



PLANNING COMMISSION REGULAR MEETING AGENDA

Thursday, July 20, 2017
7:00 p.m.

Council Chamber · Shoreline City Hall
17500 Midvale Ave N
Seattle, WA 98122

	<u>Estimated Time</u>
1. CALL TO ORDER	7:00
2. ROLL CALL	7:01
3. APPROVAL OF AGENDA	7:03
4. APPROVAL OF MINUTES	7:04
a. July 6, 2017 Draft Minutes	

Public Comment and Testimony at Planning Commission

During General Public Comment, the Planning Commission will take public comment on any subject which is not specifically scheduled later on the agenda. During Public Hearings and Study Sessions, public testimony/comment occurs after initial questions by the Commission which follows the presentation of each staff report. In all cases, speakers are asked to come to the podium to have their comments recorded, state their first and last name, and city of residence. The Chair has discretion to limit or extend time limitations and the number of people permitted to speak. Generally, individuals may speak for three minutes or less, depending on the number of people wishing to speak. When representing the official position of an agency or City-recognized organization, a speaker will be given 5 minutes. Questions for staff will be directed to staff through the Commission.

5. GENERAL PUBLIC COMMENT	7:05
6. STUDY ITEMS:	7:15
a. Surface Water Master Plan Update	
• Staff Presentation	
• Public Comment	
7. DIRECTOR'S REPORT	8:00
8. UNFINISHED BUSINESS	8:10
9. NEW BUSINESS	8:11
10. REPORTS OF COMMITTEES & COMMISSIONERS/ANNOUNCEMENTS	8:12
11. AGENDA FOR AUGUST 3, 2017	8:13
• Public Hearing – WTF Dev. Code Amendment	
12. ADJOURNMENT	8:15

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CITY OF SHORELINE

SHORELINE PLANNING COMMISSION
MINUTES OF REGULAR MEETING

July 6, 2017
7:00 P.M.

Shoreline City Hall
Council Chamber

Commissioners Present

Chair Craft
Commissioner Chang
Commissioner Maul
Commissioner Malek
Commissioner Mork

Commissioners Absent

Vice Chair Montero
Commissioner Thomas

Staff Present

Rachel Markle, Director, Planning and Community Development
Paul Cohen, Planning Manager, Planning and Community Development
Steve Szafran, Senior Planner, Planning and Community Development
Kristie Anderson, Code Enforcement Officer
Julie Ainsworth-Taylor, Assistant City Attorney
Nora Daley Peng, Senior Transportation Planner
Carla Hoekzema, Planning Commission Clerk

CALL TO ORDER

Chair Craft called the joint meeting of the Shoreline Planning Commission to order at 7:00 p.m.

ROLL CALL

Upon roll call by Ms. Hoekzema the following Commissioners were present: Chair Craft and Commissioners Chang, Malek, Maul and Mork. Vice Chair Montero and Commissioner Thomas were absent.

APPROVAL OF AGENDA

The agenda was accepted as presented.

APPROVAL OF MINUTES

The minutes of June 1, 2017 were approved as presented.

GENERAL PUBLIC COMMENT

There were no general public comments.

PUBLIC HEARING: ABATEMENT DEVELOPMENT CODE AMENDMENT

Chair Craft reviewed the rules and procedures for the public hearing and then opened the hearing.

Staff Presentation

Mr. Cohen reviewed that the Commission held a study session on June 1st to discuss the proposed amendment that would expand potential uses of the abatement funds to include other code enforcement activities in support of the Code enforcement program. He explained that currently, the abatement fund budget is about \$100,000 per year, and it grows each year as civil penalty fines are contributed. The fund can only be used for the abatement of violations such as unsafe house boarding, removal of excess junk, abandoned cars, tenant relocation, etc. The proposed amendment would allow this surplus to be used for other code enforcement activities that are not currently funded such as training; outside legal assistance; noise, sanitation and tree experts; additional inspections; etc.

Mr. Cohen read the proposed amendment to Shoreline Municipal Code 20.30.775(A) (Attachment A) as follows:

“All monies collected from the assessment of civil penalties, costs, and for abatement reimbursements recovered from violators resulting from code enforcement actions shall be deposited in a code enforcement/abatement fund and utilized for future code enforcement action expenses. Eligible expenses shall include, but not be limited to, all costs for abatement whether or not the responsible party is identified, education and outreach, and one-time expenses associated with a specific case necessary for obtaining code compliance.”

Mr. Cohen referred to the memorandum from Ms. Anderson, which answers the questions the Commissioners raised at their last meeting. He noted that Ms. Anderson was also present to answer any additional questions the Commissioners might have.

Commissioner Mork asked Ms. Anderson to clarify her answer about whether or not the City could consider raising the fee for violations so that it becomes a deterrent rather than a cost of doing business. Ms. Anderson said that, currently, the City’s fines are written in 14-day increments (\$500 for the first 14-day period, \$750 for the next 14-day period, and \$1,000 for each subsequent 14-day period), and civil penalties start accruing after the compliance date on the Notice and Order. The penalties increase rapidly, and she has not seen evidence that they are too low. There is a provision that requires the City to reduce the penalty by 80% following voluntary compliance. The City has a per-tree penalty in the Critical Areas Ordinance, but there is no per-tree cost in the general clearing and grading provisions. However, they have sometimes used a \$2,000 penalty per incident for intentional violations or disregard.

Chair Craft clarified that, as currently written, if a clearing and grading permit has been issued with conditions and the conditions are ignored, whether one or many trees are removed, there would just be one fine. He asked if fees could accrue on a per-tree basis rather than a per-violation basis. Ms. Anderson said she presented this concept to the City Attorney’s Office, and the response was that it is a violation of the clearing and grading permit and could only be applied on a per-violation basis.

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Commissioner Mork said her understanding is that clearing and grading are addressed in two separate code sections: Critical Areas Ordinance and General Clearing and Grading. She asked if the proposed amendment would apply to both. Ms. Anderson said the fine outlined in the Critical Areas Ordinance is per tree, as well as a certain fee per square foot of disturbance in a critical area. These penalty levels have been recently updated to be much higher. In the general provisions, the fine is per violation and not per tree.

Commissioner Malek asked how the City responds if a violator does not comply with a Notice and Order. Ms. Anderson said the City would start the process of working through the legal system to get a Warrant of Abatement. Commissioner Malek asked if fines would continue to escalate. Ms. Anderson said the civil penalty would continue to accrue, and the violator would also be responsible for other fees associated with the process. Commissioner Malek referred to a situation on 10th Avenue where fines and fees were in excess of \$400,000. These fines make it more than just the cost of doing business. Ms. Anderson clarified that the critical area fines were applied in this case.

Commissioner Malek asked how the City would handle a situation where a property owner cuts down a tree on adjacent property to create a view. Ms. Anderson said it would become a civil action between the two property owners.

Commissioner Mork asked if the abatement fee would also apply to projects that do not do the Deep Green Incentive Program correctly. Mr. Cohen said the amendment would be a component of code enforcement, and the Deep Green Incentive Program is part of the code enforcement process. Therefore, the provision would apply to violations of the Deep Green Incentive Program, too.

Commissioner Chang asked what is meant by the term “costs” as included in the proposed amendment. Assistant City Attorney Ainsworth-Taylor said “costs” means the external costs that are incurred in order to abate a violation or perform the action of the civil penalties. Chair Craft summarized that “costs” is an umbrella that could capture a variety of associated fees related to abatement. The fees, costs and reimbursements would be deposited in the abatement fund and used for the eligible expenses noted in the code provision. The intent of the code amendment is to expand the expenditure options for the fund, which is currently curtailed to just one thing.

Chair Craft referred to the last sentence of the proposed amendment, specifically, the words “shall include, but not limited to.” He clarified that while the amendment would not limit the aspects for which the funds could be applied, the umbrella is that they could only be applied to future code enforcement/abatement expenses. Assistant City Attorney Ainsworth-Taylor agreed that, as written, the funds would have to be used for code enforcement purposes only.

Public Testimony

No one in the audience indicated a desire to provide testimony.

Continued Planning Commission Deliberation and Action

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COMMISSIONER MAUL MOVED THAT THE COMMISSION FORWARD THE AMENDMENT TO SMC 20.30.775, RELATED TO THE COLLECTON OF ABATEMENT PENALTIES AND COSTS, TO THE CITY COUNCIL WITH A RECOMMENDATION OF APPROVAL AS PRESENTED BY STAFF. COMMISSIONER MALEK SECONDED THE MOTION.

Commissioner Mork reminded the Commissioners that many citizens support and encourage the preservation of trees. She raised concern that the current fee structure for clearing and grading violations under the general provisions is not enough to be a deterrent. Assistant City Attorney Ainsworth-Taylor reminded the Commission that the public hearing is limited to the proposed amendment that would expand the utilization of the civil penalties and costs that the City incurs. Concerns about the current fees must be addressed as a separate issue for a future meeting.

THE MOTION CARRIED UNANIMOUSLY.

STUDY SESSION: TRANSPORTATION MASTER STREET PLAN

Staff Presentation

Ms. Daley-Peng reviewed that amendments to the Transportation Master Plan (TMP) were presented to the Commission on April 6, 2017. Following that presentation, two amendments to the TMP's Master Street Plan were revised based on feedback from the Commissioners, additional coordination with Sound Transit, and discussions with the City Manager's Office.

Ms. Daley-Peng advised that Amendment 1 is related to amenity zones. Amenity zones are the 5-foot areas between the sidewalk and roadway, and they are typically landscaped. Currently, bridges are exempt from the amenity zone requirement based on the fact that landscaping on bridges would add weight and have to be sustained by a permanent irrigation system. While reviewing Sound Transit's design plans for the 185th Street Bridge, it was suggested that the Master Street Plan be updated to more clearly require non-landscaped amenity zones on bridges for streetscape amenities such as hard surface design treatments, light poles, artwork, banners, etc. The proposed amendment provides a wider range of design options for amenity zones on bridges.

