King County Department of Natural Resources
Near Neighbor Survey
November 2017

Methodology

▸ Live telephone survey of residents and businesses around King County treatment plants

▸ Residents survey was conducted from October 22 – November 6, 2017

▸ Business survey was conducted from October 22 – November 6, 2017

▸ A total of 600 interviews were conducted, with MoE ±4.0 points

  – Magnolia Residents: n=150, MoE ±8.0 / Magnolia Business: n=50, MoE +13.9

  – Renton Residents: n=150, MoE ±8.0 / Renton Business: n=50, MoE +13.9

  – Woodinville area Residents: n=150, MoE ±8.0 / Woodinville area Business: n=50, MoE +13.9

▸ Where applicable, results compared to previous surveys conducted:

	Sept 28-Oct 1, 2015 Residents n=450; MoE + 4.6 pts Business n=151; MoE + 8.0 pts EMC #15-5729	
May 30-June 9, 2013 Residents n=301; MoE + 5.6 pts Business n=105; MoE + 9.6 pts EMC #13-4892	July 5-13, 2011 Residents n=200; MoE + 6.9 pts Business n=70; MoE + 11.7 pts EMC #11-4435	May, 2009 Residents n=200; MoE + 6.9 pts Business n=70; MoE + 11.7 pts EMC #09-4091
Nov-Dec, 2007 Residents n=200; MoE + 6.9 pts Business n=70; MoE + 11.7 pts EMC #07-3790	Dec, 2006 Residents n=200; MoE + 6.9 pts Business n=70; MoE + 11.7 pts EMC #06-3622	Dec, 2005 Residents n=200; MoE + 6.9 pts Business n=70; MoE + 11.7 pts EMC #05-3390

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

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Residents Key Findings

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. Woodinville and Magnolia area residents have the highest level of awareness (90%; 94% Aware). Renton Residents have the lowest level of awareness at 61%.

Since 2015, awareness of wastewater treatment plants has increased among Magnolia residents, declined slightly among Renton residents and stayed flat among Woodinville Residents. Awareness among Magnolia residents has increased 6 points from 88% to 94% and dropped from 67% to 61% among Renton residents. Woodinville is flat at 90% to 90% since 2015.

A strong majority of residents both overall and within in all three areas continue to say the treatment plants in their areas have been good neighbors, however there has been a decline over all and among the Magnolia and Renton areas.

Though over two thirds (68%) of Magnolia residents say the treatment plant has been a good neighbor, that number has declined by 13 points (81%; 2015 to 68%; 2017) and those saying the treatment plant has not been a good neighbor has increased by 14 points (6%; 2015 to 20%; 2017); a negative shift of 28 points.

Renton residents saying the treatment plant has been a good neighbor has decreased by 3 points (63%; 2015 to 60%; 2017) with those saying it has not been a good neighbor increasing by 7 points (8%; 2015 to 15%; 2017) a negative shift of 10 points.

Woodinville residents saying the treatment plant has been a good neighbor has increased by 7 points (73%; 2015 to 80%; 2017) and those saying the treatment plant has not been a good neighbor have decreased 3 points (8%; 2015 to 5%; 2017); a positive shift of 10 points.

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

Among Woodinville area residents, nice landscaping continues to be cited as the top reason for being a good neighbor.

Residents Key Findings

Two-in-ten (21%) of residents overall say they have experienced a negative impact from the treatment plants in their area.

Magnolia residents saying they have experienced a negative impact has increased by 18 points since 2015 (18%; 2015 to 36%; 2017). The percentage of Woodinville and Renton residents saying they have experienced a negative impact has remained steady since 2015.

Bad smell and water contamination/leak/overflow are the most cited reasons among Magnolia and Renton residents for impacts they have experienced.

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

Among Magnolia residents, 3-in-4 (77%) recall hearing or seeing something about the incident at the West Point Treatment Plant this last year.

Of those aware of the incident, the majority (56%) mention release of waste/storm water into Puget Sound generally. However, almost 1-in-5 mentioned hearing that the plant had flooded and mentioned the failed float switch/failed equipment.
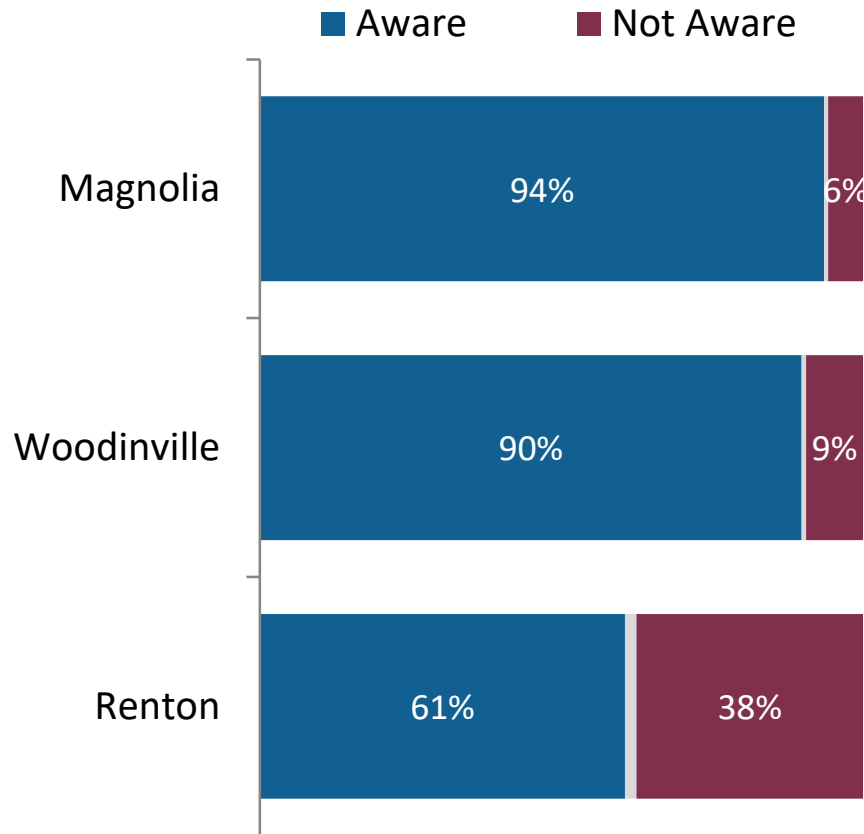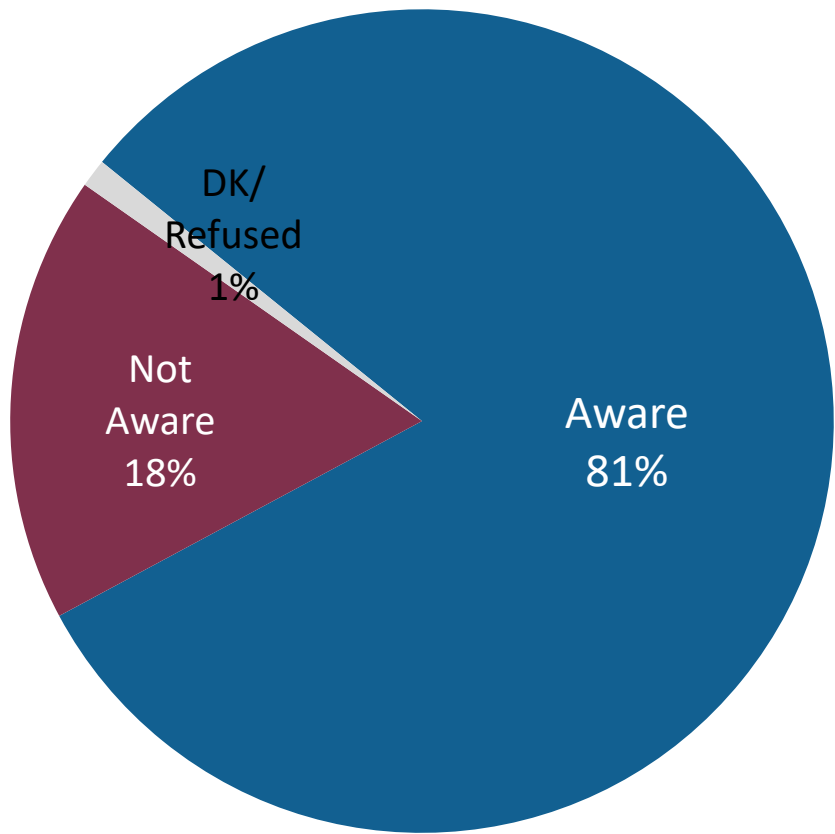
More Magnolia residents say they are dissatisfied (32%) than satisfied (37%) with the County's response to the incident. The top reasons mentioned for dissatisfaction were taking too long to fix (31%), followed closely by poor communication about the incident (30%) and a slow response/lack of preparation (29%).

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Resident: Awareness

Resident: Awareness of Plant

Over eight-in-ten King County residents are aware of a wastewater treatment facility near them. Residents near the Renton facility are the least aware (61%) and Magnolia residents the most aware (94% aware).

Pie chart:
- Aware 81%
- Not Aware 18%
- DK/Refused 1%

Bar chart (Aware / Not Aware):
- Magnolia: 94% Aware, 6% Not Aware
- Woodinville: 90% Aware, 9% Not Aware
- Renton: 61% Aware, 38% Not Aware

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Resident: Awareness of Plant - Trend

Residents Who Are Aware of Facility

Magnolia 84% 85% 90% 87% 86% 80% 88% 88% 94%

Woodinville 88% 90% 90%

Renton 62% 66% 63% 63% 56% 61% 60% 67% 61%

2004 2005 2006 2007 2009 2011 2013 2015 2017

Q5. Moving on, are you aware of a wastewater treatment facility in your area, or not?

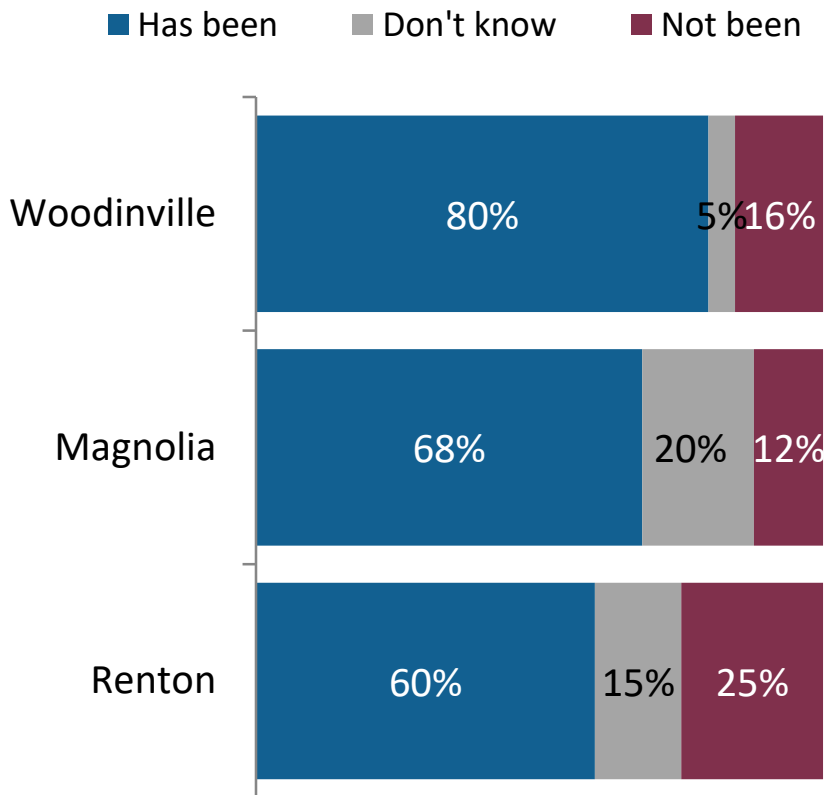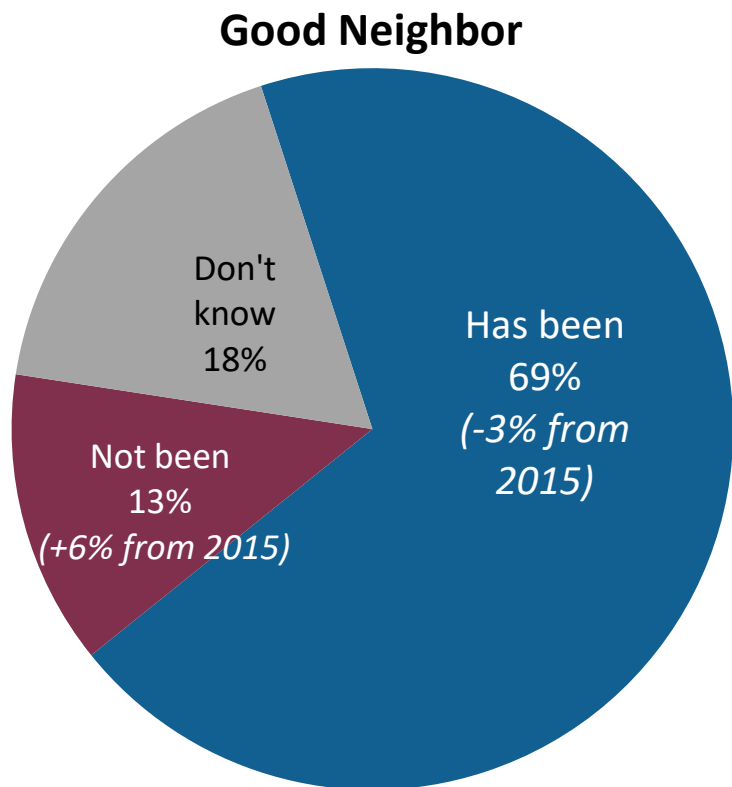EMC RESEARCH

Resident: Treatment Plant - Good Neighbor

More than two-thirds (69%) of residents feel that the treatment plant has been a good neighbor overall. Woodinville residents give the highest rating with eight-in-ten residents saying the treatment plant has been a good neighbor. However, one-in-four Renton residents feel that the treatment plant **has not** been a good neighbor.

Good Neighbor

Has been 69% (-3% from 2015)

Don't know 18%

Not been 13% (+6% from 2015)

Legend: ■ Has been ■ Don't know ■ Not been

	Has been	Don't know	Not been
Woodinville	80%	5%	16%
Magnolia	68%	20%	12%
Renton	60%	15%	25%

Q6. As you may know, King County's Department of Natural Resources and Parks, operates a wastewater treatment plant in the area. Generally speaking do you feel the treatment plant has been or has not been a good neighbor?

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(R) Magnolia: Good Neighbor - Trend

Ratings for the Magnolia facility have dropped significantly since 2015 with only 68% or residents saying the facility has been a good neighbor, compared to 81% in 2015.

