SWM fees in the alternative model would be calculated
- Fees should be discounted if there are steps taken to reduce stormwater runoff on-site
- Administrative costs to implement and enforce this change

Comments in the survey highlighted the belief that new construction and development of larger properties were the primary source of larger impacts. These businesses and properties should be paying their “fair share”.

“Yes, these developments should be paying for this mitigation and it should not be passed onto single family homes.”

- Survey respondent

Related findings from focus groups

For focus groups, participants provided feedback on fairness as it relates to single family home rate increases versus other property types.

Focus group participants were in general agreement with survey respondents that a shift toward a system that bases fees upon actual hard surface coverage would be fairer. This was particularly true for property types that weren't single family homes.

There was a lot of discussion about the details of starting to use an alternative fee, including the:

- Accuracy of hard surface calculations
- Cost of administration of a new fee structure
- What an appeals process would look like
- Lack of a discount/accounting for improvements made to a single-family property that could reduce impacts on the surface water system

Focus group participants also shared the sentiment with survey respondents that new, larger developments needed to pay a share of the fees equal to the impacts they have on the SWM system.

Connection Fee for Redevelopment

Survey respondents were asked if developers should help pay for public system improvements¹⁶ needed to support redevelopment. As depicted in Figure 4, **respondents were in overwhelming support of this approach.**

¹⁶ Public system improvements are upgrades to the surface water management system like adding storm drains for any rainwater runoff

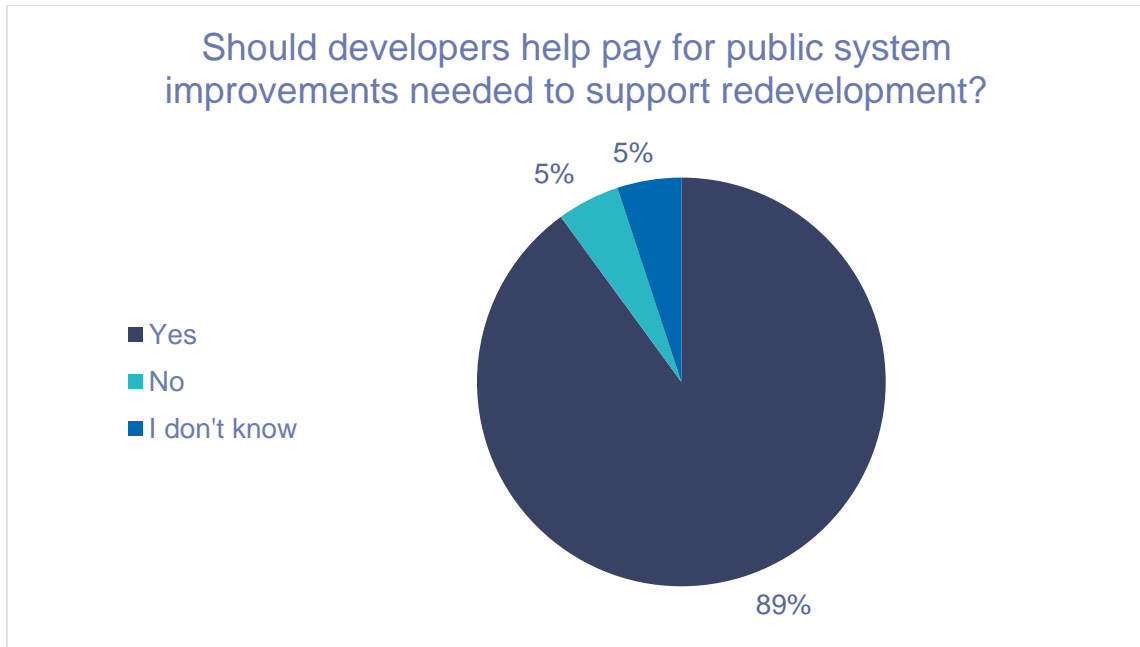


Figure 7. Respondents' belief in developer contribution to support public system improvements as part of redevelopment.

Twenty percent of respondents to this question provided additional comments. **Of these respondents, 71% of reiterated support for fees for developers** (see Figure 7).

Focus group participants did not explore this question.

Programs and Services

Findings from the citywide survey

The project team sought feedback on whether respondents were aware of Utility programs and services. They were also asked if they had ever used these programs or services.

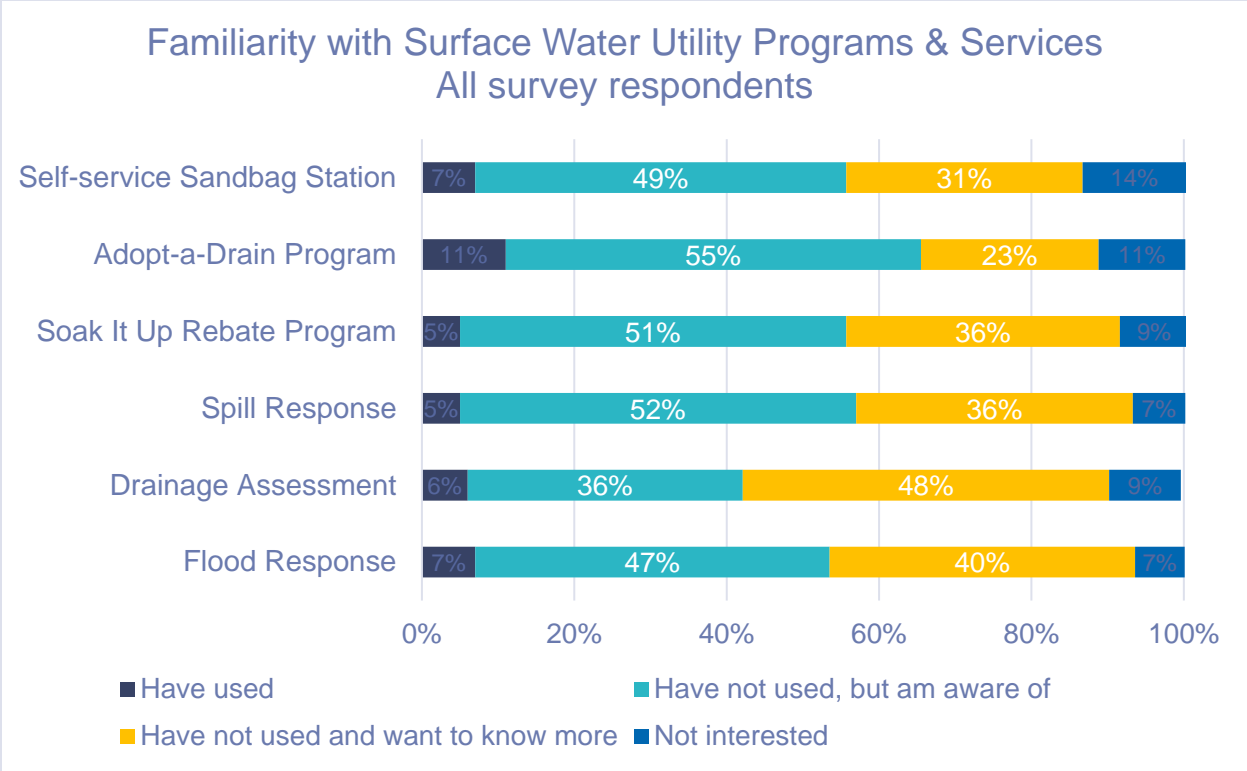


Figure 8. All respondents' awareness of Utility programs and services.

Of the programs and services offered, few who provided feedback had used them¹⁷. However, **many survey respondents were aware that the City offered them** (see *Figure 8*).

¹⁷ Please note that not all programs are applicable for use by all customers and that the Utility strives to ensure that customers are *aware* of these services in case they need to use them. The Utility does not expect that all customers would want or need to use their services.

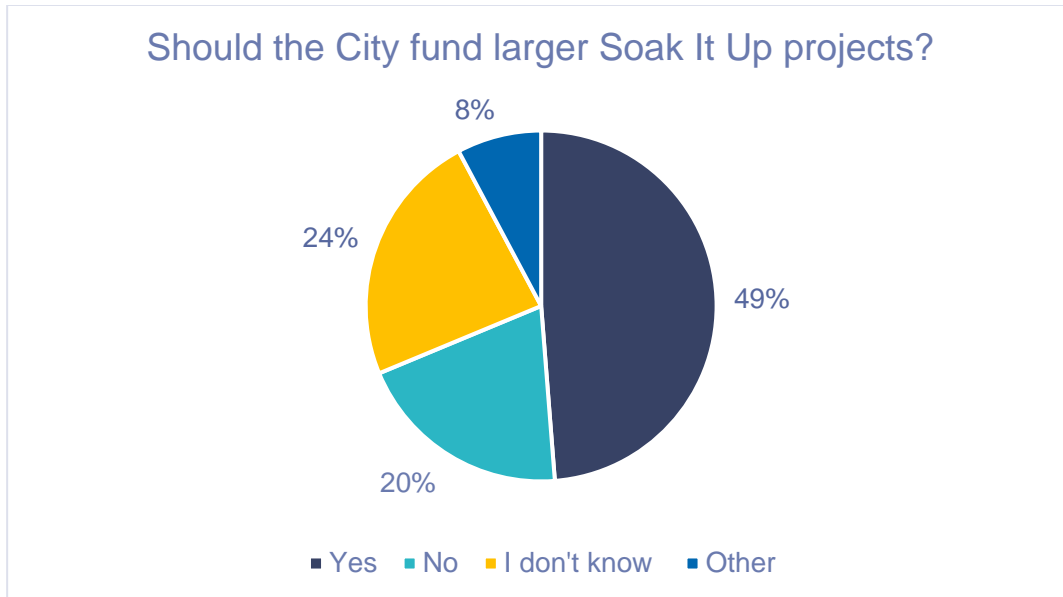


Figure 9. Respondents’ feedback on expanding funding for the Soak It Up program.

The project team also asked survey respondents whether the Utility should increase the rebate to fund larger Soak It Up projects. 49% responded “Yes” (see Figure 9).

The top three themes from “Other” responses included:

- Support for mandatory rain gardens for new developments
- Suggestions for partial funding for larger projects
- Suggestions for what types of large project to fund (e.g. public schools, nonprofit organizations, but not for businesses)
- Questions about funding or wanting more information

Related findings from focus groups

Focus group participants were asked about their awareness of, or interest in the Utility’s programs. They were also asked about whether they had any potential barriers for them to learn about the services or use them.

Interest

The English-speaking focus group participants were most interested in learning more about the City’s Flood Response and Drainage Assessment services.

”The flood response is direct. [The] City’s response was really timely and quick. My only concern is that it relies on homeowners to report it, which might be fine for the streets, but for creeks that overflow, issues in the middle of the night, or the homeowners aren’t home that is worrisome. It would be nice to have monitoring at places where they get bad.”

- English-speaking focus group participant

English-speaking focus group participants along with several of the Mandarin-speaking **focus group participants were interested in the Self-service Sandbag Station at Hamlin Park. They felt that more signage and guidance on how to use the station is needed.** Others

mentioned that using the service would be challenging for people who had smaller vehicles or didn't have a car.

Barriers to access

When it comes to utilizing the Soak It Up program, the Spanish-speaking focus group had a high proportion of renters making them ineligible for the program. They also noted that the City should consider hiring a contractor to do work on private property since it has more buying power than individuals. **All focus groups provided feedback that the initial \$2,000 rebate is not adequate and that the 10-year covenant was a barrier.**

*"[The] 10-year maintenance covenant is a barrier. What if I decide to sell the house? Worried that it might affect the potential buyer."
- English-speaking focus group participant*

The virtual and in-person English-speaking focus group participants, along with the Mandarin-speaking participants, expressed interest in learning more about Soak It Up, what the average out-of-pocket cost is, and what resources the City has to support interested homeowners.

Flooding and Drainage Issues

Findings from the citywide survey

The project team sought feedback on flooding and drainage impacts to community members.

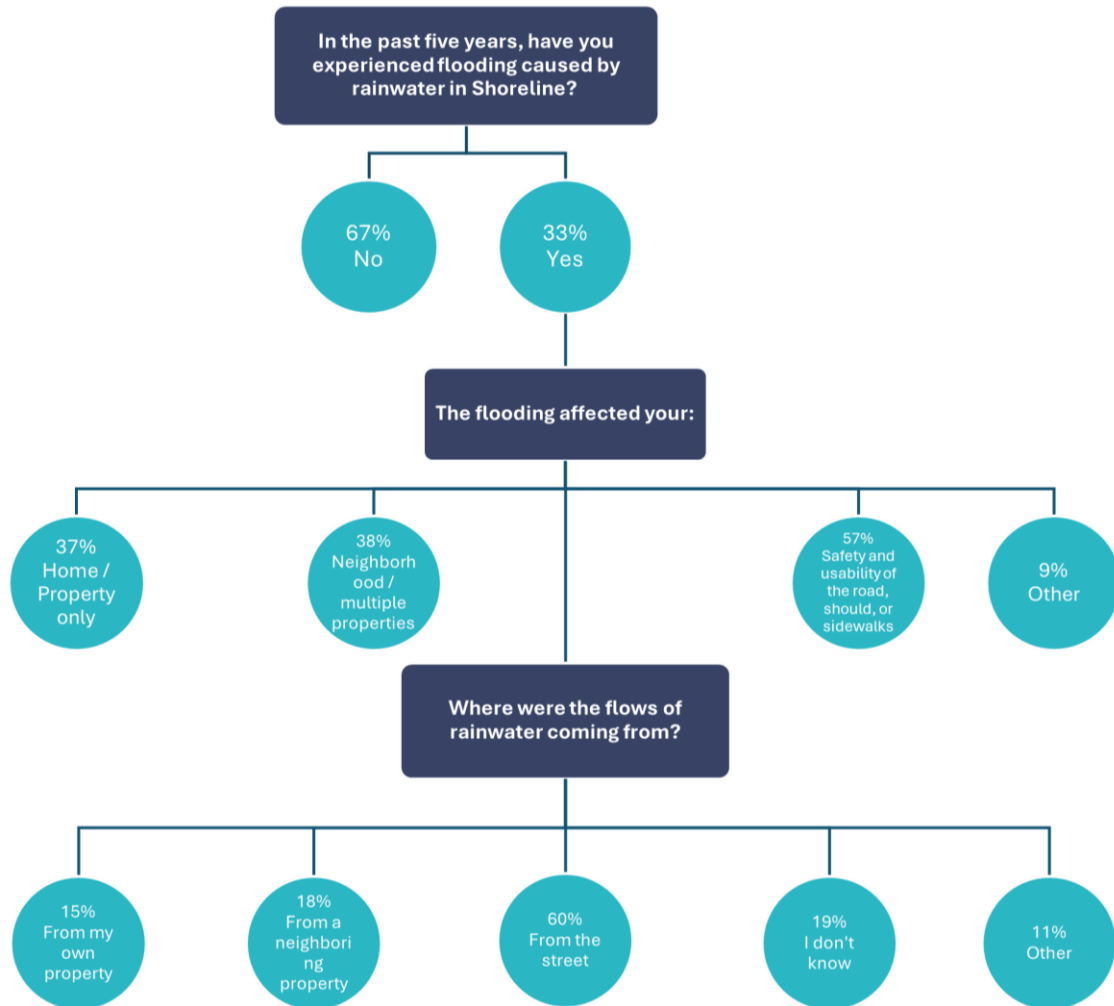


Figure 10. Logic model of those who have experienced rainwater flooding problems and what was affected.

About one third of survey respondents reported having experienced rainwater flooding within Shoreline in the past five years. **For most survey respondents that had experienced flooding, the issue had originated from the public street** (see Figure 10).

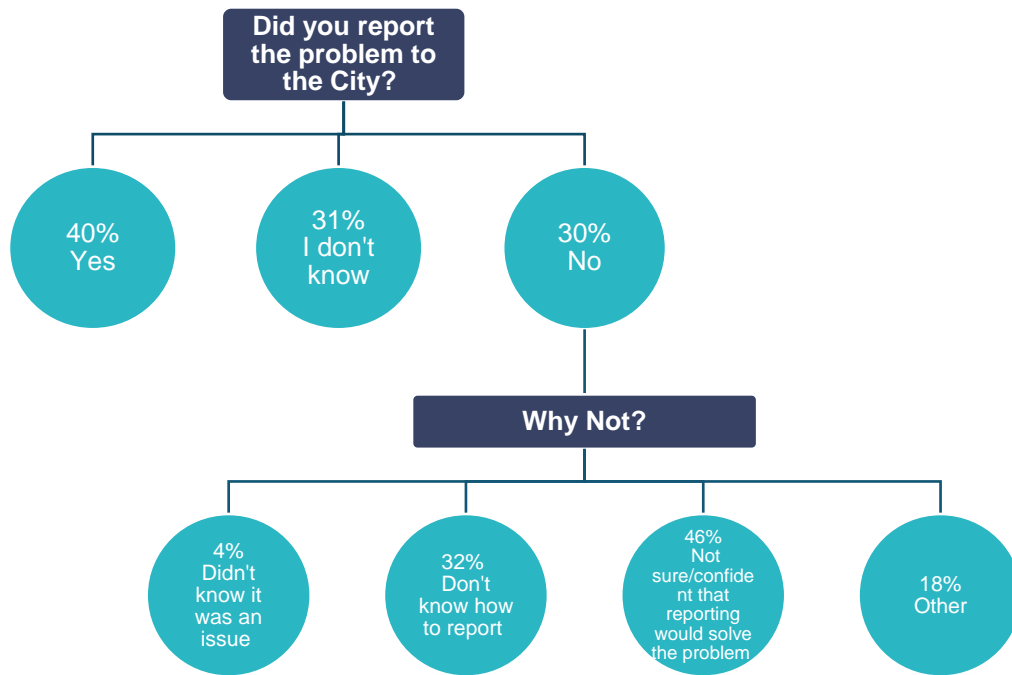


Figure 11. Logic model of those who had experienced flooding from the street but chose not to report flooding problems to the City and why.

40% of respondents who experienced flooding from the street reported it to the City. For those that did not report, many said they weren't sure that reporting the flooding would or could solve the problem or that the report would be received (see Figure 11). **Most respondents (60%) who did report issues from flooding from the street were not satisfied with the City's response.** When asked how the City should respond, four themes emerged:

- Improve response time.
- Plant large trees.
- Clear culverts.
- Notify callers when their report has been received.

Several respondents were unsatisfied with the City's response to private property flooding and desired more services from the City. They discussed wanting more permanent solutions to flooding issues. Others weren't confident that the City received their report at all.

Related findings from focus groups

The English-speaking virtual focus group were interested in learning more about the flood response service. One participant noted that while flood response is a quick and direct service, it places the responsibility on homeowners to report. For flooding that occurs overnight, in

streams, or when nobody is around, the reporting model becomes an issue. Other participants agreed monitoring and mapping of flood zones would be useful.¹⁸

Participants in the Spanish-speaking focus group said that there needs to be more maintenance to prevent flooding and make sure that drains are clear before major rain events. There was also strong support for education about how to best maintain ditches. The Mandarin-speaking focus group provided no additional comments.

Furthering Engagement

The project team wanted to know how the Utility could best reach communities so they can learn about the Utility and its programs and services.

Findings from the citywide survey

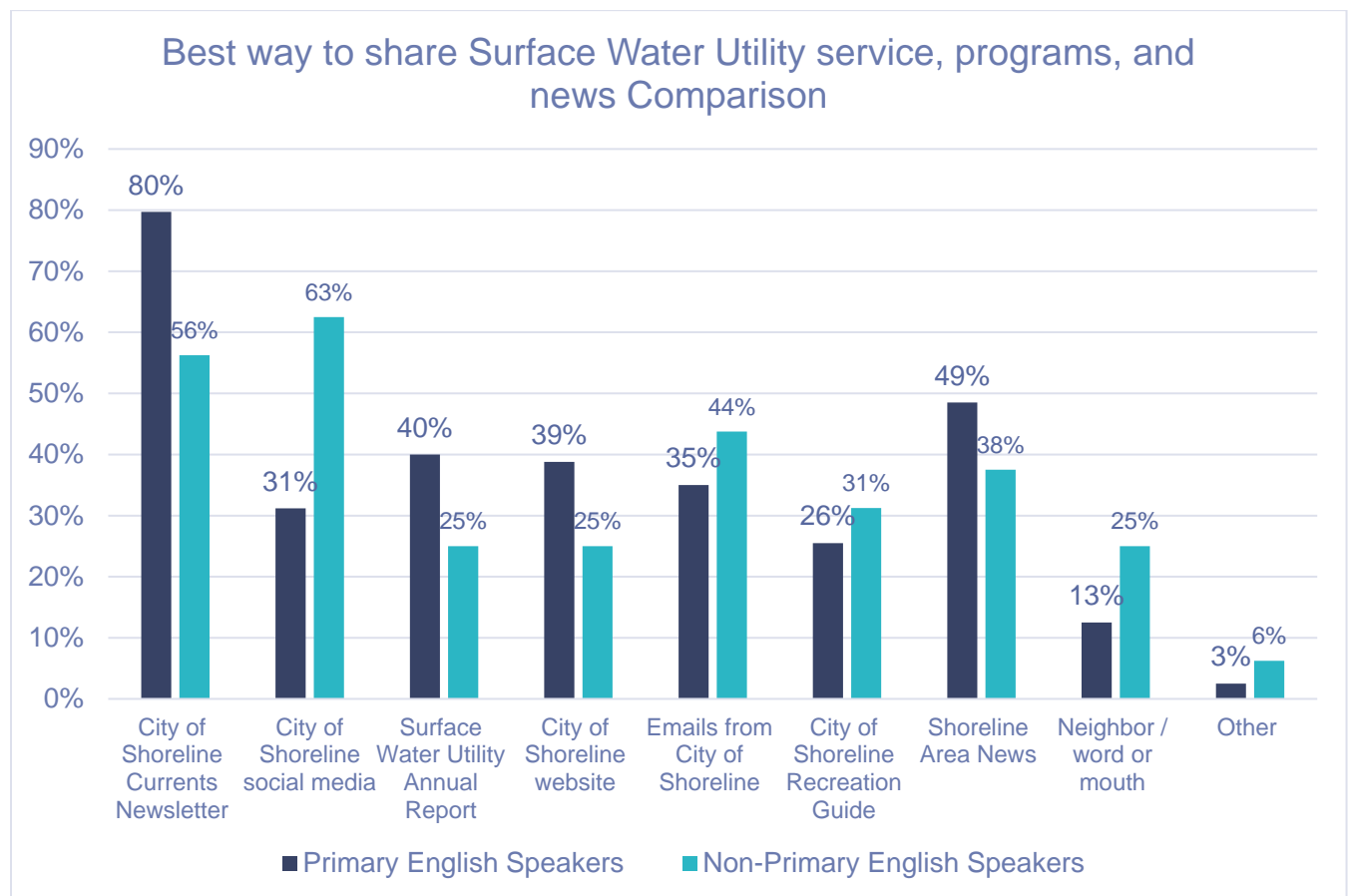


Figure 12. Comparison of answers to best way to inform them of information and news from Utility between respondents who speak English at home and respondents who speak a language other than English at home.

¹⁸ Through the focus group recruitment process, we prioritized hearing from people who had experienced drainage or flooding issues. This was reflected in the English-language focus group, where most participants had experienced drainage or flooding issues.

Among the respondents who indicated they speak English at home, the most popular outreach methods were publishing information in:

- The Shoreline Currents newsletter (80%)
- Shoreline Area News (49%)
- The Surface Water Utility Annual Report (40%)

Additional suggestions regarding where to share information and news from the Utility included:

- Shoreline school emails and newsletters
- Surface Water Utility bills
- NextDoor

In addition to the Currents newsletter, respondents who indicated they don't speak English at home noted two other popular outreach methods:

- Posts on the City of Shoreline's social media channels (63%)
- Emails from the City of Shoreline (44%)

See Figure 12 on the previous page.

Related findings from focus groups

Regarding learning about City services in general, the Spanish-language focus group mentioned that **outreach materials in Spanish are essential. English language mailers, etc., often just go to recycling.** Some additional suggestions for how the City could reach Spanish speaking communities included:

- Have a customer service phone number for Spanish speakers.
- Use a QR code on outreach materials for link to in-language translated materials.
- Create bilingual flyers (with English on one side and Spanish on the other).
- Have a booth at public events with interpreters.

Participants in the Mandarin-language focus group suggested using printed information to best reach their community. They mentioned that the design of printed materials should capture attention, and that text should be in-language, and short. Some additional strategies they mentioned include:

- Post flyers at supermarket bulletins like the Asian Family Market and 99 Ranch Market.
- Place ads on supermarket receipts and coupons.
- Share flyers or information along with the water bill that comes in the mail.
- Send information by text message (in addition to emails).
- Place ads in local newspapers like the Richmond Beach community paper.

Next Steps

This summary was created to provide the Shoreline City Council with insight into the following:

- Community preference for what surface water management benefits to provide and prioritize

- Their willingness to pay for those benefits
- Community awareness of and interest in existing Utility programs and services
- Most effective outreach methods for reaching underrepresented community members

City council will use this feedback to help inform their decision making process as the project team creates the draft Surface Water Master Plan update.

The next phase of the project will focus on drafting the update and collecting more feedback from the community around SWM fee rates and the proposed projects, programs, and services outlined in the draft.

Appendices

Appendix A: SWMP Survey Summary

Shoreline SWMP Survey Summary

Priorities

Below are different ways we help rainwater soak into the ground. Which have you heard of?

A high proportion (roughly 90%) of respondents had heard of “Planting trees,” “Rain gardens,” and “Rainwater reuse.” More than 2/3 of respondents were familiar with porous/permeable surfaces, manmade wetlands, and stormwater ponds. Less than half of respondents were familiar with the use of underground vaults. **Overall, these results indicate that most survey takers were familiar with most of these stormwater elements and exhibit a relatively high degree of stormwater knowledge coming into the survey.**

See Figure A1.

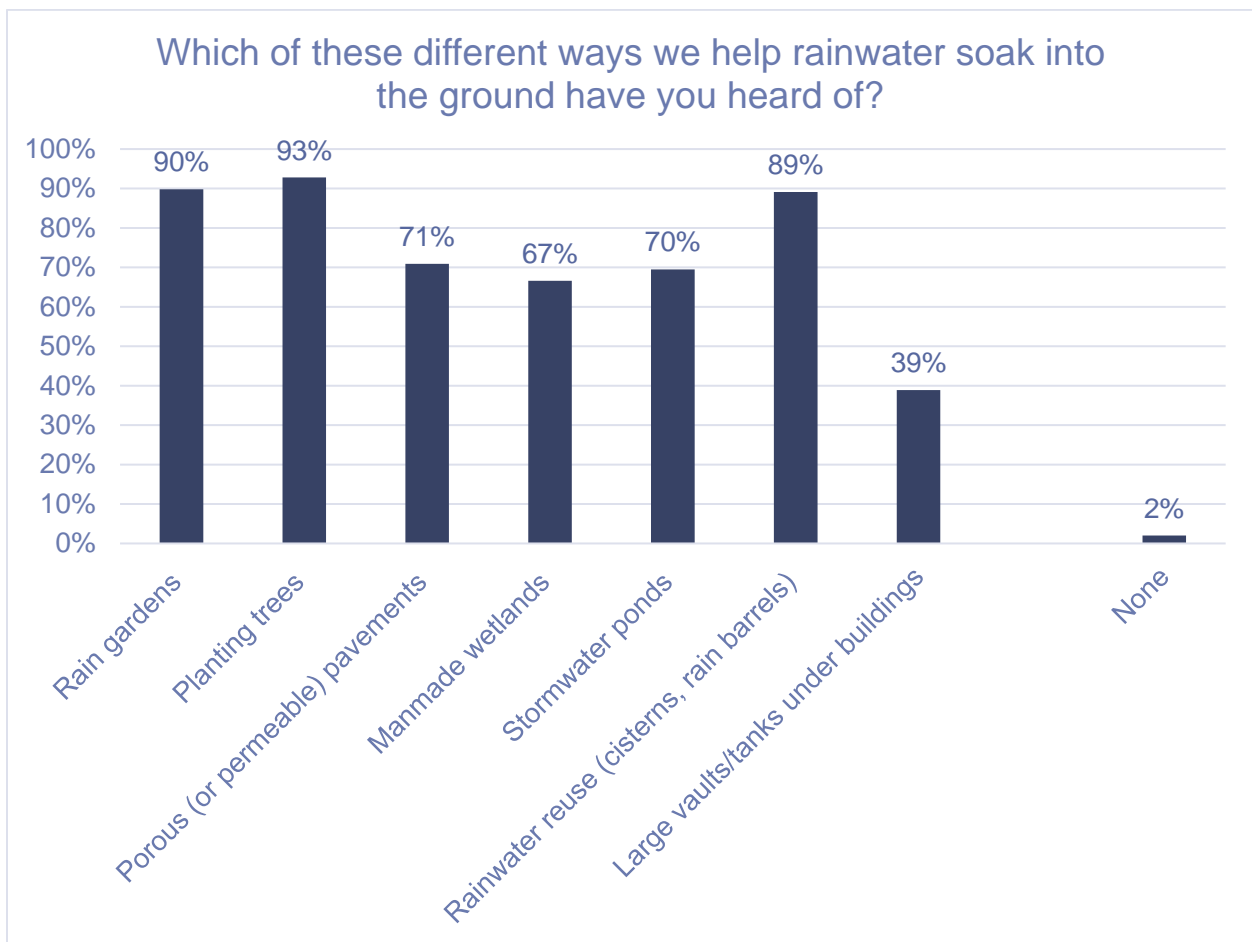


Figure A1. Respondents' familiarity of different ways rainwater soak in the ground.

How important are each of the following benefits to you?

Respondents ranked the following benefits from “Not at all important” to “Extremely important” (1-5):

- Reduce flooding and large pools of rainwater along roads.
- Protect Shoreline’s streams, lakes, and Puget Sound from pollution and erosion
- Make Shoreline greener by planting trees and gardens that soak up rainwater.
- Prepare for and fight climate change: Prepare Shoreline for stronger storms caused by climate change and fight climate change by planting trees and gardens that soak up greenhouse gases and cool our city.
- Install new rainwater drainage systems in neighborhoods that need them.
- Restore waterways that has been damaged, especially in ways that help salmon and other wildlife.
- Remove hard surfaces and replace them with trees and plants.

See Figure A2.

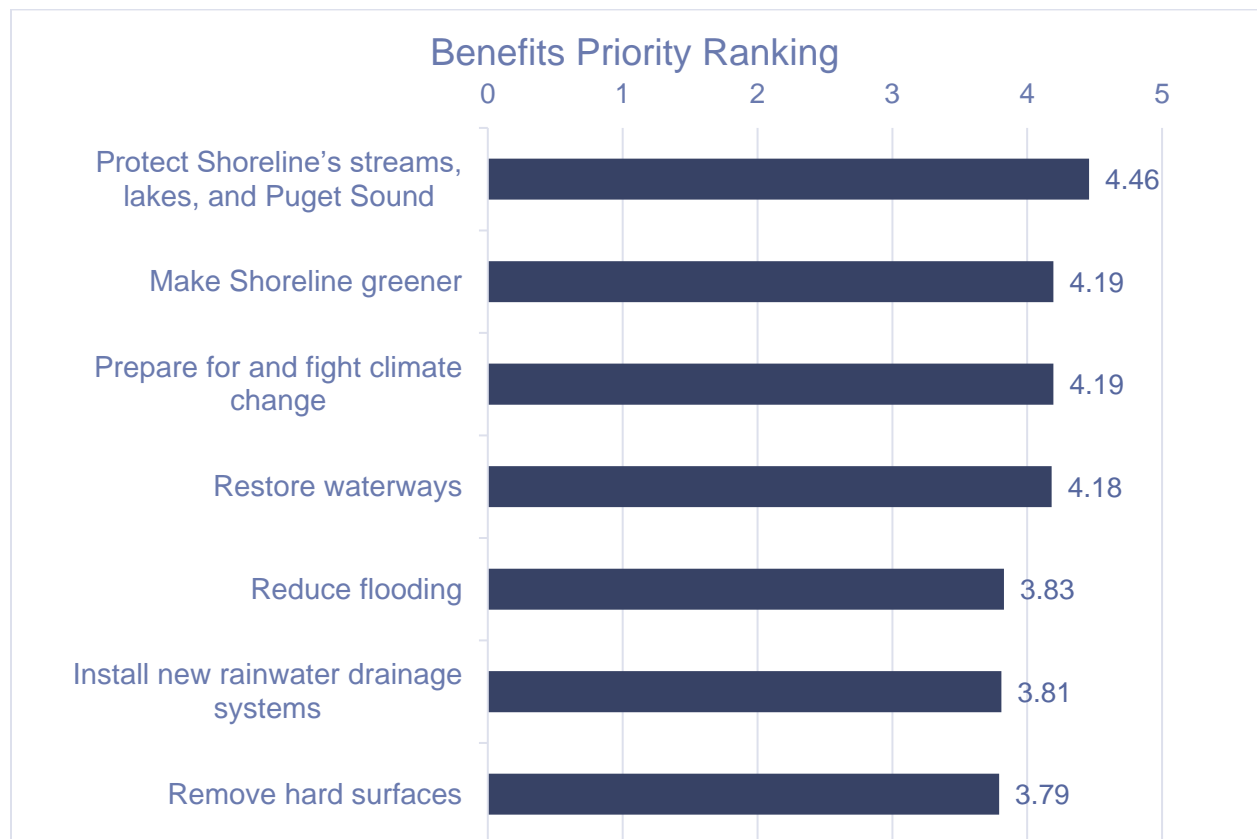


Figure A2. All respondents’ priority rankings for each benefit.

Ranked highest:

- Protect Shoreline’s streams, lakes and Puget Sound (4.46 average priority score).
- Make Shoreline greener (4.19).
- Prepare for and fight climate change (4.19).

Respondents consistently identified environmental benefits as their top interests among the array of potential benefits from stormwater management efforts.

Which benefits would you be willing to pay an increased Surface Water Management fee for?

The benefits respondents were willing to pay for aligned with highest ranked benefits from the previous question.

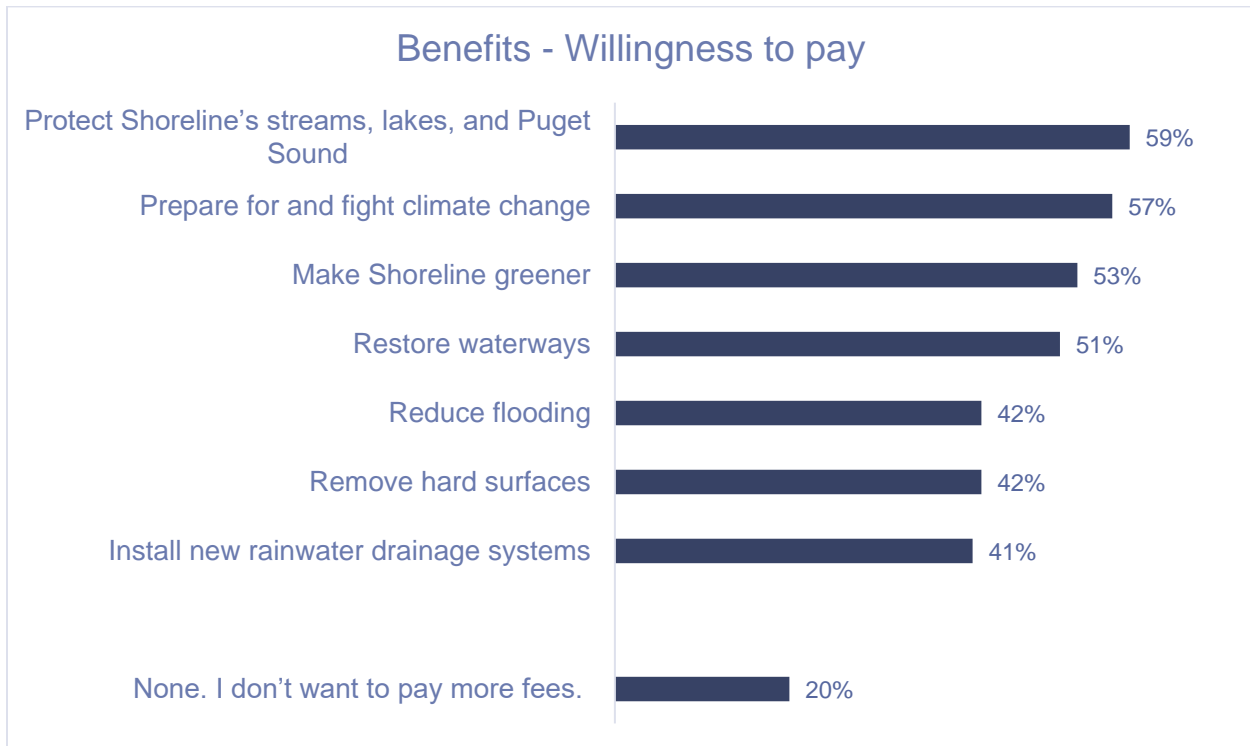


Figure A3. All respondents' willingness to pay for each benefit.

As “Protect Shoreline’s streams, lakes, and Puget Sound” and “Prepare for climate change” ranked as most important, they also ranked highest for willingness to pay increase fees for.

Over 20% of respondents indicated they were not willing to pay more fees. However, “Protect Shoreline’s streams, lakes, and Puget Sound” garnered the most support at 59% and “Prepare for and fight climate change” received 57% willingness to pay. This aligns with the written comments shared in the following question requesting other ways to improve Shoreline (see Figure A3).

A few respondents expanded on not paying more fees, mentioning their discontent of new development and how to shift who pays the fees.

- “These fees need to be aimed at the large [apartment] buildings that are going up, these developers are bringing more people in to cause the problems. They are collecting large rents, they can pay the fees not the longtime homeowners and senior citizens.”
- “Apply fees to new development, as appropriate.”

Diving Deeper

We explored differences in responses to SWM priorities based on a respondent’s household income, race, and home ownership status.

Overall, there was no notable difference in how those in underrepresented groups (people making below 80% the area median income (AMI), communities of color, and renters) ranked their top priorities and willingness to pay more fees compared to the overall survey findings.

“Protect Shoreline’s streams, lakes, and Puget Sound” ranked the highest priority and received the highest percentage of support for increased fee among all underrepresented respondents.

We also found that the proportion of those who chose “No rate increase,” among underrepresented populations were largely aligned with the general trend against rate increases.

Below 80% Area Median Income (AMI)

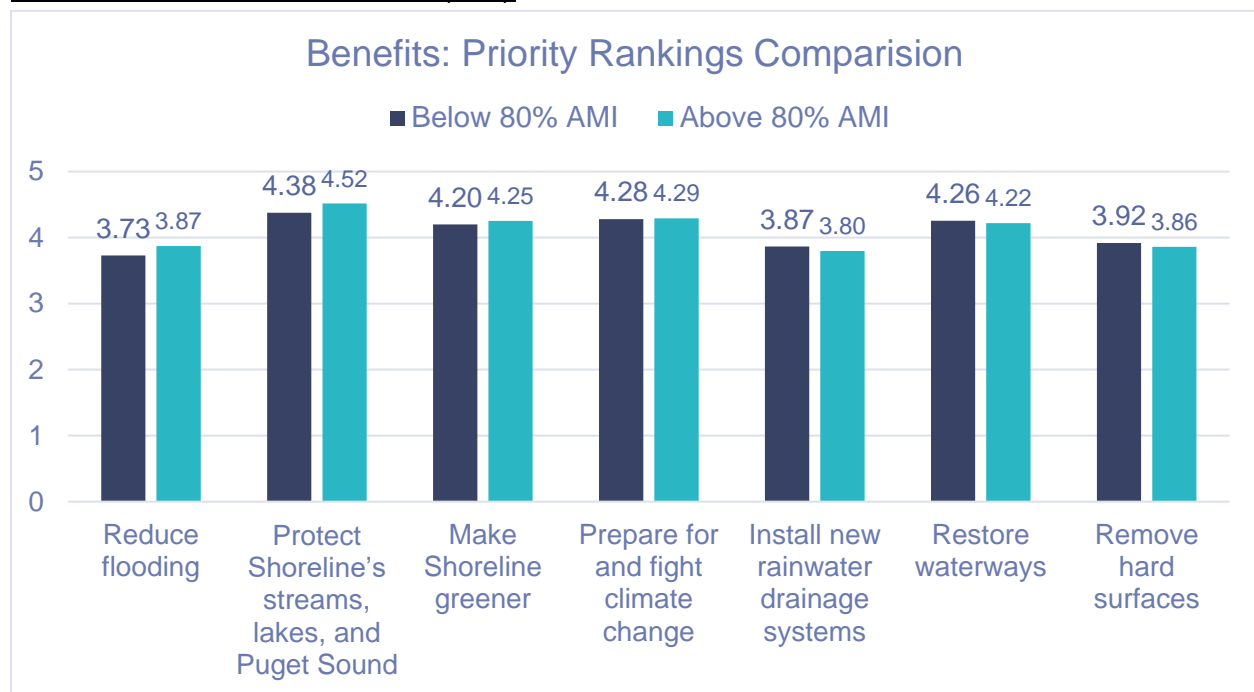


Figure A4. Comparison of responses of benefit priorities given by area median income.

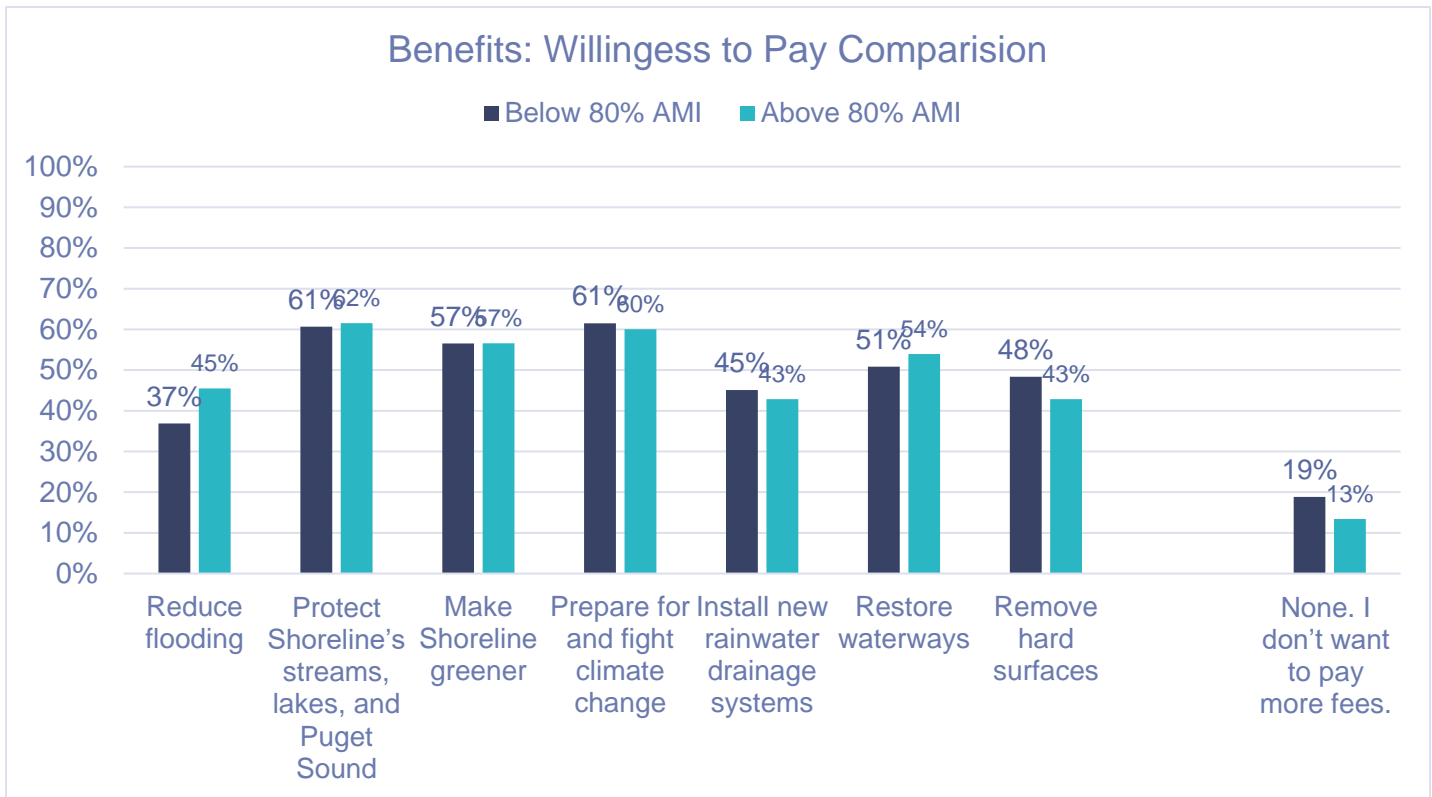


Figure A5. Comparison of responses of willingness to pay by area median income.

When comparing top priorities specifically between those who were above 80% AMI ¹⁹ (343) and below 80% AMI (122), both groups ranked the following as the most important benefits, consistent with the overall findings:

- Protect Shoreline’s streams, lakes, and Puget Sound.
- Prepare for and fight climate change.
- Make Shoreline greener with plants and trees.

When looking at willingness to pay an increased SWM Fee, the top three priorities matched with the highest ranked priorities for both groups outlined above.

Nineteen percent of those below 80% AMI chose the “No rate increase” option, compared to the 13% of those above 80% AMI. **The benefit with the largest difference in a subgroup’s willingness to pay was *Reduce flooding***, with a 37% willingness to pay in the Below 80% AMI group compared to the 45% in the Above 80% AMI group. **All other priorities showed no major differences between the two subgroups’ willingness to pay.**

See Figure A4 on the previous page and Figure A5.

¹⁹ Based on King County Housing Authority [subsidized housing eligibility](#).

Communities of color

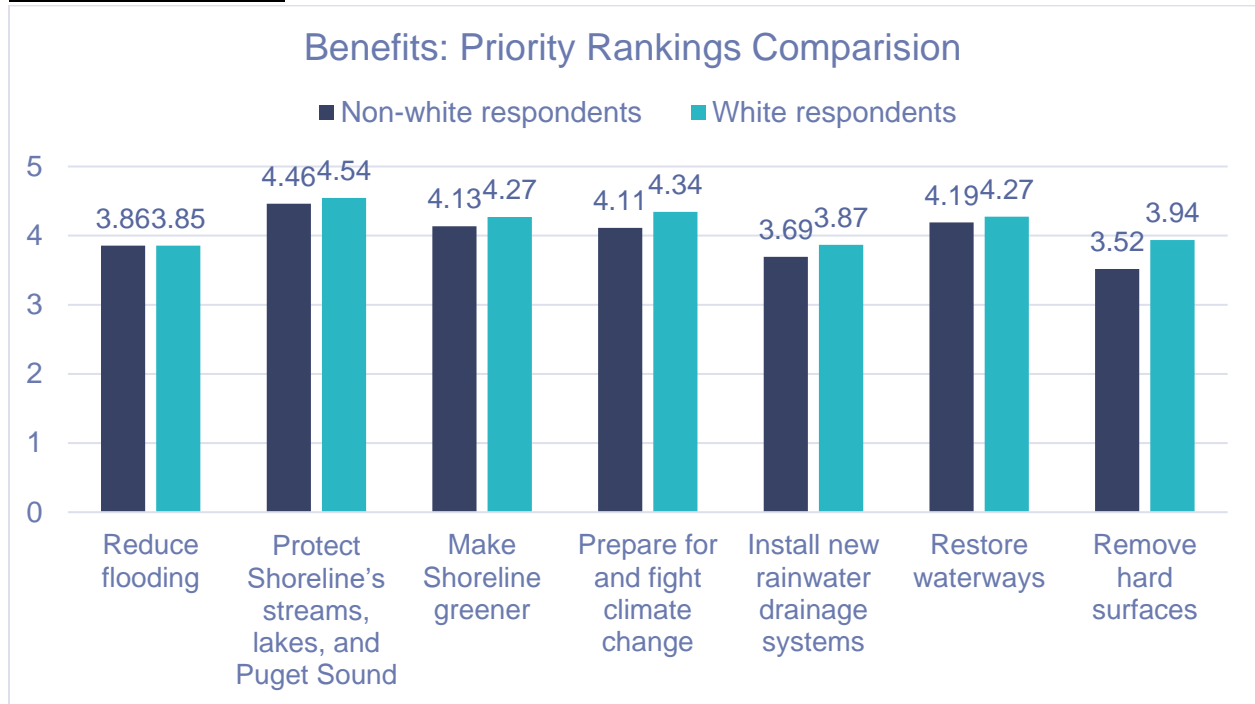


Figure A6. Comparison of responses of benefit priorities given by race/ethnicity.

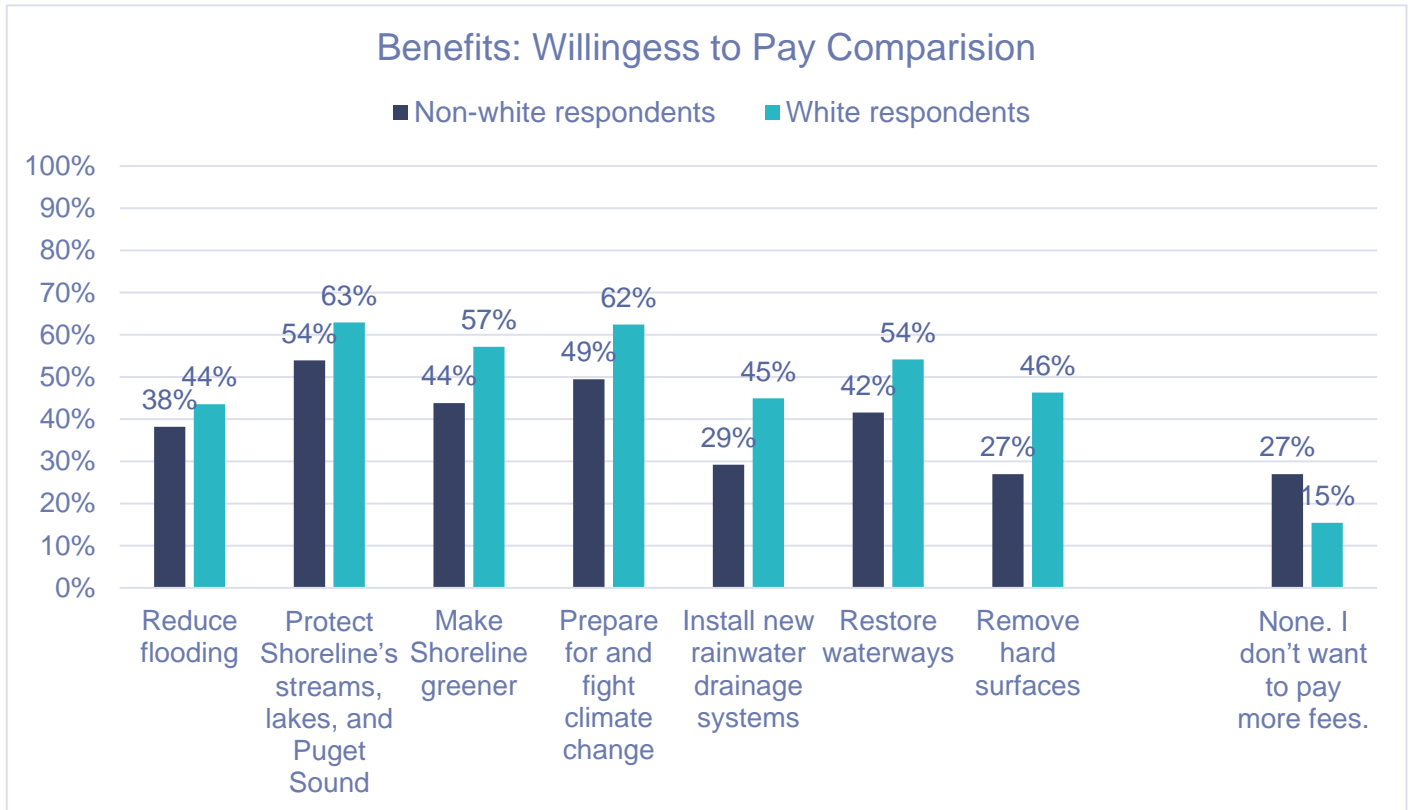


Figure A7. Comparison of responses of willingness to pay by race/ethnicity.

There were no major differences in priority rankings between respondents who identified as “White or European” (440) and those who identified as non-white (90). However, there was less agreement when assessing their willingness to pay an increased SWM Fee. For all priorities, the respondents who identified as white indicated a higher willingness to pay an increased fee. The three priorities with the highest differentials among respondents’ willingness to pay were: *Remove hard surfaces* (19%), *Install new rainwater drainage systems* (16%), and *Make Shoreline greener* (13%).

“No fee increase” option responses showed a bigger difference based on racial identity, with people of color expressing concern with paying a higher fee almost twice as often (27% of respondents who identified as non-white chose this whereas 15% of those who identified as white selected this option).

See Figures A6 and A7 on the previous page.

