AGENDA TITLE:	**Preferred Alternative and Recommended Phasing Plan for the Paramount School Park Master Plan**
DEPARTMENT:	**Parks, Recreation and Cultural Services Department** **Public Works Department**
PRESENTED BY:	**Wendy Barry, Director** **Paul T. Cornish, Capital Projects Manager**

EXECUTIVE / COUNCIL SUMMARY

CIP Park Improvements and Upgrades Program

On November 9, 1998, the twenty year Parks, Open Space and Recreation Services Program (POSP) was adopted with the six year Capital Improvement Program (CIP). The top priority projects in the POSP were included in the six year CIP. The 1999-2004 CIP includes the Park Improvements and Upgrade Program. The POSP noted the City's parks are in need of basic repairs, and some existing facilities require renovation. This CIP program was established to provide a mechanism to upgrade the existing park facilities through a systematic approach that will include involvement from users and citizens of the City.

Included in the City's 1999 Budget adopted by your Council on November 23, 1998, is a budget of $20,000 for pre-design for preparing a master plan for one of three neighborhood parks commonly understood as being in the most need of improvements. Paramount School Park is listed as the first priority within the six-year period of the CIP. Construction of any substantive improvements at Paramount School Park, which is owned by the Shoreline School District, would take into account the District's likely site plan for potentially placing a school at this park in the future. Improvements would be made in park areas where a school building would be least likely to be built in the future.

At your May 3, 1999 Council meeting staff presented the project background and outlined the proposed public involvement process for the development of the Paramount School Park Master Plan. The public process has been completed and a preferred alternative developed.

The purpose of this report is to gain City Council concurrence with the proposed Paramount School Park Master Plan preferred alternative and recommended phasing plan and to direct staff to present the preferred plan to the Shoreline School Board for their review. The preferred alternative has been developed through an extensive public involvement process.

This public involvement process included working closely with the Shoreline School District. The School District owns the property and School District staff have been active participants on the project team and at the public meetings.

- improvements to the existing field and to the path.
- a small restroom and a second ball field
- improving the existing parking and adding new parking
- a larger children's play area and picnic area
- a spray pool (a fountain for children to run through)
- a half court basketball court

The existing budget in the 1999-2004 Capital Improvement Plan for design and construction of improvements at Paramount School Park is $700,000. The preferred plan cost estimate of $2,337,500 exceeds the amount of available funding in the CIP. To address this issue, a phasing plan has been developed for your consideration.

Phase I

Phase I includes; Site preparation/demolition, re-grade site, improve existing ball field, add irrigation system for ball field and path improvements.

Estimated construction cost	$575,640
Estimated design and construction administration costs	$124,360
Total estimated costs:	**$700,000**

Phase II (in priority order)

Phase II includes; Add a second ball field, parking improvements, Spray pool, restrooms, play areas, picnic areas, half court basketball court, and complete the irrigation system.

Estimated construction cost	$1,312,360
Estimated design and construction administration costs	$ 325,140
Total estimated costs:	**$1,637,500**

The costs for the Phase I improvements is $700,000 It is important to note that in order to keep the costs as close to the existing CIP budget as possible, the parking improvements were deferred to Phase II (see this report's Background/Analysis for detailed costs). Phase I would include only minor improvements for grading and gravel surfacing of the existing parking lots. The construction of these improvements would be constructed in 2000 and the field would be playable in 2001.

Recommendation

Staff requests that Council provide a consensus on its preferred alternative for the Paramount School Park Master Plan as developed by the public involvement process. Staff will present this consensus to the Shoreline School District Board for review and return to Council with options on phasing and funding.

Approved By: City Manager LB City Attorney N/A

facilities are currently shared between the City and the Shoreline School District.

After incorporation of the City of Shoreline in 1996, the Parks, Recreation and Cultural Services Department was created and developed, and King County Parks were transferred to the City of Shoreline

On November 9, 1998, the twenty year Parks Open Space and Recreation Services Program (POSP) was adopted with the six year Capital Improvement Program (CIP). The top priority projects in the POSP were included in the six year CIP. This CIP program was established to provide a mechanism to upgrade the existing park facilities through a systematic approach that will include involvement from users and citizens of the City.

The public involvement process involved direct mailings to residents within a half mile radius of the park, notification in the *Shoreline Enterprise,* posting meetings on the Master Calendar and monthly updates to the Parks, Recreation and Cultural Services Advisory Committee

Approximately 2,300 newsletters where mailed, for each open house, to residents and property owners within the half mile radius of the Park. Seventeen residents signed in at the first open house and sixteen at the second. Four Parks, Recreation and Cultural Services Committee members also volunteered their time to attend the open houses and provide direct feedback to their committee.

The public process also consisted of two open houses:

First Open House - July 13, 1999
At the first open house, a list was developed of features that attendees "wanted" and "didn't want" in the park. The features receiving the most support are listed below:

- Want: Lights for the path (on timers) to allow early evening walkers in winter months, a wider walking path, sports fields improvements, improved and expanded parking lot, restrooms, benches, a pay phone, and a basketball court.

- Don't Want: Trees, lights, and golfers.

After the first open house three alternatives were developed incorporating the preferences from the lists.

155th Street and 10th Avenue NE. A preferred alternative was developed by combining various aspects of the original three alternatives, and is outlined below:

Features included in the preferred alternative:

Existing Path: The existing path is well used and considered an invaluable feature to be retained. Widening the existing trail to allow users to pass each other was discussed and encouraged. To allow residents to use the trail in the afternoon and early evening during the winter months, it was suggested that low (two to three feet high) lights be included. These lights would be on timers and turned off at an appropriate hour.

Trees: Most in attendance at the first open house did not want trees in the park. They wanted the ability to see into and out of the park. At the second open house many expressed the desire to at least plant some additional trees to provide shade at the children's play area and the picnic areas. The preferred alternative would develop a tree-planting scheme that will allow for some shading but also keep in mind the neighbors' desire to see into and out of the park. During the design phase, tree species and placement will be discussed with the adjacent residents.

2nd Ball Field: The preferred alternative proposes a second ball field with a backstop and skinned infield. The three alternatives had various ideas on where to place the second field and how large it should be (youth vs. adult). The preferred alternative's second ball field will be youth size and located diagonally across from the existing field. It was felt this would distribute the amount of activity and noise levels to minimize impacts to adjacent neighbors.

Spray Pool: A spray pool (a fountain for children to run through) was discussed with much enthusiasm and support. The preferred alternative proposes a spray pool in the northwest corner of the park.

Play Areas: The existing play area is quite small with a limited amount of equipment. The preferred alternative recognizes the neighborhood's desire to have an upgraded and improved play area and also to separate the play area into two components. One focuses on the very young children and the second will have features accommodating older children.

Restrooms: The desire for a restroom was also a high priority by the public. The preferred alternative proposes a small restroom, which will be placed on the west side of the park. The restroom location needs to be close to the play areas and out of the way of any future building the School District may decide to construct.

Basketball Court: A basketball court/handball court is proposed for the north of the park. The court is located at this location as it will be below the level of the street (NE 155th Street) thereby reducing the noise to adjacent homeowners. The Parks, Recreation and Cultural Services Advisory Committee recommends reducing the basketball court half size and requested an evaluation on the potential negative impacts of a basketball court before construction of the Phase II improvements.

