

# Near Neighbor Surveys: Magnolia/Renton

Adult Residents near KC wastewater treatment facilities  
in Magnolia and Renton

## Survey Report – May 2009



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# Methodology

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- ▶ Telephone survey
- ▶ Interviews conducted May 2009
- Magnolia Residents: n=100; M.O.E. =  $\pm 10$  points
- Magnolia Business: n=35; M.O.E. =  $\pm 17$  points
- Renton Residents: n=100; M.O.E. =  $\pm 10$  points
- Renton Business: n=35; M.O.E. =  $\pm 17$  points

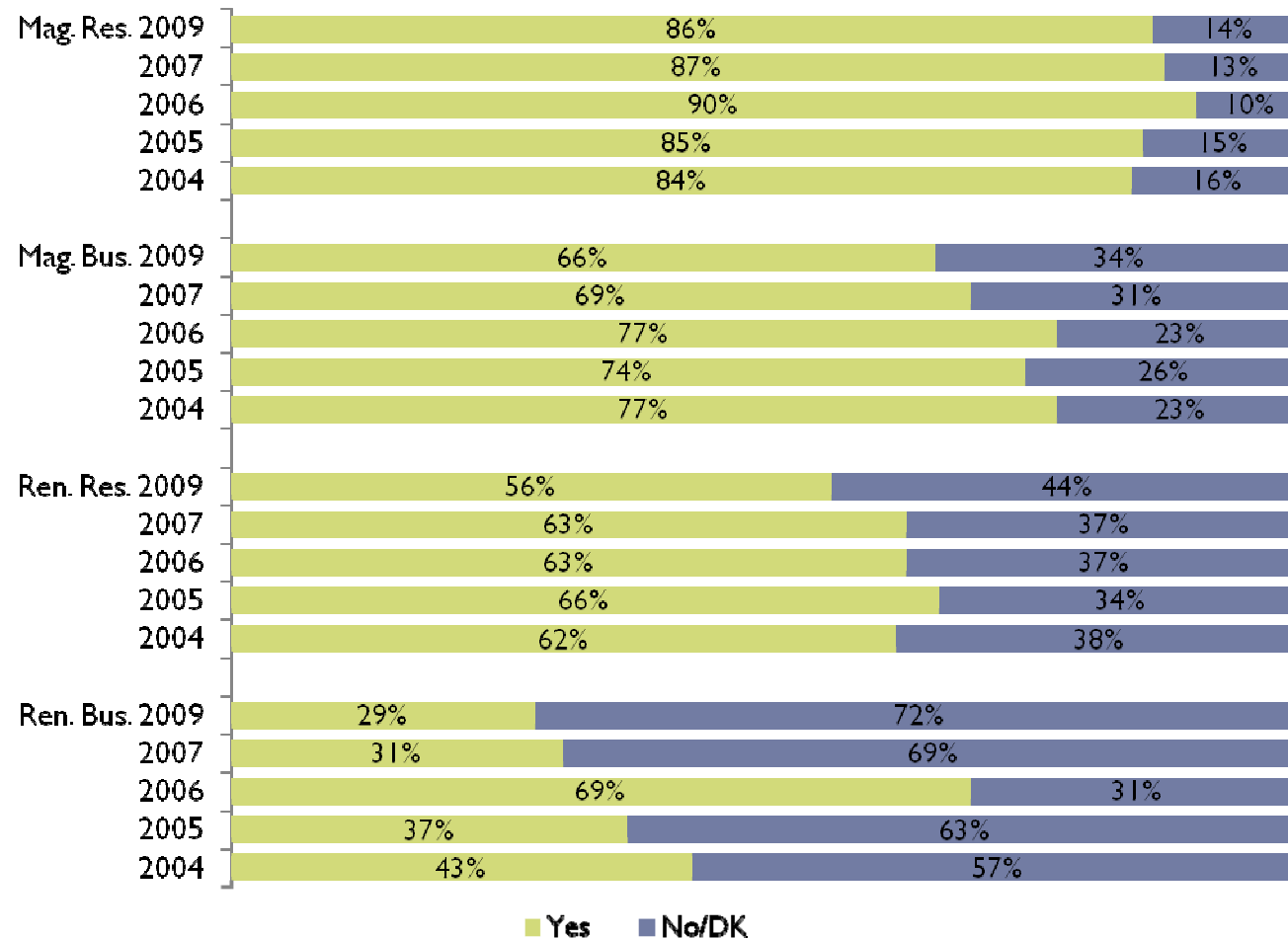
**Note:** Some of the numbers within this presentation reflect “n” size (the actual number of respondents/businesses) and others reflect percentages. Where appropriate, notes were added to denote whether a percentage or “n” was used.