Yes, good neighbor

80% — 83% — 85% — 84% — 77% — 85% — 79% — 81% — 68%

Don't know

14% — 15% — 9% — 11% — 21% — 14% — 13% — 13% — 12%

Not good neighbor

6% — 2% — 6% — 5% — 2% — 1% — 7% — 6% — 20%

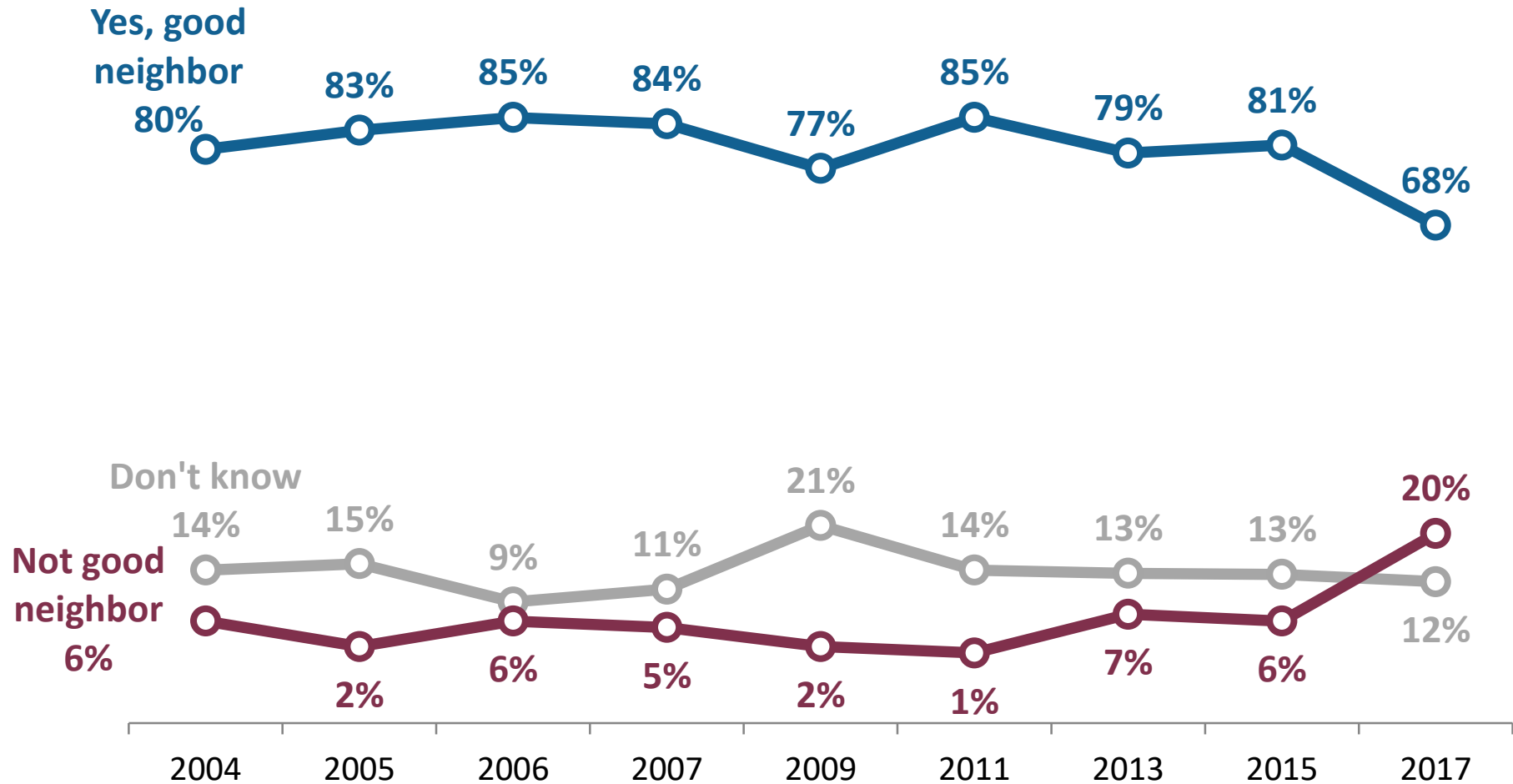2004   2005   2006   2007   2009   2011   2013   2015   2017

Q6. As you may know, King County's Department of Natural Resources and Parks, operates a wastewater treatment plant in the area. Generally speaking do you feel the treatment plant has been or has not been a good neighbor?

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(R) Renton: Good Neighbor - Trend

Ratings for the Renton facility have dipped slightly since 2015.

Yes
55% — 53% — 63% — 63% — 66% — 72% — 72% — 63% — 60%

Don't know
27% — 32% — 26% — 24% — 23% — 24% — 20% — 29% — 25%

No
19% — 15% — 11% — 13% — 11% — 3% — 8% — 8% — 15%

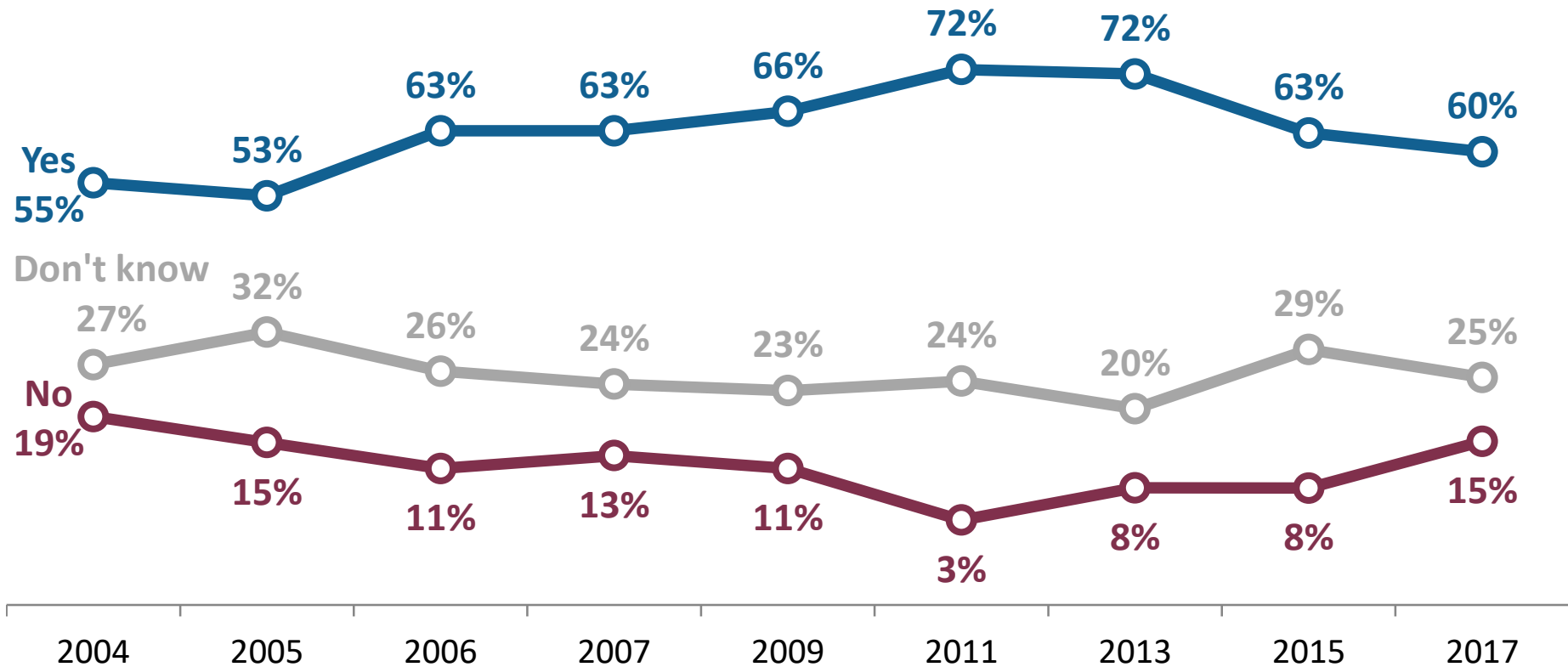2004 — 2005 — 2006 — 2007 — 2009 — 2011 — 2013 — 2015 — 2017

Q6. As you may know, King County's Department of Natural Resources and Parks, operates a wastewater treatment plant in the area. Generally speaking do you feel the treatment plant has been or has not been a good neighbor?

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(R) Woodinville: Good Neighbor - Trend

Good neighbor ratings have increased 8 points for the Woodinville facility since 2015.

Yes
76%

73%

80%

Don't know
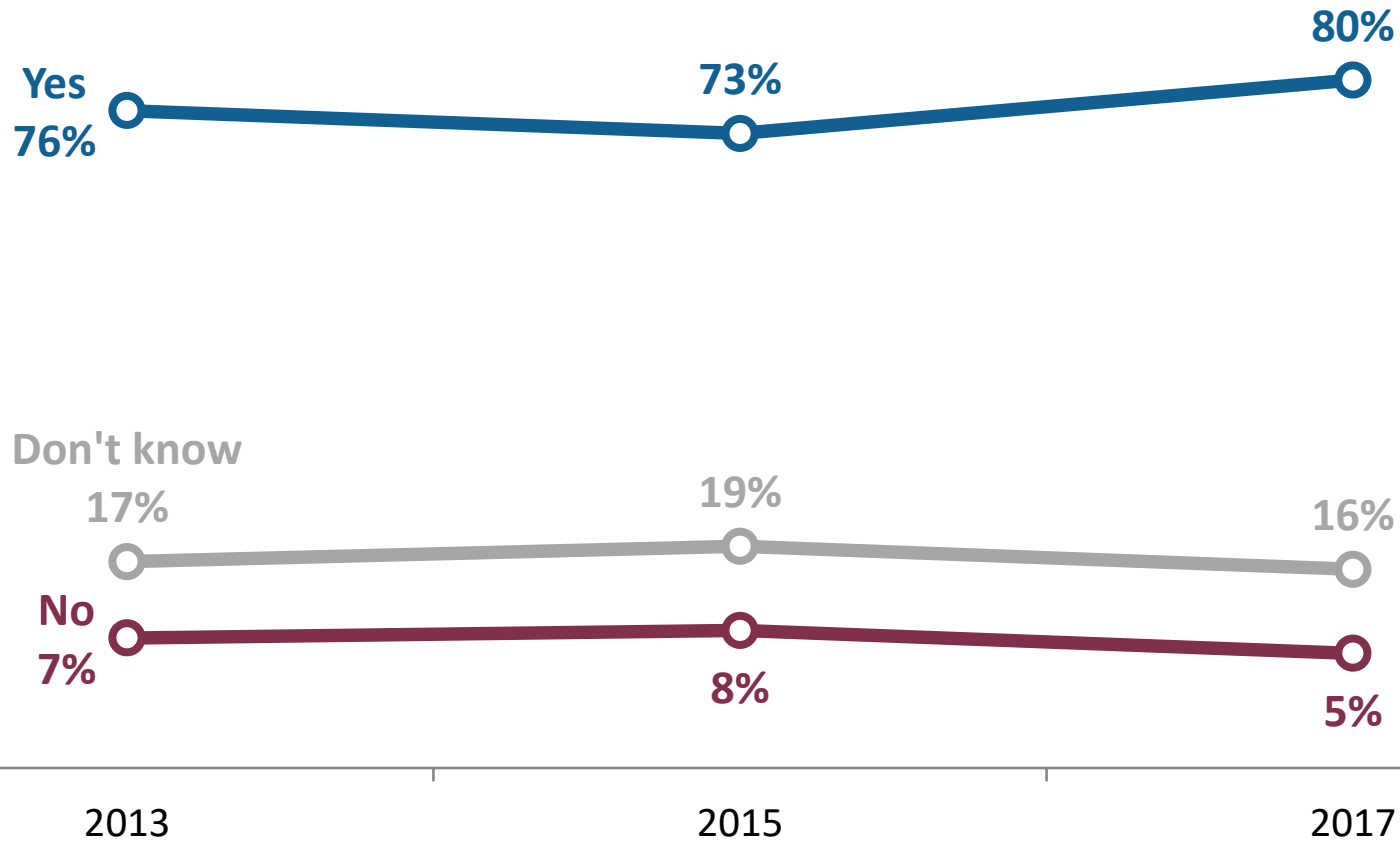17%

19%

16%

No
7%

8%

5%

2013

2015

2017

Q6. As you may know, King County's Department of Natural Resources and Parks, operates a wastewater treatment plant in the area. Generally speaking do you feel the treatment plant has been or has not been a good neighbor?

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Resident: Good Neighbor Reasons

Top reasons given for rating the treatment plant a good neighbor include no troubles/unobtrusive (25%), no smell (20%) and having nice landscaping (15%)

