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# King County Near Neighbor Surveys

## Residents and Businesses near King County Water Treatment Facilities in Magnolia and Renton

**August 2011**  
**EMC 11-4435**

# Methodology



- Surveys conducted via telephone from a central, monitored locations in the daytime and evening hours of July 5<sup>th</sup> – 13<sup>th</sup> , 2011.
- A total of 270 interviews were conducted. These results can be projected to the entire business and residential population of the areas interviewed to within the margins of error show below:
  - Magnolia Residents: n=100; Margin of Error (MOE) =  $\pm 10$  points
  - Magnolia Business: n=35; MOE =  $\pm 17$  points
  - Renton Residents: n=100; MOE =  $\pm 10$  points
  - Renton Business: n=35; MOE =  $\pm 17$  points

**Note:** Some of the numbers within this presentation reflect “n” size (the actual number of respondents/businesses) and others reflect percentages. Where appropriate, it is noted whether the percentage or “n” was used.

*Due to rounding, some percentages may not add up to exactly 100%.*

# Summary



***Awareness of the wastewater treatment plants continues to be higher among Magnolia residents and businesses than among Renton residents and businesses.***

Magnolia residents have the highest level of awareness at (80%; Aware). Renton businesses have the lowest level of awareness at (57%; Aware).

***Since 2009, awareness of the Renton wastewater treatment facility has almost doubled among Renton businesses.***

In 2009, a quarter of Renton businesses were aware of the plant. This has increased 28 points to more than half (57%) in 2011.

***A strong majority of Renton and Magnolia residents and Magnolia businesses say the treatment plants are good neighbors. More than half of Renton businesses (60%) don't know if the plant has been a good neighbor, which is mostly tied to lack of awareness of the plant.***

More than 8-in-10 resident and business respondents in Magnolia feel the treatment plant has been a good neighbor, while 7-in-10 residents in Renton feel the treatment plant has been a good neighbor.

Renton businesses are divided, 2-in-10 (20%) say the treatment plant has not been a good neighbor, 2-in-10 (20%) say it has been a good neighbor and 6-in-10 (60%) say they do not know. Awareness of the plan is lowest in Renton, so the higher level of "don't know" response is understandable.

# Summary



***The most comment reasons cited for why the plants are good neighbors are the lack of any problems generally, no offending odor, and attractive landscaping.***

***Only one in five (17% to 21%) say they have experienced a negative impact from the treatment plants in their area.***

The “negative impact” percentage has remained constant since the last survey. Bad smell, truck traffic and poor air and water quality were cited as the top impacts connected to negative impacts from the plant.

***New odor control methods and 24 hour responsiveness to concerns and questions continue to be the highest priorities residents think King County should explore.***

The highest priority in Renton and Magnolia among both residents and businesses is to explore new methods to control odor and respond to questions and concerns within 24 hours. These priorities have consistently been the highest in previous surveys.

Respondents in all areas say reducing and controlling odor, reducing truck traffic and trips, and providing more public information are the top improvements King County Waste Water Treatment facilities can make to be a better neighbor.