*Please note that due to rounding, some percentages may not add up to exactly 100%.*

# Treatment Plant Awareness

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*Are you aware of a waste water treatment facility in your area, or not?*



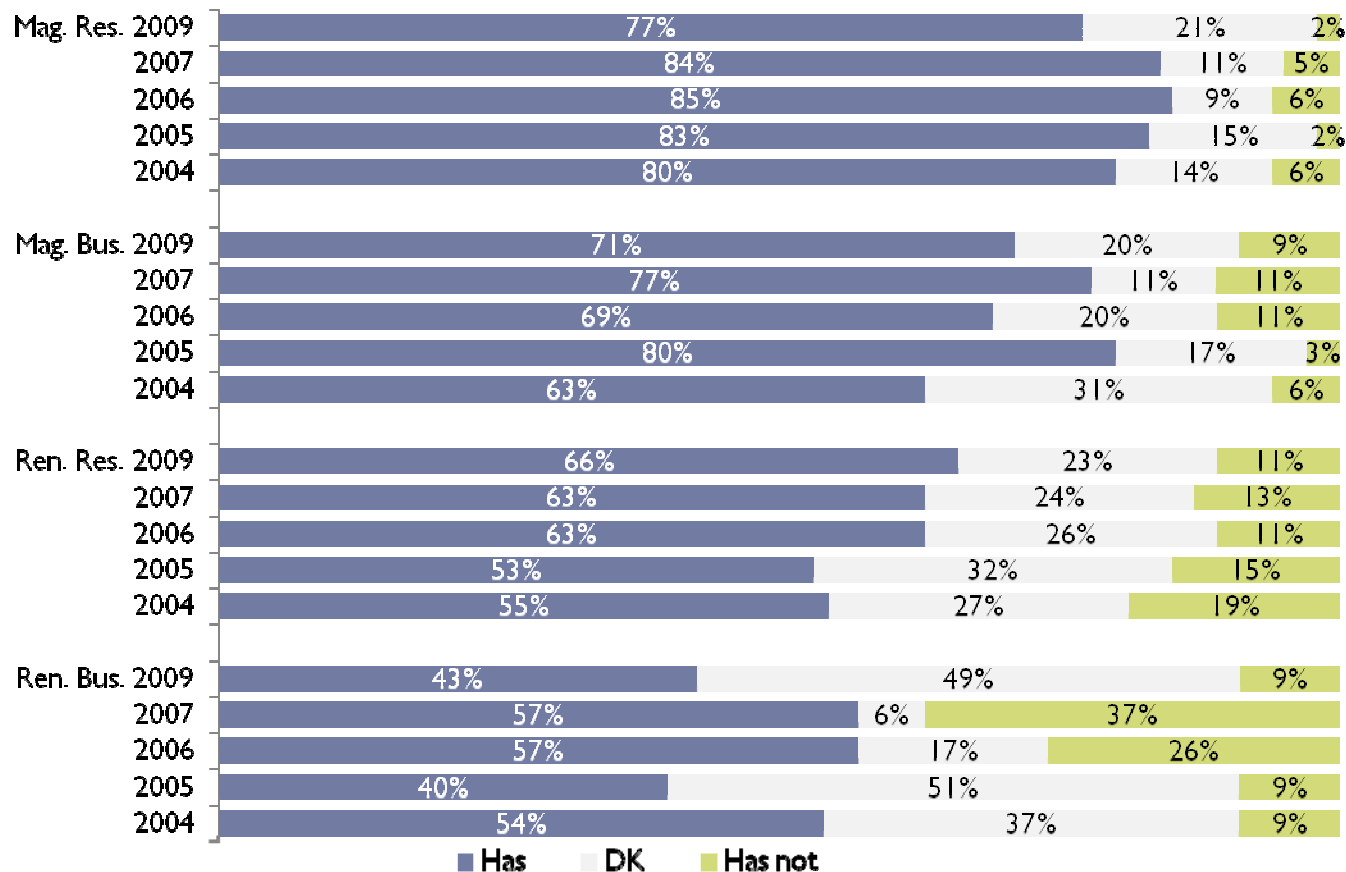
- Awareness in Magnolia among residents and businesses continues to be higher than in Renton.