Ms. Daley-Peng reviewed that Sound Transit is in the design and permitting phase for the Lynnwood Link Extension, which includes the 185th Street Station to the east of Interstate 5 and the parking garage to the west of Interstate 5. It also includes improved sidewalks, bicycle facilities and amenities on the bridge that connects the two facilities. At the April 6th meeting, a Commissioner asked if the existing 185th Street bridge was seismically fit. She reported that Sound Transit's proposal for re-channelization of the bridge does not trigger a seismic retrofit. The design review and permitting process will go through the Special Use Permit (SUP) process, and once the application is determined complete, the public comment period will begin (likely this summer, but there is not definite date), and the process will include a public hearing before the Hearing Examiner. The Hearing Examiner will make the decision on the SUP.

Ms. Daley-Peng recalled that at the April 6th Planning Commission meeting, staff recommended resolving a 10-foot difference between the Master Street Plan within the TMP and the 185th Street Station Subarea

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Plan's conceptual 185th Street cross section by including in the "notes" column of the Master Street Plan the consideration of the 185th Street Multimodal Corridor Strategy when determining the required right-of-way and planned curb-to-curb width along 185th Street. Upon further discussion with the City Attorney's Office, staff has been advised that, since the conceptual cross section for the 185th Street Corridor was part of the adopted 185th Street Station Subarea Plan, it governs over the Master Street Plan. Therefore, there is no need to amend the Master Street Plan. Staff is recommending that Amendment 2 be withdrawn.

Ms. Daley-Peng advised that the City has advertised the 185th Street Multimodal Strategy, and the deadline for submittals is July 31st. The City is looking forward to selecting a consultant team and hopes the project will be under contract by this fall. The plan is to come back to the Commission at milestones along the project schedule. It will likely be a 1½-year process. The next steps will be to conduct a study session with the City Council regarding Amendment 1 (amenity zones on bridges). The goal is for the City Council to adopt the amendment in November or December.

Chair Craft asked Ms. Daley-Peng to clarify why Amendment 2 is being withdrawn. Ms. Daley-Peng explained that the cross section in the 185th Street Station Subarea Plan identifies a planned right-of-way width of 76 feet. The Master Street Plan has a 66-foot planned right-of-way width. The cross section in the subarea plan anticipates the need for more room to accommodate multiple modes of transportation. The City Attorney clarified that, because the 185th Street Station Subarea Plan was adopted into the Comprehensive Plan, it takes precedence over the Master Street Plan.

Commissioner Chang asked about the seismic safety of the 185th Street bridge. Given the age of the bridge, she questioned how it could be considered safe. Ms. Daley-Peng said she does not have the details because it is a Sound Transit design. However, Sound Transit, in coordination with the Washington State Department of Transportation, has determined that the 185th Street bridge is seismically fit. Chair Craft asked if the bridge is seismically fit or not seismically obsolete. He agreed with Commissioner Chang's concern, given that the bridge will be loaded with more weight and it is old. Ms. Daley-Peng said her understanding is that the bridge is seismically fit, and the proposed improvements would not trigger a seismic retrofit. Commissioner Chang agreed that the proposed improvements are pretty light, but the main issue is the age of the bridge. It was built in the 1960s when they didn't know very much about seismic design. Given the level of construction that is proposed, Chair Craft suggested it would be a good idea to retrofit the bridge. He asked what level of advocacy the City could provide with regard to this specific issue, or is it too late. Ms. Daley-Peng advised that the opportunity to provide additional feedback would be during the SUP process, which will include a public comment period and a public hearing. She noted that Sound Transit submitted its SUP application last month, but it was deemed incomplete. They expect that a complete package will be submitted this summer.

Mr. Szafran advised that Amendment 1 will come before the Commission again on September 21st for a public hearing on the complete package of 2017 Comprehensive Plan amendments.

Public Comment

There were no public comments.

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STUDY SESSION: WIRELESS TELECOM FACILITIES DEVELOPMENT CODE AMENDMENT

Staff Presentation

Assistant City Attorney Ainsworth-Taylor said the purpose of the study session is to talk about eligible wireless facility modifications, which is the first piece the Commission will hear in regards to wireless facilities. In coming months, they will also hear about other minor modifications to the code to facilitate a new technology (small cell facilities) that the industry is using to launch their upcoming 5G system.

Assistant City Attorney Ainsworth-Taylor explained that the Federal Government has preempted the ability of local governments to regulate personal wireless facilities. The Telecommunications Act was passed in 1996, which limits the zoning authority of local governments when it comes to conditioning and locating systems. As per the act, local governments:

- Cannot do unreasonable discrimination against the providers.
- Cannot prohibit or effectively prohibit the siting of facilities.
- Must act within a reasonable time.
- Must issue denial in writing, supported by substantial evidence.
- Cannot regulate radio frequency except in regards to Federal Communication Commission (FCC) ruling.

Assistant City Attorney Ainsworth-Taylor advised that the Middle Class Tax Relief and Job Creation Act (Spectrum Act) was passed in 2012. It imposed substantive and procedural limitations upon local government authorities to regulate modifications of existing wireless antenna support structures and base stations. The FCC subsequently issued implementing regulations in 2015. These rules address “Eligible Facilities Modifications” (EFMs) and provide clarification to terms and phrases used in the Spectrum Act. For example, the rules state that cities cannot deny and shall approve any EFM request for an eligible support structure that does not substantially change the physical dimensions. EFMs are modifications to existing wireless towers or base stations, including co-location, removal, or replacement of transmission equipment.

Assistant City Attorney Ainsworth-Taylor explained that the FCC rules define “substantial change” in relationship to changes in the physical dimensions of the tower or base station and the rules set criteria for such things as height and width modifications. While the FCC rules do allow the City to condition approval on compliance with building and other structural/safety codes, the City cannot ask for information to justify and/or support the project’s need. Whether a proposal is considered a “substantial change” or not is based on the proposed dimensional changes. A statute in the City’s code sets up what the standard will be, and the applicant will have to demonstrate that the application meets those standards in order to get the modification approval. Once an EFM is approved, any further changes to the facility are set on the baseline of the original structure, and not on any extension from the EFM.

Assistant City Attorney Ainsworth-Taylor advised that the FCC rules also establish a timeframe for issuing a decision on an application, which is commonly referred to as the “shot clock.” Local governments are required to issue a decision on an EFM application within 60 days from when the application

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was filed. While the City's timeframe for reviewing applications typically starts when an application is deemed complete, the timeframe for EFM applications will start at the filing date. However, if an application is deemed incomplete, the City can notify the applicant within 30 days and the shot clock will be tolled. If the City fails to meet the "shot clock" deadline, the application is deemed granted.

Assistant City Attorney Ainsworth-Taylor said the proposed amendment to Shoreline Municipal Code (SMC) 20.40 will create a new section (SMC 20.40.605) expressly addressing EFMs under the Spectrum Act and the FCC's implementing rules. The proposed amendments would apply to existing structures, and not new facilities. As proposed, the new provisions:

- Set forth the definitions established by the FCC.
- Establish a review process that conforms with the 60-day "shot clock."
- Denote that EFMs are still subject to compliance with building and safety regulations.
- Clarify that if a request does not satisfy the criteria for an EFM, the request will be processed under SMC 20.40.600, the regular Wireless Facilities Code.
- Set forth an appeal process for any decision of the City in regard to EFM applications. Appeals would go to Superior Court via LUPA.

Assistant City Attorney Ainsworth-Taylor advised that a public hearing on the proposed amendments is scheduled for August 3rd, and the amendments will be presented to the City Council in September for study and adoption.

Commissioner Chang requested further explanation about how the "shot clock" rule would be applied when applications are deemed incomplete. Assistant City Attorney Ainsworth-Taylor clarified that the clock would stop when an application has been deemed incomplete, but the City would only have 10 days following resubmittal to start the clock again.

Chair Craft clarified that the industry is preparing facilities for a 5G scenario. Assistant City Attorney Ainsworth-Taylor said the facility changes would basically be new antenna arrays and structures to facilitate the deployment of personal wireless services. They can also include the new small-cell technology, which is the 5G technology that will be addressed at a future meeting. Chair Craft asked if the small-cell technology is arrayed in a way that is denser or does it have to stay on the existing facilities. Assistant City Attorney Ainsworth-Taylor answered that while small-cell technology can be added to an existing structure or base station, it is typically sited on utility poles and structures. A lot more facilities will be required within a given radius, but they will boost the capacity of the system. Chair Craft concluded that, from a visual standpoint, they are attached to other things rather than a cell tower. Assistant City Attorney Ainsworth-Taylor said they can be attached to anything that will get the signal going, including a tower. In order to be classified as an EFM, the technology must be attached to a facility that already has existing system arrays on it at the time of application.

Public Comment

Nancy Morris, Shoreline, voiced concern about the deployment of 5G and left some reference materials for the Commission's consideration. She said she is against the deployment of 5G on the basis that it threatens the safety of not only humans, but wildlife, particularly pollinators. People have no idea of the

impacts, as no long-term study has ever been done. However, there is compelling research available that warns of the continued increasing exposure to humans by microwave frequencies. Continuing to increase the microwave background exposure without thinking in terms of the precautionary principle puts everyone at risk.

Ms. Morris commented that the primary motivation of 5G by companies is to ultimately connect everything to the internet and it can only be for purposes of consumer control and company profits. The wireless industries usually tout imaginary and irrational benefits with no discussion of risks to society, which includes babies, children, elderly, and those with chronic illnesses. It also includes cybersecurity threats, hacking vulnerability, and microwave exposures reaching a tipping point to harm health of humans, wildlife and trees. The FCC has still not considered the tremendous potential of wired technologies, especially fiber optics, to provide higher data rates, greater cybersecurity, and greater safety for human health. The FCC should not exclude fiber optics due to any cost comparisons with wireless technologies, as they currently do.