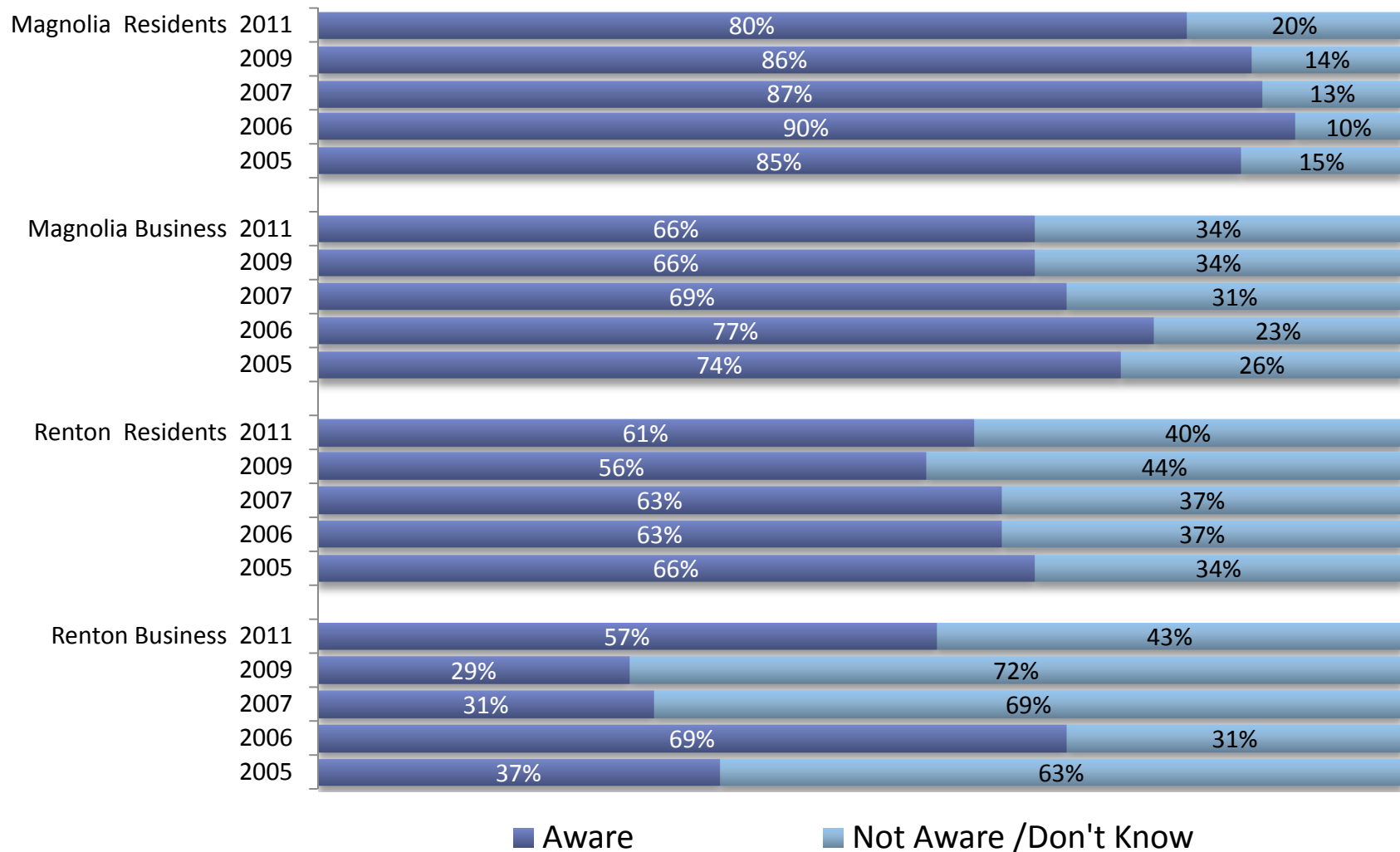
# Awareness



# Awareness of Treatment Plant



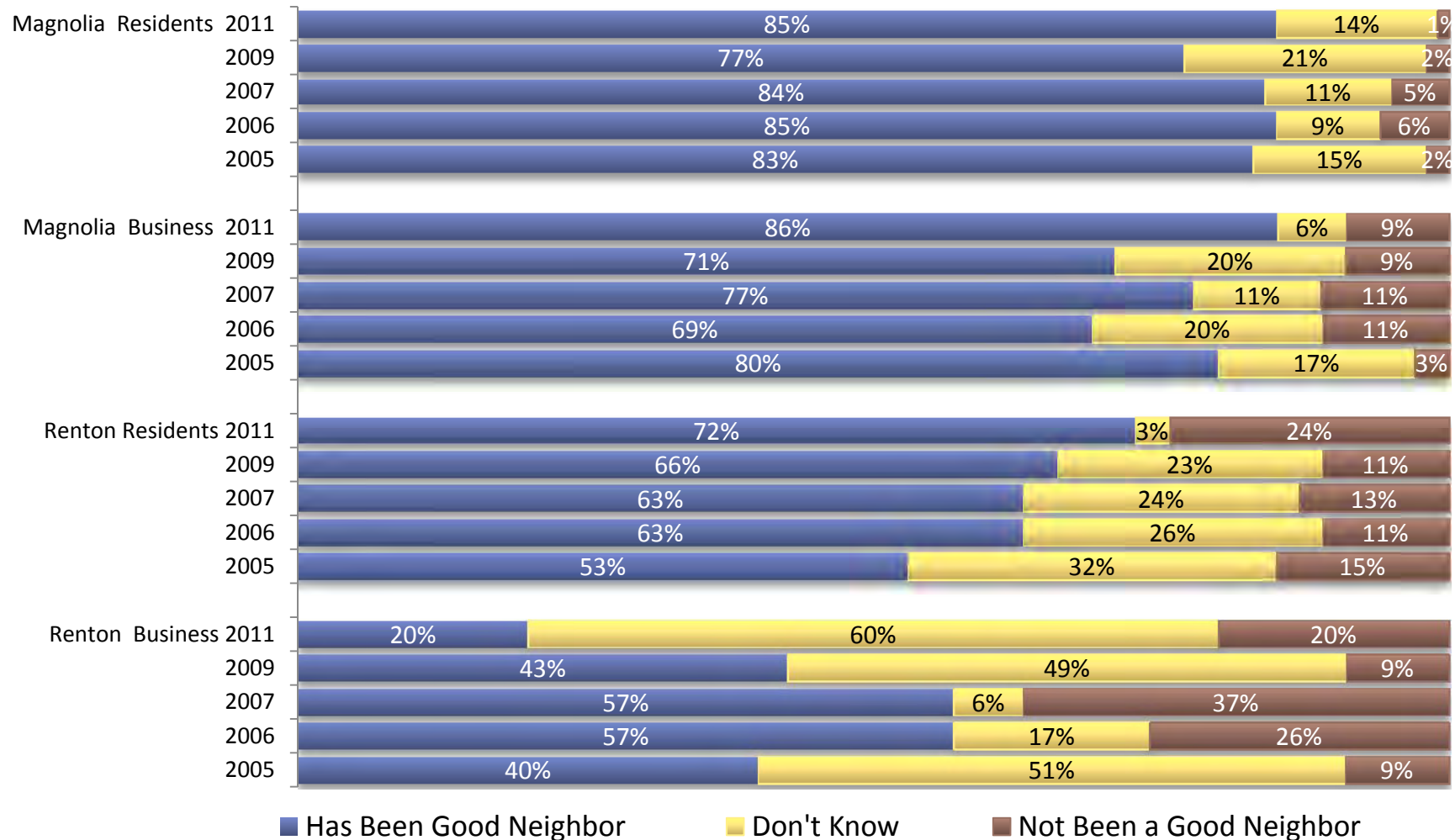
*Are you aware of a wastewater treatment facility in your area, or not?*



# Treatment Plant - Good Neighbor



*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?*



# Good Neighbor Reasons- Magnolia



*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>2005</i>	<i>2006</i>	<i>2007</i>	<i>2009</i>	<i>2011</i>
<b>No troubles/unobtrusive</b>	19	27	28	20	<b>18</b>
<b>No smell</b>	11	17	15	12	<b>8</b>
<b>Nice landscape</b>	9	11	3	10	<b>6</b>
<b>Now have good water/water quality</b>	--	--	3	8	<b>4</b>
<b>Hidden from sight</b>	22	11	12	4	<b>7</b>
<b>Maintains proper standards/regulations</b>	11	6	5	3	<b>3</b>
<b>Responsive to community concerns</b>	3	4	6	2	--
<b>Cleaned up lake/Lake Washington</b>	--	--	3	1	--

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



# Good Neighbor Reasons- Magnolia Businesses



*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>2005</i>	<i>2006</i>	<i>2007</i>	<i>2009</i>	<i>2011</i>
<b>No troubles/unobtrusive</b>	7	17	6	12	<b>12</b>
<b>No smell</b>	7	3	5	6	<b>4</b>
<b>Responsive to community concerns</b>	--	--	1	1	<b>5</b>
<b>Truck traffic is not bothersome</b>	5	1	1	2	<b>4</b>
<b>Nice landscape</b>	--	--	2	1	<b>3</b>
<b>Maintains proper standards/regulations</b>	2	2	--	1	<b>1</b>
<b>Haven't heard anything</b>	--	--	--	1	--
<b>Good water quality</b>	--	--	--	1	--

