King County Near Neighbor Surveys
Water Treatment Facilities in Magnolia, Renton, and Woodinville Residents and Businesses near King County

June 2013
EMC 13-4892

Methodology

- Telephone Survey

- Surveys conducted via telephone from a central, monitored locations in the daytime and evening hours of may 30th – June 9th , 2013.

- A total of 301 interviews were conducted among residents and 105 interviews were conducted among businesses. Total n and Margins of error show below:
  - Magnolia Residents: n=101; Margin of Error (MOE) = ± 9.8 points
  - Magnolia Business: n=35; MOE = ± 17 points
  - Renton Residents: n=100; MOE = ± 9.8 points
  - Renton Business: n=35; MOE = ± 17 points
  - Woodinville Residents: n=100; MOE = ± 9.8 points
  - Woodinville Business: n=37; MOE = ± 17 points

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

Awareness of the wastewater treatment plants is highest among Magnolia and Woodinville residents.

Overall 8-in-10 residents say they are aware of a wastewater treatment facility in their area. Magnolia and Woodinville area residents have the highest level of awareness at (88%; Aware). Renton Residents have the lowest level of awareness at (60%; Aware).

Since 2011, awareness of a wastewater treatment plant has increased among Magnolia residents and stayed flat among Renton Residents.

In 2011, 80% of Magnolia residents were aware of the plant. This has increased 8 points to (88%) in 2013. Awareness among Renton residents has stayed statistically flat with (61%: Aware in 2011 vs. 60%; aware in 2013)

A strong majority of residents both overall and within in all three areas say the treatment plants in their areas have been good neighbors.

8-in-10 residents in Magnolia and Woodinville area say the treatment plant in their area has been a good neighbor, while 7-in-10 Renton residents say the treatment plant has been a good neighbor.

Since 2011, the percentage of Magnolia residents saying the treatment plant has been a good neighbor has decreased slightly by 6 points from (85%; 2011) to (79%; 2013) and those saying it has not been a good neighbor has increased by 6 points; a negative shift of 12 points. Renton residents saying the plant has been a good neighbor has stayed flat at 72%, but those saying it has not been a good neighbor has decreased by 16 points. Renton residents saying don't know has increased by 17 points to 20 points in2013.

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

Among Woodinville area residents, landscaping is cited as the top reason for being a good neighbor.

Only one in five (20%) residents overall say they have experienced a negative impact from the treatment plants in their area.

Woodinville is the lowest with (1-in-10; 13%) of residents saying they have experienced a negative impact and Magnolia is the highest with (3-in-10; 30%) residents saying they have experience a negative impact. Since 2011, Magnolia residents saying they have experienced a negative impact, has increased by 9 points (21%; 2011 to 30%; 2013). The percentage of Renton resident saying they have experienced a negative impact has decreased by 4 points.

Bad smell was the top negative impact cited among Magnolia and Renton residents, whereas truck traffic was the top negative impact cited among Woodinville Residents.

Responding to concerns within 24 hours and maintaining landscaping around treatment plants are the highest overall priorities for residents.

Respondents in the Woodinville area give a higher priority rating to "maintaining landscaping". Residents list controlling odor, providing more public information and proper maintenance as the top ways King County can be a better neighbor.
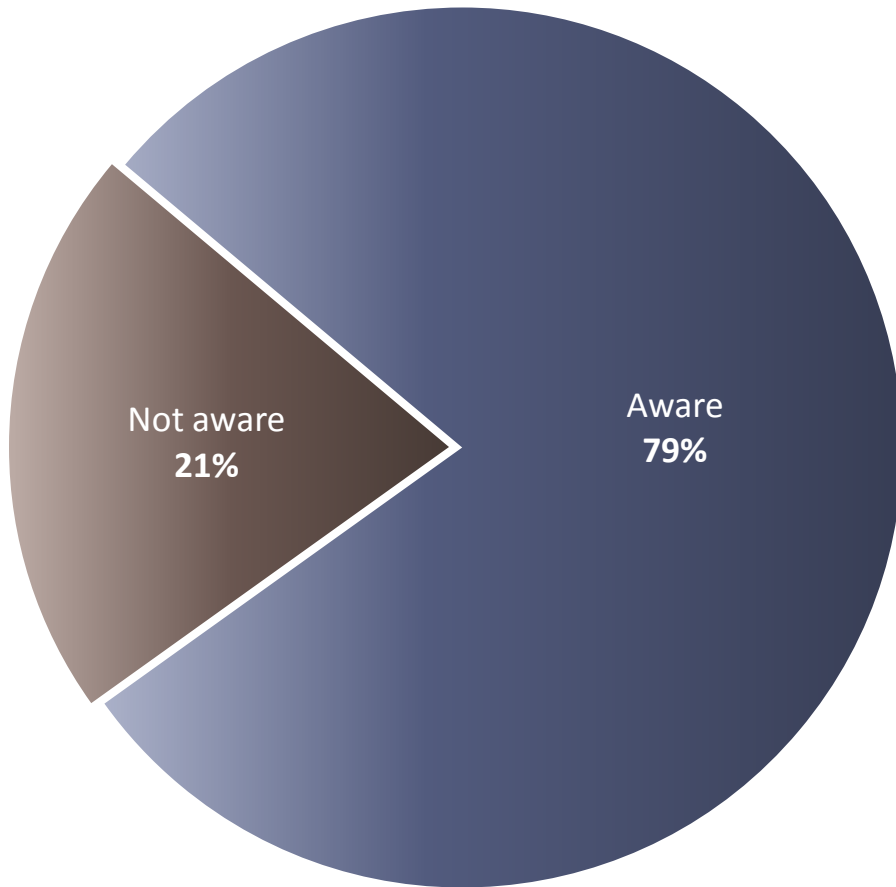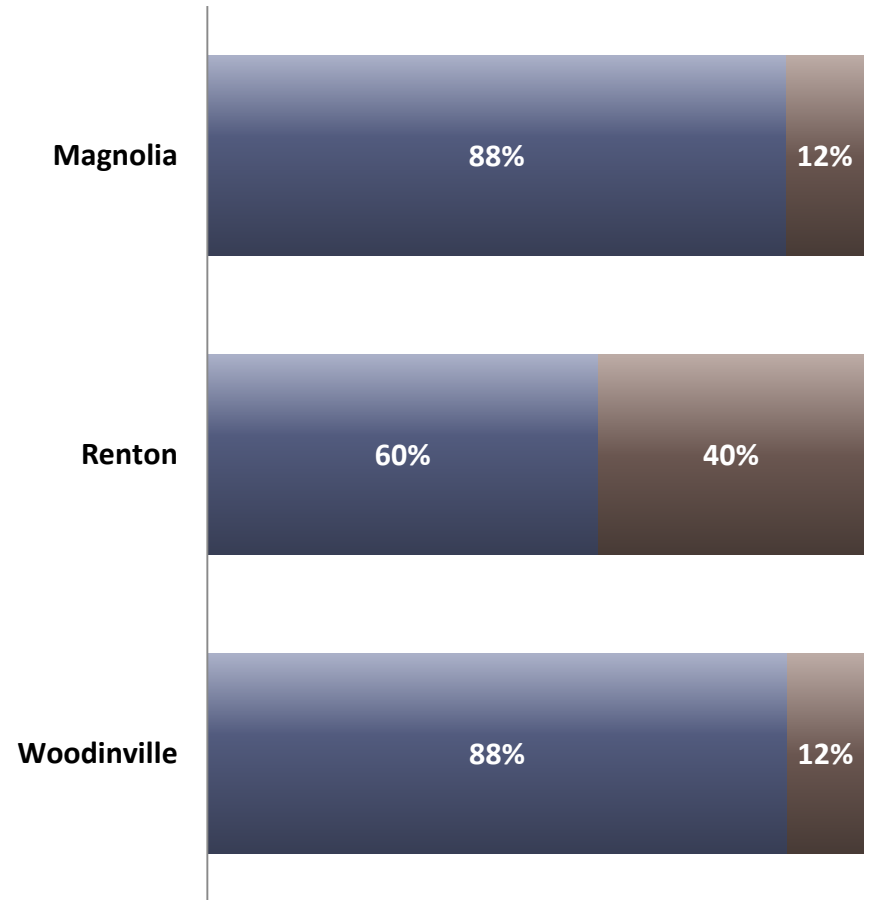
Residents

Resident: Awareness of Plant

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

Overall Awareness

Not aware
21%

Aware
79%

■ Aware   ■ Not aware /Don't know

Magnolia 88% | 12%

Renton 60% | 40%

Woodinville 88% | 12%

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

People Who ARE Aware of Facility

◆ Magnolia
□ Renton

Magnolia: 85% (2005), 90% (2006), 87% (2007), 86% (2009), 80% (2011), 88% (2013)

Renton: 66% (2005), 63% (2006), 63% (2007), 56% (2009), 61% (2011), 60% (2013)
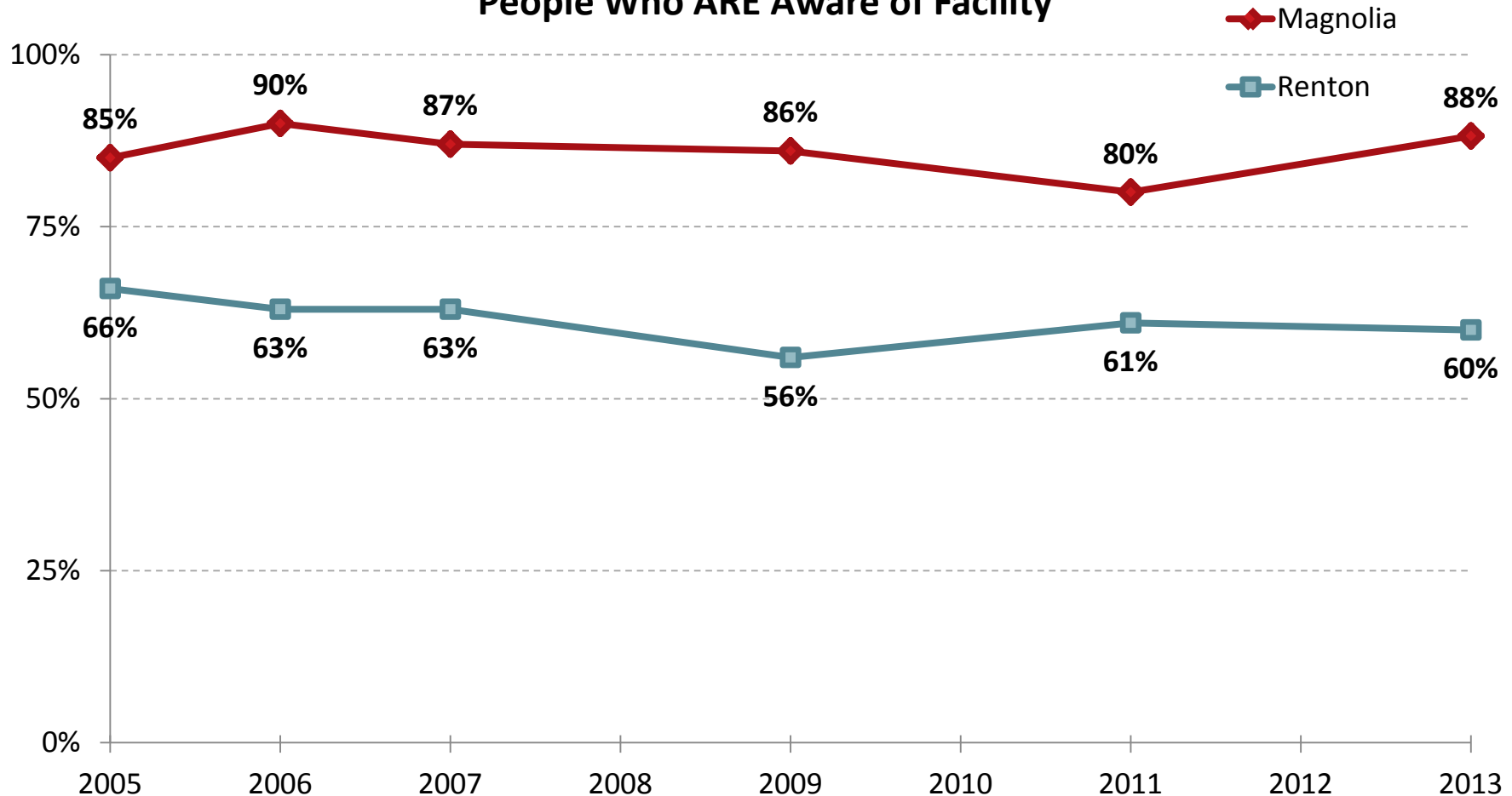
Resident: Treatment Plant - Good Neighbor

As you may know, King County's Department of Natural Resources and Parks, operates a waste water treatment plant [In your area]. Generally speaking do you feel the treatment plant has been or has not been a good neighbor?