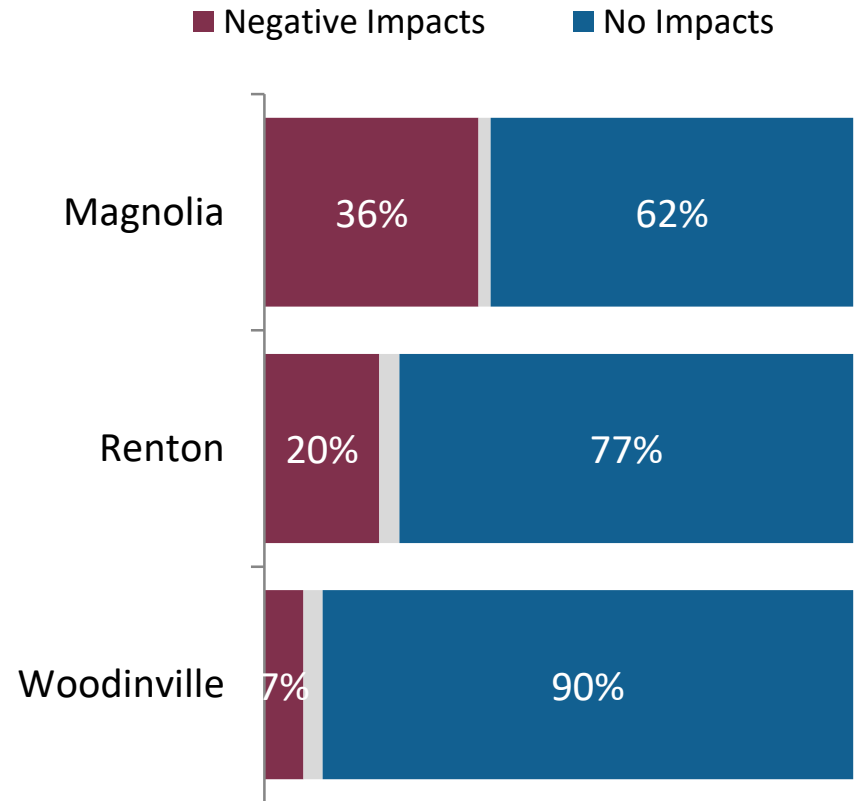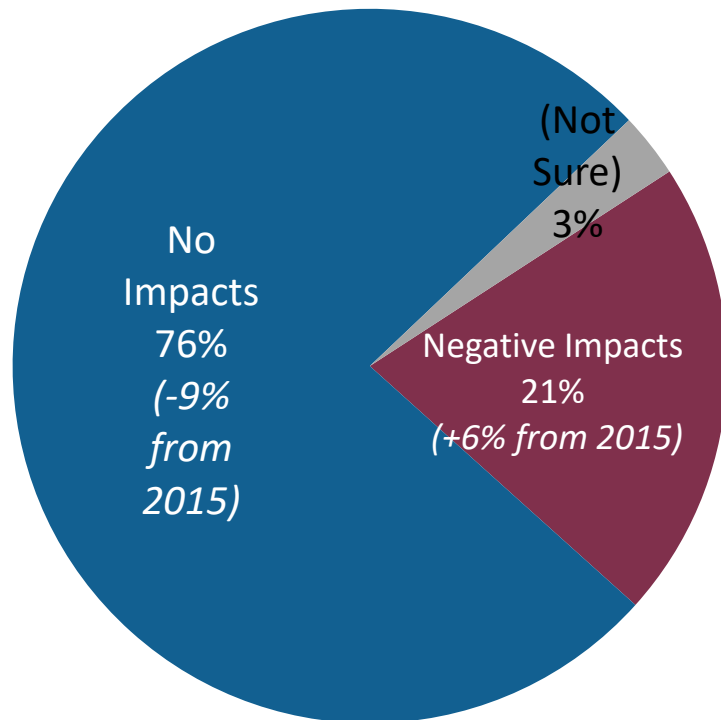| Reasons has been a good neighbor (n=309)	Overall	Magnolia	Renton	Woodinville
No troubles/Unobtrusive	25%	**30%**	19%	25%
No smell	20%	12%	**26%**	23%
Nice landscape	15%	5%	7%	**30%**
Hidden from sight/Hardly noticeable	12%	16%	15%	7%
Can use the facility for community events	6%	1%	1%	13%
Clean facility	5%	7%	4%	4%
Now have good water/water quality	5%	1%	10%	3%
Truck traffic is not bothersome	4%	10%	-	2%
They provide a necessary service	4%	5%	6%	2%
Doing a good job	4%	6%	4%	2%
No noise	4%	2%	4%	5%
Have tours for school children	3%	2%	5%	3%
Good for environment	3%	2%	4%	2%
Maintains proper standards/regulations	2%	2%	3%	2%
Responsive to community concerns	2%	3%	-	3%
Educates/Communicates the public	2%	4%	1%	1%
Improved the road	1%	2%	-	2%
Cleaned up lake/Lake Washington	1%	-	2%	-

Q7. What are the top one or two reasons you think King County Wastewater Treatment Plant has been a good neighbor? (multi-response)

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Residents:
Negative Impacts

Resident: Experienced Negative Impacts

Overall, only one-in-five (21%) residents say they have experienced a negative impact from the treatment plants in their area. Woodinville is the lowest with only 7% of residents saying they have experienced a negative impact and Magnolia is the highest with 1-in-3 (36%) of residents saying they have experience a negative impact.

Experienced Negative Impacts

(Not Sure) 3%

No Impacts 76% (-9% from 2015)

Negative Impacts 21% (+6% from 2015)

■ Negative Impacts ■ No Impacts

	Negative Impacts	No Impacts
Magnolia	36%	62%
Renton	20%	77%
Woodinville	7%	90%

Q8. Knowing there is a wastewater treatment plant in your area, have you experienced any negative impacts that could be a result of the wastewater facility?

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Resident: Experienced Negative Impacts - Trend

Magnolia residents saying they have experienced a negative impact has increased by 18 points since 2015 (18%; 2015 to 36%; 2017). The percentage of Woodinville and Renton residents saying they have experienced a negative impact has remained steady since 2015.
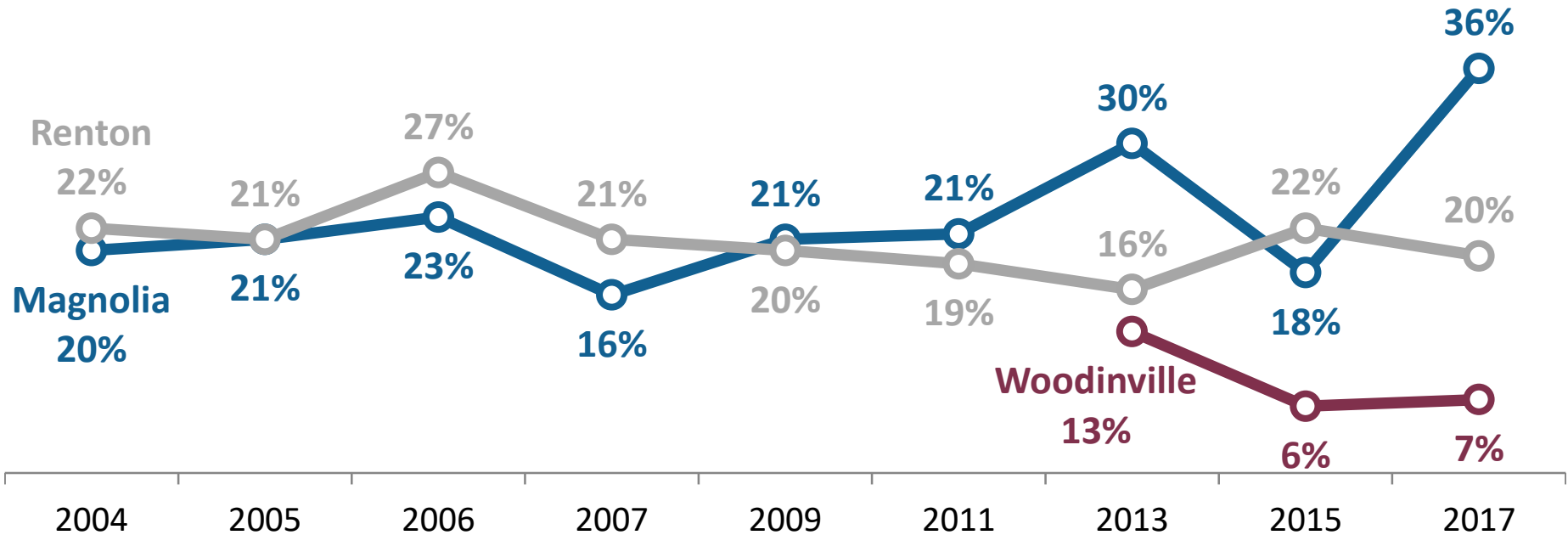

Q8. Knowing there is a wastewater treatment plant in your area, have you experienced any negative impacts that could be a result of the wastewater facility?

Resident: Most Common Negative Impacts

Bad smell is the most common negative experience mentioned followed by water contamination/leaks/overflows and truck traffic.

Impacts experienced (n=93)	Overall	Magnolia	Renton	Woodinville
Bad smell	**67%**	61%	93%	22%
Water contamination/Leak/Overflow	**16%**	26%	-	6%
Truck traffic	**11%**	15%	-	21%
Damage to sea life/Beaches	**7%**	12%	-	-
Poor drainage	**7%**	11%	-	-
Anxiety, due to expansion	**2%**	2%	-	11%
Ground leaching	**2%**	2%	-	11%
Other	**5%**	2%	4%	29%
Not applicable	**2%**	-	4%	11%
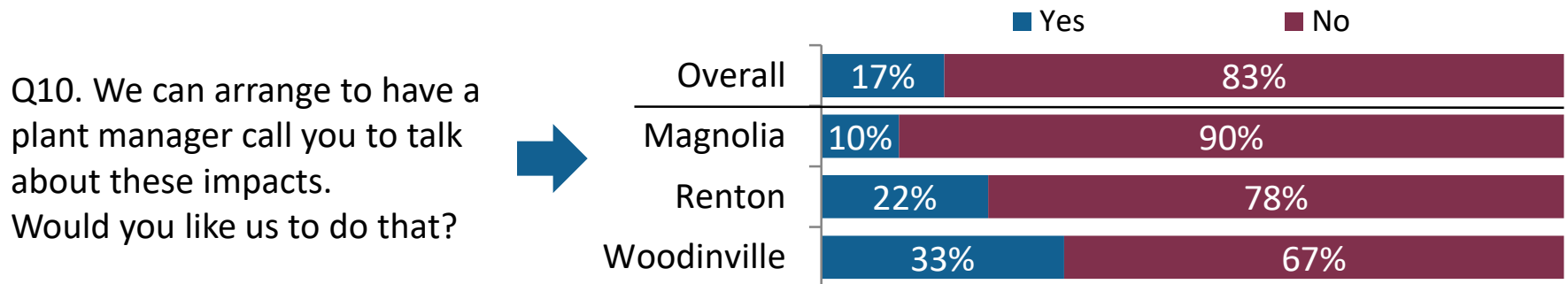
■ Yes   ■ No

Q10. We can arrange to have a plant manager call you to talk about these impacts. Would you like us to do that?

	Yes	No
Overall	17%	83%
Magnolia	10%	90%
Renton	22%	78%
Woodinville	33%	67%

Q9. What impacts have you experienced? (multi-response)
Q10. We can arrange to have a plant manager call you to talk about these impacts. Would you like us to do that?
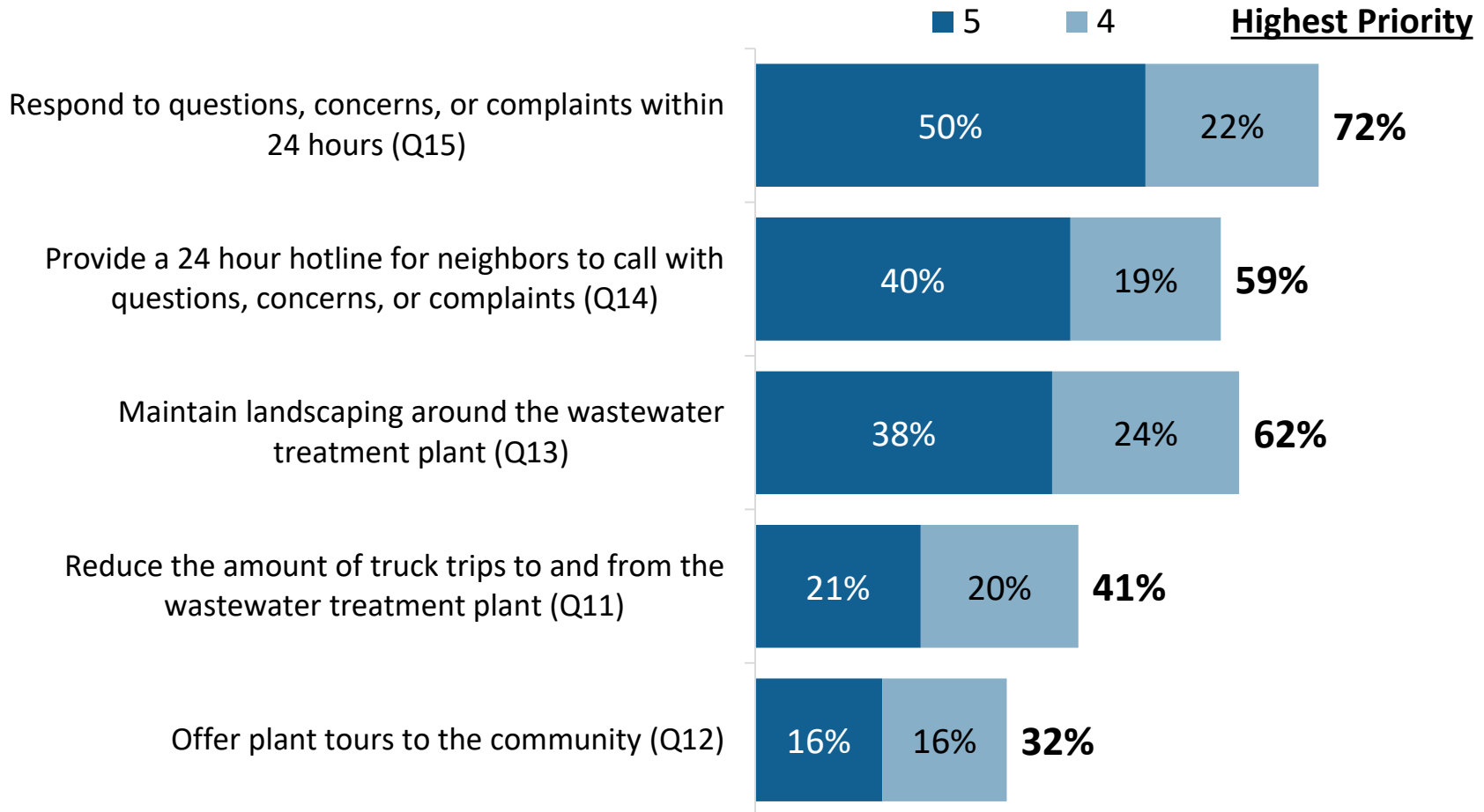
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Residents:
Priorities & Improvements

Residents: Overall Priorities

■ 5 **■ 4**   **Highest Priority**

Priority Item	5	4	Highest Priority
Respond to questions, concerns, or complaints within 24 hours (Q15)	50%	22%	**72%**
Provide a 24 hour hotline for neighbors to call with questions, concerns, or complaints (Q14)	40%	19%	**59%**
Maintain landscaping around the wastewater treatment plant (Q13)	38%	24%	**62%**
Reduce the amount of truck trips to and from the wastewater treatment plant (Q11)	21%	20%	**41%**
Offer plant tours to the community (Q12)	16%	16%	**32%**

Q11-15. I'm going to read you a list of items that the King County wastewater treatment plant is doing to be a better neighbor in the [INSERT SAMPLE REGION] area. For each of the following items, please tell me how high of a priority that item should be for the wastewater treatment plant. Use a scale of one to five, where one means the lowest priority and five means the highest priority.

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Resident: Improvements

Providing more public information was the top action mentioned for ways King County could be a better neighbor, followed closely by ensuring proper maintenance/preventing further leaks (12%) and ensuring there are no problems (8%).