Ms. Morris referred to a statement from Dr. Ronald M. Powell, a PhD physicist who consults with various science groups and governments on the effects of microwave technology. What is very serious about the FCC law from 1996 is that it is very outdated and based on information that is 20 to 30 years old. None of its conclusions are based on current research. There is a tremendous amount of new research available by well-respected scientists. She observed that the 1996 Telecommunications Act continues to deny state and local governments the right to bar the installation of wireless technology on environmental and health grounds. Perhaps this is the greatest offense to the local rule at this time. As the deployment continues and people do not speak up, the side effects will probably finally become apparent in a number of years. Unfortunately, it will be after the fact.

Chair Craft encouraged Ms. Morris to attend the public hearing on August 3 and provide additional comments.

DIRECTOR'S REPORT

There was no Director's Report.

UNFINISHED BUSINESS

There was no unfinished business.

NEW BUSINESS

There was no new business.

REPORTS OF COMMITTEES AND COMMISSIONERS/ANNOUNCEMENTS

There were no reports or announcements from Commissioners.

AGENDA FOR NEXT MEETING

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Mr. Szafran reviewed that the July 20th meeting agenda will include a study session on the Surface Water Master Plan Update.

ADJOURNMENT

The meeting was adjourned at 8:01 p.m.

Easton Craft
Chair, Planning Commission

Carla Hoekzema
Clerk, Planning Commission

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Planning Commission Meeting Date: July 20, 2017

Agenda Item 6a.

PLANNING COMMISSION AGENDA ITEM

CITY OF SHORELINE, WASHINGTON

AGENDA TITLE: Discussion and Update of the 2017 Surface Water Master Plan
DEPARTMENT: Public Works
PRESENTED BY: Uki Dele, Surface Water and Environmental Services Manager
Paul Cohen, Planning Manager
Steven Szafran, AICP, Senior Planner

☐ Public Hearing
☒ Discussion

☐ Study Session
☒ Update

☐ Recommendation Only
☐ Other

INTRODUCTION

The purpose of this report is to update the Planning Commission on the progress and elements of the 2017 Surface Water Master Plan (Master Plan). The 2017 Master Plan will eventually be updated as an Amendment to the Comprehensive Plan.

Staff are working with consultants, Brown and Caldwell and FCS Group (BC Team), to update the City's 2011 Surface Water Master Plan (2011 Master Plan). The purpose of the 2017 Surface Water Master Plan (Master Plan) is to address drainage and water quality challenges associated with growth, increasing regulations, and aging infrastructure. The Master Plan will guide the Surface Water Utility (Utility) for the next five (5) to 10 years including recommendations for capital improvements, programs, and a financial plan for long-term asset management.

The Master Plan update scope consists of major components necessary to develop a comprehensive Master Plan, including defining levels of service for the Utility, consolidating information from the basin plans and condition assessment plans, preparing the Utility for anticipated requirements related to compliance with the 2018 - 2022 NPDES Phase II permit, providing recommendations for future CIP projects, developing rate structure and financial planning recommendations, developing policy recommendations for Council consideration where existing policies may need to be updated or do not exist, and developing an Operations and Maintenance Manual for the Utility.

BACKGROUND

The Surface Water Master Plan is a vision document that establishes the management strategy for the Surface Water Utility to help meet the established level-of-service goals and permit requirements. It also includes the development of both a financial and policy process for the Utility to implement the strategy.

The Surface Water Utility provides stormwater, water quality, and environmental services to the residents of Shoreline. The Utility is funded through the Surface Water

Approved By:

Project Manager UD

Planning Director PLC¹ for RM

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Utility Fund, which generates revenue through annual Surface Water management fees. The Utility provides for capital improvements and operational activities that reduce flooding and drainage issues, water quality programs to meet the NPDES Phase II permit requirements, as well as stream and wetland enhancement within the City.

Master Planning

The City's first Surface Water Master Plan was adopted with the 2005 Comprehensive Plan. The 2005 Master Plan identified and prioritized Surface Water projects and programs for development. An updated Surface Water Master Plan was adopted in 2011. The 2011 Master Plan established a prioritized schedule to prepare and implement Basin Plans for each of the City's 11 surface water basins. The 2011 Master Plan was intended to serve as a management plan for approximately five years, or until all the Basin Plans were completed.

Since 2011, the Utility has accomplished several advances in the way surface water is managed in the City. Significant accomplishments include condition assessments associated with each of the Basin Plans and establishing a method to prioritize the capital improvement projects and activities identified in the Basin Plans. In recent years, the Utility has also completed capital improvement projects that were not identified in the 2011 Master Plan. Most notably, the ongoing Stormwater Pipe Repair and Replacement program has addressed critical pipe repair work, consistent with recommendation contained in completed Basin Plans. In addition, Small works and Greenworks projects that apply low impact development (LID) techniques to reduce runoff and improve water quality through infiltration and bioretention have been completed.

On June 6, 2016 the Council authorized the City Manager to execute a professional services agreement with Brown and Caldwell (BC) to provide an update to the Master Plan. The staff report regarding execution of the agreement can be found at the following link:

<http://cosweb.ci.shoreline.wa.us/uploads/attachments/cck/council/staffreports/2016/staffreport060616-7b.pdf>. This updated Master Plan will guide the Utility for the next five (5) to 10 years including establishing new levels of service, development of an Asset Management Program framework, project recommendations for inclusion in the Capital Improvement Plan (CIP), and a financial plan for long-term utility management.

DISCUSSION

The Master Plan scope consists of major components necessary to develop a comprehensive Master Plan, including;

- defining levels of service for the Utility,
- developing policy recommendations for Council consideration where existing policies may need to be updated or do not exist,
- consolidating information from the completed basin plans,
- developing condition assessment plans,
- preparing the Utility for anticipated requirements related to compliance with the 2018-2022 NPDES Phase II permit,
- providing recommendations for future CIP projects and programs, and

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- developing rate structure and financial planning recommendations.

Levels of Service

A key objective of the Master Plan is to match the levels of service provided by the Utility with the expectations of customers. This requires a clear understanding of customers' needs, expectations and preferences. Levels of service will be used to:

- provide customers with an understanding of the services offered
- assess suitability, affordability, and equity of the services offered
- focus asset management activities needed to deliver the levels of service
- measure performance and track progress of the Utility
- identify the costs and benefits of the services offered

City Staff and the BC Team reviewed the current Surface Water Master Plan (2011), the adopted 2012 Comprehensive Plan, and the 2015-2017 City Council Goals and Work Plan to determine the recommended level of service provided to customers in terms of asset management practices. Draft levels of service and corresponding level-of-service targets were developed as shown in Table 1 below and have been presented to the public for review and comment.

Table 1. Draft Levels of Service and Level-of-Service Targets for Matrix Development

Level of Service		Level-of-Service Target
1	Manage public health, safety and environmental risks from impaired water quality, flooding, and failed infrastructure	No verifiable health and safety issues or environmental damage caused by the stormwater services outside of risk tolerance
2	Provide consistent, equitable standards of service to the citizens of Shoreline at a reasonable cost, within rates and budget	Meet the levels of service as measured by customer satisfaction and rate and revenue projections.
3	Engage in transparent communication through public education and outreach	Maintain a communication plan to inform the community on utility goals and progress
4	Comply with regulatory requirements for the urban drainage system	Meet or exceed regulatory requirements for NPDES Phase II and federal, state, and local regulations affecting surface water management

On October 10, 2016 the Council reviewed the draft level of service and levels of service targets being used in developing the Master Plan. The staff report documenting the levels of service and levels of service targets can be found at the following link: <http://cosweb.ci.shoreline.wa.us/uploads/attachments/cck/council/staffreports/2016/staffreport101016-8a.pdf>

Also, on May 15, 2017 Council discussed and provided direction on four Surface Water Management policy issues that are been incorporated into the draft plan. The staff report for the policy discussion can be found at the following link:

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<http://cosweb.ci.shoreline.wa.us/uploads/attachments/cck/council/staffreports/2017/staffreport051517-8b.pdf>

Other major components for the Master Plan are being developed and will be incorporated in the Draft Master Plan document.

Public Outreach

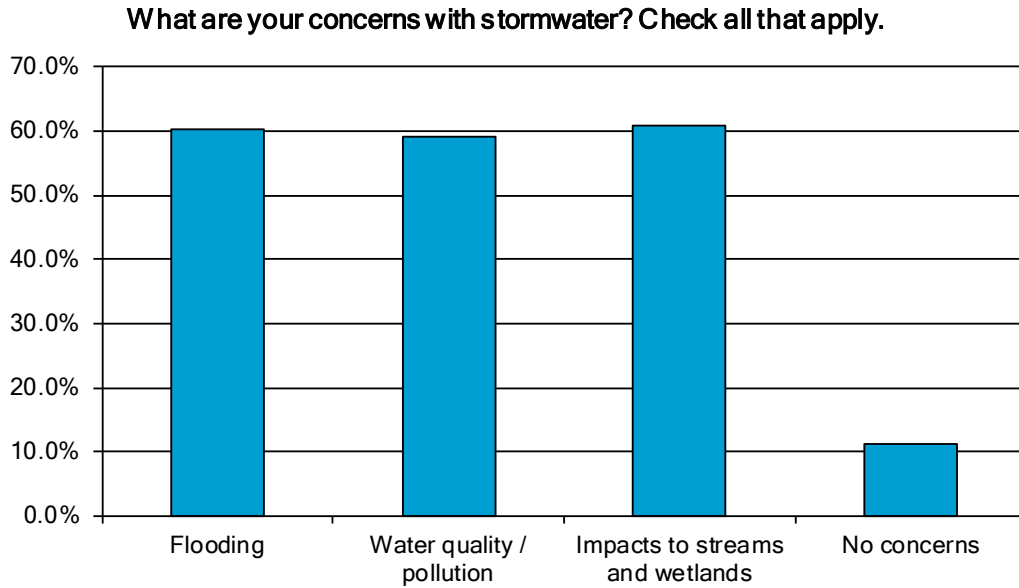
Public outreach is an important way to match customer expectations with the levels of service defined for the Utility. To gather this input, a Public Open House was held at City Hall on Thursday, September 8th, 2016. A total of 23 Shoreline citizens attended and listened to a short presentation on the surface water master planning process and the development of levels of service. The presentation was followed by many questions from the attendees, ranging from general discussion of surface water to specific drainage problems experienced by Shoreline residences. After the question and answer portion of the meeting, residents were encouraged to visit each of the two work stations set up in the back of the room. The first work station focused on general surface water topics and planning process. The second work station exhibited draft levels of service for the Utility and attendees interactively posted stickers indicating—in their view—the priorities of the Utility. Questions, comments, and priority notes from the Open house have been compiled and used to inform the levels of service and level-of-service targets recommended to Council.