Good Neighbor

Has been 76%
Don't know 17%
Has not been 7%

Legend: Has been | Don't know | Has not been

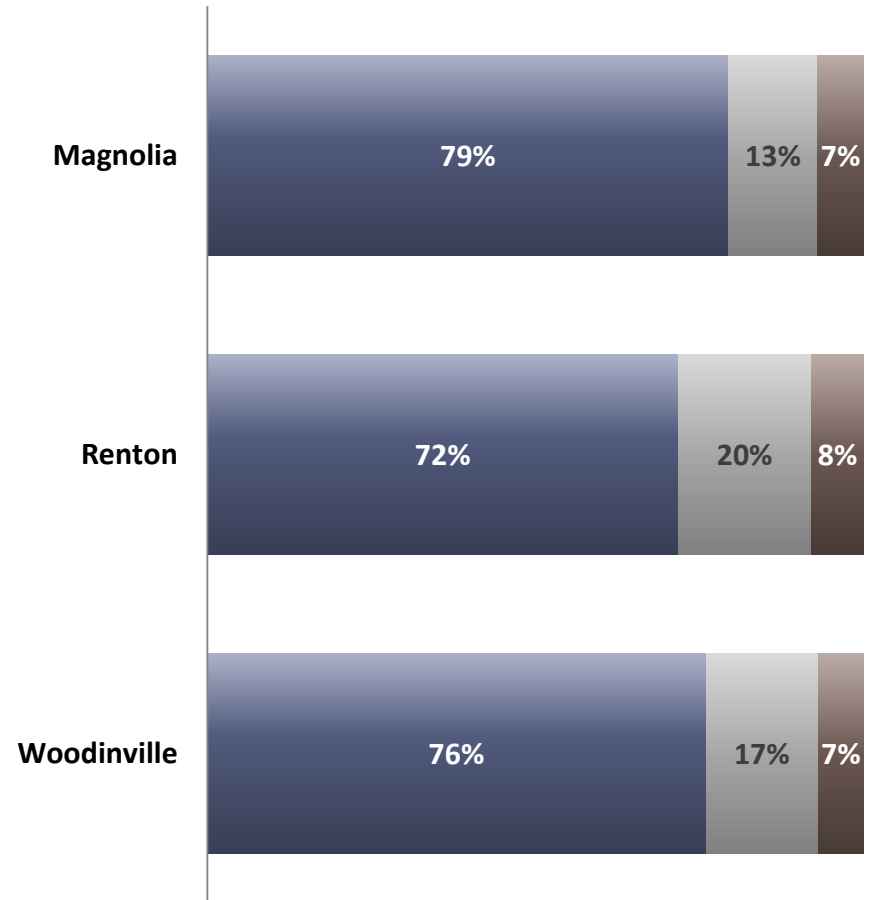|	Has been	Don't know	Has not been
Magnolia	79%	13%	7%
Renton	72%	20%	8%
Woodinville	76%	17%	7%
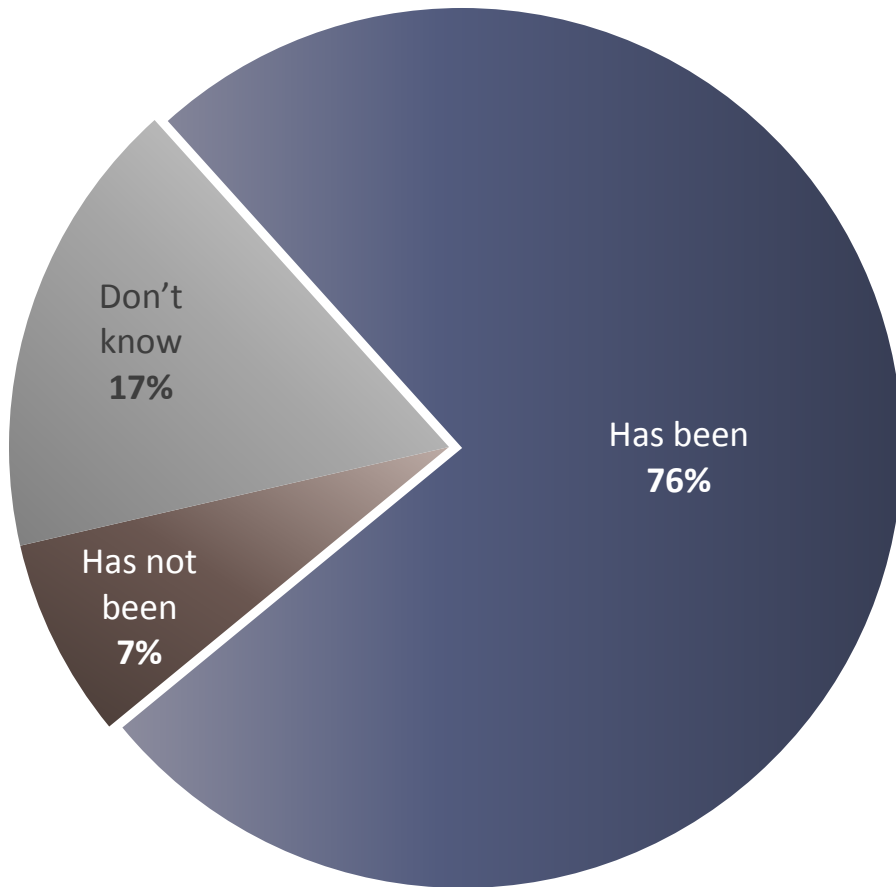
(R) Magnolia: Treatment Plant - Good Neighbor

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

Legend: Has been | Has not been | Don't know

Has been: 2005: 83%, 2006: 85%, 2007: 84%, 2009: 77%, 2011: 85%, 2013: 79%

Has not been: 2005: 2%, 2006: 6%, 2007: 5%, 2009: 2%, 2011: 1%, 2013: 7%

Don't know: 2005: 15%, 2006: 9%, 2007: 11%, 2009: 21%, 2011: 14%, 2013: 13%

(R) Renton: Treatment Plant - Good Neighbor

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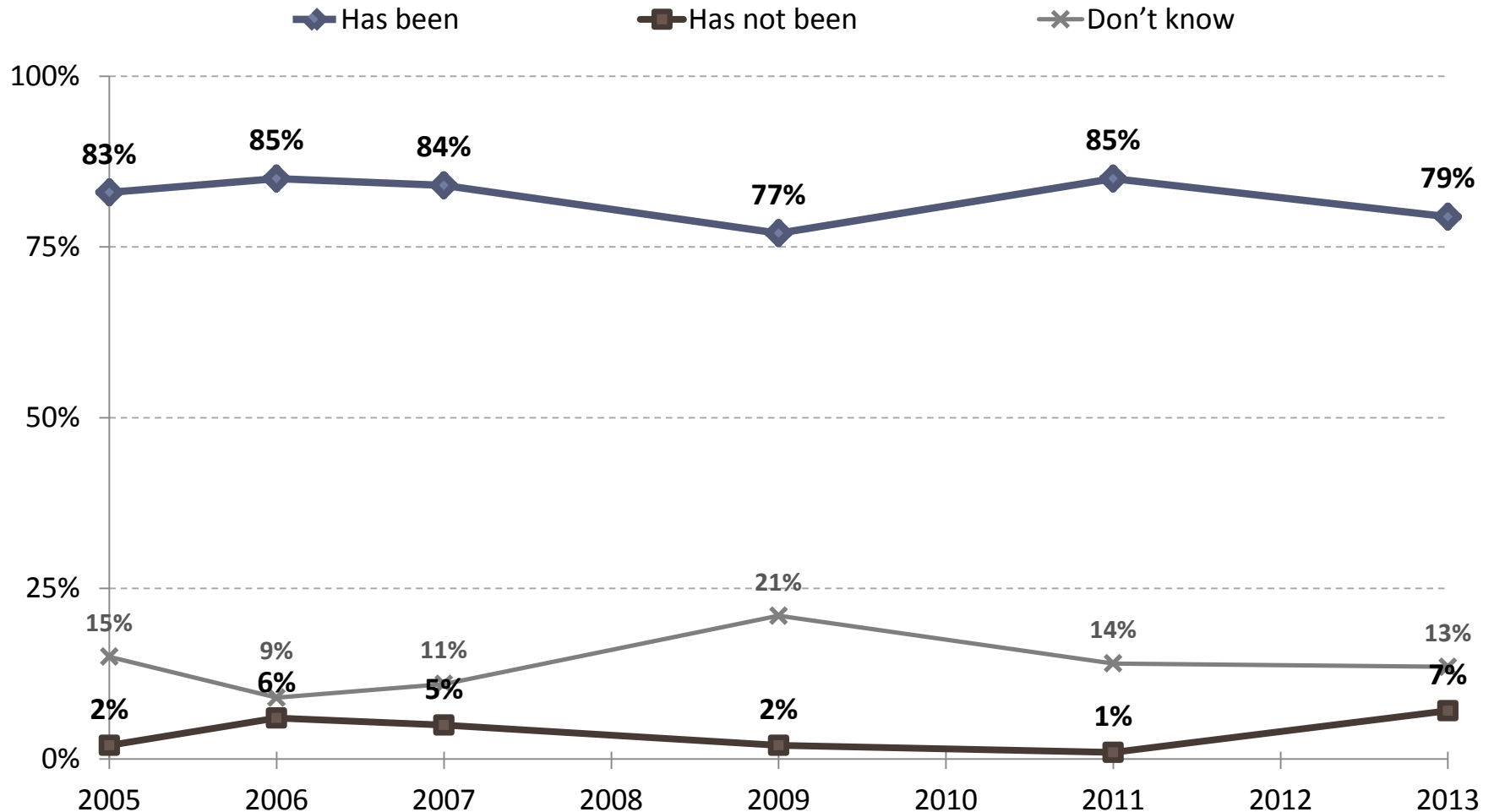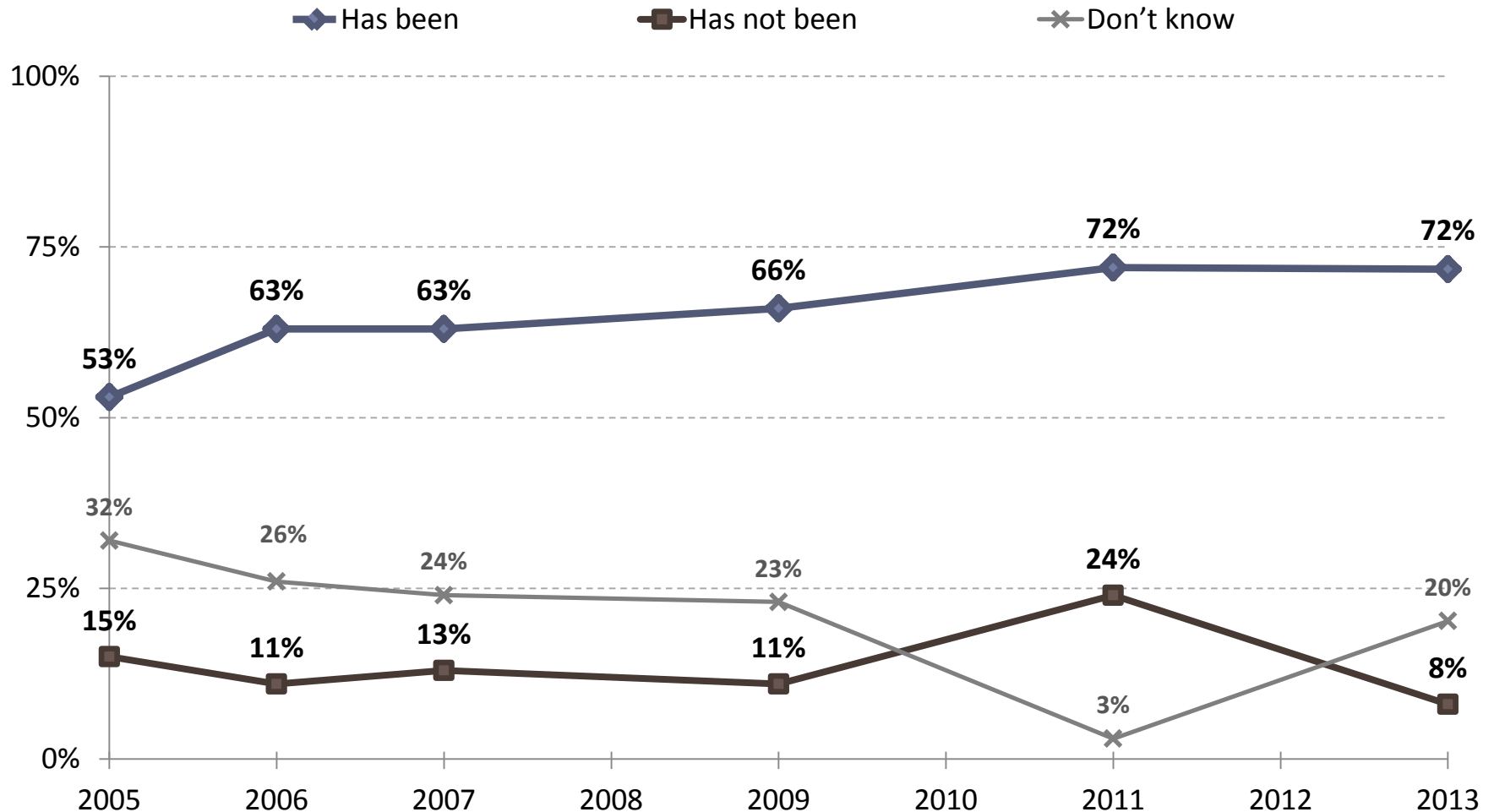

Legend: Has been | Has not been | Don't know

Has been: 53% (2005), 63% (2006), 63% (2007), 66% (2009), 72% (2011), 72% (2013)

Don't know: 32% (2005), 26% (2006), 24% (2007), 23% (2009), 3% (2011), 20% (2013)

Has not been: 15% (2005), 11% (2006), 13% (2007), 11% (2009), 24% (2011), 8% (2013)