Renters

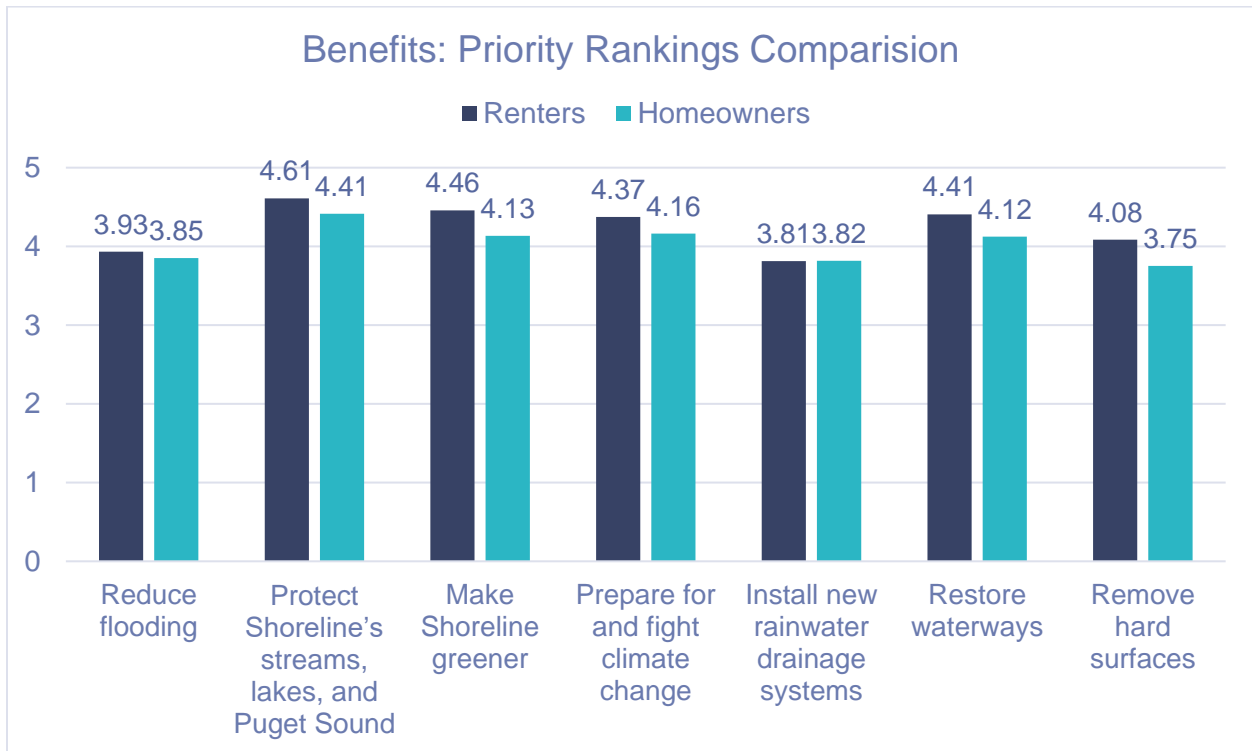


Figure A8. Comparison of responses of benefit priorities given by homeowner status.

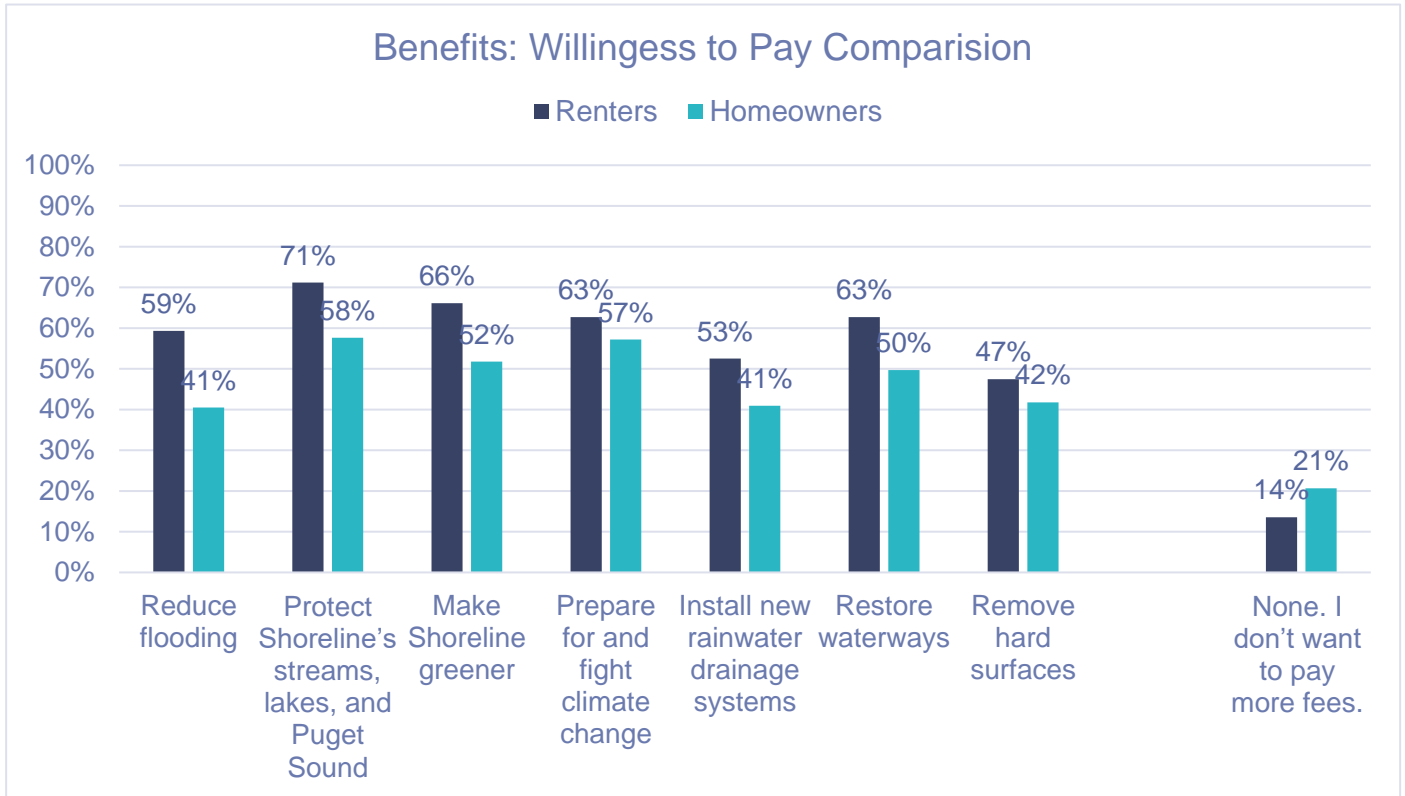


Figure A9. Comparison of responses of willingness to pay by homeowner status.

While the survey did not receive a large group of respondents who indicated they rent (59), responses were compared to those who indicated they owned a home in Shoreline (488). **The top priorities for renters were:**

- Protecting Shoreline’s streams, lakes, and Puget Sound.
- Prepare for and fight climate change.
- Restore waterways.

All benefits except *Remove hard surfaces* received over 50% in their willingness to pay. This trend of **support for increased fees is also seen in this group’s 14% response rate for “No rate increase,” one of the lowest of all groups that we assessed.**

See Figure A8 on the previous page and Figure A9.

Are there other ways you think that our work can help improve Shoreline?

Themes from write-in responses include:

- Strong support for retaining existing mature trees and greenery along with commitment to plant new trees (51)
- Strong concern and opposition towards redevelopment in the City, particularly its involvement in the loss of tree canopy and other environmental impacts. Desire for stronger regulations to preserve environment from redevelopment impacts (42)
 - Desire for underground parking lots
 - Desire for requirements for green roofs, permeable surfaces, and stormwater management

- Support for restrictions and fees for removing trees
- *“Reduce the removal of existing/mature trees and plants in Shoreline. It is extremely irresponsible to allow new development without requiring developers to keep as many of the existing mature trees as possible.”*
- Concerns related to SWM Fee increases or suggestions for other funding sources (38)
- Suggestions for other environmental improvements, such as pollution prevention, planting native plants, litter reduction, and protecting Echo Lake (32)
- Desire for incentive programs or credits for private property stormwater improvements, similar to the Soak It Up program. Mentions of rain gardens, porous pavements, rain barrels, and cisterns (19)
- Requests to address specific drainage issues (14)
- Requests to provide more community education (14)
- Concerns over efficiency in City spending (9).
- Desire for more or improved sidewalks (6).
- Desire for more community spaces (4)
- Kudos (4)

Programs and Services

The project team sought feedback on the awareness and use of Utility programs and services.

For each service or program listed below, please tell us which statement is most true:

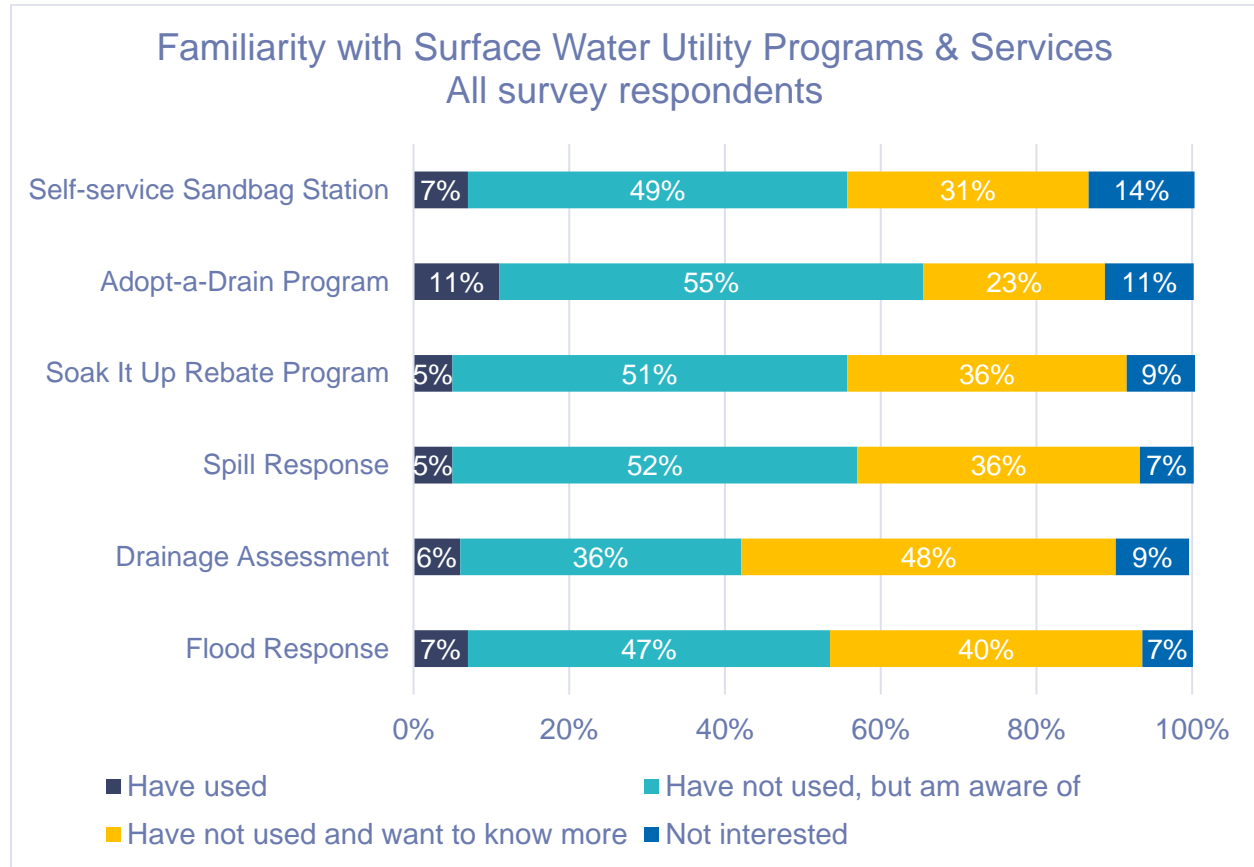


Figure A10. All respondents' familiarity with Utility programs and services.

Most familiar (Used or Heard Of)

Adopt-a-Drain: 65.3%
 Spill Response: 56.8%
 Self-Service Sandbag Station: 55.5%
 Soak It Up Rebate Program: 55.2%
 Flood Response: 53.4%
 Drainage Assessment: 42.5%

Want to Know More

Drainage Assessment: 48.1%
 Flood Response: 40.1%
 Spill Response: 36.3%
 Soak It Up Rebate Program: 35.9%
 Self-Service Sandbag Station: 31%
 Adopt-a-Drain: 23.3%

Of the programs and services offered, few who provided feedback had utilized them²⁰, but **many survey respondents were aware that the City offered such programs.**

Among the six programs, Drainage Assessment received the most responses for interest in learning more about with nearly half (48%) of respondents being interested. Adopt-a-Drain

²⁰ Please note that not all programs are applicable for use by all customers and that the Utility strives to ensure that customers are *aware* of these services in case they need to use them.

received only 23% interest in learning more, likely related to the higher familiarity with the program. The other programs had similar interest levels ranging between 30%-40%.

See Figure A10 on the previous page.

Diving Deeper

We explored differences in responses to familiarity with Surface Water Utility programs and services based on a respondent's household income, race, and home ownership status.

Below 80% Area Median Income (AMI)

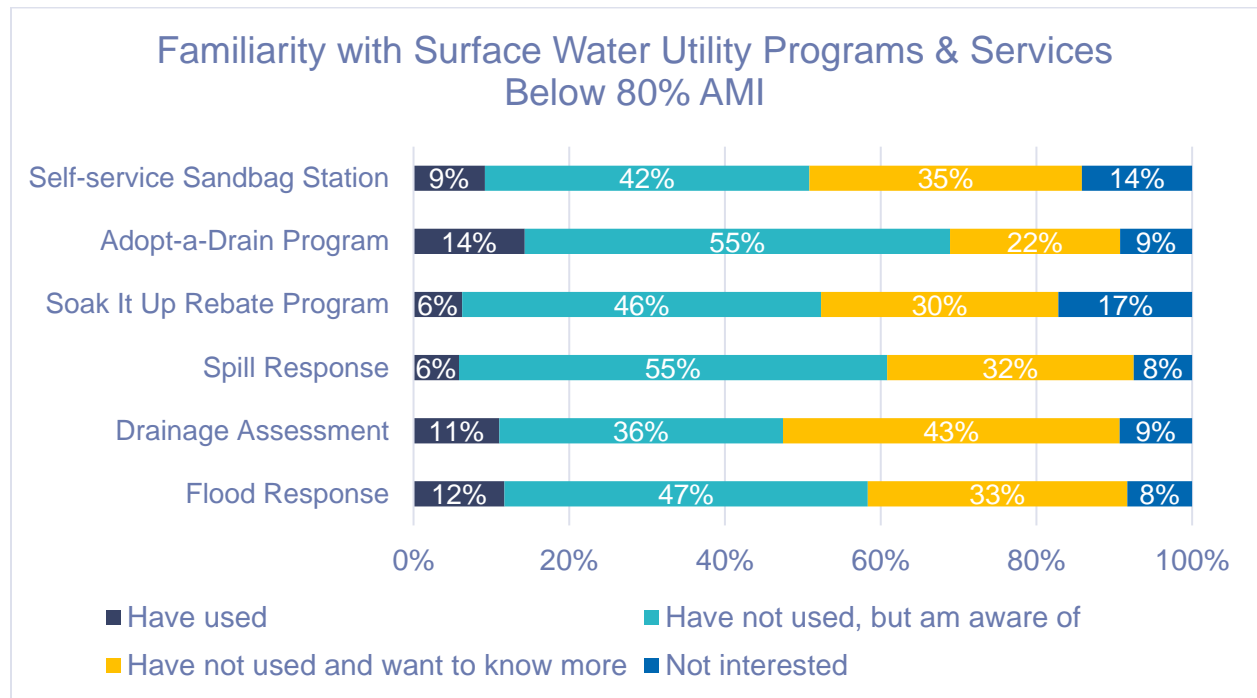


Figure A11. Respondents below 80% AMI familiarity with Utility programs and services.

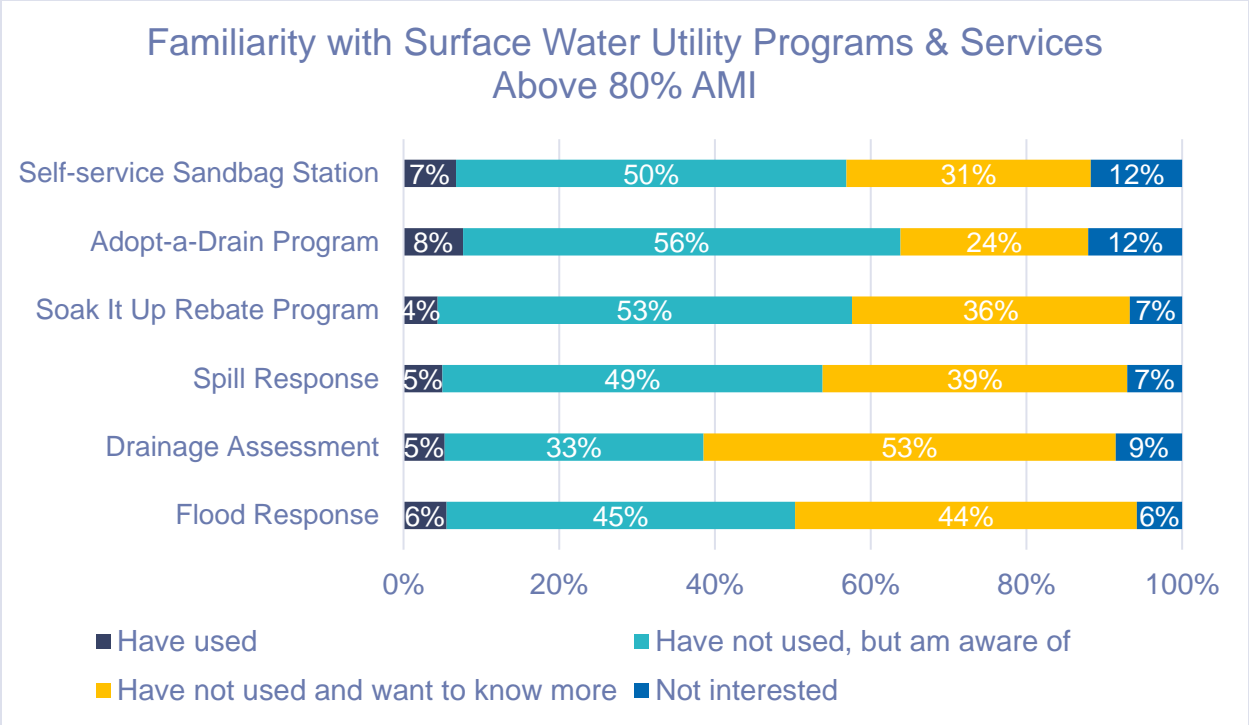


Figure A12. Respondents above 80% AMI familiarity with Utility programs and services.

Want to know more (Below 80% AMI)

Drainage Assessment: 43.2%
 Self-Service Sandbag Station: 35.0%
 Flood Response: 33.3%
 Spill Response: 31.6%
 Soak It Up Rebate Program: 30.5%
 Adopt-A-Drain: 21.9%

Want to Know More (Above 80% AMI)

Drainage Assessment: 52.9%
 Flood Response: 43.9%
 Spill Response: 39.1%
 Soak It Up Rebate Program: 35.7%
 Self-Service Sandbag Station: 31.3%
 Adopt-a-Drain: 24.1%

Both those below 80% AMI (128) and those above 80% AMI (344) have not used but were aware of each of the programs and services fairly evenly, except for the Self-service Sandbag Station at Hamlin Park where 50% of respondents above 80% AMI were aware of, but had not used, the service compared to 42% of respondents below 80% AMI.

There was a higher percentage of use level for each of the six programs and services in the below 80% AMI group.

Other findings include:

- Compared to the 6% of those above 80% AMI, those below 80% AMI have used “Flood response” at double the rate (12%).
- 43% of those below 80% AMI had not used, but wanted to know more about Drainage Assessments, compared to 53% of those above 80% AMI.
- While 17% of those below 80% AMI are not interested in Soak It Up, only 7% of those above 80% AMI were disinterested.

See Figure A11 on the previous page and Figure A12.

Communities of color

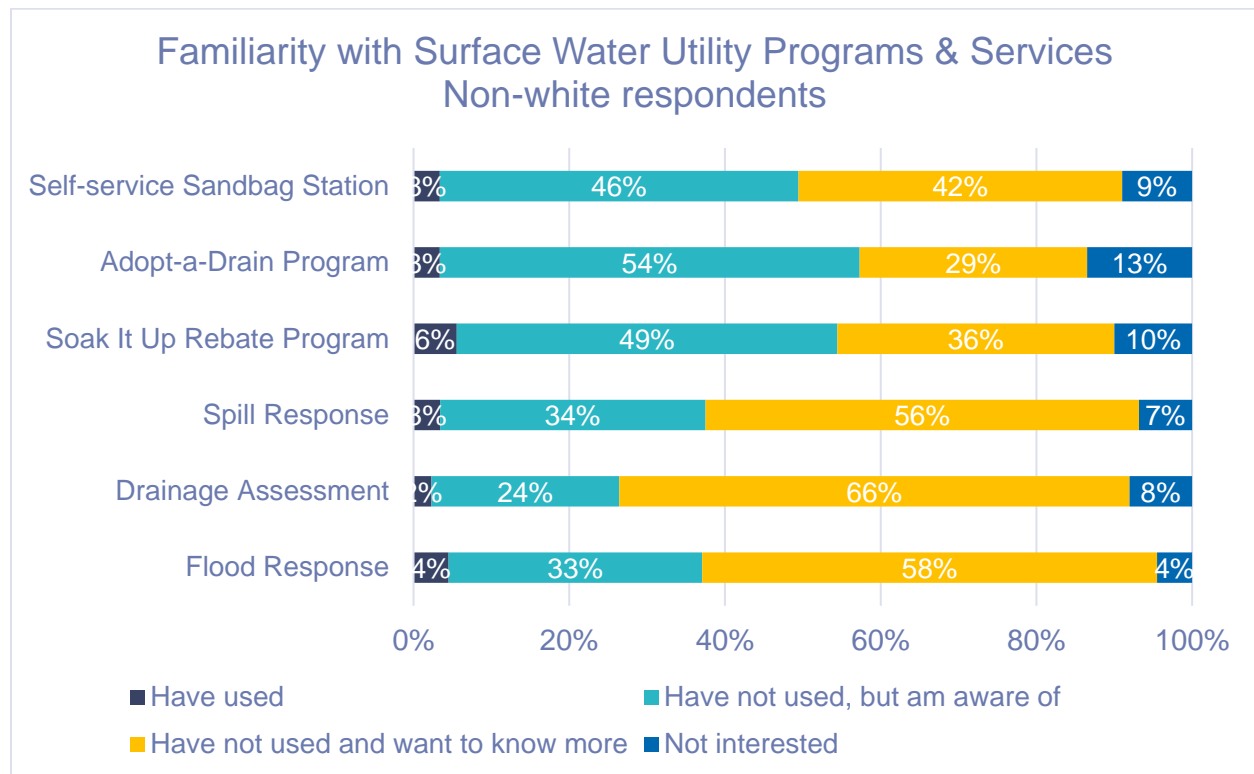


Figure A13. Non-white respondents' familiarity with programs and services.

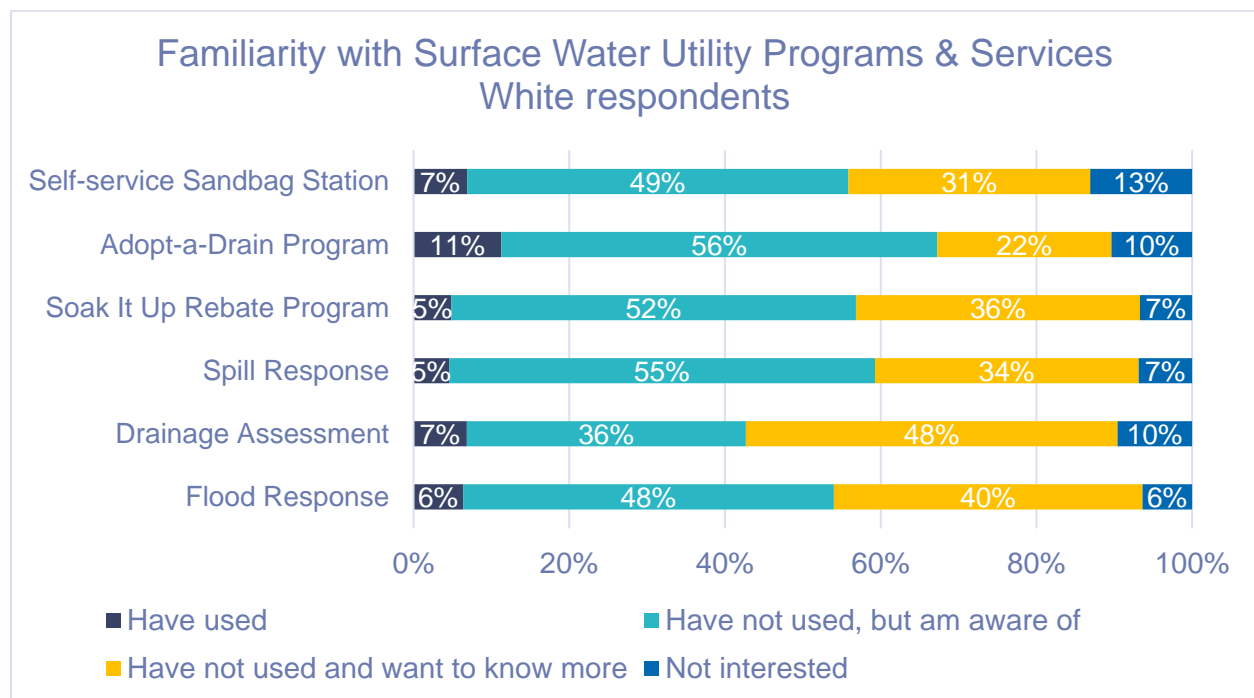


Figure A14. White respondents' familiarity with programs and services.

Want to know more (Non-white)

Drainage Assessment: 65.5%
Flood Response: 58.4%
Spill Response: 55.7%
Self-Service Sandbag Station: 41.6%
Soak It Up Rebate Program: 35.6%
Adopt-A-Drain: 29.2%

Want to Know More (White)

Drainage Assessment: 47.7%
Flood Response: 39.6%
Soak It Up Rebate Program: 36.5%
Spill Response: 33.9%
Self-Service Sandbag Station: 31.0%
Adopt-a-Drain: 22.4%

There was higher interest among non-white respondents (90) in learning more about each of the programs and services in all but one of the options while white respondents (439) were more familiar with, and used, each of the Utility's programs and services. The programs and services that non-white respondents were most interested in learning more about included: Drainage Assessment (66%), Flood Response (58%), and Spill Response (56%).

Other findings include:

- 42% of non-white respondents had not used but wanted to know more about the Self-Service Sandbag Station, compared to 31% of white respondents.
- 11% of white respondents had used the Adopt-A-Drain program compared to 3% of non-white respondents.
- 36% of white respondents were aware of but had not used the Drainage Assessment service, compared to 24% of non-white respondents.
- 66% of non-white respondents had not used, but wanted to know more about Drainage Assessments, compared to 48% of white respondents.
- 56% of non-white respondents had not used, but wanted to know more about Spill response, compared to 34% of white respondents.

See Figures A13 and A14 on the previous page.

Renters

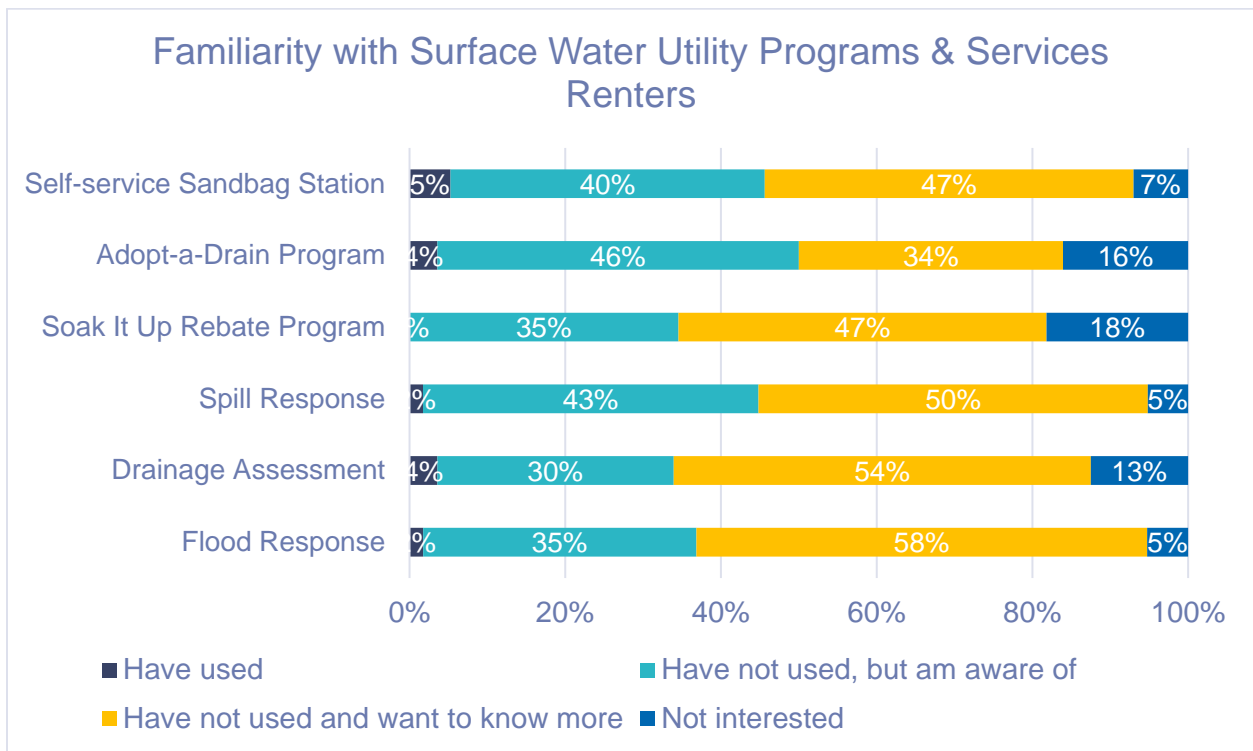


Figure A15. Respondents who identified as renters' familiarity with programs and services.

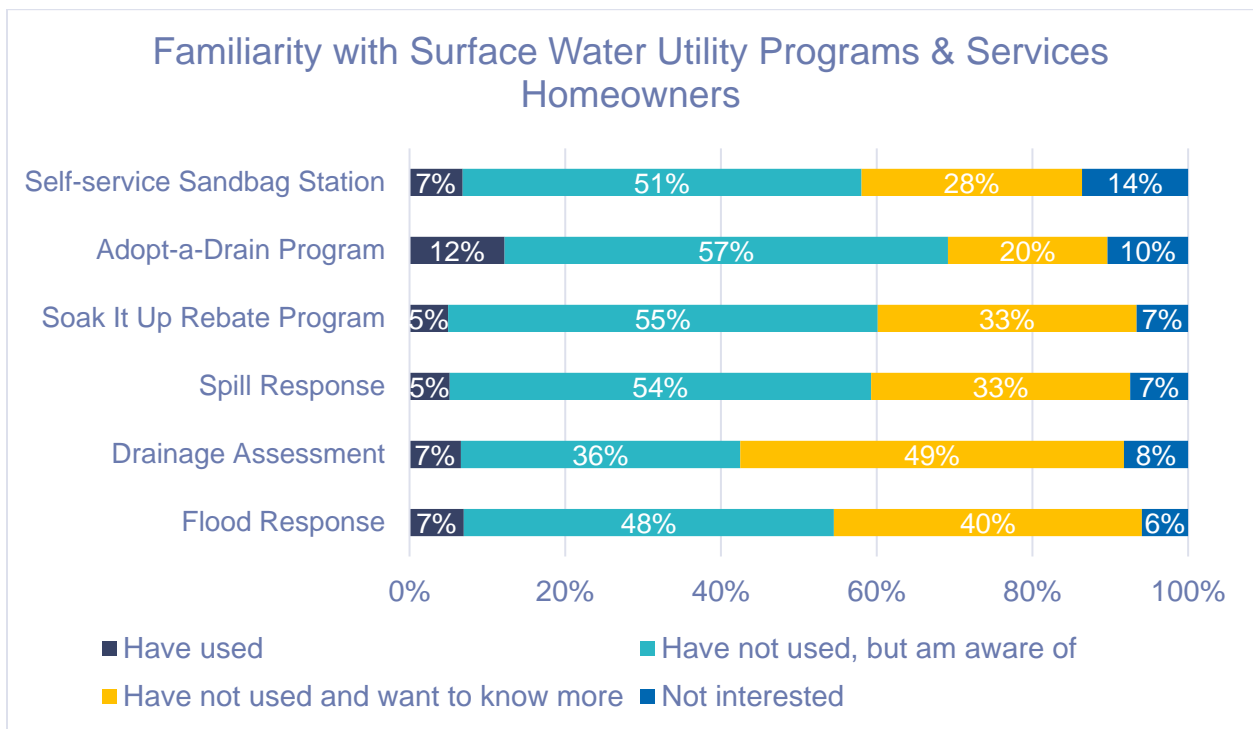


Figure A16. Respondents who identified as homeowners' familiarity with programs and services.

Want to know more (Renter)

Flood Response: 57.9%
Drainage Assessment: 53.6%
Spill Response: 50.0%
Self-Service Sandbag Station: 47.4%
Soak It Up Rebate Program: 47.3%
Adopt-A-Drain: 33.9%

Want to Know More (Homeowner)

Drainage Assessment: 49.3%
Flood Response: 39.5%
Soak It Up Rebate Program: 33.3%
Spill Response: 33.3%
Self-Service Sandbag Station: 28.3%
Adopt-a-Drain: 20.5%

There was higher interest among renters (58) in learning more about each of the programs and services compared to homeowners (488). The programs and services that renters were most interested in learning more about included: Flood Response (58%), Drainage Assessment (54%), and Spill Response (50%). **There was a lower percentage of use level and for each of the six programs and services for renters.**

Other findings include:

- 18% of renters were not interested in Soak It Up, compared to 7% of homeowners.
- 16% of renters were not interested in Adopt-a-Drain, compared to 10% of homeowners.
- 14% of homeowners were not interested in Self-service Sandbag Station, compared to 7% of renters.
- Over 50% of homeowners indicated they have not used but were aware of all programs and services except Drainage Assessment (30%). The Adopt-A-Drain program was the only service offered that at least 50% of renters had either used or were aware of.
- Both renters and homeowners were most familiar with Adopt-a-Drain at 46% and 57% respectively.

See Figures A15 and A16 on the previous page.

Should the City fund larger Soak It Up projects?

Respondents were provided information regarding the Soak It Up program and the rebate it offers to property owners. Larger projects beyond homes including schools and businesses could participate if the rebate was higher which would require more funding.

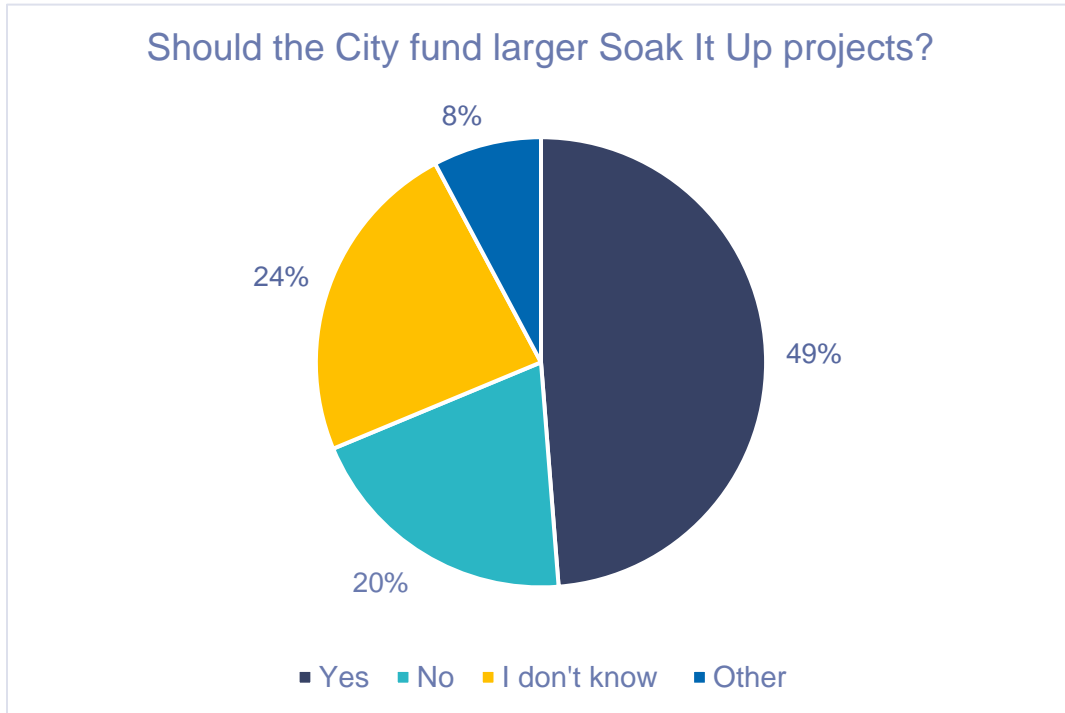


Figure A17. All respondents' results of whether City should fund larger Soak It Up projects.

Nearly half of respondents (49%) supported funding larger Soak It Up projects. About a quarter of respondents said they were unsure (see Figure A17).

Themes from write-in "Other" responses include:

- Support for rebates to public buildings including libraries and schools (4)
- Opposition of rebates for private businesses (4)
- Suggestions for partial funding for larger projects (7)
- Support for mandatory rain gardens for new developments (8)
- Fund larger projects only (3)
- Support for this, as long as it does not result in increased SWM Fees (4)
- Questions about funding or wanting more info (7)
- Other (11)

The amount of information I receive about Surface Water Utility services, programs, and news is:

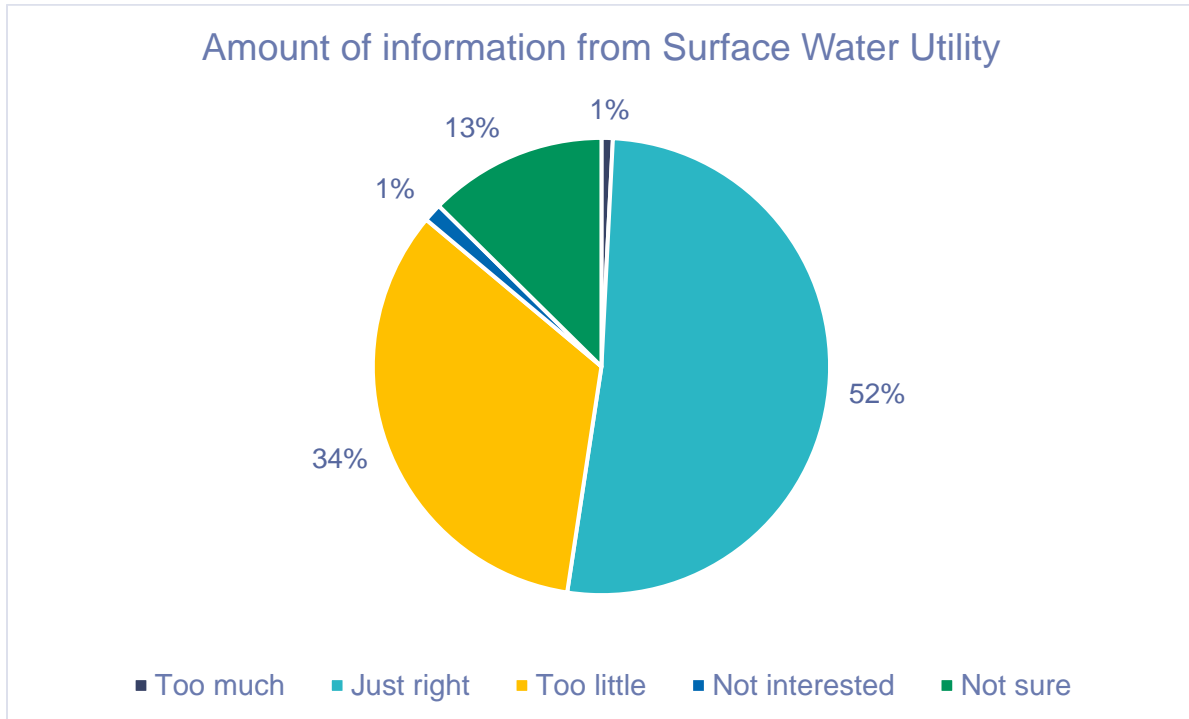


Figure A18. Respondents' answers to how much information from Surface Water Utility is shared.

Respondents are generally content with the amount of information shared by Utility. Over half (52%) of respondents chose "Just right." 34% of respondents indicated the amount of information was "too little" (see Figure A18).

What is the best way to inform you of Surface Water Utility services, programs, and news? (Check all that apply)

Respondents reported existing communication channels as effective in sharing information. The highest ranked were:

- City of Shoreline Currents Newsletter (80%)
- Shoreline Area News (48%)
- Surface Water Utility Annual Report (mailed) (40%)
- City of Shoreline website (39%)
- Emails from City of Shoreline (35%)
- City of Shoreline social media (31%)
- City of Shoreline Recreation Guide (25%)
- Neighbor / word of mouth (13%)

Themes from write-in responses include:

- Shoreline school emails and newsletters (7)
- NextDoor (2)

We want to reach as many people who live or work in Shoreline as we can to give them a chance to give us feedback. Do you have any suggestions on how we could best reach your community?²¹

Respondents identified social media, attending in-person events, using school newsletters, and putting information up in public spaces as their most preferred way to be reached.

- Social media (14)
- In-person gatherings and events where City representatives are present (10)
- Use school newsletters (7)
- Put information up in public spaces – churches, grocery stores, libraries (7)
- Currents newsletter (6)
- Public meetings (5)
- Neighborhood associations (4)
- Notices to customer bills (4)
- Shoreline Area News (3)
- Large City listserv for those to opt in for updates from the City (3)
- Better signage in public spaces or Yard signs that some residents can put on their property (3)
- Door to door (2)
- Suggestion to share news to a resident representative who can pass on information to building

Do you have any other comments or concerns related to Surface Water Utility programs and services?

When sharing additional comments about programs and services, respondents primarily shared concerns over potential fee increases. They also made suggestions about how to best communicate with residents, asked questions related to Soak It Up, and shared concerns about drainage issues.

- Reiterating concerns over potential SWM Fee increases (25)
- Comments and suggestions related to how the City communicates with residents (13)
- Comments and questions related to the Soak It Up Program (12)
- Concerns and comments related to drainage issues (12)
- Reiterating concerns related to redevelopment impacts and calls for increased funding from redevelopment (11)
- Kudos (8)
- Reiterating concerns about tree loss and importance of preserving mature trees (7).
- Suggestions to provide more education & outreach (2)
- Other (25)

²¹ This question was asked later in the survey to those who met demographic criteria of historical underrepresented communities, which consisted of non-white residents, people making below 80% AMI, and people who spoke a language other than English at home.

Demographics

Respondents to this self-selected survey were given the option to report their demographics. Out of the 677 complete surveys, 85% of respondents shared information about themselves and their households. Compared to available citywide demographics²², the following trends are noted in the sample responses:

- More white (84% of reporting survey respondents, compared to 65% citywide)
- More female (63% in the survey versus 50% citywide)
- Speaking English at home more (97% in the survey versus 74% citywide)
- More owner-occupied households (83% in the survey versus 67% citywide)
- A higher median household income (\$106,184 is the citywide median)
- Slightly older (Median age is between 45-54 in the survey and 41.8 is the median age in Shoreline)
- Less Hispanic or Latino identifying (4% in the survey versus 7% citywide)

Other notable trends in respondents:

- 11% of respondents work in Shoreline
- 21.4% of respondents are school district student or parent

²² U.S. Census Bureau,
<https://www.census.gov/quickfacts/fact/table/shorelinecitywashington/PST045223>

Respondents were asked to select their connection with the City of Shoreline.

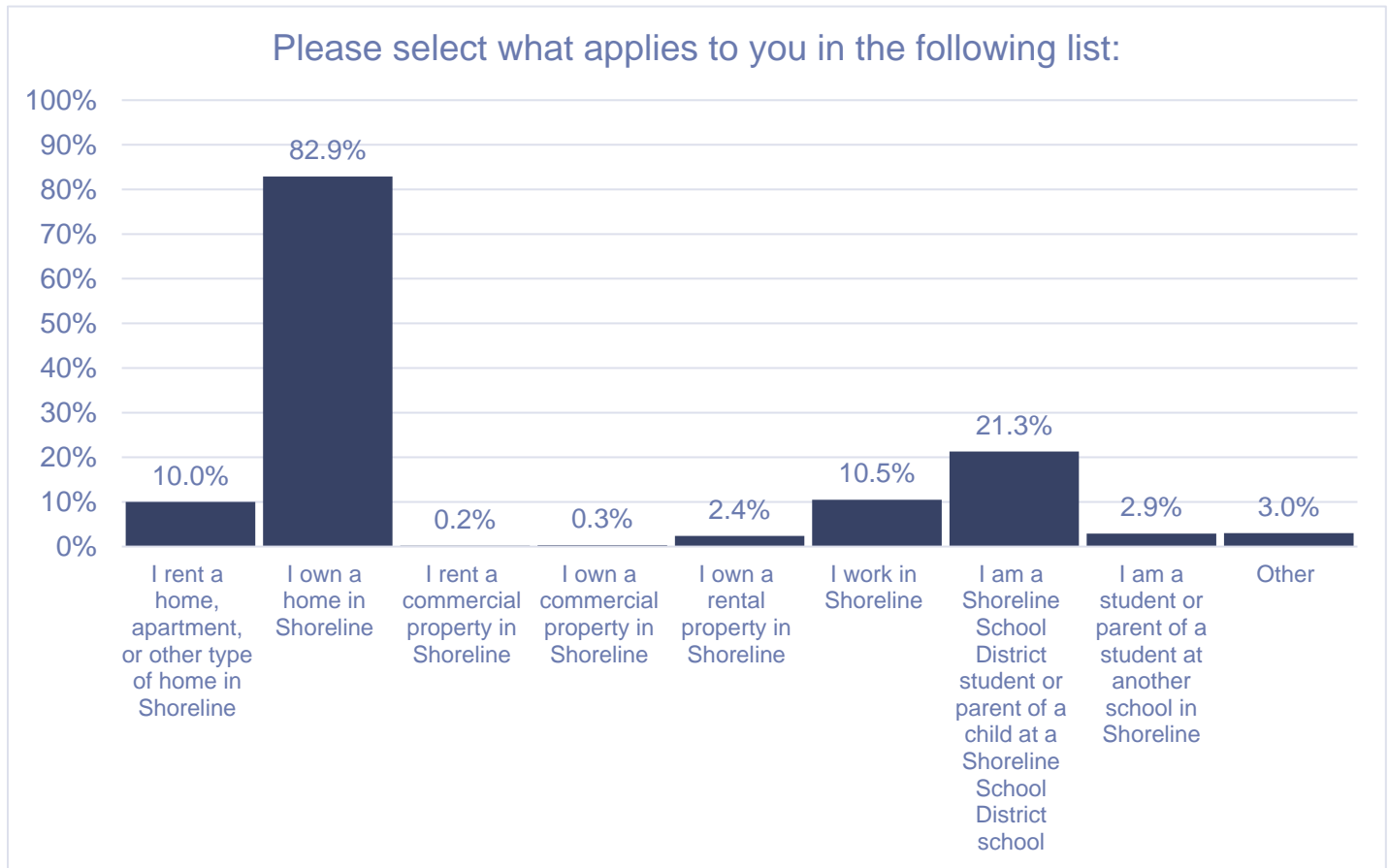


Figure A19. All respondents' selection of their connection to the City of Shoreline.

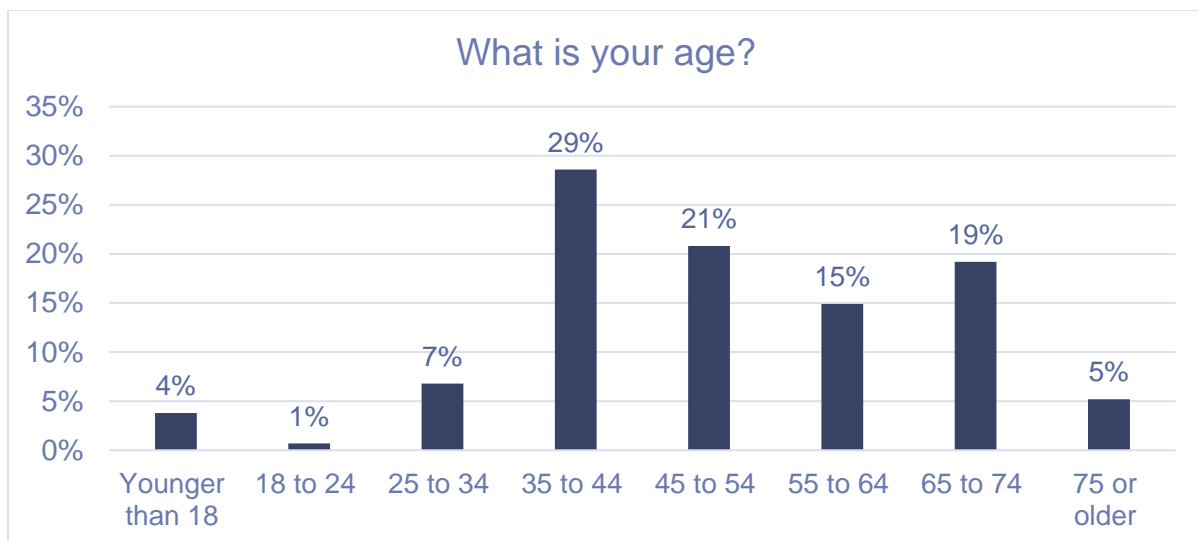


Figure A20. All respondents' age results.

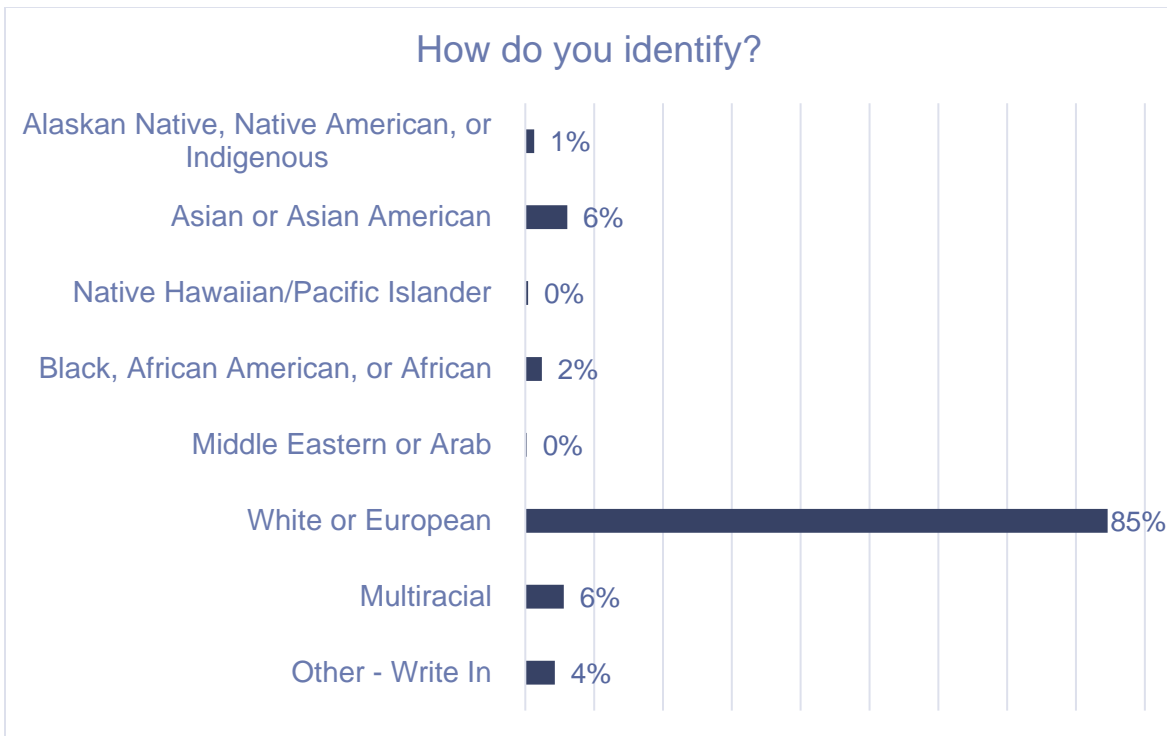


Figure A21. All respondents' results for race identity.

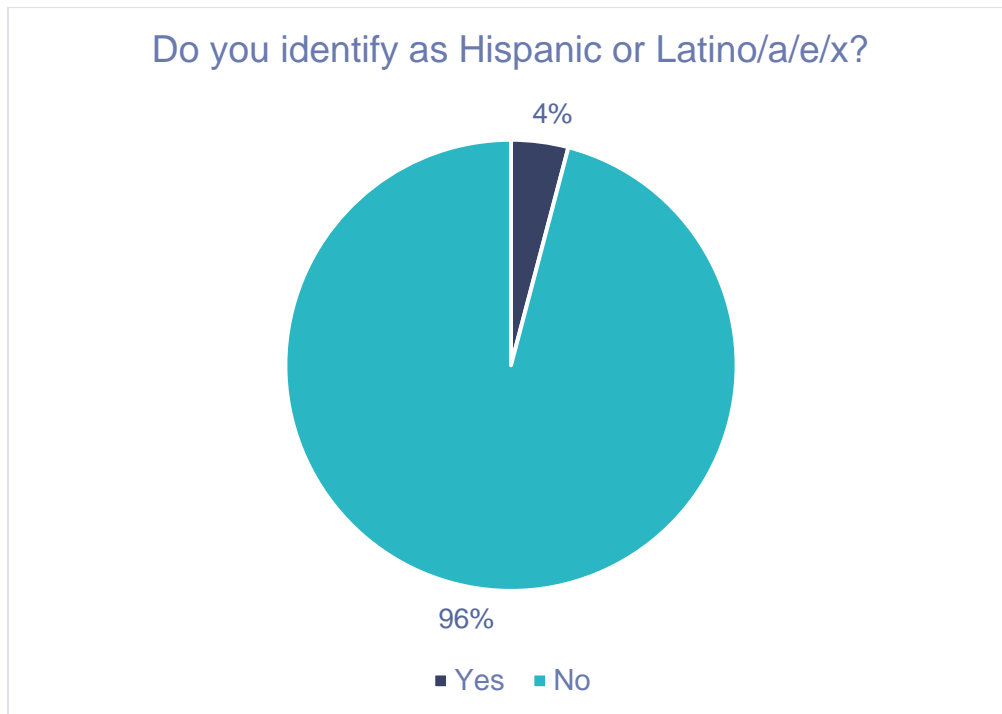


Figure A22. All respondents' results for Hispanic/Latino identity.