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

# Good Neighbor Reasons- Renton Residents



*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>2005</i>	<i>2006</i>	<i>2007</i>	<i>2009</i>	<i>2011</i>
<b>Nice landscape</b>	9	12	11	10	<b>13</b>
<b>No troubles/unobtrusive</b>	11	6	7	20	<b>12</b>
<b>No smell</b>	--	8	13	12	<b>10</b>
<b>Now have good water/water quality</b>	3	6	4	8	<b>5</b>
<b>Hidden from sight</b>	--	7	6	4	<b>2</b>
<b>Maintains proper standards/regulations</b>	7	7	5	3	<b>3</b>
<b>Responsive to community concerns</b>	--	1	3	2	<b>2</b>
<b>Cleaned up lake/Lake Washington</b>	--	2	4	1	<b>2</b>

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

# Good Neighbor Reasons- Renton Businesses



*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>2005</i>	<i>2006</i>	<i>2007</i>	<i>2009</i>	<i>2011</i>
<b>No smell</b>	1	3	1	4	<b>4</b>
<b>No troubles/Unobtrusive</b>	4	8	6	2	<b>3</b>
<b>Haven't heard anything</b>	--	--	--	2	--
<b>Maintains proper standards/regulations</b>	2	1	--	1	<b>1</b>
<b>Hidden from sight</b>	--	4	2	1	--
<b>Nice landscape</b>	--	--	1	1	--
<b>Good water quality</b>	--	--	--	1	--