Resident: Good Neighbor Reasons

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

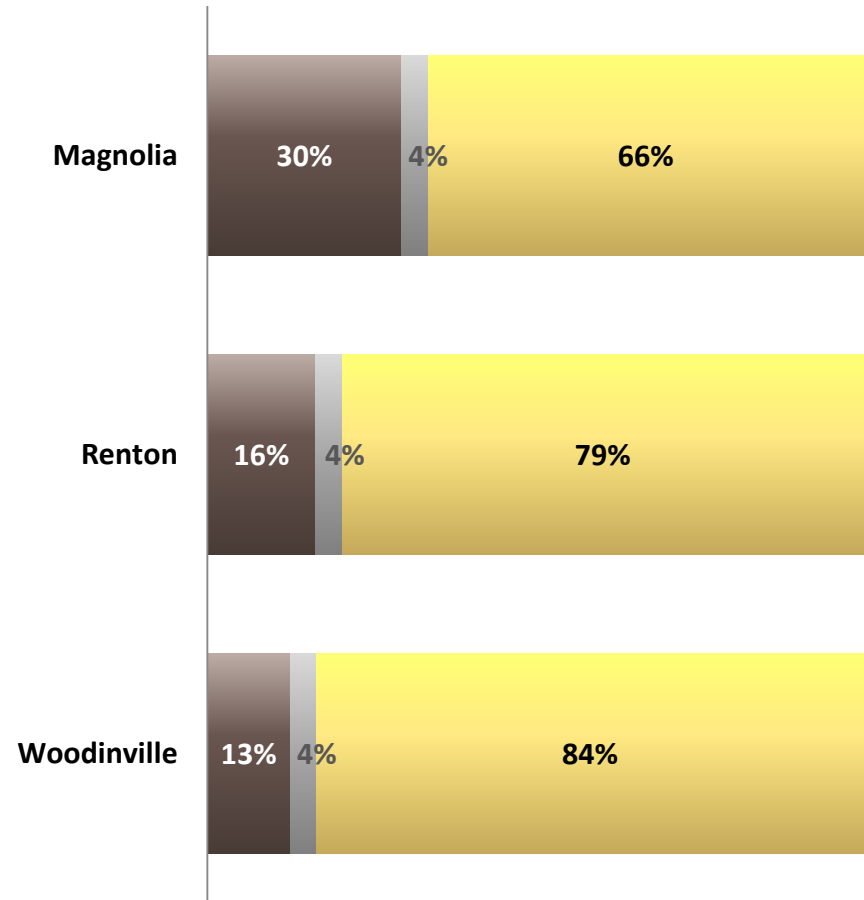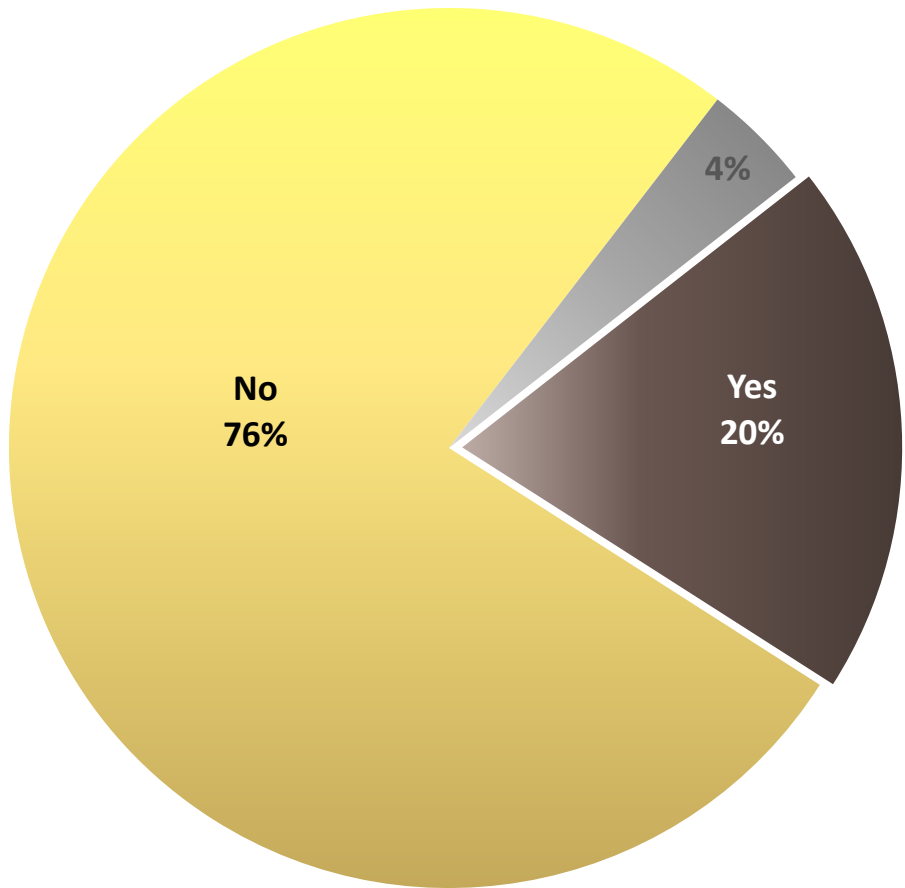| Reasons has been a good neighbor (n=224)	Overall	Magnolia	Renton	Woodinville
No problem	27%	35%	27%	19%
Landscaping	10%	1%	8%	21%
Hidden	9%	20%	3%	4%
No smell	9%	9%	11%	7%
Proper regulations	7%	6%	5%	10%
Now have good water quality	4%	4%	8%	1%
Environment	3%	2%	5%	3%
Responsive to community	3%	4%	2%	2%
Good for economy	2%	3%	--	2%
Other	5%	6%	4%	6%
Don't know	17%	8%	22%	21%
Not applicable	2%	--	3%	2%

Negative Impacts

Resident: Experienced Negative Impacts

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?

Experienced Negative Impacts

■ Yes ■ Don't know ■ No

No 76%

Yes 20%

4%

	Yes	Don't know	No
Magnolia	30%	4%	66%
Renton	16%	4%	79%
Woodinville	13%	4%	84%

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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?
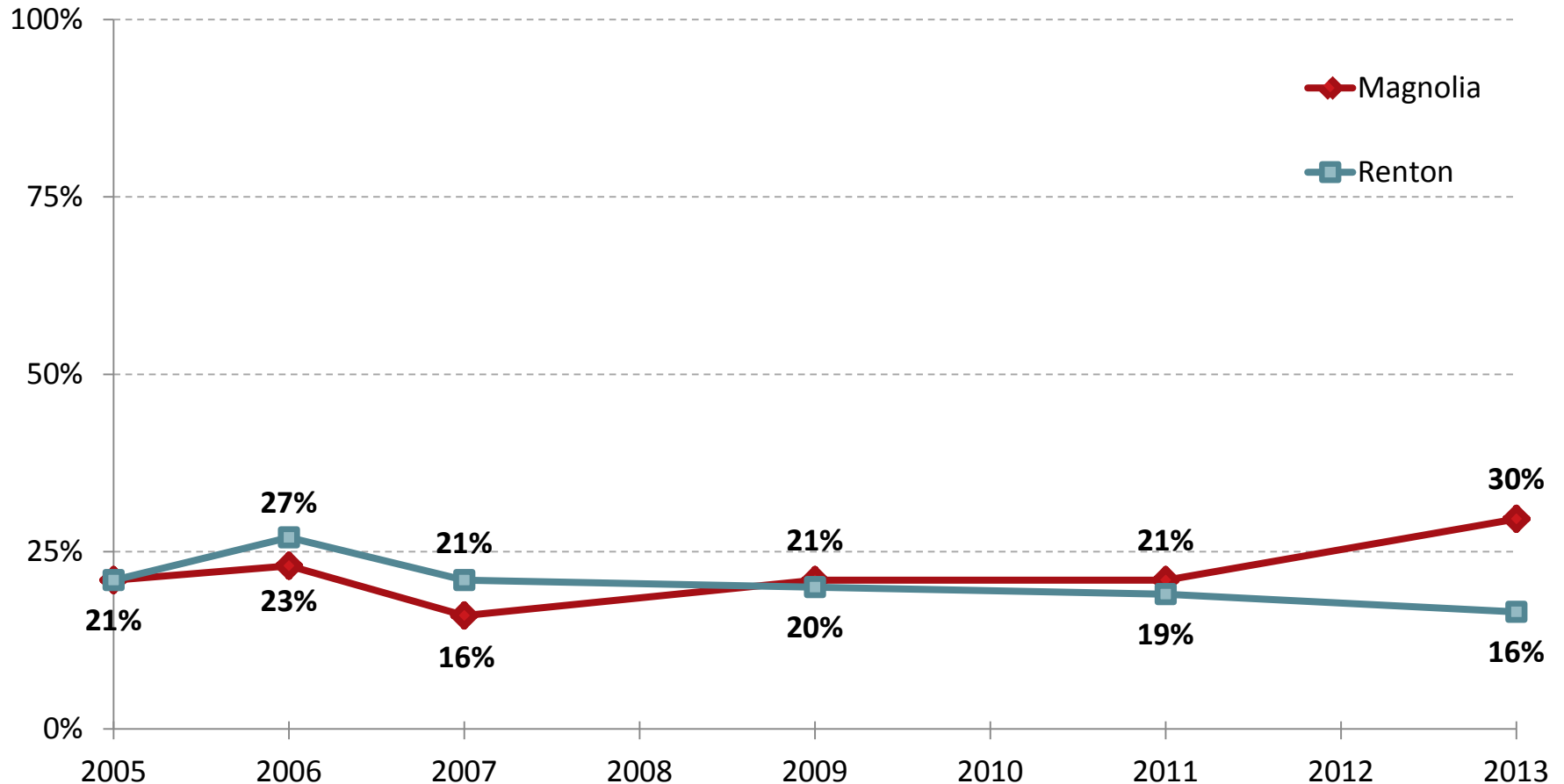
HAVE Experienced Negative Impacts

- ◆ Magnolia
- ■ Renton

Magnolia: 21%, 23%, 16%, 20%, 21%, 30%
Renton: 21%, 27%, 21%, 20%, 19%, 16%

Resident: Negative Impacts Experienced

What impacts have you experienced?

Impacts experienced (n=58)	Overall	Magnolia	Renton	Woodinville
Bad Smell	49%	55%	67%	13%
Truck traffic	24%	22%	--	61%
Poor water quality	9%	5%	24%	0%
Expansion anxiety	5%	9%	--	--
Rats	4%	5%	5%	--
Other	6%	--	4%	21%
Not applicable	2%	5%	--	--

We can arrange to have a plant manager call you about these impacts, would you like us to do that?
[n=58]

■ Yes   ■ No

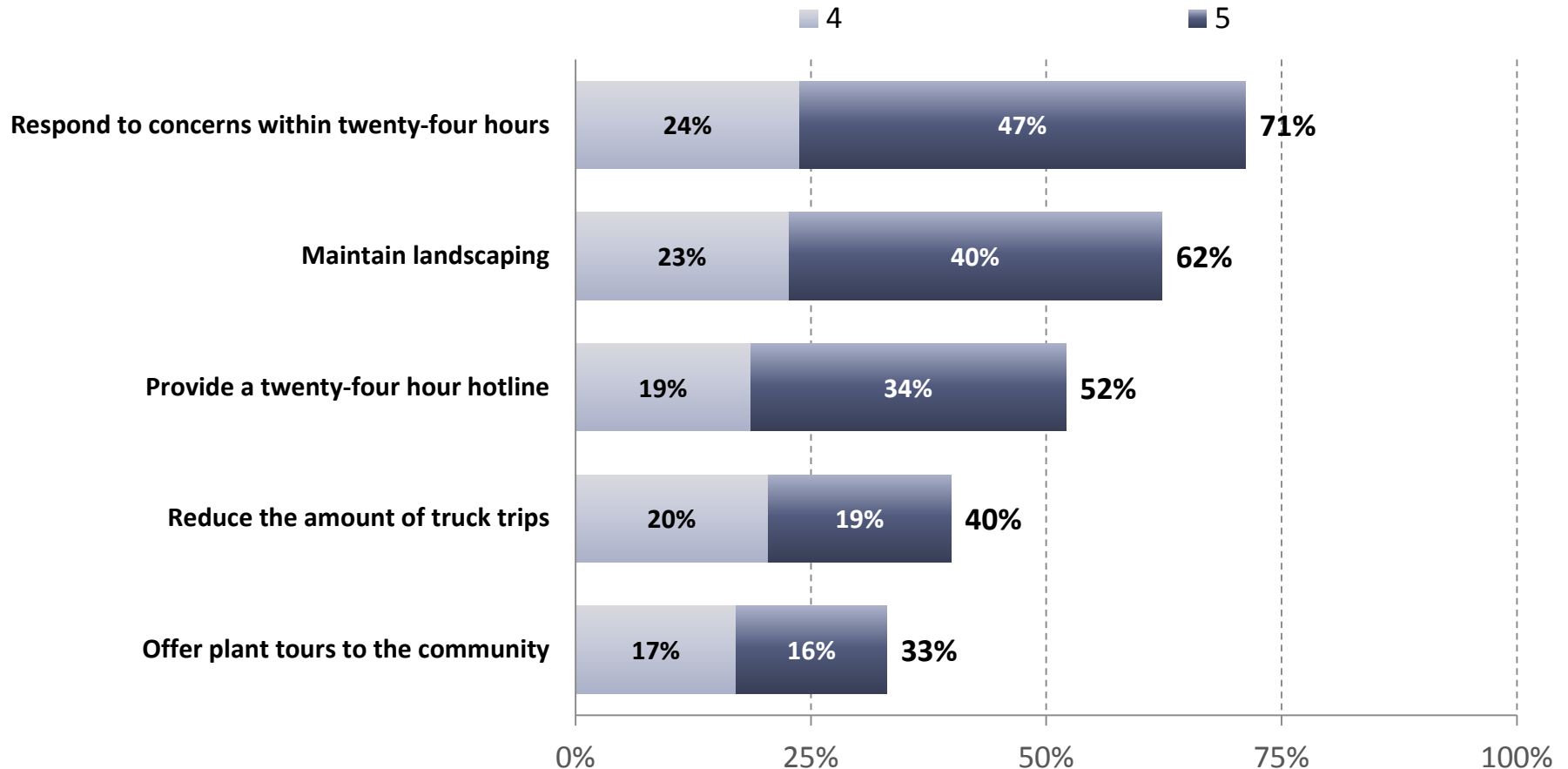|	Yes	No
Overall	14%	86%
Magnolia	17%	83%
Renton	9%	91%
Woodinville	12%	88%
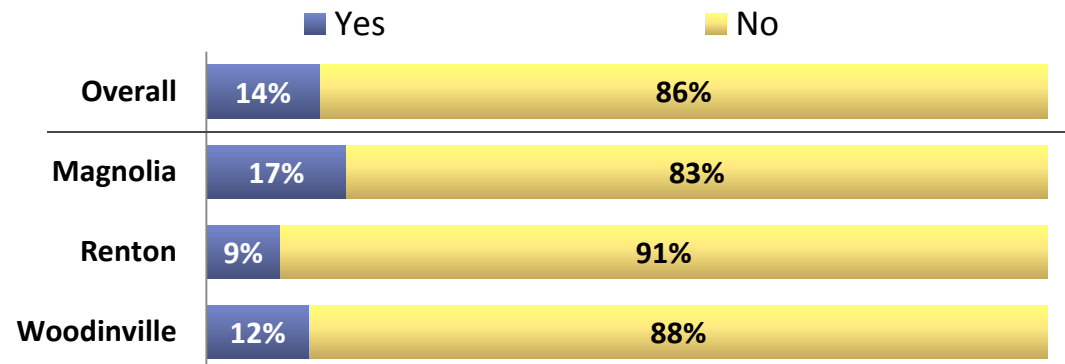
Priorities

Resident: Priorities Overall

I'm going to read you a list of things that the King County wastewater 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 wastewater treatment plant.
Use a scale of 1 to 5, where 1 means the lowest priority and 5 means the highest priority.

