

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE:	Update of the 2018 Surface Water Master Plan		
DEPARTMENT:	Public Works		
PRESENTED BY:	Uki Dele, Surface Water and Environmental Services Manager		
ACTION:	<input type="checkbox"/> Ordinance	<input type="checkbox"/> Resolution	<input type="checkbox"/> Motion
	<input checked="" type="checkbox"/> Discussion	<input type="checkbox"/> Public Hearing	

PROBLEM/ISSUE STATEMENT:

The purpose of this report is to update the Council on the elements of the 2018 Surface Water Master Plan (Master Plan) and to introduce the measurements staff will be using to ensure the effectiveness of the programs in meeting the level of service. The 2018 Master Plan is on the docket for adoption with the 2018 Comprehensive Plan Amendments.

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 2018 Surface Water Master Plan (Master Plan), formerly titled the 2017 Surface Water 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 to 10 years, including recommendations for capital improvements, programs, long-term asset management, and a financial plan that sustainably supports the Utility.

The Master Plan was developed using Asset Management principles based on level of service and level of service targets to provide a transparent way to inform Council on the management strategy decisions and associated rates. On November 20th 2017, Council adopted the 2018 Surface Water Utility Budget with rates to implement the recommended *proactive management strategy*. The proactive management strategy includes implementing 25 high-priority projects and 24 new/enhanced programs that address high priority long-term needs, as well as anticipated new regulatory requirements. The proactive management strategy also includes adding 3.5 FTE Staff to the utility.

Staff are currently developing performance measures for each of the programs the Utility will be implementing with the proactive management strategy. These measures will be used to monitor the success of the programs and ensure they are effectively meeting the level of service targets and expectations.

RESOURCE/FINANCIAL IMPACT

There are no resource impacts with this action.

RECOMMENDATION

No action is required by the City Council. Council will be presented with the Master Plan for adoption in 2018 during the 2018 Comprehensive Plan Amendments adoption process.

Approved By: City Manager ***DT*** City Attorney ***MK***

INTRODUCTION

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

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 2018 Surface Water Master Plan (Master Plan) - formerly titled the 2017 Surface Water 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 to 10 years including recommendations for capital improvements, programs, and a financial plan for long-term asset management.

The Master Plan includes elements to ensure a comprehensive plan that addresses current and future anticipated needs including establishing levels of service and a mechanism for prioritizing existing and future projects and programs to meet the levels of service and provide information for the financial analysis and associated rates to support the Utility.

The purpose of this report is to update Council on the elements of the Master Plan and to introduce the measurements staff will be using to ensure the effectiveness of the programs in meeting the level of service.

BACKGROUND

The Master Plan represents a comprehensive plan for the Utility and includes defining levels of service for the Utility and prioritizing projects and program activities in the context of the level of services and establishing a management strategy for implementing these activities within a corresponding financial strategy.

On October 10, 2016, the Council reviewed the draft level of service and levels of service targets 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, the Council discussed and provided direction on four policy issues that are been incorporated into the draft plan. The staff report for the policy discussion can be found at the following link: <http://cosweb.ci.shoreline.wa.us/uploads/attachments/cck/council/staffreports/2017/staffreport051517-8b.pdf>

On July 17, 2017, the Council received updates on the plan progress, reviewed and provided feedback on the prioritization process and management strategy being used in the plan development and financial analysis. The staff report for the update can be found at the following link:

<http://cosweb.ci.shoreline.wa.us/uploads/attachments/cck/council/staffreports/2017/staffreport071717-9a.pdf>

On August 7, 2017, the Council discussed and provided direction on which management strategy to use in developing rates and financial analysis for the Master Plan and 2018 – 2023 Rates. The staff report for the discussion can be found at the following link:

<http://cosweb.ci.shoreline.wa.us/uploads/attachments/cck/council/staffreports/2017/staffreport080717-9a.pdf>

Other major components for the Master Plan are being developed including the performance measurements and are summarized in this report and will be incorporated in the Draft Master Plan document.

DISCUSSION

The Master Plan represents progress on many fronts since the 2011 Master Plan in developing a comprehensive management plan for the Utility. The Master Plan will help articulate the current activities of the Utility, evaluate gaps in services, and identify resources needs to fill those gaps by developing a prioritized list of projects and programs for the Utility to focus over the next 6 years.

Proactive Management Strategy

On August 7, 2017, Council provided direction for the Utility to pursue the *proactive management strategy*. This strategy includes construction of new high-priority projects and implement new/enhanced programs that address high priority long-term needs, as well as anticipated new regulatory requirements. More details on the projects and programs are provided in Attachments A and B and summarized below.