Traffic Concerns: The City will be looking at traffic concerns around the park and any solutions that may be incorporated into the design of the park. This could entail traffic calming measures on 8th Avenue NE and improved pedestrian crossings on NE 155th Street.

Cost Estimate

Phase I	
Improve existing ball field	$234,000
Add irrigation system for ball fields	$65,000
Site preparation/demolition	$82,000
Re-grade entire site and path improvements	$111,000
Mobilization/Contingency	$83,640
Estimated construction cost:	$575,640
Estimated design and construction administration costs:	$124,360
Total estimated costs:	**$700,000**
Phase II	
Add second ball field improvements	$ 56,400
Parking improvements	$200,000
Lights on path	$ 31,000
Spray pool	$ 95,000
Restroom	$200,000
Play areas	$ 62,000
Landscaping	$130,000
Picnic shelter	$ 75,000
Basketball court	$104,000
Complete irrigation system	$119,400
Site furnishings (benches, trash cans, picnic tables etc)	$ 48,000

At their August 26, 1999 meeting the Parks, Recreation and Cultural Services Committee reviewed and approved the preferred plan with two caveats concerning the placement of trees and the basketball court.

Trees: When placing trees there should be careful consideration given to location and species to ensure the visibility into and out of the park

> Tree species and placement will be coordinated with adjacent property owners during the design phase of the preferred alternative.

Basketball Court: The full-size court should be reduced to half court and additional research as with other jurisdictions and adjacent property owners should be considered before including the court in Phase II.

> The basketball court has been reduced to half size and moving the basketball court to Phase II will allow for additional research as well as, discussions with adjacent property owners about potential impacts.

Master Plan Phasing and Funding Scenarios

At this time there are three Parks and Recreation Facility Master Plans being developed that are funded through the six-year CIP. Paramount School Park is the first of the three projects that will be presented to your City Council this year. The Shoreline Pool Master Plan will be presented October 4 and the Richmond Highlands Recreation Center Master Plan will be presented October 18. After your review of the three Master Plans, staff will present phasing and funding scenarios for your Council's consideration. This timeline and process is recommended by staff as it is anticipated that the funding needed for design and construction of these preferred master plans may exceed available funds.

RECOMMENDATION

Staff requests that Council provide a consensus on its preferred alternative for the Paramount School Park Master Plan as developed by the public involvement process. Staff will present this consensus to the Shoreline School District Board for review and return to Council with options on phasing and funding.

ATTACHMENTS

Attachment A. Project newsletters
Attachment B. List of Wants and Don't Wants developed at the first open house

Park Today

An uneven playing surface, undersized ball fields, a potholed muddy parking lot and no bathroom facilities severely limit your neighborhood's recreational opportunities at Paramount School Park. Paramount School Park has been identified as the number one neighborhood park to be upgraded by the City Council. We are now starting the master planning process which will lay out the vision for the future of the park. Now is the opportunity for City staff and your neighborhood to work together and define the future of Paramount Park.

Where We Are Today

We are just beginning the Master Plan process. The process includes generating ideas from the neighbors of the park and the people who use the park for various activities. Today we are taking the first steps in developing the Master Plan.

Why the Master Plan Process Now?

The City's parks are in need of basic repairs and some facilities require renovation. As a response to this situation the Parks Improvements and Upgrades Program was adopted by City Council in the fall of 1998. The first step of the Park Improvements Program is to prepare master plans for Shoreline's Neighborhood Parks. Paramount Park will be the first of these master plans.

What is a Master Plan?

A master plan is the concept of what features a park should include. What features could be included? Ball fields, restrooms, a children's play area and/or other ideas. after funding is allocated, will be the actual design and construction of any improvements.

What is the Master Plan Schedule & Budget?

1999 SCHEDULE:

July 13 - First Open House to generate ideas and alternatives.
Early August - Second Open House to discuss alternatives.
August/September - Parks Committee to review alternatives and forward a recommendation to City Council.
Late September - City Council will determine their preferred alternative.

BUDGET:

1999	Develop Master Plan	$20,000
1999/2000	Design	$75,000
2000/2001	Construction	$625,000
Total		**$720,000**

When is the first Open House?

Tuesday, July 13, 7-9:00 p.m.
Shoreline Conf. Center
McAleer Room
18560 - 1st Avenue North

Who can I contact?

Paul T. Cornish
Capital Projects Manager
Phone: 546-0786
E-mail: pcornish@ci.shoreline.wa.us

with the development of the Master Plan?

We began the master plan process for Paramount School Park on July 13 at which time the first open house was held to solicit information from residents who live near the park and residents who use the park. Attendees were asked the question, *"What would you like to see added or improved in Paramount School Park and what do you not want to see at Paramount School Park?"* Two lists were developed during the Open House... one for DO WANT and one for DON'T WANT. Those in attendance then indicated which of these features were most important to them.

What were the results?

The following list shows the items receiving the most support in order of preference.

DON'T WANT

- Trees - neighbors of the park like to have the ability to see through the park and observe what is taking place
- Lights - attract users to the park after hours
- Golfers in park
- Adults bicyclists on path

DO WANT

- Lights – for the parking and the path (on timers)
- A wider path to accommodate two lanes
- Improve the sports fields
- Restrooms
- Benches
- A pay phone
- Drinking Fountain
- Distances marked on path
- A basketball court
- Irrigation
- Keep existing trees along 155th Avenue
- Several other items received limited support

We have developed two alternatives based on the comments received at the first open house. We would like to present these two alternatives to the community for review and discussion. The goal will be to identify a preferred alternative, which may be either alternative one or two, or an alternative combining features from both. The results of the two public meetings will be presented to the Parks Committee, which will forward its recommended alternative to City Council.

What alternatives were developed?

Alternative 1 will provide more space for passive recreation while Alternative 2 will develop athletic fields to provide for greater use.

Alternative 1 features:

- Improve the existing ball field
- Add a smaller softball field
- Add restrooms
- Keep one play area

Alternative 2 features:

- Improve the existing ball field
- Add a second adult sized ball field
- Add restrooms
- Lighting the path
- Add a spray or wading pool
- Provide two play areas for different age groups

When and where is the second Open House?

Tuesday August 10, 7-9:00pm
Shoreline Conference Center
Ballinger Room
18560 1st Avenue North

Who Can I contact?