	4	5	Total
Respond to concerns within twenty-four hours	24%	47%	71%
Maintain landscaping	23%	40%	62%
Provide a twenty-four hour hotline	19%	34%	52%
Reduce the amount of truck trips	20%	19%	40%
Offer plant tours to the community	17%	16%	33%

Magnolia Resident: Priorities

I'm going to read you a list of things that the King County wastewater 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 wastewater treatment plant.
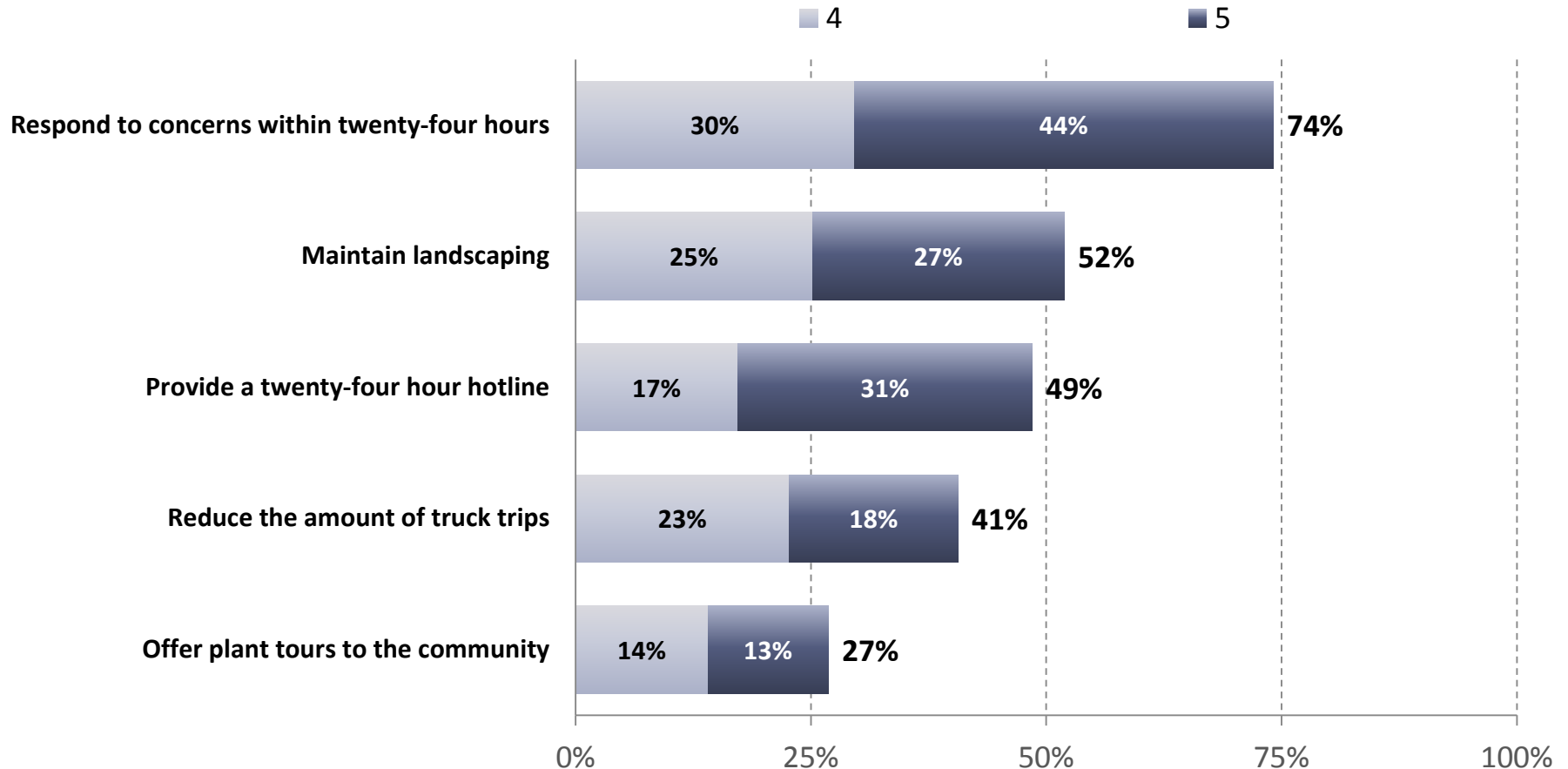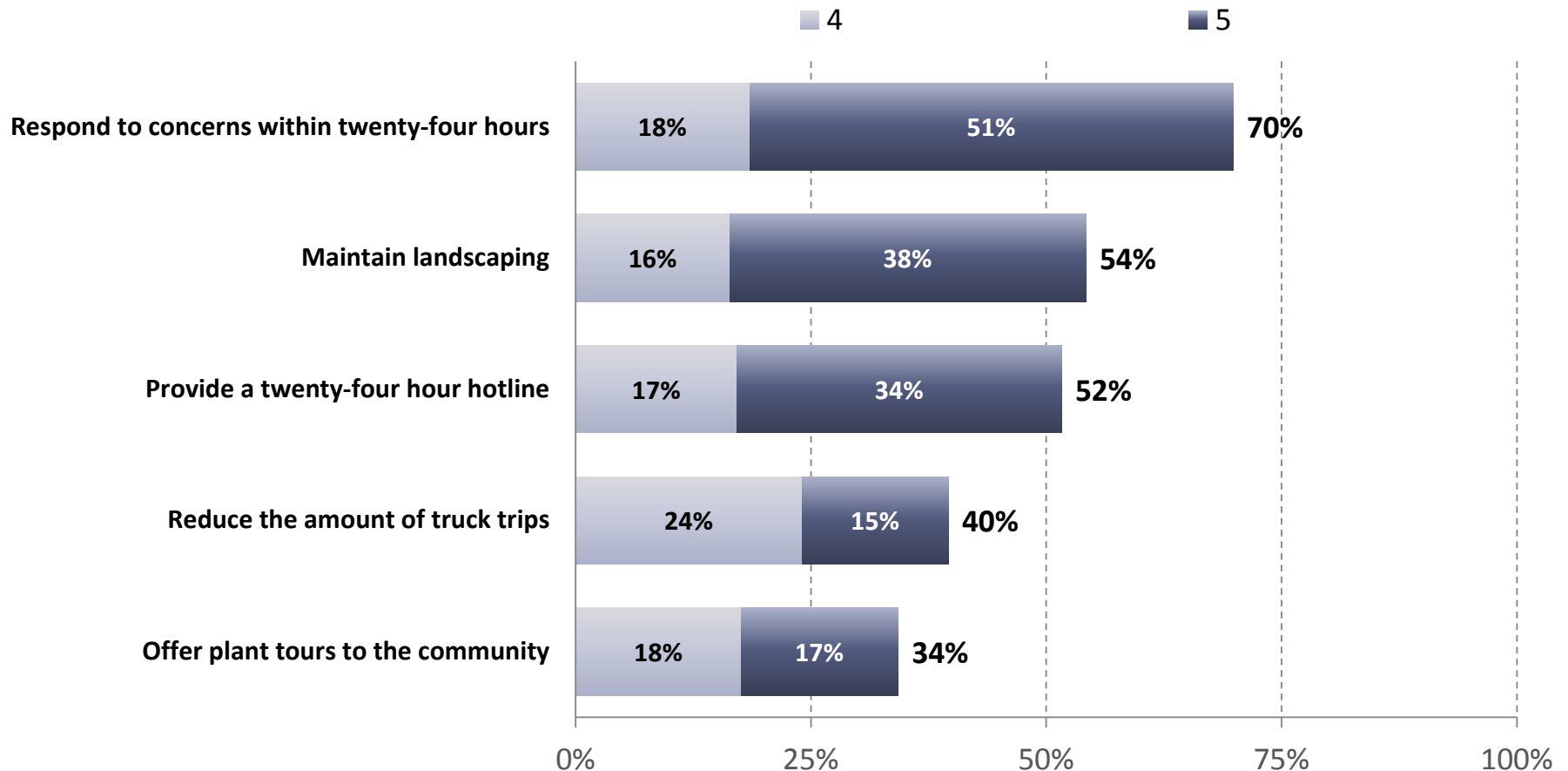*Use a scale of 1 to 5, where 1 means the lowest priority and 5 means the highest priority.*

Legend: ■ 4 ■ 5

Item	4	5	Total
Respond to concerns within twenty-four hours	30%	44%	74%
Maintain landscaping	25%	27%	52%
Provide a twenty-four hour hotline	17%	31%	49%
Reduce the amount of truck trips	23%	18%	41%
Offer plant tours to the community	14%	13%	27%

0%   25%   50%   75%   100%

Woodinville Resident: Priorities

I'm going to read you a list of things that the King County wastewater 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 wastewater treatment plant.
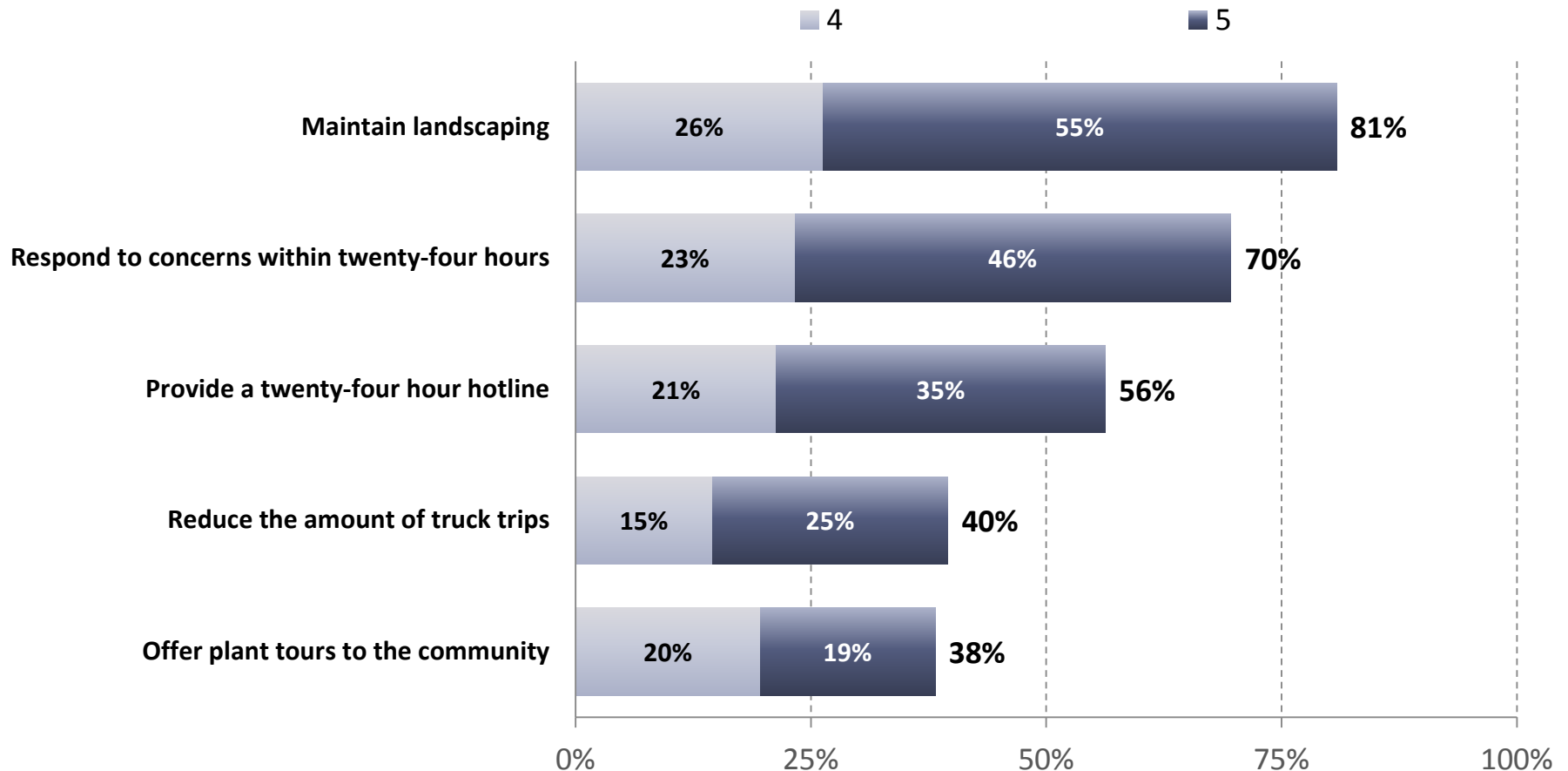*Use a scale of 1 to 5, where 1 means the lowest priority and 5 means the highest priority.*

Improvements

Resident: Improvements

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?

