

**We identify community concerns**



**Nesting  
bald eagles**

**A historic  
building**



**Cruise ship traffic**



# We connect the project to community values

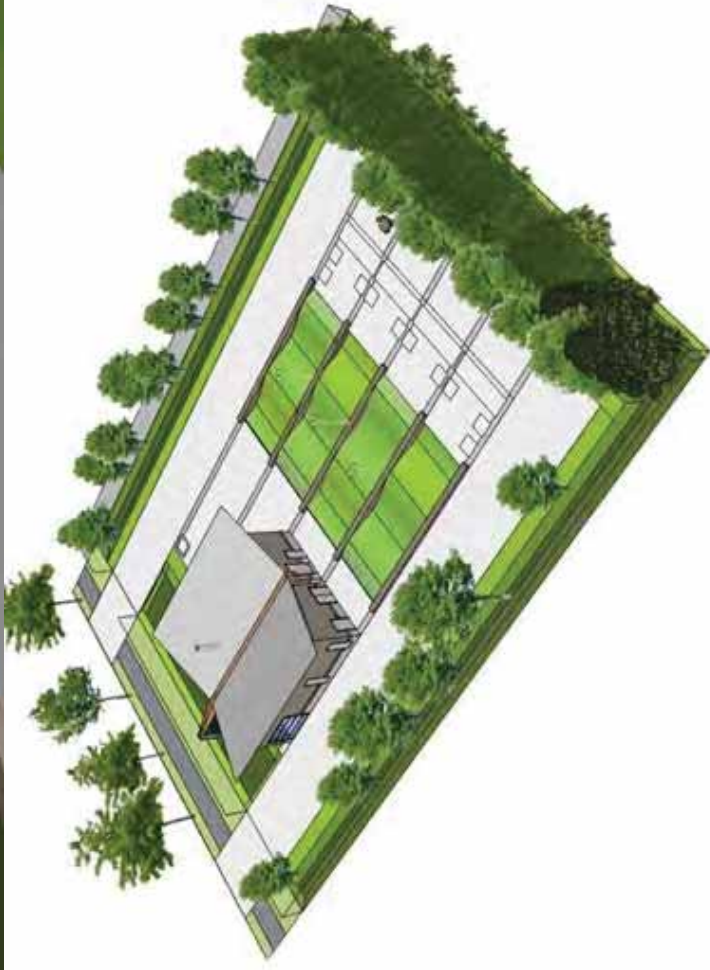
We make it about them, their health and the environment they care about.

Not about us and our regulations.



# We help manage expectations:

- ▶ **What people can influence**
- ▶ **Status and next steps throughout the project**
- ▶ **What to expect during construction**



# We help manage emerging issues

A historic attempt to turn the facility site into a public park.



An historic feral cat colony lived on the tank site.



Homeless residents were impacted by construction.



## Alternatives phase



## Design phase

Local News

### Costly sewer program may have little benefit

Originally published August 4, 2011 at 2:39 pm | Updated August 4, 2011 at 4:46 pm

Seattle and King County propose spending more than \$1.3 billion on combined sewer overflows, raising rates that already are among the highest in the country. Yet it will make little difference to the water quality of Puget Sound.

**We find ways for the team to meet people where they are at**

- ▶ **From living rooms to parks to meeting rooms**
- ▶ **In person and online**
- ▶ **Working with community groups and organizations**



# “How do I know you aren’t going to cause a landslide?”

<https://www.seattletimes.com/seattle-news/sinkholes-in-areas-past-have-made-big-impressions/>