Paul T. Cornish
Capital Project Manager
Phone: 546-0786
E-Mail pcornish@ci.shoreline.wa.us

Phase the plan

Don't wants

Trees (3)
Lights (2)
Golfers (2)
Adults on path with bicycles (2)
3 ball fields is too many (1)
High speed traffic on 8th
Movable backstop
Too much emphasis on sports
Tennis courts
Major changes

Wants

Lights parking/path/timer (7)
Wider Path (two lanes of traffic) (6)
Improve sports fields (6)
Level ball fields (5)
Restrooms (5)
Benches (5)
Basket ball Court (5)
Phone (5)
Drinking Fountain (4)
Distance on walking path (4)
Irrigation (4)
Keep mature trees along 155th (4)
Move NW parking lot and replace with basketball court (4)
Bicycle Racks (3)
Enforce leash laws (3)
Good funded maintenance (3)
Visibility for playground and park (3)
Keep the same just improve what's there (3)
Remove hiding places (3)
Shape topography to define and give diversity (2)
Move parking under power lines (2)
Wading/spray pool (2)

Move playground
Bleachers for ball fields (1)
Paved Parking with handicapped stalls
Play area for 2-5yrs and 5-12 yrs (1)
Additional play area (1)
Keep horseshoes (1)
Recycle bins and more garbage cans (1)
Tennis Back board (1)
New backstop
Remove debris from turf (buried)
Tennis Courts
Pooper Scooper station for dogs
Slides and swings
Handicapped accessible table needs to be turned around
Signage, directional, informational, interpretive
Low lever planting
Place for special events
Kite flying space
Restroom near play area
Frisbee Golf

(number of votes at first open house)

AGENDA TITLE:	Council Update of CRT Program for the 10,000 Request Milestone
DEPARTMENT:	Public Works
PRESENTED BY:	Gail Perkins, Operations Manager

EXECUTIVE / COUNCIL SUMMARY

During the City of Shoreline incorporation process, citizens identified a need for efficient and effective management of public services and improved communications with the City. Based on the needs identified by your Council and Shoreline citizens, a vision for a Customer Response Team (CRT) was formed and became a reality in March 1996.

The objective of this staff report is to update your Council on the progress and accomplishments of The Customer Response Team. The vision to better serve the citizens of the City of Shoreline has became a reality and the success of the program is best illustrated by the data collected over the past 3½ years. As of August 1999, CRT has received over 55,000 phone calls, responded to numerous letters, and provided assistance to many walk-in customers. CRT staff has compiled a comprehensive list of resource information to help respond to a wide variety of questions received daily. Having this information available on the front lines enables staff to bring immediate resolution or assistance to customer's requests. Those requiring additional research become formal customer requests. These requests are then entered into the CRT database. This database now has over 10,300 entries, of which 92% have been resolved. As a result of reaching this milestone, we believe it is an appropriate point to check in with the Council about this program and to confirm how well CRT is achieving the Council's and the citizens' vision.

Initially, four major challenges were identified as the Team worked to meet the citizen's service vision within a reasonable time frame. The four challenges included:

- Centralized Services-developing a central contact at the City for all services,
- Computer Request Tracking System-creating a method to track all requests and services provided,
- Response Issues-meeting a need to respond in a timely and consistent manner and,
- Analysis and Measures of Effectiveness-establishing a system to assess the impact of each issue and to analyze the data collected to identify areas for improvement.

The implementation of a CRT program has benefited our City in a variety of ways. The data collected since 1996 (see Table) has guided the delivery of services by allowing the Team to predict resources needed for future City endeavors. CRT data has supported the development of a Surface Water Program, a Code Enforcement Program, and the Street Overlay Program as well as providing quantifiable information for Federal disaster investigations, damage recovery and insurance claim processing and recoveries.

on the City's progress in developing and implementing the Customer Response Team.

Approved By: City Manager LB City Attorney N/A

"The Customer Response Team provides a consistent means for requesting services through the main telephone line into the City. CRT responds to requests via personal on-site contact and through telephone notifications. All requests for services are documented in the Customer Request Program and are analyzed for developing hot issues and patterns or changes in requested service."

To accomplish their goals, CRT faced several major challenges including:

- Establishing Centralized Services
- Developing a Computer Request Tracking System
- Identifying and Defining Response Issues and
- Analyzing and Measuring the Effectiveness of the Program.

Centralized Services

Understanding the main goal was to provide exceptional, quality customer service helped to identify the need for centralized services to receive and process customer requests in a consistent manner. To address this challenge, in August 1996 the CRT staff took over answering the main 546-1700 telephone line. This service ensures Shoreline citizens will reach a group of knowledgeable employees who are willing to help provide prompt service and provide accurate information that will facilitate resolution of all requests.

Additionally, the ability to track, record and analyze incoming calls provided a valuable database. The data collected has been used to identify hot topics and issues, to quickly identify areas of the city where problems have occurred, and to respond to a vast range of inquiries in an efficient manner.

Through August 1999, CRT staff has fielded more than 55,000 calls. The staff has compiled a comprehensive list of resource information that has helped lead to the immediate resolution of over 35% of these calls without involving other individuals or departments. An additional 53% of calls come from citizens and customers requesting a specific employee, leaving only 12% of callers who required additional assistance from other departments.

Computer Request Tracking System

In response to a need to track customer requests, CRT worked with the Information Systems Division and developed a basic database system to track time, equipment, and materials associated with each work request. While this system has not been perfected to a degree that it can be easily used organization-wide, The Computer Request Tracking System does provide a mechanism for documenting and tabulating all telephone calls, collecting customer requests for services, developing the CRT database program, entering the information in the database program and scheduling, prioritizing and evaluating all service requests. CRT assesses the

As of August 1999, CRT has responded to more than 10,300 requests for information or service following a consistent and logical process; gather the data, analyze the data, recognize the problem, make a diagnosis, plan a course of action and evaluate the results. These requests come from citizens who call the central line, citizens who walk-in to discuss issues and concerns in person, City staff who relate issues to CRT staff, interaction with other service providers in the City (i.e. water department, telephone company), etc. The ongoing collection of data is essential to evaluate and/or implement various events, projects and/or programs. The data analysis provides management with information about progress towards established goals and identifies areas where there is a need for labor redistribution.

The top four service request areas are drainage, code compliance, road maintenance and repairs and traffic issues. The data collection has supported the development of programs in each of these areas. Additionally, as the programs are developed and services are identified and provided in a proactive manner, service requests in specific areas have decreased.

Response Issues

A third challenge identified in the development of a quality CRT program was the need to respond to a request in a consistent and timely manner. CRT has developed a "one person, one truck, in one hour" philosophy. The goal of the team is to make contact with the customer as soon as possible. Each CRT Representative is primarily responsible for a geographical area of the City. In addition, they are all cross trained and provide back-up, assistance and coverage for one another, and a CRT Representative is on-call 24 hours a day so all urgent requests are attended to in a timely manner.

This method of operation reduces average response time and increases the percentage of completed requests. To date, of the more than 10,300 requests received, almost 92% have been responded to and completed. The remaining 8% of requests have been scheduled for repairs or required additional resources to complete.

In addition to regular on-going service responses, CRT provides support to other teams during community events such as Celebrate Shoreline Annual Parade, Clean Sweep Events, and Neighborhood Night Out.

Analyze and Measure Effectiveness

The fourth challenge facing CRT was analyzing and measuring the effectiveness of the services provided and the data accumulated. An example of data tracked is provided on the attached table, where customer requests are grouped in major categories. Within each category is a breakdown of specific types of requests. Trends in requests can easily be identified to determine where staff has improved service delivery as well as target areas for improvement. This data has been used to identify sidewalks in need of repair, assist in determining which

In an effort to follow through on measures of effectiveness, survey response letters to solicit feedback from customers are sent out at the completion of each service request. Any feedback received is logged into the system with the customer comments and is reviewed by staff who are constantly looking for new ideas on how to better serve the Shoreline citizens. To date approximately 60% of the survey letters were completed and returned. Customers are offered three categories in which to rate the service they receive: good, fair or poor. An overwhelming 92% of these respondents rated the services provided as good or fair. In fact, 9% of the respondents wrote in their own category: Excellent! Fair and poor responses are evaluated and become the basis for developing new processes and systems to improve future service delivery.