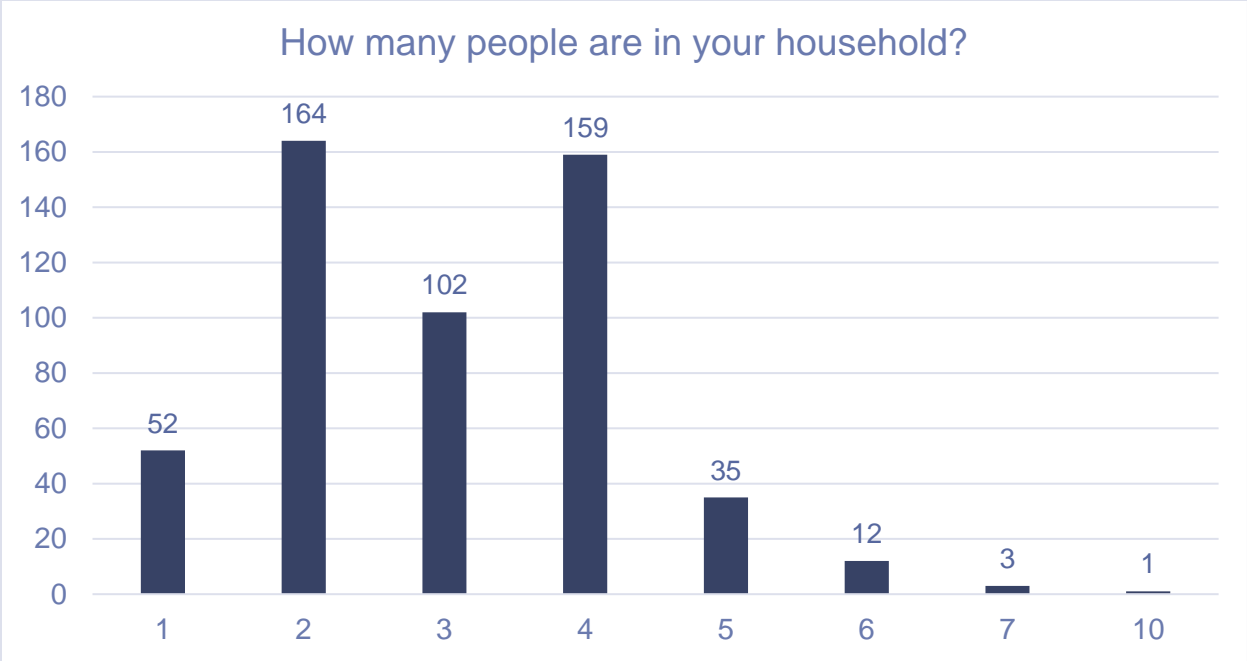


Figure A23. All respondents' results for number of household members.

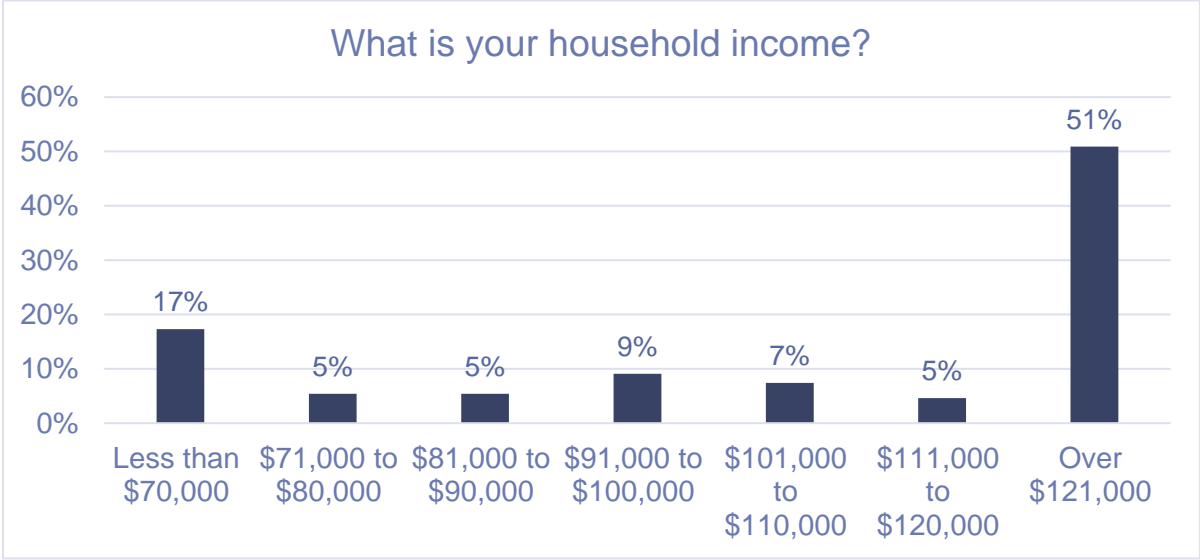


Figure A24. All respondents' results for household income.

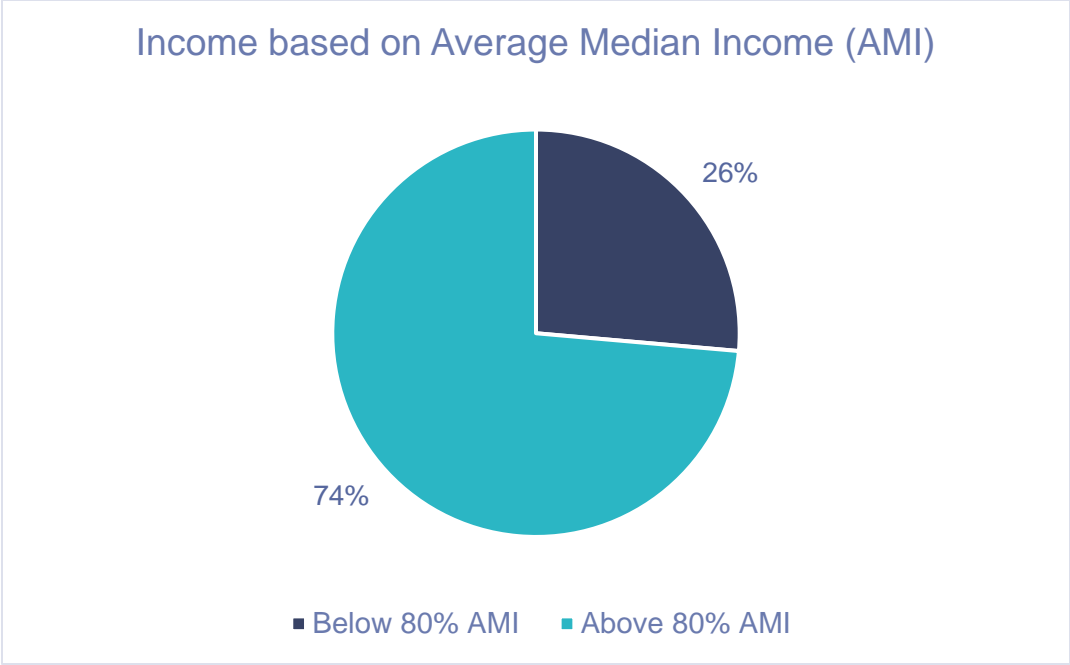


Figure A25. All respondents' results for income based on AMI.



Figure A26. All respondents' results for primary language.

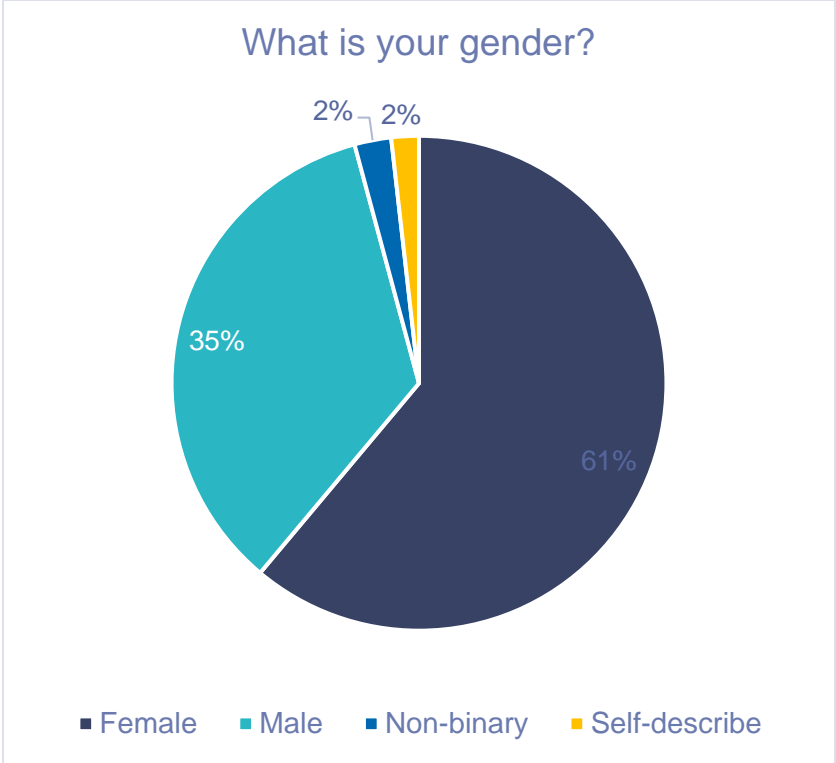


Figure A27. All respondents' results for gender identity.



Figure A28. Results for interest in participating in focus groups.

Flooding

Participants were asked about their experience with flooding.

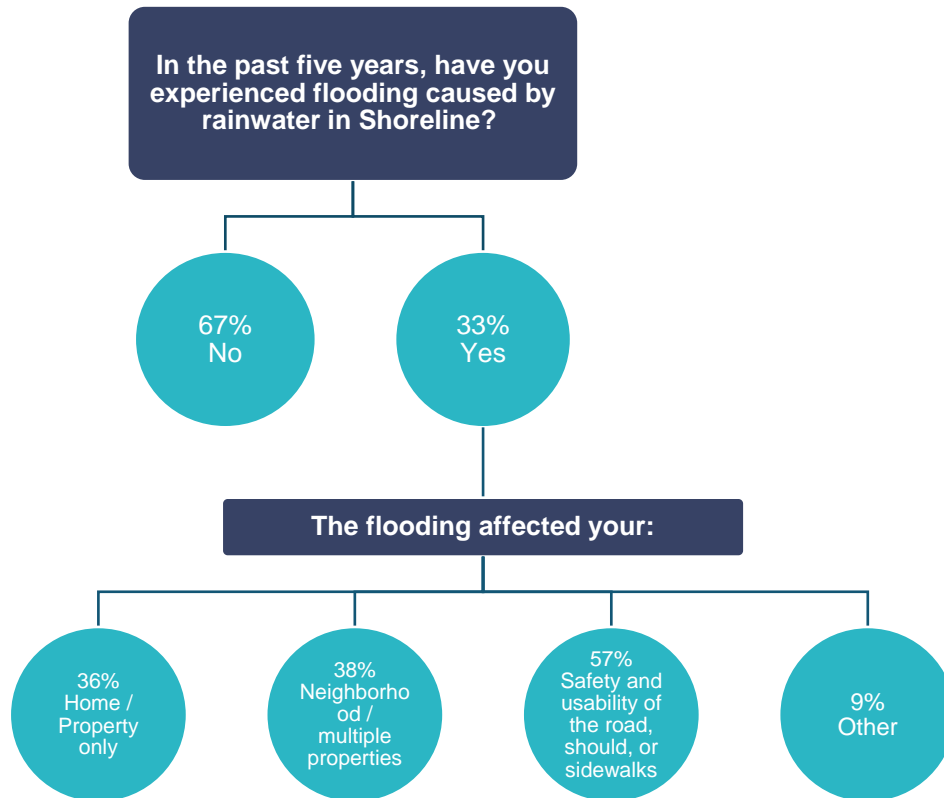


Figure A29. Logic model of those who have experienced rainwater flooding problems and what was affected.

A third of respondents had experienced flooding caused by rainwater. Respondents that had experienced flooding were asked additional questions about where the flooding occurred and whether they reported it to the City.

When asked what the flooding affected, over half (57%) of respondents selected “Safety and usability of the road, shoulder, or sidewalk.” The other responses were fairly equally distributed between “Home / Property only” (38%) and “Neighborhood / multiple properties” (38%). Nine percent of respondents indicated “Other.” These locations included primarily private property (10/13), two reports of water on the road/shoulder and at bus stops, and one unknown location.

See Figure A29.

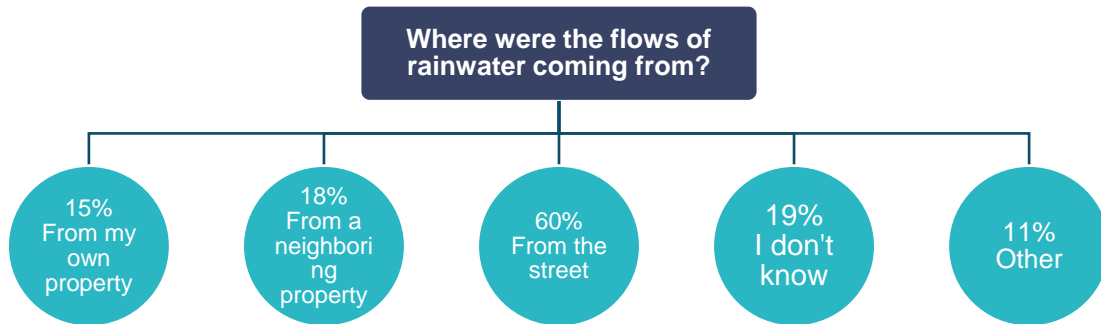


Figure A30. Logic model of those who have experienced rainwater flooding problems and where the flows of rainwater was coming from.

When asked here the flows of rainwater were coming from, 60% of respondents selected “from the street.” Eighteen percent of respondents selected “a neighboring property.” Fifteen percent of respondents selected “own property.” Nineteen percent of respondents were unsure (see *Figure A30*).

Eleven percent of respondents selected “Other,” which included:

- Three other locations included natural waterways (5)
- Public road/shoulder/sidewalk (4)
- Unknown/unclear origin (3)
- Clogged or overflowing storm drain (2)
- Groundwater (2)
- Clogged culvert (1)
- One’s own property (1)

These results indicate that many respondents had flooding experiences that originated from the City’s right-of-way.

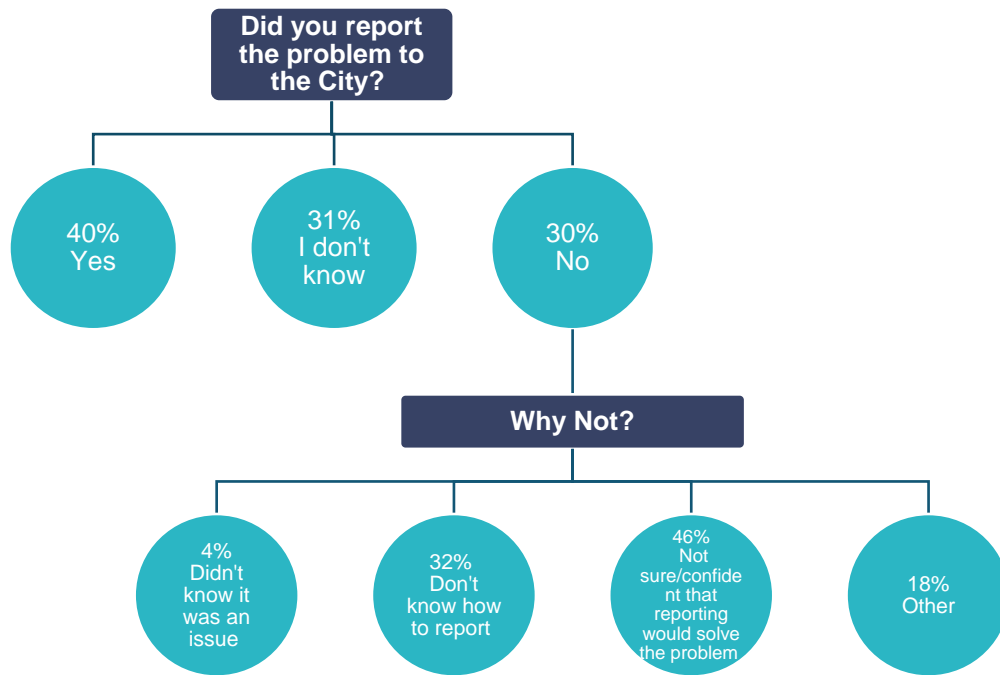


Figure A31. Logic model of those who had experienced flooding from the street but chose not to report flooding problems to the City and why.

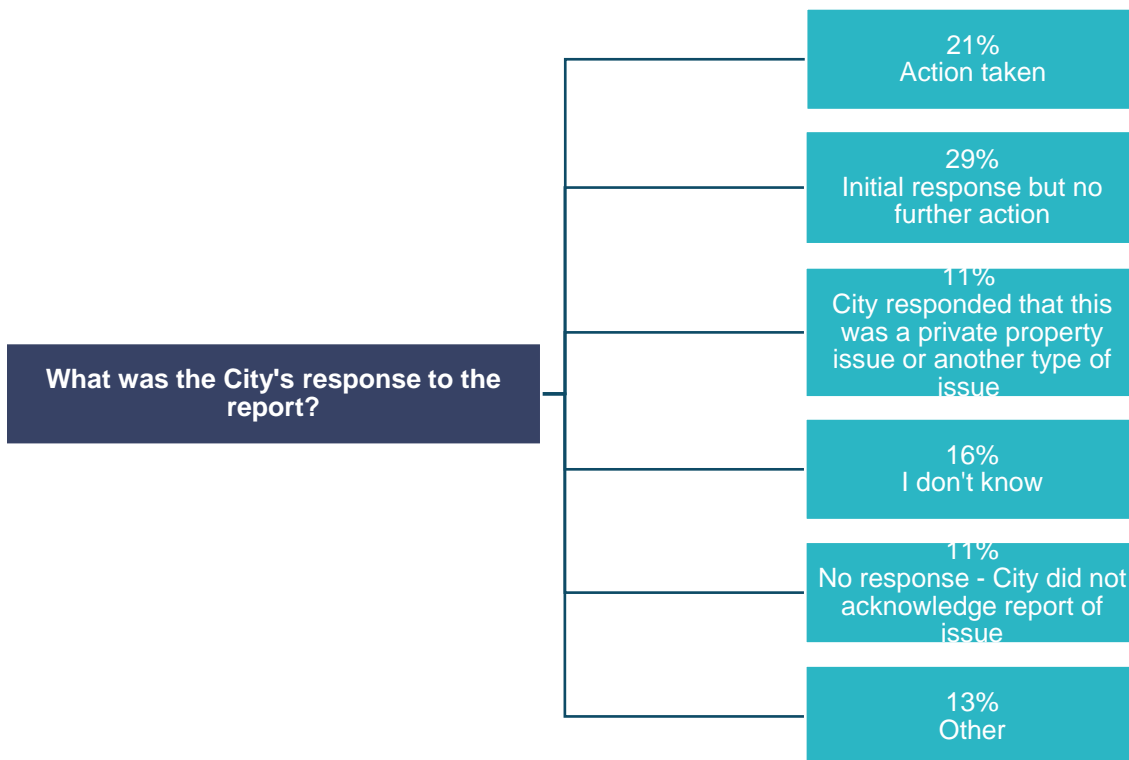


Figure A32. Logic model of those who experienced and reported flooding from the street to the City and what the response was.

These respondents were asked if they had reported the flooding to the City. 40% of those who experienced flooding from the streets indicated that they had done so.

Respondents that did not report were asked why they did not report the issue. 46% responded that they were “Not sure/confident that reporting would solve the problem.” 32% indicated that they “Don’t know how to report.” 4% indicated they “didn’t know it was an issue” and 18% selected “Other”. Respondents that selected “Other” indicated they could tolerate or take care of the issue themselves. 13% of the other respondents who experienced flooding from the streets indicated they were unsure if they reported to the City.

See Figure A31 on the previous page.

When asked what the City’s response was to the report, 8 respondents indicated “Action taken” and 11 indicated “Initial response but no further action” (see Figure A32 on the previous page).

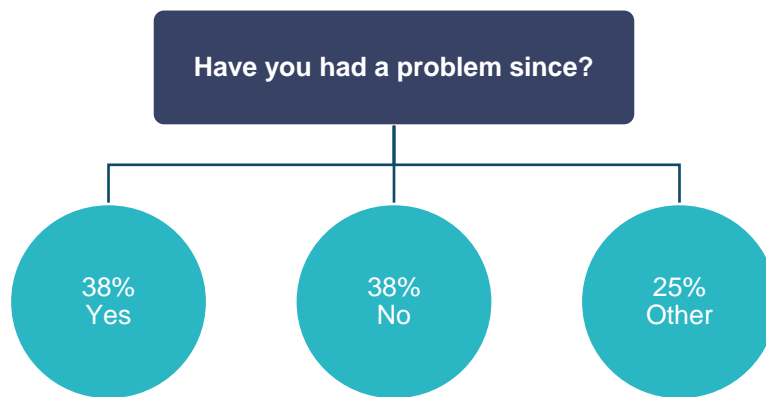


Figure A33. Logic model of those who have experienced and reported flooding from the street to the City and whether they had flooding problems since.

38% of respondents that reported flooding to the City noted that they did not have any problems following the report (see Figure A33).

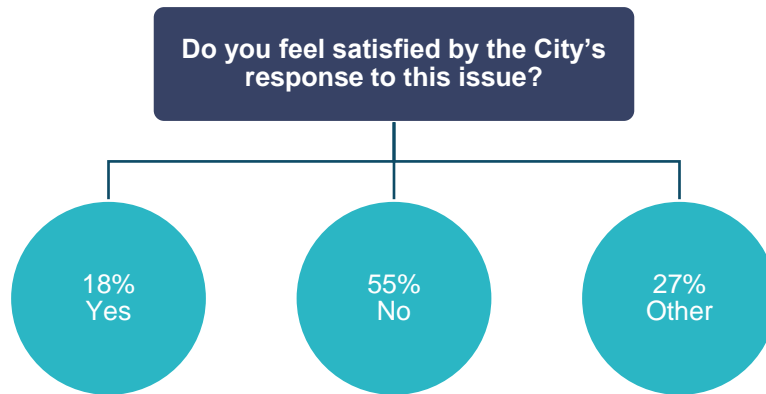


Figure A34. Logic model of those who have experienced and reported flooding from the street to the City and whether they were satisfied with the City's response.

When asked if they felt satisfied by the City's response, approximately half indicated they were not satisfied (see Figure A34).

How do you think the City should have responded?

For respondents who were unsatisfied with the City's response, they were given the opportunity to discuss how they believe the City should have responded. Themes from write-in responses include:

- Respond to, inspect, and fix the issue (5)
- Address problem with a better solution (5)
- Better communication and follow-up (5)
- Schedule drainage inspections so that property owner/resident can be present (1)
- Other (3)

Do you have any other comments or concerns related to the rainwater drainage system (e.g., storm drains, ditches, rain gardens)?

Themes from write-in responses include:

- Comments about inadequate drainage infrastructure and need for inspections and clean-ups (54)
- Strong support for rain gardens and other natural drainage systems (15); a few concerns about rain gardens (3)
- Concerns, desire to improve or replace, and questions on how to care for roadside ditches (13)
 - *"It would be good to get more information of the ditches. Since we don't have a lot of sidewalks and we do have a lot of ditches, it would be good to learn how to best maintain them and how to best direct water into them."*
- Comments related to the Soak It Up Program, including that funding is insufficient, technical assistance for rain gardens is desired, and standards should be updated (8)
- Suggestions for more community education (5)
- Kudos (5)

- Suggestions related to street sweeping (4)
- Groundwater concerns (4)
- Development concerns (3)
- Comments related to Surface Water Management fees (3)
- Comments related to permeable paving (2)
- Protect Echo Lake (2)

Diving Deeper

40% of those who experienced flooding from the street reported the issue to the City. One third of these respondents said there was an initial response by the City but no further action. About 30% did not report, and when asked why, over half said they were “Not sure/confident that reporting would solve the problem.” All respondents were asked if they felt satisfied with the City’s response. Most of the respondents who experienced flooding indicated they did not.

Surface Water Management Fees

Participants were provided information and background about the current Surface Water Management (SWM) fees structure and details about a new alternative fee structure.

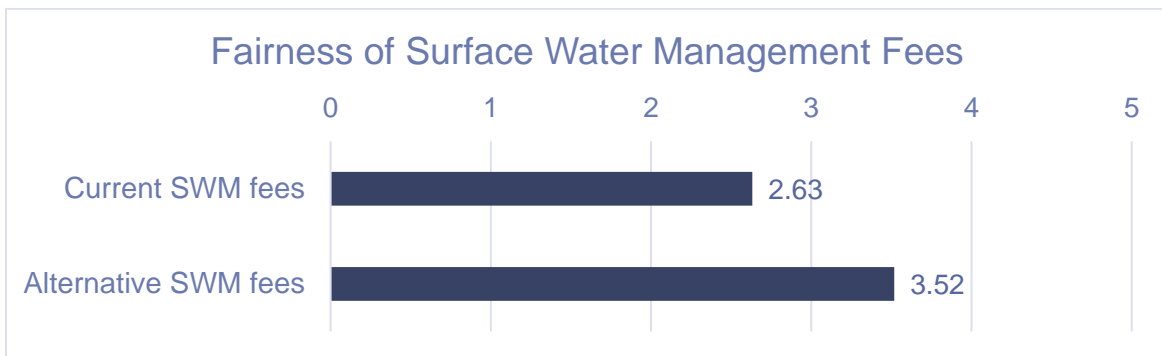


Figure A35. Average scores of survey respondents’ perceptions of fairness of the current versus alternative SWM fee structures (out of 5).

How fair do you think the current Surface Water Management fees are (where all single-family households pay the same price and all other properties pay based on what category of hard surface area they are in)?

When asked whether the current SWM fee structure was fair from a scale from 1 to 5 (5 being the completely fair), a majority of respondents (60%) responded with 2 and 3, indicating that it was less than fair to mostly fair.

How fair do you think a Surface Water Management fee based on the actual amount of hard surface area be?

When asked whether the alternative SWM fee structure was fair, most respondents (70%) responded with 4 and 5, indicating that it was fair to completely fair. When looking at the overall averages for how respondents rated each fee structure, current SWM fees fairness averaged at 2.63 while the alternative SWM fee averaged at 3.52. Respondents generally believe the new fee structure is fairer than the current fee structure (see Figure A35).

Respondents were asked to explain their choices. Themes from the responses included:

- **Concerns and disapproval over SWM Fee increases at this time (37)**
- **Questions about how SWM Fees in the alternative model would be calculated (36)**
- **Support for providing incentives, credit, or fee waivers for properties managing surface water onsite (34)**
- **Concerns over the administrative burden and costs associated with this alternative fee structure (17), as well challenges in assessing and enforcing the fee structure (11)**
- Equity concerns, especially towards those with fixed incomes and lower incomes (19)
- Distrust in local government and belief that this restructuring is intended to generate more funds (15)
- Comments that demonstrated misunderstanding of or confusion about the current and/or alternative fee structures (9)
- Roughly 20 respondents expressed support for the alternative funding structure in the comments and 22 expressed disagreement with the proposed funding structure

Below are representative comments demonstrating these sentiments of the alternative fee concept:

- *“New fees would make some people think twice about adding more hard surfaces to their property. This is what we want. They may consider more rain-friendly options, such as permeable paving.”*
- *“Beyond being fair I believe this is an equitable approach for calculating Surface Water Management fees based on area of hard surfaces on a property, and may incentivize many to reduce their footprint of hard surfaces in order to lower their fee!”*
- *“Unfair until amount of property runoff mitigation efforts already in place have been accounted for and reduce the net hard surface area used to calculate the charges”*
- *“If it's based on hard surface without other considerations, such as a permeable driveway, building in drainage around the surfaces, or large cracks in an old driveway which allows permeability, it is unfair.”*
- *“Be very very careful when committing to this much more complicated tax structure. The more complicated it is to maintain, the more bureaucracy and overhead you're going to have and therefore more wasted resources that could be spent on addressing problems instead. I'd rather pay a fixed rate and have some unfairness than to have you need to hire more people and therefore charge more overall just to make the fee structure perfect. No need to waste people and money on fixing it if it's already pretty fair as is. In my line of work, we say Keep it Simple, and I think that applies here. Make sure it's really worth this work, it probably isn't.”*

Diving Deeper

We explored differences in responses to fairness of SWM fees based on a respondent's household income, race, and home ownership status.

Below 80% Area Median Income (AMI)

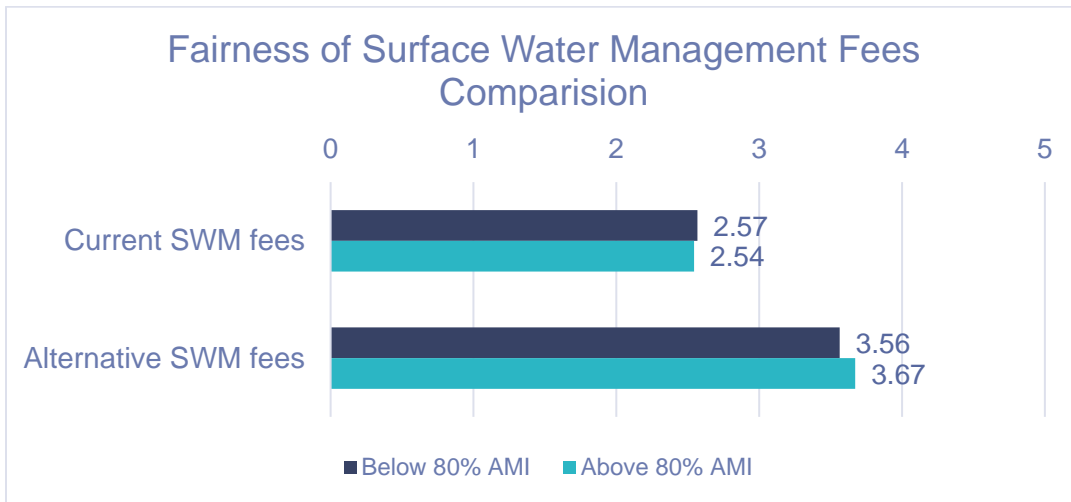


Figure A36. Comparison of average scores of survey respondents' perceptions of fairness of the current versus alternative SWM fee structures (out of 5) by area median income.

When comparing how fair either SWM fee structures specifically between those who were above 80% AMI (281) and below 80% AMI (81), **both groups ranked the alternative SWM fee structure fairer than the current SWM fee structure**, consistent with overall findings.

There was only a slight difference between how those below 80% AMI and those above 80% AMI ranked the current SWM fee structure. **There was a larger difference (0.11) when assessing how both groups ranked the alternative SWM fee structure.** Those below 80% AMI ranked fairness at an average of 3.56 whereas those above 80% AMI ranked fairness at 3.67.

See Figure A36.

Communities of color

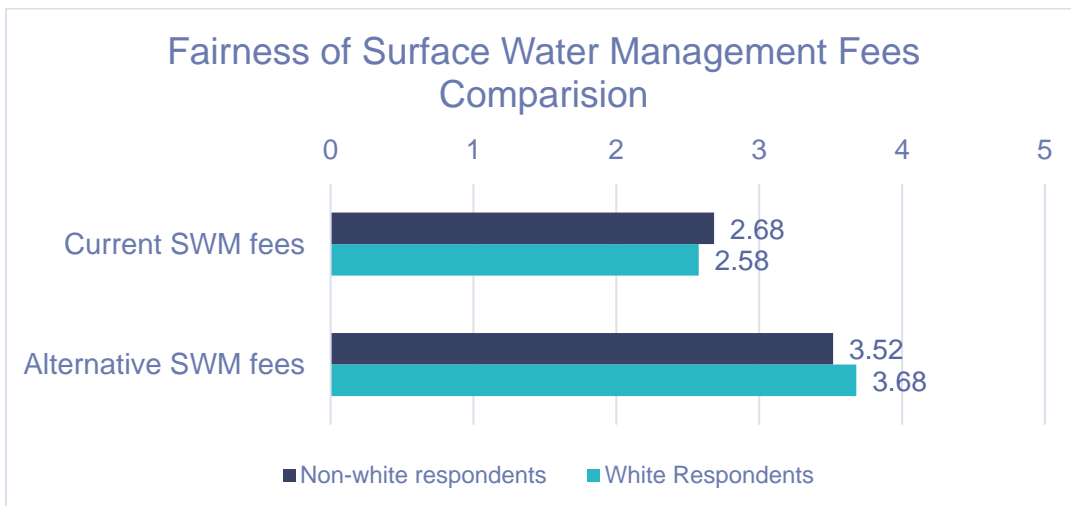


Figure A37. Comparison of average scores of survey respondents' perceptions of fairness of the current versus alternative SWM fee structures (out of 5) by race/ethnicity.

When comparing how fair either SWM fee structures specifically between those who identified as white (345) and those who identified as non-white (58), **both groups ranked the alternative SWM fee structure fairer than the current SWM fee structure**, consistent with overall findings.

Non-white respondents ranked the current SWM fee fairer at 2.68 than white respondents at 2.58. However, non-white respondents still believe the alternative fee structure is more fair overall, averaging at a 3.52 ranking. This matches the overall findings for all respondents. White respondents' rankings average at 3.68 was higher than the non-white respondents and total respondents overall.

See *Figure A37 on the previous page*.

Renters

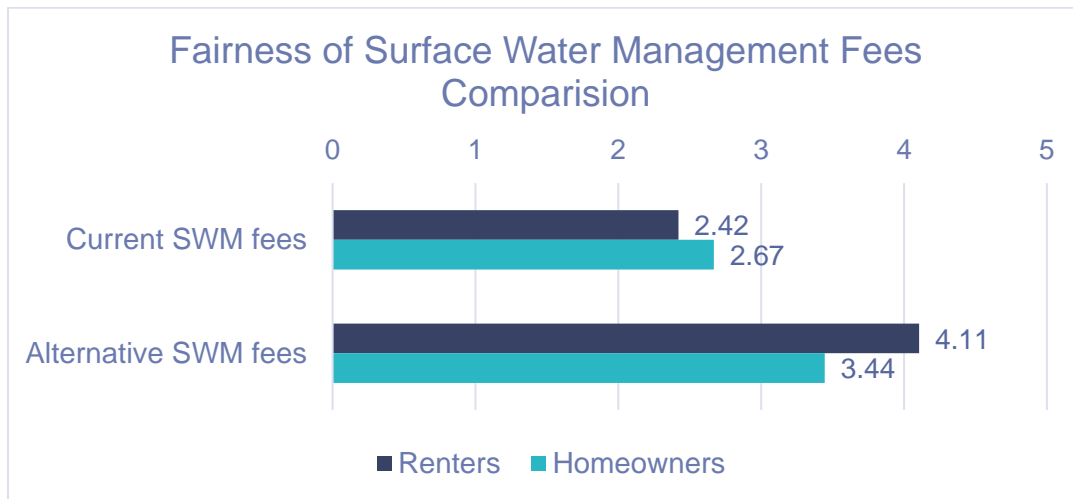


Figure A38. Comparison of average scores of survey respondents' perceptions of fairness of the current versus alternative SWM fee structures (out of 5) by homeowner status.

When comparing how fair either of the SWM fee structures are between those who rent (38) versus respondents who are homeowners (393), **both groups ranked the alternative SWM fee structure more fair than the current SWM fee structure**, consistent with overall findings. Renters rated the alternative SWM fees fairer than all other underrepresented groups with an average of 4.11. Renters also ranked the current SWM fees at an average of 2.42, lower than all other groups as well as compared to overall findings (see *Figure A38*).

Do you have any additional comments about changing the ways Surface Water Management fees are charged?

Respondents had the opportunity to provide additional comments about the SWM fee structure.

- Strong desire for discounts for stormwater mitigation done by a household (installing rain gardens, etc.) (32)
- Questions about how hard surface will be assessed and calculated (29)
- Questions about the cost/benefit of the labor and the fees collected (18)
- Concerns about the administrative cost to implement (16)
- Questions about how new fees will impact multifamily properties (15)

- Concerns about enforcement of fees (9)
- Comments about uncertainty of what fees are used for (8)
- Support for educational opportunities to teach homeowners how to minimize hard surface area (3)

Should developers help pay for public system improvements needed to support redevelopment?

Lastly, participants were given information about potential fees for redevelopment projects. **They were asked if developers should help pay for public system improvements needed to support redevelopment.**

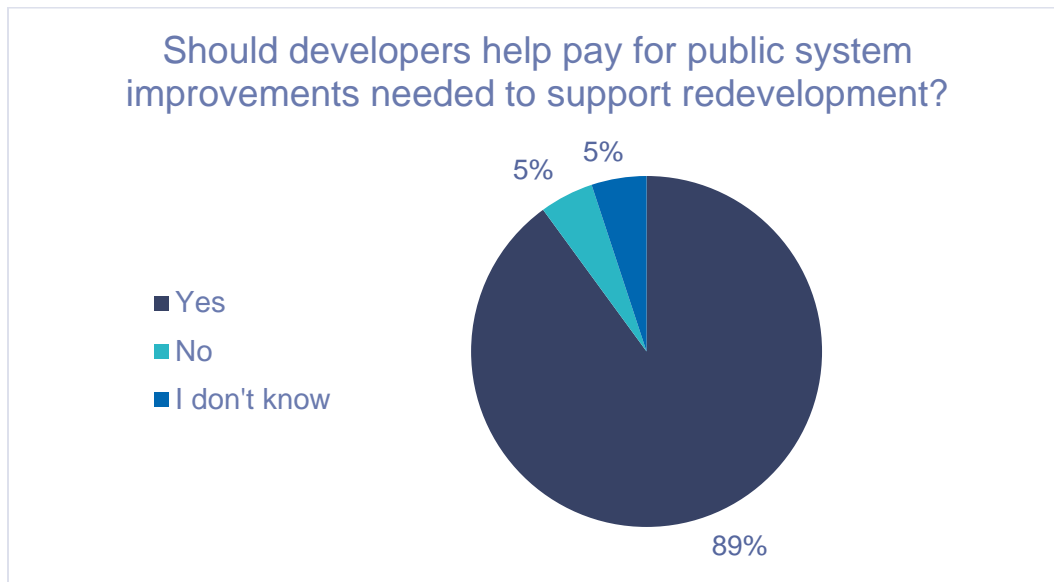


Figure A39. Respondents’ belief in developer contribution to support public system improvements as part of redevelopment.

A vast majority (89%) of respondents chose “Yes.” This aligned with the additional comments that were received in response to this question. Twenty percent of respondents to this question provided additional comments. Of these respondents, 71% of reiterated support for fees for developers.

- *“Yes, these developments should be paying for this mitigation and it should not be passed onto single-family homes”*

Of those who were not in support, they cited not wanting additional fees for developers if it impacts growth in Shoreline.

- *“I’m hesitant to want to include any large fees that would hinder new denser developments... I don’t want to see multi thousand dollar fees that discourage this denser development”*

Other themes from those comments include:

- Comments that fees should have been placed on developers already (9)
- Support for green space and infrastructure requirements placed on new developments as well as incentives for developers to enact these improvements (7)

- Support for decisions that create a more equitable cost of living (4)

Appendix B: SWMP Survey Report

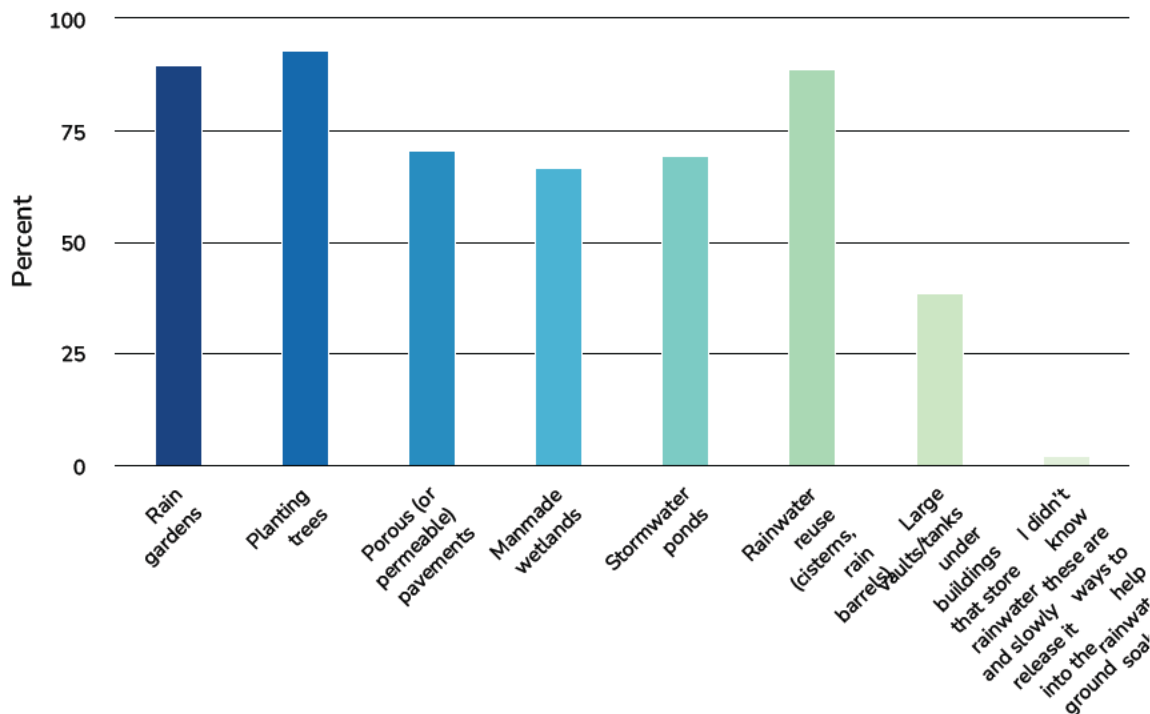
Report for City of Shoreline - Surface Water Master Plan Survey

Response Counts



Totals: 876

1. Below are different ways we help rainwater soak into the ground. Which have you heard of? (Check all that apply)



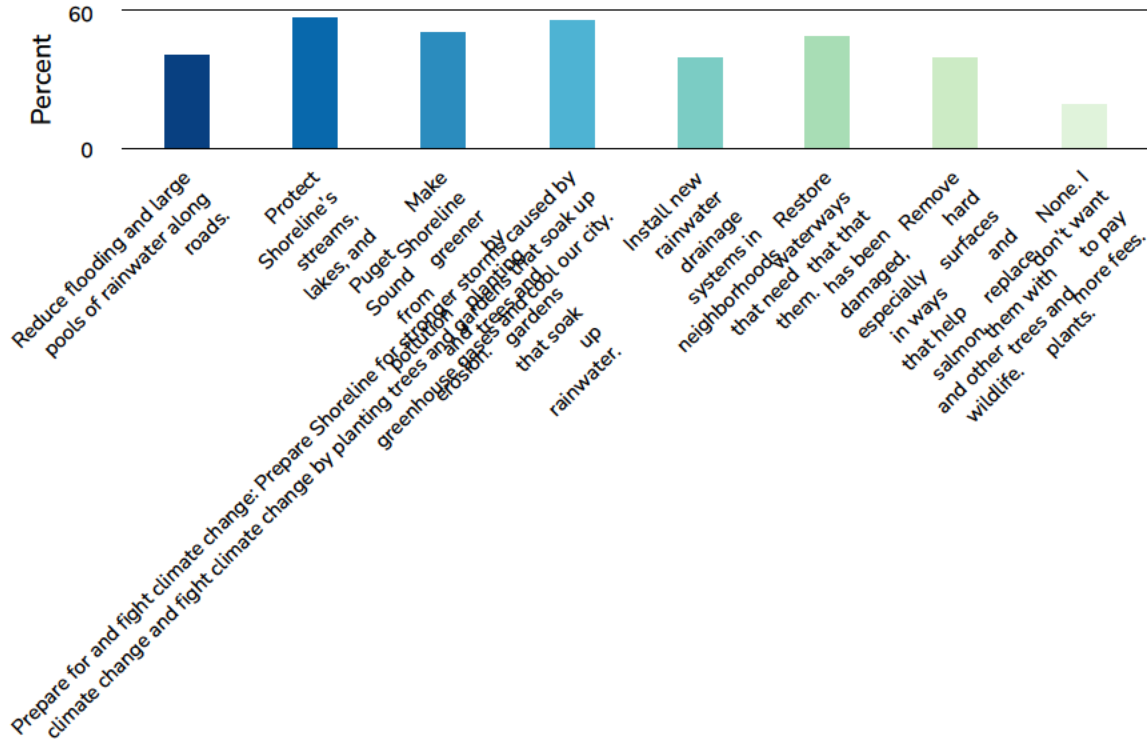
Value	Percent	Responses
Rain gardens	89.8%	575
Planting trees	92.8%	594
Porous (or permeable) pavements	70.9%	454
Manmade wetlands	66.6%	426
Stormwater ponds	69.5%	445
Rainwater reuse (cisterns, rain barrels)	89.1%	570
Large vaults/tanks under buildings that store rainwater and slowly release it into the ground	38.9%	249
I didn't know these are ways to help rainwater soak into the ground	2.0%	13

2. How important are each of the following benefits to you?

	1 - Not at all important	2	3 - Important	4	5 - Extremely important	Responses
<p>Reduce flooding and large pools of rainwater along roads.</p> <p>Count Row %</p>	10 1.6%	44 6.9%	210 33.0%	155 24.3%	218 34.2%	637
<p>Protect Shoreline's streams, lakes, and Puget Sound from pollution and erosion.</p> <p>Count Row %</p>	6 0.9%	8 1.3%	88 13.9%	119 18.8%	413 65.1%	634
<p>Make Shoreline greener by planting trees and gardens that soak up rainwater.</p> <p>Count Row %</p>	11 1.7%	32 5.1%	106 16.8%	157 24.8%	326 51.6%	632
<p>Prepare for and fight climate change: Prepare Shoreline for stronger storms caused by climate change and fight climate change by planting trees and gardens that soak up greenhouse gases and cool our city.</p> <p>Count Row %</p>	32 5.1%	32 5.1%	90 14.2%	105 16.6%	373 59.0%	632
<p>Install new rainwater drainage systems in neighborhoods that need them.</p> <p>Count Row %</p>	10 1.6%	45 7.2%	203 32.3%	167 26.6%	203 32.3%	628

	1 - Not at all important	2	3 - Important	4	5 - Extremely important	Responses
Restore waterways that that has been damaged, especially in ways that help salmon and other wildlife. Count Row %	9 1.4%	28 4.4%	132 20.9%	134 21.2%	330 52.1%	633
Remove hard surfaces and replace them with trees and plants. Count Row %	26 4.1%	86 13.7%	132 21.0%	134 21.3%	251 39.9%	629
Totals Total Responses						637

3. The City's Surface Water Utility is funded through Surface Water Management fees paid by all property owners (e.g., homeowners, businesses, government agencies). For single-family homes, this fee was \$27 per month in 2023. Which benefits would you be willing to pay an increased Surface Water Management fee for? (Check all that apply)



Value	Percent	Responses
Reduce flooding and large pools of rainwater along roads.	41.6% 	259
Protect Shoreline's streams, lakes, and Puget Sound from pollution and erosion.	58.5% 	364
Make Shoreline greener by planting trees and gardens that soak up rainwater.	52.7% 	328
Prepare for and fight climate change: Prepare Shoreline for stronger storms caused by climate change and fight climate change by planting trees and gardens that soak up greenhouse gases and cool our city.	57.2% 	356
Install new rainwater drainage systems in neighborhoods that need them.	41.0% 	255
Restore waterways that that has been damaged, especially in ways that help salmon and other wildlife.	50.5% 	314
Remove hard surfaces and replace them with trees and plants.	41.5% 	258
None. I don't want to pay more fees.	20.4% 	127

4. Are there other ways you think that our work can help improve Shoreline?

ResponseID	Response
17	More community spaces@!
69	stop wasting money on pet projects
70	Yes the brake Gilman has water pouring into it from the entire hillside it is not properly caught and drained to the lake nor is the wet land that it should create maintained the problem being the Burke is king county sit the water way is lake Forest Park and neither will take proper ownership
81	Bring back natural flora and fauna
95	Additional education and outreach to prevent pollution
101	None of these have kept my house from flooding and the city won't help find a permanent solution. I already have to pay damages from water that's ruined my flooring and ground level.
107	We need to be careful that a new water system does not create issues in other areas. For instance the houses below Shorecrest are experiencing more flooding as a result of the rainwater retention system put in.
110	Please work alongside the team that's working on getting sidewalks put in. There are many bus stops that have a narrow pedestrian area next to roads, with a ditch right behind. It will improve safety to get the drainage system underground at locations like this (eg - Greenwood and 200th Ave N.)
112	Preserve as many trees as possible in ongoing projects by the city and private home owners. When updating sidewalks, prioritize preserving tree root systems by installing raised sidewalks (highly urge this to be done along the 145th improvements) because these trees particularly will be adept at managing pollution from roadway run off.
117	Help fund rain cistern for families
118	Sidewalks stormwater management (bioswales with native plants) street trees. This is good for walkability, reducing the need for cars and promoting health, community, climate, and stormwater management. Please avoid permeable pavement, though - we do not have adequate ways/companies to clean or maintain it.
121	Stop taking kickbacks from developers (I'm looking at you city council!) Stop clearcutting and then jamming 12 townhomes onto single lots. Stop cutting down trees.
129	PCBs in buildings? Lobbying for non salmon toxic tires in Olympia from 6 PPDQ? Hygiene program for homeless encampments?

ResponseID Response

141 Create community spaces whenever possible (like Cromwell Park and Pump Station 26). Work with community in project locations to help create these spaces.

142 I can specifically identify that there is no drainage from the top of Perkins by North city and 190th all the way to 185th. Rainstorms will cause a large glow of water, and even worse when it snows, the melt has to travel 5 blocks. Added in is the down water from all the hills on the east side of the road. I will typically go and shovel a block or 2 to clear the path to the drain or my driveway floods. You can find erosion from these events on the end of my driveway. Im sure this isn't the only location with these issues.

154 Charge a fee to new builds (apartments and townhomes to compensate for all the canopy loss and loss of yards as well as the removal of homes with yards is happening at a rapid rate. Also why should we pay to replant trees when other parts of city government is removing them at a rapid rate.

156 no

157 I would be willing to pay in ways that would have the most impact on our environment!

158 Requires all new driveways to be permeable and rain gardens for all new condo buildings. Redesign new sidewalks to keep mature street trees. Change tree codes to require replacement trees for multi stories buildings.

163 Help people find ways to pay for installing rain gardens & cisterns on their private property (such as with grants). Encourage homeowners to plant trees and gardens to help with climate change, make Shoreline greener, and reduce flooding.

165 Plant native trees and shrubs

175 Remove and/or improve culverts to help fish swim upstream.

178 Remove parking minimums for commercial and residential properties.

179 Protect the trees that we already have. Do not allow removal of trees unless they are diseased. (Planting new spindly trees is a very lame "solution" when the trees being removed are decades old native conifers!)

180 Charge developers for the cost to upgrade drainage systems for the increased load on the system.

181 Stop building more large large boxy apartment complexes and complexes that have parking lots. Make the developers put their parking underground and keep the scale of the buildings small.

185 I'm so glad this is important to the city of Shoreline. So glad I live here

189 Green roofs. Require new buildings to install permeable surfaces, native plants and trees, and green roofs

ResponseID Response

- 199 Be cognizant of secondary consequences when you do things like raising the road so that rainwater can drain to the side. This happened to our street some years ago and has resulted in a flooded driveway for us and our neighbor. The city has come once to make a berm to prevent this, but we can't get them to come back to do it again. The berm was demolished in no time by car tires and needs to be made more permanent.
- 201 Stop cutting down existing trees and stop allowing developers to cut down existing trees, especially our tall evergreens. Thank you.
- 203 The question about which benefits would we be willing to pay for does not take into account all of the residents in Shoreline that do not own property. It felt weird answering that question because it is essentially asking me whether I think other people should pay more money. It is true that increased property fees will increase rent and in that sense the question probably does apply but the question does not feel inclusive.
- 214 Yo, big trees are coming down left and right. Where are you on that? You are how bald Linden St is now? Shoreline the City giving a crap about climate change is a bitter joke. This place is going to look like LA in another 2 years.
- 216 I would prefer as much reduced pavement as possible. As an example, instead of removing nature to make a parking lot, put the parking lot underground leaving the trees for us to enjoy. The old Sears area is a perfect example of too much pavement, in my opinion.
- 221 Identify where side sewers to residences are taking on storm water from roof downspouts and get them redirected to private drywells.
- 223 Do additional work to restore the old Cederbrook school site to a wetland- preserve the entire area as a designated natural space.
- 224 Can't think of anything. My wife and I have lived here with our grandkids 18.5 years and ha be seen and appreciated the steps that have been taken in the time we have been here. We have come a LONG way since Shoreline was North Seattle,!
- 248 Require green areas tree planting and more than adequate water systems for any new construction
- 250 Don't use porous concrete in sidewalks. I walk a lot and porous concrete grows moss which is slippery and then the City spends money removing moss.
- 251 Show more examples of conversions/projects so people can see what is possible and consider doing the same.
- 252 Set requirements along aurora and other arterials for more greenery. With new construction also bring a prettier city.
- 259 Make changes cost neutral to home owners

ResponseID Response

261 Bring in more freaking retail and use the taxes to fund this stuff. Why does shoreline not require retail in all new construction? There are loads of new buildings built near me and I've been told NONE of them are going to have ground floor retail! It's like shoreline wants us to give our tax money to seattle and Edmonds!

266 I'm more inclined to fund science based solutions and less inclined to fund a project based on public opinion. What do studies/experts in this field say is the priority for tax dollars.