Projects

Twenty five (25) projects are included in the 2018-2023, 6-year CIP as shown in Attachment A. These projects ranked highest in the prioritization process and will be addressing existing system needs. Several of these projects are recommended for planning/pre-design/studies in the 6-year CIP to allow for development of specific solutions and applicable construction cost estimate where needed.

Programs

Twenty four (24) programs including 15 new and enhanced programs will be implemented in the next six years to address issues identified in the basin plans, fill historic gaps in utility management and meet regulatory requirements of the 2019-2023 NPDES Permit. Attachment B includes detailed description of each program. One of the new programs to be implemented is a Stormwater Permit Program that will provide a single standard process for permitting on-site stormwater systems and connections to the Public System. The permit program will also provide the opportunity for improved information documentation and communication related to Utility management best practices such as impervious surface area calculations and maintenance covenants. The Surface Water Pipe Repair and Replacement program is an existing program scheduled for enhancement in the next six years. This program replaces the failing stormwater pipes identified during the condition assessments in the basin plans. As

staff completed the final basin plan in 2017, staff have identified a backlog of repair and replacement needs that the enhanced program will help address.

Resources

To implement the projects and programs, Council authorized appropriations for a total of \$6.926 million for the Surface Water Utility in the 2018 Budget, which includes funding for capital projects, operating expenditures and 3.5 FTE staffing increase to the Utility. The FTE includes 1.00 FTE Public Works Senior Maintenance Worker, 1.00 FTE Engineering Technician, 1.00 FTE Engineer 1 –Surface Water and 0.5 FTE for Public Works Maintenance Worker.




Measuring Program Success

As discussed earlier, programs included in the proactive management strategy have been developed to address high priority long-term needs, as well as anticipated new regulatory requirements. Over time, successful implementation of these programs will help the Utility meet the levels of service developed as part of the Master Plan. Table 1 lists the previously-defined levels of service and associated targets, which were developed early in the planning process through several workshops with City Staff.













Table 1. Levels of Service and Level-of-Service Targets for the Surface Water Utility

	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 regulatory requirements for NPDES Phase II and federal, state, and local regulations affecting surface water management.

As the Utility moves forward with implementing the programs included in the proactive management strategy, staff will collect data and monitor the performance of these programs over time. The BC Team has worked with staff to assess each of the programs and describe the characteristics of a successful program. Staff then identified quantitative performance measures related to the successful implementation of each program. These performance measures were then narrowed down to one per program, and thresholds for success were set according to three possible ratings:

-  **Meets Expectations:** program meets expectations and is consistent with meeting levels of service targets.
-  **Needs Improvement:** program is active and is being implemented by staff, but still needs improvement to meet expectations and level of service targets.
-  **Below Expectations:** program either does not exist, or falls short of meeting expectations and level of service targets.













A list of the programs to be implemented for the proactive management strategy along with a description of the performance measure identified for each is provided in Attachment C. This attachment also shows which programs support each of the levels of service described in Table 1. An overall assessment of levels of service can be made by combining the ratings of all related programs for a particular level of service. For example, if there are 11 programs that support Level of Service #1, staff can assess the status of each program and then determine an average rating (see Table 2). Level of Service number 2, 3 and 4 have similar assessments.

Table 2. Combined Assessment of Programs Supporting Level of Service #1		
Relevant Program	2017 Program Status	Combined Status
Drainage Assessment*	 Needs Improvement	 Below Expectations
Water Quality Monitoring*	 Meets Expectations	
Street Sweeping	 Meets Expectations	
System Maintenance	 Needs Improvement	
Pipe Condition Assessment Program*	 Below Expectations	
SW Pipe Replacement Program*	 Below Expectations	
System Inspection*	 Meets Expectations	
Catch Basin Repair and Replacement*	 Below Expectations	
LID Maintenance*	 Below Expectations	
Pump Station Maintenance*	 Below Expectations	
Utility Crossing Removal*	 Below Expectations	

**Programs that are new or enhanced for the proactive management strategy; these programs may have gaps or may not exist currently, which would lead to a "below expectations" rating in 2017.*

Attachment C provides a complete list of the programs with 2017 program status ratings, as well as the anticipated ratings for 2018, once additional programs become active and additional Utility staff are available to ramp up those activities. In addition, Attachment C shows the long-term goals for each program as anticipated for 2023. Table 3 shows the overall ratings and planned improvements for how the programs will support the levels of service.