# Treatment Plant

## Good Neighbor?

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



- Mention of “has been a good neighbor” is significantly higher than “hasn’t been” in all areas.
- “Don’t know” responses have increased among Renton businesses. The number of people saying we are a good neighbor dropped, but is still within the margin of error.

# Good Neighbor Reasons

## Magnolia Residents

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

<i>Reasons has been a good neighbor (n)</i>	<i>2004</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2009</i>
No troubles/Unobtrusive	23	19	27	28	20
No smell	6	11	17	15	12
Nice landscape	6	9	11	3	10
Now have good water/water quality	--	--	--	3	8
Hidden from sight	12	22	11	12	4
Maintains proper standards/regulations	4	11	6	5	3
Responsive to community concerns	5	3	4	6	2
Cleaned up lake/Lake Washington	--	--	--	3	1

- The most common reason Magnolia residents and businesses say that King County has been a good neighbor continues to be the lack of noticeable impacts.

*\* Since the number of responses is low, only Ns are shown*

# Good Neighbor Reasons

## Magnolia Businesses

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

<i>Reasons has been a good neighbor (n)</i>	<i>2004</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2009</i>
No troubles/Unobtrusive	7	7	17	6	12
No smell	1	7	3	5	6
Truck traffic is not bothersome	2	5	1	1	2
Maintains proper standards/regulations	--	2	2	--	1
Nice landscape	--	--	--	2	1
Responsive to community concerns	4	--	--	1	1
Haven't heard anything	--	--	--	--	1
Good water quality	--	--	--	--	1

*\* Since the number of responses is low, only Ns are shown*

# Good Neighbor Reasons

## Renton Residents

7

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

<i>Reasons has been a good neighbor (n)</i>	2004	2005	2006	2007	2009
No troubles/Unobtrusive	13	11	6	7	20
No smell	--	--	8	13	12
Nice landscape	6	9	12	11	10
Now have good water/water quality	5	3	6	4	8
Hidden from sight	--	--	7	6	4
Maintains proper standards/regulations	2	7	7	5	3
Responsive to community concerns	--	--	1	3	2
Cleaned up lake/Lake Washington	--	--	2	4	1

- As in Magnolia, a lack of noticeable impacts is the top reason why the plant has been a good neighbor for Renton residents and businesses.

*\* Since the number of responses is low, only Ns are shown*

# Good Neighbor Reasons

## Renton Businesses

8

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

<i>Reasons has been a good neighbor (n)</i>	<i>2004</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2009</i>
No smell	2	1	3	1	4
No troubles/Unobtrusive	12	4	8	6	2
Haven't heard anything	--	--	--	--	2
Maintains proper standards/regulations	--	2	1	--	1
Hidden from sight	--	--	4	2	1
Nice landscape	--	--	--	1	1
Good water quality	--	--	--	--	1

*\* Since the number of responses is low, only Ns are shown*



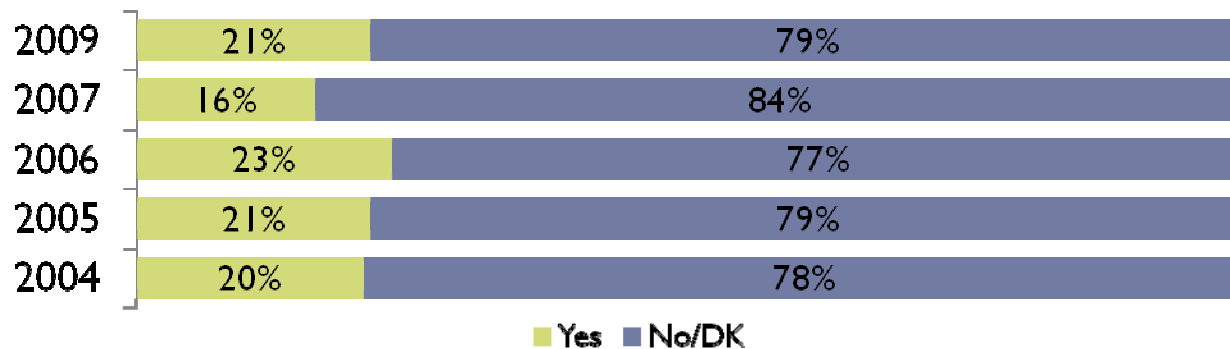
# NEGATIVE IMPACTS

# Negative Impacts?

## Magnolia Residences

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*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?*



