

# Near Neighbor Surveys: Magnolia/Renton

December 2004



**King County**

Department of Natural Resources and Parks  
**Wastewater Treatment Division**

Prepared for King County  
by Evans/McDonough Co.

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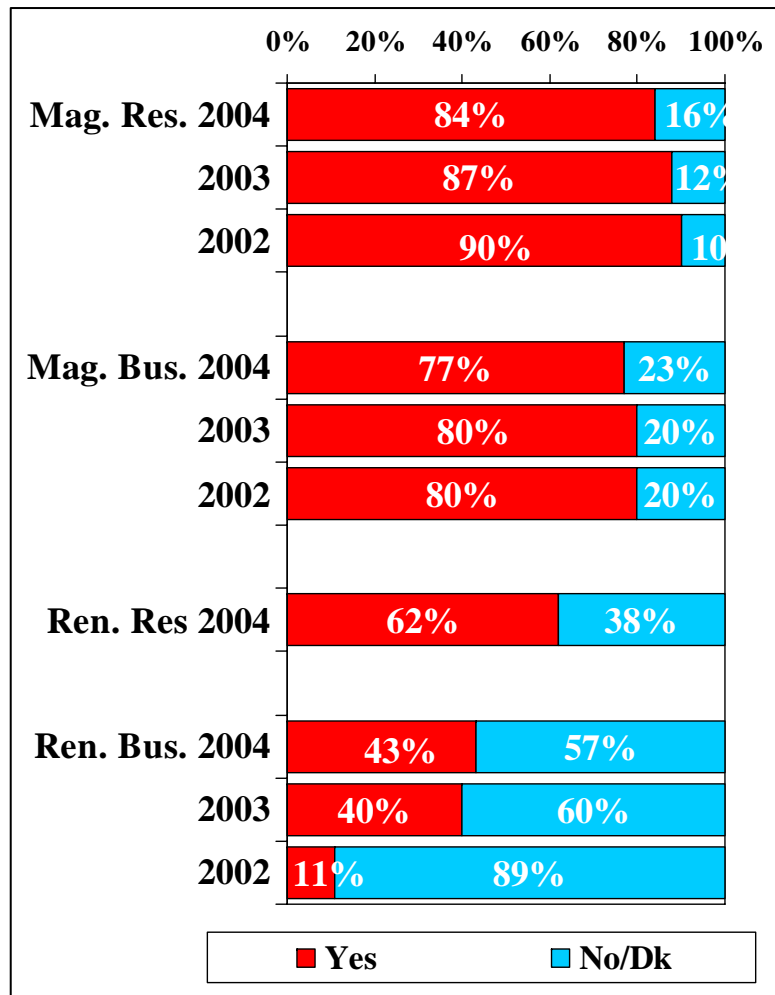
## Near Neighbor Surveys

### Project Summary

- Interviews conducted Dec. 12 – 15, 2004
- Magnolia Residents: n=100; M.O.E. =  $\pm 10$  points
- Magnolia Business: n=35; M.O.E. =  $\pm 17$  points
- Renton Residents: n=101; M.O.E. =  $\pm 10$  points
- Renton Business: n=35; M.O.E. =  $\pm 17$  points
  
- **Note:** Some numbers reflect “n” size (the actual number of respondents/businesses), and others reflect percentages. Where appropriate, notes were added to denote whether a percentage or “n” was used.
- M.O.E. = margin of error.

# Wastewater Treatment Plant Awareness and Opinions

*Are you aware of a wastewater treatment facility near your business/in you area? (Q5)*