Celebrated Successes

The effectiveness of the data tracked and maintained by CRT is best illustrated by example. In the past 3½ years, CRT data has been the basis for providing concrete, quantifiable information to support Federal disaster investigations and damage recovery, insurance claim processing and recoveries, new program development and program enhancements.

In a presentation to your Council in late 1997, small drainage and surface water request issues were quantified and outlined leading to the hiring of a Surface Water Coordinator in early 1998 and the on-going development of a Surface Water Program. During the past 2 years we have completed $1 million in small drainage project improvements and anticipate completing another $500,000 by the end of 1999.

At the September 8, 1997 Council Meeting, CRT data provided the basis of a report on Code Enforcement. A Code Enforcement Officer has since been hired and is currently developing a Code Enforcement Program for the City of Shoreline.

At the February 22, 1999 meeting, Your Council approved a budget amendment to implement the first year of the Public Works Development Plan and to enhance the 1999 Street Overlay Program. Once again, the CRT database provided a means to quantify and identify the information to support new program development.

The detailed database maintained by CRT has been instrumental in other areas of community development as well. Examples include the installation of first wheelchair pad sensor in Washington State on the corner of 175th and Aurora and the public involvement process for Capital Improvement Projects.

In the area of community involvement CRT contributed to the North City Clean-Up and the hanging of the first banners in the community, the cleaning of Ronald Bog Park and the installation of the Ponies Sculpture, the mural projects at Echo Lake and Ridgecrest, the installation of the Richmond Beach Saltwater Park welcoming figure, and the opening of the Westside and Eastside Storefronts.

- Provide training and development that will improve and enhance daily work activities

SUMMARY

CRT provides an approach to customer response management that leads to resolving customer requests promptly and thoroughly. As of August 1999, CRT has responded to more than 10,300 customer services requests and has fielded over 55,000 calls. Additionally, CRT has successfully responded to and completed almost 92% of the 10,300 requests.

By centralizing services, tracking and recording data in the Computer Request Tracking System and responding to requests for services, staff has been able to supply information immediately and not transfer callers from one department to another. This has resulted in customers receiving information that is timely and accurate, has assisted in identifying hot topics and issues as they occur and has helped with the coordination of staff and resources to facilitate resolution of requests and concerns.

Continuous assessment of issues has helped to identify problems, determine causes and find and implement solutions. A complete set of reports provides the ability to analyze customer complaints by customer, category, problem and cause. Based on the information analyzed, service goals and requirements are established that include performance standards to follow through with the customer until the job is complete.

CRT staff assess the scope and limits to service fulfillment and assist in establishing priorities for what is needed, highly desired and wanted from the customers' perspective. Customers judge the CRT mission, decisions and performance every day. Therefore, CRT is dedicated to achieving a high level of customer satisfaction by offering variety, quality, convenience and excellent service.

RECOMMENDATION

There is no Council action required at this time. This update is being presented as information on the City's progress in developing and implementing the Customer Response Team.

ATTACHMENTS

CRT Request Log-1996-August 1999

4	Shoulder Restoration	43	48	37	17	145
5	Berm	12	8	8	0	28
6	Square Patching	2	4	4	7	17
7	Paving	28	32	53	17	128
8	Slide Removal	1	2	0	0	3
9	Sinkhole/Road Failure	11	150	62	31	254
10	Retaining Rock Wall	4		0	1	5
11	Street Sweeping	25	40	40	31	136
12	Snow/Ice	138	27	67	1	233
13	Hazard/Obstruction	17	95	68	73	253
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	1994

		1996	1997	1998	1999	TOTALS
	Sign Replacement				1	1
42	CBClean	91	136	55	23	315
43	Ditches	37	104	62	17	220
44	Pipe Locating	3	6	4	1	14
45	Install Drainage Pipe	10	18	5	11	44
46	Repair/Replace	29	34	27	32	122
47	Install Rip/Rap	1	7	1	0	9
48	Ditch Excavation	8	10	3	0	21
49	CB Vactor	6	33	20	8	67
50	Grate Replacement	8	13	2	2	25
51	Washout Repair	10	14	4	0	28
52	Ditch Master		5	0	3	8
53	Erosion Control	42	47	41	19	149
54	Flooding Creeks/Basins	128	156	157	42	483
544	Water Quality				10	10
545	Testing/Annual Inspections		324	35	289	648
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

		1996	1997	1998	1999	TOTALS
14	Sign Replacement	77	144	169	109	499
15	Signal Response	15	70	71	61	217
16	Speeding	27	53	28	25	133
17	New Signs	60	148	130	65	403
18	Lights	8	14	23	4	49
19	Sidewalk			1	1	2
20	Striping	5	9	25	12	51
21	Turtles/Buttons		3	3	2	8
22	Guard Rails	4	5	4	2	15
23	Speed Humps	7	12	10	2	31
24	Median Barriers		4	5	1	10
25	Cut-through Traffic	9	13	12	10	44
26	Barricades/Traffic Control	7	16	23	8	54
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	1518

09/10/1999 Updated

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65	Spraying Right of way		2	1	0	3
66	Pruning	18	18	17	6	59
67	Planting			1	3	4
[illegible]	TOTALS	[illegible]	[illegible]	[illegible]	[illegible]	307

		1996	1997	1998	1999	TOTALS
84	Debris/Litter Removal	8	13	7	7	35
85	Damage	32	13	39	13	97
86	Bricks			1	6	7
87	Install Curbing	7		1	0	8
88	Install/Replace	29	4	17	4	54
89	ADA Issues	2	14	43	12	71
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

		1996	1997	1998	1999	TOTALS
27	Home Occupation	22	21	6	4	53
28	Car Repair/Storage	79	52	47	37	209
29	Sensitive Area Ordinance	4	1	2	3	10
30	Debris/Garbage Removal	78	91	97	66	332
31	Animals-Domestic & Non	30	21	6	11	68
32	Density		3	0	0	3
33	Building	101	71	62	43	277
34	Vehicle	141	44	47	31	263
35	Zoning	47	45	48	10	150
36	Site Inspection	5	1	10	7	23
37	Sub-Standard Housing	43	35	40	23	141
38	Signs/Traffic	10	12	7	7	36
39	Fire	2	3	6	1	12
40	Commercial	4	5	10	11	30
41	Nuisances	42	39	56	31	168
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

100	Custodial Services			5	5
101	Electrical			16	16
102	Air Quality/Odors			1	1
103	Space Needs			2	2
104	Doors			23	23
105	Furniture Repair			8	8
106	Locksmith			6	6
107	Furniture			17	17
108	Plumbing			14	14
109	Vehicle			2	2
110	Pest Control			2	2
111	Misc. Equipment			29	29
112	Utilities			3	3
113	Parking			4	4
	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

