In August 2019, EWEB hired a consultant (Barney & Worth) to interview neighbors and other stakeholders about their interests and concerns related to water tank improvement projects at College Hill, Hawkins Hill and E. 40th. Eighteen residents participated in the interviews.

1. Resiliency matters
   - “I’m concerned about seismic vulnerability and sabotage.”
   - “More storage capacity is a benefit.”
   - “The safer the water, the better it is for the community.”
   - “People should be concerned about the viability of old reservoirs in an earthquake.”

2. Public access is highly valued
   - “A nice gathering place across the generations.”
   - “Keep sites accessible to all, serving the entire community.”
   - “Open space is good.”
   - “College Hill is an important gathering place.”

3. Communication is critical
   - “Start outreach early; involving people late makes them angry.”
   - “Go to neighborhood associations and use their newsletters.”
   - “Newspaper coverage is no longer effective.”
   - “No surprises. Give advance warning - tell people why you are doing this.”

4. Construction impacts are a big concern
   - “I’m worried about construction: a huge hole in the ground and 20 dump trucks a day.”
   - “This is all about construction impacts: noise, traffic, dust, damage to natural resources.”
   - “Tell the story upfront. Explain ‘why’ so neighbors can endure the impacts.”