Reasons has been a good neighbor	Overall	Magnolia	Renton	Woodinville
Control odor	**8%**	11%	9%	4%
More public info	**7%**	8%	2%	12%
Proper maintenance	**7%**	4%	8%	8%
Reduce charges	**7%**	8%	5%	7%
Avoid contamination	**5%**	4%	6%	5%
Cleanliness	**3%**	2%	5%	2%
Ensure no issues	**3%**	4%	4%	1%
Respond to complaints	**2%**	5%	2%	1%
Control traffic	**2%**	4%	1%	1%
Reduce sewage	**2%**	1%	3%	2%
Other	**6%**	5%	1%	13%
Don't know	**23%**	19%	32%	17%
Not applicable	**2%**	2%	3%	2%
Nothing	**21%**	24%	19%	20%

Resident: Demographics

Businesses

Summary
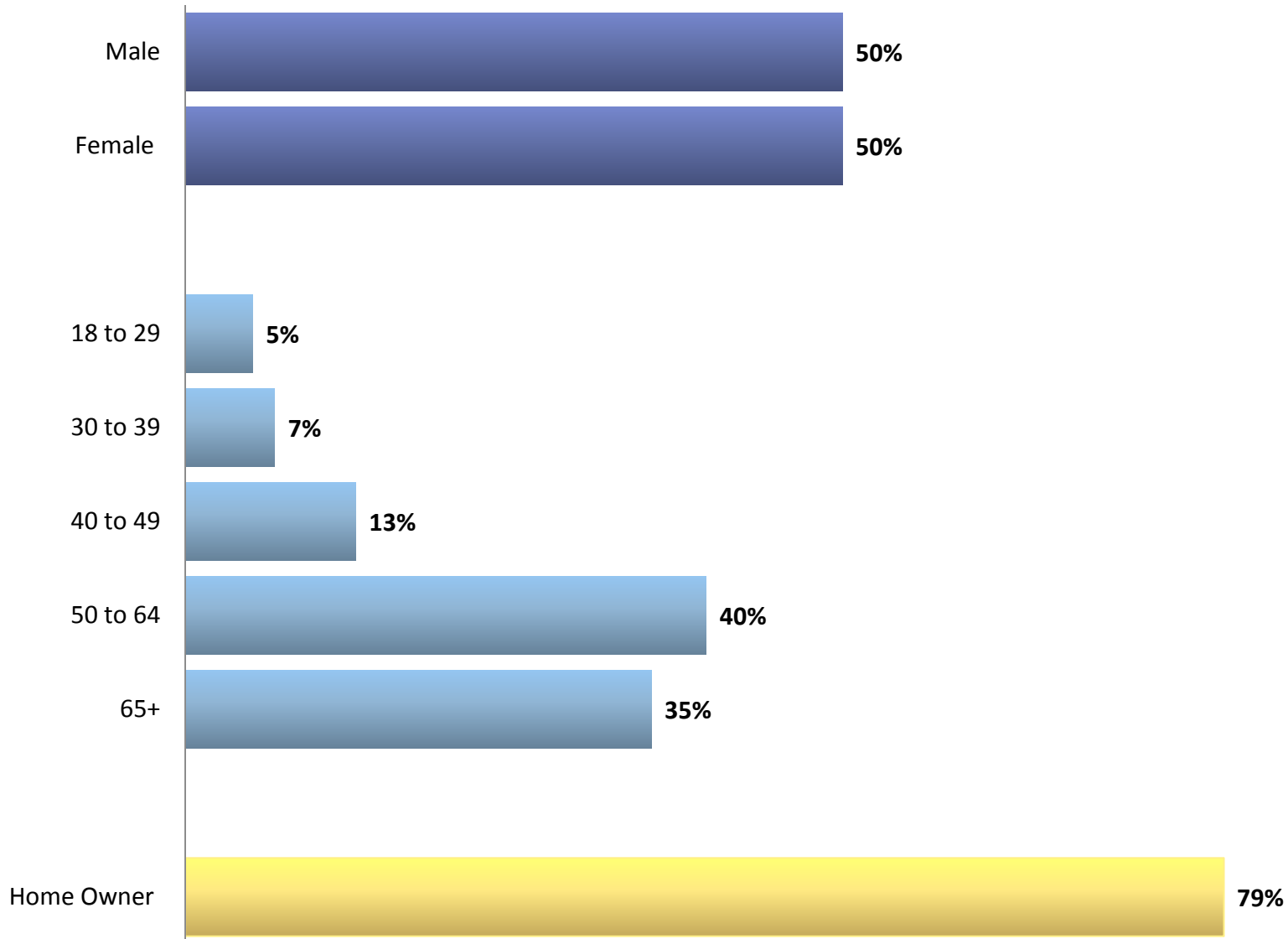
A majority of businesses are aware of the treatment plants in their areas, with awareness at its highest among Woodinville area Businesses.

Overall, 68% of Businesses say they are aware of a wastewater treatment facility in their area. Businesses in Magnolia have the lowest level of awareness at 54%, and Woodinville area businesses have the highest level of awareness at 86%. Awareness of Renton Business is at 63%.

Since 2011, awareness of area wastewater treatment plants has increased slightly among Renton Businesses and has decreased among Magnolia Businesses.

In 2011, 66% of Magnolia businesses were aware of the plant. This has decreased 12 points to 54% in 2013. Awareness among Renton businesses increased by 6 points (57%: Aware in 2011 vs. 63%; aware in 2013)

A strong majority of Businesses say the treatment plants in their areas have been good neighbors.

Woodinville has the highest rating with 76% of businesses saying the treatment plant has been a good neighbor and Magnolia business at 69 % and Renton businesses the lowest but still strongly positive at 63%. Only 1-in-10 businesses in all areas say the treatment plant in their area has not been a good neighbor.

Since 2011, the percentage of Magnolia businesses saying the treatment plant has been a good neighbor has decreased by 17 points from 86% in 2011 to 69% in 2013. Renton residents saying the plant has been a good neighbor has increased by 37 points with the percentage of people saying "Don't know" decreasing by 29 points.

The most common reasons cited by Businesses for why the treatment plants have been good neighbors are: the lack of any problems generally, no offending odor, and attractive landscaping. This mirrors the top reasons for residents.

Less than one in five (16%) of businesses overall say they have experienced a negative impact from the treatment plants in their area.

Woodinville is the lowest with 1-in-10 (11%) of businesses saying they have experienced a negative impact and Renton is the highest with 3-in-10 (26%) businesses saying they have experienced a negative impact.

Since 2011, Renton businesses saying they have experienced a negative impact has increased by 9 points (17% in 2011 to 26% in 2013). The percentage of Magnolia businesses saying they have experienced a negative impact has decreased by 3 points.

Bad smell was the top negative impact cited among Renton Businesses, whereas truck traffic was the top negative impact cited among magnolia Business.
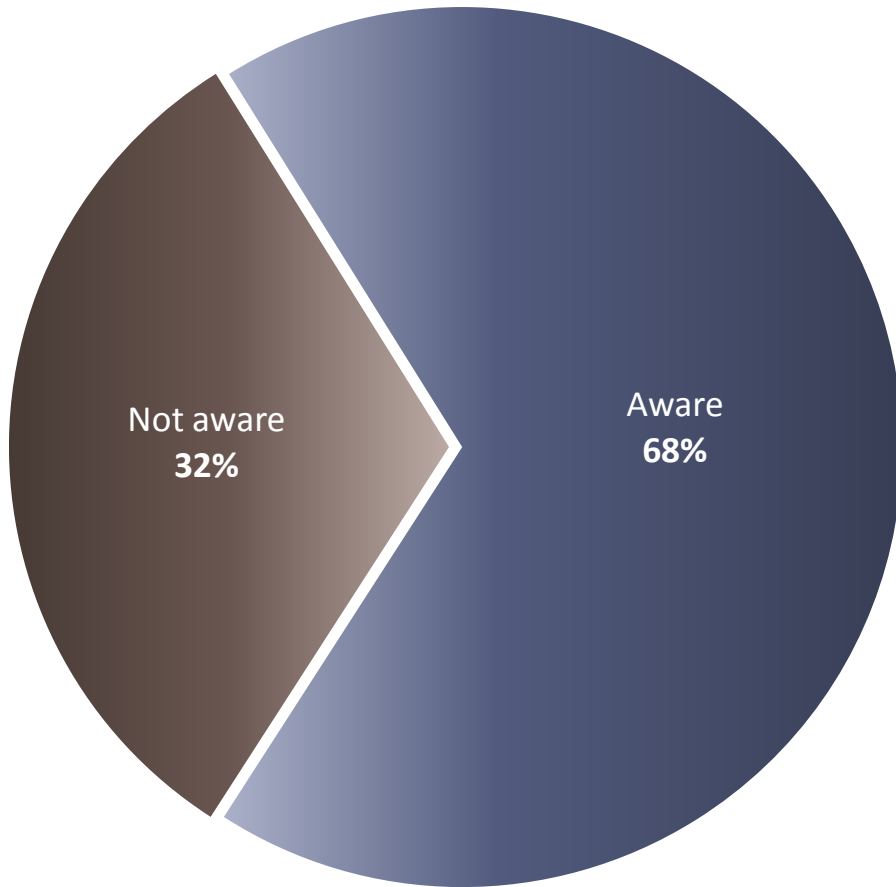
Responding to concerns within 24 hours and providing a 24 hour hotline are the highest overall priorities for Businesses

Businesses in the Woodinville area give a higher priority rating to "maintaining landscaping". Businesses list proper maintenance, more public information, and controlling odor as the top ways King County can be a better neighbor.
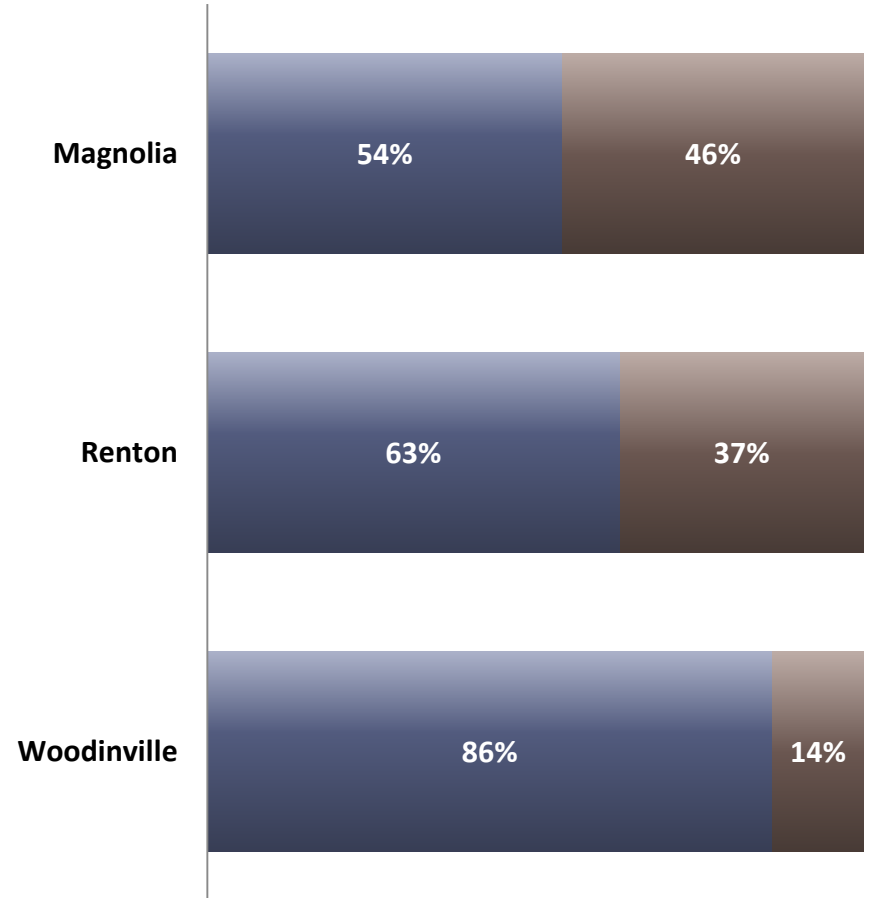
Business: Awareness of Plant

