

Demographics

* 1. In what quadrant/area of the City do you live in?

- Northeast
- Southeast
- Southwest
- Northwest
- Do not live in the City of Olympia
- Not sure

* 2. How long have you been a Storm and Surface Water Utility customer in the City of Olympia?

- Less than a year
- 1 - 5 years
- 6 - 10 years
- 11 - 20 years
- More than 20 years
- Currently not an Olympia Storm and Surface Water Utility customer

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General

* 3. Over the next 5 years, do you think the City should put More Emphasis or Less Emphasis on the following:

	More	Same	Less	Not sure
Correcting and preventing water pollution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting and enhancing fish and wildlife habitat in local streams, lakes and wetlands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correcting and preventing problems arising from minor flooding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 4. Please rank your overall priorities for the Storm & Surface Water Utility:

<input type="text"/>	<input type="text"/>	Reduce Flooding
<input type="text"/>	<input type="text"/>	Improve surface water quality in our streams and Puget Sound
<input type="text"/>	<input type="text"/>	Protect groundwater quality
<input type="text"/>	<input type="text"/>	Maintain or improve aquatic habitat

* 5. If you have reported a stormwater issue to the Storm and Surface Water Utility in the past, how satisfied were you with:

	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	N/A
Response time by City staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service and communication with staff about the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The outcome or resolution to the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow-up or monitoring of the issue once resolved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 6. Please rate the following items based on importance for the Storm and Surface Water Utility's work:

	Not Important	Somewhat Important	Important	Very Important
Protecting aquatic species in our streams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhancing habitat in and along streams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preserving wetlands and critical areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting tree canopy within the City and along streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting water quality in Budd Inlet and Puget Sound	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correcting minor ponding issues along roadways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Updating watershed plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting the downtown area from the effects of sea level rise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eliminating flooding at the Cooper Point Road – Black Lake Boulevard intersection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing stormwater treatment for all areas of the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public education and training opportunities on how to prevent stormwater pollution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities for stormwater utility rate reductions through incentives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 7. Do you think the City should put More Emphasis or Less Emphasis on the following current Utility programs?

	More	Same	Less	Not sure
Volunteer programs to restore habitat (Stream Team)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Targeted outreach to properties with aquatic habitat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partner with the Parks Department to enhance habitat in Olympia Parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach to local businesses to prevent pollution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water quality sampling and education in 4th and 5th Grade classrooms (through South Sound Green)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer programs to monitor habitat and wildlife conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural lawn and garden care education programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storm drain marking "Drains to Puget Sound"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

Water Quality

* 8. What do you feel the Storm and Surface Water Utility should focus on to improve water quality? Rank the following in order of your preferences from Highest (1) to Lowest (7):

<input type="text"/>	Build more stormwater treatment facilities (rain gardens, ponds, filters, etc.) in the public right-of-way
<input type="text"/>	Provide more public education to encourage behaviors that reduce the discharge of pollutants
<input type="text"/>	Increase enforcement to correct behaviors leading to the discharge of pollutants
<input type="text"/>	Offer incentives for installing stormwater treatment facilities on private properties
<input type="text"/>	Provide regular street sweeping on all public streets
<input type="text"/>	Work with businesses to prevent stormwater pollution

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Habitat

* 9. Which of the following habitat protection strategies are most important for the Utility to pursue in order to protect and enhance habitat in Olympia? Rank the following in order of Most Important (1) to Least Important (8).

<input type="text"/>	<input type="text"/>	Acquire environmentally sensitive land
<input type="text"/>	<input type="text"/>	Obtain conservation easements on private land
<input type="text"/>	<input type="text"/>	Provide incentives to private property owners for habitat stewardship activities (free plants, training, labor, etc.)
<input type="text"/>	<input type="text"/>	Strengthen development regulations that protect habitat
<input type="text"/>	<input type="text"/>	Partner with large public and private land owners on habitat projects, for example school districts
<input type="text"/>	<input type="text"/>	Provide technical assistance to private property owners that want to enhance aquatic habitat on their property
<input type="text"/>	<input type="text"/>	Develop more educational materials (videos, fact sheets, etc.) on backyard habitat techniques
<input type="text"/>	<input type="text"/>	Coordinate volunteer events to enhance and restore habitat

* 10. Which of the following do you support more?

- Provide technical assistance to all private property owners in Olympia that want to enhance habitat on their property.
- Provide targeted technical assistance to property owners in Olympia that have important aquatic habitat or buffers on their property.

* 11. On which type of properties should the Utility focus its habitat restoration efforts? (check all that apply)

- City-owned property
- Partnering with other public agencies on their property
- Partnering with homeowners associations/neighborhood owned properties
- Partnering with private land owners of aquatic habitat or associated buffer areas
- None of the above
- Don't know/no answer

Flooding

* 12. Do you live in a neighborhood that owns and maintains a private stormwater facility (for example, ponds, swales, etc.)?

- Yes
- No
- Not sure

* 13. Please rate whether you agree or disagree with the following statements:

	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure
The Storm and Surface Water Utility should dedicate more resources/funding to correcting flooding issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The area where you live is susceptible to flooding during heavy storm events.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The City should take reasonable steps to mitigate the effects of climate change and sea level rise.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 14. How often do you reasonably expect to be inconvenienced by stormwater related flooding issues in the City?

- No more than 2-3 times a year
- Once a year
- Once every 5 years
- Once every 10 years
- I never want to be inconvenienced
- Flooding does not bother me

Rates

* 15. The Utility has many goals and challenges ahead to mitigate flooding and improve both water quality and aquatic habitat. To what extent, if at all, would you support a monthly rate increase to fund this work?

- Nothing
- \$1 per month
- \$2 per month
- \$3 per month
- More than \$3 per month

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Rates - Oppose

* 16. What would be the main reason you would be inclined to oppose a rate increase? (mark all that apply)

I can't afford it

Storm and surface water rates are already too high

Other (please specify)

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Rates - Support

* 17. What would be the main reason you would be inclined to support a rate increase? (mark all that apply)

- Reduce flooding
- Improve surface water quality in our streams and Puget Sound
- Protect groundwater quality
- Protect and enhance our aquatic habitat

Other (please specify)

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Final Thoughts

18. Is there anything else you would like the City to consider as we develop the Storm & Surface Water Plan?

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