Public Survey

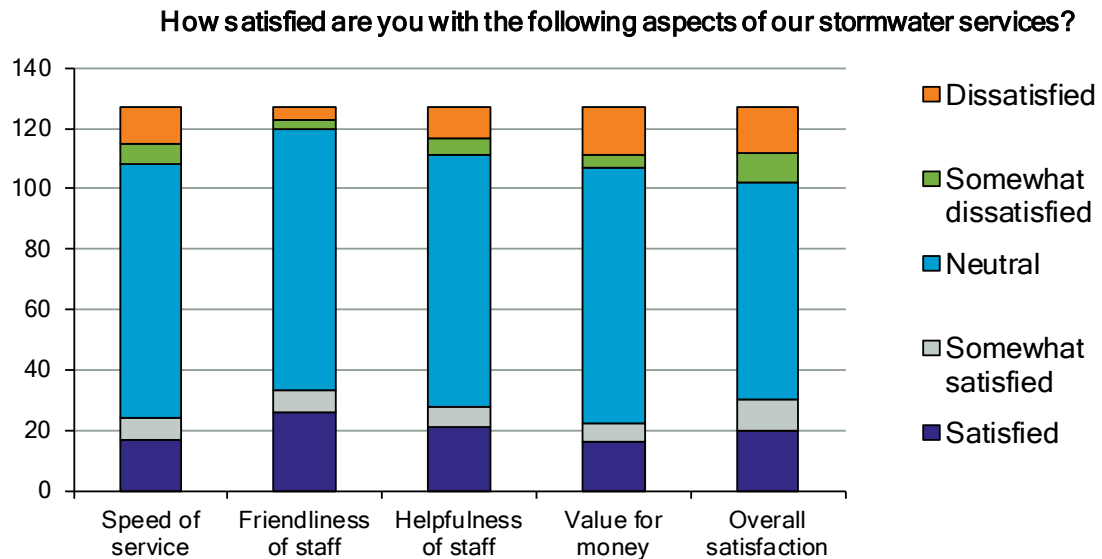
Along with the Open House, City staff conducted a public survey to solicit feedback on the draft levels of service and gain a better understanding of current customer expectations for surface water services. The web-based survey was distributed in advance of the open house and through various avenues including Shoreline Alerts, Shoreline Area News, the City's website and neighborhood associations. The survey was also available at work stations during the open house and online from September 2ND through September 16TH. A total of 171 Shoreline residents completed the survey; complete results of the survey are provided in **Attachment A**. Key findings from the survey include the following:

- 63 percent of respondents are not familiar with the Surface Water Utility or the services it provides.
- 58 percent of respondents have some concerns with stormwater services, such as “drains, ditches or outfalls, being properly maintained in your area.”
- General concerns were relatively evenly distributed between flooding, water quality/pollution, and impacts to streams and wetlands (see Figure below).

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- Respondents were generally neutral when asked about their satisfaction with surface water services. Of the non-neutral responses, “value for money” had the highest level of dissatisfaction, while “friendliness of staff” had the highest satisfaction (see Figure below).



- 46 percent of respondents provided written comments regarding their concerns (see Attachment A).
- 31 percent of respondents provided general comments or suggestions (see Attachment A).
- For the recommended levels of service, Respondents ranked “Manage public health, safety and environmental risks from impaired water quality, flooding, and failed infrastructure” as the highest priority.

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- For the recommended levels of service, Respondents ranked “Engage in transparent communication through public education and outreach” as the lowest priority.

RECOMMENDATION

No recommendations are presented at this time. Staff is updating and seeking feedback on the information presented today for development of the 2017 Master Plan.

TIMING AND SCHEDULE

Next Steps for the Master Planning process will involve the BC Team working with City staff to prioritize the projects and program activities for the Utility and establish a management strategy for implementing these activities within a corresponding financial strategy. The schedule for this Master Plan includes:

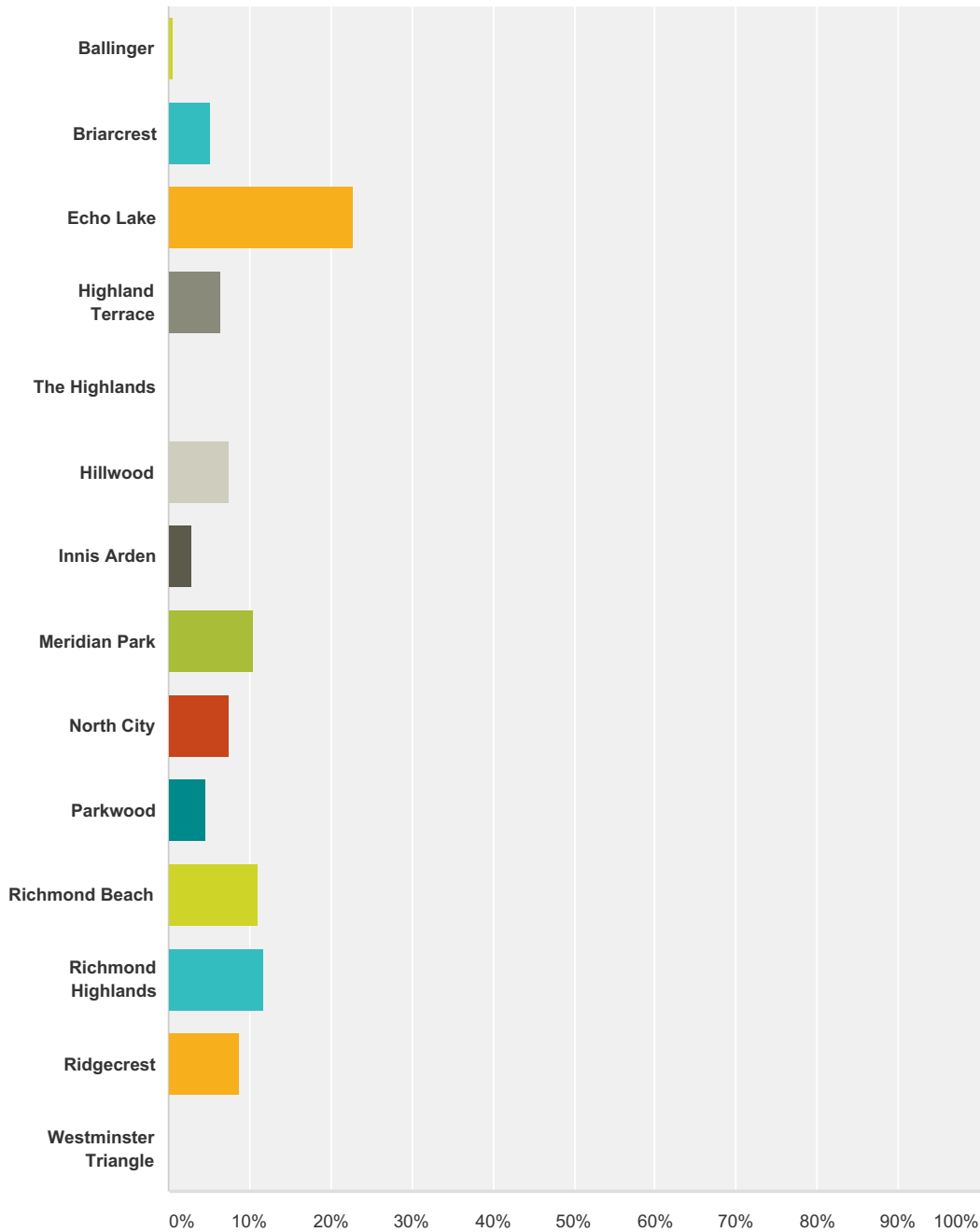
- Council Discussion on Project and Program Prioritization – August 7
- Council Discussion on Financial Plan – October 2017
- Council Discussion/Approval of Draft Master Plan – November 2017
- Planning Commission Discussion on Master Plan for adoption - 2018
- Council adoption of the 2018 Comprehensive Plan Amendments – November/December 2017

ATTACHMENT

Attachment A – 2017 Surface Water Master Plan Level of Service Survey Results

Q1 What neighborhood do you live in?