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

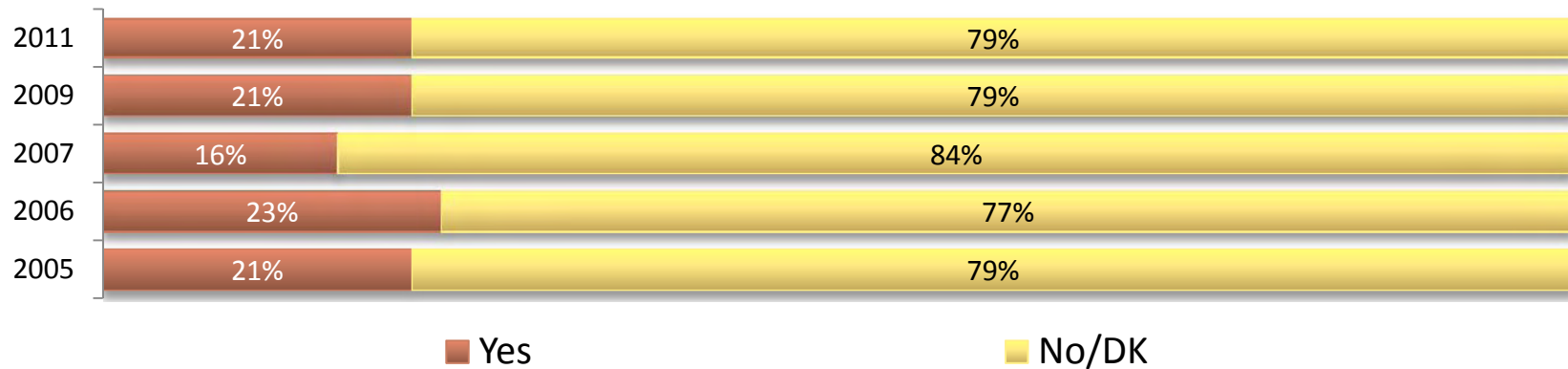
# Negative Impacts



# Negative Impacts – 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?*



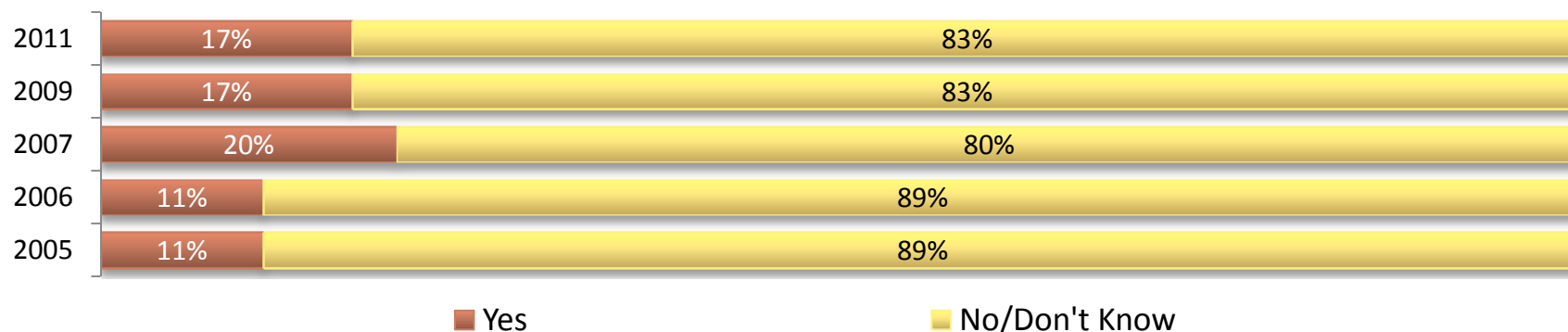
What impacts have you experienced? (n)	2005	2006	2007	2009	2011
Bad smell	14	18	8	14	16
Truck traffic	4	8	7	2	4
Poor water quality	4	2	1	1	-
Narrowing roads in area	--	--	--	1	-
No sea life/pollution	--	2	1	4	-

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

# Negative Impacts – 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?*



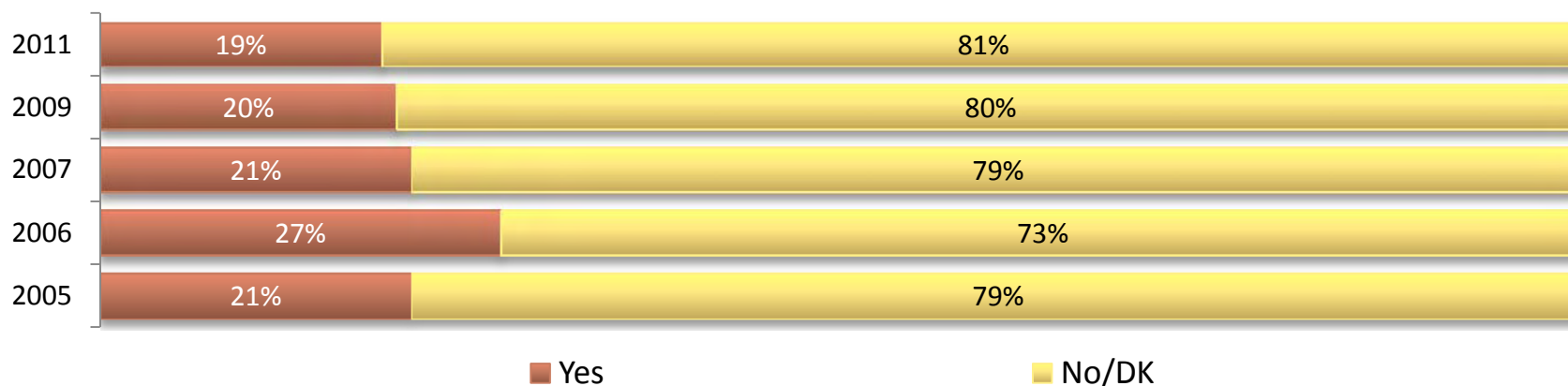
What impacts have you experienced? (n)	2005	2006	2007	2009	2011
Smells bad/bad odor	4	3	6	3	3
High Truck Traffic	-	-	-	-	2
Poor Air Quality	-	-	-	-	1
Others	-	1	3	3	3