267 give out free trees for homeowners to plant in their gardens. Incentivize the use of gray water for irrigation in summer

270 I appreciate this question however I pass my microphone to she who has the scholarly expertise, education, experience to give the/a good concrete answer. A jury of one's peers as it were. (I've never thought the 1 to 5 star reviews were useful. Except to measure flattery.) Thank you.

273 Increase pet fees. I saw pet waste everywhere! And nearly all the dogs or cats owners let their pets pee outdoors anywhere. One major purpose for them to walk their dogs daily is to keep the pet waste away from their own home.

276 Of course, I don't want any more fees, but for me, this list cleaves on two underlying issues—those things that are a regular responsibility of the utility and those things that are traditionally a bit beyond "regular."

277 Please don't change the rules and add fees to those already living here, grandfather them in and charge fees for the "new homeowners" so many renters here don't have to suffer. We own our house for 25 years and we are slowly getting forced to leave our home because we almost can't afford it anymore: we raised our kid here. :(so sad I feel like the renters are making decisions for the home owners and it's not really fair when we pay the price!

278 The city are making additional solutions to improve waterways as you stated .make Shoreline greener by planting more trees and remove hard surfaces and protect,preserve Waterways along parks and buildings

279 As a homeowner, it would be good to know where my \$30/month is going. Maybe a pamphlet in our water bill once a quarter? I'm not sure how this \$30 is determined. My house has 3 people, some houses around me have closer to 7 or 8. Could that also be added to that same pamphlet?

282 These programs should be designed to alter behavior - not impose additional fees on housing already developed - this approach just makes it look like another money grab. Apply fees to new development, as appropriate - it is, once again, unfortunate you did not have any of this in place when you approved such massive developments already done, in our small town.

ResponseID Response

286	Stop removing established tree canopy and encouraging developers to replace single story homes with 7 story apartment buildings.
291	Sustainability is important when planning improvements. Not least of that is doing the right things at reasonable cost. I am not going to volunteer to pay more unless and until I can see beyond immediate changes, to long term improvements that have sustainable cost.
296	Supply rain barrels & instructions on installation/use.
298	Improve streets in shoreline, water drainage will be easier
299	Because some of the streams in Shoreline flow through private property on their way to Puget Sound, it would be helpful if the City could support homeowners in maintaining the flow by clearing out clogged culverts which then cause water to flow beyond the banks of the stream. The city has equipment to easily clear these clogs and it would maintain the health of the streams.
303	Since moving to Shoreline, there has been increase in taxes and fees. Fee increase will need to be highly specific in benefits
306	Community garden resources
307	Stop the huge apartment building and adu and require the the builders to make sure there is enough preperation for our future. You allow the builders to claim every piece of open land and do not follow the building process to make sure their is compliance.! Then you do not make them accountable for them not doing the right thing. You are making this a home owner problem when you created it!
311	Using the current fees paid by residents more efficiently to scale.
314	While I checked boxes that say I would be willing to pay for 'a greener Shoreline', the city has brought our current situation of not having enough trees and plants by allowing developers to remove unforgivable numbers of trees and plants, exacerbating climate change and storm water issues. I shouldn't have to pay for the City's shortsightedness. Let the developers who will be reaping the profits handed to them by the city of Shoreline pay for these efforts through proper taxation!!!
315	Provide oppportunities through public schools for students to learn about and participate in community public space improvement.
319	This is simply a Cash grab.
322	More out of the box thinking like the elevated sidewalks by WSDOT that keeps trees.
326	We are doing all we can with what resources we have...
330	Remove The Highlands dam on Boeing Creek.

ResponseID Response

331 tighten restrictions on taking down large trees

345 If pervious concrete is used, then the maintenance must be completed per DOE maintenance specifications for it to function properly. If there is no maintenance to the pervious concrete then it clogs and will not allow the water to seep into the earth.

348 provide aid to homeowners who can help in their yards.

351 More incentive for home owners to transition from traditional lawns to rain gardens and resources to do it.

353 Some street drains are not properly installed - i.e. not at the lowest part of the street so ponds collect and cover part of the street.

356 Don't cut down old trees - they soak up a lot of water. Too many old trees are cut down unnecessarily. Also, don't put in artificial turf - it's plastic and we have a huge microplastic problem in our waterways. Plus, it's bad for birds and other wildlife.

359 Stop allowing the cutting down of mature trees to benefit developers BEFORE you start assessing the people who have lived here for many years. Grandfather in property owners who have helped create Shoreline and paid your salaries. Mature trees are already doing the job you want to assess us for, yet the City removes them thoughtlessly with its obsession of constructing 13-foot-wide sidewalks everywhere. PERMEABLE SIDEWALKS? It takes deeper digging to install them, cutting more tree roots and necessitating installation of fabricated infrastructure to prevent the erosion caused by tree/root removal. USE BIKE LANES!

363 Please study soil liquefaction that may cause buildings to tilt & trees to fall! Plants may lose their ability to absorb water.

365 I live in Shorewood Hills neighborhood. We are needing help with run off water from the community college and paved areas which are eroding the ravine near our neighborhood. We need Shoreline's help with these projects. I don't see other neighborhoods shouldering the rainwater effects without Shoreline's help.

369 If you are increasing density, you are losing green spaces, lawns and porous surfaces. This doesn't help with the flooding, erosion or surface water management! In addition, you have talked /actively promoted Shoreline as an Arbor city, while removing trees that you openly state are helping with climate change! You can't have it both ways!

ResponseID Response

377 When you plant landscaping and trees, it would be nice to have irrigation in place and correct landscape maintenance afterwards. I see the plantings (especially the trees) along Aurora suffer during the summer months. I remember how a fortune in succulents were planted along Aurora and all of it got overrun by weeds. Plantings need to be smart. If you plan on not weeding regularly then plants that can handle competing with weeds need to be planted. When a project's budget cost goes under budget, then the extra money should be saved for the next year and so on. Not wasted on something frivolous. A cared for city will attract business and people. If things look shabby, then the psychological effect will definitely make people feel we don't care and then keep driving through. I am all for planting more trees and parks. However, I am also aware that we need to care for what we do have before we take on more. So, please, don't waste our money on things you cannot care and maintain. That is why I am willing to pay for repairing and maintaining what we have (that should already be in our budget). Increase my fees for new drainage and rainwater soaking plantings.

378 Increase the number of standing trees per lot. Our neighbor's lot went from 1house with at least 1 trees over 3 feet in diameter, some much larger. It now has 3 houses (FACING our bedrooms and bathrooms) with one tree half on property and have on verge to sidewalk and 2 others being the only 2 trees I've ever wanted cut down because they block light. We have lost 80% or more of our wildlife, including flickers and several other woodpeckers, and many songbirds. This is entirely because of the loss of so many native habitat species.

379 - Do we salt roads and sidewalks (both public and private property)? Is that bad for streams? Use sand instead if it's better for environment. - I see salt/de-icers used a LOT, even when it's not that icy out -- AND there's a TON of it applied, even spills that just sit there and eventually runoff into storm water. - Why are products even available for purchase by consumers if they are so damaging? (weed killers, fertilizers) - Protect big trees during demolition, construction and final builds. the big trees on our property (and I am watching it happen on other project sites) have been very adversely affected by the CRZs being part of construction staging areas, root systems cut, and pervious and impervious materials being placed ON the CRZs. These big trees are now dying. - Enforce existing codes on all sorts of things. Some examples: 1. I see areas near construction sites totally littered w/ garbage/cans/wrappers/bottles presumably from construction workers. 2. I noted a house painting contractor rinsing out their brushes? buckets? at a job site and all that paint was visible in the drainage ditch with all the rainwater runoff.

380 Raising taxes on under-taxed areas like golf courses, which are taxed less than residential or commercial properties, take land that could be repurposed for housing or parks if it was taxed at real property values. Provide funding to help schools or other public properties reduce their hard surfaces and replace with porous options.

387 Rules and regulations about new developments having to plant trees and greenery

388 More education about how individuals can help -- e.g., by picking up pet waste, reducing runoff from their own yards, etc.

391 helping residents finding permeable paveing for parking areas and driveways

ResponseID Response

392 I understand you're trying to remove hard surfaces but I would like to see more pedestrian friendly walkways/sidewalks so I could walk around my neighborhood and feel safe (currently have to walk in the road). Perhaps this could be added/considered as a part of drainage repairs.

394 I don't want to be charged more for a gravel driveway which is permeable even though the city says it is not

395 Use as examples homeowners who have planted trees and helpful vegetation

400 I heard that the City only operates one street sweeper! That does not seem sufficient for a city of our size, especially with the amount of tree debris, sediment, and vehicle pollutants that litter our roadways. We need another sweeper to help keep things clean!

401 City of Shoreline Wastewater charges increased by 9.83% in 2024 (\$73.75 to \$81). This greatly exceeds inflation and decreases housing affordability in the region. While Shoreline should focus on surface water improvement, its needs to be balanced with housing affordability. I do not support a fee increase.

405 N/A

407 Eventually we should help daylight Thornton creek & connect it back to its headwaters in shoreline.

412 I think that if a neighborhood needs this type of thing you should speak to the people that live in that neighborhood and perhaps get them to pay. I'm tired of giving all of my money to the city and I see nothing in return. We pay for sidewalks and we still have crappy sidewalks, the roads are crappy, there's garbage everywhere, the plants that are planted are not taken care of. No I do not want to pay anything else to this city. I'm tired of hearing about climate change. The city can pay for upgrades that it needs. And even better idea is to get the developers to pay for these things. There's flooding going on over on 8th avenue Northeast right now because the developers did not build those homes properly. Also on 175th at the freeway exit heading east, is a huge lake when there's a lot of rain. Obviously sound transit did not look into that when they did whatever they did right there by the city of Shoreline sign. Get them to fix that. Stop coming to the citizens for everything. You don't ask us about 90% of the changes that take place around here. No I'm tired. I agree we need some of these improvements but I do not want to pay. Yes, I'm a little upset.

414 To help streets or area that flood, I think there could be more drains in the streets. Now they are so far and few between, that leaves piles up from blocks away, keeping the water in the streets.

415 Many of these "what's important" questions seem redundant. For example, planting more trees addresses many of the issues/priorities but I'm being asked to distinguish what's more important. So, why segment the questions? Does the WHY matter or does the result?

ResponseID Response

423 I'm OK also with new rainwater drainage systems especially if used to accomplish other goals.

435 Don't want to pay more taxes and fees. Already too much. Shoreline should cut some other budgets and salaries to pay for it. Have jobless people plant trees or do manual labor for less money. Make dog owners pay a pet tax for all the animal waste.

436 Volunteer more taxes will mean less families living in shoreline because everyone will sell to developers.

438 Sidewalks

442 Do you offer any volunteer opportunities?

443 STOP APPROVING ALL THE NEW DEVELOPMENTS. Every new development comes with new concrete, more wear and tear on our environment, and too much density. Want to prove this survey isn't just for show? Stop obsessing over density and growth: STOP PERMITTING NEW DEVELOPMENT. not permanently. But this current pace? Seems unsustainable. The projects already underway are fine, but don't allow any new ones for, say, 10 years. Sounds like a long time, but it would ensure there's time for MEANINGFUL environmental impact to actually be observed, not just theorized. Shoreline residents don't want to be Ballard residents. Stop trying to force us in that direction.

444 I am disappointed by how many trees have been cut down in Shoreline and how many more are intended on 145th.as a resident here for 17 years I can feel how much less green the city feels than it did when I moved here. I feel there has been deception on the city's side.

450 Hire outside contractors due to winning bids vs favoritism or because they did it before standards

452 I am very concerned with how many older trees have recently been removed from Shoreline. I live in Ridgecrest, and it is absolutely ridiculous here. Dozens of beautiful trees removed, with no plans to offset this loss.

453 hold off from Mowing or chemically treating Dandelion [weeds] until after May 1. the Latest science ,is that Our Local Pollinators BEES ecp ,are still feeding on The spring florals well into MAY, I have seen mowers on the interurban as early as April mowing ,even if the Grass is barely growing. The amount of Gas Used, time ,and expense that taxpayers are Affording for Premature work , could be allocated to Better serve the intention here of this study. These weeds]dandelions grow where soil is dense. They are NATURAL Aerators - they serve to make space in the soil for rainwater and Nutrient to Absorb in soil. and they serve as Highly nutrient FOOD Sources for Both Pollinators and Humans Alike. they also serve an Enviornmental Benefit to the cause of Rainwater saturation.

455 Stop from losing anymore mature trees

ResponseID Response

461	Make sure culverts on private property are clear so the water doesn't run down driveways collecting oil & toxins from cars and trucks.
466	We are too heavily taxed already, especially as inflation eats away our incomes and savings. Please use the monies that you receive from current taxes and fees more efficiently.
467	Limit all the construction of of all the newer building and semi high rises now being built in Shoreline. All the new building is counter productive to everthing being presented in this survey. There has to be a better balance between saving and improving waterways and all the construction happening.
473	stop developers from clear cutting properties every time they build. Limit building of so many apartments on what used to be single family dwellings.
477	Stop putting in so many buildings.
478	No more fees and taxes without a break for seniors. I have lived in shoreline for 32 years and I think the city council wants all the seniors OUT. If you want me or my senior friends to vote yes on anything- you need to create some kind of financial break for us. We live in fixed incomes in a very expensive city and you provide nothing for seniors in the way of services or tax breaks. This is why people become more conservative as they age.
479	Wealth tax. It's time for the government to be leaders.
487	Stop cutting down existing trees whenever possible. Assess green stormwater fees on new buildings
491	Why are we always paying more more more
495	Reduce cost so that we don't have to pay the \$27/month fee. That is a lot for family with already suffering from inflation.
501	Stop cutting down all the large trees on construction sites
512	Stop building large building there is no room. Plant more trees and vegetation
515	Create small neighborhood parks in locations where they can be used to treat stormwater.
519	STOP CUTTING EXISTING MATURE TREES. STOP ALLOWING FOR THOSE HARROWING DEVELOPMENTS LIKE FOR EXAPLE THOSE AT MERIDIAN AND 145th.
520	I appreciate the efforts to keep in touch with people. More communication makes it easier for us to understand what is going on.

ResponseID Response

- 524 I think the key is that the fees not go up by more than 10%. I know that doesn't add a lot because there are so many apartments now & I don't know if apt buildings would pay this fee. They absolutely should though.
- 526 Stop approving parking lots that aren't underground or in a garage. For example, 6 acres of mature trees in the fircrest forest shouldn't be cut down to make way for a parking lot that will contaminate our waterways. If we are trying to invest in cleaning our waterways, surely a parking garage should be a requirement, and the removal of 6 acres of carbon sink and water filtration should be preserved at all costs.
- 528 Rain garden grants and other homeowner assistance for improving drainage
- 531 Reach out to local maintenance and landscaping professionals and enroll them in educating their clients
- 532 Grow food more than ornamentals
- 535 This idea is government over reach. Focus on your areas and leave the land owners alone you get enough tax money every year. Learn to use it better. Stop zoning multi family and chasing after single family homes
- 536 Keep sweeping the streets and concentrate on the residential streets rather than the arterial to keep the crap out of the storm drains and ditches.
- 542 These fees need to be aimed at the large apt. buildings that are going up, these developers are bringing more people in to cause the problems. They are collecting large rents, they can pay the fees not the longtime homeowners and senior citizens.
- 546 Shoreline recently removed many trees (how many exactly?)to make room for the addition of many multi-housing units, which appears to have been done with little regard to surface water and infrastructure. This mentality is detrimental to our community. The effects of these additional structures on our surface water- and community as a whole-appears to be an afterthought. Not one neighbor I have spoken with in the entirety of Shoreline agrees with the continued building. It seems to be greed based- more people=more tax \$. In the long run, I imagine it will cost twice to restore the overall health of the community, due to the added population and thereby, pollution, than what will be brought in as additional revenue in the form of tax \$. The benefit of this type of housing in our community is lost on me.
- 547 Using volunteers where feasible to assist with any of the above projects. Partnering with local schools for planning, implementation, and monitoring.
- 553 Continue to education landowners on environmental impacts they contribute to outside their property boundary
- 556 Removing a single family house on a large green lot and replacing it with apartment buildings does not help with water drainage or green space.

ResponseID Response

557 Reduce the removal of existing/mature trees and plants in Shoreline. It is extremely irresponsible to allow new development without requiring developers to keep as many of the existing mature trees as possible. You can plant new trees, but they will take decades to have the positive impact that a mature tree already provides. The many new developments for large apartment complexes--especially those near the light rail stations--allow developers to remove hundreds of mature trees and in most cases does not require replacement. This is devastating to our environment and to wildlife, and it negatively affects our climate, creating heat-islands. Changing this policy would go a long way towards meeting the greener Shoreline goals, as well as preventing runoff and surface water issues.

560 Construction that makes demands upon the water system needs to pay for upgrades rather than existing buildings.

567 The most important way you could help shift the practices and attitudes towards the benefits of stormwater management is to reward those of us who are working hard to support those efforts that you are alluding to. This would include offering massive educational opportunities to all Shoreline property owners and incentives regarding rain gardens, native plant gardens, the benefits of trees, replacing lawns, installing cisterns for landscape and toilet use, etc. For example, after installing 5500 gallon capacity in five cisterns, working towards a couple of rain gardens, removal of invasive plants, planting mostly native and edible plants, sheet mulching a large lawn area which is transformed into a garden, etc, etc..... I've received just the opposite from the City of Shoreline for two plus years. I'd be happy to share the details and receive any support you might wish to offer or questions that might further clarify my position. My primary message to you is that only by fostering sustainable/regenerative practices ---which includes educating and supporting those citizens who are willing to think and act in this direction - -- will our city and your department achieve the desired result.

568 Fix the DRUG and HOMELESS issue first. I care less about water when I can be assaulted by a junkie randomly walking. The environmental damage these people leave in their wake is extensive and NOTHING is done until after the fact.

574 Preparing for climate change is a pretty nebulous line item to ask people to pay for. Please state any spending against this goal more targeted and focused, example: "Plan for climate change by making Shoreline a walkable city, installing sidewalks, walking paths, closing certain roads to thru traffic and make it all shaded by trees."

578 Education/credit or rebate for homeowners improving soak/drainage on their property.

580 Taxes are already really high here. I love the ideas of what the city wants to do to improve Shoreline but think the city needs to get a little more creative about how to raise the funds rather than continuing to tack on more taxes on property owners (which also gets passed on to renters). Many people living here are having a hard time paying the high costs of housing. So a little creativity about a different way to fund this that isn't as taxing financially on those who are already struggling financially would be great. There are many other ways you can raise funds to help with these projects.

ResponseID Response

583	Can contribute to equity if all residents benefit not just those who already have privilege, e.g. funds to make major changes on their property
584	I think you can budget for all of these by adjusting the budget and by charging developers considerable fees for their disruptions, especially when they take a lane of a major highway for months, for not creating enough parking and for the additional hardscape of their developments, ie large rooftops, parking lots and driveways. I am in agreement that everything above needs funding, I am just maxed out on all the things I am paying for, unfairly,
590	Increase restrictions on tree removals. Increase the percentage of native plants required for the soak it up rebate program.
593	Funding rainwater garden programs - for homeowners, renters, and businesses
597	I think that is more than enough for now!
602	The ankle deep stream (little creek, tribute of Thornton) that runs thru my back yard becomes a raging waist deep river in the fall/winter months and erodes my property, this has gotten worse every year
612	Reduced flooding on streets improves accessibility to people with limited motor and visual abilities. Plants noticeably help clean the air and can help those with respiratory conditions. Erosion control along roadsides where slides can block or damage/remove roads
616	Send educational material to residences on what not to use in your yard..... like fertilizers, car washing soaps, especially those that live around Echo Lake and such.
617	I think you're doing a great job. I only hope my neighbors are as willing to pay for improvements as I am.
619	Expand the rain garden program to install rain barrel installation.
623	Limit the fees! Do more to save current old growth trees, such as the ones removed for the sound transit project.
627	Have a Police Department of it's own. Staffed with people who can keep the peace.
631	Quit building apts and condos and cutting all the trees down and blacktopping everything. Keep fircrest as a park instead of building 50 houses for more pollution and increasing the temperature.
632	I wish I'd known more about this department and the fee we're already paying. We get a massive amount of water off our side street, 20th Ave NE. Our yard is mushy. Our garage gets water in it. A street crew put a little hump in front of our driveway once as a favor but it doesn't help much. [REDACTED]. We need 20th Ave. NE to be like 17th Ave. NE, if it would help.

ResponseID Response

633 I'm no expert, so no additional ideas, but wanted to say how much I appreciate ALL your efforts to improve Shoreline's natural watershed and to mitigate climate change. Thank you.

640 Surcharge or taxes on commercial building projects to emphasize less hard surfaces such as parking lots. Underground parking and roof top gardens incentives

643 Hey guys... how about not cutting down so many mature trees that are already there. That's a glaring omission in your survey options. Make policies that genuinely make it harder for private owners to cut down big trees to build McMansions. (check out 510 188th St). Ditto 155th st. 145th St. etc. Repair roads in a way that minimize drainage problems and impervious surfaces.

646 be open and willing to remove trees from Echo Lk shoreline in areas that 20 years ago were open for the public to fish, boat, swim... now the shoreline is infested with trees that sprung-up innocently and naturally enough, and are appropriate for areas that water access are not a priority, but not appropriate for a swimming, boating, fishing area... here that have removed usable access for the use of actual lake.

649 Restore Echo Lake to a beautiful lake. All the runoff from the roads is causing an incredible increase in algae and toxic algae.

660 Cut out the Fat and Pork in the budget so you can afford to pay for these projects with the current funding sources.

661 Have all the new apartments being built pay these fees! Are taxes already ridiculous and traffic will get worse!!!

666 We should be looking at having on site water retention on homes. And make the new multi family and apartment builders pay for other system upgrades.

670 The new building money the city is making should be used or paid for by the builders. We already pay a lot in taxes and this city is a mess thanks to over building.

671 Preplanning. Before accepting all of the new development in our city, this should have been a priority, instead of trying to figure it out after it was clear it was a problem. Asking homeowners to pick up the tab on something that could have been easily addressed during all of this new development is lazy and irresponsible on the part of our city planners. No homeowners should have to pay more for the city's lack of foresight.

672 Don't increase more fee.

673 Remediate stream pollution

675 Offer rebates to people who plant rain gardens or change hard surfaces to porous material.

ResponseID Response

679 Yes, builders who get tax breaks should be paying for the roads their heavy equipment damages and the infrastructure necessary for all new housing. The existing residents should not be subsidizing the cost of construction when they walk away with thousands in profit.

680 1) plant native trees and shrubs in the wasteland of dry weedy lawn along Aurora between 175th and 185th. 2) advocate for removal of filthy drug camps that cause erosion and pollution

691 Install a drain on NW 202nd street in Shoreline where it curves into and becomes 13th Ave NW. The huge (10x10 feet) puddle there fills up to the sidewalk level when it rains!

692 Identify storm drains that drain to streams with some kind of stencil or marking that reminds people where the water goes.

696 Stop building so many huge buildings without agree spaces or permeable surfaces around them. Plant more trees. Encourage less water dependent practices.

698 The city of Seattle created this mess by allowing developers to remove every living plant and tree on lots to build multi-family units. The city continues to destroy the tree canopy as part of their sidewalk improvement projects. The city council should pay for this mess out of their own pockets. Passing the costs on to home owners just penalizes them further for being unlucky enough to have such short sided officials. If anything, charge the developers. We all saw this coming and voiced our concerns to the council over and over, but they did not care, and they still don't care.

705 Save more of the big trees that are being cut down all the time for development! You keep talking about "planting trees" but these are tiny trees and help the environment only a tiny fraction of the help that large mature trees do. It is so helpful to KEEP our large trees that are already there than to wait several generations for tiny new trees to reach the same size and power to help the environment!

706 One of the most obvious ways is for the planning department to stop giving developers priority in how they develop multi-family housing and business complexes. You speak to decreasing hard surfaces and planting new trees, but how about replacing sidewalks within a normal range of 6 feet instead of 10-13 feet and in the process cutting down large conifers that already help with drainage, shade and climate change. This seems counterproductive and makes all these great ideals seem a mirage. I feel like you're asking the public for an opinion and at the same time making it all seem so easy with instant results when in fact there are processes that work against what you're trying to achieve, such as building more and more multi-family housing and adding more hard surfaces while cutting down what we have to make this all possible. Shoreline has always drawn people because of the healthy large trees and park-like existence. It felt like you could live peacefully with nature and still have the benefits of a city. Not so much anymore. Trees are being cut down at the behest of developers and we have a city counsel that sees only dollars signs and are not interested in actually saving trees that help, but paint a picture that growing new trees is better. I've lived in Shoreline for over 35 years and have watched it slowly lose so much beauty and add more hard surfaces which cause problems like you are trying to solve now.

ResponseID Response

707	Increase raingardens surrounding Echo Lake to make it safer for swimming in the summer, and safe for all birds and fish.
708	Retain existing trees on public land and in private development.
724	Work around existing large trees. Incentivize maintaining stand and remnant forests on private land by lowering property taxes.
726	One thing that Shoreline can do much better at, is retaining mature trees instead of cutting them down and either not replacing them or replacing them with small trees which will take decades to be able to provide the many benefits mature trees now provide our community. It's such a simple way to help combat climate change and keep our neighborhoods from becoming heat islands, yet way too often the developers always have the last say and are allowed to cut down way too many of our trees.
727	Keeping mature trees is more cost effective and efficient than planting new trees, in the long term. I also want to emphasize how important it is to me that Shoreline prioritizes native trees, especially those with large canopies, when it comes to retention and planting.
731	Reduce the sale of land for awful towering apartment complexes. They surely don't help the environment.
732	After cutting hundreds of trees that were beneficial to our environment, now the city wants to charge has to plant more trees ? What a joke
735	Would love to see residential cistern or rain water collection systems programs support residents in getting those set up.
742	I live on Echo Lake. I think there are some apartments and maybe condos that use round up and other pesticides so their grass is green. You need to make them stop.
743	I have no idea why you guys doing this survey. It is obviously we are too many people and therefore we have been demanding the nature for centuries. Every single day we see how Shoreline has been destroyed. Because of the stupid train ,the city has been changed for bad. Every day the trees have been killed and more people have been allowed to pollute the area. Nobody educates the people how bad situation is with the climate change and what the future of the next generations will be. We don't need people's opinions! We need actions!
745	more parks and open space Require developers to have more green spaces and plantings around apartment buildings and condos
749	Improving water filtration in schools
753	Are there changes that can be made to individual properties that can help with storm water?

ResponseID Response

755	More efficient use of current tax base. Example, planted medians on Aurora and 175th are not maintained. They are planted, then mowed down, then planted again. Poor planning.
758	Protect existing trees, wetlands and green areas.
773	Coordinate and influence with whoever is letting trees be cut down along our roads and for housing. Planting new saplings doesn't replace the decades old large trees, or have the same benefits. We can be more creative to have new side walks and other structures and ALSO keep our trees.
775	I know this sounds crazy, but subsidize new tire replacements when they come out with tires that don't contain the salmon-killing 6PPD-q chemical.
789	HEHEHEHEHEEHEHEHE
792	Offer discounts to seniors/disabled. Have apartment residents pay, too. Do some fun fund-raising (casino night or silent auction) for specific projects.
794	Protect Echo Lake from polluted run-off.
796	Rain garden and cistern incentives
798	I'm my honest opinion there is a lot of trash on the ground so maybe we could have people clean it up more often.
806	We could reduce how much plastic we use, and get cameras to see who litters, and make smoking banned, since it pollutes the air, damages other people's lungs, and people with asthma might have an asthma attack, and DIE!
807	Instead of (or in addition to) planting new trees, how about not cutting down the existing trees?
808	The City of Shoreline received a 50% increase in tax revenues last year. Since then, programs have been cut. In addition, the city has cut down more mature trees than it is adding. I am loathe to approve any increase in expenditures since I don't think the City knows how to spend money wisely or create worthy programs. And this survey is a propaganda vehicle instead of a survey that is trying to get actual opinions out of its citizens. It's just like most of the information the city is putting out.
818	Rainwater running down 195 and ash worth a big deal for me the water flows right into my driveway On Stone Avenue I live on Echo Lake across from the Interurban Trail.
825	Change codes so that the DEVELOPERS must incorporate green spaces, wetlands and permeable surfaces into their designs.
829	Low income options for rain gardens.

ResponseID Response

845 Encourage the City of Shoreline to preserve and retain mature trees. These giants are already doing the work of filtering surface water, cleaning the air, reducing greenhouse gases and carbon, and protecting the community's physical and mental health, important jobs that tiny replacement saplings won't be able to do literally for decades. Mature trees are our simplest, cheapest and most efficient tools in our toolbox so why in the world wouldn't we keep as many of them as possible?

847 A couple that come to mind: - Provide information, resources, and incentives to help residents landscape with native plants and such. I know there's already something like this for rain gardens, which is good. - Continue to support a robust electrification infrastructure. The more we electrify, the less we have liquid fuels and combustion exhaust in the community.

871 Maybe creating an incentivized project/community to have people in Shoreline re-work their yards /gardens to help consume rainwater or overflow. Meeting such criteria would help give them certain tax benefits/write-offs or something to that effect.

876 Are there other sources of funds that pay for the above projects rather than increasing resident fees?

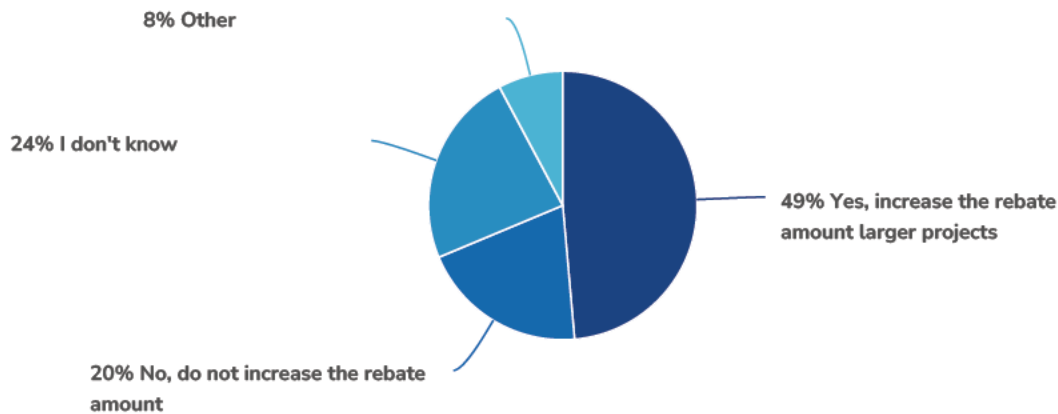
885 Paying I would gladly do if the city of Shoreline was not consistently cutting down trees, demolishing and developing areas full of trees. The gargantuan "Light" Rail project has obliterated our beautiful trees in Shoreline's sustainably sensible neighborhoods for some years now! Check out Ridgecrest at 145th and Fifth NE. Blocks of fine small houses , yards with mature trees. All gone. Do you really approve of the gigantic Apartments to replace this once lovely and sustainable neighborhood? So much Concrete used, has no one noticed?? The neighbor who live here are saddened and shocked, but who can speak up and fight 'Progress' ? Unobtrusive kind, pleasant, woodsy neighborhoods and businesses removed for gigantic apartment complexes..all here in Shoreline torn down and replaced with obviously huge uses of impermeable covering of the ground that you are promoting in your campaign to Build a Better Shoreline. How do these structures fit with your current plans and rhetoric?? Wondering.....

5. For each service or program listed below, please tell us which statement is most true:

	Have used	Have not used, but am aware of	Have not used and want to know more	Not interested	Responses
<p>Flood response: The City can help during storms. Anyone can report large pools of water on the road or flowing off roads and ask for assistance.</p> <p>Count Row %</p>	40 6.5%	285 46.6%	246 40.3%	40 6.5%	611
<p>Drainage assessment: Anyone can call and ask the City for help with rainwater issues.</p> <p>Count Row %</p>	39 6.4%	218 36.0%	292 48.2%	57 9.4%	606
<p>Spill response: The City will investigate reports of pollution in the road or entering storm drains, ditches, or waterways. The City can help clean up spills.</p> <p>Count Row %</p>	29 4.8%	314 51.8%	221 36.5%	42 6.9%	606
<p>Soak It Up Rebate Program: The City offers up to a \$2,000 rebate for property owners to install a new rain garden or native landscaping.</p> <p>Count Row %</p>	27 4.5%	304 50.6%	216 35.9%	54 9.0%	601
<p>Adopt-a-Drain Volunteer Program: Volunteers "adopt" storm drains and keep leaves and trash off so rainwater can drain.</p> <p>Count Row %</p>	64 10.6%	329 54.7%	141 23.4%	68 11.3%	602

	Have used	Have not used, but am aware of	Have not used and want to know more	Not interested	Responses
Self-service sandbag station at Hamlin Park: During the fall and winter, there is a sandbag station at Hamlin Park. People can fill up sandbags at this station and take them home. This helps our community prepare for heavy rains. Count Row %	40 6.6%	294 48.8%	187 31.0%	82 13.6%	603
Totals					
Total Responses					611

6. A question about the Soak It Up Program: The City provides a rebate to property owners who choose to install a new rain garden or plant native gardens under the Soak It Up program. This program offers up to a one-time \$2,000 rebate. This program is open to all property owners. However, the rebate is too little to fund larger projects on larger properties, like schools, businesses, and churches. Larger projects on these sites would have more environmental benefits but would also require more funding. Should the City fund larger Soak It Up projects?



Value	Percent	Responses
Yes, increase the rebate amount larger projects	48.6%	293
No, do not increase the rebate amount	20.1%	121
I don't know	23.5%	142
Other	7.8%	47

Totals: 603

Other	Count
Again, either the city can fund this or the shoreline School district may have money to fund it themselves.	1
All new buildings, homes, mini malls, etc. need to incorporate these ideas on a mandatory basis	1
As long as it doesn't increase property taxes	1
DO NOT INCREASE MY TAXES	1
Depends on the situation - I don't think the city should provide rebates to redevelopment projects where a full site is being redeveloped. Smaller retrofits, maybe.	1
Have the institutions to absorb the cost	1
He'll people have options when their home has flooded.	1
I do not support subsidizing businesses for these projects. Better regulations should be in place for developments to ensure surface drainage is appropriately addressed.	1
I think larger properties should kick in a percentage, esp churches who don't pay taxes.	1
I would like to see the city fund larger projects but know that while I can afford higher fees, others in the community may have a hard time affording higher fees.	1
I'm sure there is (or should be) a cost/benefit analysis to inform this.	1
Increase it without increasing our taxes, fees.	1
Increase rebate if you also increase fee for high impervious properties. There may be grant opportunities as well that could offset cost for larger rebate.	1
Is there interest? What would the amount be? Would this be limited? Too many questions, answer is "maybe"	1
Make an increase in funds dependent on volunteers to help larger properties execute the projects, ideally offsetting additional costs by securing people (+labor) to help do the work.	1
Make is mandatory for new development	1
Make the developers and business owners fund for their projects.	1
Make the rebate larger for public schools only	1
Maybe the \$2000 from the city, then another 1 year discount to their water bill.	1
Totals	46

Other	Count
Meridian Park has drainage issues on the west side. My son also wishes there were more trees where they play because it is so hot.	1
Need more information	1
Not enough information about the cost of the rebate for the general public. Good idea but what does this rebate costs the community to fund?	1
Only for schools or other not for profit companies. I don't think we should be giving rebates to businesses	1
Only if everyone is required to follow the same rules!	1
Partial funding	1
Provide the rebate for larger projects only as they'll likely have the biggest impact.	1
Remove this program.	1
Require businesses to complete and pay for projects	1
Require developers to do this as part of building permit	1
Require this for any new larger build in Shoreline at the builder's/owner of the building expense	1
Some organizations can afford a larger project. Give an incentive to those who can afford the cost, rather than a blanket rebate they may not absolutely need.	1
The developer should pay. It's part of doing business. We already pay and don't need to subsidize them. The city already gives away too much to developers.	1
Transition funding and increase for larger projects.	1
Where does the money come from to pay these rebates?	1
Why talking about increasing rebates? Just increase per area or size of project, not a blanket increase	1
Would need more financial info. Would private property/business owner share in cost?	1
Yes but only on city property	1
Yes for Public organizations like schools and libraries, and small businesses	1
Yes for schools and public buildings, yes for churches, no for private businesses. Any business with a large building can afford to do something about it themselves.	1

Totals

Other**Count**

Yes, BUT I don't believe the rebate is flexible enough currently. It requires a significant amount of labor tilling soil and adding amendments when this may not be necessary in all cases- tilling soil that is already relatively fertile can be disruptive, and adding amendments would not be advantageous for many native plants that do just as well or better in less fertile soil. Yards under tree canopies are also not able to take advantage of the rebate at all, even if the tree is large and mature and could handle some of its roots being disturbed.

1

Yes, increase the rebate when a larger project supports the needs of a neighborhood.

1

insist on rain gardens when possible at public projects and new or renovated buildings.

1

negotiate with businesses that can afford to help the environment

1

offer rebates to larger projects instead of individual property owners

1

rebate should be somewhat proportional to property size; the total fund doesn't have to increase.

1

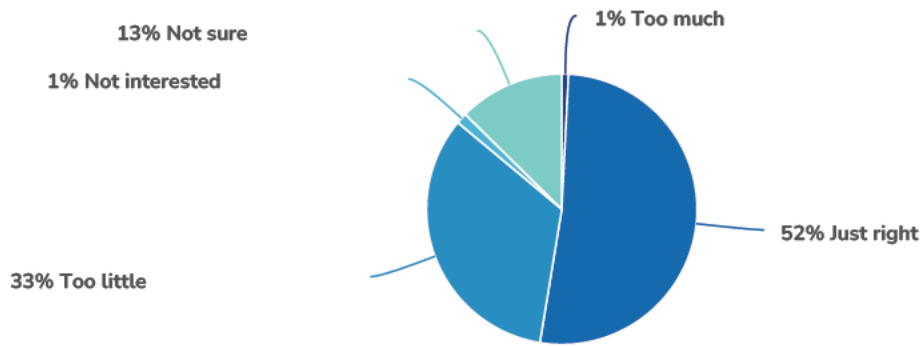
what about already existing gardens planted by home owners

1

Totals

46

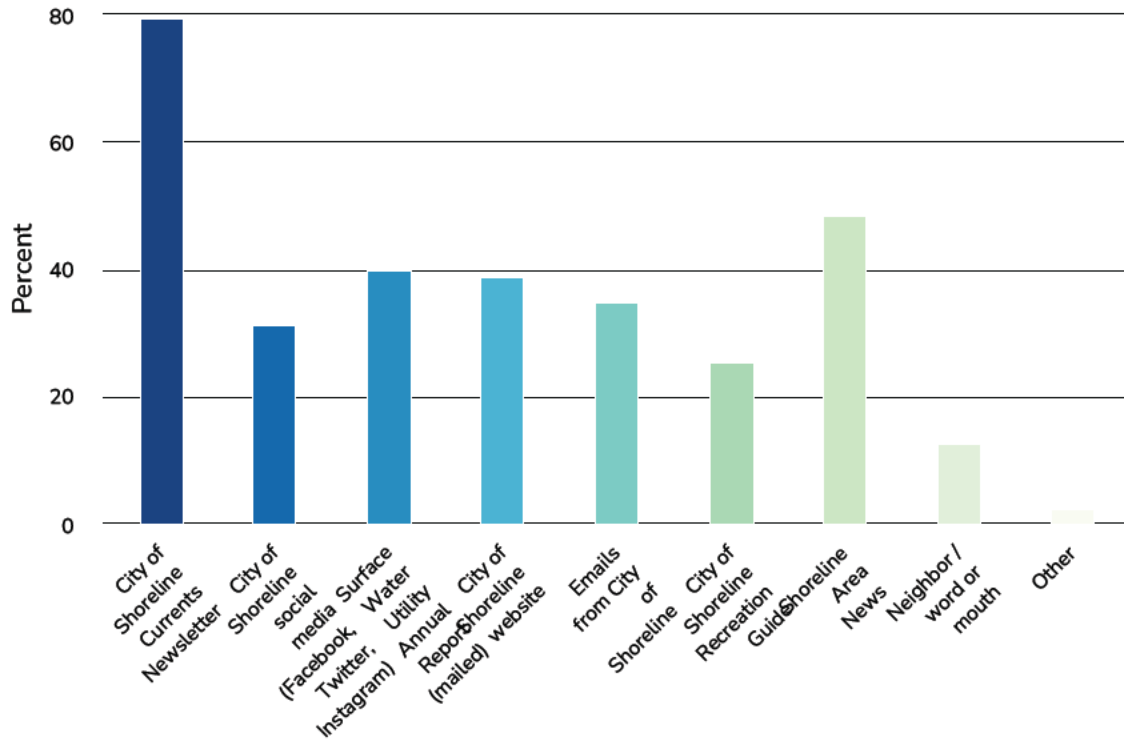
7. The amount of information I receive about Surface Water Utility services, programs, and news is:



Value	Percent	Responses
Too much	0.8%	5
Just right	51.7%	311
Too little	33.4%	201
Not interested	1.3%	8
Not sure	12.6%	76

Totals: 601

8. What is the best way to inform you of Surface Water Utility services, programs, and news? (Check all that apply)



Value	Percent	Responses
City of Shoreline Currents Newsletter	79.7%	478
City of Shoreline social media (Facebook, Twitter, Instagram)	31.2%	187
Surface Water Utility Annual Report (mailed)	40.0%	240
City of Shoreline website	38.8%	233
Emails from City of Shoreline	35.0%	210
City of Shoreline Recreation Guide	25.5%	153
Shoreline Area News	48.5%	291
Neighbor / word or mouth	12.5%	75
Other	2.5%	15

Other	Count
Mailed	1
Next Door	1
Nextdoor	1
Parent square	1
Providing a way to communicate to all that live here including those that rent and don't own. The renters can then talk to landlords about wanting to make changes to the properties. This reaches those that currently live in the housing in Shoreline.	1
Results work and visibility.	1
SCHOOLS!!!The people need to inform when they are young!	1
School emails	1
School newsletter	1
Shoreline Schools Parent Square messages	1
Surface water bills	1
Visit school children and share the news about your programs. They can help with programs, and parents will learn from their kids.	1
school announcements	1
you need to inform every way possible - different people get their info in different ways	1
Totals	14

9. Do you have any other comments or concerns related to Surface Water Utility programs and services?

ResponseID	Response
101	There are very few drains on the west side of 15th Ave NW and there is massive water that comes down that road and onto our property. Add new drainage to west side of 15th across from kruheberg garden.
107	We have an issue with storm drains on 25th. One sends water out when it rains hard and sends more water down to 26th and below.
110	I don't know if you are currently working with the elementary schools (I remember my kids had a Brightwater field trip) but I think getting hands-on info to kids would be really helpful. Maybe Adopt-a-Drain presentation in the schools?
118	Love the Currents Newsletter and Shoreline Area News, great, succinct updates!
129	Nope
156	no
158	With the Link Light Rail opening up new stations in Shoreline, we need to minimize the cutting of mature trees in Shoreline and be more innovative in our redesign of road ways to allow for more trees to be planted to replace all these hard surfaces.
175	I knew I should have read the latest Currents (it came at a busy time). I am a faithful reader of the Shoreline Area News and I don't remember hearing about this \$2K program before. I live in a condo and I hope we would be eligible. We are right on Lyons Creek and I bet we could do a great job. I'll try and convince the HOA it is worth doing. Thanks!
179	Suggestion: There is a huge swath of weedy grass lawn next to Aurora between 175th and 185th. Plant some native conifers in this area!
181	The developers are already coddled and given more than they deserve while the homeowners carry it on our backs.
214	My yard floors every year. Every year I call. Every year they tell me too bad, nothing we can do.
224	Keep doing what you are doing to keep us informed!
244	Thank you for the work that you do
250	If the City raises Surface Water Management fees then what about those of us on private drives (streets)? We already pay tax on each house's portion of the street. What about people like me who have run all roof water into yard?

ResponseID Response

259 Taxes on homeowners are too high already. You need to be funding this within the existing budget

270 Is there such a thing as 'dirt and ground has become so saturated and full of pollutants that it can't hold anymore...'? If so, then what do we do?

273 Shoreline property taxes are already highest in the region. We can not afford more! A big portion of the property taxes go to shoreline schools, but a very high percentage of students are from neighboring cities, who pay less property taxes. This is really unfair for shoreline families. If there are not enough Shoreline students, please reduce the property taxes instead of enrolling other school district students!

277 We have three storm drains in our couldesac that my son and I have volunteered in previous years to clear/clean. It would be nice if volunteers would step up and help build rain gardens in their neighbors yards or make it part of high school students graduation requirements. I'd be willing to help in my neighborhood. Shoreline provide the pants and cost materials and people volunteer the labor. There was a huge turn out few weekends ago people helping to plant by the museum. It was Even raining and I saw families and so many people. Let's do it together without emptying peoples pockets!!!

278 Neighborhood should work together along with the city water utility programs those who own homes.

279 It might be an idea for the Water Department to reach out/give seminars at the middle and high schools to get more community involvement. They could adopt drains by their school; clubs could fundraise for rain gardens; local businesses could help sponsor/lead projects (Ace Hardware down in LFP/Sky Nursery). In downtown Edmonds, there a little signs where businesses/families sponsor small green spaces. The Water Department could do that as a money maker and greening project.

282 As stated earlier, apply fees to new developments only instead of applying it retroactively to homeowners who have few options to change their environment. This should be a consideration for new projects, with all ramifications know up-front. As for large apartment developments, it can be applied to them retroactively considering that all new facilities have already been exempted from normal taxes for many years in the future.

286 My neighbor has a lake in his driveway when it rains which City staff agreed to help with this several years ago and nothing has been done.

296 I didn't know this entity existed prior to the mailing. I'm glad Shoreline is so progressive. These are all worthy projects.

298 Roads are terrible in shoreline, please fix them[]

302 cirrently I am informed by mailed newsletter and annual report but would be ahppy with emailed newsletter/report which would use fewer resources of paper, gasoline for delivery etc.

ResponseID Response

303	In a new townhouse development, important to explain to new residents the code rationale for permeable driveway and turnaround. It easily grinds up under tires. Some want to replace it with a harder material, which is not helpful to the environment
307	Stop the madness
319	Ridiculous. You all should be ashamed of yourself for peddling this nonsense.
326	Please do not increase charges for property owners with larger hard surfaces, some of these are condos/apts/shared housing communities who have less property value per individual
330	Please remove the Highlands dam on Boeing Creek.
345	Schedule more street sweepers in the fall when the leaves are on the ground so that the storm water drains are less likely to get clogged or restricted during peak volumetric flow rates. Install inlet protection (AKA filter) in high potential erosion areas.
348	If a homeowner has hard surface like a concrete driveway that needs replacement, is the \$2000 rebate able to be used for putting in a permeable surface that can have the weight of a car?
353	One personal residential concern - % of total property area/impermeable surface area may not be accurate. County records may show old numbers, not show permeable accommodations for rainwater management.
359	Before you institute yet another blanket money grab, give thoughtful consideration to allowances for residents who are being forced out of their long-term homes due to development. Give incentives to those who can afford to pay more, while making allowances for those who are increasingly being cash stressed by increased fees (Shoreline Wastewater Facility's recent 9.8% increase, for instance). ONE SIZE DOES NOT FIT ALL.
363	Please study how soil liquefaction impacts private residences & apartment buildings!
368	The flyer received in the mail with information has been very useful. Thank you for that. I didn't know about the Surface Water Utility program.
369	I'm concerned that you are proposing removal of long driveways, or fees to those who have them; which are frequent in Shoreline with the subdivided lots. This would cause a financial burden to many citizens who have lived here many years. We would be retroactively penalized for a lot that is legally plotted this way.
378	We created a rain garden and then heard a few years later that there was a rebate, but only for new rain gardens. Can we get that rebate?

ResponseID Response

379 I read the recent mailer, Help Build A Better Shoreline and noted the SWMgmt fees you are considering. I get what you're goal is, but in looking at my neighborhood in Meridian Park -- are small bean middle class families that may or may not have yard (ours is a postage stamp sized, others on older lots are huge -- but not well tended to). If you're going to implement Policy 1 -- it'd be great to see the mega lawns of the wealthy (who are more likely maintaining them or having them maintained = fertilizers and weed killers) pay up. We purchased our home in 2012, the home value has more than doubled, but our state of affairs/neighborhood is declining. It gets frustrating to pay more taxes when literally my observations and experiences reflect a decline in our environment.

387 It's important. Keep up the great work!

388 I find the City of Shoreline website to be frustrating. Search function is woefully inadequate.

390 Using next door to help spread alerts and news.

395 Those of us who have streams under their property will not benefit much from rainwater gardens. We have planted almost 20 trees on our property and have installed an underground drainage system to prevent flooding in our home. We by the way have planted vegetation beneficial to bees and birds. Do not penalize us and charge more without considering existing geohydrology and mitigative vegetation.

400 Are there other programs similar to Adopt-A-Drain that could engage the community in ways that help our stormwater management? Thinking about things like Adopt-A-Ditch, Adopt-A-Street-Tree, or other similar programs to help maintain assets that people care about.

401 Surface water needs to be properly addressed during property development. Enhanced regulations is required to ensure better drainage and no negative impacts to existing communities.

402 Our property taxes continue to be increased every year. The property taxes should be used to fund these program and services, not additional charges to residential property owners.

ResponseID Response

403 The plan to charge residents for the cities increasing needs to manage ground water and penalize for existing private structures is absurd. Homeowners are not the cause of this issue: new high density residential construction allowed by the city is. Existing single family homes with large garden/ landscaped/ native lots are being demolished and replaced with townhomes whose structure and hardscape now cover around 90% of the plot. An example is the stretch of 185th from hwy 99 east over I5. These builds remove available native/ natural porous land (including mature evergreen trees, gravel driveways, etc) and on them place driveways parking strips mandatory sidewalks and an immense structure. Our PNW rain water has no place to go. These rezoned neighborhoods are being choked (rainwater management wise) as construction companies flock to buy properties and build townhomes all with the same effect: less natural surfaces, more roofs and driveways. Didn't this pamphlet warn us about how bad those were? Essentially, the city of shoreline is promoting removal of existing land which manages water naturally and replacing it with structures that make the problem worse. And then asking us to cover the cost of its greed. While I agree residents should be educated about how to maximize ground water management on their own property, fees and financial support to cover the costs of infrastructure that multiple family home developments are exacerbating need for should be taken on by someone else.

405 Appreciate your work.

409 I would like to schedule an on site visit with some one from surface water when it is raining. Due to a large residential project on my street, several (4 or more) individual residential properties are experiencing significant/excessive run-off due to redirected run-off from the street and driveway of the development. [REDACTED]

411 The city "repaired" the black top in front of my houses that causes rainwater to "stream" down my street, across my yard and into the drainage ditch damaging the dirt and pouring into storm drain. It gets covered after every storm [REDACTED]

414 I think the green street is a great idea; however they are not Maintained and either look scraggly and/or dead. The same with the crepey streets. Moral of the story....have a budget for maintenance as well as capital for projects.

415 My elderly neighbor had bad flooding in her yard recently due to the rain. She didn't know about the sandbags and couldn't have gotten any even if she did. What can we do for elders who need information/help and may not use tech/social media much or at all?

422 Did I miss in the survey the idea that those with the largest impermeable surfaces should pay more.

435 I care about making our streams and water clean. Don't want more taxes and fees.

444 I am not a property owner

452 Fun Fact: When my daughter was little (about 9yo), she always noticed and cleared away drains that were blocked by heavy rains. We all need to be like this.

ResponseID Response

453	Provide testing for microplastics and Arsenic in water supplies
459	I'm interested in the Soak it up program, but don't know what to expect. For example, what % does the rebate usually cover for 100 sqft.? How long does it usually take to schedule a consultation? Knowing what to expect would help me know how to set it in motion.
461	The city needs to make sure culverts are cleared on private property.
467	Just to restate that all the newer and high density building going on in Shoereline has got to be effecting the waterways and not in a ositive way. Less building should go along with all this improvement.
472	Tried to use Drainage assessment and totally blown off.
473	would like to see more storm drains put on Dayton Ave N between 165th and 149th. west side of street is inataquite. Storm drains located too far apart to accommodate standing water.
478	PLEASE don't raise rates for folks over 65. Seniors need a break.
520	Nah
528	Anything you can do to make the Soak It Up Rebate more accessible would be helpful, it's somewhat difficult to figure out how to qualify and use it
531	Water table
532	Rec dept offering garden building sessions See it say it having a phone option to report Deep rain puddles
535	All these ideas are bad for then owner. You will over price people out of shoreline that made it a great place to live
536	No.
537	No.
542	Offer homeowners driveway drains
546	Stated previously
547	Increasing soak it up funding for larger projects sounds like a great idea as long as it doesn't come at the detriment of smaller projects!
550	Please just don't add more costs to things!! Use the budget you have!

ResponseID Response

553 I'd like to see emphasis on redeveloping the largest contributors to stormwater runoff and pollution-generating surfaces: large non-compliant parking lots and large commercial rooftops. Surface Water and Planning and Community Development need to collaborate more closely to get retrofits to those sites. Please realize that "Shoreline Area News" is not a news site. It should not be relied on by the City for sharing information with residents.

557 Please help ensure existing mature trees and plantings are retained wherever possible. It will go a LONG way towards helping the Shoreline Surface Water Utility meet its goals.

567 My wish is that you take my comments (above) seriously. I would be pleased to elaborate and/or respond to questions and help design a model of surface water management that supports natural hydrological flows and the natural world.

569

580 The questions for the programs and services need to have an "I've never heard of this" option without asking for more info. All these ideas are great but what is the cost to the community to fund these? Also if a landlord does not want to pay to make changes on the property, can a tenant make changes (with landlords permission) and receive a rebate? Sometimes landlords agree to the changes tenants want to make but are unwilling to pay for them. For a tenant to pay for it and then the landlord to get the tax break seems a little unfair. There are lots on renters in Shoreline that would like to have the changes done to their house but don't qualify for the rebates.