Answered: 171 Skipped: 0

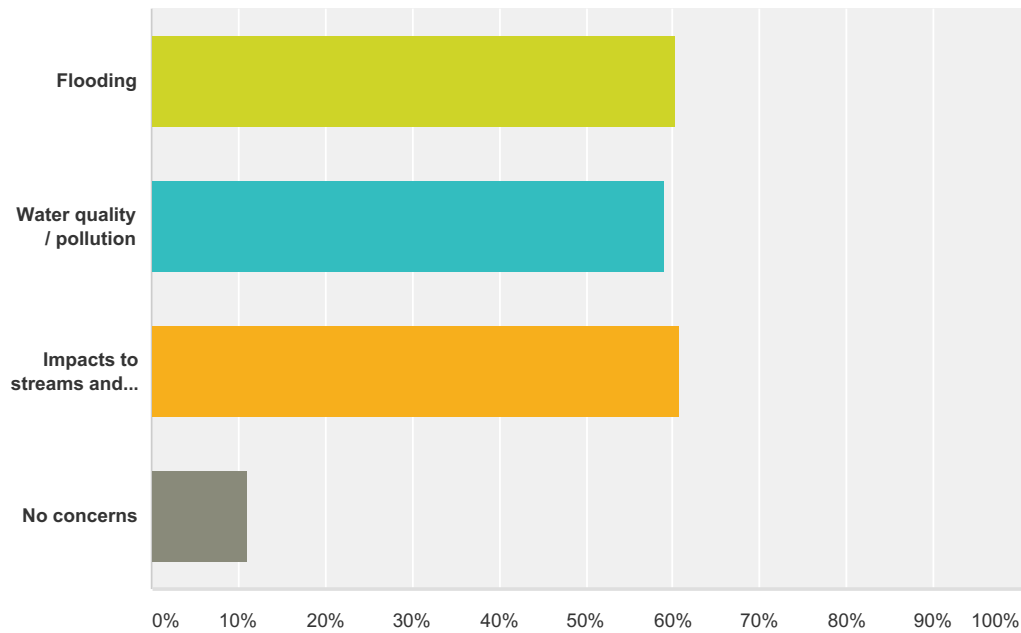


Answer Choices	Responses
Ballinger	0.58%1
Briarcrest	5.26%9
Echo Lake	22.81%39
Highland Terrace	6.43%11
The Highlands	0.00%0

Hillwood	7.60%	13
Innis Arden	2.92%	5
Meridian Park	10.53%	18
North City	7.60%	13
Parkwood	4.68%	8
Richmond Beach	11.11%	19
Richmond Highlands	11.70%	20
Ridgecrest	8.77%	15
Westminster Triangle	0.00%	0
Total		171

Q2 What are your concerns with stormwater? Check all that apply.

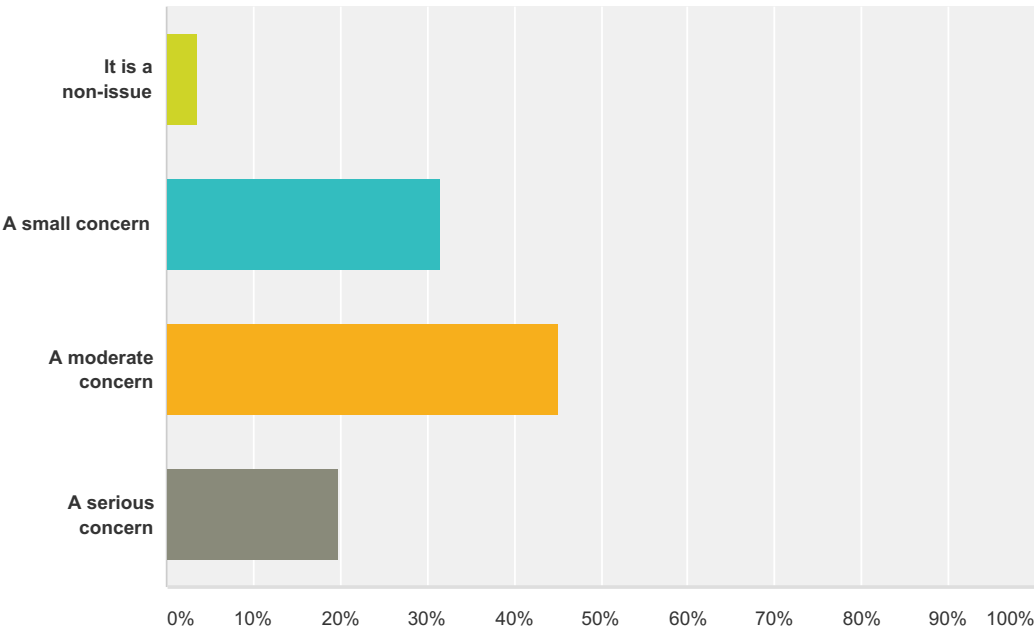
Answered: 171 Skipped: 0



Answer Choices	Responses	
Flooding	60.23%	103
Water quality / pollution	59.06%	101
Impacts to streams and wetlands	60.82%	104
No concerns	11.11%	19
Total Respondents: 171		

Q3 How would you rate stormwater issues in Shoreline, as a whole?

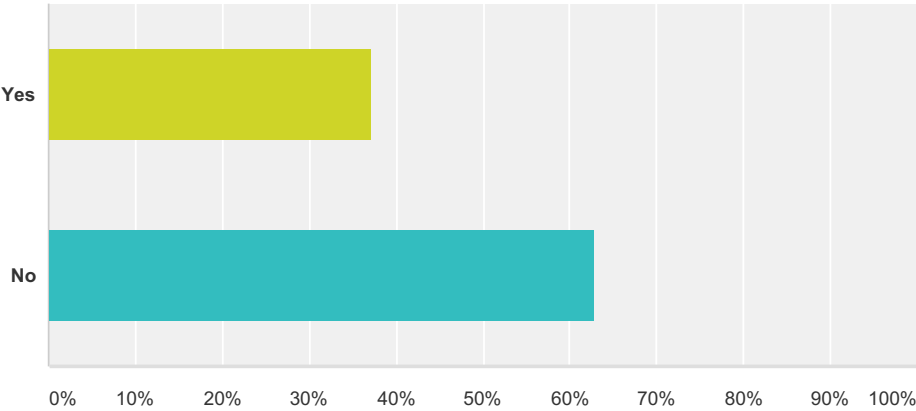
Answered: 171
 Skipped: 0



Answer Choices	Responses	
It is a non-issue	3.51%	6
A small concern	31.58%	54
A moderate concern	45.03%	77
A serious concern	19.88%	34
Total		171

Q4 Are you familiar with the Surface Water Utility and what it does?

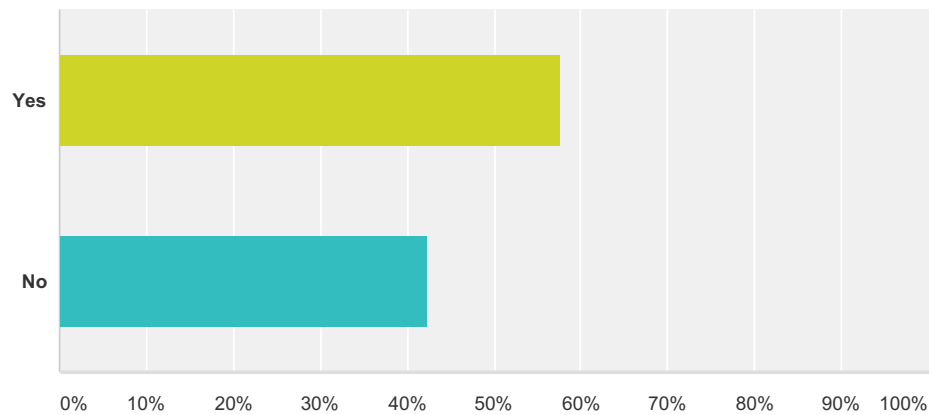
Answered: 170 Skipped: 1



Answer Choices	Responses	
Yes	37.06%	63
No	62.94%	107
Total		170

Q5 Do you have any concerns with stormwater services, such as drains, ditches or outfalls, being properly maintained in your area?

Answered: 170 Skipped: 1



Answer Choices	Responses	
Yes	57.65%	98
No	42.35%	72
Total		170

**Q6 You answered "yes" to having concerns
with stormwater services such as drains,
ditches or outfalls, being properly
maintained in your area. Please describe
your concern below:**

Answered: 78 Skipped: 93

#	Responses	Date
1	Specifically the on and off ramps for I-5 and 175th. There has been flooding here multiple times in the last year, coming close to swamping lower-clearance cars.	9/15/2016 3:17 PM
2	Cromwell Park is an eyesore and now we have Mosquitos that we did not have before the retention pond.	9/15/2016 10:36 AM
3	We had an 8' deep sink hole develop right next to our house a few years ago. There is a large storm drain that runs there. A 1963 pipe failed during a big November rain. It runs down a steep hill from there. If a pipe up top failed, I worry about the condition of the rest of the line.	9/14/2016 11:07 PM
4	Keeping drains clear, and making sure ditches are clear of debris	9/14/2016 8:49 PM
5	Flooding usually near the corner of 1st and 179th after a rainfall.	9/14/2016 4:01 PM
6	The city has told me it only maintains the ditch once every two years. Neighbor blows needles and other debris into the ditch (though he denies it), which can cause clogging.	9/14/2016 3:23 PM
7	When there is a heavy downpour, part of my street floods. Additionally, there is always debris clogging the drains on Fremont, causing standing water during heavy rains	9/13/2016 8:35 PM
8	Overflowing storm drains flood our property. The city has done little to manage their water on our property. This storm drain is not prepared for major weather events.	9/13/2016 8:29 PM
9	Drains--so far so good, and I'd like to be able to continue saying that.	9/11/2016 11:47 PM
10	The drains are never cleaned or cleared on our street. We do it ourselves	9/10/2016 3:40 PM
11	The ditches and culverts in front of our house and other houses along Greenwood Ave N should be inspected, it appears some are clogged up so the water may not move south-north.	9/10/2016 9:51 AM
12	I have no idea what if anything you will do. I never heard of you before.	9/9/2016 6:22 PM
13	Drain is not level with road- road needs resurfacing	9/9/2016 4:02 PM
14	The area along the street in front of my property that is county property that I have to maintain is very wet and muddy especially when some one drives on it and makes a large rut which makes it hard for me to mow.	9/9/2016 1:28 PM
15	Concerned about Echo Lake water levels and water quality, particularly since Aurora Corridor project. Seems that it's worse, and not 'as good or better.'	9/9/2016 11:08 AM
16	We have runoff from the QFC shopping center coming through our property. every year when the leaves come down we worry about the neighbor yard being flooded? We have to be vigilant to make certain the leaves are removed to avoid flooding	9/9/2016 11:06 AM
17	Streets are ok but concerned about where it is going. Sensitive areas like echo lake has drainage issues. Not solved - auroras done now. Harmful Vegetation has grown in	9/9/2016 10:58 AM
18	Water draining into echo lake	9/9/2016 10:55 AM
19	Regulations are complete and precise enough to be applied to actual conditions reliably.	9/9/2016 10:54 AM
20	High water table, new structures make increased standing water. Getting worse.	9/8/2016 7:30 PM
21	Storm water being directed thru culver behind the ymca is loaded with oils and sediment from aurora. Their is inadequate filtration and holding tanks for the volume of water entering Echo Lake during a moderate storm.	9/8/2016 1:25 PM
22	This has been a concern since I bought property 35 yrs ago. Everybody passed the problem around. Street always floods, drains slow and we keep leaves etc our	9/8/2016 12:41 AM