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

# Negative Impacts – Renton 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?*



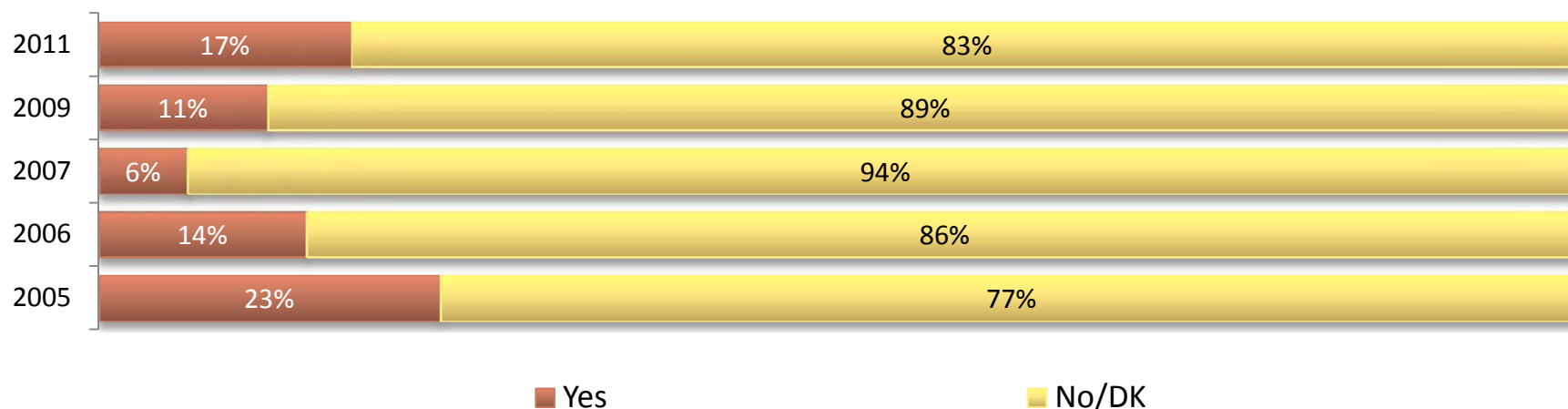
What impacts have you experienced? (n)	2005	2006	2007	2009	2011
Bad smell	19	24	17	17	<b>17</b>
Poor water quality	2	1	1	1	<b>1</b>
Narrowing roads in area	--	--	--	1	--
Poor drainage	2	1	1	--	--

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

# Negative Impacts – Renton 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?*



What impacts have you experienced? (n)	2005	2006	2007	2009	2011
Bad smell	7	5	2	4	5
Poor Air Quality	--	--	--	--	1
Others	1	-	2	-	--

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



# Priorities



# Priorities- Magnolia Residents



*I'm going to read you a list of things that King County waste water treatment plant is doing to be a better neighbor. For each of the following items, please tell me how high a priority that item should be for the waste water treatment plant.*

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

<i>Priorities for KC Waste Water Treatment Plant</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2009</i>	<i>2011</i>
Explore new methods to control odor	3.9	4.1	4.1	4.2	<b>4.2</b>
Respond to question/concerns in twenty-four hours	3.7	3.9	3.8	4.1	<b>4.1</b>
Maintain landscaping around the treatment plant	3.7	3.7	3.6	3.7	<b>3.7</b>
Provide a twenty-four hour hotline	2.9	3.2	3.3	3.6	<b>3.6</b>
Reduce amount of truck trips	3.0	3.2	3.2	3.2	<b>3.3</b>
Offer plant tours to the community	2.6	2.6	2.7	3.1	<b>2.8</b>

# Priorities- Magnolia Businesses



*I'm going to read you a list of things that King County waste water treatment plant is doing to be a better neighbor. For each of the following items, please tell me how high a priority that item should be for the waste water treatment plant.*

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

<i>Priorities for KC Waste Water Treatment Plant</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2009</i>	<i>2011</i>
Explore new methods to control odor	4.1	4.5	4.3	4.4	<b>4.0</b>
Respond to question/concerns in twenty-four hours	4.1	4.2	4.2	4.1	<b>3.9</b>
Maintain landscaping around the treatment plant	3.6	3.8	3.4	3.8	<b>3.4</b>
Provide a twenty-four hour hotline	3.0	3.4	3.4	3.7	<b>3.7</b>
Reduce amount of truck trips	3.3	3.1	3.1	3.3	<b>3.2</b>
Offer plant tours to the community	2.6	2.8	2.7	2.2	<b>2.6</b>