583 Thank you for caring about nature and the environment!

584 I am glad you are looking forward for all the things in this project. I like the Hidden Dam removal especially, i would like to see the dog park near Shoreline College upgraded as current parking lot floods and park is still too much of the old asphalt parking lot. I am just very tired as a Shoreline homeowner, who has approved every bond for the last 25 years, to take on the additional burden of funding these issues, when I think a bludget overhaul is due.

597 No comments or concerns.

600 not at this time

601 Don't make homeowners pay for results of surface water problems from large developments.

602 The creek that floods m property every fall and winter, it gets worse every year

ResponseID Response

604	<p>I find all of these things interesting. And some VERY important. But I simply CANNOT afford to pay more. Taxes have skyrocketed. Groceries have skyrocketed. Utilities have skyrocketed. I need to put my "wants" after my "needs" right now. Shoreline has big dreams. Right now Shoreline can help ME (and so many others) by just keeping things stable and not undertaking NEW and EXPENSIVE projects and initiatives. PLEASE consider the voices who are not banging the drum for more, more, more. PLEASE don't price us out of Shoreline.</p>
612	<p>Soak it up is a great program, but there were too many steps as a DIY and the dollar amount so small to bring in landscapers from design to completion that I didn't go through with it. A library of design templates that could be easily modified (i.e. if your space is 4' x 8' here are some blueprints -- select sun, partial shade, etc.) would be really helpful.</p>
614	<p>Normally I do not complain but I found the recent brochure that was mailed to homes very difficult to read due to it being printed on a dark background. Just wasn't appealing nor easily readable. I tried twice to make myself read it and just couldn't. Not sure why, just not vision friendly.</p>
616	<p>Protect Echo Lake. It has Otters, turtles, fish and many birds. It's a gem. A priority.</p>
627	<p>Good luck.</p>
632	<p>This emailed survey has given lots of information. I guess it's the best way for me to get the information. Must not have been reading mailed information because I wasn't aware of a lot of this.</p>
633	<p>Just a big thank you!!</p>
638	<p>Please no more fees</p>
640	<p>This year the City of Shoreline passed the responsibility onto my small Park Richmond Condo complex of inspecting and making any repair needed in storm water drainage, which has previously been done by the city. This resulted in a large amount of money spent by our HOA owners to pay for an inspection, and have some repairs dealt with. These charges were of course passed on to our 17 home owners, who are all retired, and most on very fixed incomes. We were not provided with enough warning of the change, and it certainly makes the \$27 projected increase in your presentation way off the mark. Why was this service passed on to a small complex, that has always been a responsibility of the city?</p>
643	<p>Keeping trees is much more effective than planting saplings. You know this, but don't seem to act on it. Your web site gives lip service but your actions don't comply. I was on the Board of a Water Conservation Nonprofit in Michigan so I'm familiar with much of this, but there needs to be more effort to make it worth homeowner's time to follow more good guidelines and initiate projects.</p>

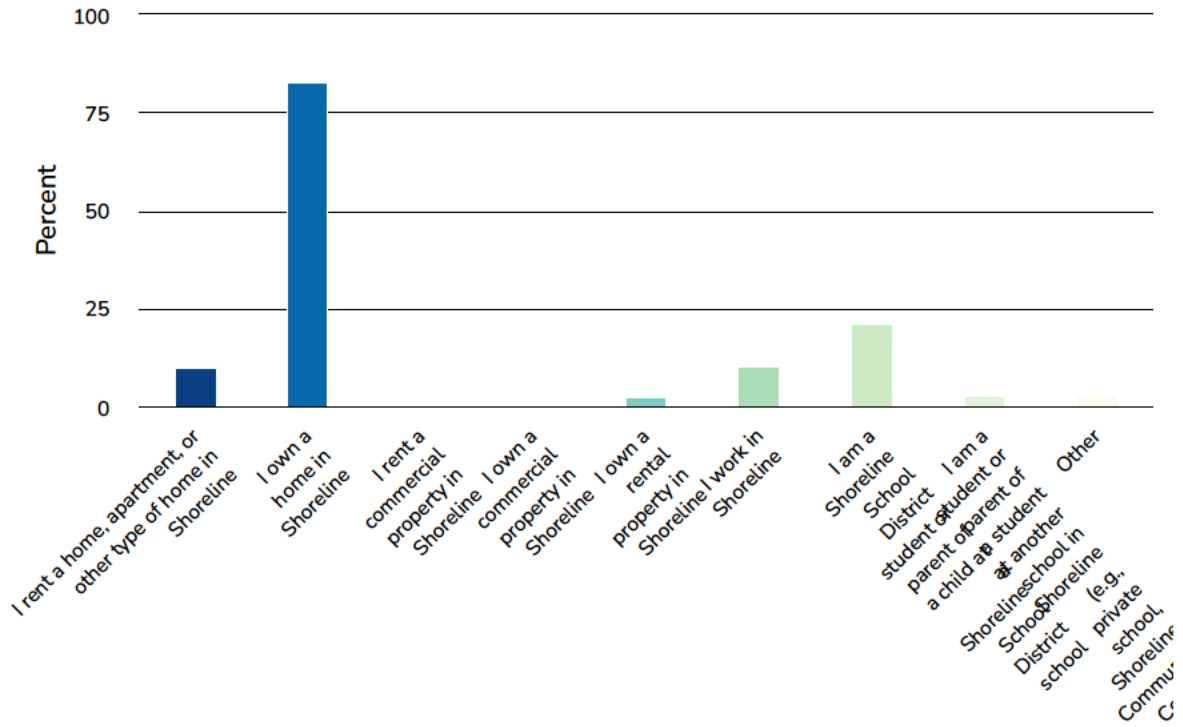
ResponseID Response

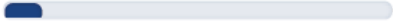

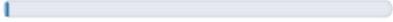
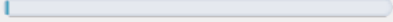
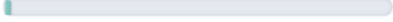
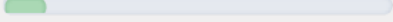
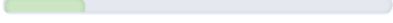
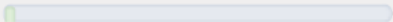
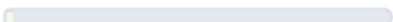
646	yes... return the parks that formerly had greater access to the lake to what it was, compared to the plants (trees/ bushes/ cattails/ lilly-pads) that have colonized now... they are all fine for non-public access areas on the lake.
656	Stop taxing the hell out of owners.....tax the new HUGE condos and apartments....they take out the trees, shrubs, grass.....DO something about the over development of Shoreline.....simple fix.....stop taking out all the green!!
670	The city should have been prepared for this with all of the new building they allow. The streets are in shambles as a result of the trucks and building. The streets are too full and the new places charge for parking which forces street parking..... Not a well planned city right now!
675	Large properties should be required to include rain gardens or storm water drainage as part of any new development or large-scale redevelopment, rather than receiving a rebate.
679	The cost. Our taxes in Shoreline are high. The money needs to be better spent and the city needs to work with what they have which is a healthy budget.
687	No
691	Install a drain on NW 202nd street in Shoreline where it curves into and becomes 13th Ave NW. The huge (10x10 feet) puddle there fills up to the sidewalk level when it rains!
698	Programs that encourage homeowners to plant more immature plants does not make up for Allowing developers to remove all trees on a lot, even mature trees. Once again, the city's answers seem to be place the responsibility on the single family homeowners- the very ones they hope will go away and sell to developers. How is this sustainable to the city's tree canopy in the long run?
699	I prefer solutions at the residence level, instead of city installing rainwater drains in the public right of way. And also plans that take into account tree foliage, which I vaguely recall could be as effective (if not more effective) as a rain garden in absorbing rain fall. I am also interested in installing permeable driveway, if that has some rebate.
705	This is a new area of city activity I am learning about right now and will keep an eye out for in the future.
706	Please look at what we have and protect the trees that are already doing the job, but are being slaughtered for unrealistic sidewalks that require cutting them down to achieve 10-13 feet wide surfaces. Do we really need these huge sidewalks? Make sure that developers are paying a price that makes a difference in how they design sites. They already get big breaks for destroying our communities.
709	How do those of us who have already implemented components of the SOAK program (before SOAK existed) get credit to mitigate assessments based on impervious area?

ResponseID Response

724	set up the property tax incentive that links to surface water portion of a property's tax to the % of impervious surface.
770	Thanks for all you're doing to help us prepare for climate change, and helping us learn how to be kinder to the earth!
796	Shoo District uses peach jar to advertise non profits to district parents. That could be a good way to spread the word.
808	The most recent Surface Water Utility flyer that was sent out was not useful. There was very little information and it was really hard to read due to the fact that an attempt was made to communicate in many languages. The front page was so busy that it turned me off from even wanting to read it. There must be another way to get the information out to people who don't speak english.
817	Anything that comes in the mail, physical mailers.
844	I don't trust the government to fairly administer a graded tax system based on surface water recharge.
845	I was disappointed to learn that I didn't qualify for a Soak It Up rebate because my rain garden, replacement of lawn with permeable materials, and removal of driveway concrete were all done PRIOR to my applying for the rebate. Not sure it's fair that folks who are ahead of the curve don't get the same benefits!
875	No

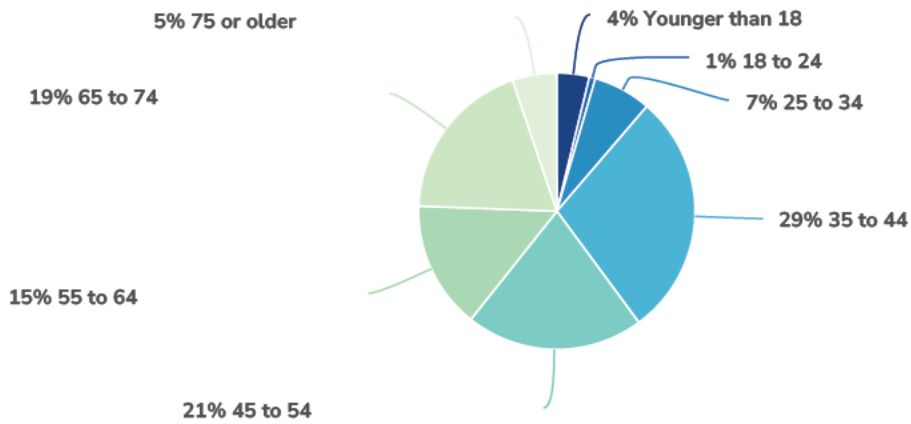
10. Please select what applies to you in the following list (Check all that apply)



Value	Percent	Responses
I rent a home, apartment, or other type of home in Shoreline	10.0% 	59
I own a home in Shoreline	82.9% 	490
I rent a commercial property in Shoreline	0.2% 	1
I own a commercial property in Shoreline	0.3% 	2
I own a rental property in Shoreline	2.4% 	14
I work in Shoreline	10.5% 	62
I am a Shoreline School District student or parent of a child at a Shoreline School District school	21.3% 	126
I am a student or parent of a student at another school in Shoreline (e.g., private school, Shoreline Community College)	2.9% 	17
Other	3.0% 	18

Other	Count
Former Shoreline School District employee and Lake Forest Park resident	1
I am a parent of a child who will be a student in shoreline in a few years.	1
I am a senior.	1
I live in Shoreline	1
I live just across the county line in Firdale and do at least half of our shopping in Shoreline	1
I've paid the property taxes at my address since 1976 when I bought it.	1
Live in a multi generational home	1
Own a home in Lake Forest Park	1
Retired. Worked at Fircrest School in Hamlin Park. And three children have graduated thru Shoreline school system...	1
Used to live in Shoreline, but moved when developers took over the city	1
Well, drat, we're in LFP. I guess we'll have to see if they have a similar program. (We don't even have a kid in the school district anymore.)	1
none	1
retired property owner for 30 yrs.	1
Totals	13

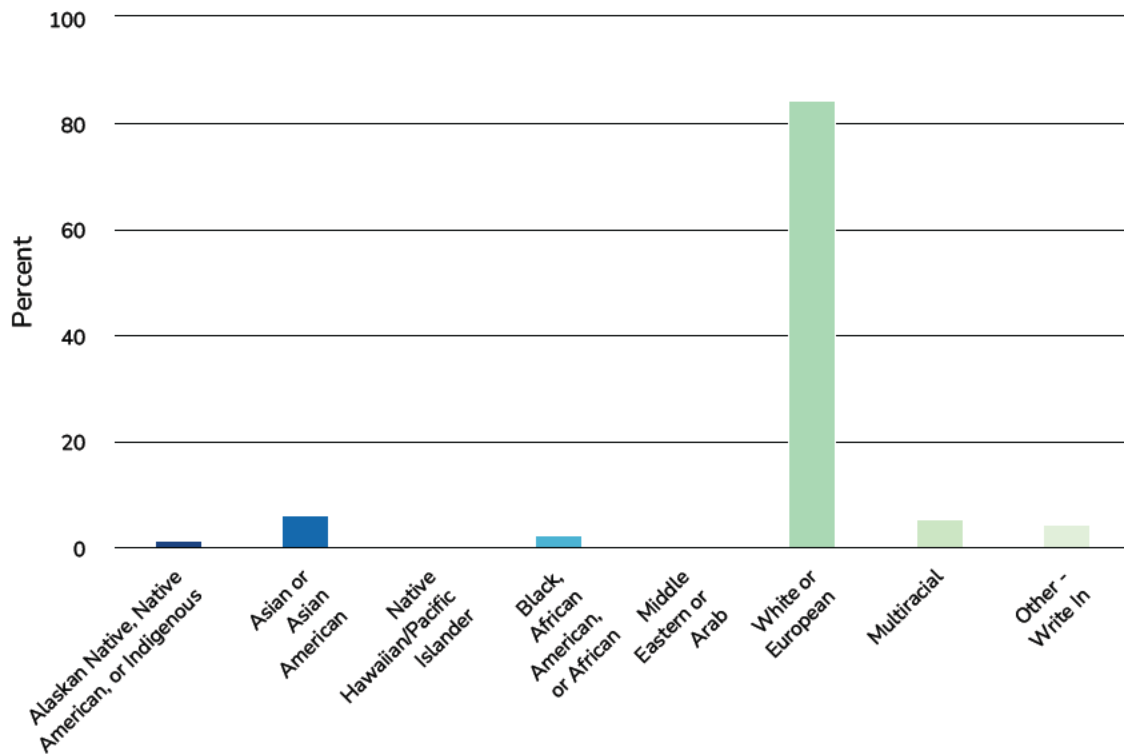
11. What is your age?



Value	Percent	Responses
Younger than 18	3.8%	22
18 to 24	0.7%	4
25 to 34	6.8%	39
35 to 44	28.6%	165
45 to 54	20.8%	120
55 to 64	14.9%	86
65 to 74	19.2%	111
75 or older	5.2%	30

Totals: 577

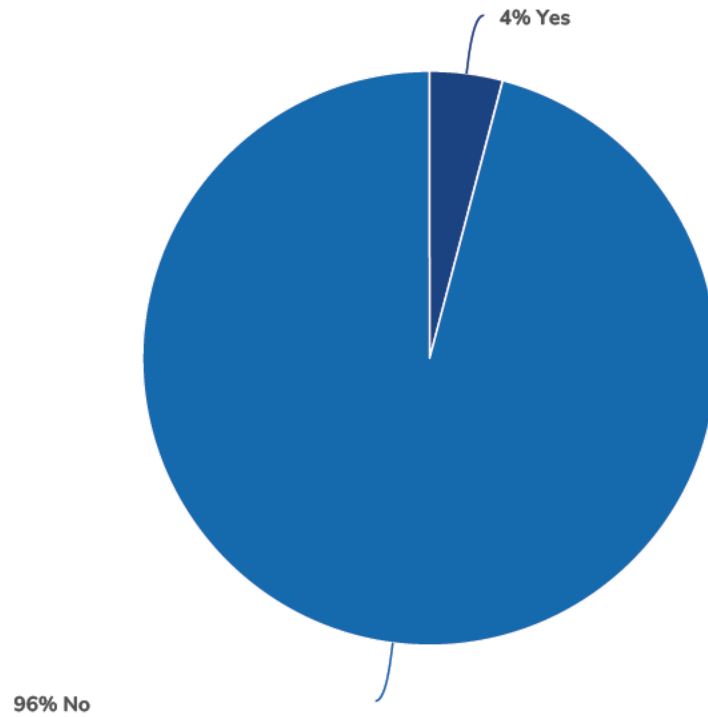
12. How do you identify? (Check all that apply)



Value	Percent	Responses
Alaskan Native, Native American, or Indigenous	1.3%	7
Asian or Asian American	6.1%	34
Native Hawaiian/Pacific Islander	0.4%	2
Black, African American, or African	2.4%	13
Middle Eastern or Arab	0.2%	1
White or European	84.6%	468
Multiracial	5.6%	31
Other - Write In	4.3%	24

Other - Write In	Count
American	4
Human	3
human	2
American	1
Anglo-Celtic	1
HUMAN	1
Jewish	1
Jewish, 2nd generation US born from Russian/Polish & Romanian grandparents	1
Mixed	1
NA	1
Prefer not to answer	1
Prefer not to say	1
Race is fake	1
Spanish	1
Yes.	1
na	1
Totals	22

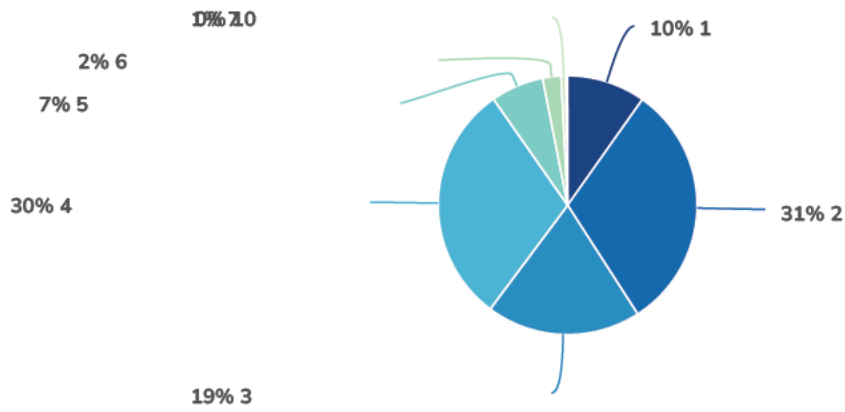
13. Do you identify as Hispanic or Latino/a/e/x?



Value	Percent	Responses
Yes	4.1%	22
No	95.9%	514

Totals: 536

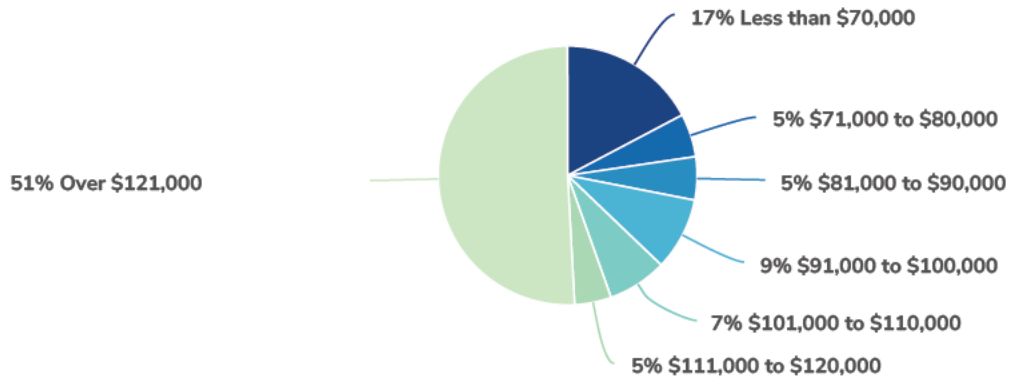
14. How many people are in your household?



Value	Percent	Responses
1	9.8%	52
2	31.1%	164
3	19.3%	102
4	30.1%	159
5	6.6%	35
6	2.3%	12
7	0.6%	3
10	0.2%	1

Totals: 528

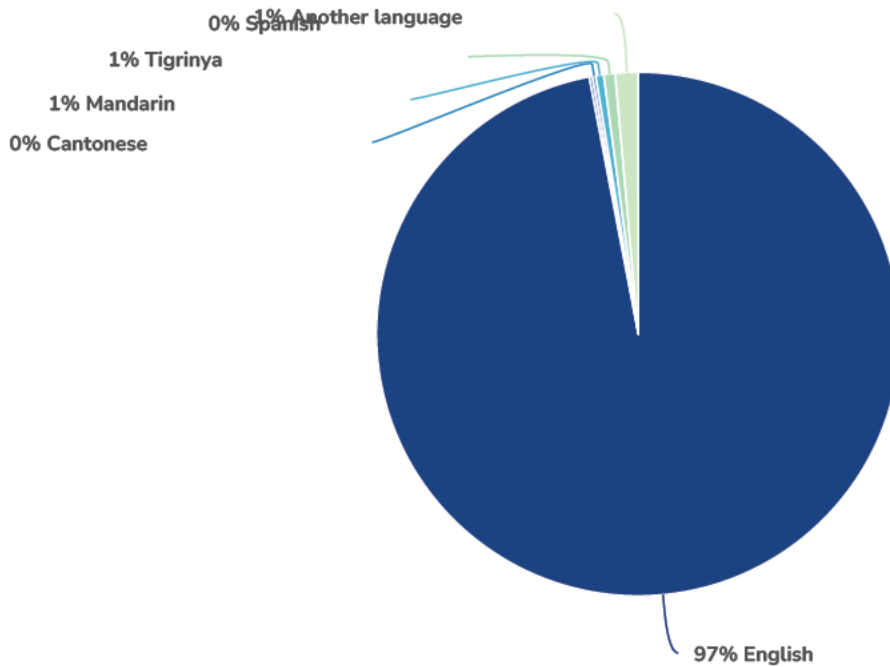
15. What is your household income?



Value	Percent	Responses
Less than \$70,000	17.3%	87
\$71,000 to \$80,000	5.4%	27
\$81,000 to \$90,000	5.4%	27
\$91,000 to \$100,000	9.1%	46
\$101,000 to \$110,000	7.4%	37
\$111,000 to \$120,000	4.6%	23
Over \$121,000	50.9%	256

Totals: 503

16. What is the primary language you speak at home?

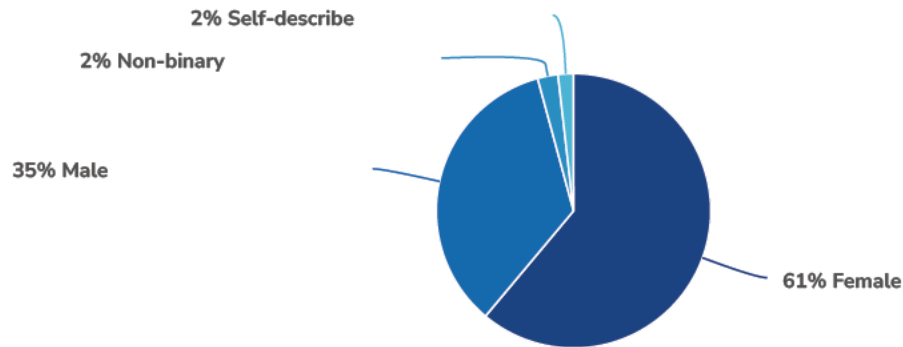


Value	Percent	Responses
English	97.0%	546
Spanish	0.2%	1
Cantonese	0.2%	1
Mandarin	0.5%	3
Tigrinya	0.7%	4
Another language	1.4%	8

Totals: 563

Another language	Count
Japanese	2
Bulgarian	1
Sarcasm	1
Vietnamese	1
arabic, english, german	1
na	1
Totals	7

17. What is your gender?

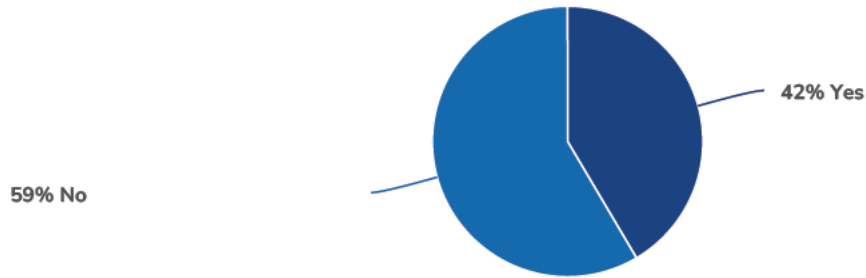


Value	Percent	Responses
Female	61.1%	336
Male	34.7%	191
Non-binary	2.4%	13
Self-describe	1.8%	10

Totals: 550

Self-describe	Count
My sex is male	1
Not applicable	1
Use they	1
genderfluid	1
husband and wife completed survey together	1
na	1
prefer not to say	1
why ask this intrusive question?	1
Totals	8

18. Would you be willing to give us more feedback in a focus group conversation? Participants will be compensated for their time.



Value	Percent	Responses
Yes	41.5%	103
No	58.5%	145

Totals: 248

19. What is your name?

ResponseID	Response
96	
97	
126	
129	
143	
153	
154	
158	
161	
172	
175	
189	
212	
214	
216	
223	
224	
232	
236	
237	
246	
248	
250	

ResponseID**Response**

253

257

259

267

270

279

289

293

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315

331

347

355

361

368

378

381

388

391

399

411

415

429

434

ResponseID**Response**

436

437

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466

478

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516

524

526

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531

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533

567

578

590

602

607

ResponseID**Response**

616

623

627

631

633

640

646

650

660

699

704

705

710

712

727

728

729

743

755

767

770

787

823

825

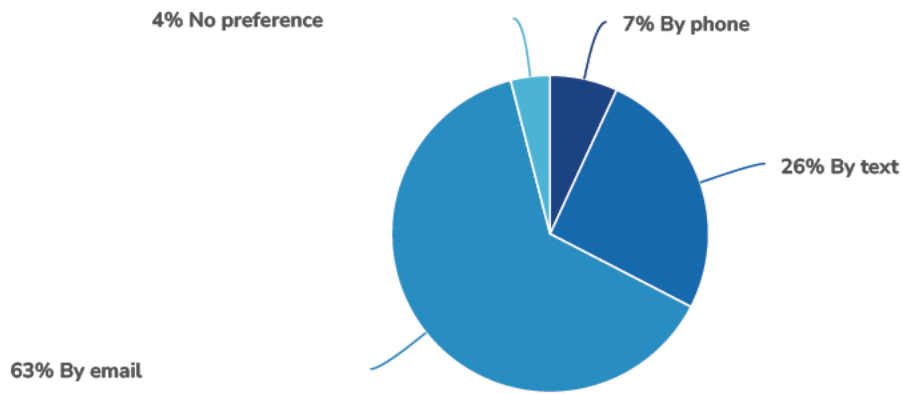
ResponseID

Response

875




20. How do you prefer to be reached?



Value	Percent	Responses
By phone	6.9% 	7
By text	25.7% 	26
By email	63.4% 	64
No preference	4.0% 	4

Totals: 101

21. What is your email?

ResponseID	Response
97	
126	
143	
153	
154	
158	
161	
172	
189	
212	
216	
224	
232	
236	
246	
248	
250	
253	
257	
259	
267	
270	
278	

ResponseID**Response**

293

331

347

368

381

388

411

415

436

437

443

444

453

455

461

478

516

524

527

531

578

590

602

607

ResponseID**Response**

623

627

640

650

660

699

702

704

705

710

712

727

728

729

743

755

767

823

825

875

22. What is your phone number?

ResponseID	Response
96	
129	
151	
175	
214	
223	
237	
246	
270	
279	
289	
315	
355	
378	
391	
399	
429	
434	
440	
442	
444	
445	
503	

ResponseID

Response

526

533

567

616

631

633

646

755

767

770

787



23. We want to reach as many people who live or work in Shoreline as we can to give them a chance to give us feedback. Do you have any suggestions on how we could best reach your community?

ResponseID	Response
117	Create better content and help share it on social media, including local groups on FB
129	I'm an expert in storm water. My opinion may not be representative. To get diverse opinions would require active engagement, uninformed and uninterested people won't take a survey like this one.
156	no
158	We are in a condo complex of 16 units. We can help you spread your messages.
175	I really like the Shoreline Area News. I do, however, live in LFP and not Shoreline so I don't know if that will work for your survey. Some churches are taking on climate change and may be willing to put something in a newsletter/bulletin on request.
179	Currents newsletter or Shorelineareanews. com
201	Send info out via the schools.
213	Patch Newsletter School newsletters Direct Mail Social Media ads
224	I remember when Shoreline first was incorporated and we had community gatherings.in the Summers. I would suggest an organized gathering or two where Shoreline residents could gather to hear and share ideas, as has been done in the past.
236	Contact Ridgecrest Neighborhood Association.
248	Attractive signage is great I am sure many residents of Shoreline would be willing to have a banner or sign put up on their fence in areas with high visibility
253	Utilize neighborhood associations, PTAs, post in libraries. Stick a notice in customer's bills.
259	The mailed news letter worked
263	Do projects at local schools and then educate the kids about the project, as well as inviting families to check it out and learn more.
267	attend school functions
270	Through schools and the students there. They are savvy aware politically active etc. This is a civics lesson. Young are more able and receptive to change or doing new things... not so set in their ways. City staff could address school assemblies...

ResponseID Response

278	Website facebook, Shoreline newsletter Other communication methods. Word of mouth
279	It could be an idea to reach out to local community groups: Facebook/Instagram/Tiktok, posting flyers at local businesses, involve Food Banks/Churches/Community Outreach organizations. Reach out to the PTSA's. They have an active audience.
289	National Night Out
293	have a shoreline city list serve that people can opt into for updates from the City
302	email
305	Rotating block parties with a city rep attending each one.
311	Events at parks, door to door meeting the community and providing information.
315	Posted signs/banners in public spaces.
326	Do not increase rates everything is going up and it is getting ridiculous
331	Through neighborhood groups. Maybe a Climate Change email newsletter people can opt into?
348	Zoom meetings announced in the newsletters.
361	In person meetings
363	send out a mailing to individual households
377	Shoreline facebook pages... Parents of Shoreline facebook pages...

ResponseID Response

378 I'd like to attend a couple short field trips around town to new and existing water management facilities and features (like Hidden pond now and good examples of private rain gardens) to help understand how they work in different environments and find out how to suggest mitigation in our own neighborhoods. How are the additions of roundabouts to small intersections decided? Why are sidewalks only added to new builds? Why is an unsecured curb considered an adequate substitute for a sidewalk? If houses are not supposed to be built within a tree's drip line, why are they still being approved? I know there are grants available for neighborhood improvement but not how to go about considering options and applying for them. Unrelated to water, but relevant to me (this is my chance to spill it all out): Because of the unrelenting swell of construction to "accommodate" housing for the light link rail, I'm seriously considering moving out of Shoreline. Not because I don't like the rail itself or making accommodations around the rail, but because the choice to depersonalize Shoreline is heartbreaking. We bought our house in 2004 and our quality of life and enjoyment of living here has steadily DECLINED in the last 7 or 8 years. We can't get speed humps on our block because our road is an arterial, despite the increased traffic and the increased density of families and strollers/dog walkers, as well as the ubiquitous nightly "engine testers" (how fast can you go from one stop sign to the next), Our Richmond Highlands neighborhood (where we're neither rich nor high) is no longer safe to walk, except for a 5-block stretch of street between 185th and 180th on 3rd Ave where there's a sidewalk. I have always appreciated how safe in general this neighborhood is. I like my neighbors, enjoy meeting other dog walkers, and like how easy it is to get to Greenwood Ave, 145th, Aurora, and I-5. We chose Shoreline for these and many other reasons. But we've lost the feeling of living in the town of Shoreline; it's a city now and there's no going back. The roads aren't big enough, the schools aren't big enough (and will suffer for years thanks to bad budgeting), traffic congestion of every kind and the loss of so much wildlife habitat has determined that Shoreline will look just like Ballard and Capitol Hill, now that all the charm has been replaced by concrete buildings that block sunlight and offer no respite to the eyes. I'm actually quite sad about this.

388 Through the neighborhood organizations, such as the Briarcrest Neighborhood Association. (Christie Lovelace recently presented to our group via Zoom.)

397 Billboards

401 neighborhood facebook groups

405 N/A

414 Newsletters, next door, senior center, notes in bills,

415 Unfortunately, people's attention is very fragmented. So you may need to use email, Next Door, and mailings to catch someone at the right moment.

435 Door to door

440 Shoreline news letter or mail

ResponseID Response

442	This survey on social media has been extremely helpful. Incentive origrms may also help otthers
443	Use the Life in Shoreline Facebook group in addition to your own social media pages.
444	I have no community Perhaps through churches?
445	Word of mouth via little free libraries and free pantries
453	i am a Citizen Volunteer , in regards to the interurban trail, clearing storm drains, picking up Plastics discarded in waterways, posting on the community FB Page and Personal of The Need and Work done on behalf of this Community. iam Known, and Speak directly with My community. - i suggest, and allocated City page ,where People can submit their doings, findings and Suggestions directly - with A Motivated and Responsive Person whom will see to it that the input is received directly to all the parks, water ,and maintainence offices within the City of Shoreline. there is a Real disconnection in these Branches, - as well as a Lack of Knowledge in addressment of how the work affects Natureand Our wildlife.
461	Email and ask for feedback
463	Neighborhood meetings
467	Social media, e-mail, mailing info pamphlets
477	By mail (include information in the water bill)
503	I am a Buy Nothing Admin for Echo Lake/Meridian Park Neighborhood. My block also has a mailing list that I can send communications out to. I have family and friends who live in other parts of Shoreline (Briarcrest/Ridgecrest/Shorecrest/Richmond Beach)
524	The only thing I can think of would require some people power. Maybe have an information table at some grocery stores - someplace everyone goes. The Next Door app can be really annoying but there are a lot of people on there. I found out about this because someone posted it in the Life in Shoreline group on Facebook.
532	Many meetings at the school buildings
536	US Mail.
537	No.
542	Paper surveys in business, hand outs, on countertops with a prepaid return.
556	Shoreline Currents

ResponseID Response

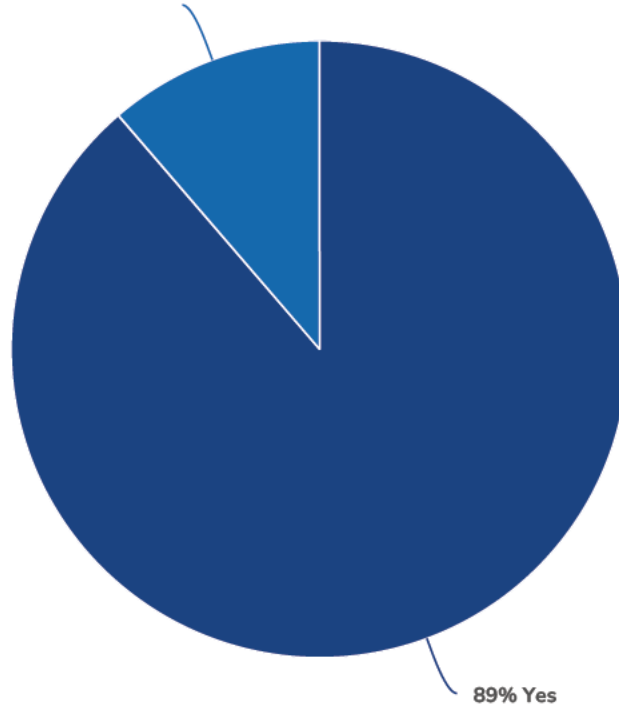
567	A couple of ideas: -Businesses that are concerned with water and environmental quality - City of Shoreline residents who contributed to the Climate Action Plan, The Comprehensive Plan, and surveys seeking community input.
578	Neighborhood meetings/websites/booths at events
591	Email. Cheapest and fastest way to get information out.
595	Thank you for the opportunity to share feedback!
597	Bulk mailed Shoreline Currents newsletter.
607	Shoreline Tool Library is a possibility. You can do zoom meetings and record them for others to check into later.
614	I am the administrator for our neighborhood facebook page and I share and encourage participation in these city surveys as much as possible. I have learned due to trying to reach people, there is no One Communication Vehicle that works. You have to use everyone possible.
616	Mail
627	You really only want to focus on the people who live here. We are the ones who pay the property taxes and need services. Don't rely on your neighborhood contacts for volunteers, you want volunteers who have experience.
631	Try to get people involved. I know they say it doesn't do any good. Good luck. Try flyers maybe small. neighborhood meetings.
633	Nextdoor App Various Shoreline groups/pages on Facebook, especially Secret Shoreline run by Lien Titus
638	Make it affordable to the people Who want to live and stay in shoreline. Inflation is out of control. Some are having trouble putting food on their tables.
640	The Shoreline Newsletter reaches out entire community effectively.
646	no
648	Calvin Presbyterian Church for Richmond Highlands and Hillwood Community Richmond Beach Community church on 15th Ave NW downstairs is a great location to hear of candidates for office. This would work well there.
660	Rent a Blimp
677	Attend community events and share info. Zoom forum on proposed tax increase.
687	No

ResponseID Response

691	Install a drain on NW 202nd street in Shoreline where it curves into and becomes 13th Ave NW. The huge (10x10 feet) puddle there fills up to the sidewalk level when it rains!
695	I just attended Briarcrest Neighborhood Association meeting where a very good presentation was given. Someone else could benefit more than me.
705	fliers and signs at community gathering spaces, such as grocery stores, email, currents newsletter.
710	Currents, farmers market and community events
724	thru programs at daycares and school assemblies. At meal assistance programs.
743	Schools! Colleges !
755	Next Door (social media)
767	Attend neighborhood events such as the Shoreline Farmers Market
770	I like the paper pamphlets you send out. I already have a flooded email inbox.
780	Contacting shoreline schools to make an informational video may be helpful. I found this form through a printed infographic, which felt like an environmentally not conscious waste of paper when the information could have been shared digitally.
808	Encourage a newspaper that would have actual reporters and actual unbiased news dissemination. All of the information available from the city in the Currents, Shoreline Area News, the facebook page, etc, all have information that comes directly from the City. It all sounds like propaganda.
809	Include more additional information with our sewer bills.
823	Post on social media on City of Shoreline and Shoreline Farmers' Market (and local farmers' market pages)
875	By phone
885	Thank you for your survey.

24. Would you like to continue the survey?

11% No

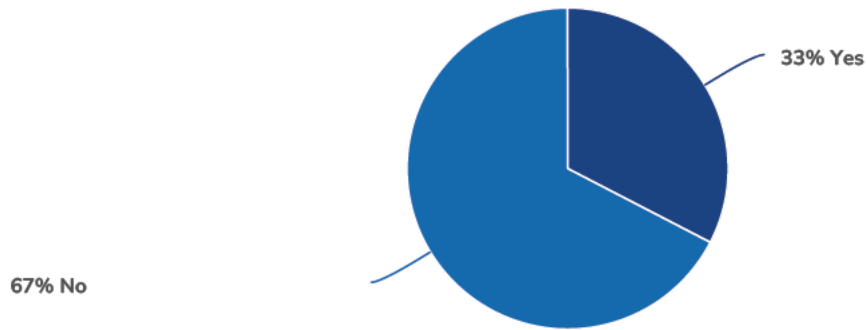


89% Yes

Value	Percent	Responses
Yes	88.7%	564
No	11.3%	72

Totals: 636

25. In the past five years, have you experienced flooding caused by rainwater in Shoreline?



Value	Percent	Responses
Yes	32.6%	172
No	67.4%	356

Totals: 528

26. Please note the nearest intersection:

ResponseID	Response
70	Beach Dr NE AND 165th
76	185th and Ashworth Ave N
77	173rd and 2nd Ave NW
81	25th/175th
85	32nd Ave NE and NE 200th ST
86	NW 193rd Street and 17th
90	160th and Linden
91	145th and lake city way - on the NW corner
95	Fremont Ave N & N 203rd Lane
96	1st ave ne and n 185th st
97	160th & Greenwood
101	203& 15th Ave NW
107	26th and 155th, 25th and between 155th and 160th
116	Chipotle/Round Table parking lot
123	NW 165th Pl and Innes Arden Way
126	Meridian and 175th
138	Springdale and 15th Ave NW
144	155th & Meridian
146	25th and Shorecrest at Hamlin Park
149	5th Ave NE & NE 170th St
150	on 22nd Ave NE at NE 165th St
151	NW 195th St and 15th
154	off of Meridian north of 185th

ResponseID	Response
159	Corliss Place and 154th Street
163	NW 188th St & Innis Arden Way
172	Meridian and 185
175	25th NE & Ballinger Way (Shoreline side)
184	192nd & Aurora
185	1st and 190th
191	18th Ave & 171st St
192	NE 168th St & 18th Ave NE
193	175th and 5th
197	25th NE and between 158th and 160th
199	6th Ave and 148th St
208	dayton and 155th
212	145th st west of 1-5
214	Hillwood Park Field & 189th St
215	25th AVE and 158th ST (by Shorecrest HS)
237	NE 155th and 12th Ave NE
246	NE 175th and 10th Ave NE
254	150th and Dayton Ave N
257	Corliss and 180th
264	183rd and ashworth
268	155th and Linden (ironically it's the exact spot in the survey photo)
270	spring appearing in my backyard requiring a sump pump.
279	18th and 170th
286	152nd 6th NE

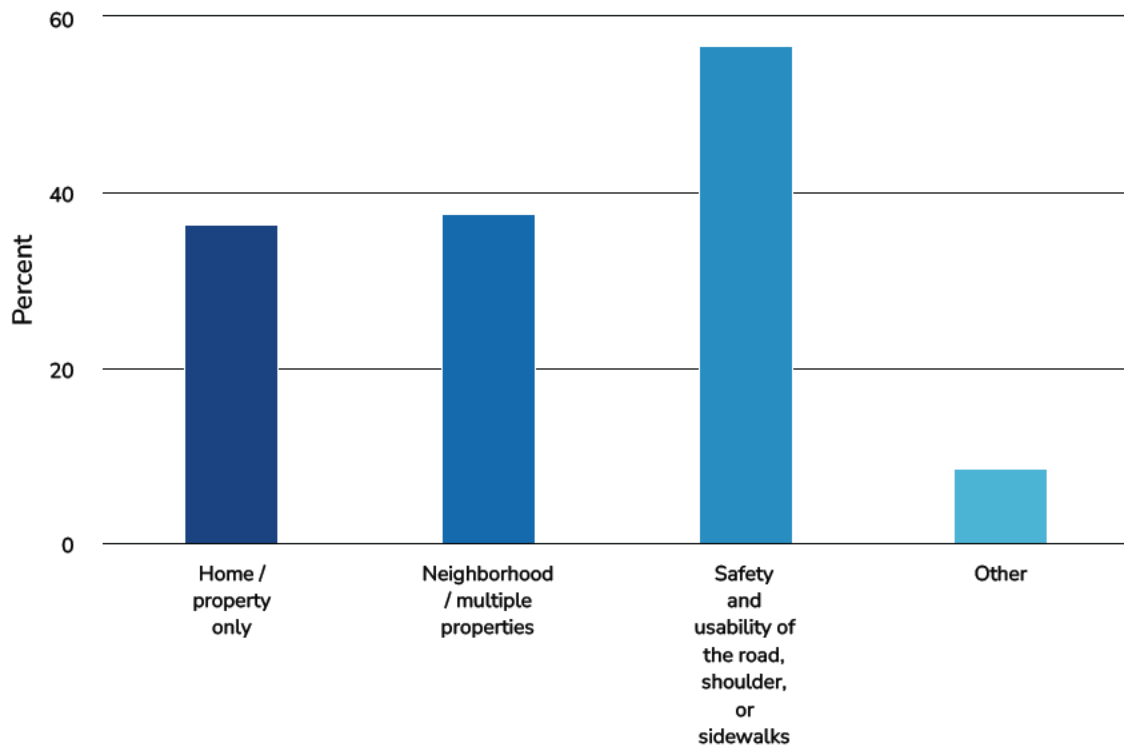
ResponseID	Response
293	160th Street and N Palatine
299	15th Ave NW and Richmond Beach Rd
305	175th st under I-5
309	Meridian and 175
310	167th and Corliss Pl. N.
322	5th NW /NW 201st Place
327	145th and 25th ave
328	Ne 204th street and 8th avenue ne
331	27th Ave NE and 160th
334	N. 204th Place cul de sac
342	166th Street NE
343	104th ave w and 238th st sw
348	192nd and 18th Ave NE
353	Perkins/25th Ave NE
365	160th by Yum Yum's Restaurant
369	3rd Ave NW 190th
371	150th and densmore n.
372	Meridian and Hwy 104; end of Meridian Pl N cul de sac
376	NW 204th PL & 14th Ave NW
379	185th / Ashworth Ave N
380	167th NW & 15th Ave
381	155th & 12th NE
385	185th and Richmond beach road
387	N 171st and palantine

ResponseID	Response
404	I actually don't recall where exactly!
408	My backyard - 159th and 2nd Ave NW
409	8th Ave NE & NE 165th
419	175th ne and 11th ne
429	185th & Aurora
434	NE 191st St, Cul-de-sac
440	163rd & 28th
443	156th & 17th maybe? By the cemetery, east of Shorecrest
445	N 184th and 1st Ave nw
454	N 175th and 11th Ave NE
455	My backyard no intersection
461	15th Ave NW and Richmond Beach Road
472	30th and 160th
473	160th and Dayton Ave N
478	Carlisl Hall and greenwood
488	14th Ave NE and 158th st
493	3rd Ave and 163rd
520	Ashworth and 167th
527	175 th Meiridian
529	NW 191st and 15th
532	155th and asheorth
538	25th & 195th
541	165, and 2nd Ave
552	155th and 11th NE

ResponseID	Response
555	145th/ 5th NE
558	163rd and Stone/Interlake
565	158th and 25th
570	185th and 3rd
580	NE 19th Ave and Ballinger Way
583	Ashworth and 157
586	175th & Palatine
592	Linden/N153rd Pl
602	146th & 10th NE
618	12th Ave and 170th
630	175th and Meridian
632	NE 148th St. & 20th Ave. NE
634	198th and Echo Lake Place N
645	15th NW and 188th
648	185th and 10th Ave NE, near the turnaround intersection
649	193th and aurora Ave
671	Perkins Way
677	166th and 15th
690	192nd and Densmore
691	NW 202nd St and 13th Ave NW
698	Corliss Ave N / N. 188th st
701	10th Ave NE and 165th
710	N 188th and Ashworth Ave north
721	Corliss & 150th St

ResponseID	Response
733	N 155th and Westminster Way
747	Linden Ave N and N 155th Street
773	Nw 6th
775	175th St and Meridian Ave N
792	Firlands Way N & 195th
799	28th, 160th intersection
800	NW 195th St. and 1st Ave NW
818	195th and Stone Ave N
825	20th Ave NW just south of 195th St
830	6th Ave NW & NW 178th Pl
845	NE 147 and 20th NE
847	N 150th St and Densmore Ave N
848	192nd St @ Aurora
854	3rd Ave NW and NW 195th st
865	NE 175th St & 19th Ct NE
878	185th and Corliss Ave

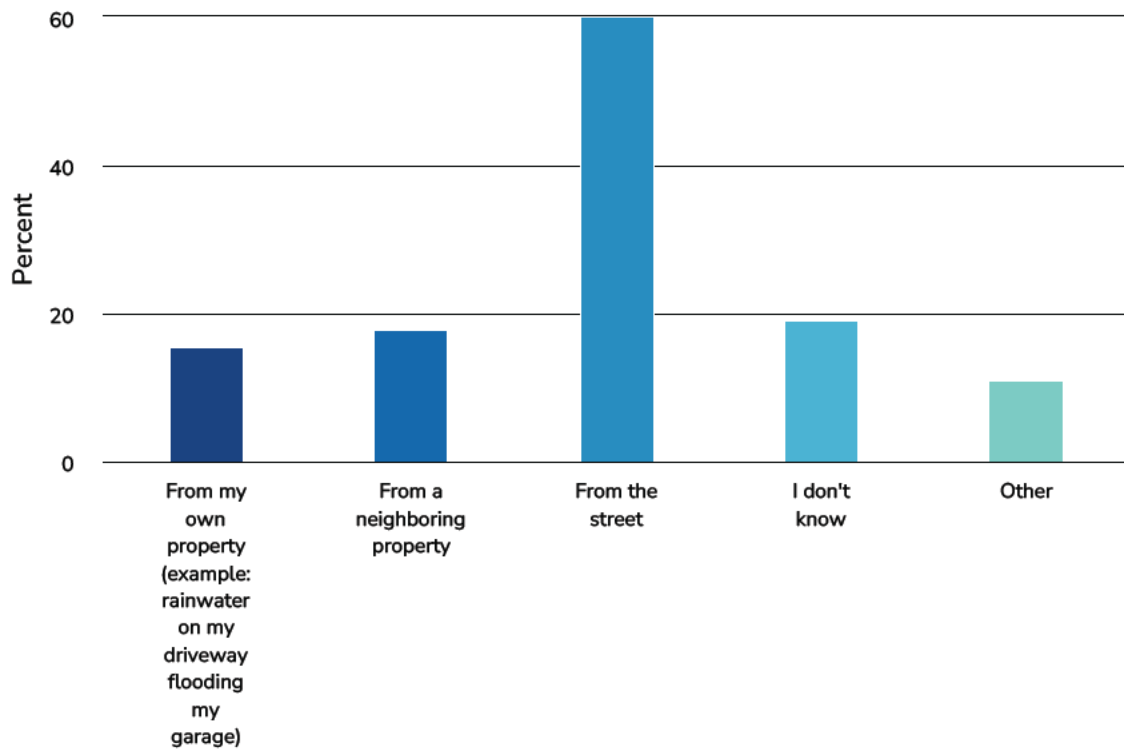
27. The flooding affected your:



Value	Percent	Responses
Home / property only	36.4%	59
Neighborhood / multiple properties	37.7%	61
Safety and usability of the road, shoulder, or sidewalks	56.8%	92
Other	8.6%	14

Other	Count
Business clients in Shoreline	1
City and school bus stops	1
I drove by it	1
My back yard floods (as do neighbors east and south of me). I've even had ducks swimming in a couple of of them...	1
Nextdoor neighbor's property, too.	1
School walkways	1
Shoreline Community Church	1
backyard becomes a lake	1
parking garage under building	1
parking lot from Sky Nursery to Dunn Lumber to Aurora towards Fred Meyer	1
pooling, ponding of run off from road way on to provate property	1
property	1
road, shoulder	1
Totals	13

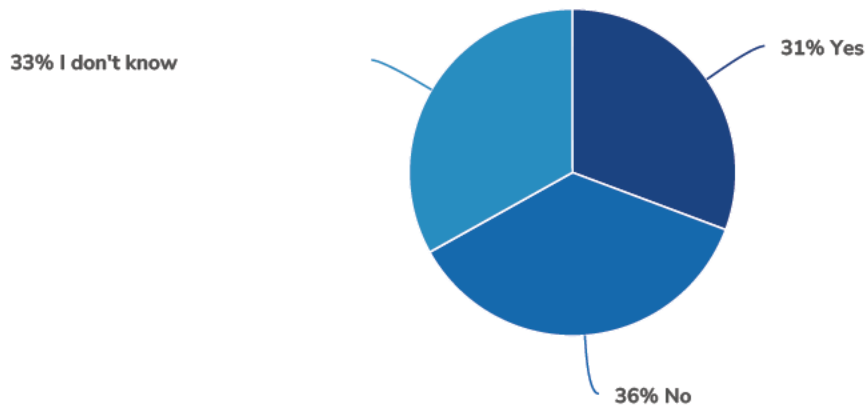
28. Where were the flows of rainwater coming from?



Value	Percent	Responses
From my own property (example: rainwater on my driveway flooding my garage)	15.4%	25
From a neighboring property	17.9%	29
From the street	59.9%	97
I don't know	19.1%	31
Other	11.1%	18

Other	Count
& overflowing storm drain	1
Back up of Storm Creek	1
Backing up from street drainage into driveway from storm water drain in driveway	1
Blocked drainage culvert	1
Creek the runs thru my home and 4 other homes	1
Excess ground water not being able to drain quick enough.	1
From Hamlin Park along the N edge of Shorecrest High School, the water pools on 25th NE. I realize it's potential part of the creek that I was reading about in the Lake Forest Park newsletter.	1
From rain having nowhere to go	1
I believe the drain was covered up with debris	1
Lyons Creek overflowing with rainwater	1
Maybe from Meridian?	1
Rain falling on the sidewalk	1
Storm creek	1
The Comcast box is the the water flow.	1
lots of puddles; would love them to use permeable surfacing there so that water would seep into the earth	1
neighboring streets draiage system	1
see above answer.	1
udnerground water??	1
Totals	18

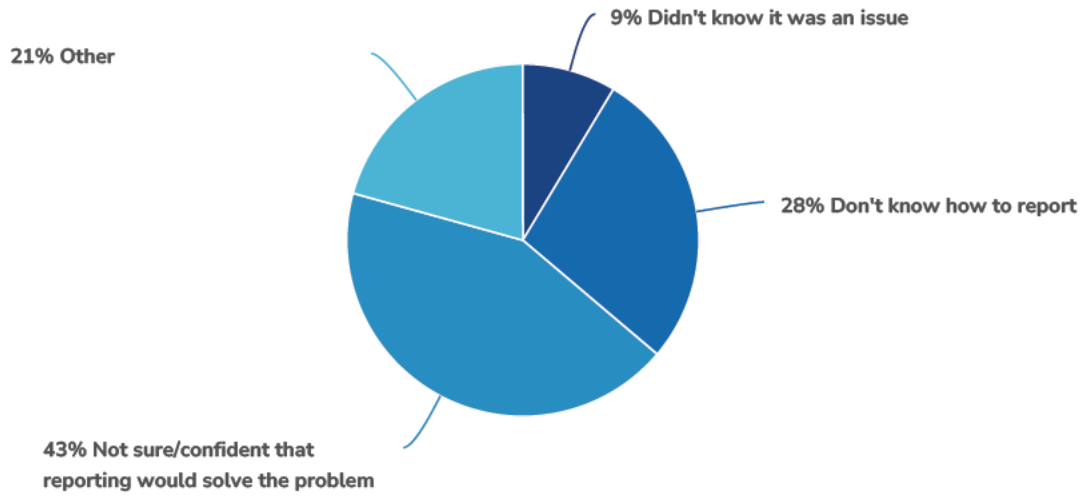
29. Did you or someone you know report the problem to the City?