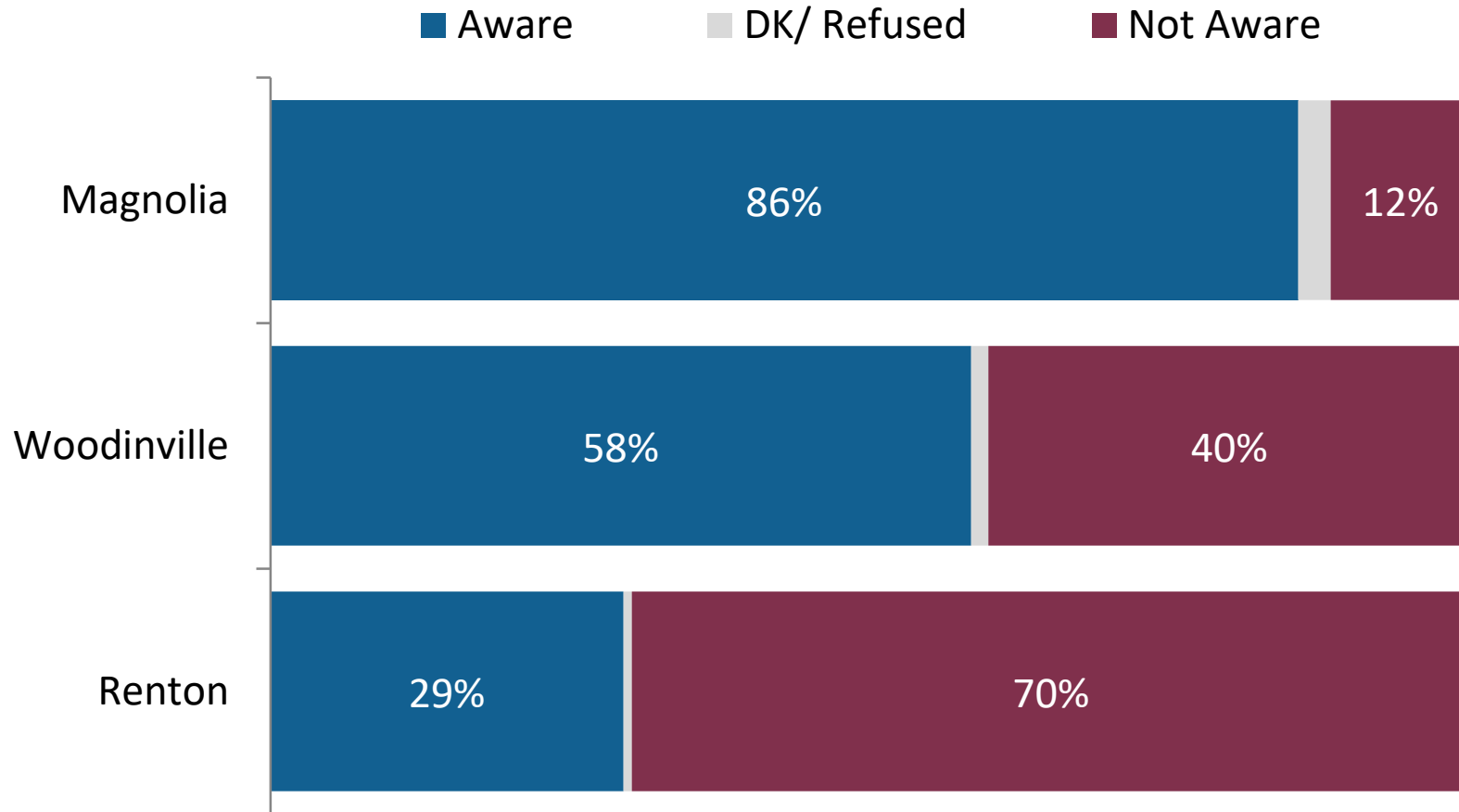| Things to be a better neighbor	Overall	Magnolia	Renton	Woodinville
Provide more public information	12%	13%	14%	10%
Ensure proper maintenance/Prevent further leaks	12%	29%	3%	3%
Ensure there are no problems	8%	16%	5%	4%
Control the odor	7%	8%	13%	2%
Promote cleanliness	6%	7%	4%	6%
Respond to community complaints	3%	4%	5%	-
Reduce charges	3%	2%	5%	2%
Relocate	3%	-	3%	5%
Control traffic	2%	3%	-	4%
Improve landscaping	2%	1%	-	5%
Expand services to different areas	2%	1%	1%	3%
Ways to reduce sewage	1%	3%	1%	-
Have tours	1%	1%	1%	3%
Don't expand	-	1%	-	-
Other	2%	1%	1%	3%
Don't Know	18%	15%	21%	16%
Not applicable/Doing a good job/No Suggestions/Good Neighbor	29%	16%	30%	41%

Q16. 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? (multi-response)

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Resident:
Plant Features

Awareness of Plant Features

Awareness of various plant features is highest among Magnolia residents and lowest among Renton residents.

■ Aware   ■ DK/ Refused   ■ Not Aware

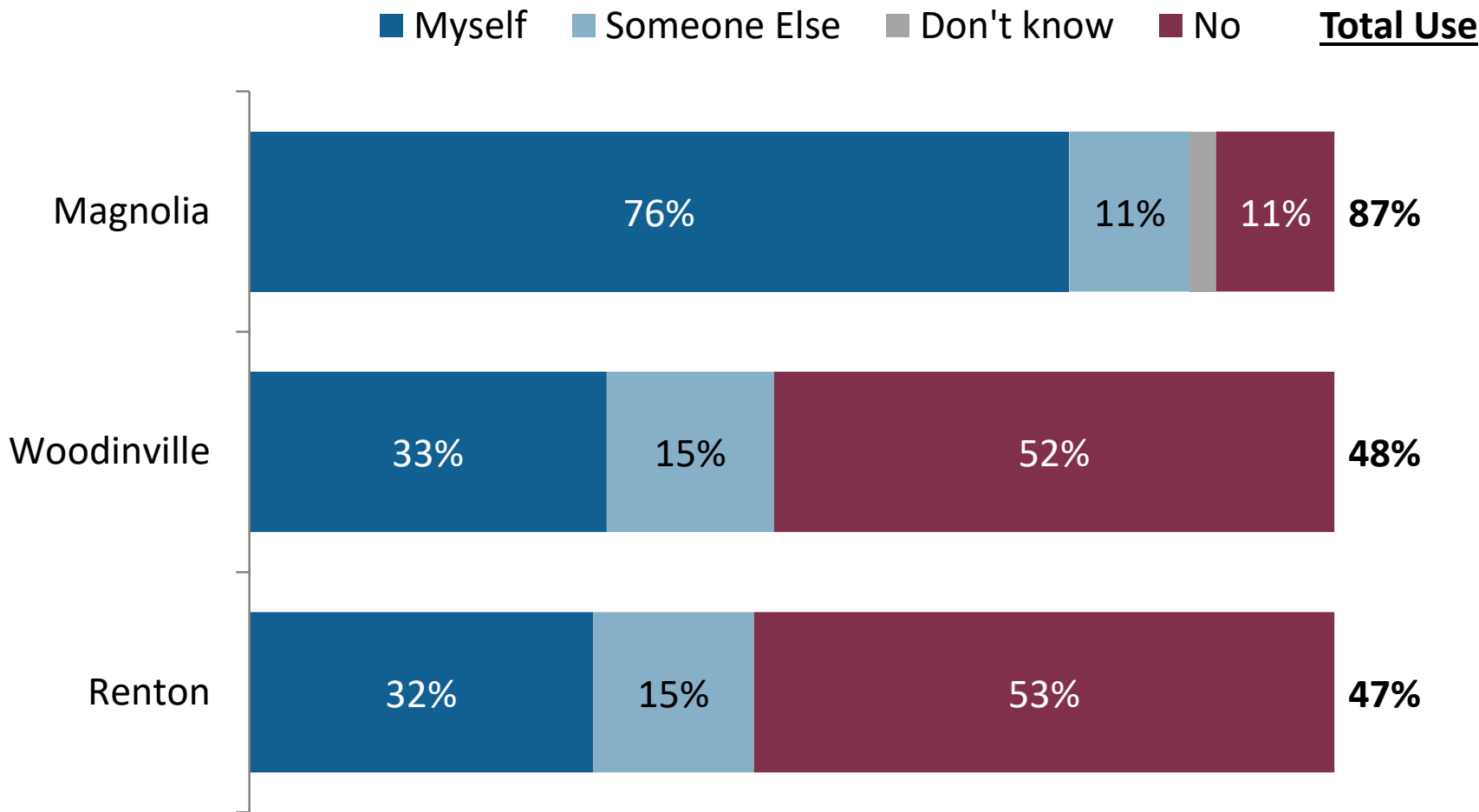| Region	Aware	Not Aware
Magnolia	86%	12%
Woodinville	58%	40%
Renton	29%	70%

Q17. Are you aware that West Point Treatment Plant features beach trails, restored habitat and shoreline access?
Q24. Are you aware that the South Treatment Plant features educational programming, community tours, and open space such as WaterWorks Gardens Park?
Q27. Are you aware that Brightwater Treatment Plant operates a community education center that features free all-ages programs, open space and habitat, and meeting or event space rentals?
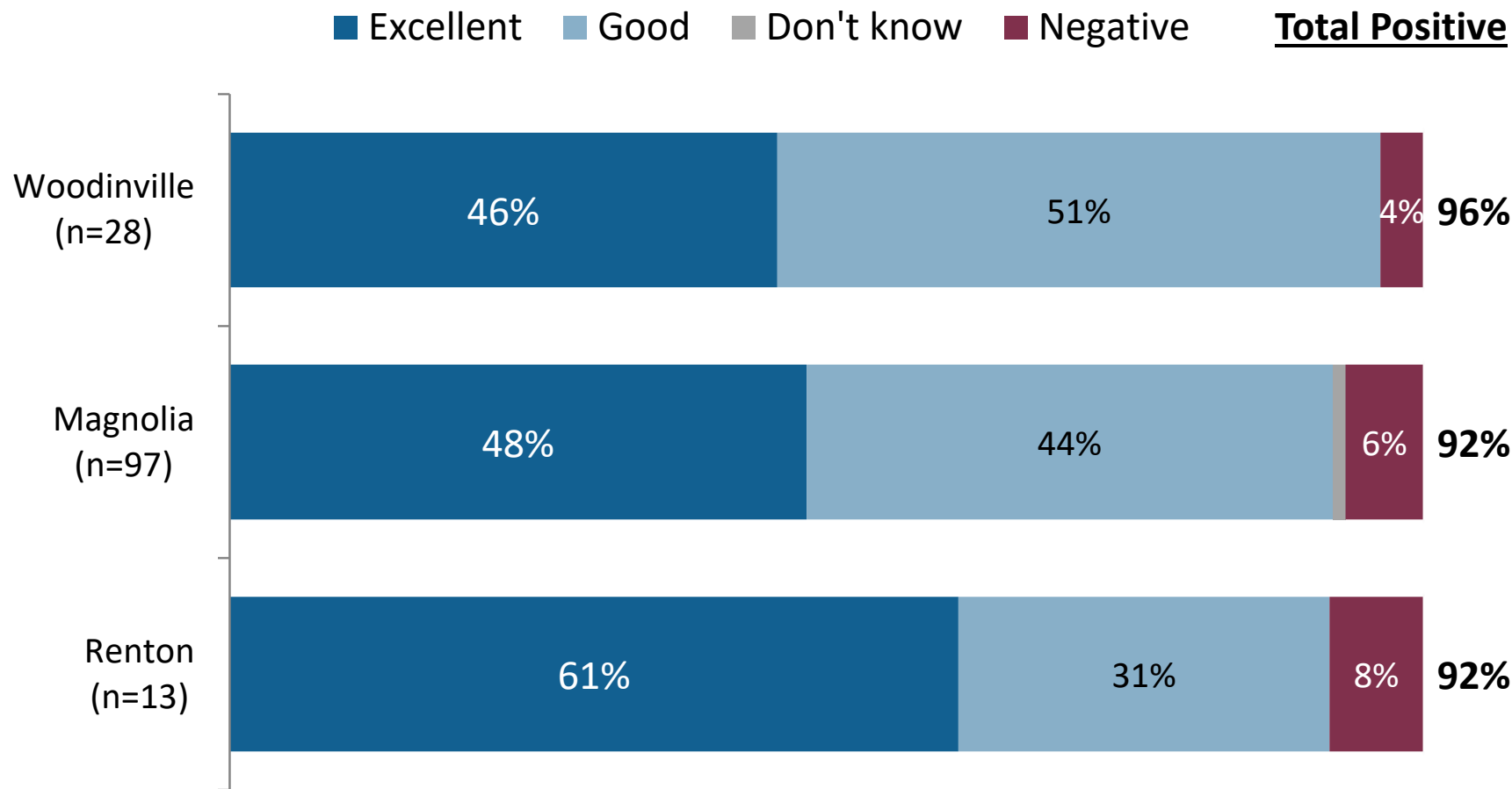
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Use of Plant Features

Legend: ■ Myself ■ Someone Else ■ Don't know ■ No **Total Use**

Region	Myself	Someone Else	Don't know	No	Total Use
Magnolia	76%	11%		11%	**87%**
Woodinville	33%	15%		52%	**48%**
Renton	32%	15%		53%	**47%**

Q18/Q25/Q28. Have you or someone in your household used any of these features?

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Rating of Plant Features

At least 9-in-10 residents in all three areas give positive ratings of their experience.

Legend: ■ Excellent ■ Good ■ Don't know ■ Negative — **Total Positive**

Area	Excellent	Good	Negative	Total Positive
Woodinville (n=28)	46%	51%	4%	**96%**
Magnolia (n=97)	48%	44%	6%	**92%**
Renton (n=13)	61%	31%	8%	**92%**

*Q19/Q26/Q29. How would you rate your experience?*

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Magnolia Residents: West Point Incident

West Point Incident Awareness

3-in-4 Magnolia residents heard about the incident at the West Point Treatment Plant. Of those that were aware of the incident more than half (56%) could not recall any specific information. However, almost 1-in-5 mentioned the plant had flooded and 16% mentioned the failed float switch/failed equipment.