# Priorities- Renton Residents



*I'm going to read you a list of things that King County waste water treatment plant is doing to be a better neighbor. For each of the following items, please tell me how high a priority that item should be for the waste water treatment plant.*

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

<i>Priorities for KC Waste Water Treatment Plant</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2009</i>	<i>2011</i>
Explore new methods to control odor	4.2	4.2	4.4	4.2	<b>4.3</b>
Respond to question/concerns in twenty-four hours	4	4	3.8	3.1	<b>4.0</b>
Maintain landscaping around the treatment plant	3.6	3.8	3.5	3.7	<b>3.8</b>
Provide a twenty-four hour hotline	3.4	3.7	3.5	3.6	<b>3.5</b>
Reduce amount of truck trips	2.7	2.8	3	3.2	<b>3.1</b>
Offer plant tours to the community	2.7	2.9	2.9	3.1	<b>3.0</b>

# Priorities- Renton Businesses



*I'm going to read you a list of things that King County waste water treatment plant is doing to be a better neighbor. For each of the following items, please tell me how high a priority that item should be for the waste water treatment plant.*

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

<i>Priorities for KC Waste Water Treatment Plant</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2009</i>	<i>2011</i>
Explore new methods to control odor	4.2	4.2	4.6	4.5	<b>4.1</b>
Respond to question/concerns in twenty-four hours	4.1	4.1	4.5	4.2	<b>3.8</b>
Provide a twenty-four hour hotline	3.9	3.8	3.1	3.6	<b>3.5</b>
Maintain landscaping around the treatment plant	3.4	3.6	3.8	3.1	<b>3.5</b>
Reduce amount of truck trips	2.6	2.8	3.6	2.8	<b>2.8</b>
Offer plant tours to the community	2.4	2.7	2.8	2.2	<b>2.8</b>

# Improvements



# Improvements - 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 waste water treatment plant in your area?*

	2005	2006	2007	2009	2011
Provide more public information	8	8	5	8	<b>11</b>
Reduce control odor	9	6	10	7	<b>10</b>
Control traffic	7	2	9	5	<b>8</b>
Respond to complaints	3	3	4	3	<b>3</b>
Ensure proper maintenance	6	2	5	3	<b>1</b>
Improve landscaping	3	3	4	-	<b>1</b>
Promote cleanliness	6	2	3	3	<b>1</b>
Avoid contaminating the area	2	2	2	5	--

# Improvements - 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 waste water treatment plant in your area?*

	2005	2006	2007	2009	2011
Reduce control odor	2	2	5	6	<b>15</b>
Provide more public information	8	1	5	2	<b>11</b>
Ensure proper maintenance	-	3	3	1	<b>11</b>
Promote cleanliness	1	4	2	1	<b>7</b>
Control traffic	4	2	-	1	<b>4</b>
Ways to reduce sewage	2	3	10	--	<b>4</b>
Educate local businesses	0	3	2	3	<b>4</b>
Respond to complaints	2	2	5	3	<b>2</b>



# Improvements - 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 waste water treatment plant in your area?*

	2005	2006	2007	2009	2011
Reduce control odor	26	21	21	10	<b>6</b>
Provide more public information				6	<b>3</b>
Reduce charges	--	--	--	--	<b>3</b>
Ways to reduce sewage	--	--	--	--	<b>3</b>
Control traffic	-	-	3	1	<b>2</b>
Promote cleanliness	3	1	4	1	<b>2</b>
Respond to complaints	2	-	3	1	<b>1</b>
Ensure proper maintenance	-	4	1	2	-
Improve landscaping	-	4	2	-	-
Avoid contaminating the area	-	2	5	1	-

# Improvements - 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 waste water treatment plant in your area?*

<i>Improvements (n)</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2009</i>	<i>2011</i>
Reduce control odor	5	3	7	5	<b>12</b>
Control traffic	-	1	-	1	<b>5</b>
Provide more public information	9	6	5	5	<b>2</b>
Ensure proper maintenance	1	-	5	3	--
Respond to complaints	-	2	2	3	<b>2</b>
Promote cleanliness	-	-	1	1	<b>3</b>
Increase environmental efforts	-	-	2	2	<b>1</b>
Reduce sewage	-	1	-	-	--