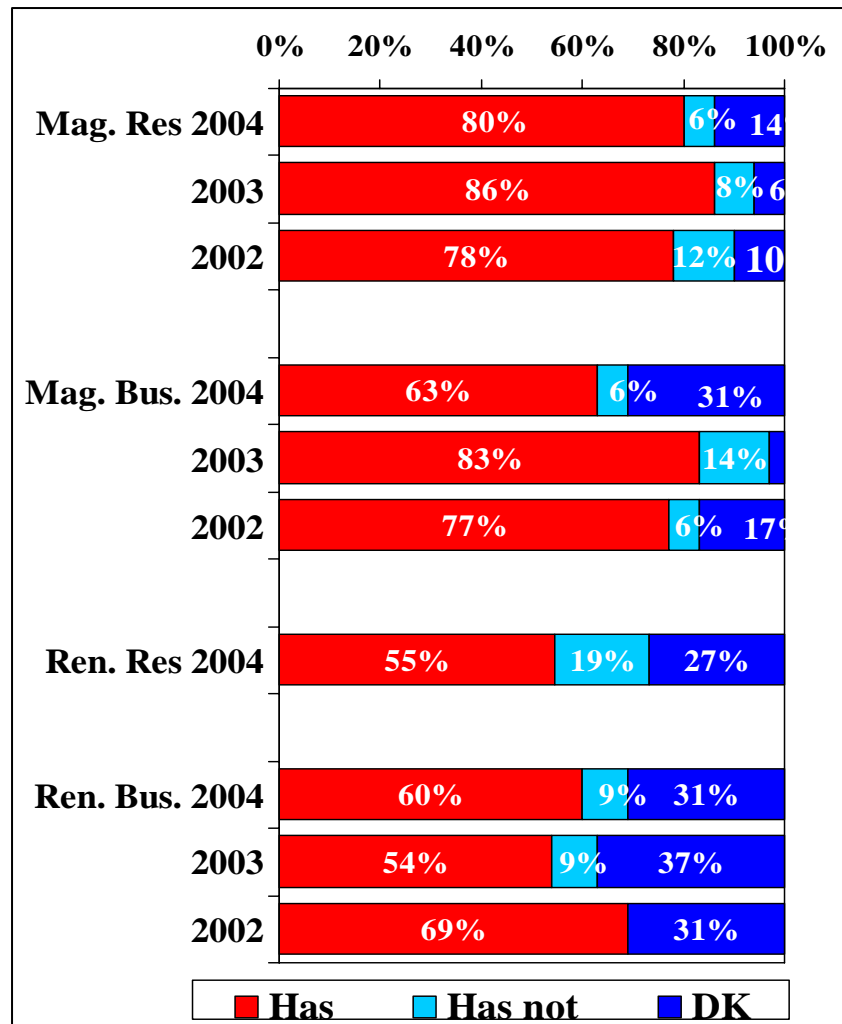
➤ Awareness of the treatment plant in Magnolia exceeds awareness in Renton.

- As is the case in Magnolia, Renton residents show greater awareness than Renton businesses (Residents: 62% n=62; Businesses: 43% n=15)
- Three-quarters (77%: n=27) of businesses and 84% (n=84) of residents in Magnolia are aware of the treatment plant.
- Renton residents were included in this survey for the first time this year.

# Wastewater Treatment Plant

## Awareness and Opinions

*As you may know, King County's Department of Natural Resources and Parks, operates a wastewater treatment plant in Renton/Magnolia. Generally speaking, do you feel the treatment plant has been or has not been a good neighbor?*



- In each of the populations surveyed, a majority of respondents feel the treatment plants have been a good neighbor.
  - The most notable difference found this year is in the number of Magnolia businesses that answered “Don’t know” since last year (n=10 in 2004; n=1 in 2003; n=6 in 2002). However, because of the small sample size of this subgroup, statistical tests are unreliable, and it cannot be concluded the difference is statistically significant.

# Wastewater Treatment Plant

## Awareness and Opinions: Magnolia Residents

*What are the top one or two reasons you think King County has been a good neighbor? (q7)*

<b>Has been a good neighbor:</b>	<b>(n)</b>	<b>(n)</b>	<b>(n)</b>
	<b>2002</b>	<b>2003</b>	<b>2004</b>
1. Unobtrusive, minimal effects	29	28	23
2. Hidden from sight	-	16	12
3. No smell	4	5	6
4. Improved the landscape	-	4	6
5. Responsive to community concerns	-	12	5
6. Maintains proper standards	8	5	4
7. No traffic problems	5	4	3

