Discovery Clean Water Alliance Salmon Creek Treatment Plant Fourth Annual Open House Summary Report

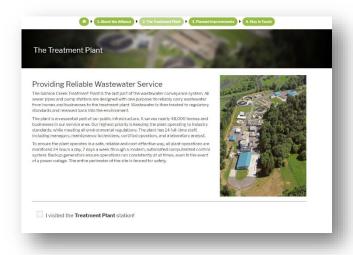
Public Outreach Overview

In June 2020, due to the ongoing COVID-19 situation and out of an abundance of caution for area neighbors, the Discovery Clean Water Alliance moved their annual open house online. The Alliance hosted the online open house from June 1, 2020 until June 21, 2020 to share information and hear feedback from area neighbors about the Salmon Creek Treatment Plant operations, odor control improvements, as

well as other future improvements. Input was gathered from participants following the completion of virtual information stations.

Outreach Methods

Community members were invited to attend the online open house via a postcard mailing sent to over 400 area residents on May 29. In addition, a savethe-date email was sent to the interested parties list on May 12, with a follow-up email on June 3. All emails and Enewsletters were sent out to the Alliance's 54 subscribers.



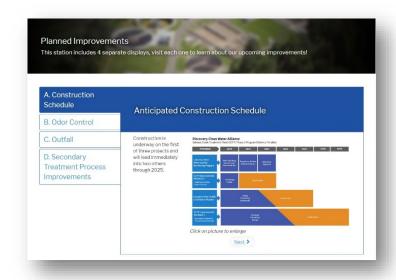
Online Open House

The online open house for the Salmon Creek Treatment Plant was open Monday, June 1st through Sunday June 21st. There were 69 unique users that visited the site, and 24 of those visitors provided comments.

The online open house was organized into four information stations:

- 1. About the Alliance;
- 2. About the Treatment Plant;
- 3. Planned Improvements; and
- 4. Next Steps & Stay in Touch.

The "Planned Improvements" station included four sub-stations: Construction Schedule; Odor Control; Outfall; and Secondary Treatment Process Improvements. Participants were asked to check a box at each station and sub-station



to indicate that they had visited each station; and were offered an opportunity to provide feedback on the "Stay in Touch" station page. If participants virtually visited each station and provided their info at the end of the online open house, they were given a choice of an appreciation gift, which included either a canvas tote bag, a plush salmon, or a water tumbler, to be sent to their address.

Summary of Public Input

Overall

In general, those that visited the online open house were happy to be able to access the information and receive updates from the Alliance. The nature of the comments was positive, overall, with many participants requesting more information or asking clarifying questions. Along with the largely positive feedback, there were requests by neighbors for more or continued updates on the projects. While open house participants expressed gratitude for the information provided on all of the projects, they seemed particularly interested in getting more information about the Odor Control project and its timeline. A catalog of frequently asked questions can be found here:

https://www.discoverycwa.org/docs/DCWA Odor Control FAQ 0720.pdf

Of the 14 comments received, most focused on:

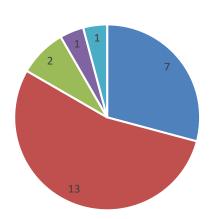
- Showing appreciation for communications efforts and keeping the public informed (Six comments)
- Showing appreciation for efforts put forth toward treatment operations (Five comments)
- No comments or questions at this time (Two comments)
- The stormwater system in the area and how it performed during a recent rainstorm (One comment)

Of the eight questions received, most focused on:

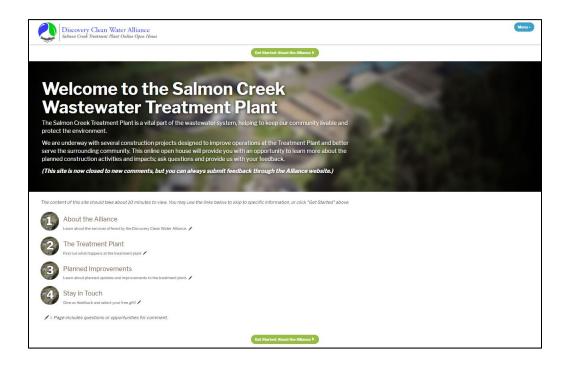
- Odor control (Four questions)
- Capacity expansion (One comment)
- Bio-filtrations silos (One comment)
- Gate location (One comment)
- Plans for tract of land recently purchased near the facility (One comment)

Along with being asked to provide their gift choice and contact information, participants were also asked where they live in relationship to the treatment plant. Most indicated they live near the treatment plant:

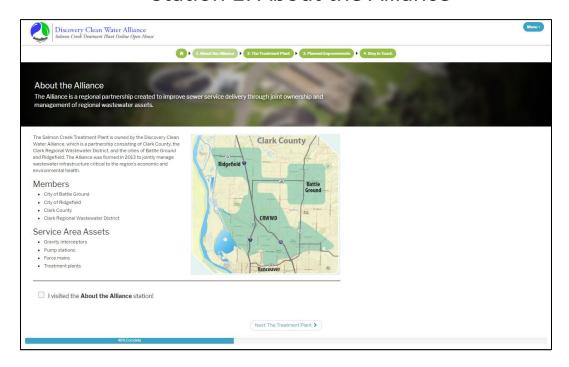




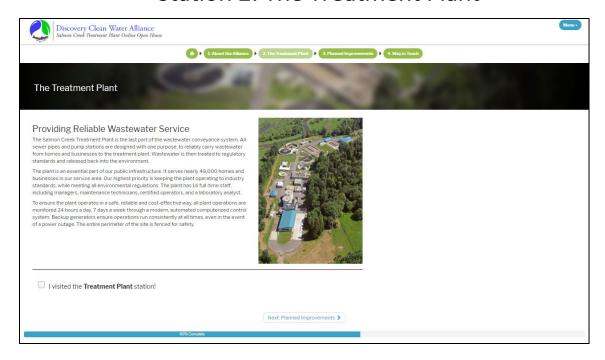
Appendix B – Online Open House Stations Welcome Station