Do you recall hearing or seeing anything about an incident occurring at the West Point Treatment Plant in the last year?
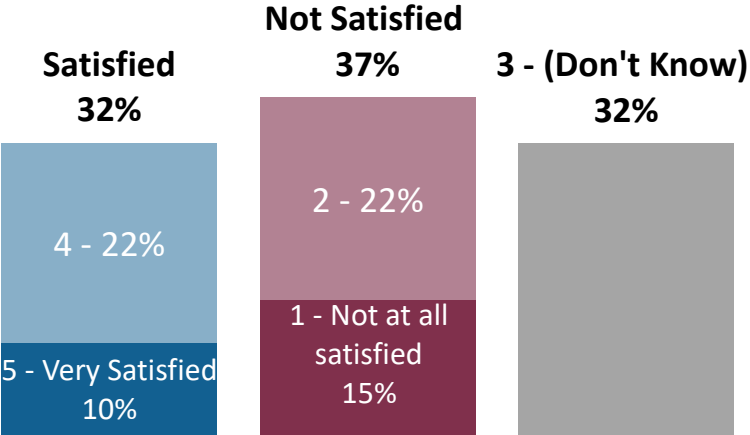
Yes 77%

No 19%

Not sure/ DK 4%
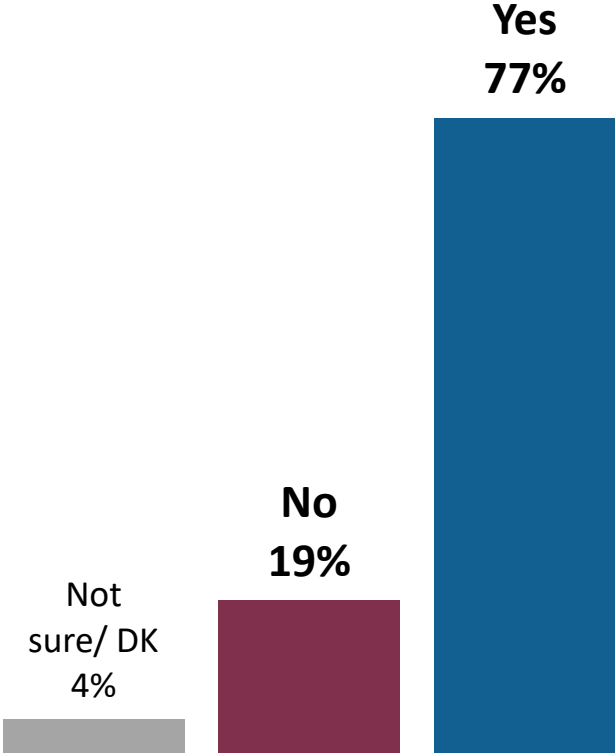
Things heard/seen about incident (n=114)	%
About the incident/Release of waste/Stormwater into Puget Sound	56%
Plant was flooded/Inoperable	18%
Float switch failed/Failed equipment	16%
Not enough capacity/Overwhelmed	4%
Beach was closed	2%
Major injuries/Death	2%
Weren't prepared	1%
Don't know	2%

Q20. Do you recall hearing or seeing anything about an incident occurring at the West Point Treatment Plant in the last year?
Q21. What did you see or hear? (Multi-response)

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Satisfaction with County Response

Among Magnolia residents, more were dissatisfied than satisfied with the County's response. The top reasons mentioned for dissatisfaction were taking too long to fix (31%), followed closely by poor communication about the incident (30%) and a slow response/lack of preparation (29%).
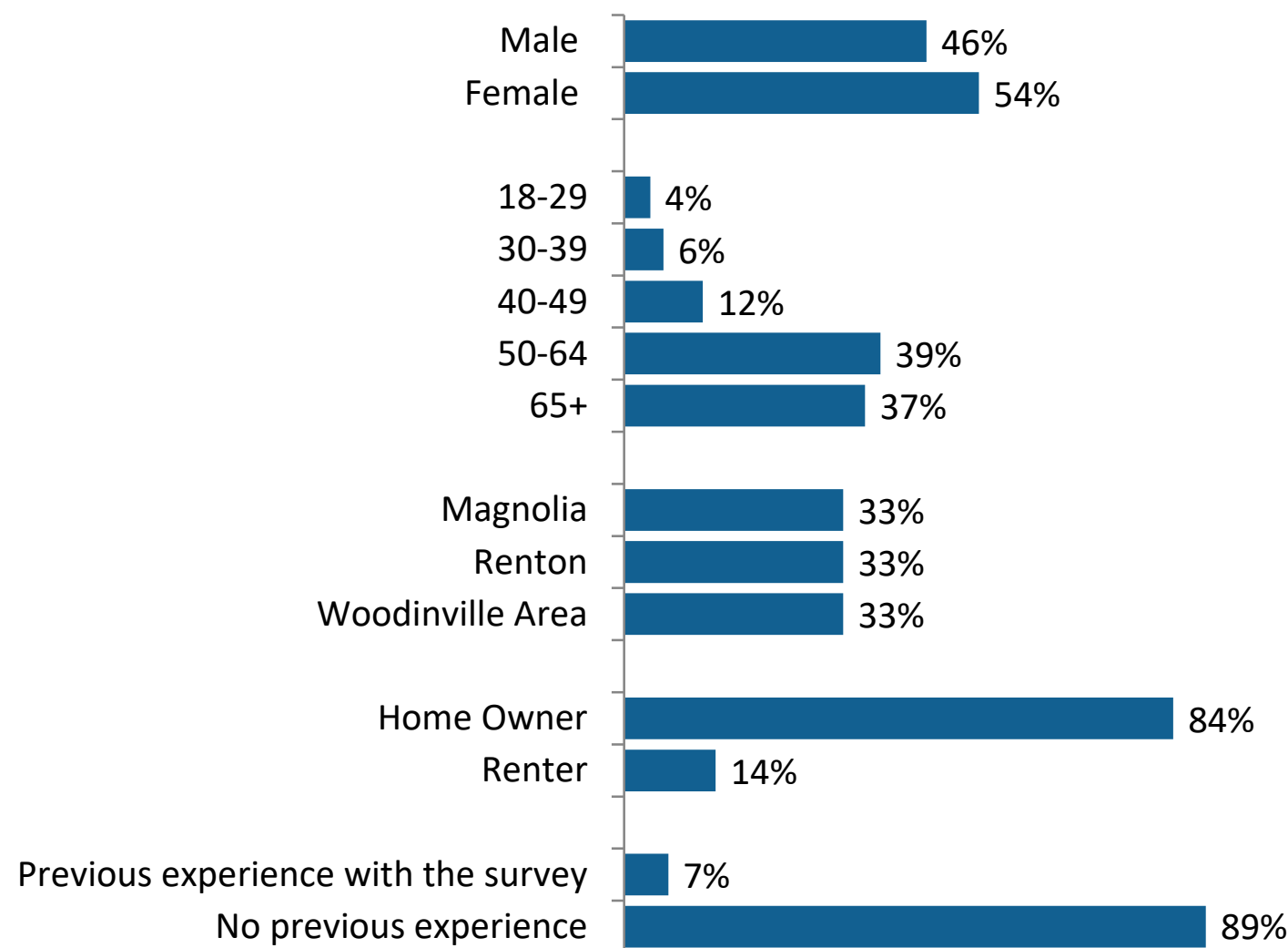
Satisfied 32%
- 4 - 22%
- 5 - Very Satisfied 10%

Not Satisfied 37%
- 2 - 22%
- 1 - Not at all satisfied 15%

3 - (Don't Know) 32%

Reasons for dissatisfaction (n=42)	%
Taken too long to fix/isn't fixed yet	31%
Poor communication about the incident	30%
Slow to respond/weren't prepared	29%
Shouldn't have happened in the first place	19%
Inadequate response/didn't do enough	4%
Nothing specific	5%

Q22. Using a scale of one to five, where one is not at all satisfied and five is very satisfied, how satisfied are you with the County's response regarding the incident?
Q23. And why would you say dissatisfied with the County's response regarding the incident?

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Resident Demographics

Male	46%
Female	54%
18-29	4%
30-39	6%
40-49	12%
50-64	39%
65+	37%
Magnolia	33%
Renton	33%
Woodinville Area	33%
Home Owner	84%
Renter	14%
Previous experience with the survey	7%
No previous experience	89%

Business: Awareness

Business Key Findings

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 Renton continue to have the lowest level of awareness at 38%, and Woodinville area businesses have the highest level of awareness at 90%. Awareness of Magnolia businesses is consistent at 76%. Since 2015, awareness of area wastewater treatment plants has been statistically flat among all three areas.

A strong majority of businesses continue to say the treatment plants in their areas have been good neighbors, however there has been a significant decline overall and among the Magnolia and Renton areas.

*Though half (52%) of Magnolia businesses say the treatment plant has been a good neighbor, that number has declined by 28 points (80%; 2015 to 52%; 2017) and those saying the treatment plant has **not been** a good neighbor has increased by 18 points (6%; 2015 to 24%; 2017); a negative shift of 46 points.*

*Renton businesses saying the treatment plant has been a good neighbor has decreased by 13 points (57%; 2015 to 44%; 2017) with those saying it has **not been** a good neighbor staying flat at 6%. In Woodinville, 8-in-10 businesses feel that the treatment plant has been a good neighbor, up slightly from 2015.*

Only one in five (19%) businesses overall say they have experienced a negative impact from the treatment plants in their area.

Among Magnolia businesses, 4-in-10 (40%) say they have experienced a negative impact from the wastewater facility. Very few in Renton and Woodinville say they have experienced negative impacts.

Responding to concerns within 24 hours, providing a 24 hour hotline for neighbors to call with questions concerns or complaints and maintaining landscaping around treatment plants continue to be the highest overall priorities for businesses.

Businesses in Magnolia mention "ensuring proper maintenance/preventing further leaks " as their most suggested item King County wastewater can do to be a better neighbor. Businesses in Renton continue to mention "controlling the odor" as their most suggested item King County wastewater can do to be a better neighbor.
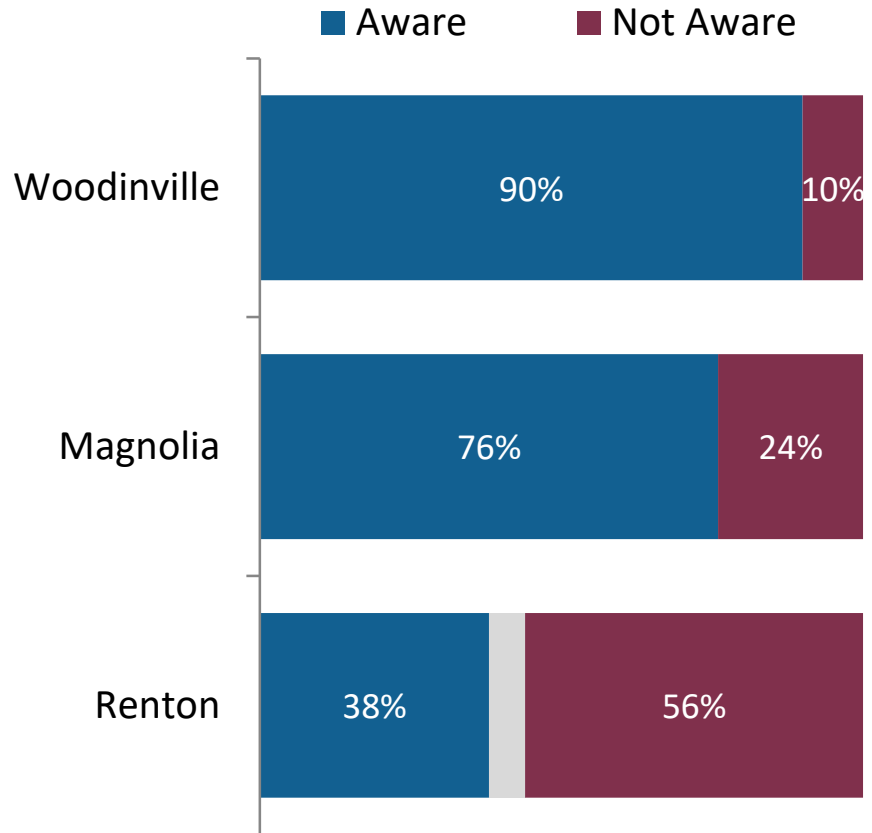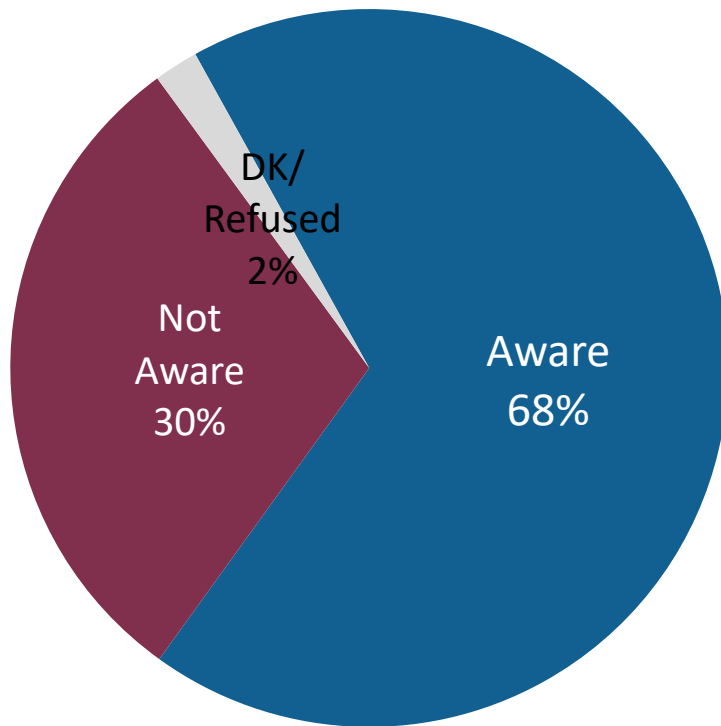
Business Key Findings

Among Magnolia businesses, 3-in-4 (74%) recall hearing or seeing something about the incident at the West Point Treatment Plant this last year.

