

City of Hillsboro Public Works Department Surface Water Management Program Customer Survey

Welcome!

Residents enjoy healthy local waterways and flood prevention thanks to the City of Hillsboro Public Works Department's Surface Water Management Program.

The program includes the public Stormwater System, which collects, moves, and treats stormwater before it is released into local waterways.

The City is interested in learning what is important to you about stormwater management, and how to keep you informed and involved in decisions about investing in the repair and replacement of aging Stormwater System infrastructure. Thank you in advance for your feedback on this survey.

1. What best describes you?

- I am a residential customer living in a single-family home (in Hillsboro)
- I am a residential customer living in an apartment or multi-family residence (in Hillsboro)
- I am a business or industrial customer (in Hillsboro)
- I am not a customer, but I work in Hillsboro
- Other: _____

2. How long have you lived in Hillsboro?

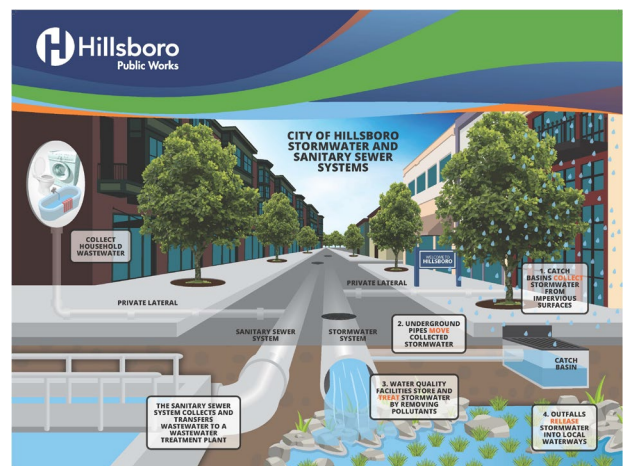
- 1–5 years
- 6–10 years
- 11–20 years
- More than 20 years
- I do not live in Hillsboro

3. Are you familiar with Hillsboro's public Stormwater System and its components? (the network of catch basins, storm pipes, manholes, ditches, water quality facilities, and outfalls)

- I could provide a detailed explanation with confidence
- I could provide a general overview without details
- I don't know much about the system

4. Do any of the following stormwater related topics concern you? (check all that apply):

- Roadway flooding caused by increased amounts of stormwater runoff
- Pollutants collected and transported by stormwater



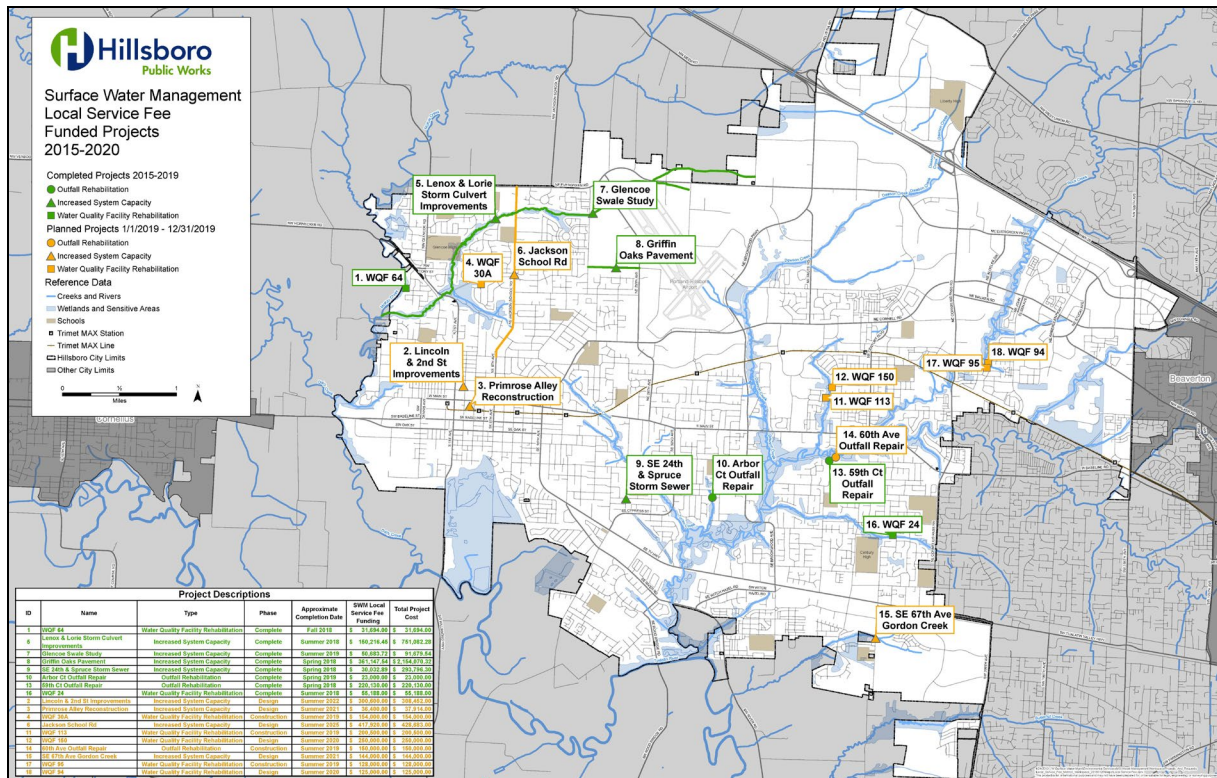
Visit Hillsboro-Oregon.gov/PublicWorks to learn more about the public Stormwater System.