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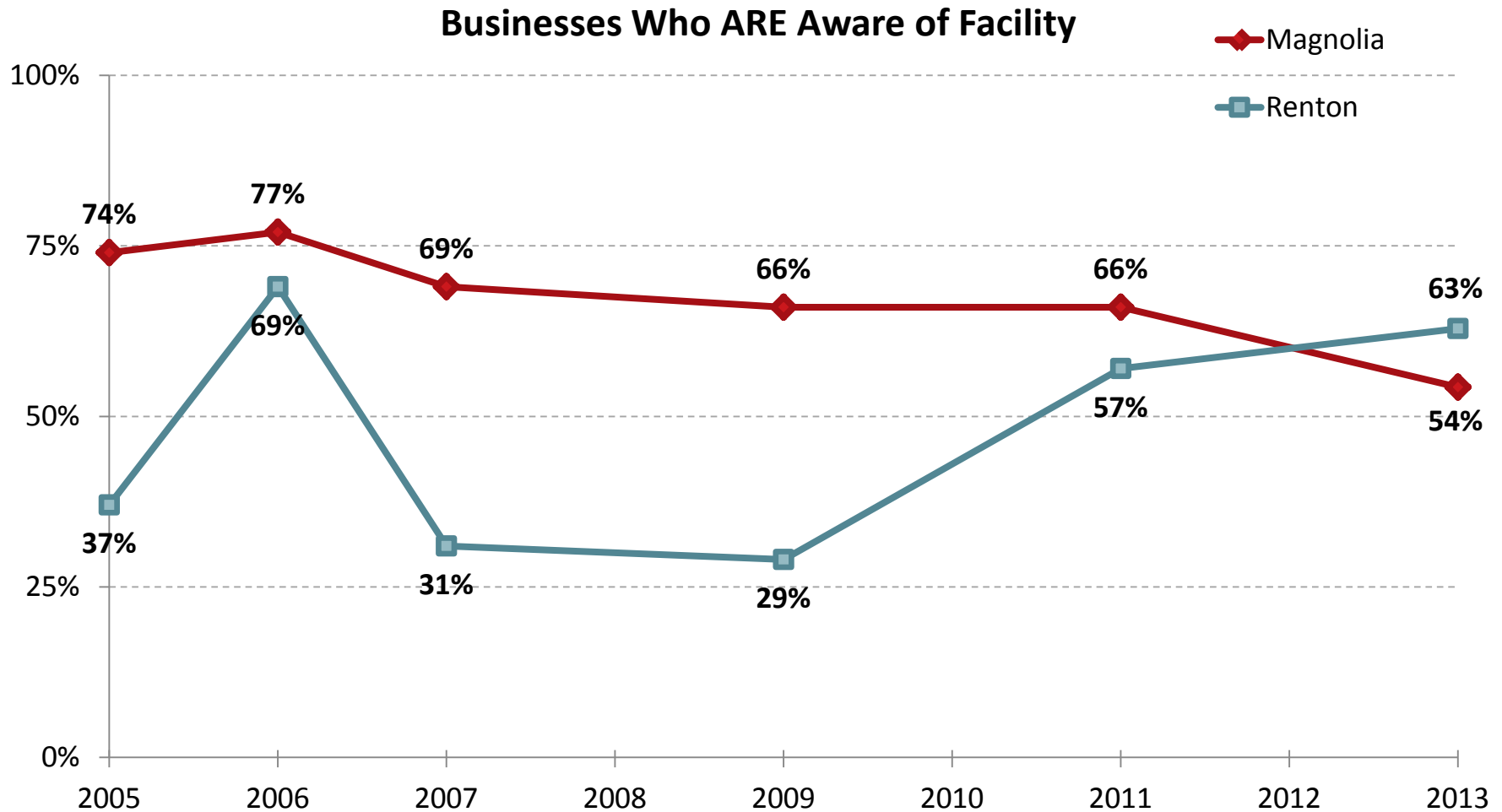
Overall Awareness

Aware
68%

Not aware
32%

Aware ■ Not aware /Don't know

	Aware	Not aware /Don't know
Magnolia	54%	46%
Renton	63%	37%
Woodinville	86%	14%

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

Businesses Who ARE Aware of Facility

Legend: Magnolia, Renton

Magnolia: 74% (2005), 77% (2006), 69% (2007), 66% (2009), 66% (2011), 54% (2013)

Renton: 37% (2005), 69% (2006), 31% (2007), 29% (2009), 57% (2011), 63% (2013)

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

Good Neighbor

- Has been
- Don't know
- Has not been
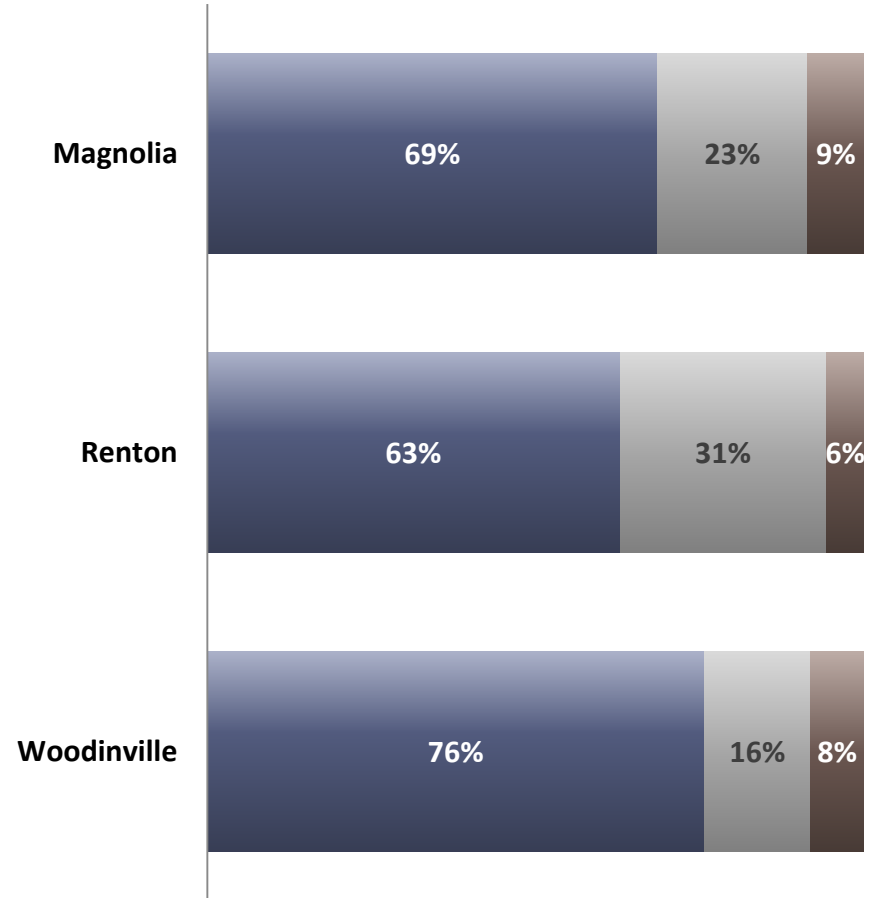
Pie chart:
- Has been 69%
- Don't know 23%
- Has not been 7%

Bar chart:
- Magnolia: Has been 69%, Don't know 23%, Has not been 9%
- Renton: Has been 63%, Don't know 31%, Has not been 6%
- Woodinville: Has been 76%, Don't know 16%, Has not been 8%

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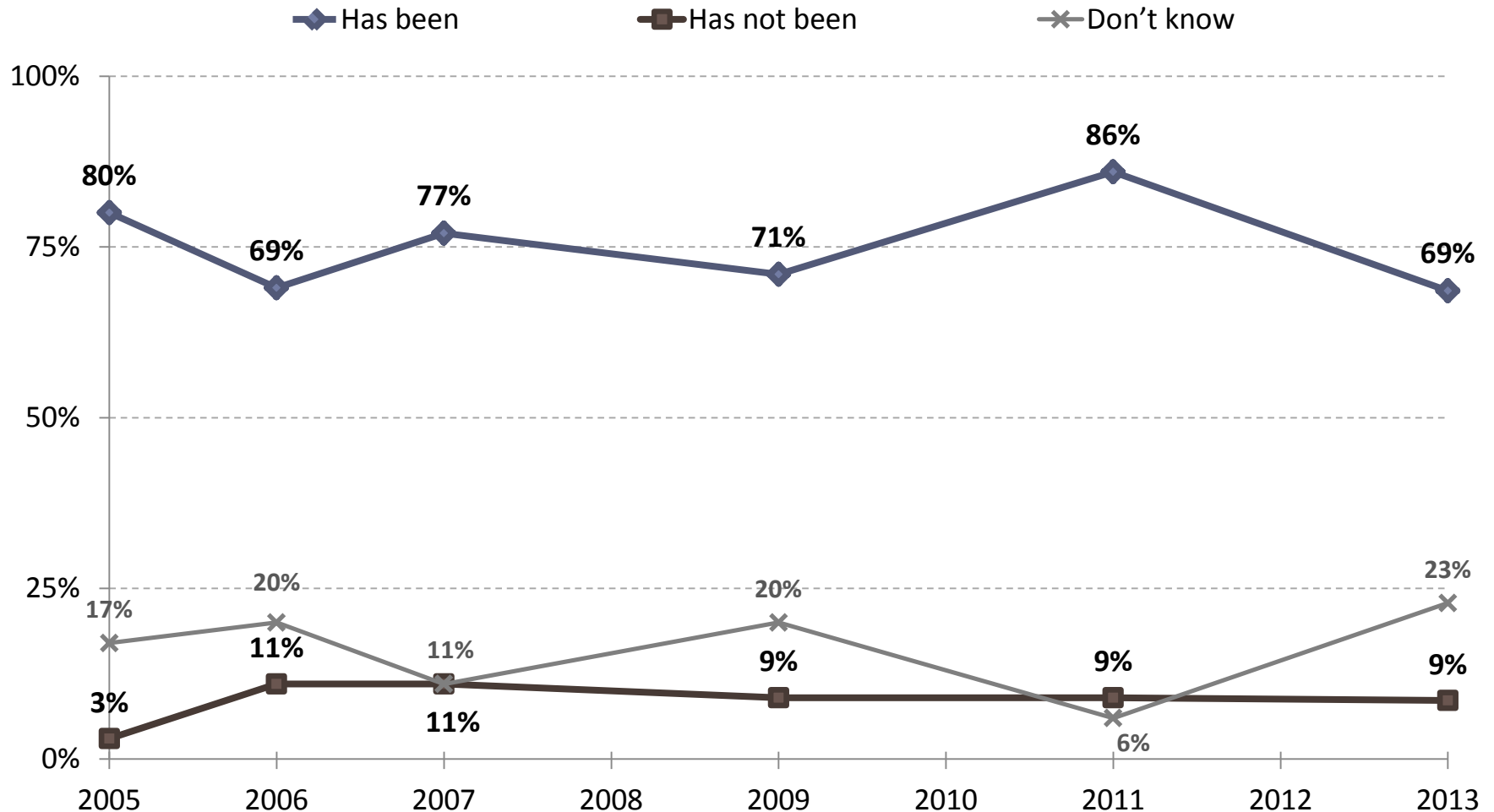

Legend: Has been · Has not been · Don't know

Year	Has been	Has not been	Don't know
2005	80%	3%	17%
2006	69%	11%	20%
2007	77%	11%	11%
2009	71%	9%	20%
2011	86%	9%	6%
2013	69%	9%	23%

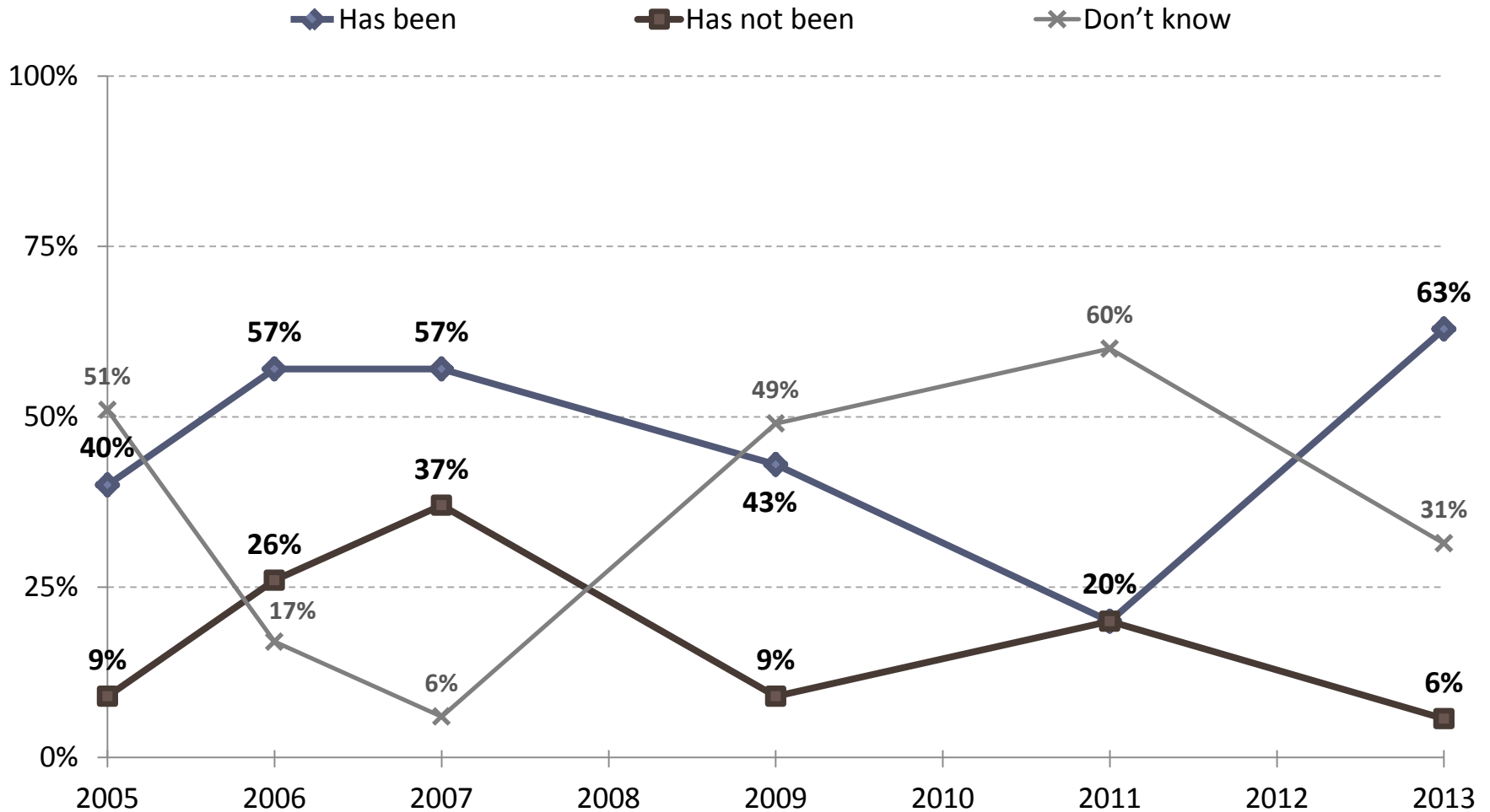# (B) Renton: Treatment Plant - Good Neighbor