		1996	1997	1998	1999	TOTALS
	Animals				3	3
	Information and Referral				4	4
68	Vandalism/Graffiti	5	10	17	13	45
69	Irrigation	9	5	1	0	15
70	Mowing		2	4	1	7
71	Lights		3	6	0	9
72	Trash Removal/Cleaning	4	6	4	7	21
73	Playground Safety	2	4	1	0	7
74	Vegetation	4	7	8	6	25
75	Trail Paths	1	7	0	7	15
76	Restrooms		5	6	7	18
77	Public Hazard	4	25	27	10	66
78	Furniture/Equipment	2	10	11	5	28
	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

		1996	1997	1998	1999	TOTALS
90	Cleaning					
91	Maintenance/Repair		27	12		39
92	Damage	1	2	2		5
	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
	GRAND TOTAL	1868	3147	3035	2286	10334

AGENDA TITLE:	**Summary of the 1998-1999 Boeing Creek Education Initiative**
DEPARTMENT:	**Public Works**
PRESENTED BY:	**Michael A. Gillespie, City Engineer** MG **Kristen Stouffer-Overleese, Project Engineer** KSO

EXECUTIVE / COUNCIL SUMMARY

The purpose of this staff report is to provide your Council with a summary report regarding the completion of the 1998-1999 Boeing Creek Education Initiative.

The Puget Sound Water Quality Action Team (PSWQAT) awarded the City of Shoreline and its collaborators funding to be utilized between June of 1998 and May of 1999 to implement the proposed Boeing Creek Education Initiative. The City was awarded $21,678 through a competitive process from PSWQAT's Public Involvement and Education (PtE) fund.

The City's partners in drafting the project proposal and completing this project were A.B. Adams the President of Ecosystems Database Development and Research Organization (EDDRO) and Matt Loper, a professor of Environmental Science and Chemistry at Shoreline Community College. The goals of the project were to:

- Provide immediate and long-term water quality improvements to Boeing Creek and Puget Sound by reducing sediment loading from natural and human-induced erosion.
- Provide longer-term protection and enhancement of the riparian and upland regions of the watershed through education efforts and restoration projects.
- Train watershed educators and volunteers to work within their local watershed to enhance environmental education and improve water quality in Boeing Creek and ultimately Puget Sound.

To meet these goals, Matt Loper and A.B. Adams created a Master Trail Plan for Boeing Creek and Shoreview Parks. The creation of the Master Trail Plan included a land survey of the trails, mapping of vegetation coverage and soil type, and erosion prone areas. This information was put into Geographic Information Systems (GIS) for future use by the City and students at Shoreline Community College.

The City trained Watershed Keepers to create an educated volunteer base for watershed work and programs and expand local environmental education programs in

were printed and distributed to Watershed Keepers, Matt Loper for distribution at Shoreline Community College, this summer's work training program participants, PSWQAT, and the Boeing Creek Park kiosk.

In all, more than 269 citizens attended the classes offered through the Parks Department and an additional 155 citizens attended Boeing Creek Park Cleanups, plant salvages, planting at the mouth of Boeing Creek, and the Earth Day Celebration.

It was the volunteers that made this project a success. In addition to Matt Loper and A.B. Adams who volunteered over 400 hours of professional services for the project, an additional 21 agencies donated professional services and other resources to the project. It is estimated that the volunteer time donated to this project resulted in a $26,000 match to the $21,678 PIE funds.

The experience gained by staff during the completion of the Boeing Creek Education Initiative was invaluable. Staff learned how to develop environmental programs and classes that citizens enjoy and are educational. The experience gained could be utilized in future programs such as Clean Sweep and the City's recycling projects. In addition, the City created a resource in the community of volunteers that we will be able to draw upon for future initiatives.

RECOMMENDATION

No action is required by your Council.

Approved By: City Manager LB City Attorney N/A

addressed each biennium. These priorities provide overall guidance for selection of grant projects funded through the Public Involvement and Education (PIE) fund.

In 1998, the City of Shoreline (Public Works and Parks, Recreation, and Cultural Services Departments) coordinated with two other partners to apply for PIE funding to raise awareness of the Boeing Creek Watershed and its effects on Puget Sound. The project was titled the "Boeing Creek Education Initiative". The City's partners on this project were Matt Loper a professor with Shoreline Community College and A.B. Adams with Ecosystems Database Development and Research. This PSWQAT awarded PIE funds to the project in the amount of $21,678 that was utilized between June of 1998 and May of 1999.

Boeing Creek Education Initiative Goals
The Goals of the Boeing Creek Education Initiative were to:

- Provide immediate and long-term water quality improvements to Boeing Creek and Puget Sound by reducing sediment loading from natural and human-induced erosion.
- Provide longer-term protection and enhancement of the riparian and upland regions of the watershed through education efforts and restoration projects.
- Train watershed educators and volunteers to work within their local watershed to enhance environmental education and improve water quality in Boeing Creek and ultimately Puget Sound.

The target audience for this project included City of Shoreline residents, Boeing Creek Watershed residents, Shoreline Community College students and staff, Shoreline School District students, regional citizens who utilize Shoreview and Boeing Creek Parks, and City of Shoreline staff.

To achieve these goals, the following project components were completed.

Boeing Creek Education Initiative Components
The Boeing Creek Education Initiative had three components: creation of a Master Trail Plan for Shoreview and Boeing Creek Parks; creation of water quality curriculum for Shoreline elementary schools; and the creation and offering of a "Watershed Keeper" class along with multiple classes/workshops offered through the City's Parks, Recreation and Cultural Services Department.

Master Trail Plan: Boeing Creek and Shoreview Parks are used by hikers, joggers, and walkers out to enjoy the natural beauty of the parks. Unfortunately, park users often stray from trails and "blaze" trails up and down hills to reach the creek and Hidden Lake.

a kiosk was installed in Boeing Creek Park and an interpretive trail was identified in brochures outlining the park trails. The kiosk was dedicated by Councilmembers King and Ransom on Earth Day 1999.

Together, Mr. Adams and Mr. Loper donated over 400 hours of land surveying, plant identification, cartography work, and project management to complete the Master Trail Plan component of this project.

Water Quality Curriculum: Water quality curriculum for elementary school children was created as part of this project. Ann Boyce, hired as a Parks Recreation Leader to administer this project, worked extensively with the Shoreline School District. She was assisted by the District's applied learning specialist and several teachers to create curriculum that fit state education requirements. The curriculum teaches children about the scientific method, how to test water quality parameters (pH, dissolved oxygen, temperature), how to graph/chart the collected information, and the salmon life cycle and how it is affected by water quality. Ms. Boyce also led several field trips through Boeing Creek Park as part of this project and made more than six presentations to schools including Kellogg Middle School, and Sunset, Syre, and Highland Terrace Elementary Schools. The goal of curriculum development and classroom presentations was to educate children about how their actions affect the water bodies in their area and ultimately Puget Sound. This water quality curriculum is now available through the Parks and Public Works Departments.