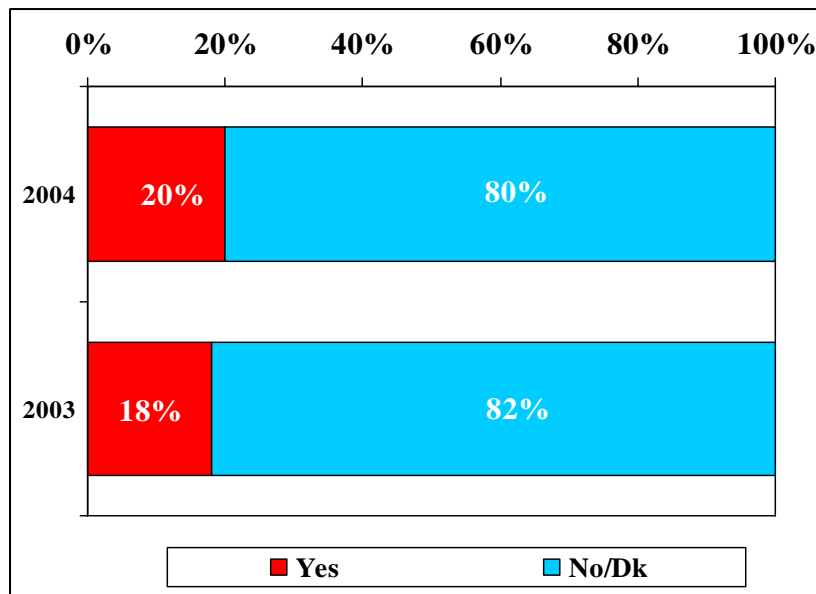
**\*The numbers in the chart reflect the number of residents, not the percentage.**

- The most common reason Magnolia residents say King County has been a good neighbor continues to be the lack of any noticeable impacts (“unobtrusive/minimal effects” n=23).
- This has been the top reason since the baseline survey in 2002.

# Wastewater Treatment Plant

## Awareness and Opinions: Magnolia Residents

*Knowing that there is a wastewater plant in your area, have you experienced any (negative\*\*) impacts that could be a result of the wastewater facility? (q8)*



<u>What impacts have you experienced?: (n)</u>	<u>(n)</u>	<u>(n)</u>
	2003	2004
1. Bad smell	7	13
2. Trucking issues	6	2
4. Poor drainage	-	1
3. Pollution	4	-

- Four out of five (n=80) residents say they experience no impacts.
  - One out of five (n=20) Magnolia residents say they experience some impacts that could be the result of the wastewater facility.
  - This number is statistically identical to the baseline measure established in 2003.

*\*The numbers in the chart reflect the number of respondents, not the percentage.*

*\*\*The word “negative” was not used in the 2003 survey.*

# Wastewater Treatment Plant

## Awareness and Opinions: Magnolia Businesses

*What are the top one or two reasons you think King County has been a good neighbor? (q7)*

<b>Has been a good neighbor:</b>	<b>(n)</b>	<b>(n)</b>	<b>(n)</b>
	<b>2002</b>	<b>2003</b>	<b>2004</b>
1. No troubles/unobtrusive	5	18	7
2. Responsive to concerns	-	2	4
3. Hidden from sight	-	3	3
4. Truck traffic is not bothersome	-	-	2
5. No smell	-	-	1

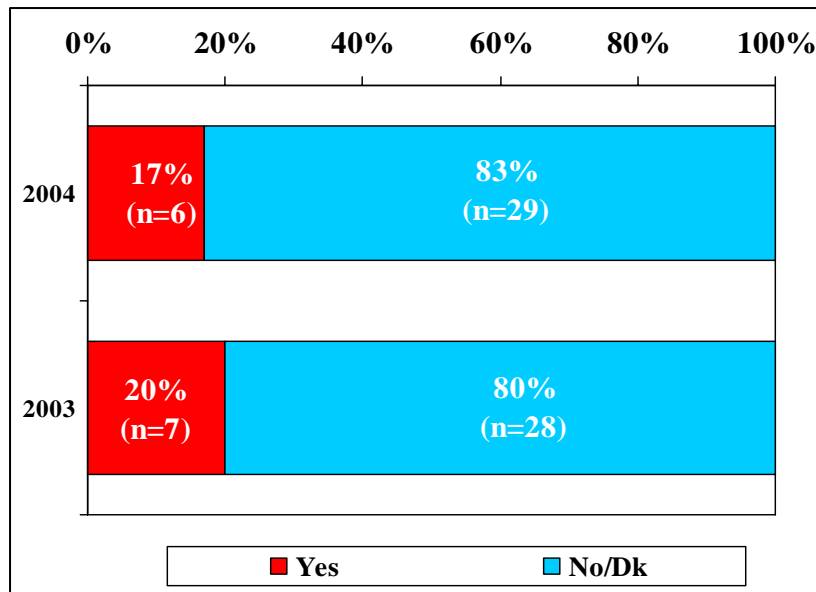
**\*The numbers in the chart reflect the “n” size (number of businesses out of 35), not the percentage.**