Value	Percent	Responses
Yes	30.7%	50
No	36.2%	59
I don't know	33.1%	54

Totals: 163

30. Why not?

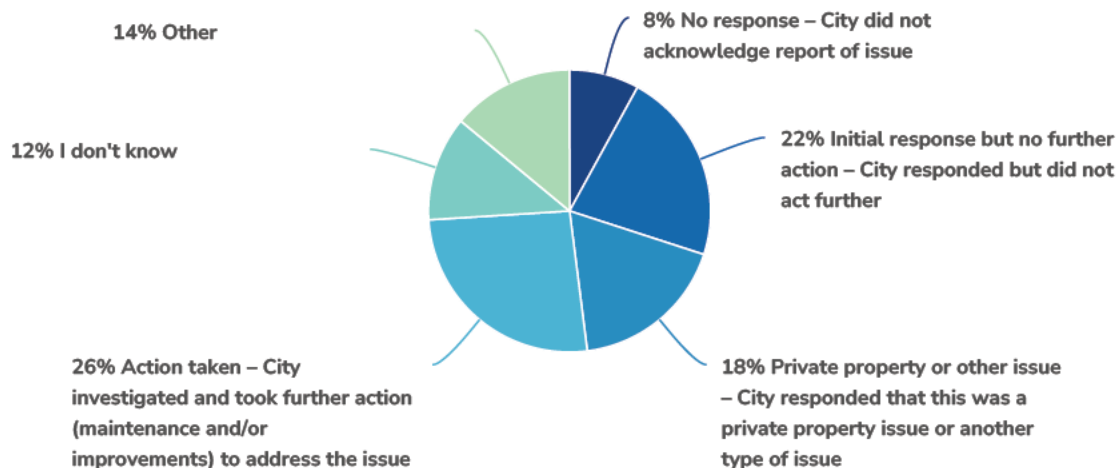


Value	Percent	Responses
Didn't know it was an issue	8.6%	5
Don't know how to report	27.6%	16
Not sure/confident that reporting would solve the problem	43.1%	25
Other	20.7%	12

Totals: 58

Other	Count
I just took care of it myself by clearing leaves from the storm drain down the street	1
I'm not sure the city could do anything about it.	1
It's a known and tolerable problem	1
One was a malfunctioning sump pump and the other was when meridian park experienced more water than the park could accommodate	1
Private road, not a public street	1
We cleared out the drain.	1
We rent the home and told our landlord. Didn't know we could report to the City. Still not sure if the city would do anything for our private property.	1
We thought it was an unfortunate circumstance of our property and that we were stuck with it.	1
We were so focused on stopping it and cleaning up that we didn't think about it.	1
not sure if it is ok to report private property	1
was minor only flooded the back yard	1
Totals	11

31. What was the City's response to the report?

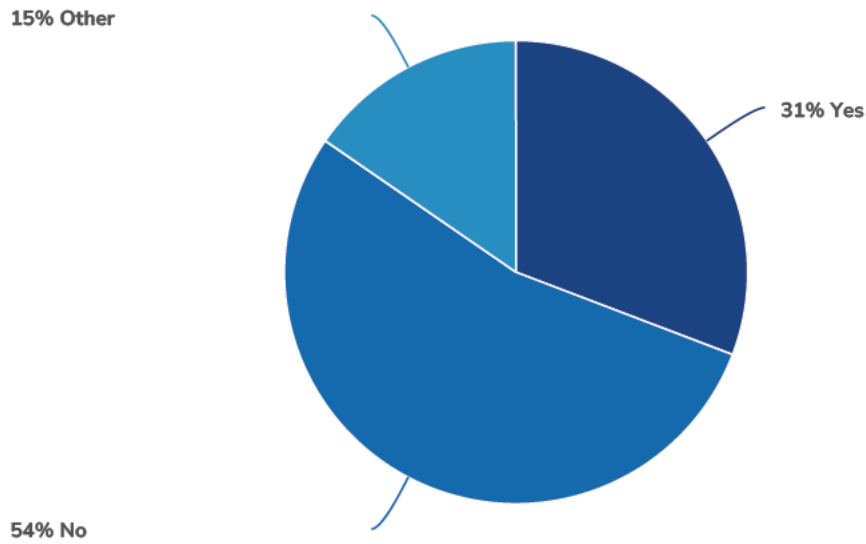


Value	Percent	Responses
No response – City did not acknowledge report of issue	8.0%	4
Initial response but no further action – City responded but did not act further	22.0%	11
Private property or other issue – City responded that this was a private property issue or another type of issue	18.0%	9
Action taken – City investigated and took further action (maintenance and/or improvements) to address the issue	26.0%	13
I don't know	12.0%	6
Other	14.0%	7

Totals: 50

Other	Count
City investigated considering further action	1
City took action and made it much worse. The neighbors corrected what the city did	1
Report and City response currently ongoing	1
Said Comcast did not have a box in the water way. Utility people for Shoreline agreed but the office worker said it wasn't.	1
action taken but long term issue not corrected	1
the person from the City that responded was not from Surface Water Management and didn'y seem to think that this was a big deal.	1
Totals	6

32. Have you had a problem since?

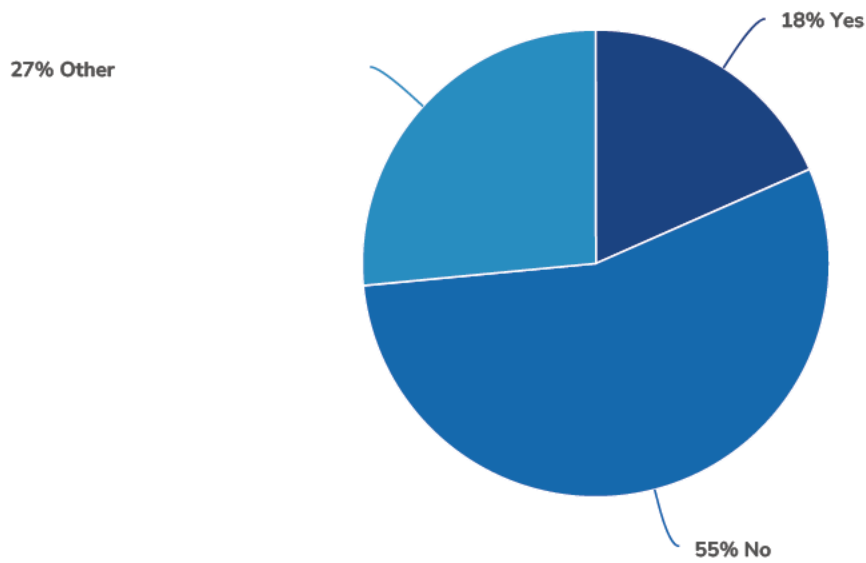


Value	Percent	Responses
Yes	30.8%	4
No	53.8%	7
Other	15.4%	2

Totals: 13

Other	Count
It was repaired FINALLY after several YEARS of requests by the families. We've not had a big rain event since.	1
no significant rain since action was taken	1
Totals	2

33. Do you feel satisfied by the City's response to this issue?



Value	Percent	Responses
Yes	18.4%	9
No	55.1%	27
Other	26.5%	13

Totals: 49

Other	Count
Appreciate the actions taken but they're not comprehensive enough and/or are taking very long to make the changes that adversely affect our lives in Shoreline	1
Awaiting maintenance and/or improvements	1
City did not offer any support because said it was not their drain put in by previous owner	1
Client reported no action	1
I would love to know what the plan is for my street/property. The phone help was fantastic.	1
No porque nunca vienen a limpiar el drenaje que hicieron lo limpio yo	1
Report and response ongoing, too early to say	1
Somewhat. The issue was not solved, but I understand that it would not be economical to fix.	1
Waiting flooding claim response	1
Was referred to engineer but I have not pursued yet.	1
at first but there needs to be more follow up and continued response because the problems don't go away	1
not sure, will evaluate after next major rainfall	1
yes as limited by budget and priorities	1
Totals	13

34. How do you think the City should have responded?

ResponseID	Response
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70	Maybe this is an LFP problem?
86	come and inspect and fix drainage issues promptly
101	Address drainage problems on 15th Ave NW
107	Looked into fixing the storm water issues created by the retention system at Shorecrest. We do not think it is deep enough and just sends water into the crawlspace and basements on [REDACTED]. People had to install sump pumps after installation of the rainwater system.
184	[REDACTED] When we have heavy rain, all of the businesses here get flooded when buses go by in the bus lane and cascade water over the sidewalk right into our businesses. We have reported this several times and the response we got is "there is flooding everywhere".
192	Drainage help... or really anything besides ignoring it
199	I think they need to figure out how to make the rainwater mitigation on our driveway and on our neighbor's driveway more permanent. We have to get our car in and out of the driveway, which flattens the berm they put there and the driveway floods again. The water goes through our side yard and down the neighbor's driveway, even entering their garage sometimes. It's a real mess.
214	Hillwood Park is a swamp. [REDACTED]. Large trees should be planted and a rain swale added to the south and west corner of the field.
237	I would have liked the city to send a crew to address the issue. Unblock whatever was causing the problem, or reduce the flow from upstream.
279	At least contacted/responded to the family: "Your request has been accepted and are on the list." "Unfortunately, we are delayed in responding/not accepting requests at this time. Please contact us again in 6 weeks." "We cannot assist you at this time. If you choose to go through a private business, please submit photos before and after along with the receipt for a refund/long term discount towards your water bill."
286	Make an attempt to remove the driveway flooding issue
293	If someone had come out to review it, I would like to be notified. When a City stormwater drainage person came out to the intersection for another matter, I told him about the problem of flooding on the sidewalk along the SE side of the intersection, he told me to report again when the puddle is there. He thought the flooding is due to settling from work that had been done a number of years ago.

ResponseID Response

299 I understand that the city considers the flooding a private property issue but since it involves Storm Creek and maintaining the health of the creek, it would be helpful if the city could assist with the clearing of the clog in the culvert on a neighboring property. This clog forces the creek to overflow when it rains and the water then runs down the long easement driveway adding driveway pollutants to the water and interfering with the water soaking into the ground.

369 Responded to our neighbor and visited the site.

385 It was a commercial property that was flooding residential property. I feel the city should have made them correct the problem

409 Send someone out from Surface Water when it rains! And coordinate with me so I can explain the conditions and the causes

419 A long term solution to drainage on 175th ne needs to be a priority.

440 Follow up on my conversation with project manager

454 Unsure the issue, but our house and backyard still flood during heavy rains, despite the new drainage pipe that I understand was installed last year

461 Because the stream flooding went down the street, driveway and ditch and collected oil and other pollutants and flows into Puget Sound it should be mitigated to prevent further pollution of Puget Sound and the degradation of the Sound the city should require owners to mitigate the flooding.

472 Made Comcast remove their mistake when they made error putting in the box in the water flow. When put in I came home showed then it was in flow they said they come back and remove and never did now I have a worthless basement hard rains flood my house because of it.

725 Fixed the problem and not created a hazard that we had to fill in

830 City said it was a private property issue & also said they don't want turbid water flowing into the storm drains, but won't address the issue with the private property owner.

35. Do you have any other comments or concerns related to the rainwater drainage system (e.g., storm drains, ditches, rain gardens)?

ResponseID	Response
70	DOT does not catch all of the rain water coming from BOTHEL WAY
81	This is a big long term concern thank you for bring aware of it's importance
85	We have had multiple flooding incidents on my street, notably one in Dec 2020 or 2021 when there was almost a river of water flowing through my neighbors yards/driveways, and my basement flooded in 2022 causing \$1000s of damage. Many of my neighbors have also had flooding issues. There's a stream that feeds Lyon creek running through our street but whomever built the homes here did not put in adequate drainage to keep water out of our homes.
92	Happy that Featherstone and the team is on the case!
94	But we did have a really rainy January 6 or 7 years ago that flooded our downstairs.
95	Flooding issue due to lack of drainage infrastructure in immediate area
101	Completely inadequate, infrastructure does not support current flash flood type conditions that are more common now and cause property damage.
110	Please prioritize underground drainage along with "safe routes to school." Also, at bus stops - so pedestrians do not have to wait on a narrow ledge with traffic in front and a ditch behind.
117	There are so many ways to support water drainage. I feel like the focus on rain gardens is limiting, as many good gardening practices in general can really help to allow water to percolate, without going to all the trouble the city requires for the gardens they fund. Additionally, I think a lot of people are ignorant about simple ways they cause flooding, like soil compaction. I see people that always get flooded front yards because they'll occasionally drive or park on their lawns. Why can't you guys help to explain ways to prevent and treat soil compaction more? I just want to see all good solutions encouraged, and not just a few.
118	I'm more interested in ways to slow and filtrate the stormwater than ways to make it go away quickly. Areas of ponding seem like good opportunities to create bioswales or similar.
138	rain gardens should be prioritized based on storm basin characteristics.
141	Leaf drop leads to lots of clogged drains. Would like to see more street sweeping in neighborhoods that have a lot of mature, deciduous street trees. We attempt to keep drains in our neighborhood clear (we've adopted 10) but it is too much to keep up with during the leaf drop. Would like to see more rain gardens and natural drainage systems in neighborhoods (like Green Street). Built with lots of trees!

ResponseID Response

142 As I mentioned in my previous survey note- 10th AVE from the top of Perkins to 185th does not have substantial drainage. During snow events I am left to shovel 2 blocks of snow off the sides of the road to prevent flooding. The intersection of 189th, 10th, and Perkins turns into a pool. My driveway is eroded from the water that has to make its way 5 blocks. The water comes down 189th (east portion) and meets water from 10th and Perkins. Further down other eastern hills meet on 10th, and without shoveling it turns into a real nightmare. Large rain storms will usually be ok, but erode my driveway.

150 Each year with heavy rains the water collecting along the curb at my and my neighbor's property is getting worse.

156 no

157 I have only lived in Shoreline a few months.

158 Requires all new sidewalk be permeable

159 I experience flooding in my crawl space a few times each year (usually November and March) because the water table is so high here next to Twin Ponds. All my gutters deliver rainwater to more than 3 feet from my foundation, but the ground is saturated during our heaviest rainfall months. The water literally bubbles up from below. I'm nervous about what all the construction uphill from us to the south is going to do to the water table.

161 Have only avoided flooding in recent years by putting a barrier (stones) in gutter to deflect storm water runoff. My garage is default drainage for my street, if storm drain backs up.

168 Rain does not cause flooding but causes erosion on my street. I have talked to people in public works in Shoreline over the years but little has been done to reduce the erosion.

175 I know they've been working on the culvert here on both sides of the street but I think a rain garden would be a perfect approach on the Shoreline side to prevent flooding into the apartments there.

178 The current ditch that serves as the 'safe route to school' for kids walking to Parkwood Elementary along Wallingford Ave N (from 145th to Parkwood) is very dangerous during rainy weather with kids being forced to walk in a river while cars speed by.

181 No personal property experience of flooding. Just seeing gutters blocked &/or standing water in low spots or areas with culverts.

184 We would love to see the City come out and evaluate/fix this area of Aurora. It is all new after the Aurora improvement project and clearly lacking in adequate drainage during heavy rains. More flood mitigation planning on road projects should be able to avoid this issue going forward.

ResponseID Response

185 Nope. I don't mind clearing the leaves, it's super satisfying to see the water start to flow where it's supposed to. This year I made sure to rake/shovel the leaves off the road before there was flooding and it worked like a charm.

189 We need less pavement

191 My street has open drainage ditches in the right of way so there is no street parking available, with the exception of my next door neighbor who has filled in the ditch. 100% of her runoff comes to me now and she harasses anyone that parks in "her" spot.

214 \$2k is a very small amount considering the issues needing to be addressed by water coming from a mismanaged city park's water overflow.

216 I did experience flooding, but I don't remember where now and will have to report it in the future.

220 We have a ditch adjacent to our property that is difficult to maintain. We have the idea that it is our responsibility to keep the egress pipe in the ditch clear, but have never verified that idea. Keeping it clear of plant debris is an ongoing and very manual task, and there's no good way to dispose of the removed debris (way more than our green bin can accommodate). I'd love more information and clarity about how to manage this ditch.

221 Identify residential properties where downspout storm drainage combines with sewer and get drywells or rain gardens built to take this load off the sewer system.

224 The bigger issue, here in the North end, is when snow hits (as is being predicted this week) and the snow plows can't get through on the streets up here in the north end.

237 One potential way to address drainage issues and reduce pollution is to contain open streams into in-ground/underground culverts.

246 This flooding from the city storm drains/curb weeps is damaging the bottom of my fence and also eroding under the city sidewalk, and eroding part of my driveway.

248 I would like to see the storm drains better attended and also change so baby ducks do not fall in there. There are also many roads in Shoreline where the ditches are open, such as Greenwood avenue, there are a lot of detriments to that.

249 I am a new resident - haven't been here long enough to know

254 Thank you for these educational and community input opportunities

257 Every year the entrance to Cromwell Park floods and makes it difficult to access the park. Water runs down the sidewalk and around to drain into the wetland instead being able to run into the drainage area along the entire length of the sidewalk.

260 I'm glad you're working to address this.

ResponseID Response

267	not me but my neighbor at the back of my property does
268	That spot used to flood a ton but I think the city replaced the drains with newer ones and the backups hardly ever happen anymore, so thank you!
273	Not necessary
277	No concerns in my neighborhood (Richmond highlands) curious why demographics are included in this survey???
278	It should taken care of the home owners neighborhood and apartment owners to prevent drainage rainwater alongside the roads ditches
279	It would be helpful for people with ditches to know how to maintain or improve them. Perhaps get a rebate/discount for upgrading them. We stepped the sides of our ditch and put in some plants. It could an idea for the street sweepers to notify when they are coming by, so people can check their ditches before/after. Maybe provide opportunities for local people in need to assist in various small clean up sections for discounts on water bills or small gift cards to grocery stores.
286	I think that homeowners with rain gardens should get a reduced storm water fee. I think that the City should encourage/install cluster rain gardens and should collaborate with rain garden installers.
289	I clean my ditches of leave from the 2 huge trees in my front yard that help keep my house cool in the summer. I also removed all the litter that is from 7-11 one block away.
298	Yes, fix 185th NE and 10th Ave please and things will be great for flooding 😊
306	I am brand new to the neighborhood so I'm not familiar yet
310	I'm referencing the culvert under the side street off of Corliss PL. N. Thornton Creek goes through this culvert. In a recent rain event, the upstream end of the culvert had only about 6" of head space above the water level. The downstream side of the culvert had water above the culvert roof and in the neighbor's yard. [REDACTED]
315	Would love to attend a class that walks through the process and provides suggestions for plant choices and guidance for installation of rain gardens.
319	I've lived in shoreline my entire life, I've maybe seen a flooding issue once in my entire life. This is a Cash grab.
331	I have a curb that has crumbled away and the street water overflowed into my yard and down my sleep slop toward my house.
348	storm drains on the street seem clogged and the water doesn't move very fast

ResponseID Response

353 The rain garden program is adopted as it was designed 15 or more years ago. Some practices - e.g. double digging to achieve depth - are no longer considered best practices. Also requires a 10 year commitment to maintain native plants/etc. - a lot for some who could really use this to help manage rainwater drainage but can't afford the extra cost and/or commit for that period of time.

357 We have a City of Shoreline ditch in front of our house. Right now it's just lined with rock. Would love the City's help turning it into something more visually appealing that would also provide some water quality benefits!

361 I think besides focusing on just grass, you should look at the plants , and trees and gravel around the home. . Such as drainage rock, grass plants in the yard . If you have slopes next to ur house , grass makes it very slippery to walk up and down the side of your house . 65 years old who want to stay in their home need to accommodate for safety to build a stairway so you don't fall . We have seen new construction all over town with nothing but hard scape . Very little natural filtering . How is this being handled with construction with flooding issues . Such as 145 th with thousands of townhouses which had homes with lots of grass and trees and yards ! We have concerns that we will have to change improvements that we've made to our home and property over the last 40 yrs of ownership. We lived in Shoreline since 1984, we have seen single family homes torn down and replaced by multiple family homes with no yards or trees. We spent over 15 plus years with Shoreline to have a burm put in front of our drive and to divert water to the neighbors corner lot . The corner lot has a rain garden and we have never had an issue since . We our very thankful for Shoreline doing a fantastic job . I think you need to look at individual houses and concentrate on new construction causing issues.

376 Storm drain pipe under capacity during major rain periods, too much up stream street surfaces feeding drain (doesn't seem to be from properties), some sort of upstream storm retention (pool) would slow and help drain during peak periods.

377 It would be great if there was a map of drainage and underground streams. I have had old neighbors tell me that there is an underground stream in our neighborhood. Yet, there is no record of it anywhere. Quite a few of the houses on our street get water in their basements and crawlspaces during storms. We deal with it, but it would be nice to know for folks who research purchasing houses in certain neighborhoods.

378 I know several of my neighbors to the south and east of me have had major drainage issues.

380 Water from a large section of the street drains down our driveway and into our yard. We looked in the Soak it Up program, but the rebate wasn't enough to cover even removing a section of our driveway, not to mention building a rain garden. We dealt with the flooding and moved on. Process was too hard.

381 It's not just what comes off roads. There are exposed streams that affect and collect from backyards. If these streams aren't adequately drained they can back up into the homes. So, please don't treat this as only a roads related flooding issue.

ResponseID Response

395	Lots of water flow underground in my . As an example, 2 of my neighbors use surfacing groundwater to water their plants. More traditional marking of rain gardens and changes to surface water infiltration are not applicable here.
400	Are you going to build more rain gardens? They are so much nicer to look at than ugly ditches. And the birds love them!
405	Sometimes NE 145th Street between 15th and 20th Ave NE has curbside rain puddles which result in pedestrians being splashed by fast-moving traffic.
407	On 172nd near Ronald bog, hearing from my neighbors about the historic floods in our street makes me aware that we are at risk. Everything seems to be working well, but that doesn't mean we are totally immune from flooding. Definitely want the city to stay on top of the flood issues around Ronald bog and mitigate the flood risks to the neighborhood.
409	no
412	I myself have not experienced flooding but there are plenty of areas that do due to new developments, light rail, etc that nobody appears to care about or oversee when these things are being built. Perhaps the people that run the permitting department should be more involved with this part of it. Don't they look into this?
414	Not enough Storm drains vs trees with leaves vs streets on inclines. Too much water pooling at corners/intersections. Put Storm drains in the middle of a long stretch of street, or each couple blocks.
422	I favor all ways of polluted water out of the storm drain system.
429	Is it ok to report lots of puddles on privately owned parking lots? Can the city do something about this?
440	Storm drain runs through my property and ends in my property
443	I assume they came. It was on the border between Shoreline and LFP. Rain gardens seem fantastic. I'd love to learn more about them. And hey, if you're hiring for any jobs related to rain gardens, please hit me up! Anything related to surface water management, I'm interested in. Although as you know, I'm not a big fan of more development tbh ♥
452	I realize that all these are necessary, and I hope we can build more in Shoreline. I do have concerns about rain gardens that have encroached both into the road and onto private property. I've seen rain gardens remove the only parking in an area, and even take out a good chunk of an individual's front yard. While this probably is necessary, it is something that needs to be addressed.

ResponseID Response

453	<p>Yes, i clear storms drains from 145th to 175th. i often see them impacted By plastics and garbage discarded. i see them impacted in areas of City properties on 155th and Westminister- and the !55th corridor ., drains that are set Back off street.. There is no real response to Garbage Pick up anywhere on city streets- no enough trash cans on city properties. Ecsp the Trails. this garbage and Plastics Make their way into Storm drains and Local culverts /waterways. On the interurban ,the mowers ,mow right over it- further shredding the Plastic into micro plastics which are even Harder to pickup ,and more readily get into our Water system. i know this, because i pick it out of my Local waterways/storm drains- and Have asked city Mowers why they are Mowing right over 1. grasses that are not growing [specifacally 145th- 160th, and why No one is coming out before to Get the Plastics up? workers said, that they HAVE to mow, every week and the areas are cheaked for mow lines. I asked ,why is the cheaker person not informing the Dept of areas Being over mowed ,causing hardened Grounds which are straining to receive water and avoid Flooding. each said they didn\t know... they were doing as they were paid to do.</p>
455	<p>Assumed no one would think it was an issue or care</p>
461	<p>The streams flowing into the Puget Sound from Shoreline need better monitoring.</p>
467	<p>No</p>
514	<p>Meridian Ave N near Evergreen School flooded badly during the last major rain</p>
520	<p>Water flows from the storm drain, underneath the grass, to a spot down the hill. I don't think it's a huge problem. It's weird though.</p>
526	<p>I love the permeable sidewalk and native plants that were installed along Ashworth in the Echo Lake neighborhood. This should be continued on the south side of 185th as well please!!!</p>
529	<p>I did call once when it was flooding the first time and the guy said he couldn't help me "everyone's flooding". I never called again even when I have had worse issues.</p>
532	<p>Hurry developing them! Make lots of them Grow food</p>
536	<p>Just keep the drains clean and maintain the system.</p>
537	<p>No.</p>
547	<p>Is it possible to turn street side storm drains into rain gardens? That would be really neat along residential streets like 11th and 12th. We've also noticed that Littles Creek runs through the Ridgecrest neighborhood (piped) before daylighting at Paramount Open Space. It would likely be too dramatic to daylight it, but some sort of outreach campaign for the neighborhood to better understand the history of the water flowing under the road!</p>

ResponseID Response

549	Permeable pavement should only be used for sidewalks. Wear-and-tear in driving/parking areas is high and risk of groundwater contamination from automotive fluids. What is maintenance standard for rain gardens? Soils should be tested for pollutants (metals, pfas, 6ppd, etc) and replaced as needed.
550	No.
553	I don't appreciate having a drainage ditch along my property which I have to maintain.
557	Please share more information about how to get help with storm drains, ditches and rain gardens.
558	The layers and layers of new pavement have made it so the street water doesn't flow into many of the drains. It ends up pooling in the street and is dangerous, especially with freezing temps.
570	Can city ditches be planted with rain garden type plants?
574	They are already working well in my area (Hillwood Park area), and no money should be spent to improve drainage - only to maintain. Installing rain gardens and native plantings would be a luxury and maybe enticing owners to do is better than the city deciding for them.
584	My property has over 16 trees, numerous shrubs and a well draining lawn. I am doing my part already. I think Shoreline needs to put a moratorium on cutting down trees. On my street alone,, I have seen the loss of dozens of hug, healthy trees. It breaks my heart. I do believe fees should be adjusted to those who have more hardscape, if there isn't a balance of trees and shrubs to absorb the water runoff.
588	The alley between NW 193rd Pl and NW 192nd Pl in Richmond Beach has rainwater from 25th ave nw - the alley needs to be fixed and water re-routed
597	No comments or concerns.
607	I'm just becoming aware of high water hydrology, so I'm noticing but I'm not aware of what the water should be doing in intense rain events because I've only lived here for 3 years. I understood the hydrology of Ballard better because I was on the Ballard District Council for 4 years and learned a lot there.
608	We have a ditch in front of our house but there's rarely any water in it. The houses on either side of us (and actually the rest of the block) do not have a ditch. I'm not sure why we're the only ones that do or if it is helpful.
612	Not a substantial problem currently, but in non-sidewalk areas I feel like erosion and compaction have made some storm drains slightly higher than surroundings. They still work for heavy rains, but can have large puddles right next to them which makes pedestrian use of the space difficult.

ResponseID Response

627 I had to complain to a neighbor about runoff from his yard. He cooperated and all is good but when I went to the City for help they said it was a 'civil' problem. I talked to a lawyer and solved the problem myself.

631 I like rain gardens

632 Just south of us, on the SW corner of [REDACTED], they have a drainage ditch. There isn't one on our side. It might help. Or, making 20th NE like 17th NE, preferably. Perhaps another storm drain would do it. We don't turn into a pond but our yard is mushy and some water goes into and around the garage. There is a storm drain on 20th near the corner but not one north of it where the water comes off the street down our driveway and into the backyard.

634 I live on Echo Lake. I am concerned about the untreated water from Aurora draining into the lake. I am also concerned that my family (multi-generational) had to install expensive drainage and plant a large area with native plants, commercial buildings have fewer restrictions. Buildings and hard surfaces take up most of the property, even though they can drain into the lake.

638 I have no concerns worth raising our bills. Wastewater went up recently .

641 The are between the house-side of my sidewalk and the street turns into a "lake" whenever it rains, but drains reasonably quickly when it stops raining. Generally not a problem.

643 Did you mention disconnecting downspouts? We recently put in a rain garden for roof water; we used your expertise but not the \$, since we figured we could pay for it (and I did the work) the money should go to folks who couldn't do it otherwise.

653 Yes; why are you using (new) grates that are dangerous to my dogs? More than once, my dogs have suffered an injury related to their feet getting caught on the angled grates as they attempt to walk across. The older flat grates did not have this issue.

657 I think more people would be willing to put in rain gardens if there were classes/instructions on how to make one with the possibility of someone to assist with the hard labor (ie digging)....maybe a volunteer job

670 The new building the city has allowed has added greatly to the problem! Are the developers paying? No the tax payers are

673 Drains need to be inspected to assure that they actually collect rainwater. Several in our neighborhood are higher than the flow of water coming downhill on the street, so they do not collect it.

690 Love the rain gardens put in on the east side of Ashworth between 185th and 192nd!

691 Install a drain on NW 202nd street in Shoreline where it curves into and becomes 13th Ave NW. The huge (10x10 feet) puddle there fills up to the sidewalk level when it rains!

ResponseID Response

696 More impermeable surfaces lead to more runoff.

699 In general, I prefer more natural solutions to rain water management, like trees, rain gardens, cisterns or water barrels. These solution cold also look more beautiful than other solutions like street-level gutters.

705 The storm ditches seem like they are dangerous. people can fall in them and cars must have accidents in them. I worry that rain gardens are just a cool fad and not always installed correctly or in the correct places to do the most good. what education is there about how and where to make a rain garden that really works as promised?

707 Please treat as much water as possible that flows into Echo Lake to protect wildlife, and make it suitable for swimming.

709 Seems to be working in our neighborhoods.

710 Just high water table in neighborhood wondering if development has anything to do with? Increase of apartments along Aurora with storm water infiltration vaults possibly releasing too much water into the neighborhoods that already have full aquifers from heavy seasonal rain? Our ditches and swales have never been full with standing water in the 40 years I've lived in this same home.

743 The strees of Shoreline haven't been cleaned enough

763 The ditch next to my house on [REDACTED] is non functional. The rainwater runs across the road and pools on [REDACTED] We had surface water management out once and the widened the ditch but that did nothing to solve the problem because it has more to do with the slope of the street.

767 Our area in Echo Lake is experiencing a rising water table

770 No but I haven't lived here that long yet — only about 8 months

792 The water comes from Firlands Way N & flows down my driveway from the south.

799 The rain drains were covered in leaves in fall and caused big rain flooding on the street

808 It would be good to get more information of the ditches. Since we don't have a lot of sidewalks and we do have a lot of ditches, it would be good to learn how to best maintain them and how to best direct water into them.

809 Although I am sure there are areas of Shoreline that have rainwater drainage problems, I rarely see any need to change the response in my area (Meridian Park/Parkwood).

825 The water pooling issues have been mostly resolved during the construction of the new sidewalks on 20th Ave.

ResponseID Response

847

There's a natural geographic low point in front of my house [REDACTED] [REDACTED]) where water collects and drains into a couple of gutters. Honestly, it hasn't been much of a problem, especially because I rake out debris from the one closest to my house. There's only been one major pooling/clogging in recent memory, back during the rainstorm in early November 2023. That said, the spot could probably use a bit of tweaking. Especially on the West side of the street. Water tends to pool there because the storm drain on that side isn't at the lowest point so a sizeable puddle forms there during the rainy months.

851

In Shoreline, there are a lot of broken roads and it worries me because there are kids walking from home to school every day. When there are broken roads around, they don't get fixed quickly or receive the attention that it needs.

869

Training city workers to recognize problems caused by water would be helpful. Our street has a sinkhole that has been treated like a pothole because workers did not recognize what it was.

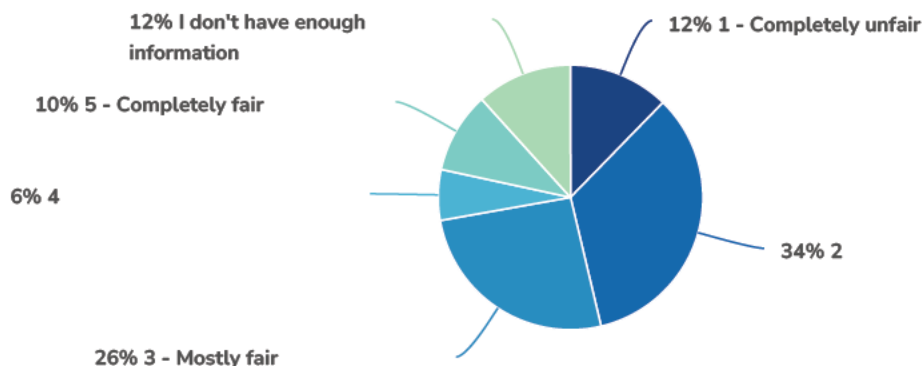
875

Rain gardens

878

Too often rainwater floods the bike lanes and makes travel difficult or not possible. Then, debris from flooding is left in the bike lane after the water recedes and poses many other potential risks for riding a bicycle along these roadways.

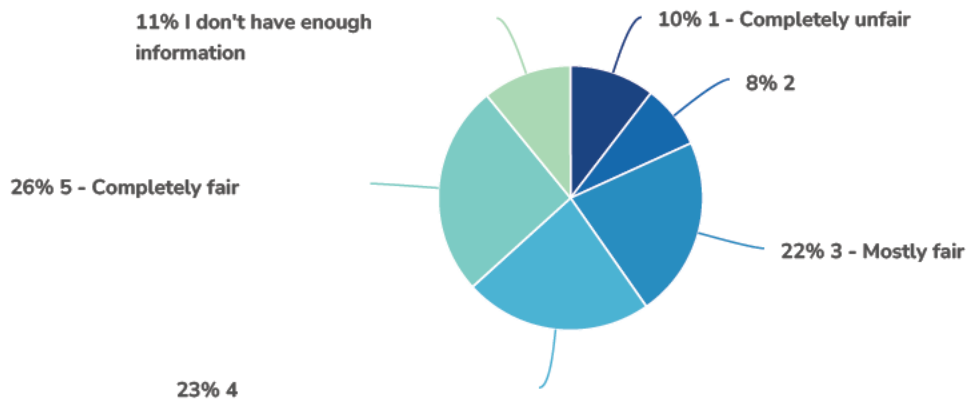
36. How fair do you think the current Surface Water Management fees are (where all single-family households pay the same price and all other properties pay based on what category of hard surface area they are in)?



Value	Percent	Responses
1 - Completely unfair	12.3%	63
2	34.0%	175
3 - Mostly fair	25.9%	133
4	6.2%	32
5 - Completely fair	9.9%	51
I don't have enough information	11.7%	60

Totals: 514

37. How fair do you think a Surface Water Management fee based on the actual amount of hard surface area be? As a reminder, this is the new method of calculating fees. It would mean new fees for single-family homes and other properties.



Value	Percent	Responses
1 - Completely unfair	10.4%	53
2	7.8%	40
3 - Mostly fair	22.1%	113
4	23.0%	118
5 - Completely fair	25.8%	132
I don't have enough information	10.9%	56

Totals: 512

38. Do you have any additional comments about changing the ways Surface Water Management fees are charged?

ResponseID	Response
69	stop funding city pet projects and start funding surface water management issues with existing tax dollars
70	Drainage management should be done by the city with minimal catch and previous land requirements for the home owner
85	I live in a typical single family home, so I don't think my fees would change much. However, changing the fee structure would disincentivize building ADUs and additional housing, which we desperately need in shoreline. I'd rather see incentives for planting trees/rain gardens.
86	the city would waste time and money doing hard scape inspections that could be challenged and would likely be inconsistent. stick to the current system.
91	This seems hard to assess and enforce.
92	The largest portion of hard surface is outside of an individual property, not sure how we account for that to balance the equity.
96	Make large companies pay more outsized fees
101	I have been told by the city that water on our property is ours to mitigate. Why tax me more for services I can't access? We have already had to add rain gardens, rock pits and perf pipes to channel water below ground at a personal cost of \$30k. How would this additional fee help keep me from flooding?
110	I think many people just buy a house as is, and don't really have an option to change the hard surface percentage without a huge expense. I think it's fair to have residential property owners all pay the same. We all use the public streets, not just the ones near our homes.
117	I'm in favor of larger properties paying more, but I really want to know how impervious surfaces will be rated and if there would be any exemptions. Like, would a gravel driveway be treated the same as concrete?
118	In a perfect world, this would be calculated based not only on impermeable surfaces, but also stormwater mitigation practices for each household. But that might be difficult to implement.
123	If the utility genuinely needs additional funds, a higher tax on larger homes could be appropriate. But if this is just a way of shifting existing expenses, then it is completely unfair.
129	Should include ways to reduce fees with projects both onsite and off site.

ResponseID Response

138	Do commercial properties pay based on square footages now? Both charging them more and giving incentives to reduce their impervious area makes sense to me.
141	Less valuable homes can have great amounts of hard surfaces - thanks to the 1950s paving craze! This is also true of low income multifamily housing. Would like to see a sliding fee or some type of discount for these sites. For non-single family: Would also like to see either: - credits for sites that voluntarily install treatment and flow control facilities and sites that maintain treatment and flow control facilities. - increased fees for sites with no treatment / flow control
143	I want to know what the additional administrative cost would be to implement the proposed SqFt system and how the properties would be surveyed for costing.
149	People who get around by driving have an outsized impact on surface water because their chosen means of transportation results in more hard surfaces in the form of parking lots and excessively wide roads. It would be reasonable to offer a discount for multifamily residences near frequent transit, similar to what is planned for the transportation impact fees.
153	These fees do not appear to take in to account for on site water retention. Are cisterns and rain gardens factored in?
156	no
157	Using an equity lens, this approach seems fair. How would this be calculated for raw land?
161	Hard-surface drainage to street or sewer should be charged more than drainage to yard/garden/soil, which spares the stormwater system. I have no drainage to street or sewer. Without my barrier, I would receive drainage from the street!
166	I think you should continue to consider the percent of the lot covered by hard surfaces so that a property gets credit for undeveloped areas. However the jump in fees from one category to the next is too big. Make more categories with less of a jump between them .
172	If the city is looking at spending staff time and resources on changing the fee structure, this is because they plan on making a significant amount of money from it. I'm not willing to pay more for ever increasing fee left and right
175	What this doesn't say is will there be more or less money coming in? After all, if you're going to put staff time into it but then it produces less in fees that doesn't make a whole lot of sense even if it is a fairer way to do it.
179	Please, in this economic climate we cannot afford more fees/taxes. Please do not raise them.

ResponseID Response

181	The way the city is governed and run, I don't trust that you will be accurate and probably not fair estimating hard surfaces. So our rates will probably increase anyway. Is the probably increased staff time for assessing this a way to hire more, pay more and charge us more. Budget the time and job to get it done without additional burden on us.
191	I have a backyard cottage and a long driveway to access it. My neighbor sending me her runoff water (down my driveway) would pay far less than me but I still have to manage the flooding it causes. I understand the spirit but there are other factors that cause runoff... such as filling in a drainage ditch
192	depends on the end goal, if you're trying to just collect more tax revenue by changing this... then it's not really a good idea. if you're trying to keep tax revenue the same, and spreading the cost more evenly, then I think it is fair.
193	Charge by Greenspace/hardscape ratio or lack of Greenspace. Your new cost structure benefits the people building obnoxious apartments with ZERO green space. Or, your definiotn of hardscape needs to include vertical hardscapes not just roofs. I have a single family home but I plant trees and have lots of areas that absorb water. So, you are penalizing those of us with nice yards that support wildlife.
199	I thought this was \$27 per year, not per month. Holy moley!!
221	your focus on impervious surface percentages ignores other issues such as where does the roof drainage actually go to? Sewer, adjacent grade or a subsurface drywell drain system. does the property shed excess water to the public street or does it retain it?
223	I like that this would encourage home owners and businesses to reduce hardscaping since it is based on impact.
224	Nothing here.
232	Instead of offering rebates to fund projects, would Shoreline consider waiving fees (for limited time and equal to rebate) for properties that incorporate projects?
234	Charge based upon square footage of permeable area. Larger lots have larger permeable areas which should be recognized in equation.
235	It's hard to assess fairness when it isn't clear how the fees are actually being used - some transparency in this matter would be appreciated. Otherwise, I suspect our fees pay for administrative costs and little else.
239	OMG really? I already see where this is going!
240	This potential change is another way to increase cost of living in Shoreline! It seems obvious that people coming up with these ideas do not own a home and do not live in Shoreline!

ResponseID Response

248 It would be nice to see a discount given to properties that have large areas but are using porous surfaces to help the rainwater seep in

250 I am one of many homeowners who live on a private street. Each owner already pays property tax on their part of the 'hard surface' street. My lot minus the street is very small. I piped all the roof water runoff into my yard or a 'rain garden' which I paid for myself.

251 You identified it would take time and money to assess the percentages under proposed formulas. Is the benefit worth it? For commercial properties, perhaps much more economical to reduce the bucket ranges/sizes so there is less impact when at the edges.

254 Fairness is an interesting metric here. One of the problems I see with it is that a family with greater means might have a house with two or three flights but a smaller footprint and therefore smaller hard surface area and smaller fee under the new payment structure (as I understand it), whereas a family who might not be able to afford higher rates might have a house with one story and a bigger footprint and therefore a bigger hard surface area and payment. This is quite common in our area, where many older, more affordable homes are the latter type, and many newer, more expensive homes are the former type. How would you account for this, if your tool for gauging whether or not to change the fee structure is fairness? Also, what about unusual situations for single-family homes, like shared driveways? How would you calculate hard surface area in those situations? Other questions that come to mind are, will the city develop plans to subsidize single-family home projects that aim to change driveways from impermeable pavement to permeable? Under the new fee structure, do roofs with solar panels hold the same weight as roofs without? Or, since they're tools to mitigate the climate crisis, would they be weighted differently (i.e. somehow less of a hard surface)?

258 I'd like to know more about this fee structure and how it will be calculated. Does the city already have a catalog of single family property hard surface coverage? If not how will this be assessed? Is the purpose to just modify the structure out of a sense of fairness or to increase revenue?

259 Hard surface area does not mean there is not more than enough surface to accept runoff. A better way to do this would be soil samples that determine if your property can absorb the surface water. A small lot could be all clay and all the water flows off their property

270 thank you. (computer glitch moments ago: additional location of severe pooling of road water/flooding of the intersection of 26th Ave NE and 150th in Briercrest neighborhood. Tx.)

273 This fee should not be charged!

276 Using a raw number instead of a percentage of the property seems less fair because it doesn't allow (or take into account) how well-managed the hard surfaces are in directing the drainage on the property. Moreover, the disparity in your 45% and 46% example can more easily be managed using the same basis, but on a coefficient basis (i.e., a direct calculation of the percentage rather than tiered levels).

ResponseID Response

277	No more fees for current ownership. Apply it to those moving into the city and make sure they are fully aware of the charges. Who is to measure the area? I think this is absolutely ridiculous! My other gripe is these apartments duplexes whatever they are all down 185th no yards what so ever?? They have huge water cylos under them catching rainwater and slowly releasing?
278	Base on single family home some pays higher than others depending on square footage.
279	It should be based on usage, similar to electric. There is ZERO percent chance that my family of 3 in a 1 bathroom house with 2 rain barrels is creating a similar burden on the water system as a family of 6 with 2.5 bathrooms, a driveway with 3 cars, and no secondary water reuse/diversion. We should not be paying the same rate. People make better environmental choices to handle weather related water should be compensated. Our house for example: My husband and I put in a rain barrel that flows into drainage field next to our driveway. Now, 1/4 of our roof runoff and part of the driveway runoff goes into the drainage field. We upgraded our ditch for better water management. We are planning a rain garden for our second water barrel (it currently drains into the yard). During Covid, my husband ripped up the front yard sod, so we're slowly creating a more environmentally sustainable yard and creating less pollution (not mowing). We are in process of de'sodding our backyard. We built raised gardens for food production. We didn't have a path to the house, so we put in a gravel/drainage one. For us, going through the city rebate program doesn't work. Our outcome plans change based on time and what materials/plants we can reuse. The concrete tiers in our ditch came from our neighbors when they broke up some stuff. We have irises by the ditch to help with the drainage that we found with a "free" sign on them. Our front and back yard plans change based on sun exposure and plants given to us or relocated in our yard. When we trim our plants back or get fallen branches, we use those to improve our garden. My husband built a 3 stage composting system. We put a backyard garden sink to for clean garden food and tools. It currently drains into a bucket which is dumped into downhill areas of our yard. For us, it'd be great to get more rain barrels and garden materials on discount and more time/flexibility for rain garden creation. We have a more plans for water diversion and garden use. Currently, we do buy plants from the King County plant sale. We split the plants we have as we can. Maybe get native seeds for areas that are difficult to accommodate plants. (The separated area between driveways.)
282	As stated before, these charges should be reflected in additional fees for new developments and perhaps ongoing fees, not on existing single family residences. These factors should be applied to multi-family properties.
284	I'm not sure it's worth spending substantial money and staff resources to micromanage individual property fees. Many things in this world are done on an approximation basis. I think the most efficient fee management model is preferable.
286	A large fee for surface water management will be charged for any developer purchasing homes in an area that the City zoned for 4 story development. This reduced the value of the properties which will be next door to 7 story development.

ResponseID Response

289	<p>Above it reads "All single-family homes pay the same amount, regardless of the size of their property or area of hard surfaces (like rooftops and pavement). In 2023, this was about \$27/month." $\\$27 \times 12 = \\324, so why is property A paying \$1578.22 and property B \$3060.72 in 2023 if the fee is \$27 "regardless of the size of their property or area of hard surfaces"? I live on 10,010 sq feet my house is 1250 sq, the rest of the area is grass, and concrete, and gravel, meaning 100% of my land is "hard surfaces." According to the chart above the new fee cost per sq. ft. is .116600. If I am paying \$27 a month (\$324 a yr.) my new fee would be \$1167.17 a year! That is an increase of 38%. Are you trying to make Shoreline unaffordable? All of these apartment buildings going up that have 100's of units pay little to no taxes for 10 years if they offer a discounted/affordable rate to a handful of households. I think you are trying to collect from the the wrong people! I do understand there is a difference from a fee and tax, but I think you get the point. Everything is getting passed down to the homeowners. All of these apartments are bringing kids and yet there is NO income to the school districts that need more classrooms, teacher, etc.</p>
291	<p>There is potentially a lot more to the question than appears at face value. I suggest careful evaluation if changing the fee rate or basis for residences might put some homeowners at risk or otherwise introduce new unfairness. A new method of calculating fees seems reasonable if the basis for that change is logical, and truly meets a need. However, residences occupied by the home owner might deserve special or different consideration. All properties with accessible features should have those treated differently or excluded from added fees. Commercial and other for-profit business properties should pay the highest rates. Both per acre and per foot are measures of the relative surface areas, I don't see how the per acre vs per foot changes anything. The change of rate tables I can't quite understand how this change benefits without seeing further information.</p>
293	<p>What I find concerning about the model you put forth is when a property owner has a very small lot and their 1000 sq ft home takes up most of it. The scenario put forth is only advantageous to people with larger lots and regular sized homes. I hope there can be something worked in for people on very small lots</p>
296	<p>How were these figures established to begin with? Were they based directly on any particular expense(s)? I'm curious if a mixed assessment system has also been considered in which the new system would apply only to smaller property owners? Might the current method possibly be more fair to large & very large business campuses? I don't know - just occurred to me.</p>
298	<p>DONT YOU DARE TAKE MORE FEES FROM ANYBODY, ITS ENOUGH THAT MY TAXES ARE GOING TO ISRAEL TO FUND GENOCIDE</p>

ResponseID Response

300	Be very very careful when committing to this much more complicated tax structure. The more complicated it is to maintain, the more bureaucracy and overhead you're going to have and therefore more wasted resources that could be spent on addressing problems instead. I'd rather pay a fixed rate and have some unfairness than to have you need to hire more people and therefore charge more overall just to make the fee structure perfect. No need to waste people and money on fixing it if it's already pretty fair as is. In my line of work, we say Keep it Simple, and I think that applies here. Make sure it's really worth this work, it probably isn't.
301	New structure could encourage people to change hard surfaces to trees/greenspace
304	I am support of it. Whoever has more permable surfaces should pay more due to the negative externalities
305	Adjusting rates thwarts people's expectations, which is unfair, and for older folks in bigger houses, the higher rates might be untenable. There should be a gradual adjustments to new rates if we go that route. There should be senior or hardship reductions as well. Also, it is unclear how much it costs to do this job well. Is this a break-even service? Is the city netting negative? It helps to know if this money is needed for the service, or is this a revenue generator for other projects.
319	This is a joke. All the city wants is money. Maybe stop building mass housing and destroying the city.
322	It would be nice to reward homeowners that have Installed Rain gardens and trees with a rebate/ less taxes.
324	I would support this change. I would also like to see credits or reduced fees for hard surfaces that are not contributing to surface water management needs. For example, if a roof drains into a rain garden then the water that runs off it is not entering the drain system.
325	I think that a fee based on extent of hard surface areas and acreage is a fair and justifiable method for charging residents.
326	Leave it alone
331	I love this idea. Especially if it is coupled with some hard surface removal rebates or incentives.
332	Might want to include ability to pay as well. Give discounts for elderly or fixed income people like the Fire fees.
339	Loosen restrictions on rain water collection from roofs via rain barrels and incitive with reduction in surface water management fee reduction for property owners who do so.
344	Developers should pay fees.

ResponseID Response

345	With the change of fee structure there should be an option for the property owner to request an in-person assessment of their property during the evaluation process.
348	start slowly and encourage owners to change the landscape before the fees are implemented
353	As mentioned, the square footage of a property may not be up to date, nor does the square footage of permeable/impermeable surface. What constitutes impermeable surface has been known to vary depending on who is reviewing the information?! Also, consideration of what is actually planted there (trees, other water absorbing plants) does not seem to be a consideration here. A property with mostly evergreens/deciduous trees and shrubs compared to the same property with lawn will definitely have different rainwater runoff characteristics.
359	Before you institute yet another money grab, give thoughtful consideration to allowances for residents on fixed incomes who are being forced out of their LONG-TERM homes due to high taxes and development. Give incentives to those who can afford to pay more, while making allowances for those who are increasingly being cash stressed by increased fees (Shoreline Wastewater Facility's 1/1/2024 9.8% increase; a 36% increase in 4 years, for instance.)
361	We think each case should be looked at individually
369	You would be penalizing those with legally subdivided lots with long driveways, causing financial hardships. Those in multi family (townhouses/ condos) have removed all the lawn/ gardens to squeeze more density thus causing more runoff.
377	I prefer to keep things as is due to the additional cost in implementing this and then monitoring. I think close enough is enough. So, keep as is.
378	Builders should be required to plant long-lived trees and habitat shrubs, like Cascara, that feed and shelter wildlife all year round, instead of spreading unhealthy "beauty bark" everywhere and plugging a few tiny plants that are unlikely to survive the first summer. Tear down and new lots should require a much higher concentration of trees, with priority given to extant trees on the property before tear down. Trees should be snagged for 5-7 years before being cut to the ground. All these steps would increase water absorption and support Shoreline's f(Tommy eyes) ailing habitat.
381	Calculations based on hard surface are certainly obvious, but not all ground is the same. I'm specifically thinking about nearness to the watertable, so perhaps elevation comes into play. I'm guessing the quickly becomes too complex and arguable to make it worthwhile, whereas the hardscape criteria is more objective.
392	Seems like this might need more regulation because someone with a large home may have a very environmentally conscious yard and a small house not. You will need an appeal process. I think it makes a lot of sense for businesses where it's more known and perhaps for developers and new/ renovated homes where you know the percentages.

ResponseID Response

395	Additional factors should be included beyond just impermeable surface amount. These include geohydrology and related flooding potential.
400	We might consider a square footage reduction for hard surface runoff that is being actively and intentionally capture by a rain garden, cistern, or other management practice.
403	What about multiple family homes? What about business parks?
404	My biggest concern is how permeable and hard surfaces are calculated and reported. We are doing a remodel and the city believes that some of the gravel we have on our property should count as non-permanent, but the gravel is less than 4 inches deep. If you move to this model, which I think is valid, you must alert people as to how the surface % is calculated and allow for property owners to contest that calculation as well as request site visits. Looking only on Google Earth will not present an accurate picture!
409	what about fees for commercial and multi- family. Interested in what they pay and how their rates are structured. The way the above info is presented - as a home owner, makes me feel like we are paying for it all.....
412	Is someone going to Go to each and every property to assess the amount of hard surfaces? You can't use Google Earth because things change. I see this as an opportunity for a lot of error and perhaps someone like me with very little hard surface would end up paying more and that would be very very unfair. The city of Shoreline is trying to price people right out of their homes, especially people over 65 and that is not right either!
414	It might get complicated with different types of surfaces on ground, sidewalk, roofing.
415	Just like vehicle licensing is based on size/weight so owners contribute based on how much wear & tear they put on roads, the same should hold true for properties and how much they contribute to surface water run off.
429	I like the financial incentives for property owners to steward and create more permeable surface areas. Will the permeable surface areas that the public needs to walk on (like parking lots) be inspected to reduce flooding, and be smooth for walkers, bikes and vehicles?
440	Every property is unique and there should be an appeal process.
443	Businesses should be required to replace parking lots with permeable concrete, or even gravel (other than the ADA parking spaces, those definitely shouldn't be gravel), and to put in green spaces, little strips of rain garden, anything they can do. Don't put all of the burden on homeowners when there are massive swaths of blacktop out there. It sounds like the old way of taxing is fair, but the new way is just a little more fair? Would there be exemptions to square footage for people who put in rain gardens, catchments, etc. to compensate for a large roof-print? Because if so, great. But if you don't offer a way for homeowners to mitigate the cost, that is when it seems unfair.

