

Surface Water Master Plan

2017 Update

The Surface Water Utility provides stormwater and water quality services to the residents and businesses of Shoreline.

Surface Water Management fees are used for capital improvements, programs, operation, and maintenance activities that:

- Reduce flooding and drainage problems
- Improve water quality by reducing stormwater pollution
- Protect and enhance streams and wetlands within the City

Key responsibilities include:

- Operating and maintaining stormwater infrastructure such as pipes and ponds.
- Compliance with regulatory requirements; particularly, the National Pollution Discharge Elimination System (NPDES) Phase II Permit
- Managing surface water in a way that reflects the community's priorities.

Master Planning Process



Next Steps:

Presentation To Council: Monday, October 10th 2016
Open House #2: TDB

Please visit shorelinewa.gov/2017masterplan for Project updates



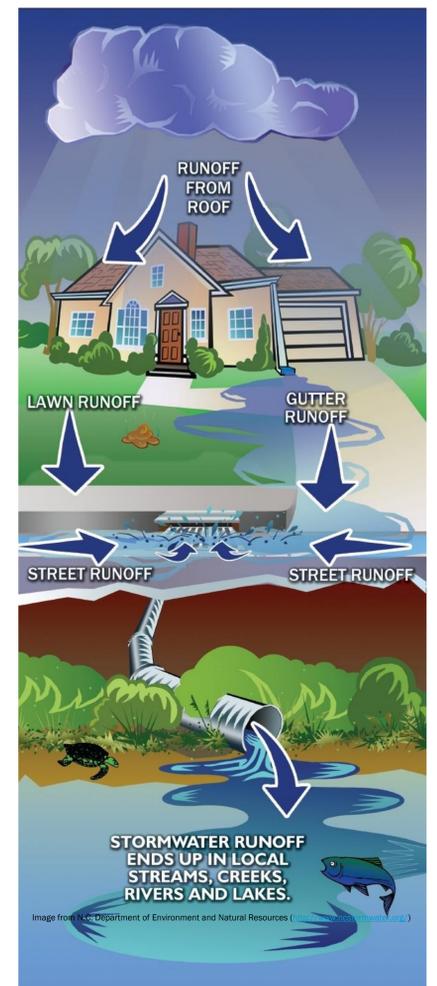
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Stormwater is surface runoff from rain events that is collected and conveyed through a drainage system.

Urban drainage systems consist of:

- Stormwater infrastructure such as catch basins, pipes, ditches, culverts, detention ponds, rain gardens, and bio-swales
- Surface water features such as streams, lakes, ponds, and wetlands



Urban drainage systems collect stormwater runoff and carries it to the nearest wetland, lake, stream, or Puget Sound. Stormwater runoff tends to carry pollutants generated from developed areas, which degrades water quality.



Urbanization increases the amount of runoff generated by precipitation. Altered runoff rates and durations can lead to erosion, drainage problems, and habitat impacts.



The City's NPDES Permit requires annual reporting, water quality monitoring, and standards that treat runoff using low impact development and "green" stormwater infrastructure.



Best Management Practices, such as rain gardens and bio-swales, help control stormwater runoff and reduce contamination of surface water bodies.



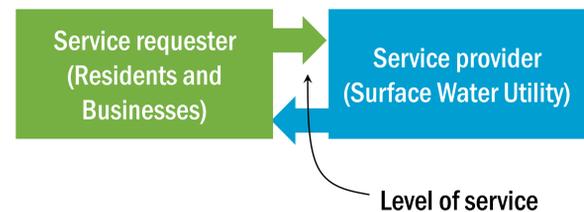
Routine cleaning, inspection, and maintenance is not only a regulatory requirement, it also reduces flooding, improves water quality, and minimizes the need for emergency repairs.



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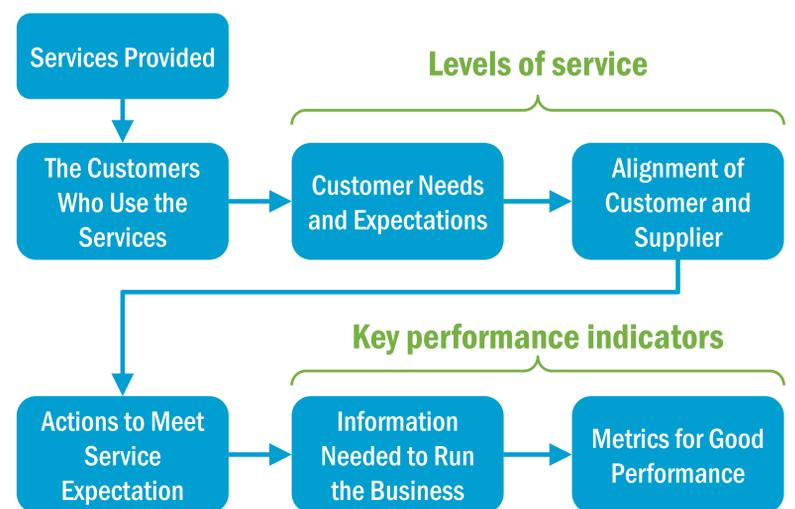


Levels of service are the points where services provided match up with the services requested.

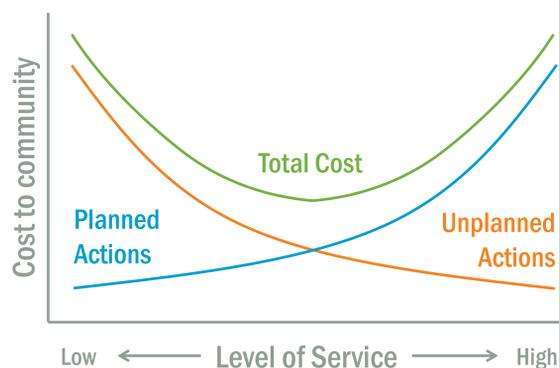


Levels of service drive the organization's priorities and goals

- We look at the services provided and align our organization with the customer expectations
- During the planning process we will determine the business needs to meet those expectations



Our goal is to balance the level of service with cost of service



- A high level of service reduces unplanned actions, but costs more upfront.
- A lower level of service has less upfront cost but can cause much higher unplanned cost.
- The ideal spot is somewhere in the middle.

The City is developing levels of service to help evaluate surface water master planning needs.



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Draft levels of service statements

Level of Service	Level of Service Targets	Flags
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.	
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.	
Engage in transparent communication through public education and outreach.	Maintain a communication plan to inform the community on utility goals and progress.	
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.	