- The percentage of Magnolia residents saying they experience negative impacts has increased 5 points since 2007

- With over half of the question's responses, Bad smell/odor is by far the biggest negative impact for 2009

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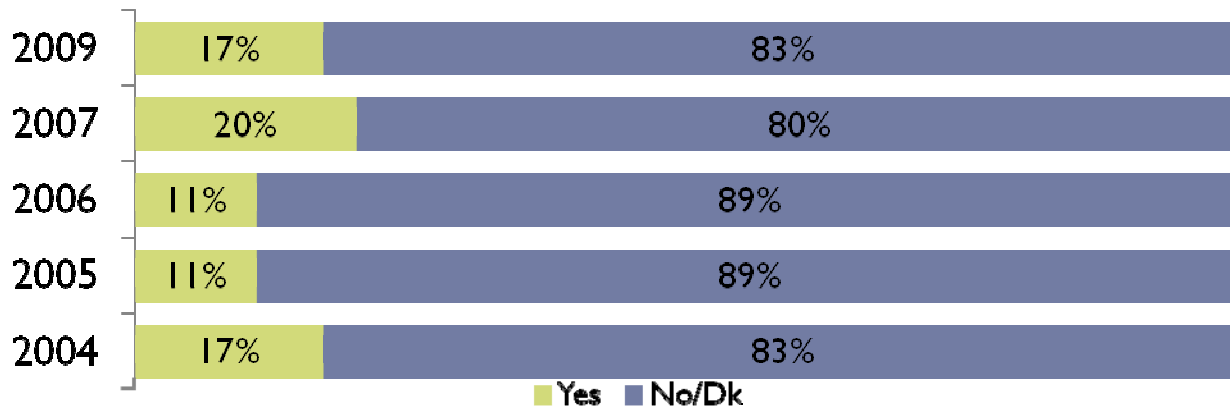
What impacts have you experienced? (n)	2004	2005	2006	2007	2009
Bad smell	13	14	18	8	14
No sea life/pollution	--	--	2	1	4
Truck traffic	2	4	8	7	2
Poor water quality	--	4	2	1	1
Narrowing roads in area	--	--	--	--	1

# Negative Impacts?

## Magnolia Businesses

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*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?*



- The vast majority of businesses (83%) continue to say they do not experience any noticeable impacts.

What impacts have you experienced? (n)	2004	2005	2006	2007	2009
Smells bad/bad odor	3	4	3	6	3
Others	3	-	1	3	3

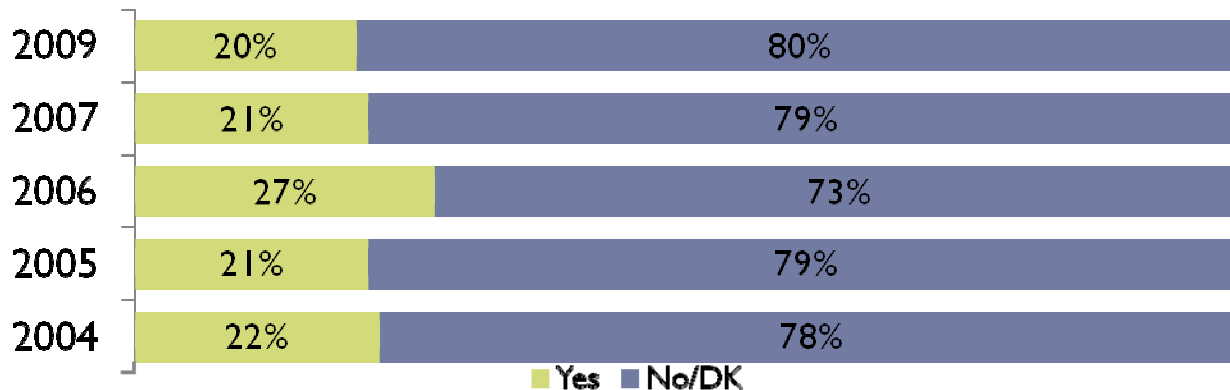
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# Negative Impacts?

## Renton Residences

12

*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?*



- The percentage of Renton residents saying they experience negative impacts has not changed statistically.