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

Business: Good Neighbor Reasons

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

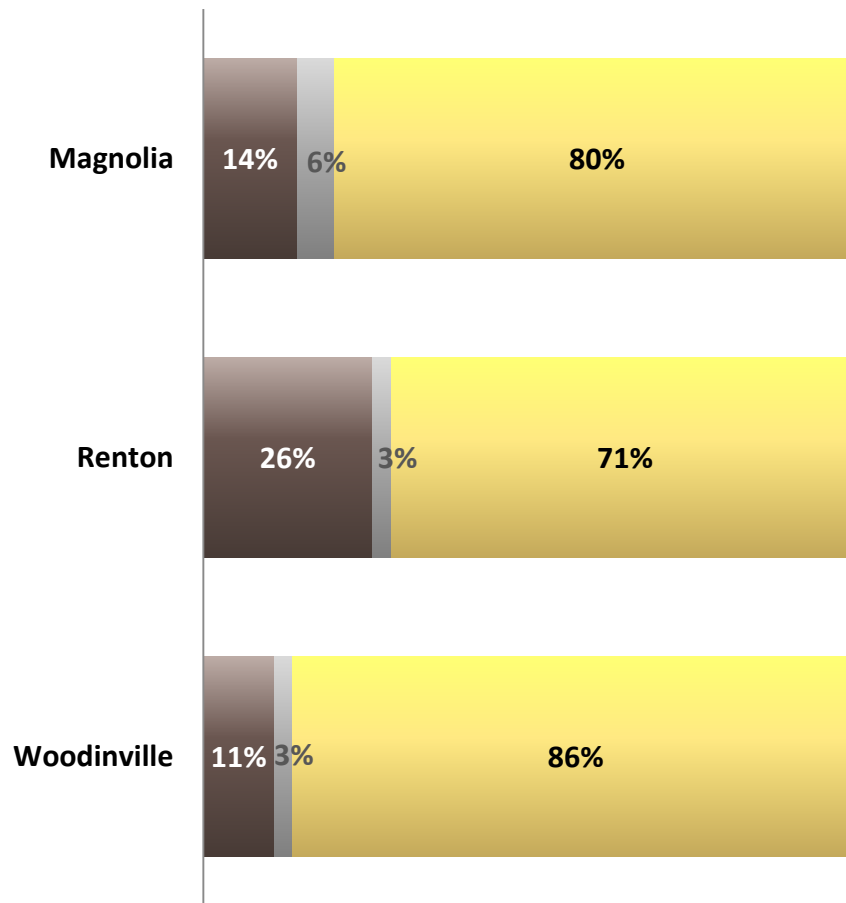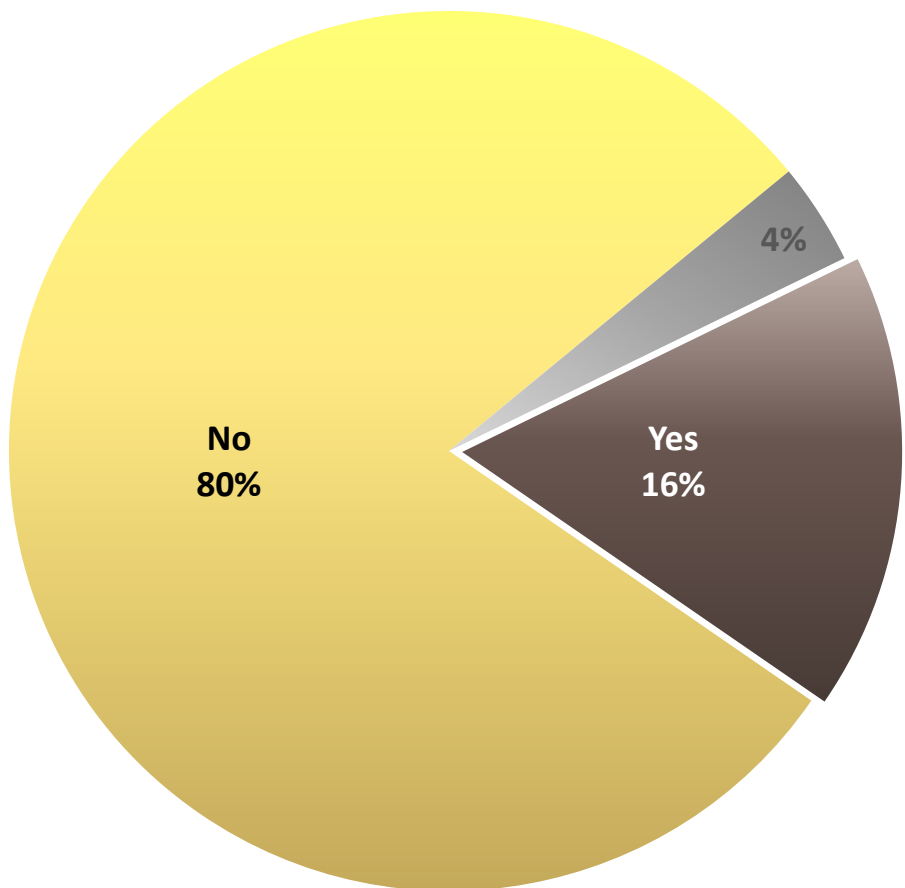| Reasons has been a good neighbor (n=74)	Overall	Magnolia	Renton	Woodinville
No problem	**30%**	29%	41%	21%
No smell	**15%**	4%	18%	21%
Landscaping	**15%**	4%	14%	25%
Hidden	**8%**	21%	--	4%
Environment	**7%**	8%	5%	7%
Proper regulations	**3%**	4%	--	4%
Other	**5%**	8%	5%	4%
Don't know	**15%**	17%	14%	14%

Negative Impacts

Business: Experienced Negative Impacts

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?

Experienced Negative Impacts

Pie chart:
- No: 80%
- Yes: 16%
- Don't know: 4%

Legend: ■ Yes ■ Don't know ■ No

	Yes	Don't know	No
Magnolia	14%	6%	80%
Renton	26%	3%	71%
Woodinville	11%	3%	86%

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?
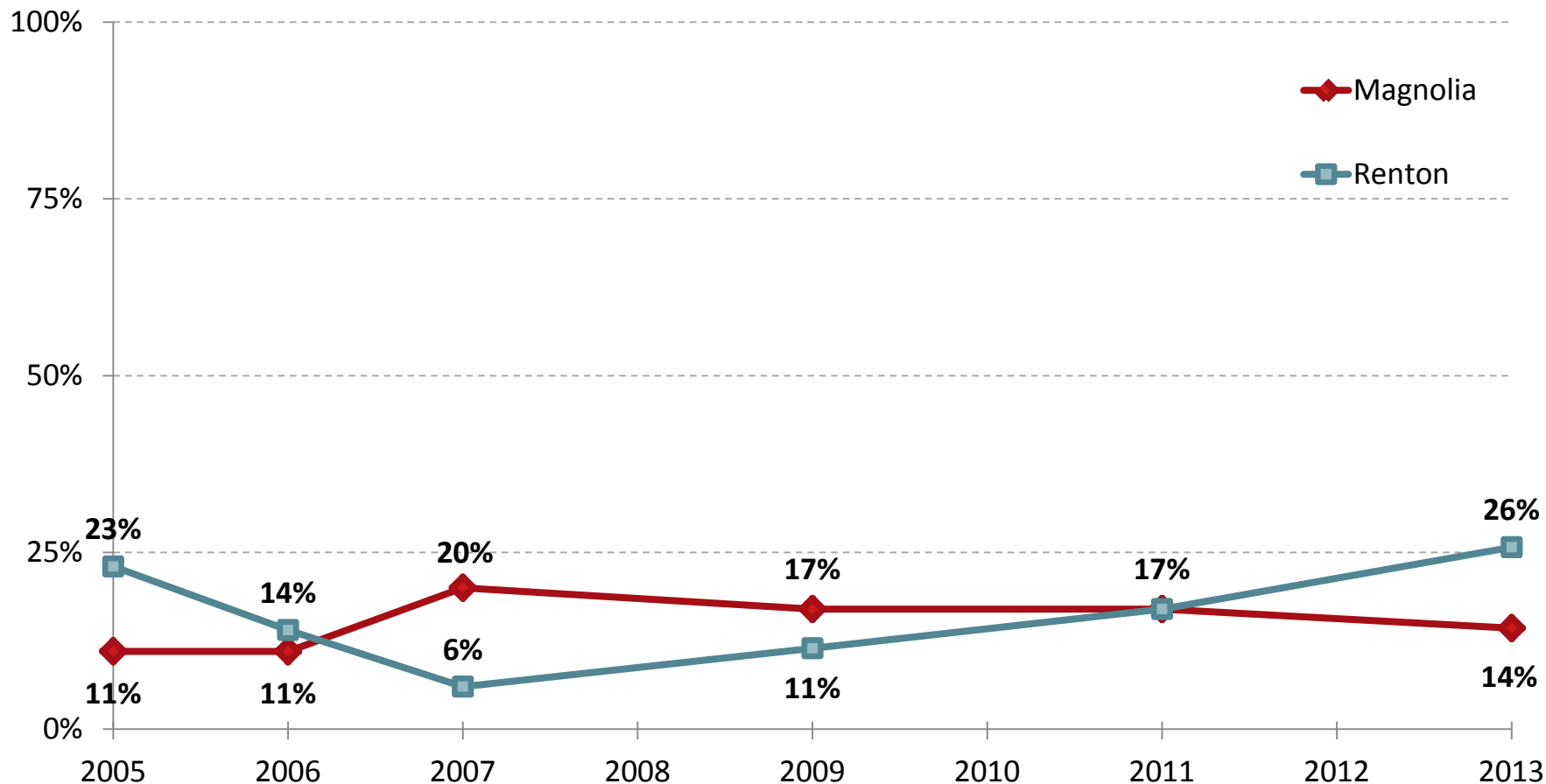
HAVE Experienced Negative Impacts

Legend: Magnolia, Renton

Magnolia: 11% (2005), 11% (2006), 20% (2007), 17% (2009), 17% (2011), 14% (2013)

Renton: 23% (2005), 14% (2006), 6% (2007), 11% (2009), 17% (2011), 26% (2013)

What impacts have you experienced?

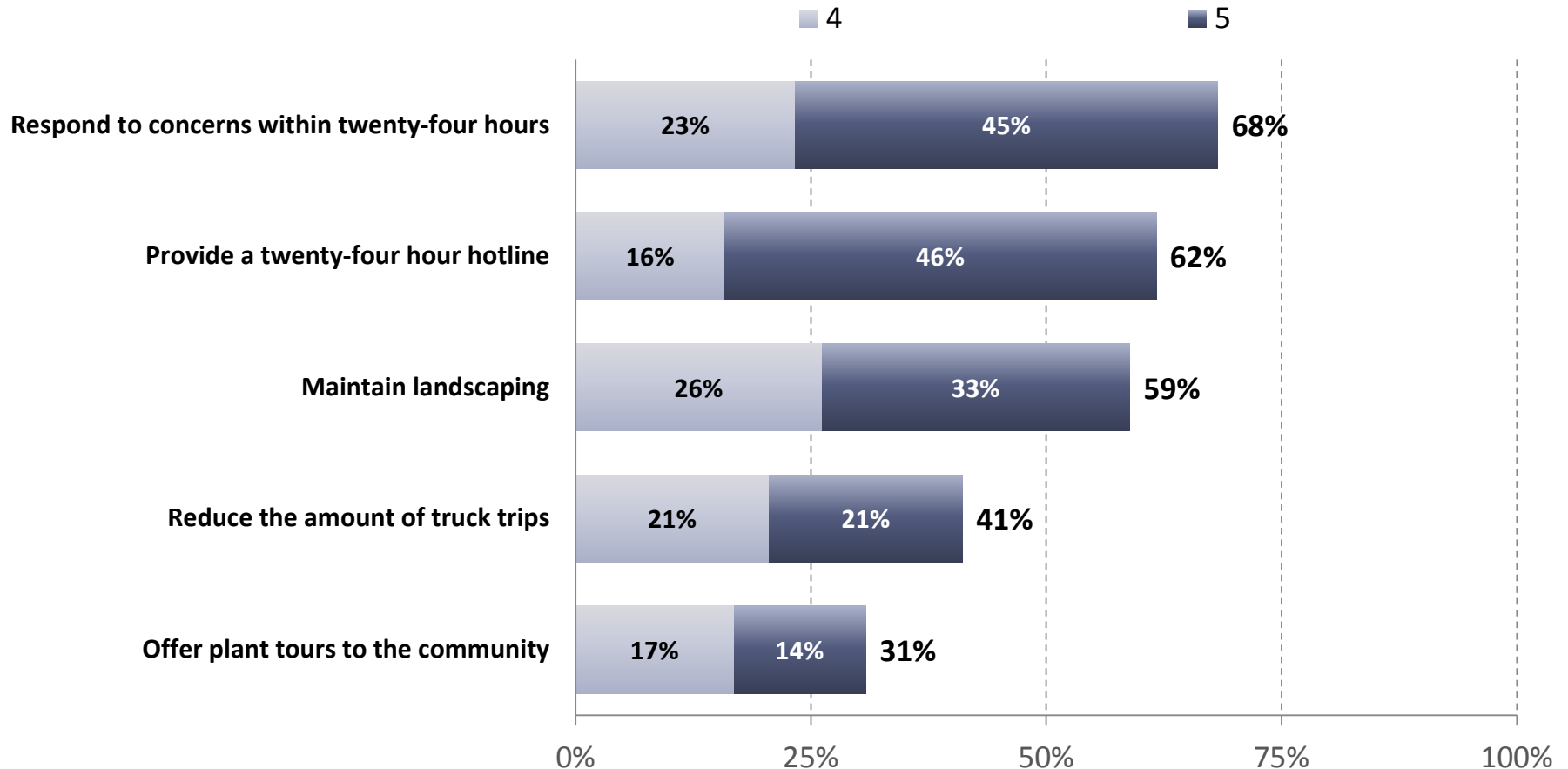| Impacts experienced (n=18)	Overall	Magnolia	Renton	Woodinville
Smell	44%	20%	78%	--
Truck traffic	17%	60%	--	--
Costs	11%	--	--	50%
Lowered property value	11%	--	--	50%
Air quality	6%	--	11%	--
Bad tasting water	6%	--	11%	--
Other	6%	20%	--	--

Priorities

Business: Priorities Overall

I'm going to read you a list of things that the King County wastewater 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 wastewater treatment plant.
Use a scale of 1 to 5, where 1 means the lowest priority and 5 means the highest priority.