Watershed Keeper Program and Other Classes: Two Watershed Keeper sessions were offered through the City's Parks Department. The 6-week Watershed Keeper program was designed by Ann Boyce using the Snohomish County Watershed Keeper program as a model. The Watershed Keeper class was intended to educate citizens about watershed dynamics including water quality, actions that negatively affect water quality (dumping oil down drains, using toxic materials, allowing dogs to trample stream banks), basic hydrology, positive and effective ways to affect the public process, land development, and how to form grass roots initiatives. Approximately 25 Watershed Keepers were trained during the fall 1998 and spring 1999 sessions. The Watershed Keepers were trained for free through the utilization of PIE dollars, but they also volunteer in their community to educate others about watershed, water quality, salmon lifecycles, and anything else that may interest the Watershed Keeper. Watershed Keepers were given a t-shirt to commemorate the time they donated for classwork.

The City will continue to utilize the Watershed Keepers when volunteer opportunities become available. Watershed Keepers have assisted the City with special recycling events and might be utilized for future Clean Sweep Events. The Watershed Keepers

community identification (habitat), watershed information (hydraulics, soils, invasive plants), salmon and the Endangered Species Act, water quality monitoring, and bird watching. Of the 21 classes offered, 17 classes were tied to an action including hiking, invasive plant removal, and water quality testing. For three Saturdays this spring, volunteers removed invasive plants and picked-up trash from Boeing Creek Park and native plants were planted as an Earth Day Celebration on the same day the kiosk was dedicated. During the plant removal, three dump truck loads of invasive plants and trash were taken to the dump. During the Earth Day celebration at Boeing Creek Park, the following were planted:

- 200 native trees including Douglas fir, hemlock, Sitka spruce, and cedar
- 50 bushes including vine maple, black cap raspberry, oregon grape, salal, sword ferns, and salmon berry
- 100 dogwood stakes

Why Was This Project Successful?
The Boeing Creek Education Initiative project was successful due to the number of volunteers and class participants that donated their time to learn about Boeing Creek Watershed and work to clean up Boeing Creek Park during invasive plant removal and native plan planting days.

In addition to the hours donated by A.B. Adams and Matt Loper to create the Master Trail Plan, many other agencies and citizen volunteers donated resources and expertise to help with the Watershed Keeper Class and community classes/events. The agencies involved in the project were:

CH2M Hill	City of Seattle Engineering Department
Ecosystems Database Development Research Organization	Shoreline Community College Environmental Club
King County	Kruckeberg Botanical Garden
Mid-Sound Fisheries	Paramount Park Neighborhood Group
Puget Sound Water Quality Action Team	QFC
R2 Resource Consultants	Shoreline Community College
Shoreline Historical Museum	Fred Meyer
Shoreline's Innis Arden Neighborhood	Shoreline School District
Snohomish County Surface Water Management	Washington State Environmental Education Office
Washington Trails Association	City of Shoreline
Starbucks	

available include:

- Water quality curriculum
- Kiosk in Boeing Creek Park that displays environmental education materials, neighborhood news, and Park information
- Interpretive trail in Boeing Creek Park; this trail is marked by cedar posts and is outlined in an Interpretive Trail Brochure for Boeing Creek Park (Attachment A)
- Master Trail Plan: map of existing trails in Boeing Creek and Shoreview Parks
- GIS database with coverages of soil type, vegetation, invasive plant communities, and erosion sites.

Attachment A includes a copy of the Nature Trail Brochure that includes a map of the Boeing Creek Watershed, the trail system in Boeing Creek and Shoreview Parks, and explanation of the Boeing Creek Park Interpretive Trail.

Next Steps: The Boeing Creek Education Initiative provided the resources for the City to develop environmental/water quality classes and events that our citizens enjoy and value. Several of the classes will again be offered through the City's Parks, Recreation and Cultural Services Department including Kruckeberg Garden tours, Boeing Creek Explorer programs, and "Take a Walk on the Wild Side" where families explore the lower half of Boeing Creek and learn about water quality and salmon spawning. The City will also continue to engage Watershed Keepers as volunteers for programs such as Clean Sweep and special recycling events.

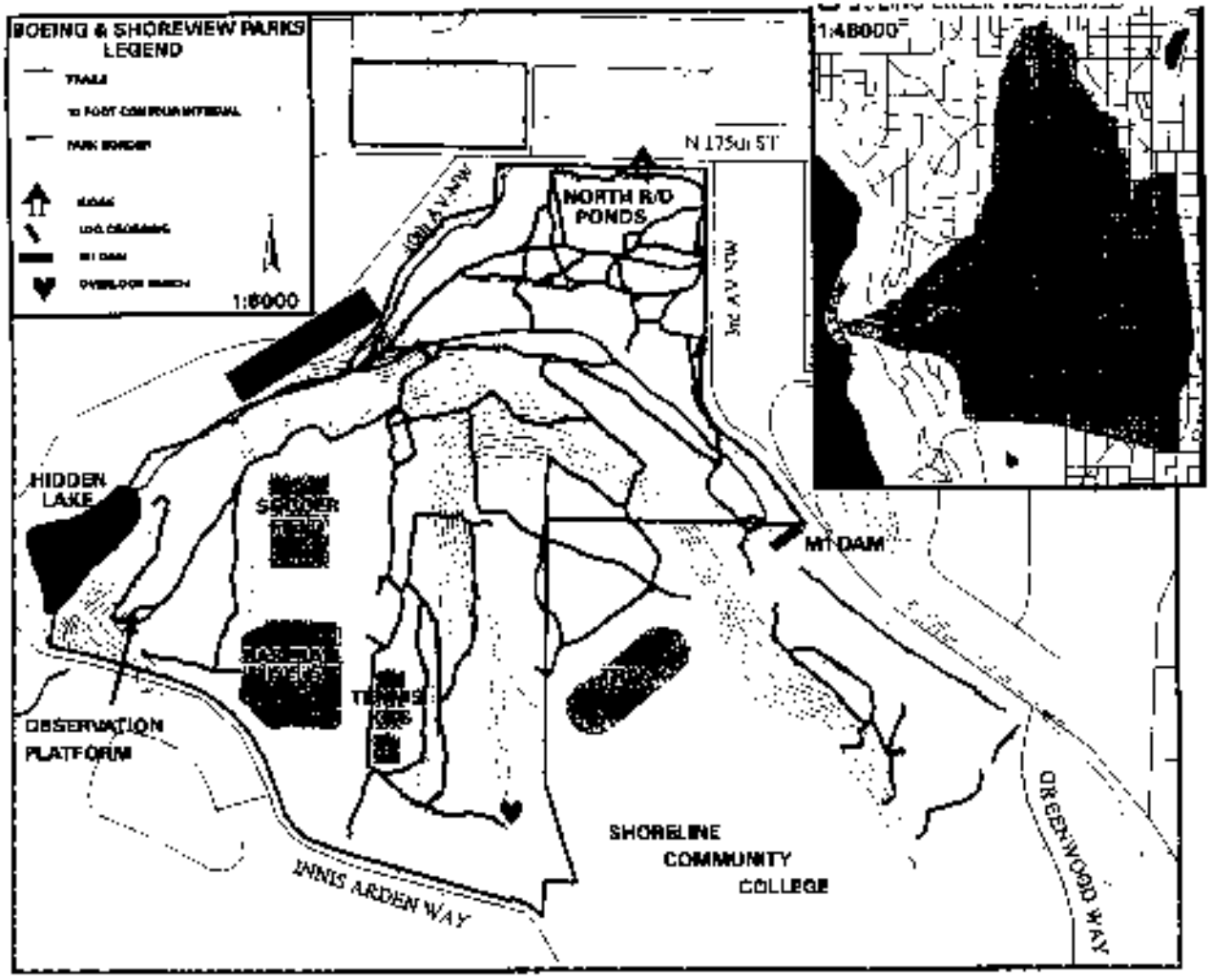
RECOMMENDATION

No action is required by your Council.