Station 1: About the Alliance

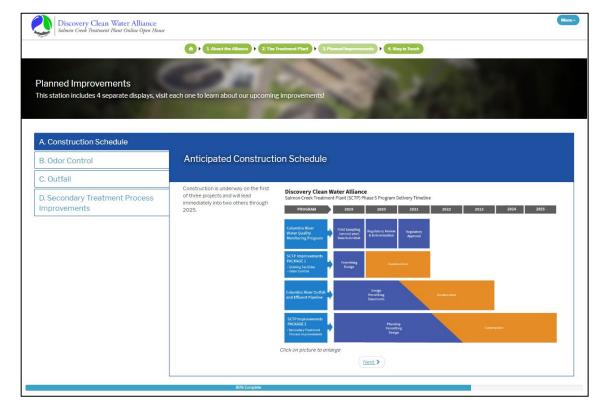


Station 2: The Treatment Plant

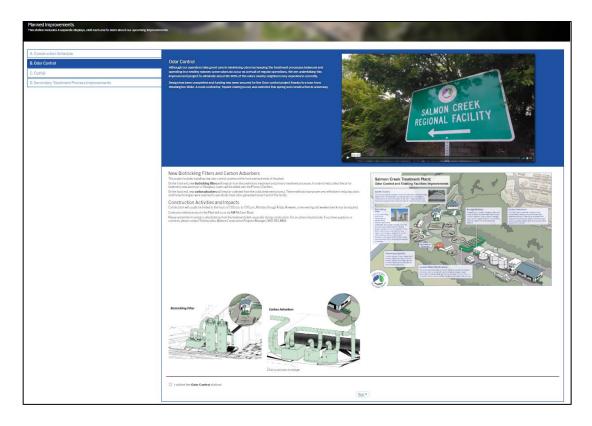


Station 3: Planned Improvements

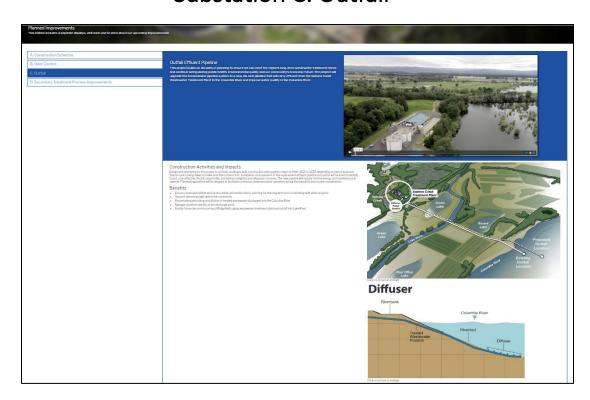
Substation A: Construction Schedule



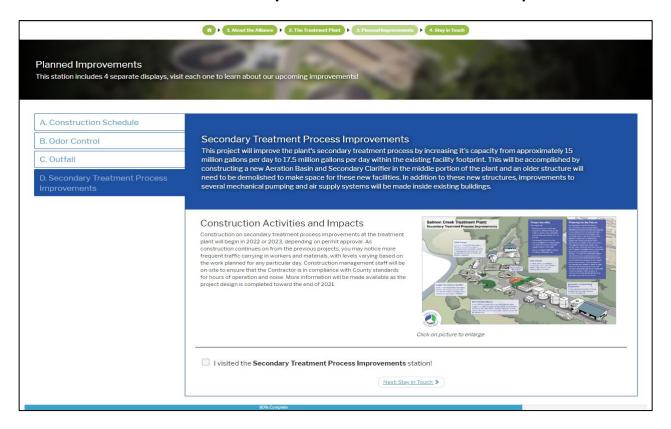
Substation B: Odor Control



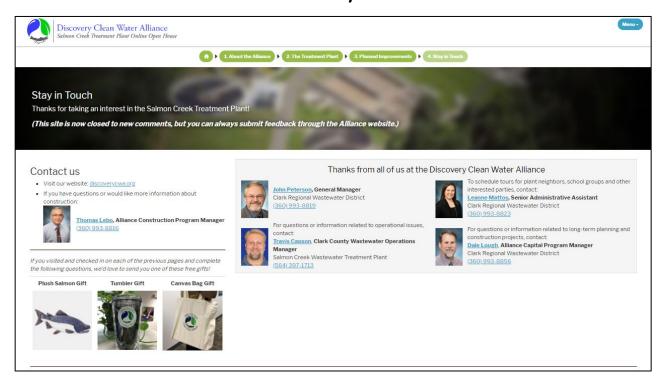
Substation C: Outfall



Substation D: Secondary Treatment Process Improvements



Station 4: Stay in Touch



Station 4 (Continued)

