

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."