Approved By: City Manager City Attorney

ATTACHMENTS

Attachment A: Nature Trail Brochure



Boeing Creek and Shoreview Park Trails

Protection of the Boeing Creek Watershed habitat and wildlife depends on all of us. To be sure your park visit is safe and enjoyable, please note the following:

- The north side of the creek is private property; please respect this area by not trespassing.
- If you're packing in food and beverages, remember to pack them out.
- Dogs on leash are welcome in both parks. This will help to: Protect salmon, wildlife and stream organisms; decrease erosion; and promote a safe and respectful environment for other park users. Remember to be a "pooper scooper" and clean up after your pet.

The City of Shoreline acknowledges and thanks Kay Curley for the illustrations, A.B. Adams of EDDRO for the maps, Matt Loper of Shoreline Community College for the text, Ann Boyce for editing and Lola Nelson-Mills for graphic design.

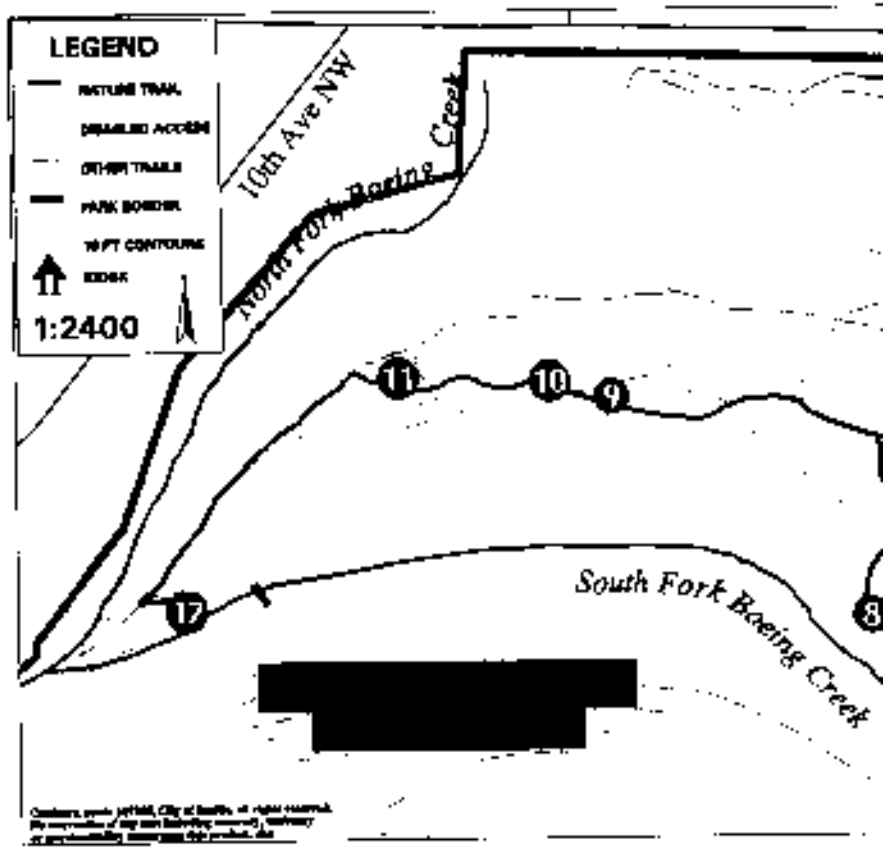
What is a watershed?

According to Webster's Dictionary, a watershed is "the region draining into a body of water... a drainage area or catchment basin." Every watershed has its own unique character, which depends on the soil and climate, its native plants and animals, as well as the people who make it their home. An important thing to remember is that every person's home is part of a watershed. Its overall health is affected by our everyday activities.

The Boeing Creek Watershed drains surface water and ground water from an area that extends north approximately to NW 200th Street, just east of Aurora Avenue to Ashworth Avenue N, and south to NW 145th Street. Most of the precipitation falling within this drainage area enters storm drains from our driveways, streets and parking lots, and eventually ends up in Boeing Creek. That means that any chemicals applied to the exterior of your home, lawn, garden or car will enter this drainage system and ultimately affect the survival of salmon, frogs, insects and other organisms that depend on the creek for their existence. And, since Boeing Creek empties into Puget Sound, the water quality of Puget Sound is directly affected by the water quality of Boeing Creek.

Human activities have a major impact on water quality. If you change your oil or antifreeze in your driveway or on the street or have an oil leak, the drips end up in the storm drain. If you wash your car in your driveway or on the street, the soap, oil and road grime end up down the storm drain. If you apply fertilizers and pesticides to your yard, rain runoff carries the chemicals into the drains and to local streams, lakes and Puget Sound. Luckily, humans can change their behaviors.

The City of Shoreline has joined forces with Shoreline Community College, Puget Sound Water Quality Action Team and members of the community as part of a cooperative effort to restore, enhance and protect the land and waters of Boeing Creek and Puget Sound for future generations.



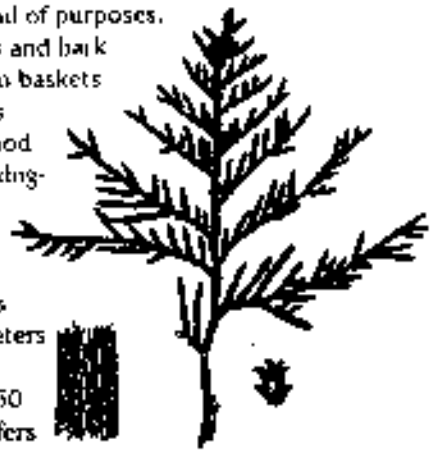
Welcome to the Boeing Creek Nature Trail. Along the trail you will find numbered markers corresponding to the numbers in this brochure. Please do your part to protect wildlife and habitat, and to minimize your impact by staying on the trails. We hope you enjoy your park visit.

1 In front of you are two excellent examples of **"wolf" trees.** These Douglas fir (*Pseudotsuga menziesii*) trees were probably damaged by a lightening strike or broken during a windstorm. Left standing by loggers, these trees lack value as lumber, however, they offer excellent wildlife habitat due to the complex branching structure.

To the left along the fence stands a lone **western white pine** (*Pinus monticola*) tree. Its needles are in clusters of five, and it has large, woody cones. Can you discover any other western white pines in the area? (hint: take a walk through the cedar grove--station 2).