# CS helps the team understand community concerns

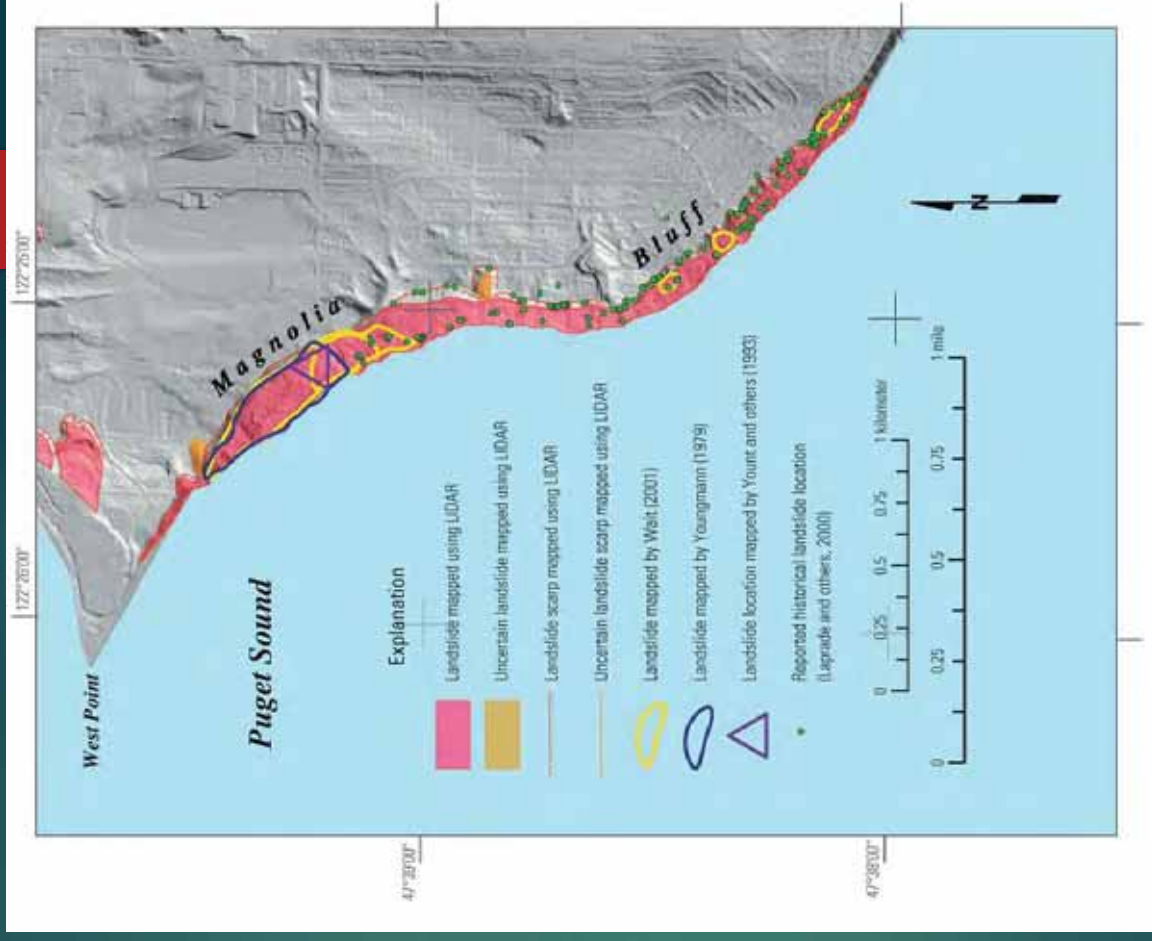
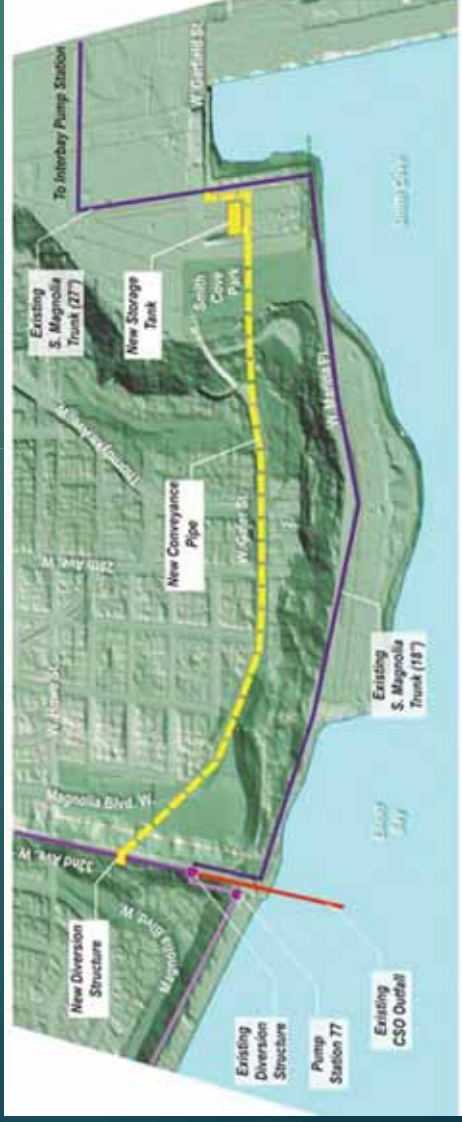