- As with residents, and consistent with the past two surveys, the top response Magnolia businesses give for why KC has been a good neighbor is the lack of any noticeable impacts (n=7).
  - If items 4 and 5 in the chart (“truck traffic” and “no smell”) are considered “no troubles/unobtrusive,” this would bring the total to n=10.

# Wastewater Treatment Plant

## Awareness and Opinions: Magnolia Businesses

*Knowing that there is a wastewater plant in your area, have you experienced any (negative\*\*) impacts that could be a result of the wastewater facility? (q8)*



- More than four out of five (n=29) businesses say they do not experience any noticeable impacts.
  - Six (n=6) of the Magnolia businesses say they experience some impacts that could be the result of the wastewater facility.
  - These results are statistically identical to last year's benchmark measure.

<u>What impacts have you experienced?: (n)</u>	<u>(n)</u>	<u>(n)</u>
	2003	2004
1. Bad smell	3	3
2. Trucking issues	4	1
3. Poor air quality	-	1
4. Evacuation	-	1

*\*The numbers in the chart reflect the number of respondents, not the percentage.*

*\*\*The word "negative" was not used in the 2003 survey.*



# Wastewater Treatment Plant

## Awareness and Opinions: Renton Residents

*What are the top one or two reasons you think King County has been a good neighbor? (q7)*

<b><u>Has been a good neighbor</u></b>	<b>(n)</b>
	<b>2004</b>
1. No troubles	13
2. It is clean	6
3. Improved the landscape	6
4. Improved the quality of water	5
5. Maintains proper standards	2
6. Hidden from sight	2
7. No smell	2

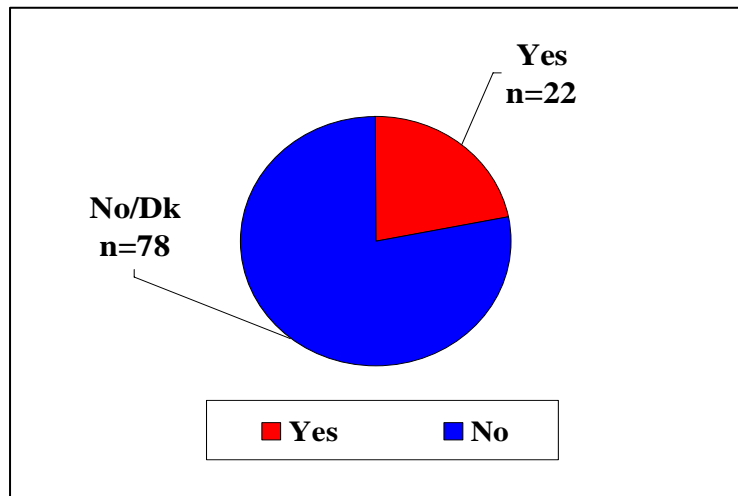
**\*The numbers in the chart reflect the number of residents, not the percentage.**

- The benchmark measurement for Renton residents is similar to residents in Magnolia, although fewer residents in Renton are aware of the plant, and many were unable to give a rating.
  - Of those who said the county has been a good neighbor (n=55; 55%), most (n=13; 24%) say the county has been a good neighbor because of “no troubles/unobtrusive.”