Table 3. Levels of Service and Level-of-Service Targets for the Surface Water Utility

Level of Service		Level-of-Service Target	2017	2018	2023
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 regulatory requirements for NPDES Phase II and federal, state, and local regulations affecting surface water management			

 *Meets Expectations*

 *Needs Improvement*

 *Below Expectations*

Key Performance Indicators

As program performance data are collected and reviewed, Utility staff will assess trends and evaluate which performance measures track closely with variations in levels of service. These insights will be used to identify Key Performance Indicators (KPIs), which are those metrics that most strongly reflect the overall goals of the Utility. KPIs will continue to be tracked over the long-term even after programs have been fully implemented. KPIs may need to be added, eliminated, or adjusted over time as the Utility anticipates or responds to changing external factors such as new regulations.

Next Steps

As the new and enhanced programs get implemented, Utility staff will continue to refine the performance measures and develop a system for collecting the data and periodically assessing the status of the programs.

Staff is working with the BC Team on the Draft Master Plan document and the Plan is scheduled for discussion with the Planning Commission on March 15, 2018. The 2018 Surface Water Master Plan is scheduled to be adopted by Council with the 2018 Comprehensive Plan Amendments later in 2018.

COUNCIL GOAL ADDRESSED

This Master Plan project addresses City Council Goal #2: Improve Shoreline's Utility, transportation and environmental infrastructure.

RESOURCE/FINANCIAL IMPACT

There are no resource impacts with this action.

RECOMMENDATION

No action is required by the City Council. Council will be presented with the Master Plan for adoption in 2018 during the 2018 Comprehensive Plan Amendments adoption process.

ATTACHMENTS

Attachment A: Proactive Management 6 year Capital Projects

Attachment B: Proactive Management Programs and Additional FTE

Attachment C: Program Performance Measures and Ratings

Attachment A - Proactive Management 6-year Capital Projects

No.	6-year CIP Implementation Status*	Project Name	Project Category	6-Year Planning Period Capital Cost	Total Estimated Capital Cost
1	DC	25th Avenue NE Flood Reduction and NE 195th Street Culvert Replacement	Flood Mitigation	\$2,674,000	\$ 8,226,000
2	PD	Springdale Ct. NW and Ridgefield Rd. Drainage Improvements	Flood Mitigation	\$545,000	\$ 2,058,000
3	PDC	10th Ave NE Stormwater Improvements	Flood Mitigation	\$1,788,000	\$ 1,788,000
4	PD	Heron Creek Culvert Crossing at Springdale Ct. NW	Asset Management	\$226,000	\$ 855,000
5	DC	Hidden Lake Dam Removal	Aquatic Habitat Enhancement	\$2,097,000	\$ 2,097,000
6	P	25th Ave NE Ditch Improvements Between NE 177th and 178th Street	Erosion Control	\$141,000	\$ 2,538,000
7	PD	Pump Station 26	Asset Management	\$320,000	\$ 891,000
8	PD	Pump Station 30 Upgrades	Asset Management	\$90,000	\$ 339,000
9	P	6th Ave NE and NE 200th St Flood Reduction Project	Flood Mitigation	\$22,000	\$ 384,000
10	PDC	Pump Station Misc Improvements (Linden, Palatine, Pan Terra, 25, Ronald Bog, Serpentine)	Asset Management	\$732,000	\$ 732,000
11	C	NE 148th Street Infiltration Facilities	Flood Mitigation	\$393,000	\$ 393,000
12	P	Boeing Creek Regional Stormwater Facility	Water Quality Improvement	\$83,000	\$ 9,440,000
13	P	System Capacity Modeling Study	Flood Mitigation	\$300,000	\$ 300,000
14	PDC	NW 195th Place and Richmond Beach Drive Flooding	Flood Mitigation	\$747,000	\$ 747,000
15	P	Stabilize NW 16th Place Storm Drainage in Reserve M	Erosion Control	\$28,000	\$ 500,000
16	P	Storm Creek Erosion Management Study	Erosion Control	\$80,000	\$ 80,000
17	P	Climate Impacts and Resiliency Study	Flood Mitigation	\$80,000	\$ 80,000
18	P	Boeing Creek Restoration	Aquatic Habitat Enhancement	\$50,000	\$ 7,630,000
19	PD	NW 196th Place and 21st Avenue NW Infrastructure Improvements	Flood Mitigation	\$83,000	\$ 313,000
20	P	18th Avenue NW and NW 204th Drainage System Connection	Flood Mitigation	\$15,000	\$ 261,000
21	P	NW 197th Pl and 15th Ave NW Flooding	Flood Mitigation	\$7,000	\$ 119,000
22	P	Lack of System and Ponding on 20th Avenue NW	Flood Mitigation	\$81,000	\$ 1,458,000
23	P	12th Ave NE Infiltration Pond Retrofits	Flood Mitigation	\$38,000	\$ 677,000
24	P	NE 177th Street Drainage Improvements	Flood Mitigation	\$9,000	\$ 152,000
25	P	Master Plan Update	Water Quality Improvement	\$500,000	\$ 500,000
Total				\$11,129,000	\$51,920,000