Of those businesses who had heard or seen something recently, most mention the release of storm/waste water into Puget Sound. More Magnolia businesses were dissatisfied (35%) than satisfied (19%) with the County's response to the incident. The top reasons mentioned for dissatisfaction were taking too long to fix (38%), followed by should not have happened in the first place (31%) and slow response (23%) and poor communication about the incident (23%).
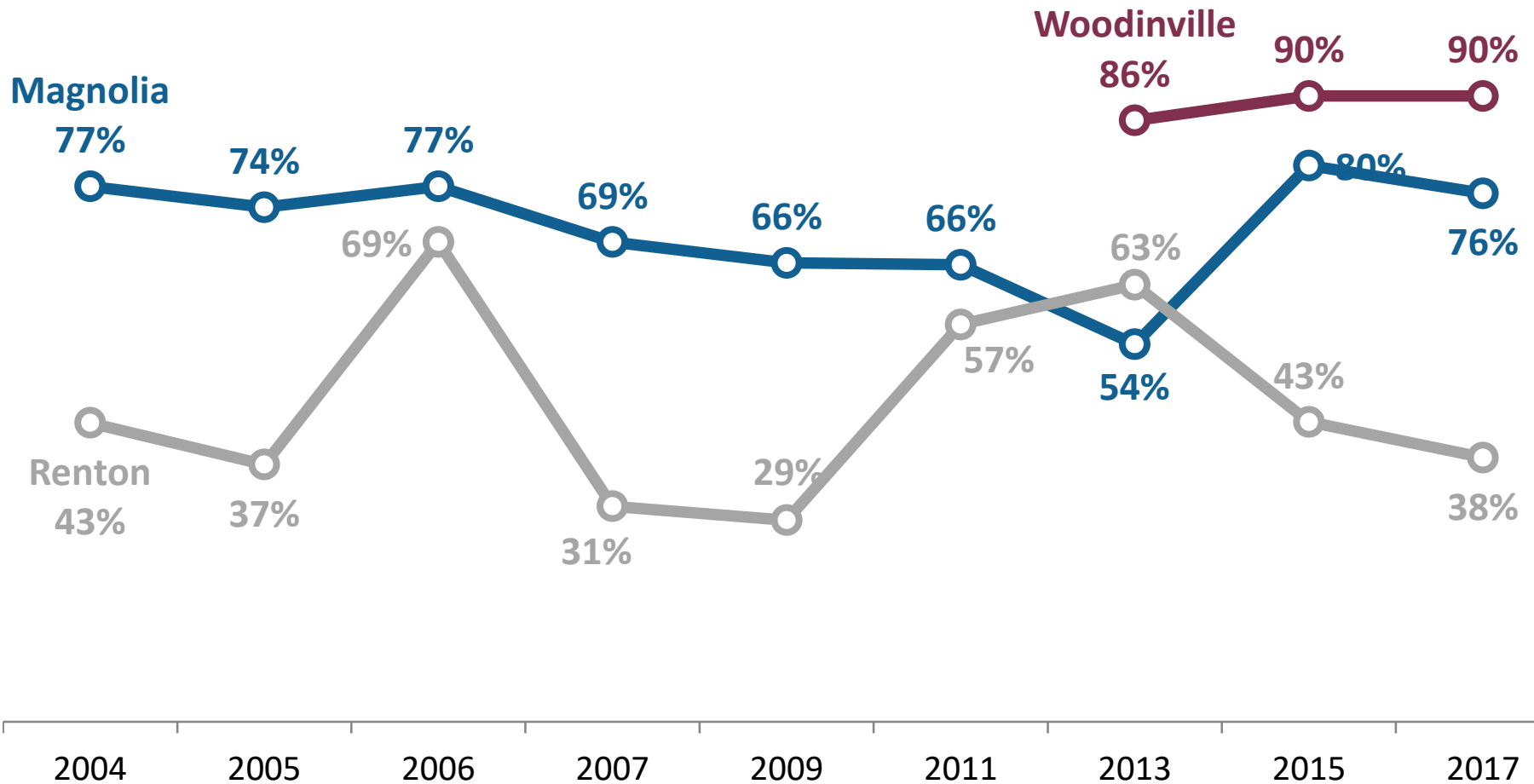
Business: Awareness of Plant

Overall, almost 7-in-10 businesses say they are aware of a wastewater treatment facility in their area. Businesses in Renton have the lowest level of awareness at 38%, and Woodinville area businesses have the highest level of awareness at 90%. Awareness of the facility among Magnolia businesses is at 76%.

Q5. Moving on, are you aware of a wastewater treatment facility in your area, or not?

Business: Awareness of Plant - Trend

Businesses Which Are Aware of Facility

Woodinville 86% 90% 90%

Magnolia 77% 74% 77% 69% 66% 66% 54% 80% 76%

Renton 43% 37% 69% 31% 29% 57% 63% 43% 38%

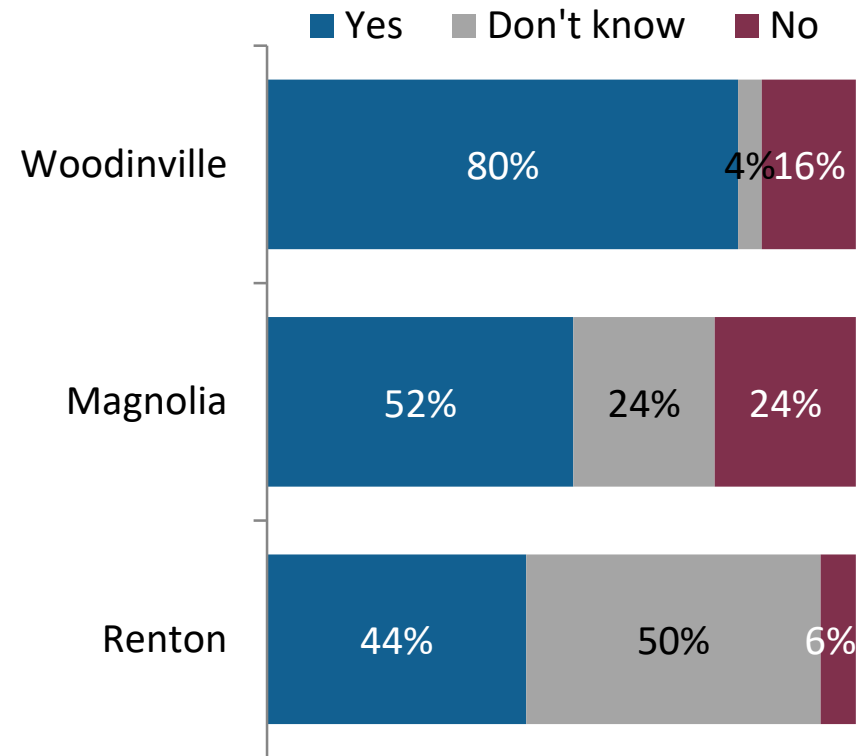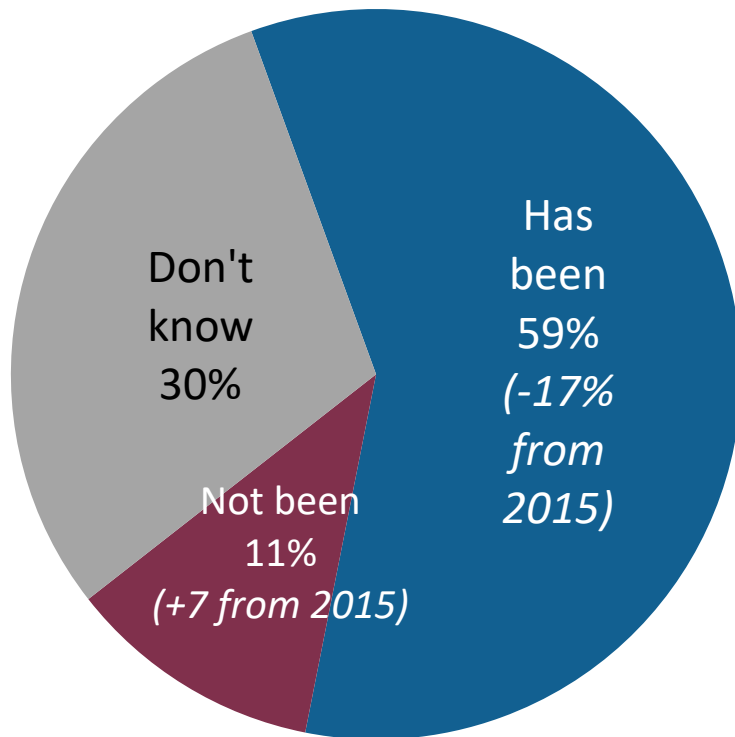2004 2005 2006 2007 2009 2011 2013 2015 2017

Q5. Moving on, are you aware of a wastewater treatment facility in your area, or not?
*Difference may be a result of increasing the sample size from 2013 to 2015 of business in the three areas.

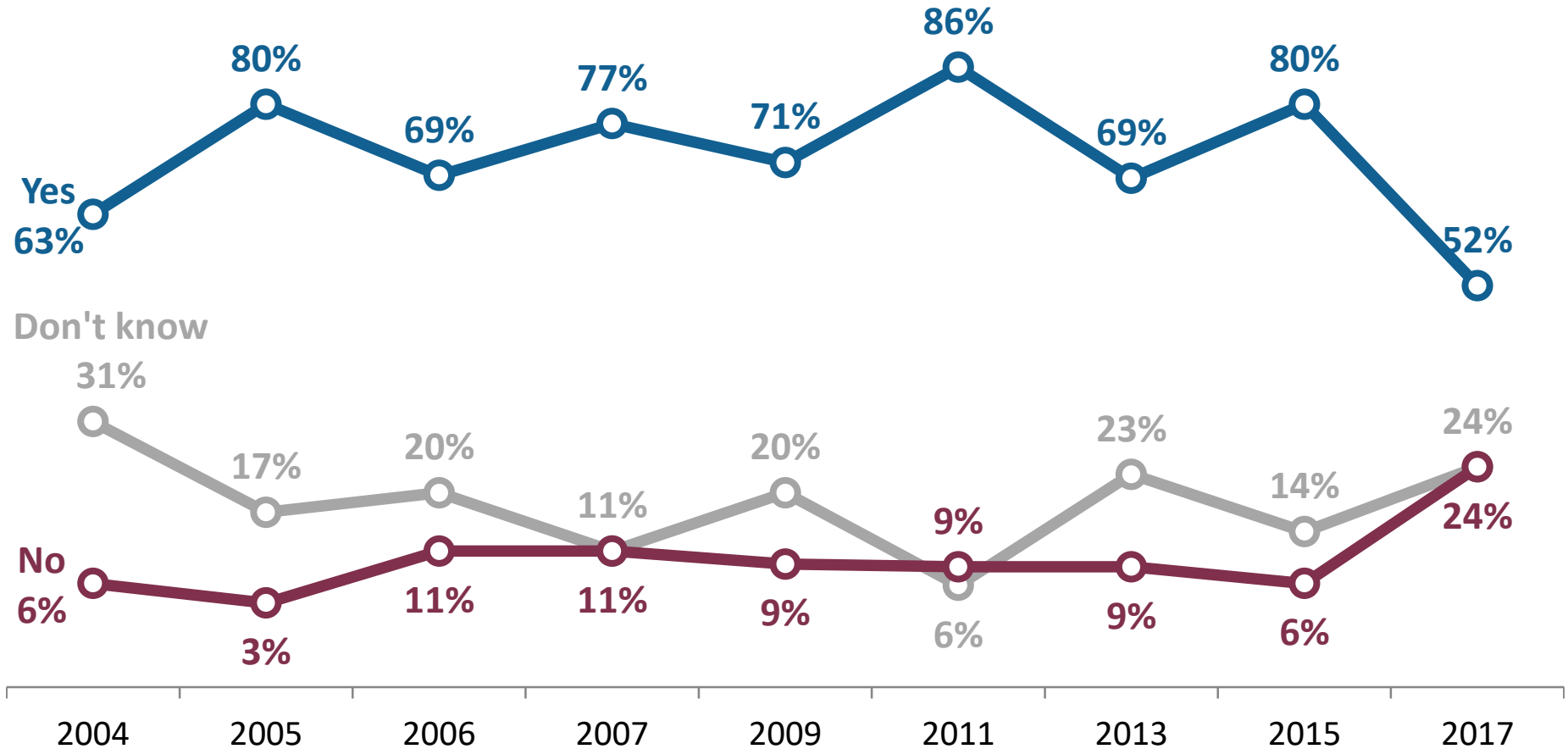EMC RESEARCH

Business: Treatment Plant - Good Neighbor

*Overall, more than half of businesses (59%) say the treatment plants in their area have been good neighbors. While Woodinville businesses give the highest rating with 80% saying the treatment plant has been a good neighbor, opinions are more divided among businesses in Magnolia and Renton. In Magnolia, only 52% rate the plant a good neighbor and 24% feel the plant **has not** been a good neighbor. In Renton, half (50%) of businesses say they are not sure.*

Pie chart:
- Has been 59% (-17% from 2015)
- Don't know 30%
- Not been 11% (+7 from 2015)

Bar chart legend: Yes (blue), Don't know (gray), No (dark red)

Location	Yes	Don't know	No
Woodinville	80%	4%	16%
Magnolia	52%	24%	24%
Renton	44%	50%	6%

Q6. As you may know, King County's Department of Natural Resources and Parks, operates a wastewater treatment plant in the area. Generally speaking do you feel the treatment plant has been or has not been a good neighbor?

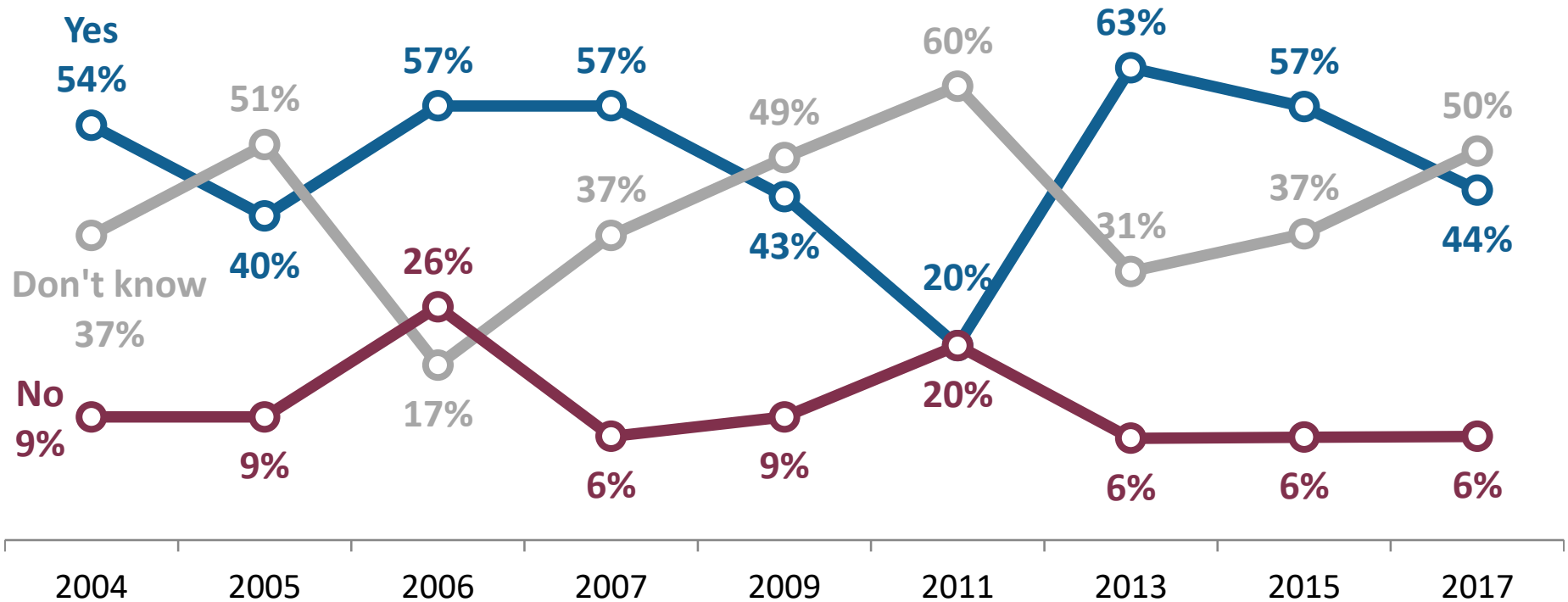FMC RESEARCH

(B) Magnolia: Good Neighbor - Trend

Just over half (52%) of businesses in Magnolia say the treatment plant has been a good neighbor, down 28 points from 2015. A quarter (24%) of businesses feel the treatment plant **has not** been a good neighbor, up 18 points from 2015, an overall negative shift of 46 points.