# Wastewater Treatment Plant

## Awareness and Opinions: Renton Residents

*Knowing there is a wastewater plant in your area, have you experienced any negative impacts that could be a result of the wastewater facility? (q8)*



### **What impacts have you experienced?: (n)**

1. Bad smell	17
2. Poor water quality	3
3. Poor drainage	1

- Only one out of five (n=22) residents in Renton say they experienced negative impacts that could be the result of the wastewater facility.
  - 17 of the residents experienced a bad smell, 3 poor water quality, and 1 says poor drainage.

*\*The numbers in the chart reflect the number of respondents, not the percentage.*

# Wastewater Treatment Plant

## Awareness and Opinions: Renton Businesses

*What are the top one or two reasons you think King County has been a good neighbor? (q7)*

<b>Has been a good neighbor</b>	<b>(n)</b>	<b>(n)</b>	<b>(n)</b>
	<b>2002</b>	<b>2003</b>	<b>2004</b>
1. No troubles	11	16	12
2. No smell	--	--	2
3. Reliable	--	--	1
4. Good for the environment	--	--	1
5. Hidden from sight	-	3	--
6. Responsive to concerns	-	2	--
7. Maintains proper standards	-	2	--
8. No noise	1	--	--

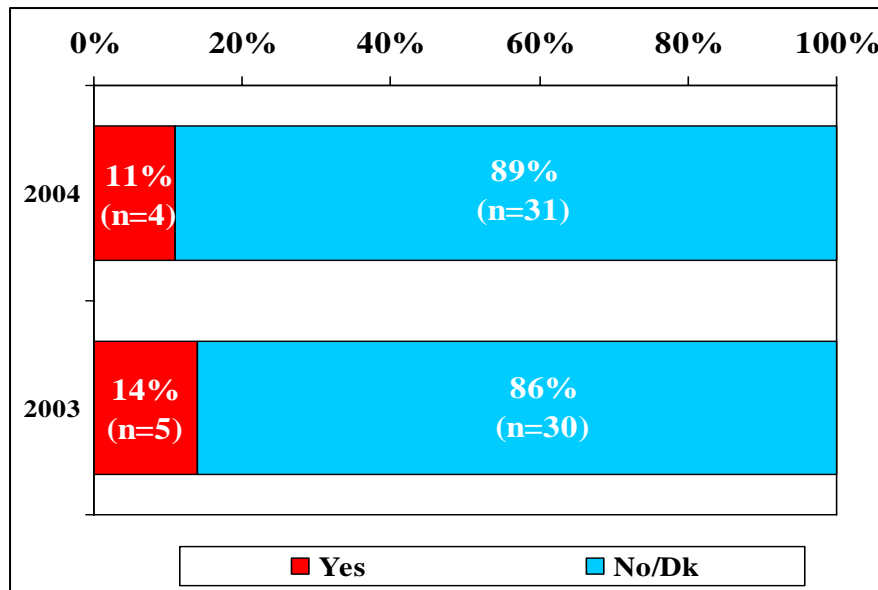
➤ 14 of 35 Renton businesses say no noticeable impact (12 “no trouble” and 2 “No smell”) is the reason King County has been a good neighbor.

*\*The numbers in the chart reflect the number of businesses, not the percentage.*

# Wastewater Treatment Plant

## Awareness and Opinions: Renton Businesses

*Knowing there is a wastewater plant in your area, have you experienced any (negative\*\*) impacts that could be a result of the wastewater facility? (q8)*



<u>What impacts have you experienced?:</u>	<u>(n)</u>	<u>(n)</u>
1. Bad smell	3	3
2. Loss of business	1	-
3. Rates are too high	1	-

- The number of businesses in Renton that say they don't experience any impacts has not changed statistically since last year.
  - Only four Renton businesses say they experience some impacts that could be the result of the wastewater facility.
  - 3 of those businesses experience a bad smell, which is identical to last year's results.