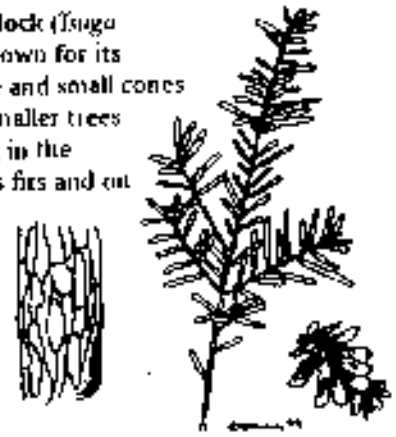
Douglas-F

2 In front of you stands a grove of **western red-cedars** (*Thuja plicata*). The bark is reddish-brown and grows in long fibrous strips. Called "The Tree of Life" by native peoples, it was used for a myriad of purposes. Its fibrous roots and bark were woven into baskets and clothing. its rot-resistant wood for shelter and dug-out canoes. The red-cedar can live to be over 1000 years old. have diameters to 20 feet, and grow to over 250 feet tall. It prefers wet, boggy soils.



Western Red Cedar

3 The **western hemlock** (*Tsuga heterophylla*), is known for its delicate, feathery foliage and small cones Adapted to the shade, smaller trees are often found growing in the shadow of giant Douglas firs and on decaying logs. Hemlocks are known for their drooping leader (the top of the tree). Can you find any small trees along the nature trail that might be hemlocks?



Western Hemlock

To your left and across the path are several **red huckleberry** bushes (*Vaccinium parvifolium*). This shrub has small, oval leaves and produces an edible bright red berry, a little sour in taste. Huckleberries tend to grow under the canopy of coniferous forests in soils rich in decaying wood. or from stumps and logs.

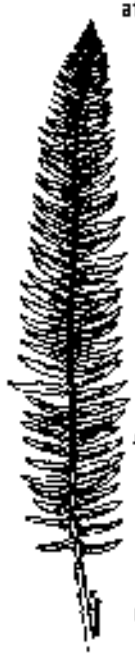
Directly behind you is a stand of **salmonberry** (*Rubus spectabilis*). Its stems are brown in color and mostly without thorns. It produces edible yellow or red raspberry-like fruits from pink flowers. You will find salmonberry in moist areas, often forming thickets along stream edges. Its thick foliage provides a refuge for small birds – often heard, but rarely seen.

4 The Pacific yew *evergreen tree w* flattened needles and i conifers, the yew has se The female trees produ single seed surrounded looks like a berry. Thi humans. The yew has used for bows by native ly. This tree is probab

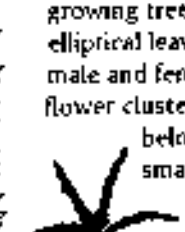
To the left of th (*Sambucus racemosa*). D divided into 5-7 leaflet pointed and sharply to elegant, white cluster have a musty odor. an small, bright red berr favorite of birds, but r considered edible by p

To the right of is the **oregon grape** (*M nervosa*), which has ye flowers with prickly le similar to holly. Its bl were used by native p treat sed-ride poisoni

5 Among the huckleberry are a few small **Western Mountain-ash** (*Sorbus scopulina*) trees. These small trees have flat-topped clusters of small, white flowers and red berries, which attract birds such as waxwings and grosbeaks.



Behind you on either side of the trail you will find **hazelnut trees** (*Corylus cornuta*) and **sword** ferns (*Polystichum munitum*). Hazelnut is a low growing tree with doubly-toothed elliptical leaves. It has separate male and female flowers. Its male flower clusters. called catkins, hang below each branch. Its small, female flowers produce edible nuts surrounded by a spiny husk. Large sword fern fronds can be 5 – 6 feet in length. These fronds were used by native peoples to line baking pits to steam roots, bulbs and other foods.



Sword Fern

6 As you look about you, you will notice a variety of different plants and forest features. You are standing in a remnant **old-growth forest**. Notice the different canopy layers, the standing dead trees, downed logs and forest openings. Such a variety of structures means a variety of habitat for wildlife, insects and other other organisms. The shrubs, wildflowers and ferns in this area include: sword fern, huckleberry, salmonberry, swamp gooseberry, salal, thimbleberry, black raspberry, elderberry, and bleeding

Chickadee

7 Important gro trees. **downed** much living matter a alive. healthy trees m fungicides to prevent Notice the bracket fu not on the living posing the squirrel

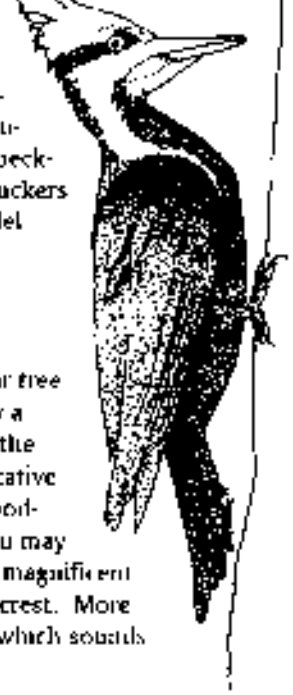
8 The riparian zone is the area of vegetation influenced by a stream. Riparian vegetation helps maintain cooler water temperatures important for salmon and other creek organisms. This vegetation helps reduce erosion and creates shelter and forage for animals that depend on clean, healthy streams to survive. Looking down stream at this point, you will note that the majority of the vegetation is salmonberry and red alder tree (*Alnus rubra*), with its patchy-gray bark and cone-like catkins. Red alder plays a key role in adding nitrogen to the soil with the help of bacteria that live in its roots.

On the far side of the stream you can see water seeping from springs in the stream bank. Boeing Creek was once fed by springs its entire length and flowed year-round. Due to increased development, the springs that once fed the upper portion of the stream are gone. The upper portion now only flows during heavy rains, fed mainly by storm drains which drain roads, parking lots and sidewalks. Below where you are standing, the creek is fed by groundwater and flows year-round. Looking across the creek, note an orange stain in the water at the base of the stairs. This orange stain is caused by iron-fixing bacteria that utilize iron in the groundwater as it seeps from the hillside. This is a normal occurrence and is not harmful to the water quality or salmon.

Across the stream is an exposed stream bank. The random intermixing of large rocks and sand indicates glacial deposition. The Boeing Creek area, and a large portion of Puget Sound, is covered by Indianola soil, a sandy, easily eroded soil. During storms, sediment (loose dirt and rocks) from slides enters the creek and is carried downstream, covering gravel beds and smothering the eggs of salmon and other organisms. Sediment load due to erosion is a major water quality issue in urbanized areas.

Red Alder

furrowed bark. These Douglas firs are several hundred years old. You'll notice a variety of standing dead tree snags all around you. Snags play key roles in the forest, providing food and nesting cavities for many birds, including the chickadee. You can see that these snags are being used by several different species. Pileated woodpeckers create oblong or rectangular holes. The downy woodpeckers make round holes. Sapsuckers produce small holes in parallel rows.



9 This western red-cedar tree has been excavated by a pileated woodpecker. Note the large rectangular holes, indicative of this, the largest of our woodpeckers. If you are lucky, you may be able to spot one of these magnificent birds sporting its bright red crest. More likely, you may hear its call, which sounds much like shrill laughter.

Pileated Woodpecker

11 Note the nearly circular, waxy, dark green leaves of the low growing salal bush (*Gaultheria shallon*) on either side of the trail. In the fall, salal bears clusters of fuzzy, edible blue berries. The wild blackberry (*Rubus ursinus*) is a low growing vine to the right of the trail. This native plant produces small edible black berries. There is a cluster of wild rose (*Rosa* species) on the left of the trail. Its rosehips are a good source of vitamin C.

Salal

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12 This sha
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