<i>What impacts have you experienced? (n)</i>	2004	2005	2006	2007	2009
Bad smell	14	19	24	17	17
Poor water quality	3	2	1	1	1
Narrowing roads in area	--	--	--	--	1
Poor drainage	3	2	1	1	--

- Bad smell/odor continues to be the number one negative impact in the past 6 years.

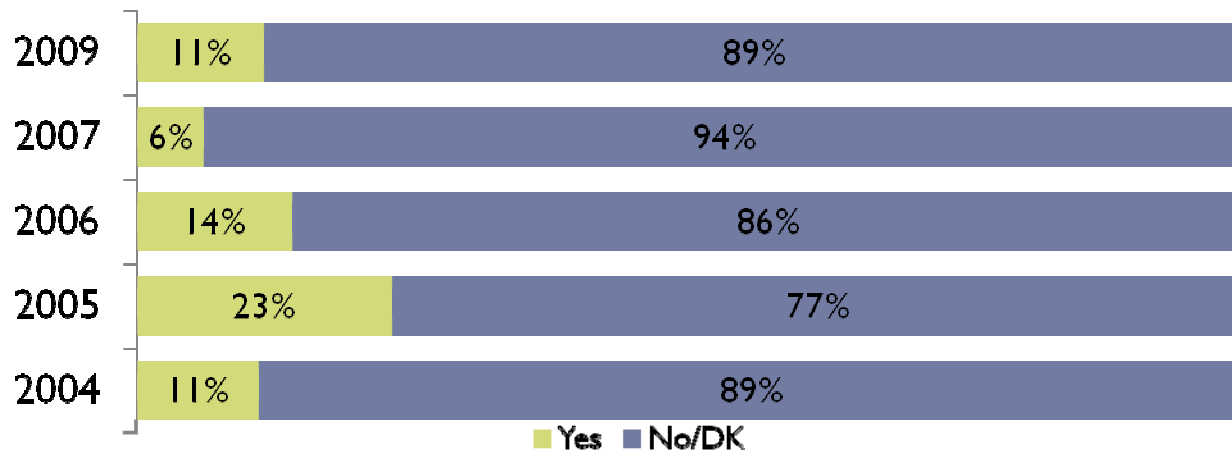
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# Negative Impacts?

## Renton Businesses

13

*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?*



•The percentage of Renton businesses who say they have experienced a negative impact is the second lowest since the survey has been conducted by EMC.

What impacts have you experienced? (n)	2004	2005	2006	2007	2009
Bad smell	3	7	5	2	4
Others	-	1	-	2	-

\* Since the number of responses is low, only Ns are shown

# Priorities

# Priorities

## Magnolia Residents

15

*I'm going to read you a list of things that King County waste water 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 waste water treatment plant. (Q11-Q16)*

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

<b>Resident Priorities for KC Waste Water Treatment Plant</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2009</b>
Explore new methods to control odor	3.9	3.9	4.1	4.1	<b>4.2</b>
Respond to question/concerns in twenty-four hours	3.9	3.7	3.9	3.8	<b>4.1</b>
Maintain landscaping around the treatment plant	3.0	3.7	3.7	3.6	<b>3.7</b>
Provide a twenty-four hour hotline	3.2	2.9	3.2	3.3	<b>3.6</b>
Reduce amount of truck trips	3.1	3.0	3.2	3.2	<b>3.2</b>
Offer plant tours to the community	2.8	2.6	2.6	2.7	<b>3.1</b>

- The priorities for what the treatment plant could be doing have remained very consistent over the past five years in all areas.
- Odor control continues to be the highest priority.

# Priorities

## Magnolia Businesses

16

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<b>Priorities for KC Waste Water Treatment Plant</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2009</b>
Explore new methods to control odor	4.2	4.1	4.5	4.3	4.4
Respond to question/concerns in twenty-four hours	3.7	4.1	4.2	4.2	4.1
Maintain landscaping around the treatment plant	3.7	3.6	3.8	3.4	3.8
Provide a twenty-four hour hotline	3.2	3.0	3.4	3.4	3.7
Reduce amount of truck trips	3.3	3.3	3.1	3.1	3.3
Offer plant tours to the community	2.2	2.6	2.8	2.7	2.2



# Priorities

## Renton Residents

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*I'm going to read you a list of things that King County waste water 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 waste water treatment plant. (Q11-Q16)*