*\*The numbers in the chart reflect the number of businesses, not the percentage.*

*\*\*The word "negative" was not used in the 2003 survey.*

# Wastewater Treatment Plant

## Priorities: Magnolia Residents

*I'm going to read you a list of things that the King County wastewater treatment plant is doing to be a better neighbor in Magnolia. For each of the following items, please tell me how high a priority that item should be for the wastewater treatment plant. (q11-q16)*

<b>Priority</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
1. Respond to complaints w/in 24 hrs	<b>4.01</b>	<b>3.73</b>	<b>3.92</b>
2. Explore methods of odor control	<b>3.90</b>	<b>3.92</b>	<b>3.90</b>
3. 24-hour hotline	<b>3.15</b>	<b>3.36</b>	<b>3.28</b>
4. Reduce truck trips	<b>3.08</b>	<b>3.28</b>	<b>3.16</b>
5. Improve landscaping	<b>3.00</b>	<b>3.11</b>	<b>3.01</b>
6. Offer plant tours	<b>2.83</b>	<b>2.77</b>	<b>2.88</b>

*\*Scale: 1 to 5 where 1 means the lowest priority and 5 means the highest priority.*

- The top two priorities for King County continue to be responding to complaints within 24 hours and exploring new methods of odor control.
  - The lowest priority for King County is offering plant tours to the community.
  - The ranking of priorities has changed very little during the past three years.

# Wastewater Treatment Plant

## Priorities: Magnolia Businesses

*I'm going to read you a list of things that the King County wastewater treatment plant is doing to be a better neighbor in Magnolia. For each of the following items, please tell me how high a priority that item should be for the wastewater treatment plant. (q11-q16)*

<b>Priority</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
1. Explore methods of odor control	<b>3.90</b>	<b>4.21</b>	<b>4.23</b>
2. Respond to complaints w/in 24 hrs	<b>4.00</b>	<b>4.29</b>	<b>3.79</b>
3. Improve landscaping	<b>2.66</b>	<b>3.66</b>	<b>3.71</b>
4. Reduce truck trips	<b>3.24</b>	<b>3.30</b>	<b>3.34</b>
5. 24-hour hotline	<b>3.22</b>	<b>3.54</b>	<b>3.23</b>
6. Offer plant tours	<b>2.85</b>	<b>2.77</b>	<b>2.20</b>

*\*Scale: 1 to 5 where 1 means the lowest priority and 5 means the highest priority.*

- During the past three years, responding to complaints within 24 hours and exploring new methods of odor control have been the top priorities among Magnolia businesses.
  - In contrast, the lowest priority for King County among Magnolia businesses during the past three years has been offering plant tours to the community.

# Wastewater Treatment Plant

## Priorities: Renton Residents

*I'm going to read you a list of things that the King County wastewater treatment plant is doing to be a better neighbor in Magnolia. For each of the following items, please tell me how high a priority that item should be for the wastewater treatment plant. (q11-q16)*

<b>Priority</b>	<b>2004</b>
1. Explore methods of odor control	<b>4.33</b>
2. Respond to complaints w/in 24 hrs	<b>4.08</b>
3. Improve landscaping	<b>3.64</b>
4. 24-hour hotline	<b>3.55</b>
5. Reduce truck trips	<b>2.94</b>
6. Offer plant tours	<b>2.81</b>

*\*Scale: 1 to 5 where 1 means the lowest priority and 5 means the highest priority.*

- This year's (2004) survey is the first measure of priorities for Renton residents.
  - Exploring new methods of odor control and responding to complaints within 24 hours are the top two priorities for residents surrounding the South plant.
  - Reducing truck trips and offering plant tours to residents are the lowest priorities among those tested in the survey.

# Wastewater Treatment Plant

## Priorities: Renton Businesses

*I'm going to read you a list of things that the King County wastewater treatment plant is doing to be a better neighbor in Magnolia. For each of the following items, please tell me how high a priority that item should be for the wastewater treatment plant. (q11-q16)*

<b>Priority</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
1. Explore methods of odor control	<b>4.31</b>	<b>4.15</b>	<b>4.38</b>
2. Respond to complaints w/in 24 hrs	<b>4.03</b>	<b>4.13</b>	<b>4.03</b>
3. Improve landscaping	<b>3.17</b>	<b>2.94</b>	<b>3.54</b>
4. 24-hour hotline	<b>4.06</b>	<b>3.36</b>	<b>3.34</b>
5. Reduce truck trips	<b>3.17</b>	<b>3.09</b>	<b>3.31</b>
6. Offer plant tours	<b>3.03</b>	<b>2.52</b>	<b>2.50</b>

***\*Scale: 1 to 5 where 1 means the lowest priority and 5 means the highest priority.***

- As in the previous years' surveys, the top priorities among Renton businesses are exploring new methods of odor control and responding to questions, concerns, or complaints within 24 hours.
- Improving the landscaping, however, jumped in priority from No. 5 in 2003 to No. 3 in this year's survey.