2017 Surface Water Master Plan Level of Service Survey - Attachment A

2017 Surface Water Master Plan Level of Services Survey

SurveyMonkey

23	I live on Echo Lake. And there have been times the drain at the north end of the lake gets clogged, the water level rises, and is frightening. Once it got within 18 inches of the door. If it had not been for a volunteer who knew where the drain was and cleared it, we would have had real problems.	9/7/2016 9:50 PM
24	The city right of ways - alleys especially are not being addressed. New construction down hill from our property was put in and they were allowed to raise the alley. Thus, the flow from all the houses upstream from us dumps into our backyard and we have had major damage due to this. After several phone calls and visits to us and our neighbors from the city, no one is responding or taken any responsibility. We will need to spend thousands of dollars to take care of this water that is not coming from our property.	9/7/2016 9:38 PM
25	I am not sure if my culvert has been inspected along with the with pipes that feed it. There also doesn't seem to be a concerted effort to notify homeowners that the stormwater covers/grates should be kept clear of debris.	9/7/2016 7:19 PM
26	When the sidewalk was installed in front of my home, several years ago, it wasn't level and there is a dip where rain water pools. It's gotten worse over time. I reached out to the Shoreline Public Works supervisor continuously, for 2 years. He finally replied, just last month, to say that it wouldn't be repaired (but on one or two occasions over those 2 years, had led me to believe they would).	9/7/2016 6:35 PM
27	I live right n N 185th St. The leaves clog the drains unless someone pulls them out. Street cleaners don't go by often enough. Perhaps the crew in orange jumpsuits can be put to work pulling leaves out of the grates on a regular basis during the Fall & Winter.	9/7/2016 4:44 PM
28	alleys that are considered city R.O.W. but that are not maintained by the city and allow water migration off of and then allows excess water to drain onto properties which causes flooding to residences.	9/7/2016 4:32 PM
29	We live in a slope and our basement has flooded in the past. I want to make sure storm water drains are maintained so the runoff doesn't end up in our basement.	9/7/2016 4:20 PM
30	Water from surrounding properties and from the street flows onto our property, causing flooding of crawl spaces, necessitating a sump pump that runs most of the winter. Each individual property (and the city) should be required to manage their own stormwater and prevent runoff onto surrounding properties.	9/7/2016 4:07 PM
31	drain between homes gets clogged and drain by bus stop backs up	9/7/2016 4:00 PM
32	I often see clogged drains due to leaves, etc. on the arterials in our neighborhood. I'm especially concerned with standing water in front of Meridian Park elementary school. This is a hazard to drivers, students, and other pedestrians.	9/7/2016 3:56 PM
33	Needs more maintenance	9/7/2016 3:47 PM
34	Excess surface rain water runs down Densmore N. near 155th. Small berm seems only a temporary solution.	9/7/2016 3:42 PM
35	Standing water at corner of 183rd Street and Meridian Ave N. Homes that have asphalt covering entire area from property to street causing more run off downhill.	9/7/2016 1:08 PM
36	There is a ditch at the bottom of my property next to the street. I honestly don't know if it's my responsibility or the city's to maintain that area, so I do it - clean up dead leaves and debris. I also clear out debris from the large drainage pipe that runs from the ditch under my driveway. The city never cuts the weeds/grass here, although I see it being done in other areas. So I do it to the best of my ability.	9/7/2016 11:14 AM
37	Drains are plugged which causes rainwater to flood the street. Pollution enters through the open system. Outfalls create erosion of soils.	9/7/2016 11:01 AM
38	My concerns are: - Road construction is impacting stormwater drainage. When the 175th Ave was redone 10/15 years ago, water started backing up in backyards. - Additional development of buildings that will cover more of the soil and end up with more runoff water. The extreme flooding that happen this year in the south of the country happened to places that are not subject to floods but the heavy construction created a dangerous path for water flooding.	9/7/2016 10:18 AM
39	Maintenance and cleaning of storm drain catch basins on private property such as Condominiums and Homeowner Associations.	9/7/2016 10:06 AM
40	My basement was destroyed by flooding. I spent \$30K to repair it and to put in a drainage system. Makes me wonder what the city is doing.	9/7/2016 9:59 AM
41	have never seen any work being done on the ditches and drainage in our area	9/7/2016 9:52 AM
42	My garage at 17327 1st Ave NW is the default drainage for the neighborhood, dependent on one storm drain, which gets clogged with leaves etc. from upper sections of the street.	9/7/2016 9:35 AM
43	Some drains get clogged with leaves and debris. We try to watch out for it, but it tends to happen in the winter, when we are rarely home during daylight hours.	9/7/2016 8:30 AM

2017 Surface Water Master Plan Level of Service Survey - Attachment A

2017 Surface Water Master Plan Level of Services Survey

SurveyMonkey

44	Our ditches are over grown and almost completely filled in. There is no place for the water to go. Neighbors over the years have filled in the ditches for parking.	9/7/2016 8:20 AM
45	-	9/7/2016 8:12 AM
46	That neighbors and homeowners continue to keep street drains clear by their driveways, especially during the fall and winter months.	9/7/2016 7:56 AM
47	Blocked drains, Old or unknown drainage systems on private property diverting water in unexpected ways. High Groundwater flooding basement during wet season.	9/7/2016 7:56 AM
48	Rainwater accumulates in areas where the street has slumped, so it pools instead of flowing to drains.	9/7/2016 7:52 AM
49	Drains are often clogged with tree debris in the Fall. Storm drain locations are inadequate to capture water runoff flowing down streets and into driveways.	9/7/2016 7:51 AM
50	when it rains I have water from my neighbor's back yard I have to have sand bags along fence also installed sump pump in front yard my house is the only one that floods in my cul de sac, my back yard has been sinking in one corner before my house was built this land was a lake full of water then filled to build a house I have contacted seattle water, ronald waste water many times & no response if I sell my house I have to disclose this so I am not happy with city of shoreline	9/7/2016 7:25 AM
51	there is no storm sewer on my block - water won't run uphill to the nearest outlet, so it has to evaporate in the street, and might be making the adjacent ground soft	9/7/2016 7:15 AM
52	My parking strip floods during heavy rains making any visitor parking extremely inconvenient. (I am not familiar with your agency, thus my answers in #7).	9/7/2016 7:12 AM
53	There are spots on Ashworth Ave N where water collects when it rains.	9/7/2016 7:05 AM
54	Surface water structures not connected to the City system in areas where high density residential has been proposed. Steep slopes in areas of high density rezone.	9/7/2016 6:16 AM
55	Flooding in our back yard and in front of our house because neighbors drain into street	9/7/2016 12:09 AM
56	Ever since my road was slurried, water pours down my driveway, overcomes the drain I have and present a real problem of flooding the basement thru a below grade window. The street needs to be leveled so water is channeled into the drain system that is there.	9/6/2016 11:22 PM
57	I really don't think people are aware that the drains need to be kept clear and debris in front of their house will wind up floating down with the rain. Educational letters might help? In the past 2 years there have been more pine needles and plant debris due to the drought conditions and it has caused issues on my block with water flow.	9/6/2016 10:27 PM
58	Open ditches can fill and overflow. Shrubs growing in open ditches, plants/shrubs/weeds/ivy/trees drink water but also impede flow of water.	9/6/2016 6:49 PM
59	There are a series of ditches along 5th NE that need work and maintenance as well as the runoff from the road that runs in front of my house. I think the project along Ashworth should be modeled for this street. The ditches fill with debris and garbage and that gets washed into the drainage system. I also think more could be done to enlist residents to help make sure street drains are clear to receive runoff.	9/6/2016 6:10 PM
60	Our condo area is flooded by properties north of here.	9/6/2016 4:32 PM
61	Surface water management in Innis Arden and much of Richmond Beach is non-existent or inadequate with roadside flooding or water coursing down and/or across roadsides in many areas during significant rains. Some areas have no ditches or catch basins and many catch basins are at an elevation above the pavement so that water does not flow into them, creating huge puddles or channeling the run-off into other areas. Shoreline has authorized massive tree-cutting of significant trees without requiring planning and mitigation for the additional run-off generated as a result of tree removal.	9/6/2016 4:24 PM
62	Primarily centered around drain at NW corner of 178th and Wayne. Heavy rainfall or during winter it doesn't drain so water accumulates. I have gone out with a rake to clear it when the puddle forms.	9/6/2016 4:07 PM
63	Current infrastructure doesn't seem to be capable of handling existing runoff. The recent rezone will only make matters worse. Also jurisdiction is an issue. The Shoreline community Center storm drains aren't under the managing entity.	9/6/2016 3:27 PM
64	Neighbors mow lawn, blows into the street...then the rain takes it into the storm drains and plugs them.....chemicals in lawns etc.	9/6/2016 3:15 PM
65	Surface drains need to be cleared of clougs	9/6/2016 3:00 PM
66	The infrastructure is a problem throughout America. Fortunately, Shoreline's sewer is newer than most. RE: the next set of questions - how would I know?	9/6/2016 2:42 PM