***Note: Implementation Status Key:**

P - Planning/ Pre-Design/ Study

D - Design/Permitting

C - Construction

Attachment B - Proactive Management Programs and Additional FTE

Red font indicates Programs that are new or enhanced for the proactive management strategy

	LOS Targets	Programs	Program Description	Additional FTE
LOS 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	Drainage Assessment (Enhanced)	The Drainage Assessment Program addresses flooding and drainage problems based on customer service requests and inspection findings beyond operation and maintenance activities to include detailed engineering, geotechnical, hydraulic and hydrological assessment.	0.20
		Water Quality Monitoring (Enhanced)	The Water Quality Monitoring Program supports water quality protection and includes stream water quality monitoring, toxic algae monitoring, King County lake stewardship, and swimming beach monitoring for Echo Lake and Hidden Lake.	0.25
		Street Sweeping	The Street Sweeping Program supports NDPES regulatory compliance for maintenance of the MS4 by removing debris and sediment.	-
		System Maintenance	The System Maintenance Program supports NDPES regulatory compliance by ensuring surface water infrastructure and facilities are inspected in timely manner. The program addresses routine maintenance including and maintenance from inspections.	-
		Pipe Condition Assessment Program (Enhanced)	The Pipe Condition Assessment Program is an ongoing inspection and condition assessment program. The program will complete the basin wide inspection with the inspection of Thornton Creek basin and then continues with the cleaning and inspection of previously blocked or inaccessible pipes.	0.34
		SW Pipe Replacement Program (Enhanced)	The Stormwater Pipe Replacement Program repairs and replaces the failing stormwater pipes identified during the condition assessment video inspections.	0.52
		System Inspection (Enhanced)	The existing System Inspection Program requires an increase in catch basin inspection and Vactoring from every three years to every other year as per current NPDES permit beginning 2018.	0.25
		Catch Basin Repair and Replacement (New)	The Catch Basin Repair and Replacement Program is an additional effort to the existing maintenance program and provides resources necessary to repair or replace catch basins within 6 months of inspection as required by the City existing Phase II NPDES Permit.	0.20
		LID Maintenance (New)	The LID Maintenance Program enhances existing maintenance program that requires structural repairs for facilities within one year of inspection as required by the City's existing Phase II NPDES Permit.	0.10
		Pump Station Maintenance (New)	The Pump Station Maintenance Program provides routine maintenance of pump station equipment (hydraulic, mechanical and electrical), structure and facility access.	0.10
		Utility Crossing Removal (New)	The Utility Crossing Removal Program provides resources for coordination with other utilities to remove their lines and repair storm drains that have been damaged because of crossings.	0.15
LOS 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.	Administration and Management	The Administration and Management Program support the management of the various utility programs including workload management, budget, policy development, including support from different city departments including engineering, code enforcement, purchasing, and human resources.	-
		Stormwater Permit (New)	The Stormwater Permit Program provides a single standard process for permitting on-site stormwater systems and connections to the MS4. The permit also provides the opportunity for improved information recording and communication related to Utility management best practices such as impervious surface area calculations and maintenance covenants.	0.33
		Asset Management Program (Enhanced)	The Asset Management Program addresses the activities identified in the asset management WorkPlan including asset inventory, tracking of service requests, work orders management and coordinating with other teams on SW infrastructures.	0.25
		Small Repairs	The Small Repairs program addresses minor repairs for assets not included in other repair programs, including berm repairs and small infrastructure installations.	-
		Surface Water Small Projects (Enhanced)	The Surface Water Small Projects Program reduces localized flooding or surface water related problems at various locations throughout the city.	0.16
LOS 3 Engage in transparent communication through public education and outreach	Maintain a communication plan to inform the community on utility goals and progress	Soak it Up LID Rebate	The Soak it Up LID Rebate Program supports NDPES regulatory compliance by promoting the use of LID and providing public education and outreach. The program provides rebates for existing development that implement LID BMPs.	-
		Adopt a Drain	The Adopt A Drain Program supports NDPES regulatory compliance by providing public involvement and education. The program includes volunteer opportunity for residents to help care for SW Infrastructures.	-
		Local Source Control	The Local Source Control Program is an Ecology grant funded program that supports NPDES regulatory compliance with public education. The program includes targeted inspection and outreach to businesses about control of pollution sources.	-
		Water Quality Public Outreach	The Water Quality Public Outreach program supports NPDES regulatory compliance for public outreach, involvement and education. The program includes participation in Earth Day Events, Community and Neighborhood events and car wash event program.	-
LOS 4 Comply with regulatory requirements for the urban drainage system	Meet regulatory requirements for NPDES Phase II and federal, state, and local regulations affecting surface water management	NPDES Compliance (Enhanced)	The NPDES Compliance Program provides resources for meeting the requirements of the City's the NPDES Phase II Permit including coordinating, planning and managing activities, programs, staff and reporting requirements associated with the requirements.	0.15
		Floodplain Management	The Floodplain Management Program supports the FEMA NFIP regulatory compliance includes Flood Plain Development Review and implementation of the Flood Plain Development Ordinance	-
		Private Facility Inspection and Maintenance (Enhanced)	The Private Facility Inspection and Maintenance Enforcement Program supports NPDES compliance. The program continues the existing inspection program and will include a maintenance enforcement component such as an inspection and maintenance self-certification process.	0.40
		Business Inspection Source Control (NEW)	The Business Inspection Program will supports the anticipated NPDES regulatory compliance. The program will include resources for the inspection 20 percent of the city's businesses for detection and correction of potential pollution sources as part of the new 2019-2024 NPDES Phase II Permit.	0.10
		Total Additional FTE		3.50