- Maintenance and repair of Stormwater System components
- Condition and functioning of the aging City Stormwater System
- Clogged catch basins (which collect stormwater)
- Protection and upkeep of public water quality facilities (which treat stormwater)
- Increased stream flows and soil erosion due to stormwater
- Cleanliness of stormwater released to local waterways
- Other: _____
- Not sure / I have no significant concerns

5. The City of Hillsboro established a Surface Water Management Local Service Fee (LSF) in 2015 to fund the repair and replacement of aging Stormwater System components. The current monthly LSF is \$1.00 per Equivalent Service Unit. (One ESU equals 2,640 square feet of impervious surface – such as pavement or rooftops - on a property). Are you aware of this fee on your City utility bill?

- Yes
- No
- Not sure

6. Since 2015, the LSF has funded several critical Stormwater System infrastructure projects with revenue generated from the current \$1.00 LSF rate.



Based on the information provided, are you supportive of the Stormwater System work completed within the City of Hillsboro?

- I am supportive
- I am somewhat supportive
- I am not supportive
- I would like to know more
- Other: _____

7. The City of Hillsboro is currently reviewing new LSF funding scenarios to further address critical and postponed repair to the aging Stormwater System. This deferred maintenance currently totals \$134.8M.

Would you support additional funding to address postponed repair to the system?

- I would support \$3 more a month
- I would support \$5 more a month
- I would support \$7 more a month
- I need more information
- I am not supportive of an increase at this time

8. Please rank the following benefits of continued investment in the City’s Stormwater System.

	Very important	Somewhat important	Not too important	Not at all important
Reduced pollution caused by stormwater runoff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flood control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water quality protection of local waterways, wetlands, and aquatic ecosystems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved natural areas and wetlands near local waterways for wildlife habitat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Choose all of the ways you’ve helped prevent stormwater runoff pollution:

- Clearing away leaves and debris from catch basins
- Keeping car well-maintained
- Using lawn or garden pesticides and fertilizers sparingly
- Planting native, low maintenance plants and grasses in your lawn and garden
- Cleaning up pet waste
- Minimizing impervious (or water resistant) surfaces around your home
- Not dumping anything down catch basins

10. What questions do you have about the City’s Local Service Fee and its funded projects?

11. On a scale of 1 (not a good way) to 7 (the best way), rate the following ways that you prefer to get information on Hillsboro’s Stormwater System.

	1	2	3	4	5	6	7
Local newspapers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City of Hillsboro website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social media such as Facebook, Twitter, NextDoor, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
“City Views,” Hillsboro’s bi-monthly newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
“Happening in Hillsboro,” Hillsboro’s electronic newsletter that comes out every two weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Messages or inserts in your utility bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informational booths at City events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for your input. Please submit your survey by:

- **Mail:** City of Hillsboro Public Works Department, 4415 NE 30th Avenue, Hillsboro, Oregon 97123
- **Scan and Email:** Lindsay.Wochnick@Hillsboro-Oregon.gov
- **Fax:** 503-615-6595
- **Drop off:**
 - Public Works Department: 4415 NE 30th Avenue
 - Brookwood Library: 2850 NE Brookwood Parkway
 - Shute Park Library: 775 SE 10th Avenue
 - Utility Billing Office: 150 East Main Street, First Floor

Visit Hillsboro-Oregon.gov/LocalServiceFee to learn more about the City’s stormwater management and funding.