Legend: ☐ 4 ■ 5

Item	4	5	Total
Respond to concerns within twenty-four hours	23%	45%	68%
Provide a twenty-four hour hotline	16%	46%	62%
Maintain landscaping	26%	33%	59%
Reduce the amount of truck trips	21%	21%	41%
Offer plant tours to the community	17%	14%	31%

I'm going to read you a list of things that the King County wastewater 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 wastewater treatment plant.
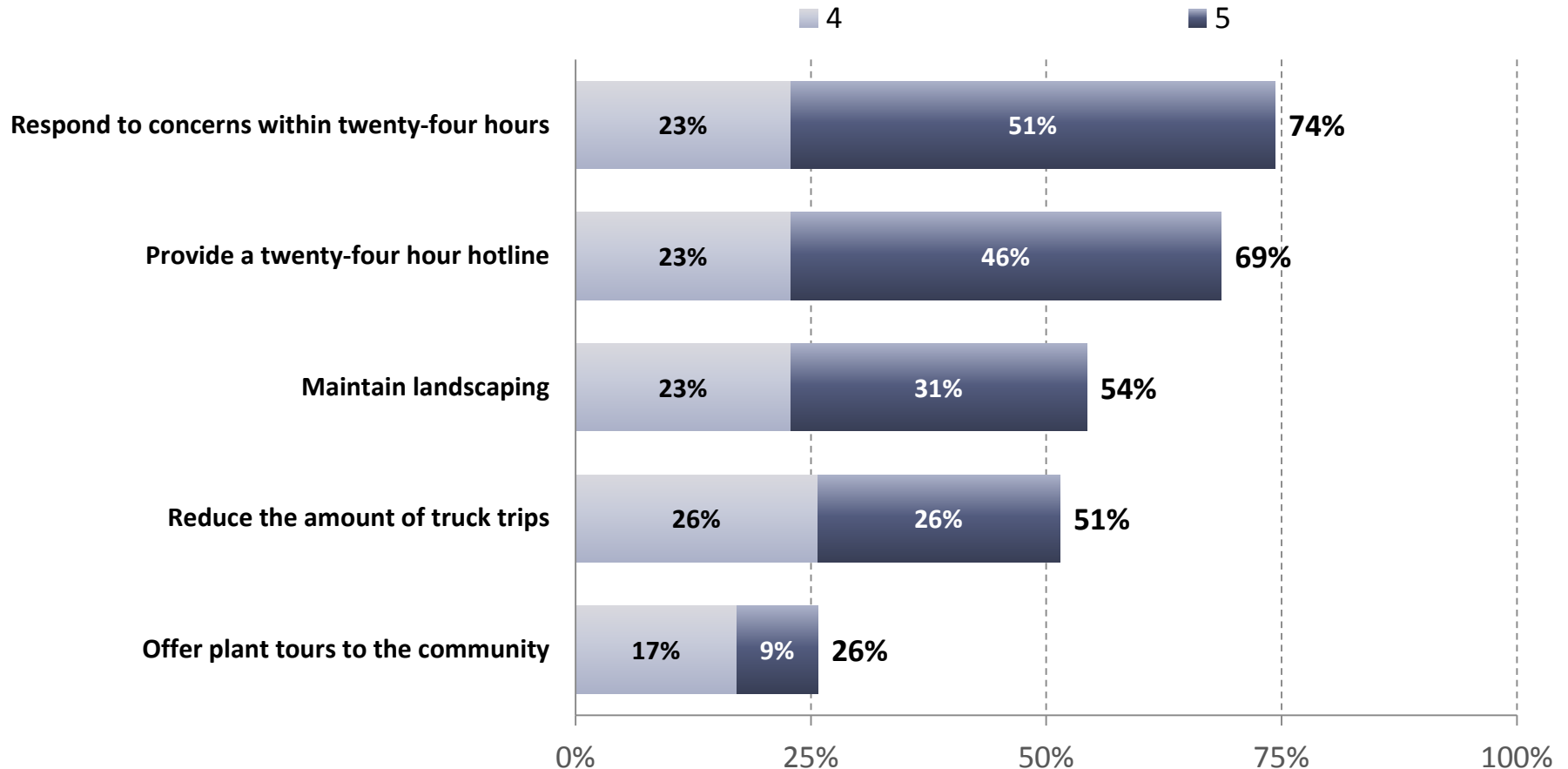*Use a scale of 1 to 5, where 1 means the lowest priority and 5 means the highest priority.*

Legend: ☐ 4   ■ 5

Item	4	5	Total
Respond to concerns within twenty-four hours	17%	49%	66%
Provide a twenty-four hour hotline	11%	49%	60%
Maintain landscaping	29%	23%	51%
Reduce the amount of truck trips	20%	11%	31%
Offer plant tours to the community	11%	14%	26%

Woodinville Business: Priorities

I'm going to read you a list of things that the King County wastewater 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 wastewater treatment plant.
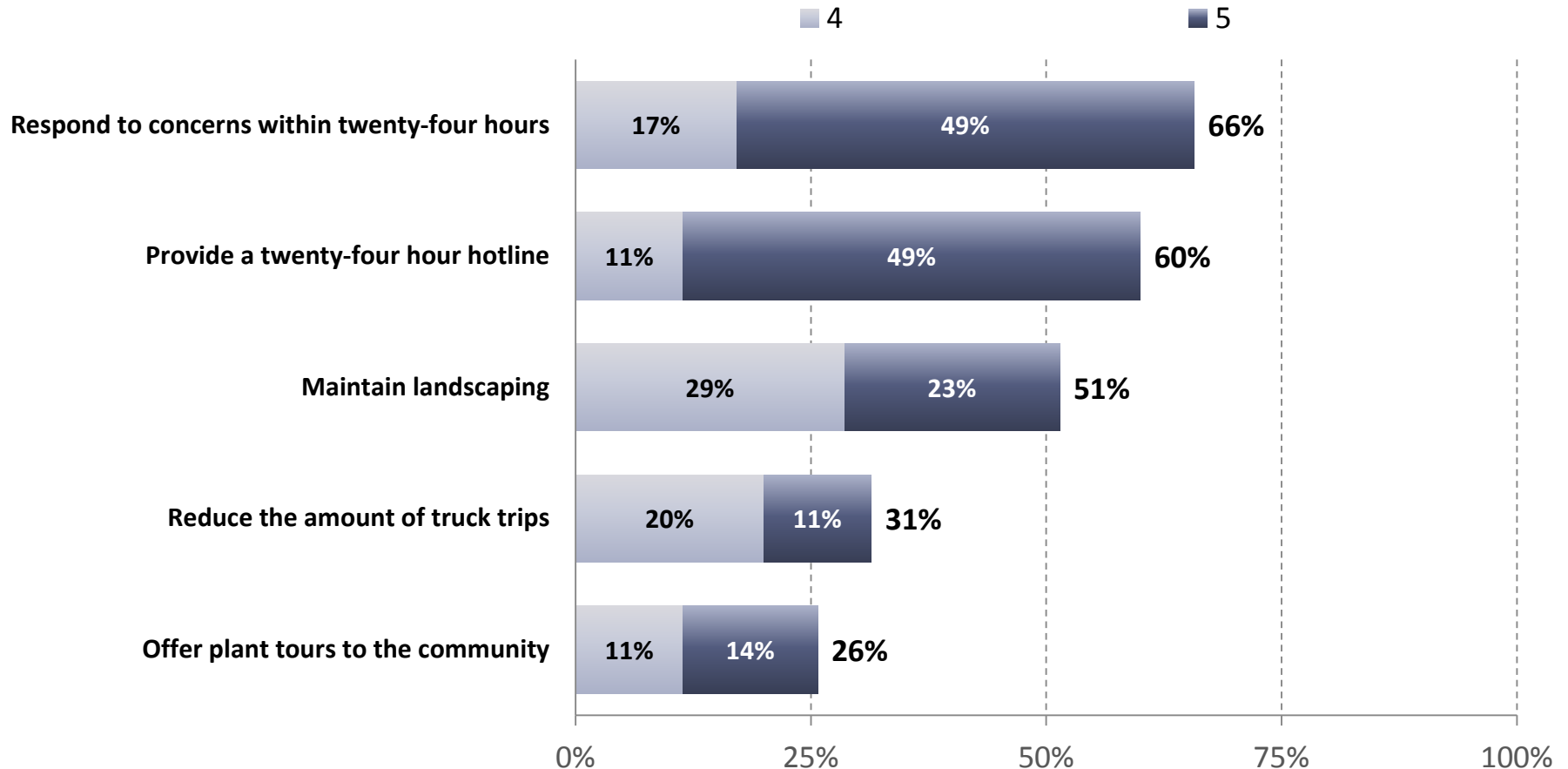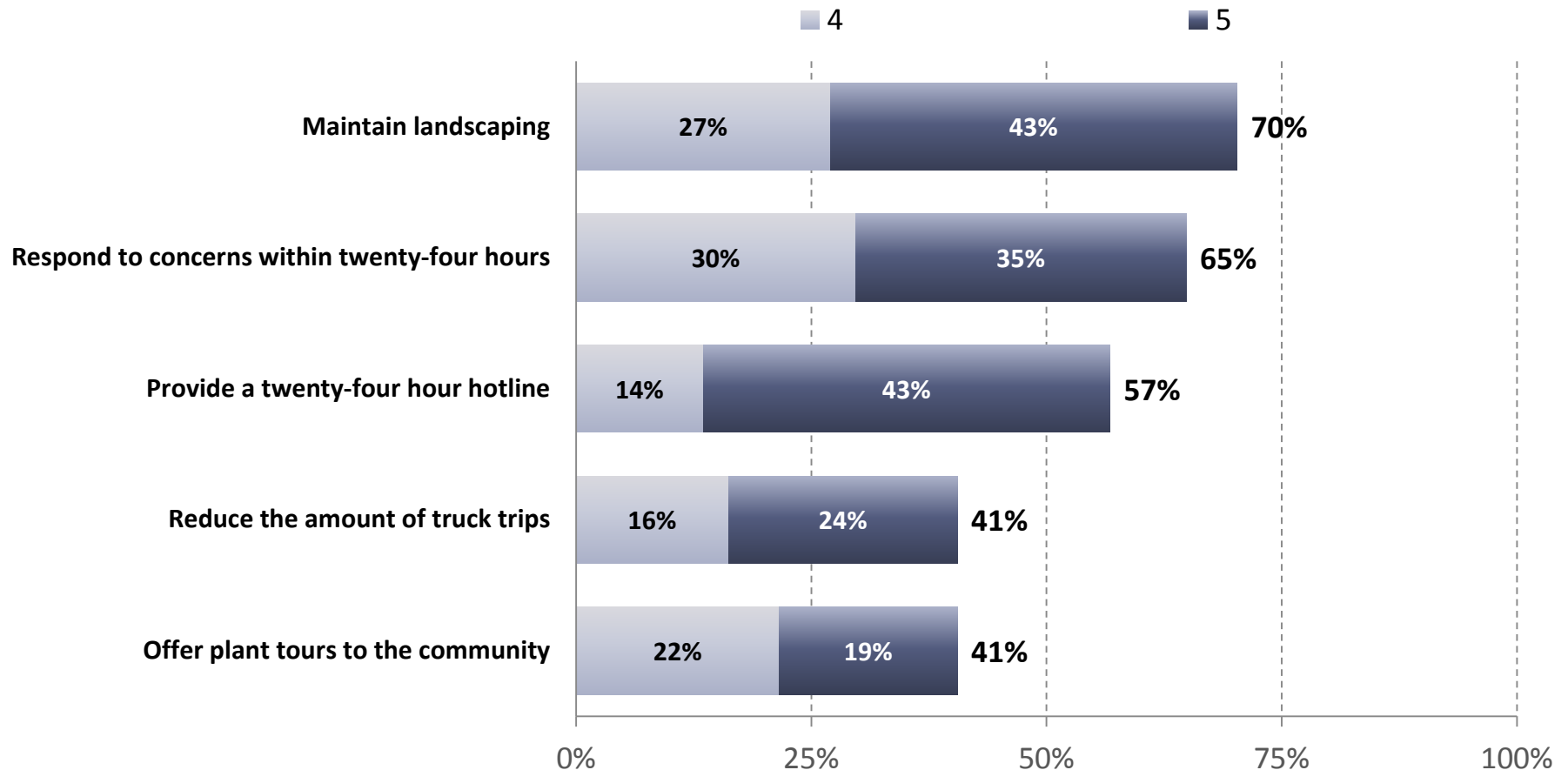*Use a scale of 1 to 5, where 1 means the lowest priority and 5 means the highest priority.*

Legend: ■ 4   ■ 5

Item	4	5	Total
Maintain landscaping	27%	43%	70%
Respond to concerns within twenty-four hours	30%	35%	65%
Provide a twenty-four hour hotline	14%	43%	57%
Reduce the amount of truck trips	16%	24%	41%
Offer plant tours to the community	22%	19%	41%

Improvements

Business: Improvements

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?

Reasons has been a good neighbor	Overall	Magnolia	Renton	Woodinville
Proper maintenance	13%	6%	6%	27%
More public info	10%	17%	6%	8%
Control odor	10%	11%	14%	5%
Respond to community	7%	9%	6%	5%
Educate local business	7%	9%	9%	3%
Cleanliness	5%	9%	3%	3%
Control Traffic	4%	3%	9%	0%
Reduce sewage	3%	3%	0%	5%
Reduce fees	3%	3%	6%	0%
Don't know	21%	11%	29%	22%
Other	2%	0%	3%	3%
Nothing	14%	20%	9%	14%