Attachment C - Program Performance Measures and Ratings

Meets Expectations

Needs Improvement

Below Expectations

Red font indicates Programs that are new or enhanced for the proactive management strategy

Level of Service	LOS Targets	Programs	Performance Measures	2017 Program Rating	2017 Overall Rating	2018 Target Rating	2023 Target Rating
LOS 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	Drainage Assessment (Enhanced)	Percent of new drainage assessments completed within 1 year, measured annually		Below Expectations	Needs Improvements	Meets Expectations
		Water Quality Monitoring (Enhanced)	Percent of water quality samples collected in accordance with Water Quality Monitoring plan, measured annually				
		Street Sweeping	Percent of miles of street sweeping completed per schedule, measured annually				
		System Maintenance	Percent of maintenance completed in accordance with schedule or NPDES requirements, measured annually				
		Pipe Condition Assessment Program (Enhanced)	Linear feet of pipe inspected per year				
		SW Pipe Replacement Program (Enhanced)	Percent of pipe repaired as scheduled, measured annually				
		System Inspection (Enhanced)	Percent of asset inspections completed as scheduled, measured annually				
		Catch Basin Repair and Replacement (New)	Percent of catch basins repaired or replaced as scheduled (within 6 mos. for NPDES), measured annually				
		LID Maintenance (New)	Percent of LID facilities repaired within 1 Year of inspection per NPDES requirements, measured annually				
		Pump Station Maintenance (New)	Percent of pump station maintenance completed as scheduled, measured annually				
		Utility Crossing Removal (New)	Percent of identified utility crossing problems removed, measured annually				
LOS 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.	Administration and Management	Percent of full time Utility staff who meet their annual work plan goals		Needs Improvements	Meets Expectations	Meets Expectations
		Stormwater Permit (New)	Percent of permit data integrated in asset management systems within 6 months of closed permit.				
		Asset Management Program (Enhanced)	Percent of annual planned activities completed based on Asset Management Work Plan, measured annually				
		Small Repairs	Percent of identified small repairs completed within 1 year, measured annually				
		Surface Water Small Projects (Enhanced)	Percent of identified small works projects completed within 1 year, measured annually				
LOS 3 Engage in transparent communication through public education and outreach	Maintain a communication plan to inform the community on utility goals and progress	Soak it Up LID Rebate	Percent of rebate distributed per year		Meets Expectations	Meets Expectations	Meets Expectations
		Adopt a Drain	Percent change of program participants per year				
		Local Source Control	Percent of businesses visited biannually				
		Water Quality Public Outreach	Number of outreach events per year				
LOS 4 Comply with regulatory requirements for the urban drainage system	Meet regulatory requirements for NPDES Phase II and federal, state, and local regulations affecting surface water management	NPDES Compliance (Enhanced)	Number of non-compliance notifications per year		Below Expectations	Meets Expectations	Meets Expectations
		Floodplain Management	Percent of Floodplain Development Permits reviewed for developments in the floodplain, measured annually				
		Private Facility Inspection and Maintenance (Enhanced)	Percent of facilities in compliance per year				
		Business Inspection Source Control (New)	Percent of businesses in compliance per year				