# Wastewater Treatment Plant

## What can K.C. do to be a better neighbor to Magnolia residents?

*In addition to everything that you have heard, what are one or two things King County can do to be a better neighbor as it relates to the wastewater treatment plant in your area?*

	<u>2003 (n)</u>	<u>2004 (n)</u>
Nothing	21	41
Reduce the smell/odor	11	12
Provide more public information	5	11
Control traffic	7	10
Improve landscaping	5	4
Respond to complaints	9	3
Avoid contaminating the area	3	3
Relocate	4	2
Other	9	13
Don't know	26	1

- The top response for what King County can do to be a better neighbor in 2004 is “nothing” (n=41).
- Among those who gave a specific suggestion, reducing the smell/odor (n=12), providing more public information (n=11) and controlling traffic (n=10) are the most popular.

# Wastewater Treatment Plant

## What can K.C. do to be a better neighbor to Magnolia businesses?

*In addition to everything that you have heard, what are one or two things King County can do to be a better neighbor as it relates to the wastewater treatment plant in your area?*

	<b><u>2003 (n)</u></b>	<b><u>2004 (n)</u></b>
Nothing	15	17
Control traffic	-	4
Respond to complaints	2	4
Control odor	3	3
Provide more public information	7	2
Reduce charges	-	2
Avoid contaminating the area	2	-
Relocate	2	-
Other	3	3
Don't know	1	-

- As with the residents, the top response from Magnolia businesses for what King County can do to be a better neighbor is “nothing” (n=17).
- One item that was mentioned by four (n=4) businesses is to “control traffic.” This item was not mentioned last year.
  - An additional four businesses say “respond to complaints.”

# Wastewater Treatment Plant

## What can K.C. do to be a better neighbor to Renton residents?

*In addition to everything that you have heard, what are one or two things King County can do to be a better neighbor as it relates to the wastewater treatment plant in your area?*

	<b><u>2004(n)</u></b>
Nothing	33
Control the odor	19
Improve landscaping	4
More public information	4
Reduce charges	4
Minimize expansion	3
Respond to complaints	2
Relocate	2
Other	5
Don't know	24

- Among the items that include real suggestions from Renton residents, “controlling the odor” (n=19) is by far the most frequent.
- Renton residents surveyed for the first time in 2004.

# Wastewater Treatment Plant

## What can K.C. do to be a better neighbor to Renton businesses?

*In addition to everything that you have heard, what are one or two things King County can do to be a better neighbor as it relates to the wastewater treatment plant in your area?*

	<b><u>2003 (n)</u></b>	<b><u>2004 (n)</u></b>
Nothing	13	17
More public information	5	6
Eliminate/control the odor	6	4
Reduce the charges	-	2
Improve hours of operation	1	1
Improve landscaping	-	1
Other	1	4
Don't know	9	-

- Similar to last year, though in reverse order, the most frequent substantive suggestions made by Renton businesses are to provide “more public information” (n=6) and “eliminate/control the odor” (n=4).

# Wastewater Treatment Plant

## Summary of Findings

- Opinions about the wastewater facility and its priorities have shown little, if any, movement during the past three years.
- In all four surveys, a strong majority of respondents say the King County wastewater treatment facility has been a good neighbor.
- Residents and businesses in Renton are less aware of the wastewater treatment facility than those in Magnolia.
- The highest priorities for all four populations is to respond to citizens' complaints, questions, or concerns within 24 hours and to explore new methods of odor control.
- Aside from controlling odor, providing more public information was the most common suggestion for what King County can do to be a better neighbor.