2017 Surface Water Master Plan Level of Service Survey - Attachment A

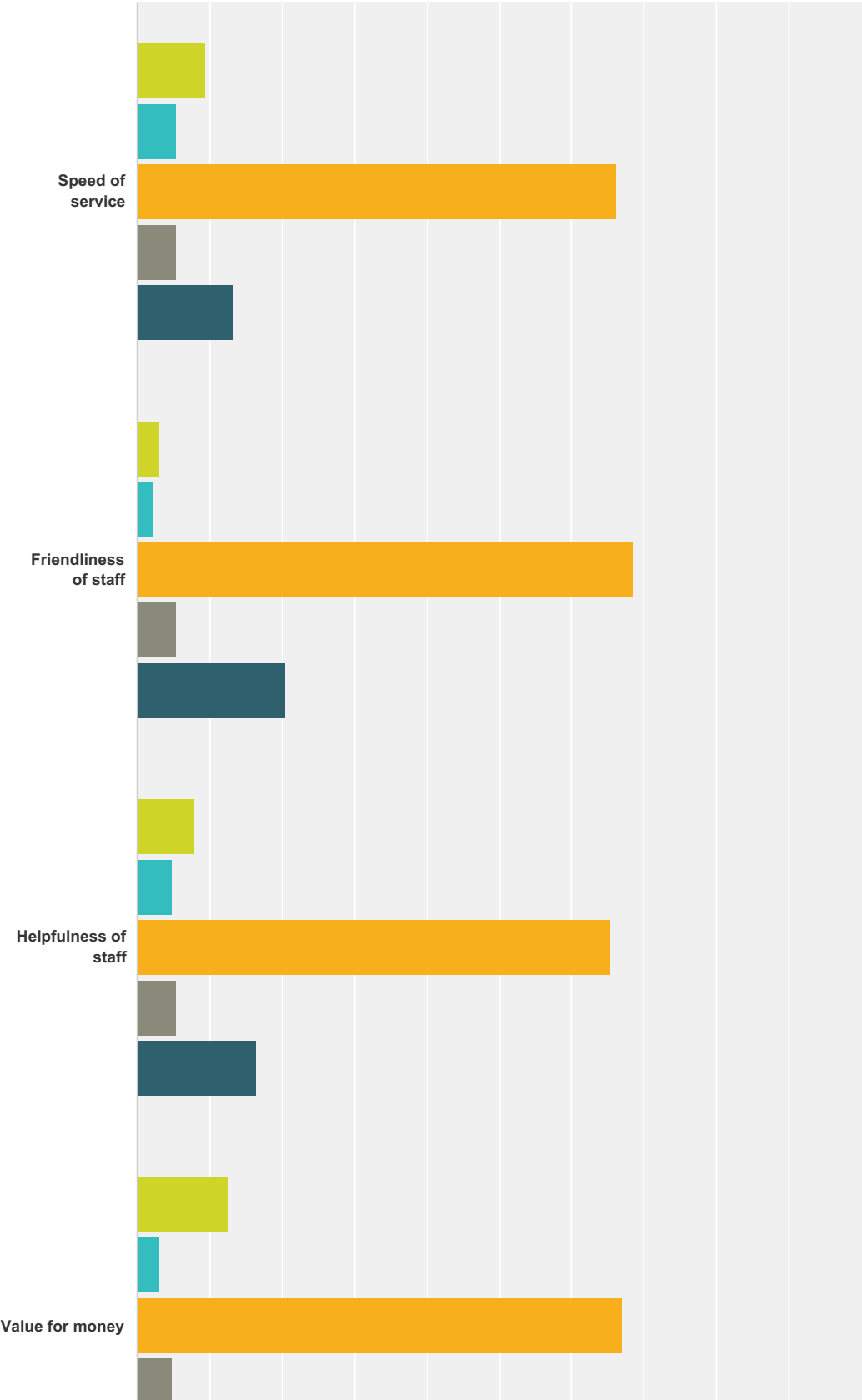
2017 Surface Water Master Plan Level of Services Survey

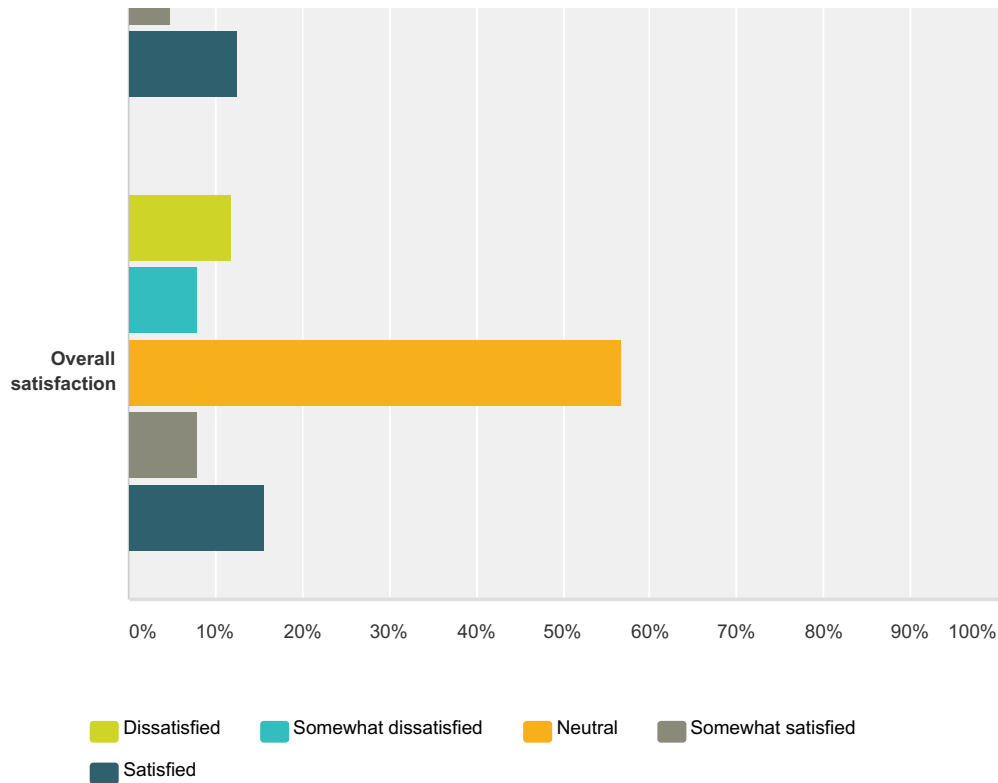
SurveyMonkey

67	Ditches in our neighborhood, not tied in to storm water sewers	9/6/2016 2:40 PM
68	Boeing Creek washed out banks and trails is concerning. Also not excited about the plan to breach Lost Lake dam but understand the prohibited costs of dredge. Wish there was a cost effective way to keep the lake without the need to dredge.	9/6/2016 1:32 PM
69	We had a mainline burst in front of our property.	9/6/2016 12:53 PM
70	There are too many 'ditches' which do not allow people to walk without going into the street and traffic. The city should address this.	9/6/2016 12:42 PM
71	Failing culverts under private driveways, ditch maintenance, inventory of drainage pipes not correct or classified properly.	9/6/2016 12:41 PM
72	They hardly seem to be maintained at all. When something was done the result was so bad the neighbors filled the ditch back it.	9/6/2016 11:58 AM
73	Some drains have been built higher than the street and are useless. An example of this is on the corner of Richmond Beach Road and 3rd NW. There are also drains placed within 2 feet of each other--total waste. There are many open ditches in our neighborhood that do not flow with water, even during heavy rainstorms. These should be filled in and covered with sidewalks to make walking along streets more safe.	9/6/2016 11:48 AM
74	I hae concerns of flood events and it's impact on water quality on Echo Lake. I also have concerns on maintainenanc of open ditches along streetsides..as they become deposits for litter and invasive weeds.	9/6/2016 11:42 AM
75	When the lake is high and the rain is falling hard and fast our yard starts to flood and comes closer and closer to my patio	9/6/2016 11:37 AM
76	Clear the ditches and drains	9/6/2016 11:37 AM
77	As a pedestrian I often notice pools of water on the side streets that do not drain - an example is on 183rd and Meridian. When there is a lot of rain or a downpour this can be a safety issue having so much water in the street or path.	9/6/2016 11:34 AM
78	The ditches are dangerous for people and cars. They become a litter bin - and cannot be casually cleaned. The grass grows so high that in some places you cannot see over it, or you cannot see there is a ditch there. The Echo Lake exit is not well maintained. It gets clogged with debris - a neighbor used to maintain it in storms but he has moved.	9/5/2016 11:23 PM

Q7 How satisfied are you with the following aspects of our stormwater services?

Answered: 127 Skipped: 44

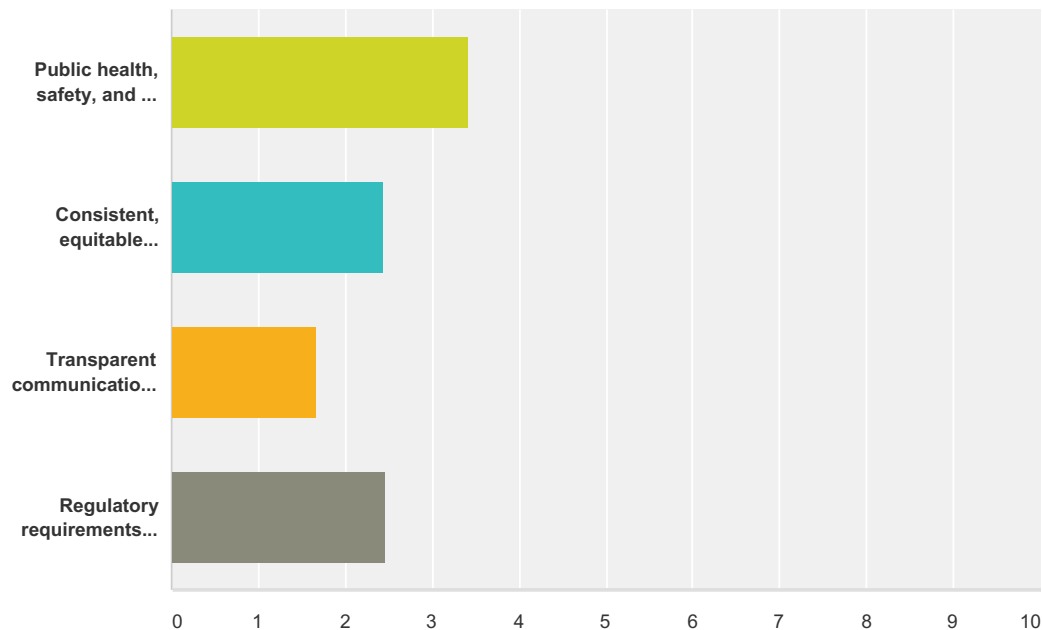




	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Total
Speed of service	9.45% 12	5.51% 7	66.14% 84	5.51% 7	13.39% 17	127
Friendliness of staff	3.15% 4	2.36% 3	68.50% 87	5.51% 7	20.47% 26	127
Helpfulness of staff	7.87% 10	4.72% 6	65.35% 83	5.51% 7	16.54% 21	127
Value for money	12.60% 16	3.15% 4	66.93% 85	4.72% 6	12.60% 16	127
Overall satisfaction	11.81% 15	7.87% 10	56.69% 72	7.87% 10	15.75% 20	127

Q8 *Please rank the following Levels of Service in the order of most importance to least importance (using 1 for most important and 4 for least important).