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<b>Priorities for KC Waste Water Treatment Plant</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2009</b>
Explore new methods to control odor	4.3	4.2	4.2	4.4	<b>4.2</b>
Maintain landscaping around the treatment plant	3.6	3.6	3.8	3.5	<b>3.7</b>
Provide a twenty-four hour hotline	3.5	3.4	3.7	3.5	<b>3.6</b>
Respond to question/concerns in twenty-four hours	4.0	4.0	4.0	3.8	<b>3.1</b>
Reduce amount of truck trips	2.9	2.7	2.8	3.0	<b>3.2</b>
Offer plant tours to the community	2.8	2.7	2.9	2.9	<b>3.1</b>

# Priorities

## Renton Businesses

18

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<b>Priorities for KC Waste Water Treatment Plant</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2009</b>
Explore new methods to control odor	4.3	4.2	4.2	4.6	<b>4.5</b>
Respond to question/concerns in twenty-four hours	4.0	4.1	4.1	4.5	<b>4.2</b>
Provide a twenty-four hour hotline	3.3	3.9	3.8	3.1	<b>3.6</b>
Maintain landscaping around the treatment plant	3.5	3.4	3.6	3.8	<b>3.1</b>
Reduce amount of truck trips	3.3	2.6	2.8	3.6	<b>2.8</b>
Offer plant tours to the community	2.5	2.4	2.7	2.8	<b>2.2</b>

# What can K.C. do to be a Better Neighbor

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

20

*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 waste water treatment plant in your area? (Q17)*

	2004	2005	2006	2007	2009
Reduce control odor	12	9	6	10	7
Control traffic	10	7	2	9	5
Provide more public information	11	8	8	5	8
Ensure proper maintenance	-	6	2	5	3
Improve landscaping	4	3	3	4	-
Respond to complaints	3	3	3	4	3
Promote cleanliness	-	6	2	3	3
Avoid contaminating the area	3	2	2	2	5

A high percentage of residents and businesses say there is nothing that King County can do to be a better neighbor.

Among those able to answer, providing additional public information is the top response, followed by controlling odor.

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

21

*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 waste water treatment plant in your area? (Q17)*

	2004	2005	2006	2007	2009
Reduce control odor	4	2	2	5	6
Control traffic	4	4	2	-	1
Provide more public information	2	8	1	5	2
Ensure proper maintenance	-	-	3	3	1
Respond to complaints	4	2	2	5	3
Promote cleanliness	-	1	4	2	1

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

22

*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 waste water treatment plant in your area? (Q17)*

	2004	2005	2006	2007	2009
Reduce control odor	19	26	21	21	10
Control traffic	-	-	-	3	1
Provide more public information					6
Ensure proper maintenance	-	-	4	1	2
Improve landscaping	4	-	4	2	-
Respond to complaints	2	2	-	3	1
Promote cleanliness	-	3	1	4	1
Avoid contaminating the area	-	-	2	5	1

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

23

*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 waste water treatment plant in your area? (Q17)*

	2004	2005	2006	2007	2009
Reduce control odor	4	5	3	7	5
Control traffic	-	-	1	-	1
Provide more public information	6	9	6	5	5
Ensure proper maintenance	-	1	-	5	3
Respond to complaints	-	-	2	2	3
Promote cleanliness	-	-	-	1	1
Increase environmental efforts	-	-	-	2	2
Reduce sewage	-	-	1	-	-
Reduce fees	2	-	-	-	-
Improve landscaping	1	-	-	-	-

# Summary of Findings

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**Overall, the treatment plants continue to have a good relationship with its neighbors. Specifically:**

- ▶ Awareness of the treatment plant in Magnolia continues to exceed that of Renton.
- ▶ Residents and businesses in Magnolia continue to be more likely than those in Renton to say that King County has been a good neighbor.
  - Renton has a higher percentage of respondents saying they “don’t know” if King County has been a good neighbor. Respondents answering “don’t know” has increased by 43% from the 2007 survey.
- ▶ One in ten to a maximum of two in ten (11% to 21%) of all survey populations have experienced a negative impact from the plants.
- ▶ The highest priority in both areas among both residents and businesses is to explore new methods of odor control. Renton residents place a very high priority on maintaining the landscaping followed by the 24-hour hotline. All other groups cite “responding to complaints within 24 hours” as their next highest priority.
- ▶ Controlling odor and providing more public information continue to be the top suggestions for what King County can do to be a better neighbor. Magnolia residents place the greatest emphasis on more public information.