ResponseID Response

450	Do greenhouses count as hard surfaces since they are starting places for the gardens they serve
452	I would like to see financial incentives for creating rain gardens and native plant landscapes on private property. I think that's the best way to get people to cooperate.
453	more informed Practices ,in alignment of latest science for More cohesive Service to both Water and How nature benefits May serve to Save both Tax dollars and the Health of Our Surface Water systems. Perhaps?
459	Changing for other property types makes sense. For residences, less so. I have a paved easement for my neighbor to access their house. It would be less "fair" if I was charged more for making it easier for them to access their home vs. making them drive over unimproved terrain.. Seems like raising fees would make more sense for new improvements vs. those who simply keep their hard surfaces as they were bought.
461	Streams on a property should be considered in calculations for hard surfaces.
462	We have a paved easement so this feels like modifying it for residents would disproportionately affect my household. I think this makes sense for other buildings like schools and businesses.
466	I have concerns about how this new fee structure would be implemented. It seems to be an excuse to increase government monitoring of private citizens, even when no problems exist.
467	Perhaps there should be some sort of cap or compensation to households on fixed incomes and also those house hold that have made major garden changes over the yeats of living in privately owned property
472	A new fee method would drive up everyone's fees regardless. New people would be hired to do the calculating and cost us more for the little we are going back. Don't change what is working.
479	Every single one of my hard surfaces except for my pavement goes into a rain barrel or other cistern. That water is then used to water plants. The fact that I would be charged equally as somebody who doesn't manage that water, at this surface level, is ridiculous.
487	Rain gardens and other green stormwater projects should qualify property for discount
495	We are already paying a lot for property tax, please focus on reducing the cost instead of how to charge more.
514	How much of the new fee structure would go toward staff/administration/overhead of the new structure?
515	A fee reduction should be provided to properties with rain gardens to incentivise actions that reduce stormwater runoff.

ResponseID Response

528 I think changing the fee structure is a great idea and would gladly pay more if the amount of hard surfaces on my property requires it. If it takes up too much staff time I think the current system is pretty fair.

532 Not right now..... Want to think about helpful comments...

536 It's a slippery slope. 27\$ now, but for the City of Shoreline, that's just the opening bid. They have already calculated how much it will go up in the future.

537 No.

547 I think this is a great idea especially if it includes an increase in overall fees to find additional work for the surface water team at the city

548 Denser lower income properties are smaller so automatically have a higher percentage of hard surface area. This is disproportionately taxing this with less money.

549 Would this swm fee structure negatively impact building density? Maybe a sqft impervious per person could be built into model. Avoid commitments to this change like revenue neutral. Large properties have been avoiding paying their fair share. We need to invest in infrastructure. Protect/restore open spaces, and densify existing development.

550 The fees are getting out of control. We all have to operate inside of a budget. People will have to vote no on needed things because of the ongoing and increasing fees.

552 I think the current fee structure is best and should remain

553 I don't think the issue should be whether the current pricing structure is "fair". The question is, is it logical based on the quantity and quality of stormwater runoff from the various properties? I think the emphasis should be on the large commercial properties with large pollution generating surfaces like parking lots that don't comply with current development standards and that generate large amounts of stormwater that impacts downstream resources. While increasing rates for residential properties with larger quantities of impervious area is logical, most of that surface area is not pollution generating, and usually larger residential homes are set on larger lots, meaning surrounded by impervious surface (the example aerial image you showed is not typical). The amount and quality of the runoff is less severe than concentrated runoff from large commercial properties. All this to say, please increase the rates on the commercial property owners whose properties do not meet current development standards significantly in order to incentivize their redevelopment.

557 Help educate people to know how to minimize hard surface area. Also, help folks to know who to contact if they reduce hard surface area on their property and would like their fees to be recalculated. How soon would they see the reduced fee put into effect?

560 Based upon this slanted presentation that's obviously engineered to obtain a predetermined result, I don't trust the city to make changes related to fairness.

ResponseID Response

567 While the percent of hard surfaces that compose a private property, is a very important criteria, it should not be the only factor in determining fees. For example, other forms of mitigation, such as replacing a lawn with a rain garden, or standard gutters and downspouts with cisterns, how much/if someone drives on the roads and parks in the parking lots (largest amount of impermeable surface), should be a weighted factor in rates charged. Some practices add a small amount of hard surface and positively affect surface water management in measurable ways, if one looks at the total water footprint.

574 There are lots of lots near me who are using hard surface to make disable accessible driveways, and exemptions for use case like this are just a nightmare to administer. I'd recommend against your plan to base it on hard surface %, and just stick to lot square feet personally.

578 I would like to see a hybrid formula, as several factors figure into the impact on soak/drainage a property has.

580 I like the idea of giving a break in fees for those that have less hard surface area than those who have more. However there is not enough information about the breakdown of this system and what it would look like. More information is needed. Would those who have less surface area have the same fees and those with more increase? Or would the houses with less surface area see a decrease? Knowing this information would help me make a decision to the questions above.

589 The amount of people that actually have an acre of property in Shoreline compared to the rest are very few. I'd like to see a comparison or the actual average size home. I feel like those of us with smaller yards will have to pay more because our driveway/patio will count for a higher percentage. Not only that, but I'm also wondering why the hardscapes in the backyard would be included. They don't runoff to the street like the driveways do. I have plants around my backyard hardscapes that soak up the run off. Then there's the fact that grass doesn't soak up as much rainwater as a rain garden. Will that also be factored in?

591 There should be no changes in charges. You are penalizing homeowners that have made improvements on their property. We are being charged high in fees for our property and vehicles.

592 I think the new fees for homeowners should occur when the house is sold, not for existing homeowners.

595 It would help to know how much my own fees would change. I have a typical house but worry about increased fees. We also wanted to add pavers to one side of our house where it's difficult to plant anything and there's no water outlet to keep plants from dying in the summer. Having pavers seems like it would add fees so my options would be pay fees or pay to figure out irrigation/landscaping so it's usable or continue to not use.

ResponseID Response

597 In the new proposed method of calculating the surface water management fee, it sounds like the minimum fee would remain unchanged at approximately \$27/month, and other household fees would increase. This means the total fees collected in the city would increase. Are we also considering lowering the minimum for households that have little or no hard surfaces? This seems like a more equitable method of calculating the fee.

600 not at this time

601 How would hard surfaces for each home be determined & how often?

604 Please do not change the way taxes are collected. I don't know if mine would go up. But I cannot afford more.

607 I am not sure this methodology is developed enough to be fair to the community. What about rain gardens, swales, and permaculture planting? What about pervious concrete and asphalt? Are lawns really pervious when it comes to stormwater? What about elderly homeowners who have quite a lot of concrete surface on their property and are unable to come up with the \$\$ represented by the new calculation? I have learned from years in Seattle that just because other jurisdictions are doing something doesn't make it fair. I understand that Shoreline needs more resources to deal with surface water but there simply is not enough information for me to support a case for a new methodology to calculate a fee. Therefore I am against raising total resources for surface water management until I learn more. Sorry.

612 Assuming aerial footage to calculate -- would there be a way to get a reduction for permeable pavements? Is there a soak it up style program to swap pavement for a permeable but still hard (driveway or patio use) surface?

614 I believe that existing properties should be except from increases based on percentage of hard surfaces. I believe that a new rate scheduled should apply only to new builds especially to apartment buildings and businesses who I believe are more likely to have a larger percentage of their property not water permeable.

618 Similar to other fees included in property taxes, like the fire department one, I would recommend a mailer being sent to explain how the fee was calculated for our property and a way to contest if we feel it's needed. The mailer also highlights that it's not a bill, just explaining how it's included in property tax payment

619 An increase in fees should be paired with an incentive program for homeowners to decrease the hard surface area coverage on their property. For example, I would love to rip out half of my driveway and install a rain garden, but it's not financially feasible.

623 If it's based on hard surface without other considerations, such as a permeable driveway, building in drainage around the surfaces, or large cracks in an old driveway which allows permeability, it is unfair. It's another tax grab.

ResponseID Response

626 It seems like the overhead costs of calculations would be burdensome and lots of room for inaccuracies. You have not mentioned the costs associated. It seems like the costs to deal with the waste water are mostly overhead or fixed costs. Lots a property owner can do on their own properties to mitigate their waste water. Seems like helping educate and support homeowners and others in mitigating is the fair and more productive way to go. Let's work as a team and not be devicive. Let's us know how much water is being moved as a city give metrics, information and support to businesses and homeowners that make changes to reduce the number. Let's work together.

627 get it out of the sales tax, but back on unnecessary perks for the city council, like weekend vacations and dinner meetings etc.

631 We pay property taxes now why are we being charged all the xtra fees. You tax retired people out there homes unless that is what the city is trying to do.

632 If you covered a patio, it wouldn't affect the fee schedule, would it? It's still the same "hard surface", once a patio, now a roof. I wonder how that question is addressed.

633 I like this change for single family homes. Mini-mansions that take up entire lots and/or are heavily paved should absolutely pay a higher fee. It might even incentivize these selfish homeowners to reduce their hard surface areas. My only complaint is that it's not even more than you suggest.

634 Fees should also be based on how close the hard surfaces are to bodies of water and if there are drainage systems in place.

638 Charge the new people not those who are already living in shoreline.

640 I want information regarding how surface water management fees are figured for multi unit residential properties such as condominiums.

643 Go for it.

669 Are you considering unpaved driveways as hard surfaces?

671 This proposed change does not take into account any drainage efforts homeowners may have taken regardless of their percentage of hard surface area. Each homeowner should be able to meet this need for themselves without being punished by the city based on how much or how little hard surface area they have on their property. Seeing as this issue is becoming more pronounced due to all of the new development, if there is a gap in funds that the city needs to meet, it's only right that those responsible for the problem are the ones to make it right and pay for it (developers and any city planners who failed to take this into account in the beginning). Leaving the burden on homeowners is completely unfair and frankly, and overreach by the city.

673 How will you survey hard surfaces? It should be an in-person, visual and measured estimation in order to be fair.

ResponseID Response

675 Many Shoreline homes are older homes. When people purchase an older single-family home, they have no control over how much surface area is paved. Charging individual homeowners for something they have no control over is not fair. Charging individual single-family homes an additional fee if they ADD more hard surface area is fair, but charging ALL homeowners a hard surface area fee that did not exist when they purchased or began renting their property is not fair. This would be a regressive fee that would unfairly shift funding from commercial developers and business owners to individual homeowners, many of whom live on fixed incomes and would see little direct benefit from this fee.

676 On my particular parcel, none of my surface water makes it to the sewer... I'm below street grade, and there are no city drains on my street. My surface water stays on my property. I'm not fond of the idea of paying considerably more for a service that doesn't apply to me.

677 People are already struggling with stagnant wages, increased living costs and increased property taxes. Adding another cost is untenable for many.

679 If it's simply smoke and mirrors to get more money don't bother wasting time and money for new calculations.

680 Please be sensitive to the fact that the economy and inflation are hitting everyone hard. We do not need more fees/taxes, no matter how good the cause. PLEASE do not raise fees.

689 Wondering if apartment owners would pay in the same rate as residential homes?

692 Tell me what the change would be on MY property. How do I find out how much hard surface you think I have? When do you tell me how much my fee will be. After I vote on this plan? How is hard surface area calculated, and who is the arbiter of disputes? If an apartment building has a large area of hard surface, and has a large fee increase, that fee will go into a rent increase. How does this restructuring protect renters from a rent increase?

696 What about large apartment complexes?

698 More should be charged to lots where multi-family units exist such that it would deter building riggg up to the property line. In fact, all residential zones lots should be required to maintain a certain square footage of natural (non-hard) surface area.

699 While it seems more fair to tax based on the amount of hard surface area, I think wealthier households would be able to afford to modify their yard/gardens to lessen hard surface and "poorer" households may not be able to make similar investments in their residential property. So poorer households would end up paying more tax/fees *per square foot* of residence/lot, since they are less able to afford to invest in improvements. If there was subsidy or tax break to help everyone invest in rainwater runoff management in their property, then it could address my concern. Or, the formula for the tax could also take into account household income.

ResponseID Response

705	New fees would make some people think twice about adding more hard surfaces to their property. This is what we want. They may consider more rain-friendly options, such as permeable paving.
706	Provide more detailed info/examples with better quality pictures. Do wood decks count?
709	Unfair until amount of property runoff mitigation efforts already in place have been accounted for and reduce the net hard surface area used to calculate the charges.
715	What's the equity impact of this change?
726	I think the new proposal is a good idea. Maybe it would encourage people to replace some of their hard surface areas with more trees and vegetation to lower their tax rates. I hope this proposal is instituted.
728	I think this would be hugely expensive to implement because it would require an aerial assessment of every property in Shoreline. There would need to be an appeals process. How often would re-assessments be done if, say, someone paved their driveway or added sidewalks to their yard (do those even require permits to complete, aka how would the homeowner or the city know about a change like this that would incur more fees)? How fair would this be to people who might have made different housing choices if they new they would have to budget for these increased costs based on whether or not they had a patio? What protections exist for someone in a single family home whose monthly costs might go up 10x from \$27 to \$270 a month through things they weren't even aware could cost them monthly fees (garages, patios, covered porches, sidewalks, hot tubs, etc.) in a place where housing prices are already not very affordable? I worry about those edge cases -- they could drive people out of their homes if they couldn't afford or it wasn't practical to demolish hard surfaces/structures on their property in order to reduce these fees. Would people be able to put in 100% rain catchment or diversion systems to offset fees, like rainwater collection barrels? drains to divert rainwater from driveways to French drains or rain gardens? What about people living on streets that don't have storm drains, anyway, therefore they can't be contributing to direct runoff pollution to streams or to the cost to treat water from storm drains?
731	I have decks with spaces between bamboo planks to allow rainwater to fall through to land. Would that be considered a hard surface?
732	SFR should not have any fees raised unless they have added hard surfaces it outbuildings. Let developers pay fur any changes made as they cover, up to 90% of the land they develop.
736	Single family home should not be charged at the same rate as other properties
737	Only fair if multiresidential are charged the same way
744	Would the change in fees make it unsustainable for any small businesses in Shoreline? Would it be difficult for car dealerships or others that are nearly entirely hard surfaces pr are they already paying the new amount?

ResponseID Response

745	New system seems to favor business over home owners
753	There may be some older residents who can't afford an increase. Could there be a program that won't increase or greatly increase their taxes?
763	Single family homes with large lots should be able to cover more surface than those with small lots because they also have more green space. Percentage seems more fair. Make more categories so that the change for a couple of square feet isn't so drastic. Keep the residential and commercial types separate.
767	I am for the change in rules if it takes into account a property like ours does not let any rainwater leave the site. We use rain barrels, have two rain gardens and have mostly permeable surfaces.
773	It sounds as though allocating fees based on a simple % of hard surface would both be simpler to administer and more fair. And, could incentivize people to decrease hard surfaces!
775	If someone has a permeable driveway how could an analyst tell the difference from a hard surface just from an aerial survey? Or if someone wanted to change the surface from hard to permeable how would they go about getting their property re-evaluated? If a tree overshadows a hard surface does that count as hard surface or green? What's fair? People will be appealing and grumbling a lot, I'm sorry to say.
796	I think seniors and ow income should be exempt
807	The presentation on this page is somewhat confusing. Mention is made of the current \$27 *per month* fee for single-family homes, but Table 1 lists fees per acre *per year* (I think?). This is confusing and makes it hard to compare the two. All fee/rates should be listed in cost *per year* (since that is how we pay those fees.)
808	I find it problematic that you are discussing fee rates by month and others by year. Compare apples to apples. Single family homes currently pay \$324 per year. That makes it a lot easier to compare to what businesses pay. You state that the point of the rate change is to keep the net amount the same. Some would pay less, others would pay more. The problem is, my experience with the way the city represents rate changes (e.g. the latest property tax lid lift) are mostly misrepresented and propagandist and I cannot trust that this isn't another attempt to "inadvertently" get a large increase. If the fee structure change really does not result in a net change in fees, then it sounds fair. But I would need a lot more information about than what you've presented to be able to comment.
809	If senior citizens were exempt from the tax increases, and single-family lots were given a break, then, by all means, initiate the new system.
815	We've lived in Shoreline for 45 years. We now pay \$500/mo in property taxes. We're on a fixed income - and it's starting to feel like we're renting our own home! We're OK with \$\$\$ for schools - but this seems to be like getting taxed out of our own home.

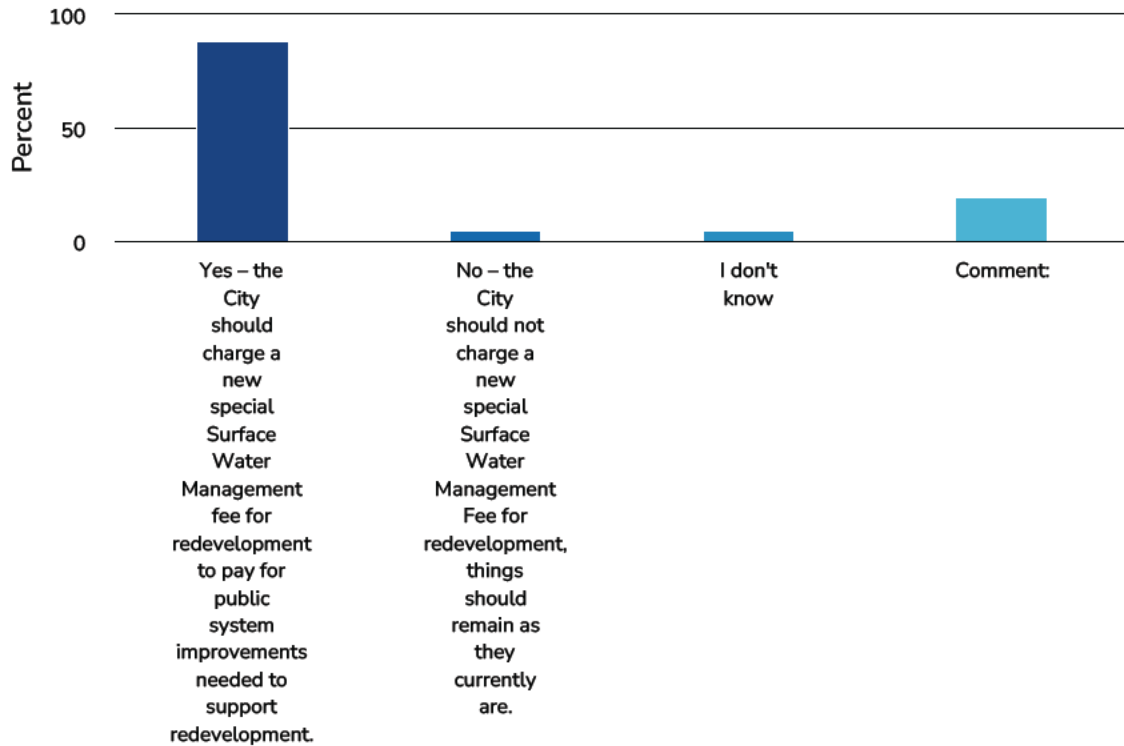
ResponseID Response

824	<p>The proposed fee structure may be fair, but is it really able to be implemented by City staff? There will be protests and appeals. Staff will be squinting over aerial photographs. Homeowners will be claiming that certain areas on their properties shouldn't be counted as impervious. How will this be efficient for City staff? Keep a flat rate system on a very basic tiered system based on lot size which staff can easily implement.</p>
833	<p>I am finding it all very confusing. I am at the first level at \$27 and that is \$324 or \$328 a year and that is a lot for seniors on fixed income.</p>
844	<p>Are gravel areas such as gravel driveways and patios made of flagstone that have dirt as opposed to mortar in the joints considered hard surface or permeable? What if the hard surface of your property is uphill of a large permeable area that ultimately drains whatever is not absorbed in the permeable area into a dirt culvert?</p>
845	<p>There needs to be a process for properties to be re-assessed on occasion so that there is incentive to remove hardscaping.</p>
847	<p>Hard to say. At first blush, a hard surface fee seems fair, but I wonder if it could create perverse incentives or something. E.g. people forgoing paving in favor of parking their cars on grass/dirt.</p>
854	<p>The amount of hard surface area on a property is only part of the surface water management calculation. There are a lot of community resources that we all use (roads, sidewalks, parks, schools, etc) that everyone needs to contribute to as well. I think it's important that everyone kicks in for shared community resources. But my husband disagrees and thinks homes with a larger footprint should pay more :)</p>
856	<p>The fee descriptions do not mention features of a property that absorb water.</p>
860	<p>I can see that both methods have pros and cons but I would be in favor of leaving the fee schedule the way it is because the cost of surveying each property and keeping track of each additional square foot would be very costly. Just let people do how they want with their homes and properties. There are already rules in place to limit the maximum hard surface area allowed. It is frustrating when all costs are going up at an unprecedented rate and still taxes are being raised. Keep the surface fees the same and continue current programs. The city has already won awards and designations so you are doing a lot right!</p>
862	<p>What would the cost be of changing these fees? how much more money would we get by changing the structure? We need more information on how this would impact single family homes and small businesses. I am ok with large businesses paying more, but we need to be careful with smaller single family homes and seniors. Where does the threshold change? If a large single family house on 20k sqft has a change, I'm also less concerned but I don't have enough information here to judge.</p>
867	<p>Test</p>
868	<p>Test</p>

ResponseID Response

869	I don't like how much of the proposed fee structure (AND the current structure) lands on single family homes. The greatest impacts to surface water and green Shoreline efforts are development. Using total hard surface area with no consideration of percentage of hard surface per property weights it unfairly. Developers end up with weird incentive to keep their properties small but pave them over completely rather than creating incentive to keep significant portions of development permeable. Your work is important, but should not come at the expense of existing homeowners.
875	It is too much
876	My concern is seniors who live on a fixed income.
878	Beyond being fair I believe this is an equitable approach for calculating Surface Water Management fees based on area of hard surfaces on a property, and may incentivize many to reduce their footprint of hard surfaces in order to lower their fee!

39. Should developers help pay for public system improvements needed to support redevelopment?



Value	Percent	Responses
Yes – the City should charge a new special Surface Water Management fee for redevelopment to pay for public system improvements needed to support redevelopment.	88.7%	455
No – the City should not charge a new special Surface Water Management Fee for redevelopment, things should remain as they currently are.	4.9%	25
I don't know	5.3%	27
Comment:	19.5%	100

Comment:	Count
ABSOLUTELY developers and apt/condo developers must pay for this! They get many tax breaks already and need to shoulder more of the cost for this. Do not dump it on SFH taxpayers.	1
Totals	100

Comment:	Count
ABSOLUTELY! New developers should absolutely pay for any surface water issues during construction. Shoreline home owners should NOT be responsible for these charges nor should they be expected to shoulder this burden.	1
Absolutely charge the fee - with proximity to the light rail and future use/popularity of it, I doubt this fee would be a true "barrier to redevelopment". It does not seem fair that fees which potentially will now be calculated based off our hard surface area on our property would cover payment of redevelopment projects.	1
Absolutely new and redevelopment should pay a Surface Water Management fee.	1
Absolutely. Why wouldn	1
Again, give the businesses incentives for improvement. Limited time discounts on water bills; a special certification for improvements (which they can use as marketing).	1
Any costs for ingratitude should be paid strictly by developers. They're the ones yanking down trees	1
Any development should have to pay for costs to city to fund surface water management. If this is not possible there should be a tax passed to make whoever owns the building to pay a fee for managing water runoff and public drainage to rectify the overs sight in not having them pay their way in the past.	1
Aren't we in the "no sidewalks" dilemma due to not requiring developers to put them in? We need to have a middle - development needs to be structured with drainage in mind. So it needs to be a compromise - developers need to share the cost with the city and get the construction done right.	1
Assuming new buildings only, scaled appropriate to land usage	1
Builders need to pay for redevelopment issues	1
Charge it to the builder, they are making bank off these projects!	1
Charge the developers for EVERYTHING. The quality of life here has really decreased.	1
Could there be built-in incentive options to reduce the fee for development that uses other environmentally friendly methods such as rain gardens, green walls, etc?	1
Developers are getting away with murder in Shoreline. We need to protect our waterways, our roadways, and our economy. DO NOT let developers run the show. They need to do their part by building sustainably, including their own parking lots, and build retail on floor level. North City has become a ghost town, thanks to SHoreline being lax on developers. It's a shame, and needs to be illegal.	1
Totals	100

Comment:	Count
Developers get all the breaks, clear cut the land, receive tax breaks and laugh all the way to the bank. I'm tired of paying for the breaks big developers receive. I'm not getting anything out of these new developments. The city isn't giving me any breaks. Start making big money pay their fare share.	1
Developers need to pay redevelopment fees	1
Developers should 100% pay for their developments to connect to city infrastructure and build new if needed to serve their new buildings. Existing property owners should NOT have to subsidize developers!!!	1
Developers should also be required to build in green spaces and upgrade infrastructure	1
Developers should bear some of the cost. It shouldn't all fall on the backs of homeowners.	1
Developers should bear the burden of redeveloping their property if it exceeds the current infrastructure instead of citizens who aren't redeveloping their land. They should also pay for other types of infrastructure that are required to support their new buildings such as increased road capacity.	1
Developers should pay 100% of the costs for public system improvements that are needed to support their development(s). Shoreline property owners should not pay for these costs.	1
Developers should pay an increased amount based on how much higher their sale price is above the median home price.	1
Developers should pay these fees. I don't live near the light rail and won't use it so I shouldn't pay for it	1
During the rezoning of the city, tax and financial advantages were especially made for developers. This is unacceptable you remove a single home and put a 4 story building on it, increase the need for services from the city, yet not collecting anything from those developments?	1
Growth should pay it's own way, and maybe even then some!	1
Hard to say. I'm a big proponent of increasing housing density and affordability, so am in general in favor of whichever option makes for a more equitable cost of living.	1
How much is a permit to redevelop property now?	1
How the hell did the city not include a fee like this in the first place? Developers are making bank; we need to get them to fund this and more.	1
I am tired of subsidizing developers. They are the ones making all the profit, they should be paying their own way.	1
Totals	100

Comment:	Count
I do think developers should pay to be able to use/connect to these systems. I would hope they would not pull out for this reason	1
I hate development that clearcuts existing tree canopy! That resource takes decades to replace, and replanted trees often have less habitat value than existing native conifers.	1
I think for developers that are building apartments, condos and townhouses should be charged for this. By taking down a house and adding a lot more units it is taxing the system. However if a home owner is tearing down a single house and then building a single house with similar plumbing then they shouldn't be charged. There is no additional tax on the system. These large scale buildings and townhouses though are packing a lot more people into an already taxed system. They should help fund the changes that need to be made to the water systems rather than all the current home owners being charged more taxes to pay for it. These home owners are not the reason for the problems of having systems that are being overtaxed by too many properties.	1
I think new parks need to be included in the areas where a lot of apartments are going up. All of these people need green spaces, too.	1
I think of they're going to develop widely used (mixed use) property developers should be able to apply for help from the city to pay for improvements. However, if they're going to build residential- only property, then yes, they should shoulder the cost of improvements to the system.	1
I think that the City should have planned for this before establishing the rezoning areas without the full support of the homeowners.	1
I think the "redevelopers" are making plenty of money off of their developments and can afford to foot the bill.	1
I used to live on 185th where there was a lot of development and water drainage was a huge issue. Developers need to do much better in all the ways this survey deliniate.	1
I would hope there could be a few options on the table. The way it is right now is not fair though.	1
I'm hesitant to want to include any large fees that would hinder new denser developments. If it was something like 4x of yearly rate up front that would probably be OK, but I don't want to see multi thousand dollar fees that discourage this denser development	1
It is not right that the large builders do not have to share burden of utility upgrades. I as a single family homeowner DO NOT support any increase that would let larger builders escape a fair cost burden.	1
It's surprising that Shoreline is thinking of this now, after so many new buildings have already been permitted in recent years. Developers should pay for their utility access.	1
Totals	100

Comment:	Count
It's time for the developers to pay and not have this fall on the backs of the ol' homeowners. They're not developing out of the 'goodness of their hearts'; they're in it to MAKE MONEY!	1
It's uncomfortable that this wasn't in place already.	1
KC wtd calls this "capacity charge". Swm fee discounts or rebates for implementing BMPs. If drainage R/D and treatment systems are already required for development where is the impact to the city?	1
Larger projects with more impact on the drainage should absolutely be paying. They don't need subsidies for apartment buildings which will be charging insane rents and pay for themselves. We need housing but I'm not convinced these big landlord corporations deserve any subsidy from us. Small projects like homeowner renovations or something like that maybe don't make as much sense to charge extra fees.	1
Make developers pay what it really costs to provide good long lasting infrastructure!	1
Make the new buildings fund the work!!!! If I build an ADU on my property and there is not currently a sewer line, the homeowner pays for connection. Why is this so hard. You want to build it you pay for it.	1
Many citizens pointed out during the rezoning process that a Planned Action Ordinance (PAO) rezone was a gift to developers and that the current infrastructure was not adequate to deal with the anticipated development. But the city was dead set on using the PAO process to lure developers and to keep those pesky citizens from blocking development. Now we have enormous developments with very high hardscape coverage which is causing a rainwater drainage issues. I was talking to a council member a few years ago and asked why developers weren't paying for more infrastructure upgrades and they answered that the current fee schedule was fair to all. You get what you asked for - crumbling infrastructure that you are now asking the citizens to pay for while the developers go laughing all the way to the bank.	1
Most definitely!!! Rampant development destroys the goals of surface water management re: climate change, and flooding. Developers need to pay their way. It may cut back on redevelopment but that is not necessarily a bad thing. I don't feel obligated to help big development make bigger profits.	1
My initial reaction but I don't understand why redevelopment is not contributing.	1
Need details here. A fee too high could inhibit development and increase housing costs.	1
Or just stop the new buildings!	1
Probably yes, the developers should help pay. But I feel like I need to be more informed on this issue.	1
Property developers should pay this cost	1
Totals	100

Comment:	Count
Seems like Shoreline is in a new phase of development with the light rail system. I'd hope developers would be more willing now to take responsibility for this cost instead of continuing this burden to tax payers, who don't share in business's profits.	1
Seems like development is coming no matter what - do we need to continue incentivizing it or reducing barriers? If this can help alleviate fees for Shoreline property owners, great. Taxes and cost of living have gone up significantly - everyone needs a break/win somewhere!	1
Seems like somebody messed up. Those projects should've never gone in.	1
Shoreline, formerly unincorporated Seattle? is woefully behind on having curb and gutter and sidewalks. I am so tired of the deep ditches or muddy side of roads. I don't know how we pay for getting improvements to add curb and gutter in many areas - but developers seem like a good place to tap into funds.	1
The City should charge a new special Surface Water mgt fee that will INCLUDE develops to help support redevelopment.	1
The builder and owner of the building should be responsible for the fee.	1
The city is really missing a lot of opportunities to collect proper fees from developers. They have big funds, make them contribute to the community instead of constantly asking single family properties to keep picking up all the cost deficits.	1
The city should charge the developer to increase drainage for their project. This should have been part of their feasibility study. The residents should not have to fund this in any way. I study.	1
The costs for redevelopment projects should be incorporated in the current fee structure. Surface water management is a basic service provided by the city. Developers should not have to fund these projects separately.	1
The developers building should pay for 100% of the impact their new development costs, including upgrading and improving community services	1
The fact that they are adding so much additional pavement and not currently is crazy.	1
There are so many surface water needs that it's merely fair to expect developers to pay fees.	1
There may be a middle ground on this issue. I wouldn't want to stifle new development.	1
There should also be a limit as to how much of this new development should happen. All this new building adds to the strain on systems and surfaces.	1
These fees would be solely paid by developers, correct? If so, I support that. I do not support homeowners subsidizing developers projects.	1
Totals	100

Comment:	Count
They should absolutely pay for it!!! They're the ones profiting!	1
This cost 100% needs to be on the developers.	1
This cost should be bourne by developers, not by other City residents.	1
This is a no brainer	1
This is a no brainer!!!	1
This might slow down the destruction of large trees, which would be nice. I doubt that Shoreline needs to placate developers who have no incentive now that I know of to be more thoughtful about what they are doing to the environment. Maybe that's just my bias, however.	1
This should ahve been the policy all along!!! Develop a property, pay the fees required to connect to services. It's that simple.	1
This should be for multi unit structures not individual homes	1
This sounds a little bit like a trick question. If the question is should you have the special fun that developers would pay into then by all means, yes there should be a fun that developers pay into but not a special fun that citizens will fund. In fact how can a developer develop anything if they can't connect to a drainage system? I would call that an unfinished development. The developers should pay for anything they need, including More grid for electricity. All these people are coming in hooking up to the electricity, they ask us to not use electricity because heck there's just too many people living here now	1
Too much development is creating too much hard surfaces. What has already been built and paid for and working fine is now subject to overload because of development. Who else pays?	1
Unless developers will draw attractions/prospects in Shoreline ie more parks, sidewalks, downtown, culture. I just don't want fees to prevent developers from considering Shoreline as a place to grow.	1
Upgrades to systems tied into. If area is sufficient should have fee assessed to expand areas to promote similar development	1
Use the budget you have to create a plan. Stop increasing fees. Don't approve plans if you don't have the resources/funds for them	1
Totals	100

Comment:	Count
We no longer need to "minimize barriers to redevelopment." In building new housing, Shoreline is ahead of its Growth Management Act goals. (See statistics from Tom McCormick.) Yet City Staff wants to lower Transportation Impact Fees paid by developers. Developers are favored by the MFTE program. Our trees are cut down without replacement required to remove "barriers to construction." RESIDENTS PAY THE PRICE! Developers make their profits. They set exorbitant rents; we loset our climate change-fighting trees. The City should create a NEW VISION of a livable Shoreline that is REALLY LIVABLE FOR ALL!.	1
Why wasn't this charge included in the impact fees for development??!!	1
Why wasn't this done years ago?? The light rail development was over a decade in the making! Total management failure!	1
Yes, i live in a new build apartment and it would be great to have more green building design elements or greywater system to go in. Developers only care about money and will do things as cheaply as possible unless they are required to. We should make developers consider the impacts their buildings have.	1
Yes, of course the cost of infrastructure improvements needed for new developments should be passed on to those developments!	1
Yes, these developments should be paying for this mitigation and it should not be passed onto single family homes	1
Yes, this new fee is logical and necessary.	1
You mean I am paying for the infrastructure for these developers who are ruining neighborhoods??? That is NOT right. Aren't they already getting tax breaks?	1
and the developers should pay the fee!	1
builders would just incorporate it into their costs, but they should pay for whatever is done to affect the community-traffic mitigation, roads, schools, etc.	1
definitely YES. Growth should pay for growth	1
doesn't make sense for those who aren't involved in the project to pay for redevelopment expenses	1
it seems to me that Developers Have been Given far too Many benefits, while a few ,Have not come through o ntheir end of Agreement with the City of Shoreline. nor do they seem to be Under the same requirements that Home owners asre in regards to Tree removal / Replacement	1
it's a double-edged sword for Shoreline property owners who generally not only don't benefit from the developments, but also abhor them. Thereby paying for a more crowded City while developers reap the profits.	1
Totals	100

Comment:	Count
no tax increases	1
of course they should. New home construction in Seattle requires it! Goodness me!	1
the benefit goes to the community, not the developer, so the community should shoulder the burden of cost	1
Totals	100

40. Thank you for participating in our survey! In the early spring of 2024, we will send out a second survey that proposes several possible plans and the cost to implement each. The cost of each plan will influence the amount of Surface Water Management fees you pay. This second survey will ask Shoreline community members to tell us which plan they think the Surface Water Utility should choose. Enter your email below if you would like to receive a copy of survey two when it is available:

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ResponseID**Response**

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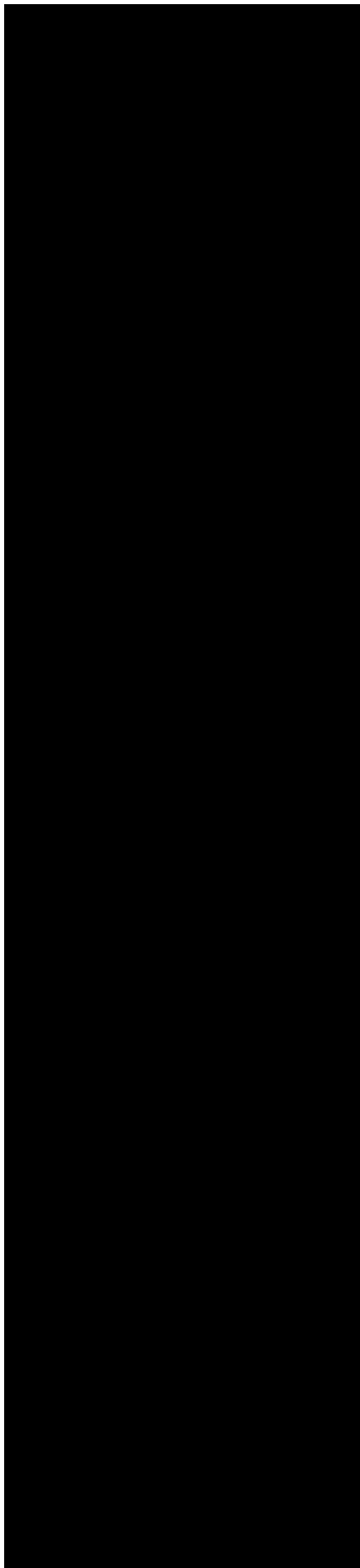
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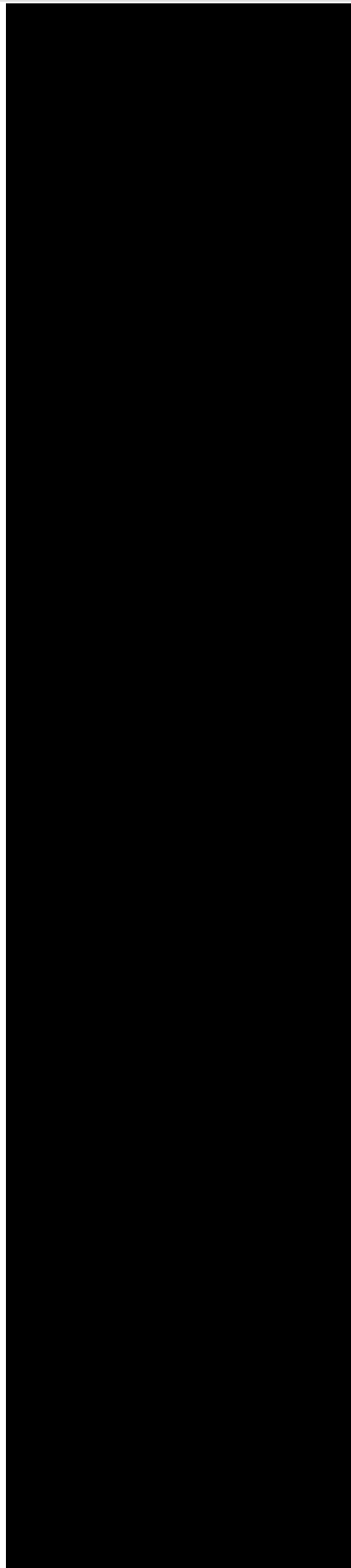
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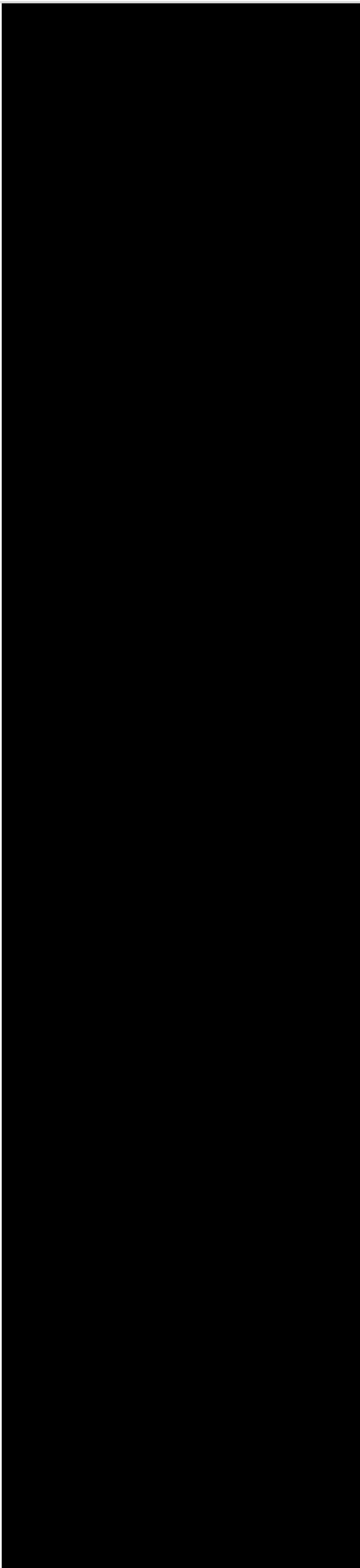
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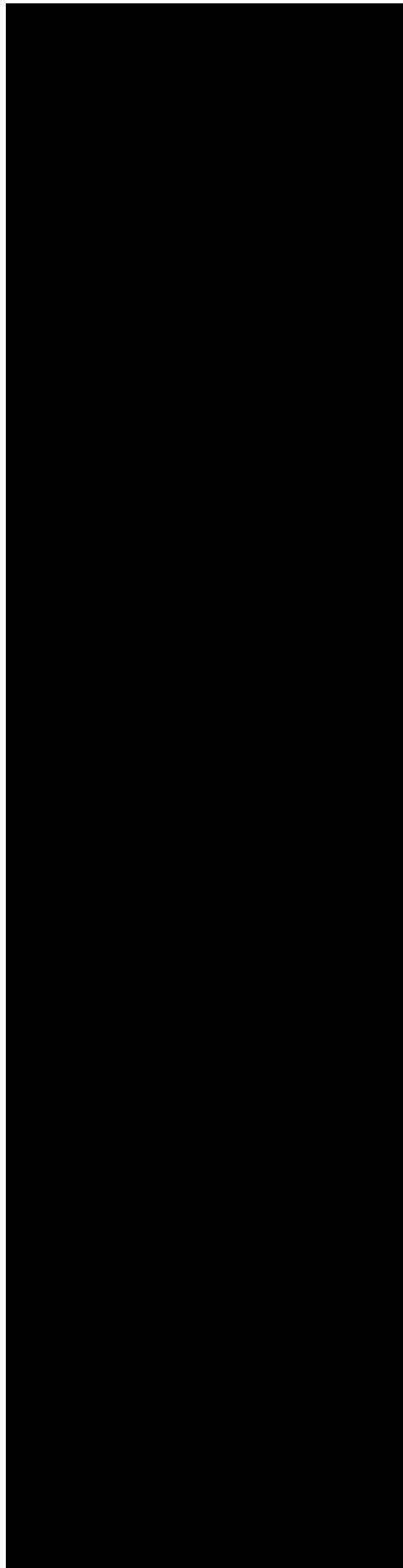
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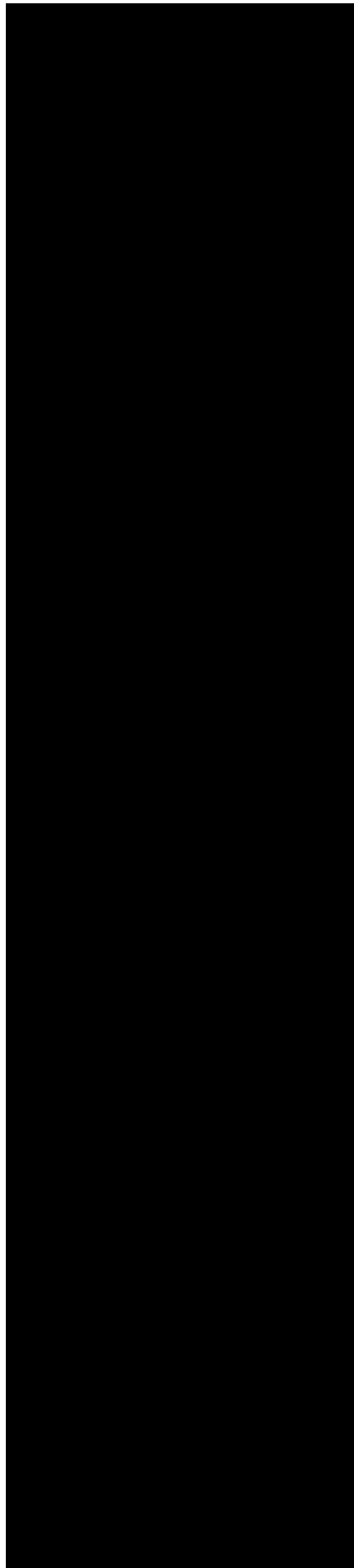
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Appendix C: SWMP Focus Group Summary - English

Shoreline SWMP Focus Group - English

January 31, 2024 | 6:30pm-8pm

February 3, 2024 | 10am-11:30am

Introduction:

As part of the first phase of the Shoreline Surface Water Master Plan (SWMP) update, multiple focus groups were held to dive deeper into topics covered in the Phase 1 Community Survey. Focus group participants were recruited from survey respondents – with priority given to community members typically underrepresented in City planning processes and had been affected by flooding in Shoreline.

Two English language focus groups were held on January 31 and February 3, 2024.

- The January 31 focus group included 10 participants and was held virtually via Zoom.
- The February 3 focus group included 10 participants and was held in-person at Shoreline’s City Hall.

John Featherstone, Surface Water Utility Manager, and Christie Lovelace, Surface Water Program Specialist, attended both sessions to listen to community feedback and provide additional context, as needed.

Mentimeter, an online polling tool, was used to prime participants and guide overall discussion. Topics and discussion points from the focus groups are outlined below.

Section One: Priorities

Activity: Focus group members completed a Mentimeter poll to rate the importance of various benefits, which included:

- Reduce flooding and large pools of rainwater along roads.
- Protect Shoreline’s streams, lakes, and Puget Sound from pollution and erosion.
- Make Shoreline greener by planting trees and gardens that soak up rainwater.
- Prepare Shoreline for stronger storms and fight climate change by planting trees and gardens that soak up greenhouse gases and cool our city.
- Install rainwater drainage systems in neighborhoods that need them.
- Restore waterways that have been damaged, especially in ways that help salmon and other wildlife.
- Remove hard surfaces and replace them with trees and plants.

Discussion:

Virtual focus group

Participants rated “Protect Shoreline’s streams, lakes, and Puget from pollution and erosion” highest.

- One participant mentioned the importance of the interconnectedness of waterways.

Participants rated “Remove hard surfaces and replace them with trees and plants” lowest.

Participants noted that they rated it low because they were unsure of what the benefit meant. After explanation and clarification, participants noted they would have ranked it higher. One participant mentioned that mitigation is different from complete removal, noting that they supported replacing hard surfaces with stormwater mitigation, not simply removing without replacement.

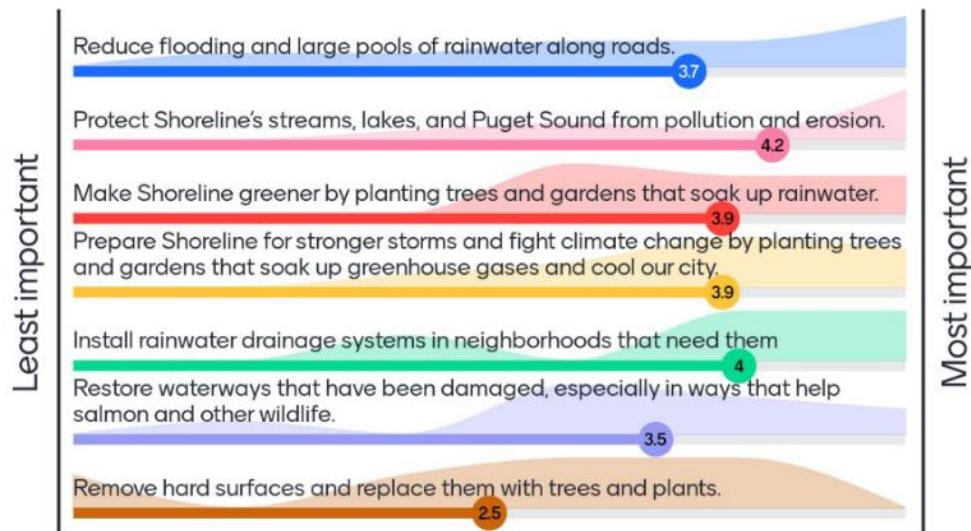


Figure C1. Virtual focus group participants' ranking of benefit by level of importance (out of 5).

In-person focus group

Participants rated “Preparing Shoreline for stronger storms” and “Making Shoreline greener” the highest.

Participants shared personal experiences with damage from storms and noted wanting more trees for shade during hot weather.

- “...The drainage [culverts] near our house were backed up, and my house and three of my [neighbors'] homes flooded. All of these are important but that was my most direct impact.”
- “I had a retaining wall that collapsed in the large rainfall last November that was quite expensive to clean-up and remove.”
- “I live where they rezoned the area, lots of residential areas where they removed lots of trees, and greenery is important to me.”
- “I love the idea of more shade and green spaces, especially for the hotter summers we are getting. The more greenery, the more cool it will feel.”

Some participants noted that drainage-related benefits were less important to prioritize.

- “I feel like Shoreline is pretty good about drainage in comparison to other roads. We have some spots that flood, but otherwise we do pretty well.”
- “I agree that Shoreline does a pretty good job with stormwater on the road.”

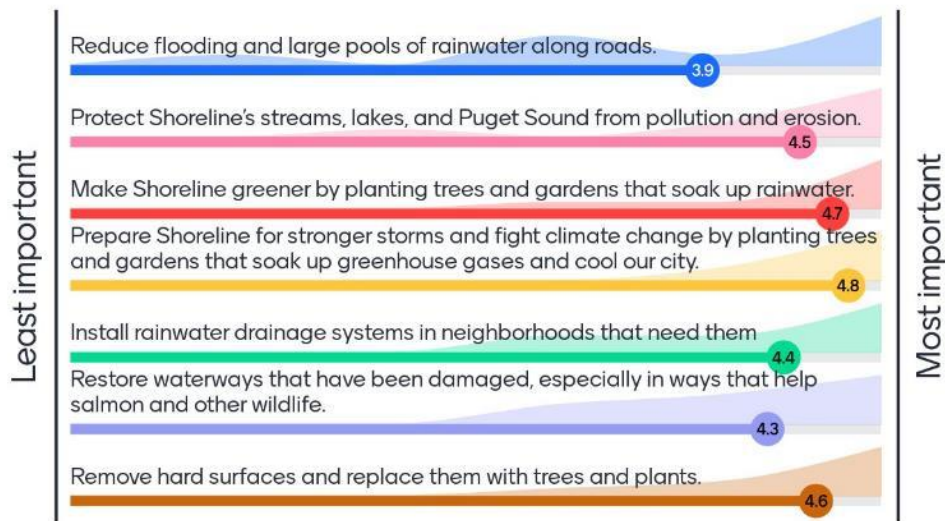


Figure C2. In-person focus group participants' ranking of benefit by level of importance (out of 5)

Activity:

Focus group members participated in a Mentimeter poll activity to indicate which of the preceding **benefits they would be willing to pay an increased SWM Fee rate for**.

Virtual focus group

Discussion:

Participants rated “Install rainwater drainage systems in neighborhoods that need them” and “Reduce flooding and large pools of rainwater along roads” highest, which differs from survey findings. This discrepancy may be partially explained due to the English-speaking focus group participants being recruited based on their prior experience with flooding.

Participants agreed there is strong desire for flooding to be mitigated. One participant shared an example of flood response from City on 3rd Ave NW as a good example of replacing ditches with piped systems to reduce flooding. Another participant noted that pedestrian access is important.

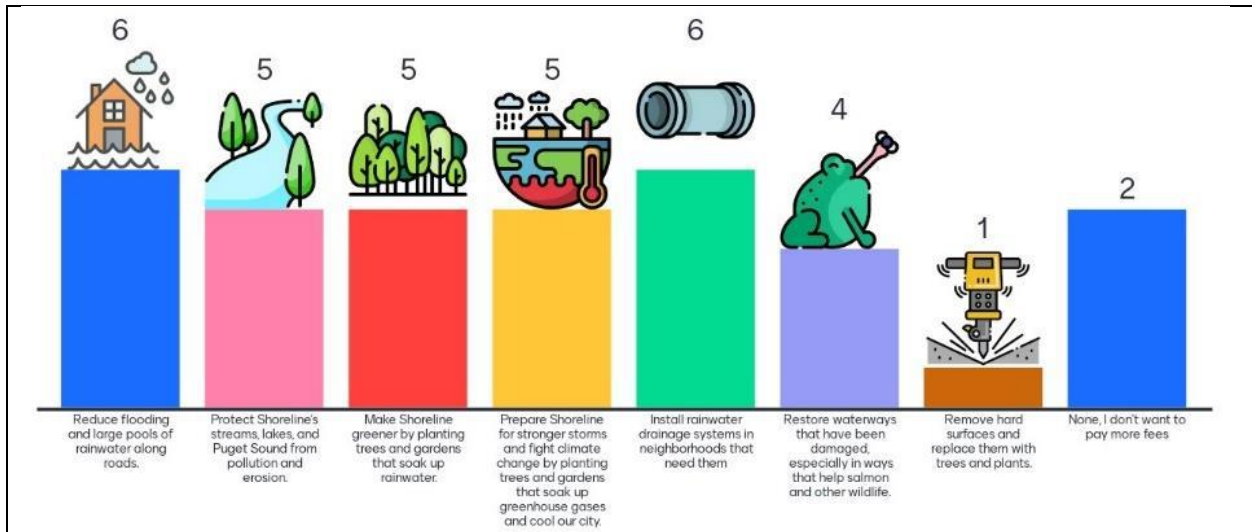


Figure C3. Virtual focus group participants' responses to benefits they are willing to pay for.

In-person focus group

Participants rated “Making Shoreline greener” and “Preparing Shoreline to fight climate change” highest.

One participant explained why they rated these benefits higher than others.

- “There is so much development right now, and it feels like all this green space is being taken away and a big roof is being built. Trees are disappearing at an alarming rate.”

