



NORTH MERCER ISLAND/ENATAI Sewer Upgrade Project

Online Open House Summary

February 20 - April 15, 2020

<https://publicinput.com/nmesewerupgrade>

Purpose

King County Wastewater Treatment Division is upgrading three miles of sewer pipeline from the North Mercer Pump Station on Mercer Island to the Sweylocken Pump Station in Bellevue. In addition to the new sewer pipeline, King County will upgrade the County’s North Mercer Pump Station. The project is in the final design stage.

King County hosted an online open house, in addition to [two in-person open houses](#), to share design updates, construction information and restoration plans. The online open house provided an opportunity for people who live, work and recreate in the project area to review the latest plans for a sewer upgrade project at a time and place convenient to them.

The online open house included a survey opportunity for participants to provide feedback on King County’s communication about the project.

While the online open house is now closed, an archive is available on the project library webpage.

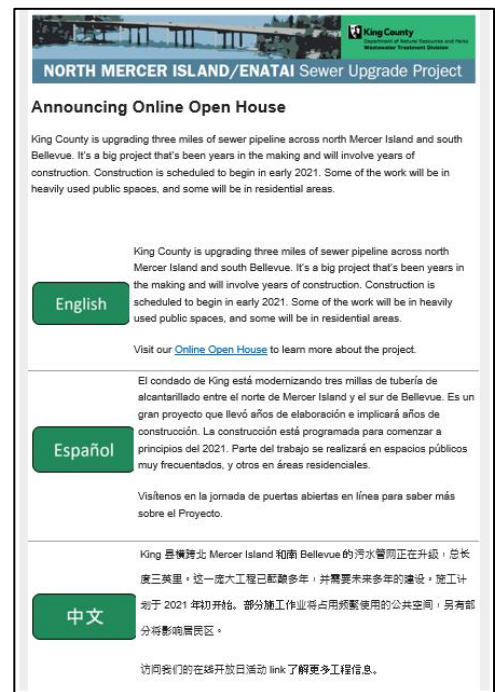
Notification

The following tools and channels were used to advertise the online open house:

- King County sent email invitations to over 1,000 project email list subscribers announcing when the sites were live and reminders while the site was open.
- King County posted an update with links to the online open house on the project webpage in English, Spanish, and Simplified Chinese and Traditional Chinese.
- King County posted an announcement on the [King County WTD Facebook page](#), including links in English, Spanish, and Simplified Chinese and Traditional Chinese.
- Project staff emailed community partners to request their help in sharing the links to the webpages.

Online open house format

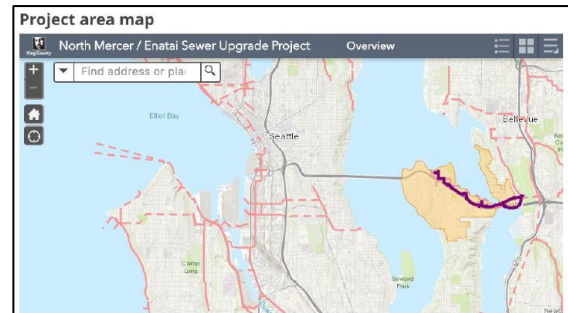
The following information was available for review in English, Spanish, Simplified Chinese and Traditional Chinese:





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- An interactive project area map
- Brief outline of project progress to date
- Project overview and schedule
- Construction information for:
 - Upgraded North Mercer Pump Station
 - Residential streets
 - North Mercer Way and Island Crest Way
 - I-90 Trail
 - Fruitland Landing
 - Enatai Beach Park
- Construction methods, including in-water work and Horizontal Directional Drilling
- An opportunity to provide optional feedback



An interactive map was provided to offer the participant the option to zoom in or out of the project area.

Participants

The online open house received 831 views. Sixty-two percent of participants viewed the online open house in English, 13 percent in Spanish, 11 percent in Simplified Chinese and 12 percent in Traditional Chinese.

Optional survey

Of those who viewed the online open house, three participated in a five-question survey. Two participants submitted comments and three participants signed up to be on the project email list.

Survey feedback

All respondents said they are satisfied with the amount of information they have at this phase in the project.

Participants selected email, mail, newspapers or online news sites, and the project webpage as the best ways for King County to share information with them.

While no questions were submitted, one participant requested the team post photos and videos during construction, particularly of the in-water construction work. Another participant complimented the team for their communication efforts and acknowledged how much planning and construction is required to complete this project.

ALTERNATIVE FORMATS AVAILABLE

206-477-5371/ 711 (TTY Relay)



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Appendix: Online open house optional survey questions

1. If you'd like to receive more frequent updates, please sign up here for email updates and/or text alerts updates:

First name:

Last name:

Email:

Phone:

2. How do you get information and news about King County projects? Select all that apply:

- Email
- Mail - postcards, newsletters
- Newspapers, online news site, blogs
- Webpage
- Community meetings or events
- Flyer left at your door
- One-on-one meetings
- Online meetings and activities
- Presentations at community group meetings
- Social media - Facebook, Twitter, Nextdoor, etc.
- Text messaging
- Other

3. King County expects to complete design for the North Mercer Island/Enatai Sewer Upgrade project in 2020 and start construction in 2021. Do you feel you have enough information at this phase to understand the project?

- Yes
- No
- If no, please explain what we can be doing to better meet your needs:

4. What advice would you give to the project team about engaging with you, your groups and organizations, and members of your community?

5. Is there anything else you'd like to tell us?