Yes
63% · 80% · 69% · 77% · 71% · 86% · 69% · 80% · 52%

Don't know
31% · 17% · 20% · 11% · 20% · 6% · 23% · 14% · 24%

No
6% · 3% · 11% · 11% · 9% · 9% · 9% · 6% · 24%

2004 · 2005 · 2006 · 2007 · 2009 · 2011 · 2013 · 2015 · 2017

Q6. As you may know, King County's Department of Natural Resources and Parks, operates a wastewater treatment plant in the area. Generally speaking do you feel the treatment plant has been or has not been a good neighbor?

(B) Renton: Good Neighbor - Trend

Only 44% of business in Renton feel that the treatment plant has been a good neighbor, down 13 points from 2015.

Yes
54% 40% **57%** **57%** 43% **20%** **63%** **57%** **44%**

Don't know
37% 51% 17% 37% 49% 60% 31% 37% 50%

No
9% 9% **26%** 6% 9% **20%** 6% 6% 6%

2004 2005 2006 2007 2009 2011 2013 2015 2017

Q6. As you may know, King County's Department of Natural Resources and Parks, operates a wastewater treatment plant in the area. Generally speaking do you feel the treatment plant has been or has not been a good neighbor?

EMC
RESEARCH

(B) Woodinville: Good Neighbor - Trend

In Woodinville, 8-in-10 businesses feel that the treatment plant has been a good neighbor, up slightly from 2015.

Yes
76%   **73%**   **80%**

Don't know
17%   **19%**   **16%**

No
7%   **8%**   **5%**

2013   2015   2017

Q6. As you may know, King County's Department of Natural Resources and Parks, operates a wastewater treatment plant in the area. Generally speaking do you feel the treatment plant has been or has not been a good neighbor?

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RESEARCH
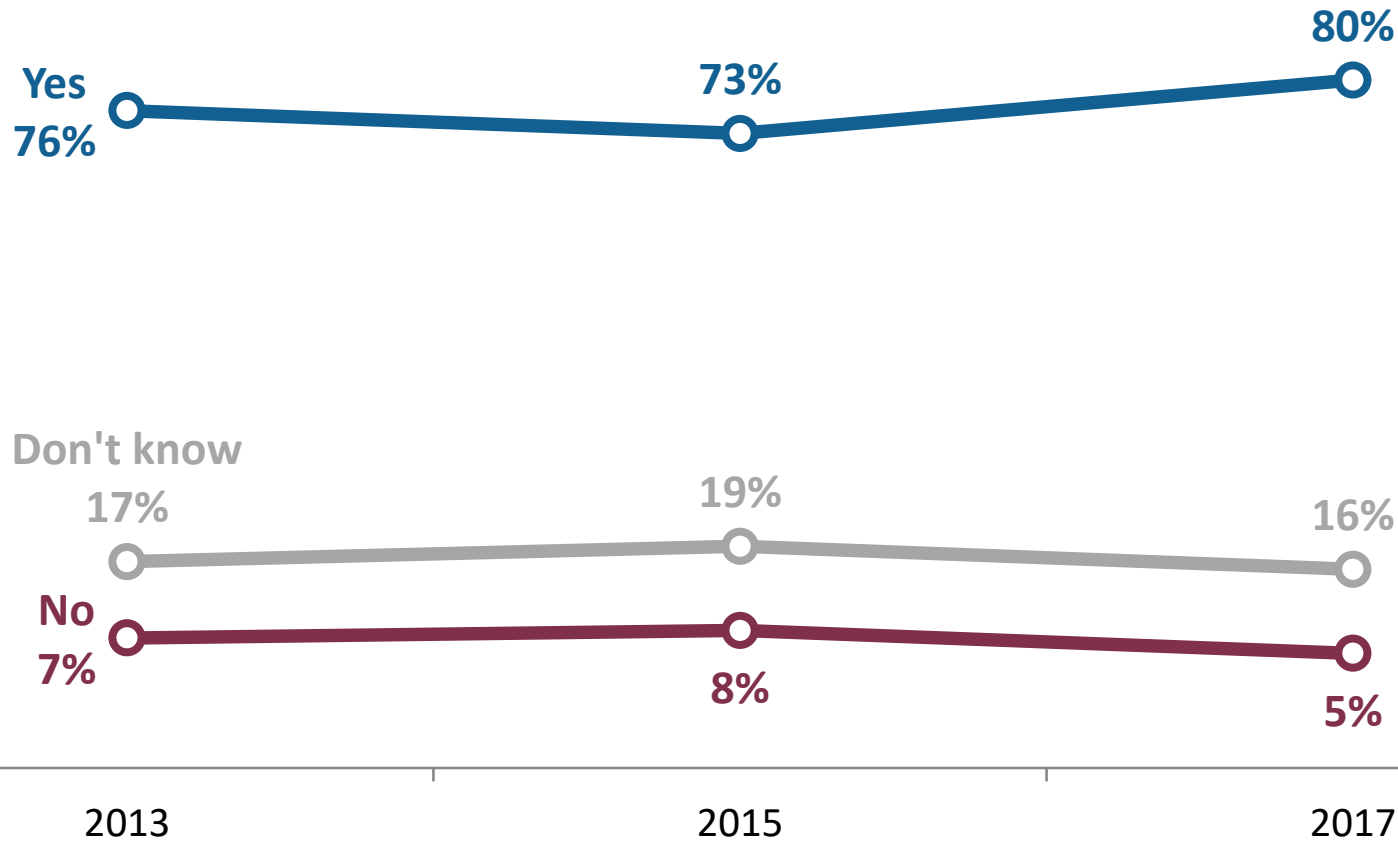
Business: Good Neighbor Reasons

No troubles/unobtrusive, hidden from sight/hardly noticeable, nice landscaping and no smell are the top mentions for the wastewater treatment plant being a good neighbor.

| Reasons has been a good neighbor	Overall	Magnolia	Renton	Woodinville
No troubles/Unobtrusive	22%	**42%**	**23%**	8%
Hidden from sight/Hardly noticeable	17%	15%	**23%**	15%
No smell	17%	12%	18%	20%
Nice landscape	15%	8%	-	**28%**
Can use the facility for community events	10%	-	5%	20%
Truck traffic is not bothersome	6%	8%	5%	5%
Have tours for school children	3%	-	-	8%
Doing a good job	3%	-	5%	5%
No noise	3%	4%	5%	3%
They provide a necessary service	3%	12%	-	-
Responsive to community concerns	2%	-	5%	3%
Now have good water/water quality	2%	4%	-	3%
Clean facility	2%	-	-	5%
Good for economy	1%	-	-	3%
Good for environment	1%	-	-	3%
Educates/Communicates the public	1%	-	5%	-
Other	-	-	-	-
Don't Know	10%	12%	27%	-
Not applicable	2%	4%	-	3%

Q7. What are the top one or two reasons you think King County Wastewater Treatment Plant has been a good neighbor? (multi-response)

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Business: Negative Impacts

Business: Experienced Negative Impacts

Overall, 1-in-5 businesses say they have experienced some negative impacts from the treatment plants in their area and is consistent with 2015. Woodinville is the lowest, with only 4% saying they have had a negative experience and Magnolia is the highest with 4-in-10 (40%).
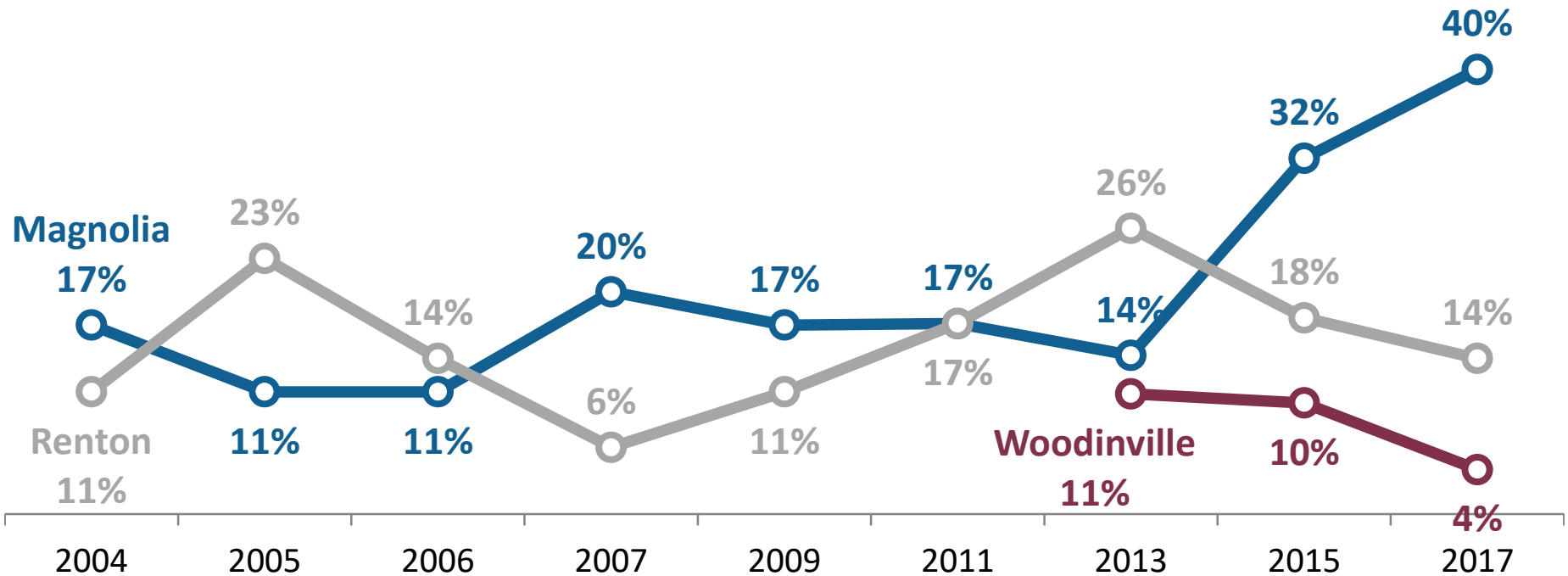
Experienced Negative Impacts
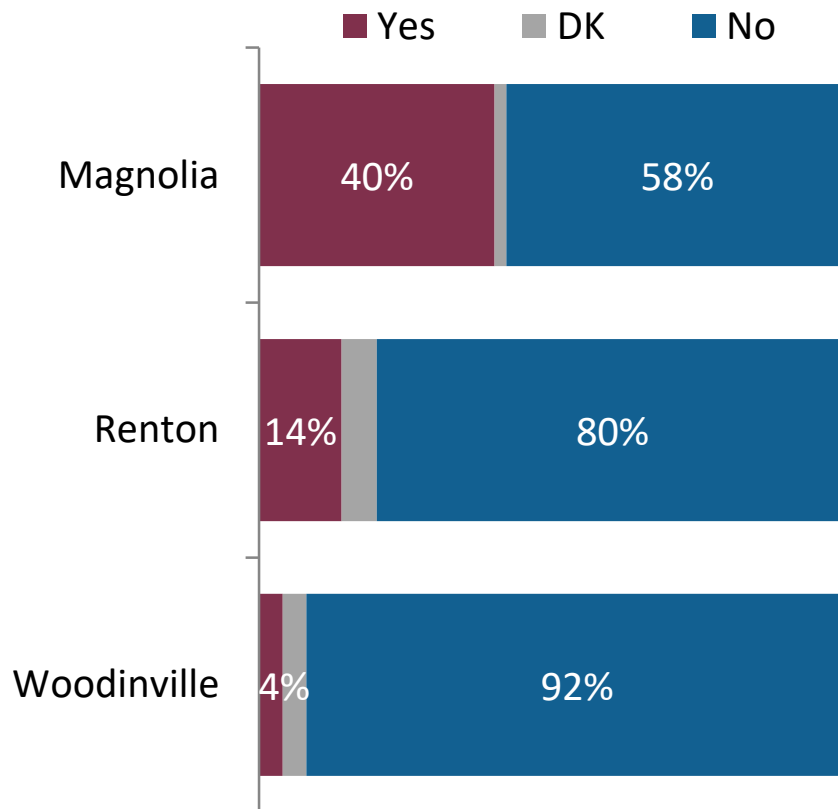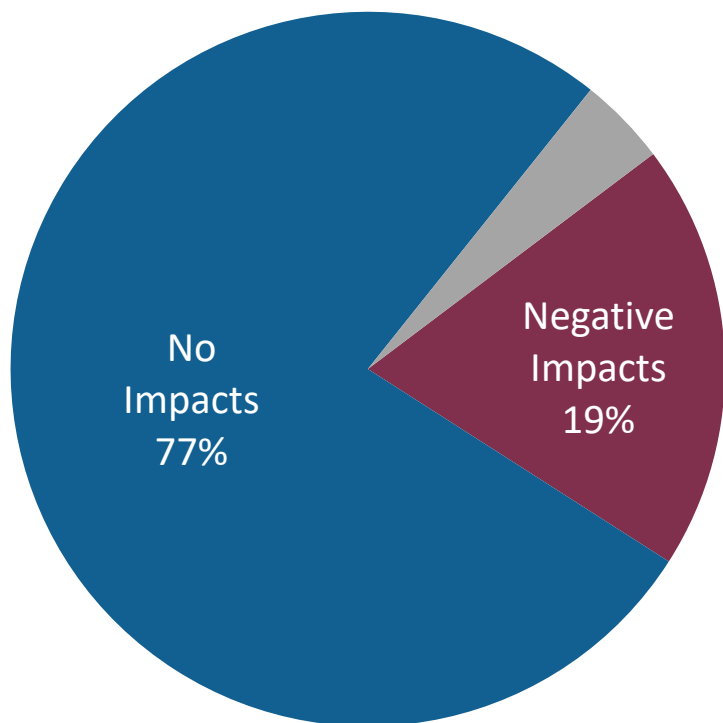
Q8. Knowing there is a wastewater treatment plant in your area, have you experienced any negative impacts that could be a result of the wastewater facility?

Business: Experienced Negative Impacts - Trend

Since 2013, the percentage of businesses in Magnolia that have experienced negative impacts has risen steadily to its current high of 40%. During this same time period, the percentage of businesses experiencing negative impacts has declined steadily for both Renton and Woodinville.

Magnolia
17%

Renton
11%

23%

14%

20%

6%

17%

11%

17%

17%

26%

14%

Woodinville
11%

32%

18%

10%

40%

14%

4%

11% **11%**

| 2004 | 2005 | 2006 | 2007 | 2009 | 2011 | 2013 | 2015 | 2017 |

Q8. Knowing there is a wastewater treatment plant in your area, have you experienced any negative impacts that could be a result of the wastewater facility?

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RESEARCH

Business: Negative Impacts Experienced

Bad smell is the most common negative experience mentioned.