Participants commented that the City is doing a good job at managing roadway runoff, so it was not reflected in the poll as a high priority. They felt that homeowners should not pay for this service, noting that it's the City's responsibility to take care of the roads.

Participants rated “Remove hard surfaces” lowest.

One participant expressed concern for people with disabilities who need access to firm and smooth surfaces to travel as well as bicyclists needing access to hard surfaces for recreational use.

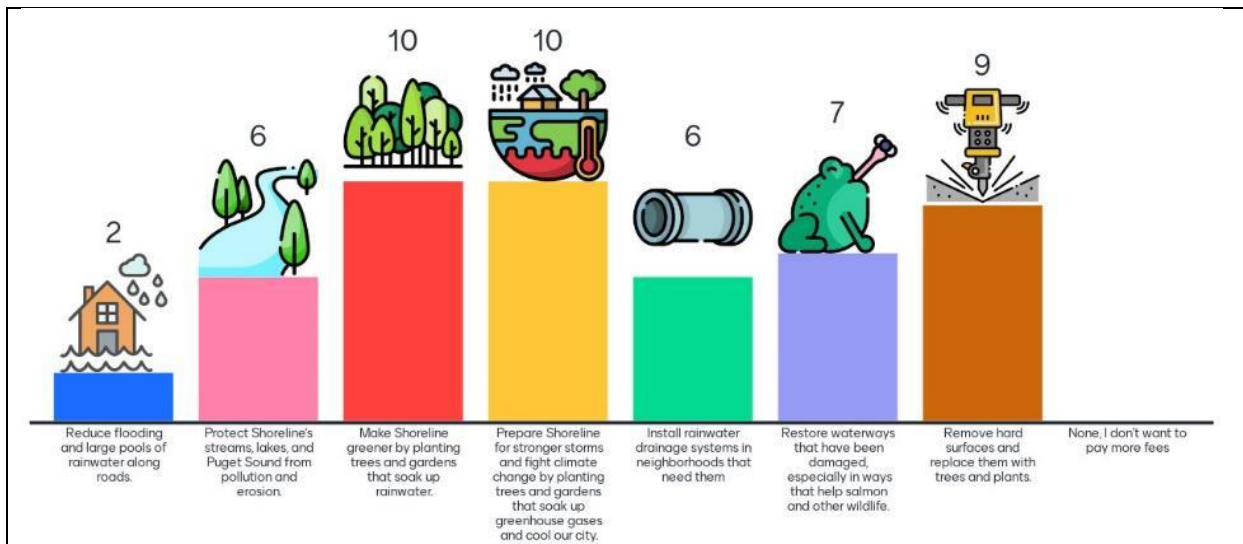


Figure C4. In-person focus group participants' responses on benefits they are willing to pay for.

Section Two: Flooding and drainage issues and services

Activity:

Virtual focus group members participated in a Mentimeter dot activity to note what flooding impact they are concerned the most about. Flooding impacts discussed included:

- Safety and usability of the road
- Neighborhoods/multiple properties
- Home/property only

The in-person focus group participants did not participate in this dot activity.

Discussion:

Virtual focus group

Participants rated "Safety and usability of the road" highest.

One participant mentioned commuting, dog walking, and pollutants in the standing water as reasons. Three of the participants indicated flooding in "Neighborhoods" as most important.

When asked why these flooding impacts were most important, one participant noted that there are no sidewalks where they lived so safety is a concern for their children.

When asked whether the participants had any other concerns related to flooding or drainage or how the City manages stormwater flows, participants shared that rainwater harvesting could be explored as a way to manage stormwater flows. Another participant shared wanting new City code to keep up with climate change.



Safety and usability of the road, shoulder, or sidewalks



Neighborhood / multiple properties



Home / property only

Figure C5. Virtual focus group participants' responses to which flooding impact they are most concerned about.

Activity:

Participants were given a description of each flooding service the Surface Water Utility provides. They then use a Mentimeter poll for participants note whether their experience with each. Flooding services discussed include:

- Flood Response
- Drainage Assessment
- Spill Response
- Self-Service Sandbag Station at Hamlin Park

Discussion:

Both “Flood response” and “Drainage assessment” are services that many participants in both focus groups indicated interest in learning more about.

When asked why participants were interested in these services, they shared wanting to know how the City prioritizes different flooding zones or areas. They also noted differences in flooding from natural causes versus emergency situations.

- “In emergency, City is great but when flooding by mother nature, would imagine a lot of people would be calling so would be good to distinguish these two.”

No participant in the virtual focus group had used the “*self-service sandbag station at Hamlin Park*” flooding service. A few participants in the in-person focus group agreed that this service could be helpful in the future.

When asked why participants hadn't used the sandbag service, participants shared that it is not convenient if someone doesn't have the car size or ability to carry the number of sandbags needed. Participants also noted that it may be a marketing issue, and that many neighbors might not know this is a service the City provides.

When asked which of the services felt valuable, one participant stated:

- “The flood response is direct. City’s response was really timely and quick. My only concern is that it relies on homeowners to report it, which might be fine for the streets, but for creeks that overflow, issues in the middle of the night, or the homeowners aren't home that is worrisome. It would be nice to have monitoring at places where they get bad.”

When asked about experiences with flooding caused by rainwater, one participant noted:

- “Need to specifically mention creek flooding of backup onto adjacent property. The street drains have grates to catch debris. The creek culverts could use something similar to prevent large items being carried into drainage pipes.”

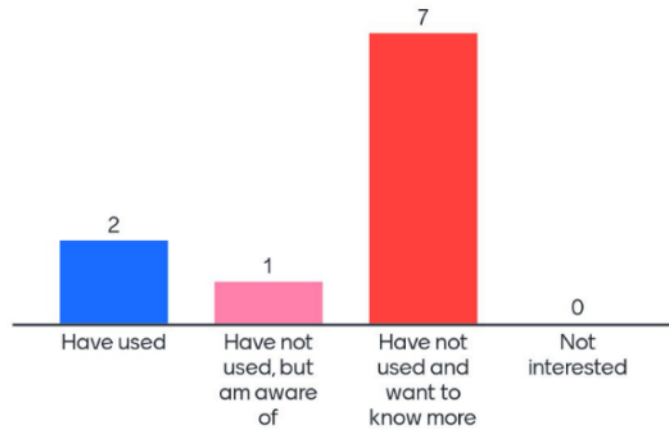


Figure C6. Virtual focus group participants’ responses to their experience with flooding response services.

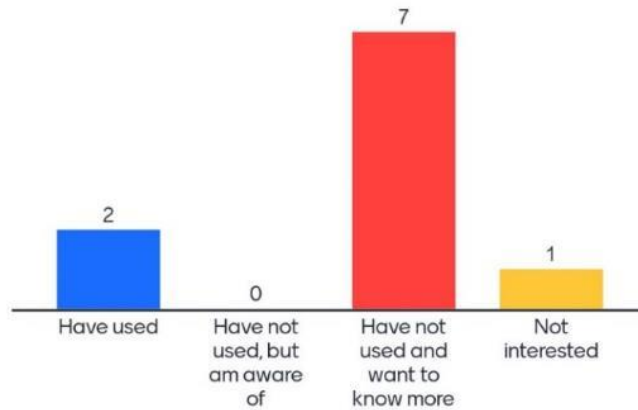


Figure C7. Virtual focus group participants’ responses to their experience with drainage assessment services.

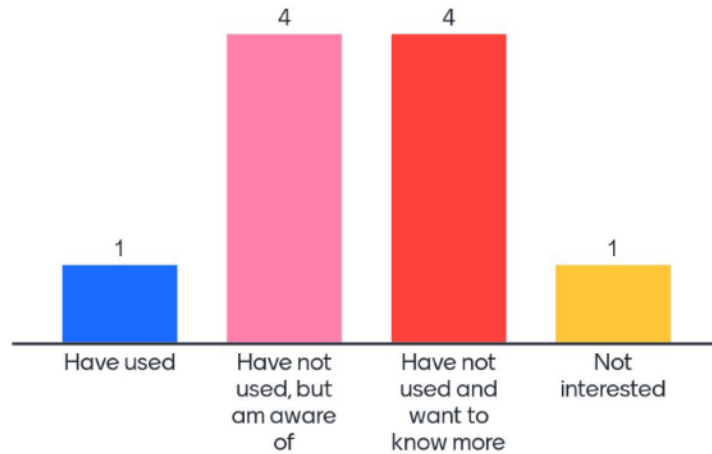


Figure C8. Virtual focus group participants' responses to their experience with pill response services.

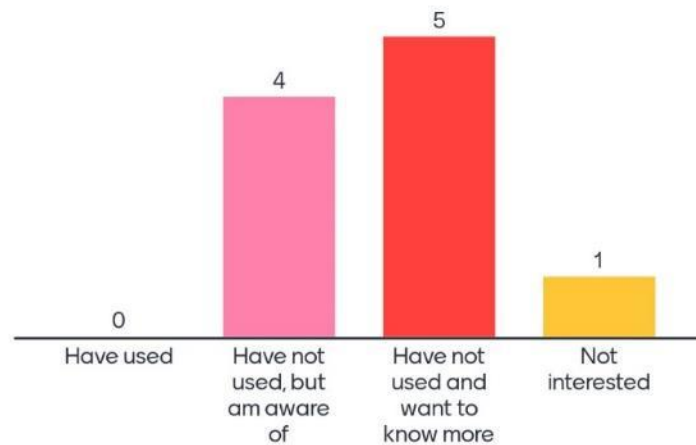


Figure C9. Virtual focus group participants' responses to their experience with self-service sandbag services.

Questions Received:

- Is “*Flooding Response*” the same as the SeeClickFix?
 - A: SeeClickFix is more so associated with the “*Drainage assessment*” service. It is typically used after a flooding event to analyze flooding impacts and identify solutions.
- What types of situations does flood response assistance cover? Is it just public roadways or flooding in houses?
 - A: It depends on the origin of the situation. Regardless, the City will typically send someone out to help solve the problem.
- Can the City help with placement of the bags?
 - No answer given due to meeting time constraints.

Section Three: Sharing information

Activity:

Focus group members participated in an open discussion regarding sharing information about Surface Water Utility services.

Discussion:

Participants in both focus groups offered the following ways they had received information about the Surface Water Utility.

- People who have worked on drainage issues nearby
- Rainwater booklet
- Poster in the mail
- Monthly Currents newsletter
- Schools
- Facebook
- Utility bills
- Neighborhood association newsletters

Participants offered the following suggestions on how the Surface Water Utility could share information about their services.

- Daily Shoreline news emails
- Shoreline Currents
- Shoreline City Hall
- Shoreline District Schools
- NextDoor
- Shoreline Area News
- Facebook ads
- Shoreline-specific Facebook groups
- Utility bills
- Community events
- Coffee shops/grocery stores/restaurants
- Surveys
- Metal signs in problem areas
- Coupon books

Section Four: Soak It Up Expansions**Activity:**

Focus group members received information on the Soak It Up rebate program and filled out a Mentimeter poll to identify potential barriers for people to access the program including:

- I can't wait for a rebate – I need the money to start the work.
- The rebate is not enough money.
- The 10-year maintenance covenant.

- I am not a property owner.
- It would be hard to find a contractor.
- Designing the garden would be hard.
- Building the garden would be hard.
- I'm not sure the garden would look good.
- If the program is only offered in English, it would be hard for me to work with staff and participate in the program.

Discussion:

When asked whether the Soak It UP program was something they would like to access, many participants in both focus groups noted that they want to learn more about the program and how the City can support them.

A few participants shared that they looked into the program but did not qualify.

- "I looked at this a year ago, and someone came out, and our lawn is too close to the water table so we can't do it. But I think it's a great program."
- "We did make one ourselves, and we are happy with it. This is a well-intentioned program that fails. The words used are inviting and have good intentions, but then it boils down to specifications."
- "I looked at this program. What I got from it is that I have enough trees, so my yard is incompatible. My trees really help with prevention."

"Building the garden would be hard," "The 10-year maintenance covenant," "The rebate is not enough money," and "It would be hard to find a contractor" ranked the highest barriers in both focus groups.

When asked why they ranked these barriers highest, many participants noted that the rebate amount was not enough. Others also mentioned the 10-year covenant is a burden. One participant shared their experience with the program, noting that the City was supportive and helpful throughout the process, but the contractor they hired had to do multiple drawings and extra work to be in compliance.

- "Hiring a contractor would exceed the \$2,000 rebate alone."
- "The 10-year maintenance agreement is a burden, especially if you end up having to sell your property before that time is up. That can decrease the number of buyers."
- "Landscape for apartment buildings is hard for property owners to keep up garden."

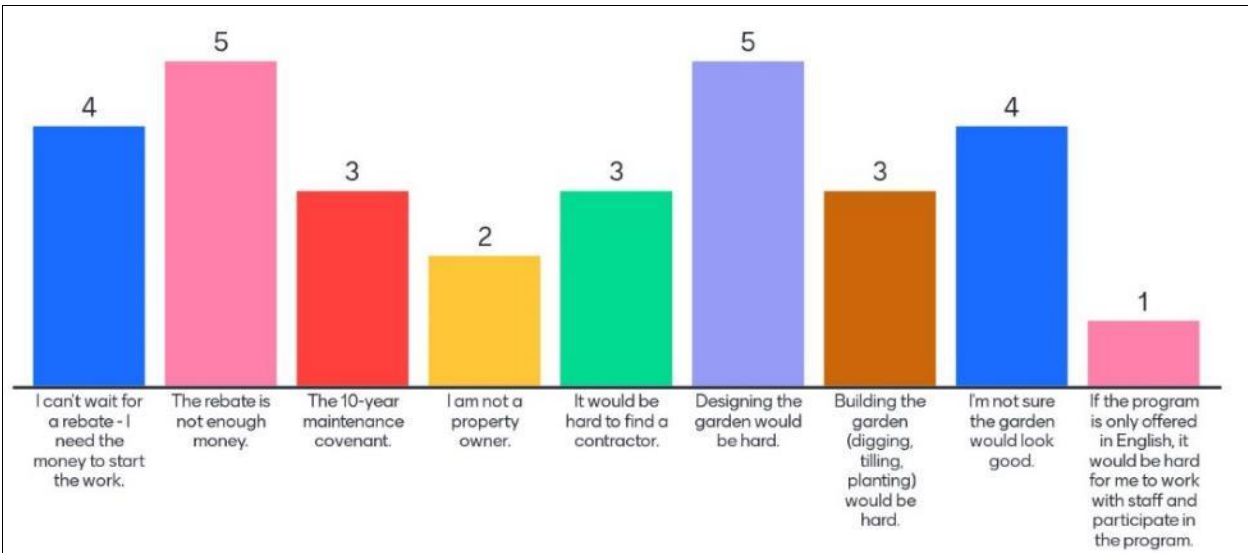


Figure C10. Virtual focus group participants' responses to what barriers would prevent them from participating in the Soak It Up program.

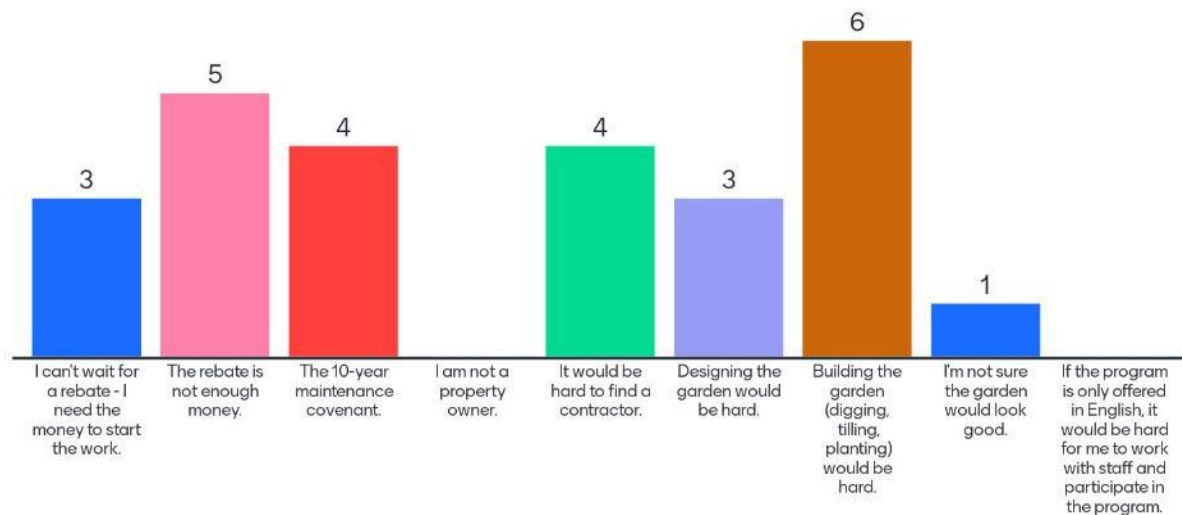


Figure C11. In-person focus group participants' responses to what barriers would prevent them from participating in the Soak It Up program.

When asked how the Soak It Up program could be made better, many participants desired better resources and support for the program including tool libraries, gardening support, technical assistance to homeowners and contractors, and access to native plants.

- "More rebate for the upkeep as part of the 10-year covenant."
- "Reach out to existing people who are in the program to get feedback."
- "I think a 3-4 year covenant is more appropriate."
- "I want more leeway and support to make greenspaces, so people aren't locked out."
- "An assessment of where we can build it."

- “Even if it isn't a garden, giving more options. These people want to turn an impervious surface into a [pervious] one.”

When asked about their thoughts on expanding the program, participants provided the following comments:

- “I like the idea of larger projects plus it gives the program more exposure.”
- “Odd that Churches that are exempt from taxes²³ would get the same options as a homeowner.”

Questions received:

- What's the average cost?
 - A: It can be a big spread. If you hire a contractor, it wouldn't cover a large garden. If you are doing it yourself, the \$2,000 would cover it, likely.
- Is this program separate from drainage assessment?
 - A: They are separate, but if one program identifies that the other program is more appropriate, the City will let property owners know.
- Does it apply to condos?
 - *No answer given due to meeting time constraints.*
- Do the next homeowners take on the responsibility if you sell?
 - *No answer given due to meeting time constraints.*
- Would the City help design or tell you what plants to use?
 - *No answer given due to meeting time constraints.*

Section Five: SWM Fee Policy

Activity:

Focus group members participated in a Mentimeter poll activity to indicate whether they felt the alternative SWM fee structure is fair.

The in-person focus group participants were also asked to indicate whether they felt the current SWM fee structure is fair.

Discussion:

²³ Correction: Churches are not exempt from Surface Water Management fees.

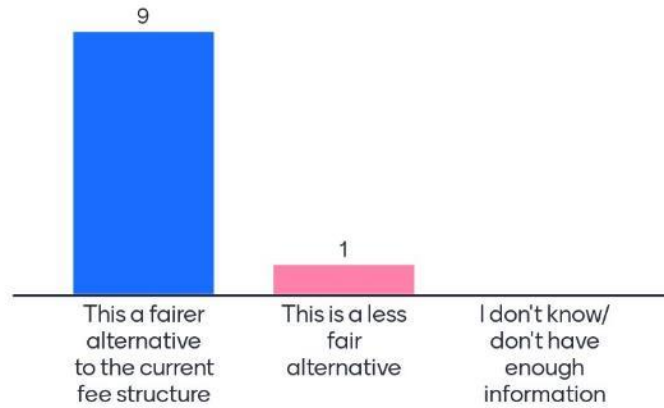


Figure C12. In-person focus group participants' responses to whether the current fee structure was fairer.

In both focus groups, most people felt they did not have enough information on the alternative fee structure. Two participants in the virtual focus group who voted that it was fairer noted that they also felt they did not have enough information.

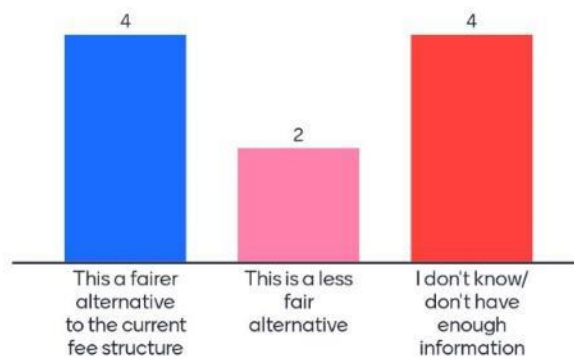


Figure C13. Virtual focus group participants' responses to whether the alternative fee structure was fairer.

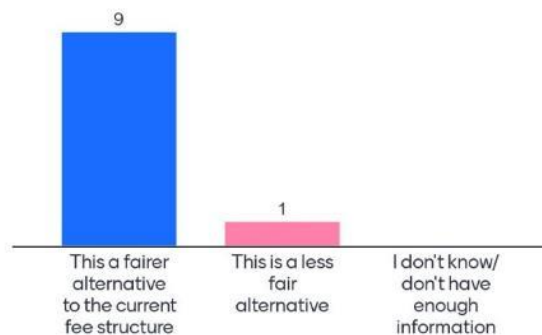


Figure C14. In-person focus group participants' responses to whether the alternative fee structure was fairer.

When asked what they were uncertain about, participants said they need more specifics before voting on anything. They advised the City to provide the public with information on how funding from the SWM fee is being spent and an overall budget plan for accountability.

- “Provide more detailed explanation information to the public regards structure and assessment for hard surface for nonresidential owners also residential homeowners.”
- “It's hard to say this is more equitable if it doesn't give people credit for doing work to mitigate the impacts of surface water that are (effective) things other than reducing hard surfaces (e.g., installing pervious concrete, rainwater collection systems, French drains, etc.)”
- “It seems like there should be some evaluation of use. There are things that are good for the public that are all concrete. There is too much grey area.”
- “I think this is an issue of great interest in the community, but people may not have the bandwidth or emotion capacity to think about this for too long. The City should create an ambitious, reasonable, and fair plan and ask one big question for the community.”
- “Concern about seniors or those with fixed-income who cannot afford to live in their properties anymore.”

Questions received:

- Are roofs, concrete, etc. all surface materials considered "hard surface"?
 - *No answer given due to meeting time constraints.*
- Will the fee structure be the same for residential and non-residential properties?
 - *No answer given due to meeting time constraints.*
- Is there a way for the City to record mitigating factors such as rain gardens and ways of reducing runoff from surfaces in order to reduce your fee? This is important to encourage people to reduce runoff.
 - A: The only way would be to remove a hard surface (roofs, pavement, patio, driveway) and replace it with a vegetative surface.
 - A: The problem with providing credit for services/facilities like rain gardens would be they don't provide a benefit if they are not maintained over time. It becomes tricky administratively.
 - A: To do inspections to ensure those systems are maintained on private properties is too much labor.
- Is there a way to appeal?
 - A: Yes.
- How will the hard surface area be assessed?
 - A: Through aerial analysis.
- Why is gravel considered hard surface? It is commonly used to mitigate basement flooding.
 - *No answer given due to meeting time constraints.*

- Unfortunately, if there is not a value placed on what the surface water is actually doing on the property, it is difficult to support this fee. The question becomes what problem are you trying to solve?
 - *No answer given due to meeting time constraints.*
- Have they considered a list of exceptions to the hard surface calculation?
 - *No answer given due to meeting time constraints.*
- Why not just raise the fees for everyone from \$27 to \$50 and then remove the complexity from the system and the need to administer that complexity (which will save money)?
 - *No answer given due to meeting time constraints.*
- What is the dollar amount that the City is looking for? What is the goal?
 - *A: The basis of this fee is intended to be proportional to the amount of surface water each property generates. There is a legal directive and state law behind how we are allowed to collect fees. We annually collect about \$9 million in SWM fees.*
- What's the guarantee that funding will be used for its intended purpose?
 - *A: The fees collected can only exclusively be used for surface water management. Half of that goes to capital programs, the other half goes to operational programs.*
- How often would the hard surface measurement be updated?
 - *A: We would do it through the City permit process. The idea would be that we review area data every ten years, and people can report changes.*
- Capital infrastructure transportation will increase pavements. Who will have to pay for that?
 - *A: The City manages these spaces and those projects have to do stormwater mitigation which is typically underground.*
- Will there be options to get rid of surfaces of places you buy and didn't necessarily put in the structure yourself?
 - *No answer given due to meeting time constraints.*
- I live where many townhomes are being built and many pervious surfaces are being taken away. Is there any mitigation preventing development from decreasing permeable surface?
 - *A: These projects are mitigating stormwater runoff. They are supposed to mimic a forest. They will typically have large stormwater sites underground you will not see. The City monitors it and regulates it. From a stormwater perspective, this development isn't a big add to the stormwater system due to the inspection and monitoring process.*

Appendix D-1: SWMP Focus Group Summary - Spanish

Shoreline SWMP Focus Group – Spanish February 6, 2024

Introduction about the Surface Water Master Plan and how the focus group will inform it.

Priorities and benefits – importance

- **The benefit that ranked the highest at 4.6 was “Installing storm drainage systems in the neighborhoods that required them.”**
 - Comment that it is essential to avoid accidents when water stagnates.
- Another benefit that ranked high at 4.4 was “Restoring waterways that have been damaged, especially in a way that helps salmon and other wild animals.”
 - Keeping the salmon alive helps protect nature and, therefore, supports our ecosystem.
 - Essential because Washington is one of the states with the highest salmon farming production. This has fruitful potential for our economy.
- **The participants also agree on the importance of having more green areas.**
 - Comments that the City does not do the necessary maintenance to keep the city or green areas clean.
 - Richmond Beach area (RBR) has too much garbage along it.
 - Area around 26th Ave NE/155th (near Shorecrest/Kellogg) is good, clean.
 - 12th Ave ditch or bioretention swale (maybe between NE 170th and 175th – although it is possible that these comments are referring to a different location along 12th Ave somewhere else) needs garbage removed and the plants are too high for drivers pulling out of driveways to see around.

Priorities and benefits – what are you willing to pay more for?

- **When asked what benefits Spanish-language participants would be willing to pay more for, five participants chose “None.”**
- Comment that larger sites/businesses should carry the brunt of SWM fees, rather than smaller single-family residence.
 - Houses do not have large-scale amounts of hard surfaces like large apartments or building complexes. Those buildings are the ones that let water flow off and end up polluting more.
- Comment about “why should I pay more” when there is garbage in the street/stormwater system, and what are we doing with the money that’s already being collected via SWM Fees (i.e. the City haven’t demonstrated that we’re being effective and efficient with current fees).
- Four participants also chose “Prepare Shoreline for stronger storms” and “Reduce flooding.”

Flood preparation – general

- There should be more maintenance to prevent flooding, and clear drains before major rain events.
- Attendee provided example of being personally impacted by recurring flooding/drainage issues at NE 145th/30th with water “coming down the hill”.

Engagement and sharing information

- The City should have an educational program for the community to learn how to keep the common areas clean.
- The City should have a customer service phone number in Spanish.
- Distribute brochures at events such as fairs where the information can be shared, such as the barcode/QR code, because the majority have a cell phone where they can scan and see the information presented there.
- Consider using a QR code on outreach materials for link to in-language translated materials.
- Consider creating flyers in two languages – like with English on one side and Spanish on the other.
- Consider having a presence at public events with a booth.
- Attendee mentioned having received the SWMP survey flyer via the School District.

Soak It Up

- The City should consider hiring a contractor to do the work on private property, the City has more buying power than individuals and everyone wins.
- The two-thousand-dollar incentive for constructing the garden is insufficient since the City needs to contribute more money for maintenance for ten years. The final cost would be significant for homeowners who would rather spend that money on things their homes need. Garden maintenance for ten years includes new soil, plants, and stones, implying an extra expense for the family.

Why would you pay a higher fee for surface water management?

- **Many participants learned that they already pay for SWM fees as many needed clarification about whether the SWM fee is already included on the water bill or if there would be an additional fee for the service.**
 - John clarified that the residents had already been charged. They want to know if the residents agree with changes to the fee for this project.
- There is no money to pay for corporations or buildings with rental departments whose constructions obstruct water drainage because the houses do allow water drainage. The city already regulates the houses due to the hard surfaces they have.
- The owners of apartment buildings are the ones who must pay the most money for their construction, and those who rent the apartments must also pay a portion.
- Shoreline residents are already paying, the city is still dirty, and there are still floods of the money already paid to where it is being used.

- Generally, there was broad support for changing rate structure for both single-family residences and non-single-family residences.

Appendix D-2: SWMP Focus Group Mentimeter Results – Spanish

How would you rank the following benefits?

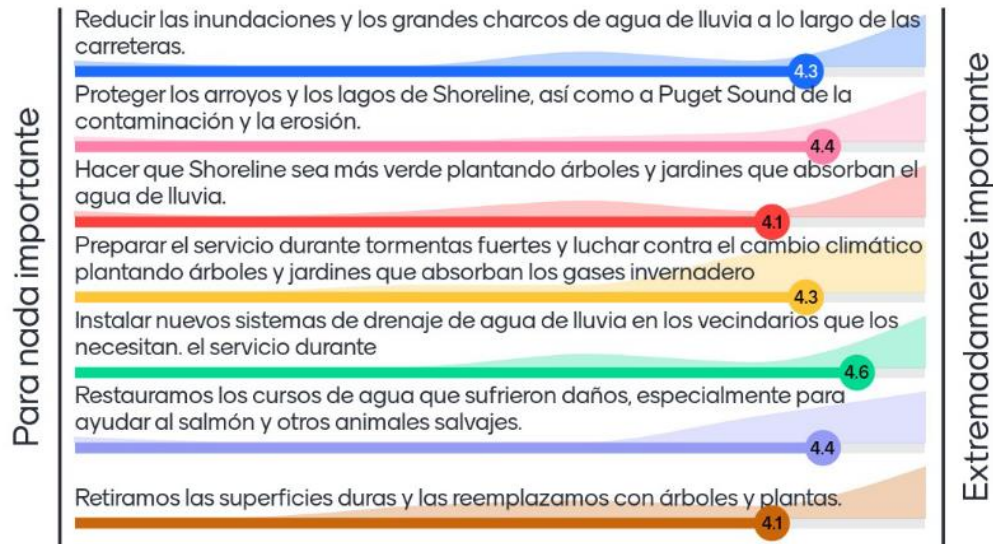


Figure D1. Spanish language focus group participants' ranking of benefit by level of importance (out of 5).

From top to bottom, Spanish-speaking focus group participants ranked importance level for the following benefits:

- Reduce flooding. – 4.3
- Protect Shoreline's streams, lakes, and Puget Sound. – 4.4
- Make Shoreline greener. – 4.1
- Prepare for and fight climate change. – 4.3
- Install new rainwater drainage systems. – 4.6
- Restore waterways. – 4.4
- Remove hard surfaces. – 4.1

Which of these would you pay an increased SWM Fee rate for?

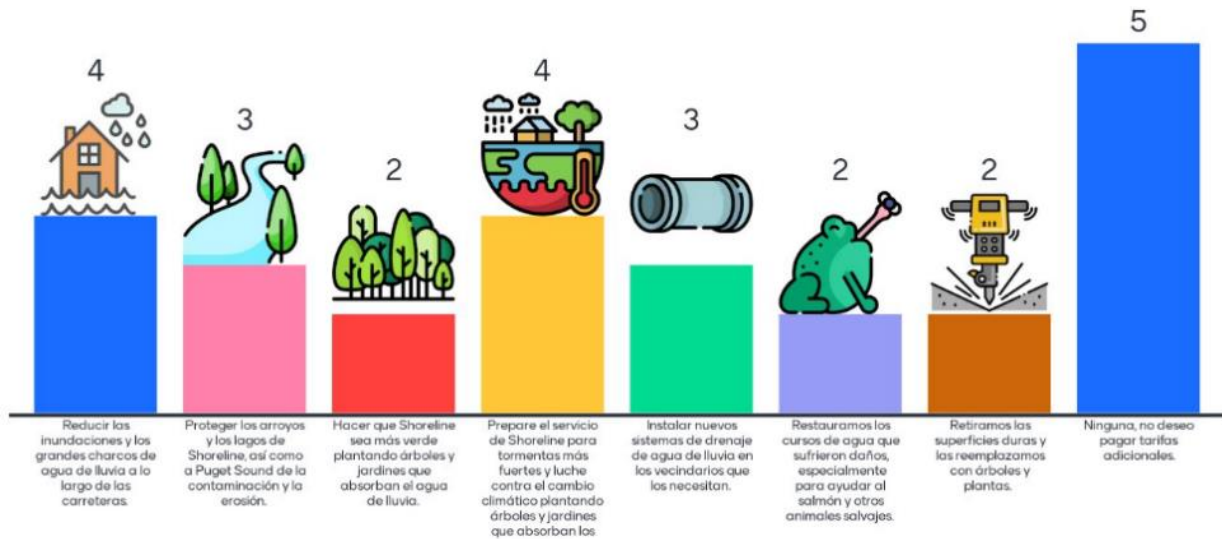


Figure D2. Spanish language focus group participants' responses to benefits they are willing to pay for.

From left to right, Spanish-speaking focus group participants chose willingness to pay for the following benefits:

- Reduce flooding. – 4
- Protect Shoreline's streams, lakes, and Puget Sound. – 3
- Make Shoreline greener. – 2
- Prepare for and fight climate change. – 4
- Install new rainwater drainage systems. – 3
- Restore waterways. – 2
- Remove hard surfaces. – 2
- None, I do not want to pay more fees. – 2

If you wanted to participate in this program, would any of these be challenges for you?

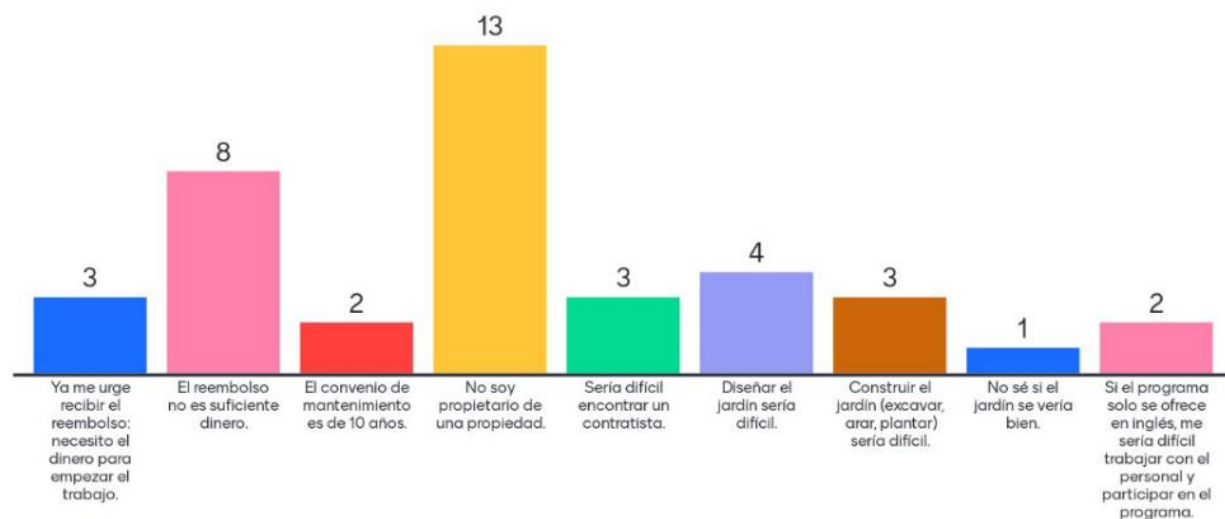


Figure D3. Spanish language focus group participants' responses to what barriers would prevent them from participating in the Soak It Up program.

From left to right, Spanish-speaking focus group participants selected what barriers would prevent them from participating in Soak It Up:

- I can't wait for a rebate – I need the money to start the work. – 3
- The rebate is not enough money. – 8
- The 10-year maintenance covenant. – 2
- I am not a property owner. – 13
- It would be hard to find a contractor. – 3
- Designing the garden would be hard. – 3
- Building the garden (digging, tilling, planting) would be hard. – 3
- I'm not sure the garden would look good. – 1
- If the program is only offered in English, it would be hard for me to work with staff and participate in the program. – 2

How do you feel about an alternative SWM fee structure that calculates based on the actual amount of hard surfaces on their property?

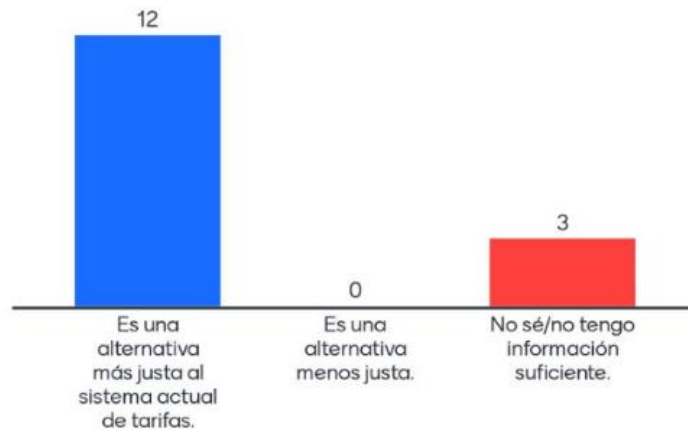


Figure D4. Spanish language focus group participants' responses to whether the alternative fee structure was fairer.

From left to right, Spanish-speaking focus group participants indicated whether the alternative SWM fee structure is fair:

- This is a fairer alternative to the current fee structure. – 12
- This is a less fair alternative. – 0
- I don't know/don't have enough information. – 3

For all other property types, how do you feel about an alternative SWM fee structure that calculates based on the actual amount of hard surfaces?

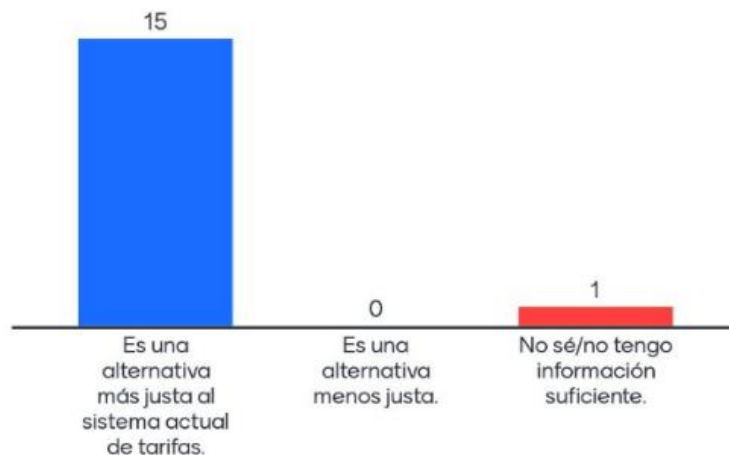


Figure D5. Spanish language focus group participants' responses to whether the alternative fee structure was fairer for all other properties.

From left to right, Spanish-speaking focus group participants indicated whether the alternative SWM fee structure is fair for all other properties:

- This is a fairer alternative. – 15
- This is a less fair alternative. – 0
- I don't know/don't have enough information. – 1

Appendix E-1: SWMP Focus Group Summary - Mandarin

Shoreline SWMP Focus Group – Mandarin February 3, 2024

Your Priorities.

- (1) Clean water and green area.
- (3) My backyard flood during rainy days. I hope to solve the problem.
- (6) Please communicate in lucid information.
- (7) Reduce flooding on roadside and massive rain.
- (8) The road surface water is the 1st issue to process.
- (9) Increase the speed and capability to drain surface runoff. In other word, minimize the flooding chance.
- (11) Please use “Mandarin” when sharing information,
- (15) Q: Is the rain water in the rain drain treated? A: No.
- (15) The reason I rate “reduce flooding” highest is because if there are too much rain, it will damage the road.
- (15) The reason I rate “reduce flooding” highest is because I commute by bike. In winter time if the rain doesn’t drain in 30 minutes or 1 hour, it will become icy. It’s dangerous for bikers and pedestrians. Also if the rain doesn’t drain fast enough might cause pavement damage due to thermal expansion and contraction. Road maintenance might be more costly in the long run.
- (15) The reason I rate “protect Shoreline’s stream” highest is because the runoff is toxic and carries lots of pollutants.
- (15) Q: Does “Remove hard surface” include private property or just the public area? A: Could be for either, especially the parking lots that are not being used.
- (15) Answer would be different depending on whether we are talking about private or public area. For public area I approve remove hard surface but not for private property.
- (15) I rated “remove hard surface” the least because the City doesn’t always do a good job maintaining the green area. With poor maintenance, it gets muddy, slippery, and unsafe for children. The participant mentioned a parking lot where experience this during a Halloween event.

Which benefits would you be willing to pay an increased Surface Water Management fee for?

- (1) Depending on how much of an increase in fee.
- (9) Same as the first one (above), I’m willing pay more for drainage cleaning and maintenance, as well as pavement maintain and improvement.
- (15) I disapprove hard surface removal because of the cost. The hard surface is already there. There’s no urgent need to remove it. Maybe one day we need the (existing) hard surface again.

- (15) I disapprove hard surface removal. If cars, any heavy use of the road or poor maintenance may turn the green area dirty and ugly. The city will look bad.
- (15) I vote for “don’t want to pay more fee. ” because the residents don’t know how much the increase is, what the decision making process is, what’s the progress.
- (15) Q: how does the city know which neighborhoods need to install rainwater drainage system? Answered by John.

Flooding and drainage issues.

We want to know about any areas that experience flooding caused by rainwater. This includes flooding or pooling water in the road, or off of the road onto private property. We use this information to identify areas where additional drainage work is needed.

Please note the nearest intersection:

- (1) N 149th St.
- (5) NW 17th Ave & 192nd St.
- (14) 200th St & Phinney and Greenwood Ave N. 98133.
- (15) 160th St and Greenwood Ave.
- (15) near Central market near Westminster Triangle.

Services.

- (15) Never heard of any of these services. We’ve been paying the fee but not aware of these services. That’s an important problem.
- **Flood response**
 - When we experience flooding, we always count on our neighbor to report.
- **Drainage assessment**
- **Spill response**
 - Needed to explain what spill is.
- **Self-service sandbag station at Hamlin Park’**
 - (2) Need to put a sign at the park
 - (3) (highlighted)
 - (4) (highlighted)
 - (15) Several expressed interest in this service so they asked about the exact location of the station, how to load the sandbags, any signage at the station? Can they take the sand bag by themselves or they need to submit any application? They suggest putting a signage and instruction there.

Sharing Information.

- (1) Paper (flyer) that comes with water bill.
- (2) Print on supermarket’s flyer.
- (4) Not too wordy, straight to the point. By e-mail.
- (9) E-mail, social media, coupon.

- (10) Paper copy, but in layout design, it is crucial to capture attention prominently, as it is easy to overlook otherwise.
- (13) Shoreline City website.
- (15) Ad on supermarket (Safeway, QFC, Central Market) receipt.
- (15) Starbucks bulletin board.
- (15) Asian market's bulletin board. (Asian Family Market- 13200 Aurora Ave N suite A, Seattle, WA 98133, 99 Ranch Market- 22511 Hwy 99, Edmonds, WA 98026)
- (15) send text message.
- (15) Lucid info summarized in bullet points.
- (15) in Mandarin, but short messages.
- (15) Local newspaper, ex: Richmond Beach community newspaper.

Soak It Up Rebate Program

- (1) The cost and if it's enough to cover all cost or if I need to pay more out of pocket.
- (3) Hope to be informed.
- (4) Rebate cap to \$2000 is too little.
- (9) \$2000 is not enough to being attractive, especially nowadays, with the inflation.
- (15) Heard of this program and interested for 2 years now but because I couldn't make phone call to learn more about this program during regular business hour so I haven't get started.
- (15) Q: When we call, will the city send someone to help us do assessment and recommendations? Answered by Christie.
- (15) Not knowing it can be several areas adding up.
- (15) Not knowing how to apply for the rebate, determine eligibility, pre-inspections, how to get the money back.
- (15) 10 year maintenance covenant is a barrier. What if I decide to sell the house? Worried that it might affect the potential buyer.
- (15) Translations for this program is not needed.
- (15) Q: for those who already participated in the program, what's the average out-of-pocket? Answered by Christie.
- (15) I don't know how to build the garden, especially on a slope. Unless there's guidance from expert or hire a contractor, which is expensive. Hoping to learn more about the tools or expert to help building the garden.

Surface Water Management Fee Policy.

- **Residential property fee changes**
 - (15) My house was built 100 years ago. The hard surfaces are there already. I think it'd be more fair to charge new constructions instead of the existing sites.
 - (15) Q: Does the new policy charged by the percentage of the hard surface? The audience felt relief after knowing it's about more than 5000 square feet of hard surface would be affected by the proposed fee structure. By knowing the

estimate percentage (7% of the residence has more than 5000 sq ft of hard surface) of household would face fee increase change their preference (from opposing to approval of the proposed fee change).

- (15) More details (ex: average hard surface is 2600 sq ft., the percentage of household may face fee increase, unchanged, decrease, etc) provided can help make an informed decision. One shared that she was hesitant to choose when not knowing my own home's hard surface percentage.
- (15) Q: how is the area measured? Can homeowner appeal if there's any questions?
- (15) Q: when new policy being imposed, will we get notifications? Answered by John. It will be included in the annual report but not a notification to inform individual homeowner what the percentage is.
- (15) The audience thought the SWM fee is included in the utility bill instead of the property tax. Not knowing it's called SWM fee and what it is for.
- **Fee changes for all other property types**
 - (9) Agree to charge more from those developer, from a fair standpoint.
 - (15) Concerned that if the businesses being charged more, they might transfer the cost to consumer (by raising the price or services).
 - (15) Q: does commercial and residential currently pay the same SWM fee? Answered by Christie, referred to the fee table in the slide.

General questions, comments or feedback.

- (15) Q: Is this event only for Mandarin speaking group? A: There are also Spanish focus group. Online survey were translated into other languages.
- (15) Q: Why does the city suddenly want to hear back from the community for surface water improvement? Answered by both John and Christie.
- (15) One mentioned that though he could ask question in English, he would prefer asking in Mandarin so as to be clear and thorough.
- (15) Food and drinks are thoughtful and great.

Appendix E-2: SWMP Focus Group Mentimeter Results – Mandarin

How would you rank the following benefits?



Figure E1. Mandarin language focus group participants' ranking of benefit by level of importance (out of 5).

From top to bottom, Mandarin-speaking focus group participants ranked importance level for the following benefits:

- Reduce flooding. – 4.3
- Protect Shoreline's streams, lakes, and Puget Sound. – 4.2
- Make Shoreline greener. – 4.0
- Prepare for and fight climate change. – 3.9
- Install new rainwater drainage systems. – 3.9
- Restore waterways. – 3.3.
- Remove hard surfaces. – 3.1

Which of these would you pay an increased SWM Fee rate for?

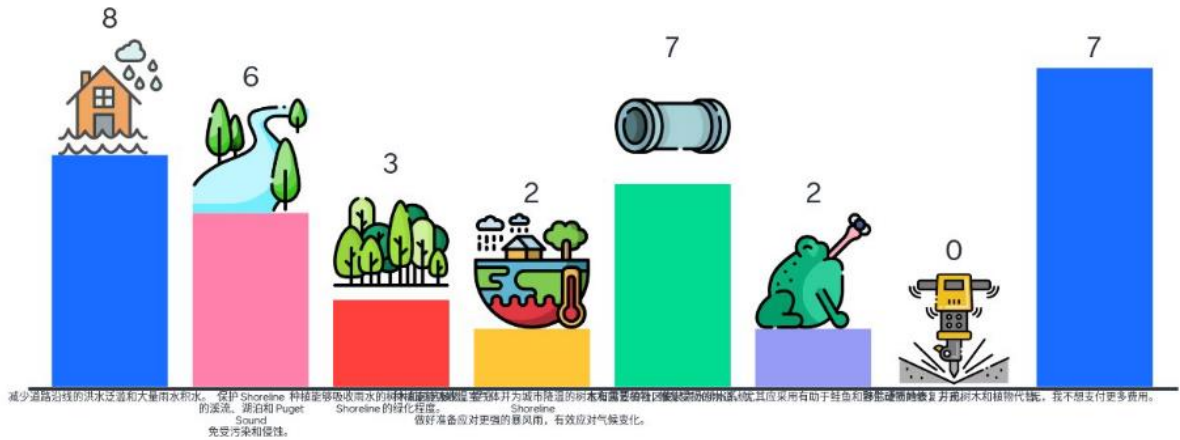


Figure E2. Mandarin language focus group participants' responses to benefits they are willing to pay for.

From left to right, Mandarin-speaking focus group participants chose willingness to pay for the following benefits:

- Reduce flooding. – 8
- Protect Shoreline's streams, lakes, and Puget Sound. – 5
- Make Shoreline greener. – 3
- Prepare for and fight climate change. – 2
- Install new rainwater drainage systems. – 7
- Restore waterways. – 2
- Remove hard surfaces. – 0
- None, I do not want to pay more fees. – 7

If you wanted to participate in this program, would any of these be challenges for you?

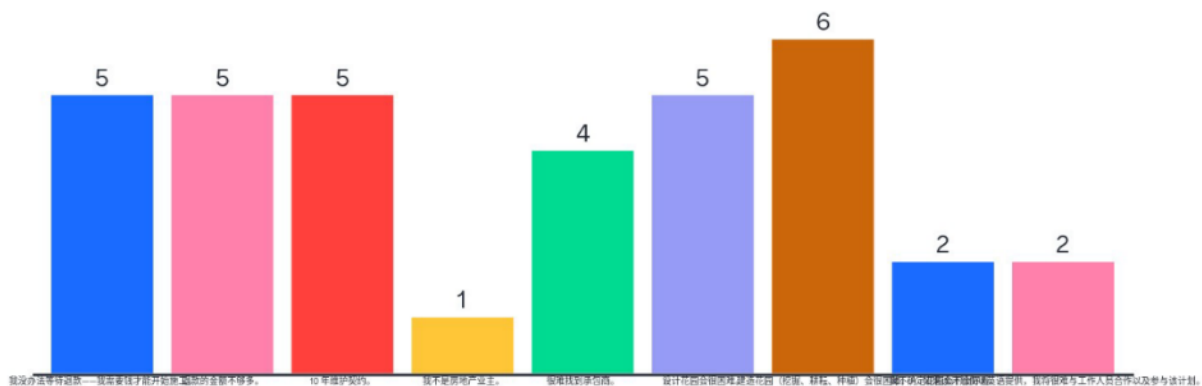


Figure E3. Mandarin language focus group participants' responses to what barriers would prevent them from participating in the Soak It Up program.

From left to right, Mandarin-speaking focus group participants selected what barriers would prevent them from participating in Soak It Up:

- I can't wait for a rebate – I need the money to start the work. – 5
- The rebate is not enough money. – 5
- The 10-year maintenance covenant. – 5
- I am not a property owner. – 1
- It would be hard to find a contractor. – 4
- Designing the garden would be hard. – 5
- Building the garden (digging, tilling, planting) would be hard. – 6
- I'm not sure the garden would look good. – 2
- If the program is only offered in English, it would be hard for me to work with staff and participate in the program. – 2

How do you feel about an alternative SWM fee structure that calculates based on the actual amount of hard surfaces on their property?

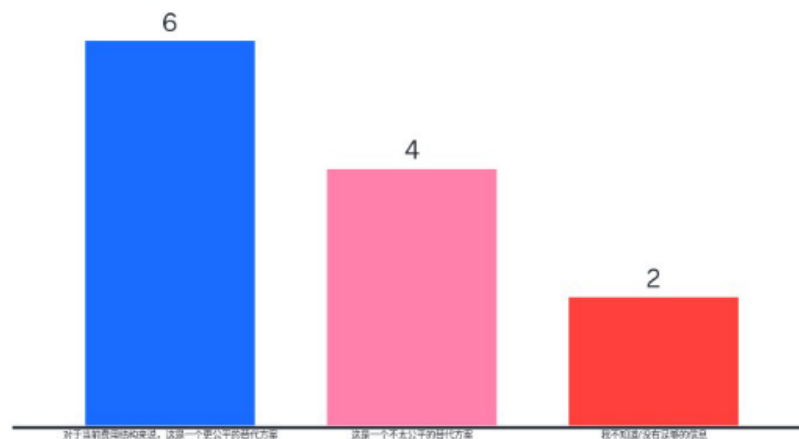


Figure E4. Mandarin language focus group participants' responses to whether the alternative fee structure was fairer.

From left to right, Mandarin-speaking focus group participants indicated whether the alternative SWM fee structure is fair:

- This is a fairer alternative to the current fee structure. – 6
- This is a less fair alternative. – 4
- I don't know/don't have enough information. – .

For all other property types, how do you feel about an alternative SWM fee structure that calculates based on the actual amount of hard surfaces?

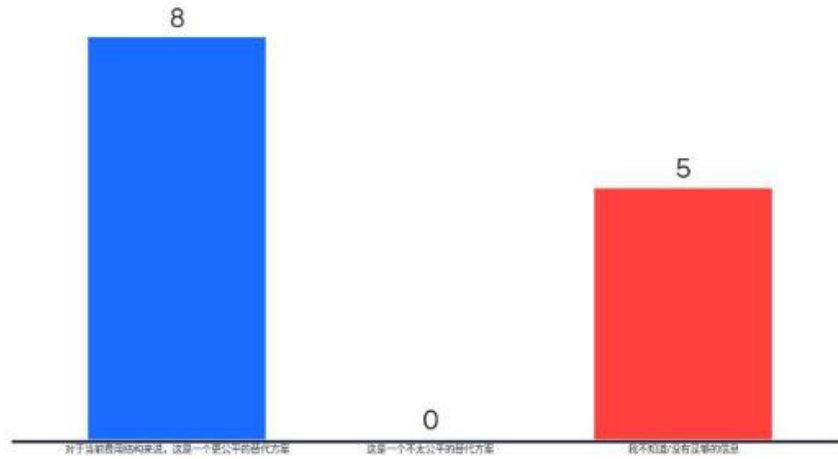


Figure E5. Mandarin language focus group participants' responses to whether the alternative fee structure was fairer for all other properties.

From left to right, Mandarin-speaking focus group participants indicated whether the alternative SWM fee structure is fair for all other properties:

- This is a fairer alternative. – 8
- This is a less fair alternative. – 0
- I don't know/don't have enough information. – 5