

SPU Community Advisory Committees
5 Question SBP Survey Feedback
January 22, 2020

Approximately 15 respondents total (w/only 3 for Q 4 and 5)

Question 1 – Satisfaction with Services (5 highly satisfied; 1 highly dissatisfied)

- a. Drinking Water = 12 rated 5; 2 rated 4 = **avg 4.85**
- b. Garbage = 5 rated 5; 5 rated 4; 5 rated 3 = **avg 4.0**
- c. Sewer = 2 rated 5; 6 rated 4; 6 rated 3; 1 rated 2 = **avg 3.6**
- d. Drainage = 6 rated 4; 6 rated 3; 3 rated 2 = **avg 3.2**

*Comments for lower garbage rating: issue with hauler collection and info for non-native speakers.
Comments for lower drainage rating: visible flooding (intersections, etc) during rain events.*

Question 2 – Overall Cost and Value of Service (5 highly satisfied; 1 highly dissatisfied)

3 rated 5; 6 rated 4; 4 rated 3; 2 rated 2 = **avg 3.6**

Comments related to lower ratings: high bill for frugal use; high bill so would expect less flooding, less beach closures due to WQ issues; high bill for fixed incomes; 18 mo delay to business in getting water data due to software issues.

Question 3 – Areas for Improvement in the next 5 years (up to 3 votes)

- a. Customer service and community engagement = **4 votes**
- b. Communications and information sharing = **2 votes**
- c. Rate affordability (cost of utility services) = **9 votes**
- d. Aging infrastructure (pipes, pump stations, facilities, etc.) = **10 votes**
- e. Service equity (fairness in how service is provided) = **11 votes**
- f. Water conservation and rainwater capture = **3 votes**
- g. Water quality (drinking water and surface water) = **1 vote**
- h. Waste, plastics and toxics reduction = **7 votes**
- i. Other (please specify) = **restoration of creeks/waterways missing**

Comments: There is a lot of overlap between choices a, b, and e and they need more clearer definitions about how they are different. Service equity should not be a choice should just be part of baseline behavior. Don't combine drinking water and surface water quality.

Question 4 – Biggest water and waste management issues in next 20 years

- Climate Change concern about water supply
- Handling recycle materials like plastics
- Urban Creek Health
- Capacity, with growing population

- Climate change – affects sea level (flooding), snowpack (water supply), population movement (capacity), and much more.
- Over the next 20 years failing infrastructure in the water industry and the variation in predictability of the snowpack will impact the water and wastewater in SPU. Trying to manage and balance enough water for fish population and human consumption will be something extremely unique to the PNW.
- In terms of waste, the biggest challenge will be space for landfills and lack of quality recyclables. The recycling market is not predictable and the need for recycled material is not as high as the current use. Quality compost and use of the compost will remain a challenge as SPU continues to try to communicate the compostables.

Question 5 – Ideas for working with community to meet challenges

- Develop forward looking plans that address these issues with community members that share these concerns
- Utilize resources in the community (volunteers) to support staff to help address areas that are understaffed but need attention. There is an ever growing community of retired individuals that would welcome these opportunities to improve their community. (i.e Citizen science opportunities)
- Reach out to the community with staff and volunteers to educate, engage and listen to the community. A greater presence at public events (fairs, etc.) Churches, community centers, community events, etc.
- I didn't mention affordability but I know that that is a number one issue.
- In the bigger picture, I think the resiliency work and equity work are super important, to make sure we're looking square at future risks and making sure that disadvantaged communities get the voice and services they need. Looking at how infrastructure needs are evolving is important to because it is so expensive to change. What should we be thinking of now, to ensure that our new infrastructure can still be useful in 50-100 years?
- Communication is the only way to meet current and future challenges. Unique but assertive opportunities need to be taken advantage of to reach out to the community. Whether it be rental agreements or home purchases including details about waste and water or door to door conversations. A great way to relate to customers is trying to advertise in a way that makes it more personal. Doing so by considering how it has impacts on the individual (i.e outdoor activity impacts, beach closures, water main upgrades, etc.)