Impacts experienced	Overall	Magnolia	Renton	Woodinville
Bad smell	69%	70%	86%	-
Water contamination/Leak/Overflow	14%	20%	-	-
Truck traffic	7%	10%	-	-
Poor drainage	3%	5%	-	-
Narrowing roads in area	-	-	-	-
No sea life	-	-	-	-
Anxiety, due to expansion	-	-	-	-
Ground leaching	-	-	-	-
Attracting rats	-	-	-	-
Ugly landscape	-	-	-	-
Other	14%	5%	14%	100%

Q10. We can arrange to have a plant manager call you to talk about these impacts. Would you like us to do that? (n=4)
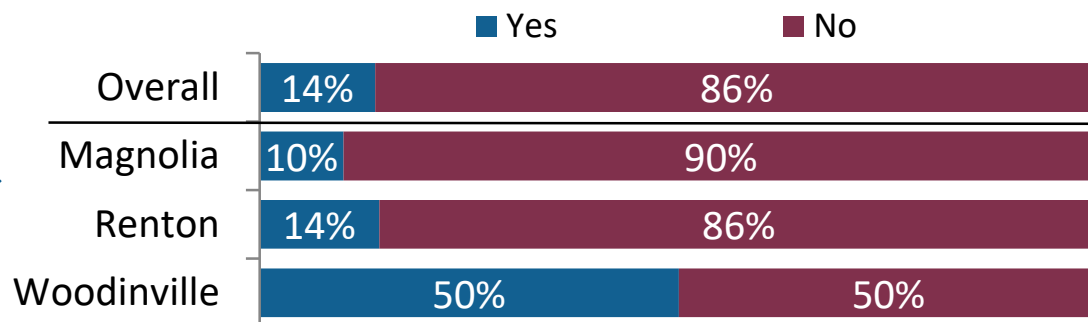
■ Yes   ■ No

	Yes	No
Overall	14%	86%
Magnolia	10%	90%
Renton	14%	86%
Woodinville	50%	50%

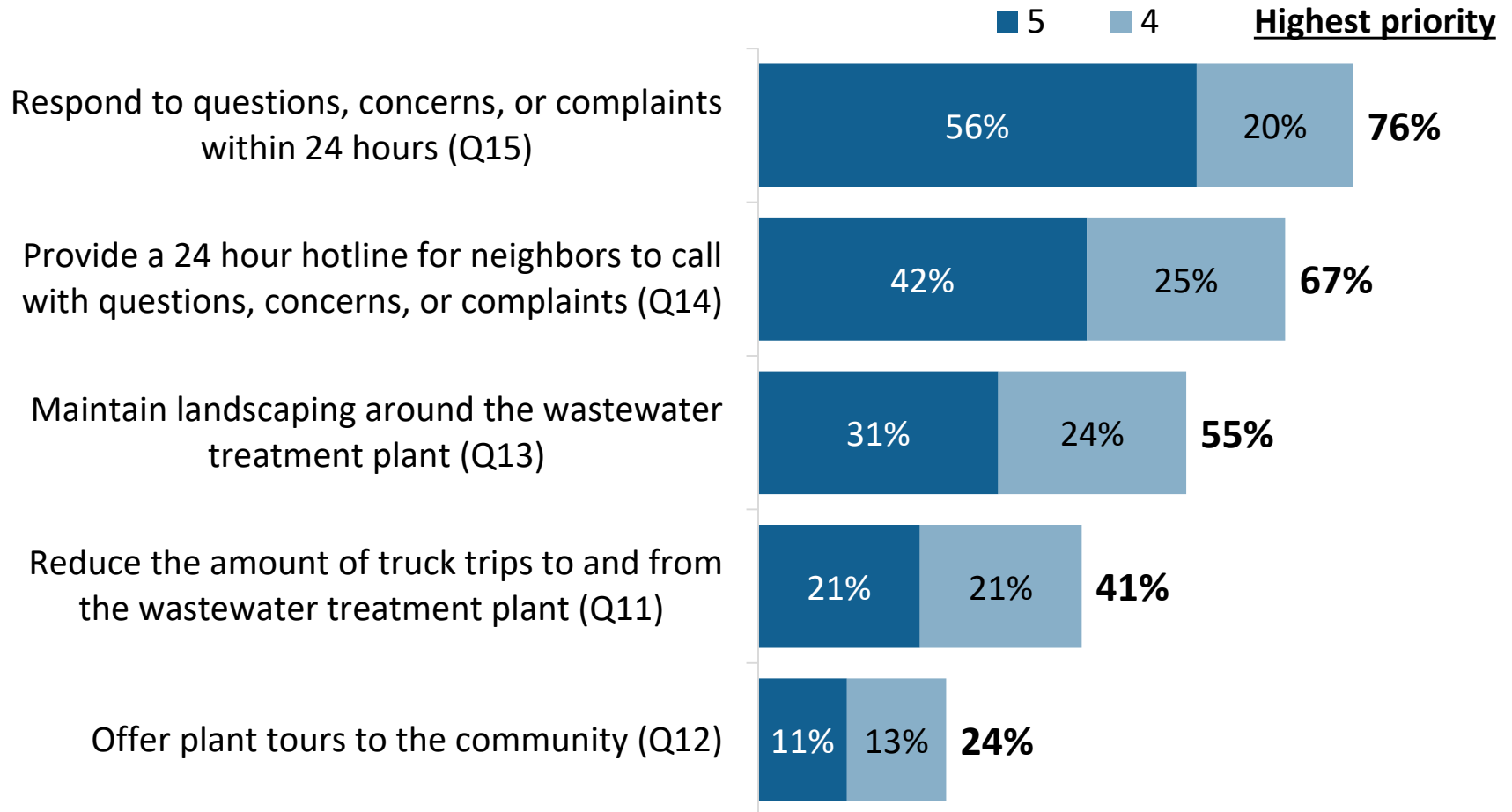*Q9. What impacts have you experienced? (multi-response)*
Q10. We can arrange to have a plant manager call you to talk about these impacts. Would you like us to do that?

EMC RESEARCH

Business:
Priorities

Business: Priorities

Responding to questions, concerns, or complaints within 24 hours is the highest priority among businesses.

Legend: ■ 5 ■ 4   **Highest priority**

Respond to questions, concerns, or complaints within 24 hours (Q15): 56% | 20% — **76%**

Provide a 24 hour hotline for neighbors to call with questions, concerns, or complaints (Q14): 42% | 25% — **67%**

Maintain landscaping around the wastewater treatment plant (Q13): 31% | 24% — **55%**

Reduce the amount of truck trips to and from the wastewater treatment plant (Q11): 21% | 21% — **41%**

Offer plant tours to the community (Q12): 11% | 13% — **24%**

Q11-15. I'm going to read you a list of items that the King County wastewater treatment plant is doing to be a better neighbor in the area. For each of the following items, please tell me how high of a priority that item should be for the wastewater treatment plant. Use a scale of one to five, where one means the lowest priority and five means the highest priority.

FMC RESEARCH

Business: Improvements

Business: Improvements

Providing more public information was the top mention for ways King County can be a better neighbor, followed by ensuring proper maintenance/preventing further leaks and controlling the odor.

Things to be a better neighbor	Overall	Magnolia	Renton	Woodinville
Provide more public information	15%	8%	22%	14%
Ensure proper maintenance/Prevent further leaks	9%	18%	2%	6%
Control the odor	7%	6%	14%	-
Respond to community complaints	5%	8%	6%	2%
Ensure there are no problems	3%	6%	2%	-
Reduce charges	2%	2%	2%	2%
Improve landscaping	2%	4%	-	2%
Ways to reduce sewage	2%	6%	-	-
Have tours	2%	-	-	6%
Expand services to different areas	2%	-	-	6%
Promote cleanliness	1%	2%	-	-
Relocate	1%	-	-	2%
Control traffic	-	-	-	-
Avoid contaminating the area	-	-	-	-
Have outreach programs	-	-	-	-
Don't expand	-	-	-	-
Remain unobtrusive	-	-	-	-
Improve the parking in that area	-	-	-	-
Not applicable/Doing a good job/No Suggestions/Good Neighbor	28%	20%	26%	38%
Don't Know	26%	26%	26%	26%
Other	2%	6%	-	-

Q16. 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? (multi-response)

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Business: Magnolia
West Point Incident

West Point Incident Awareness

3-in-4 Magnolia businesses heard about the incident at the West Point Treatment Plant. Of those that were aware of the incident, most (73%) mentioned release of storm water into Puget Sound. However, 16% mentioned hearing that the float switch or other equipment had failed and 11% mention hearing that the plant didn't have enough capacity and was overwhelmed.

Do you recall hearing or seeing anything about an incident occurring at the West Point Treatment Plant in the last year?
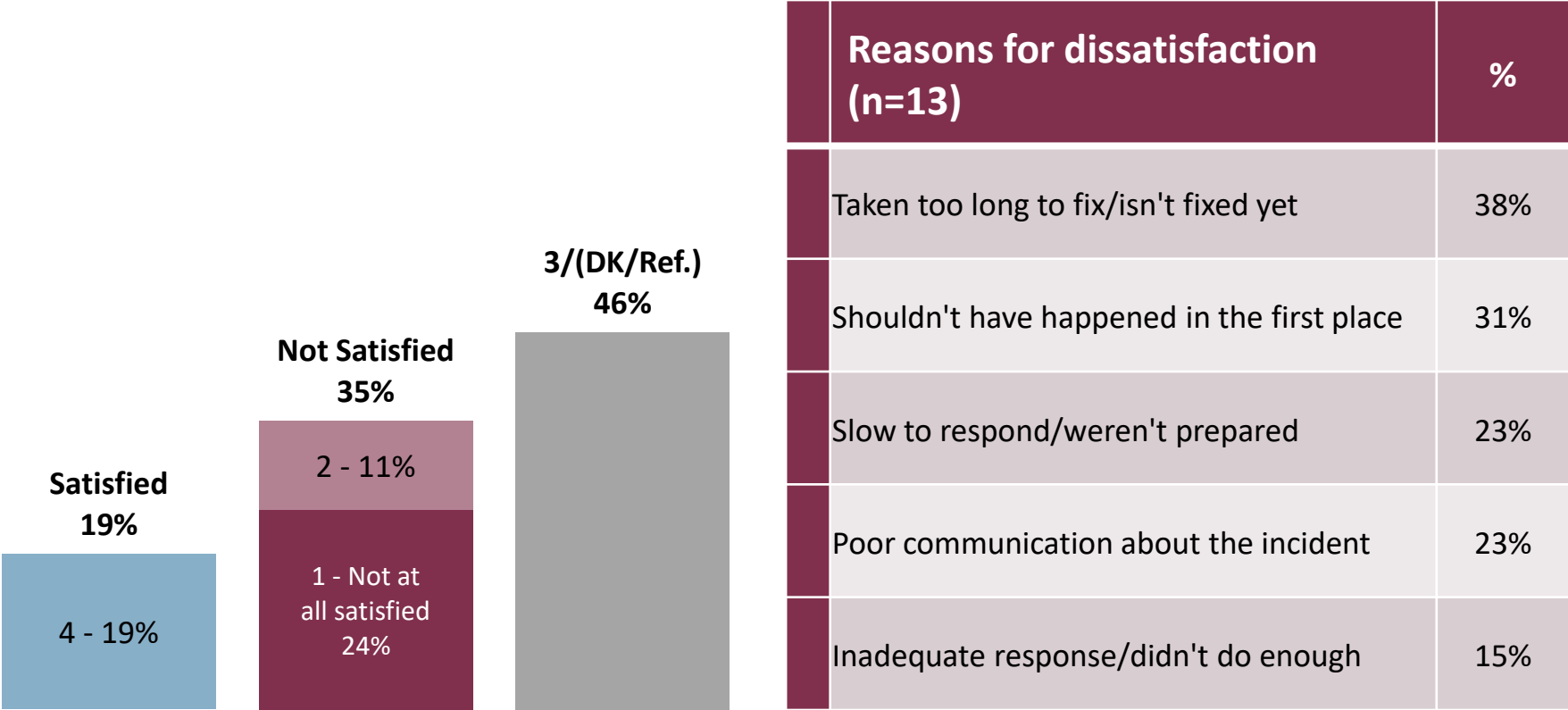
Yes 74%

No 20%

Not sure/ DK 6%
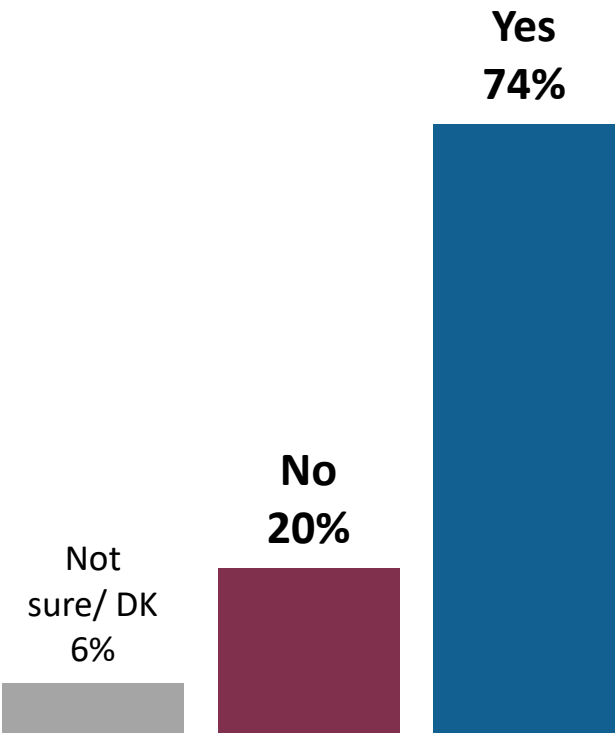
Things heard about incident (n=37)	%
About the incident/Release of waste/Stormwater into Puget Sound	73%
Float switch failed/Failed equipment	16%
Not enough capacity/Overwhelmed	11%

Q17. Do you recall hearing or seeing anything about an incident occurring at the West Point Treatment Plant in the last year?
Q18. What did you see or hear? (Multi-response)

EMC RESEARCH

Satisfaction with County Response

More than a third (35%) of Magnolia businesses were dissatisfied with the County's response. The top reasons mentioned for dissatisfaction with the response were that fixing the situation had taken too long (38%), followed by feelings the incident should have been prevented in the first place (31%) and a slow response/lack of preparation (23%).

3/(DK/Ref.)
46%

Not Satisfied
35%

2 - 11%

Satisfied
19%

1 - Not at all satisfied 24%

4 - 19%

Reasons for dissatisfaction (n=13)	%
Taken too long to fix/isn't fixed yet	38%
Shouldn't have happened in the first place	31%
Slow to respond/weren't prepared	23%
Poor communication about the incident	23%
Inadequate response/didn't do enough	15%

Q19. Using a scale of one to five, where one is not at all satisfied and five is very satisfied, how satisfied are you with the County's response regarding the incident?
Q20. And why would you say dissatisfied with the County's response regarding the incident? (Multi-response)

EMC RESEARCH