Answered: 127 Skipped: 44



	1	2	3	4	Total	Score
Public health, safety, and the environmentManage public health, safety and environmental risks from impaired water quality, flooding, and failed infrastructure.	61.42% 78	25.20% 32	7.09% 9	6.30% 8	127	3.42
Consistent, equitable standards of serviceProvide consistent, equitable standards of service to the citizens of Shoreline at a reasonable cost, within rates and budget.	14.96% 19	28.35% 36	43.31% 55	13.39% 17	127	2.45
Transparent communication and educationEngage in transparent communication through public education and outreach.	3.94% 5	15.75% 20	22.83% 29	57.48% 73	127	1.66
Regulatory requirements complianceComply with regulatory requirements for the urban drainage system.	19.69% 25	30.71% 39	26.77% 34	22.83% 29	127	2.47

Q9 Do you have any additional stormwater service concerns or suggestions?

Answered: 53 Skipped: 118

#	Responses	Date
1	Thanks for asking.	9/14/2016 11:07 PM
2	A storm water outlet near the NE corner of the Dale Turner YMCA is about 4 to 5 feet across and during heavy rain discharges over 1 million gallons of water within a 24 hr. period several times a year which goes into Echo Lake. How can this possibly be filtered properly before it enters the lake? My calculations made from data taken from King Co records.	9/13/2016 3:37 PM
3	this is the first time I heard of Surface Water Utility	9/11/2016 11:47 PM
4	It would be great to have community education on residential and commercial pollutants, so people are using environmentally friendly or no chemicals on their lawns, gardens, and rooftops.	9/10/2016 9:51 AM
5	No. This is all new to me.	9/9/2016 6:22 PM
6	Not at this time.	9/9/2016 4:13 PM
7	I am concerned that the report on the Lake quality will take too long.	9/9/2016 11:08 AM
8	Put cisterns at the QFC Rite Aid parking lots to end the water coming through my private property.	9/9/2016 11:06 AM
9	Concerns about echo lake. Encourage ymca to help	9/9/2016 10:58 AM
10	Concerned goals and regulations will be ignored by developers and no effective action will be taken.	9/9/2016 10:54 AM
11	New buildings need to address their impact and not make it worse.	9/8/2016 7:30 PM
12	Pump the culver behind the ymca 4x a year of sludge, street sweep aurora at night to cut oils and heavy metals. Cut the invasive weeds at the s end of Echo lake and get rid of the drug users living in the bushes and replant with native plants and make a bird sanctuary. Re due the ditch between Echo Lake and the culver; it is loaded with sluge.	9/8/2016 1:25 PM
13	In general I'm concerned about the water quality of Echo Lake, but am unsure of the root cause of deteriorating water quality.	9/8/2016 12:59 PM
14	Fix the flooding problem on our streets 167th and Linden	9/8/2016 12:41 AM
15	I don't really know much about it; sorry. I do appreciate the concern about wetlands.	9/7/2016 9:50 PM
16	Please contact me with a solution for the major water run off from the alley that lands on my property in Richmond Beach. Thank you, Diane Schultz 206-542-4928	9/7/2016 9:38 PM
17	As a homeowner, perhaps a "homeowners stormwater guide" with helpful tips and basic steps showing what we all can all be doing also to improve storm water quality on our properties.	9/7/2016 8:10 PM
18	No	9/7/2016 7:19 PM
19	Since I'm not sure what the Surface Water team provides, I couldn't answer #7. If they are the Public Works group, my answers would be "dissatisfied".	9/7/2016 6:35 PM
20	Several neighbors on my street spent a good amount of time discussing water issues that have been problematic for MANY years with a gentleman from the city (I would have to research on another computer to find the email communications and I will when necessary). I was actually shocked at how fast they came by to check it out and just as fast to discuss what could be done. Well, that was a couple of years ago and have not heard a word since. I would be happy to get into more details. gruwelfam@comcast.net	9/7/2016 4:53 PM
21	The zoning to allow more buildings along N 185th St. area & bring in a larger population is absolutely insane. We have standing water, underground streams, swampy yards and yet the City Council thinks it's a great idea to build, build, build. More people = more waste water & pollution. Stop the growth. If we wanted to live in the "city" we'd be in downtown Seattle among all the concrete!	9/7/2016 4:44 PM
22	Keep up the good work!	9/7/2016 2:31 PM
23	What are the bright green areas inside the different neighborhoods.	9/7/2016 1:43 PM

2017 Surface Water Master Plan Level of Service Survey - Attachment A

2017 Surface Water Master Plan Level of Services Survey

SurveyMonkey

24	All of us are remiss in not making the natural environment a top priority. But ultimately, accomodating nature's ways is a critical goal.	9/7/2016 11:44 AM
25	Proposed construction of townhouses at 18339 Wallingford Ave N will increase flooding of homes just south of that address (including our home!).	9/7/2016 11:01 AM
26	too expensive, city regularly doesn't protect wetlands	9/7/2016 8:12 AM
27	Any power generation possibilities? Turbine at outfall?	9/7/2016 7:56 AM
28	Needs better outreach with public.	9/7/2016 7:56 AM
29	Storm water flowing down hills is not captured by drains and diverts down our driveway, causing pooling of water in front of our garage and occasional flooding into our garage.	9/7/2016 7:51 AM
30	answer my questions that I addressed in survey	9/7/2016 7:25 AM
31	This survey doesn't really address actual concerns of me as a resident, but asks me to rate an agency I know little about, since Shoreline's "customer svc" rep I dealt with goes out of his way to disappoint and find excuses for not providing service for my neighborhood.	9/7/2016 7:15 AM
32	Would love to see sidewalks, curbs, and proper drains on Ashworth!	9/7/2016 7:05 AM
33	I have seen hard working Shoreline employees clearing drains! Keep up the great work!	9/7/2016 6:35 AM
34	City needs to work with private residents to get a better understanding of where the system is broken or absent. Complete assessment of each lot in any up zone areas with moratorium on any permits until this is done.	9/7/2016 6:16 AM
35	See the above pertaining to Greenwood PI N	9/6/2016 11:22 PM
36	I do and am currently in contact with Shoreline Public Works department regarding the issues on 26th Ave. I believe home to home education on prevention and possibly additional drain(s) would help the issues my neighbors and I have been experiencing. Please note that my answers for # 7 are neutral, as I am not familiar yet with the storm water services, but would like and now plan to be. Thank you for asking! :)	9/6/2016 10:27 PM
37	Cover or enclose ditches to prevent overflow. Upgrade to larger stormwater runoff pipes. With all of the new construction in our area, there is more cement, fewer trees and shrubs to absorb the water so the entire system needs to be enlarged to handle the increased flow that does not absorb into the ground. Water retention and detention systems in new developments should be a requirement and the developers should pay for them as well as for upgrades to the surrounding communities/neighbors/and down stream stormwater systems.	9/6/2016 6:49 PM
38	Question 7 is difficult to answer as I have had no personal experience or interaction with the stormwater services. Question 8 is problematic in that some of the responses rank equally and are not necessarily more important than the other. I would rank them all fairly high and would assume that they go hand in hand.	9/6/2016 6:10 PM
39	No	9/6/2016 3:27 PM
40	Have neighborhoods take responsibility for their storm drains	9/6/2016 3:00 PM
41	My heavens, you have gone too far with questions 7 & 8.	9/6/2016 2:42 PM
42	No	9/6/2016 2:40 PM
43	Bury all the open ditches and cover drain pipes with sidewalks.	9/6/2016 1:32 PM
44	How does under ground water effect storm water especially with new construction digging foundation walls that block under ground water paths. Is this what is creating the water table to rise?	9/6/2016 12:47 PM
45	If there is an issue on my street again I will never talk to city about it in fear that crews will come and destroy property while making things worse.	9/6/2016 11:58 AM
46	Someone should survey drainage ditches during rainstorms. If the ditch is not in use (i.e., no water flowing through it) then the ditch should be covered for pedestrian safety.	9/6/2016 11:48 AM
47	Not the biggest issues the city faces. drug use, homeless, crime are much more of a concern than a little water a few times of the year. If folks get off their ass and clean up the drains and such already in place, much of this can be eliminated.	9/6/2016 11:38 AM
48	Don't raise property taxes to cover more city expenses. You're impacting property owners in Shoreline. Please keep it affordable to live and work here.	9/6/2016 11:38 AM
49	plans for lowering lake levels when necessary	9/6/2016 11:37 AM
50	Stay within the budget, and keep the drains clear.	9/6/2016 11:37 AM

51	Don't make all of your survey questions required. As someone who is new to Shoreline, I cannot accurately answer #6 yet. When you make every survey question required, you get more bad data.	9/6/2016 11:34 AM
52	A huge concern is the cost for infrastructure in Shoreline.	9/6/2016 11:34 AM
53	We need to be responsible for areas downstream from us - Lake Forest Park and North Seattle and not contribute to their surface water problems.	9/5/2016 11:23 PM