Figure created by [William H. Schulz](#)

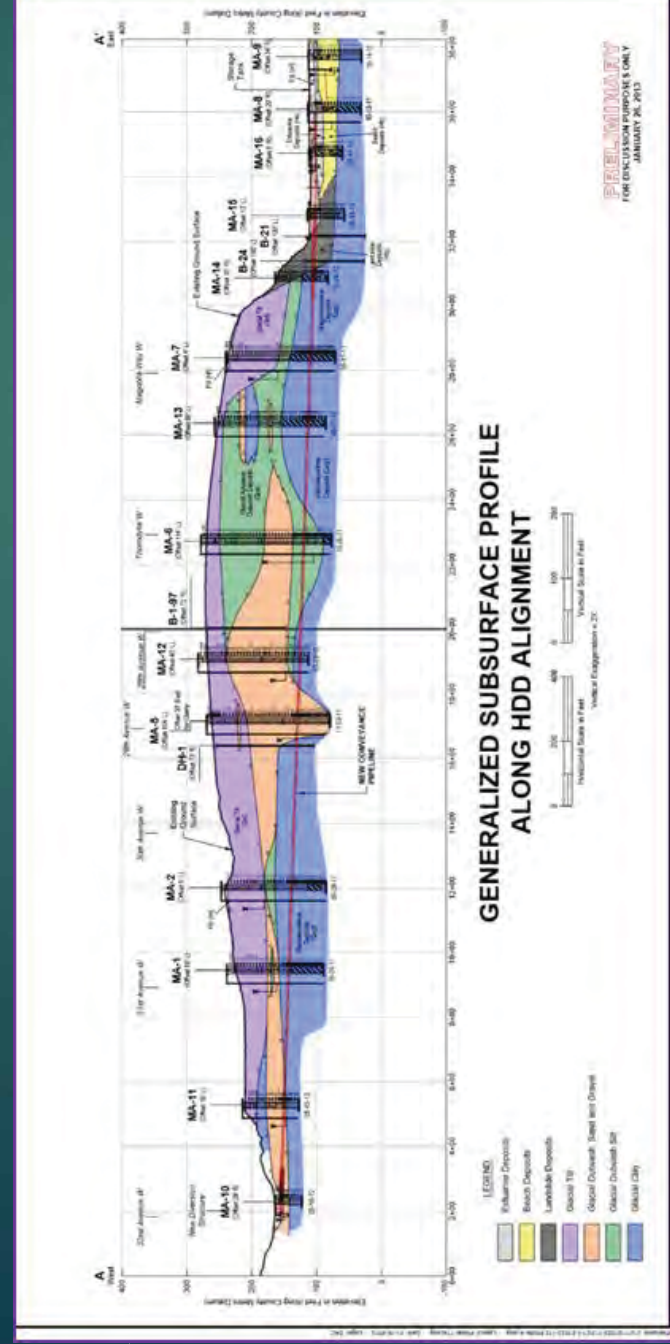


We help the team walk people through the hard stuff

We help our subject matter experts talk through the technical aspects, impacts, and project constraints



We help our teams speak to the community



“Magnolia Bluff is put together like your grandma’s Baked Alaska.”

# We engage people in the work

- ▶ Construction site tours
- ▶ Talk people through big, visible events



The whole team addresses  
community questions and  
concerns.

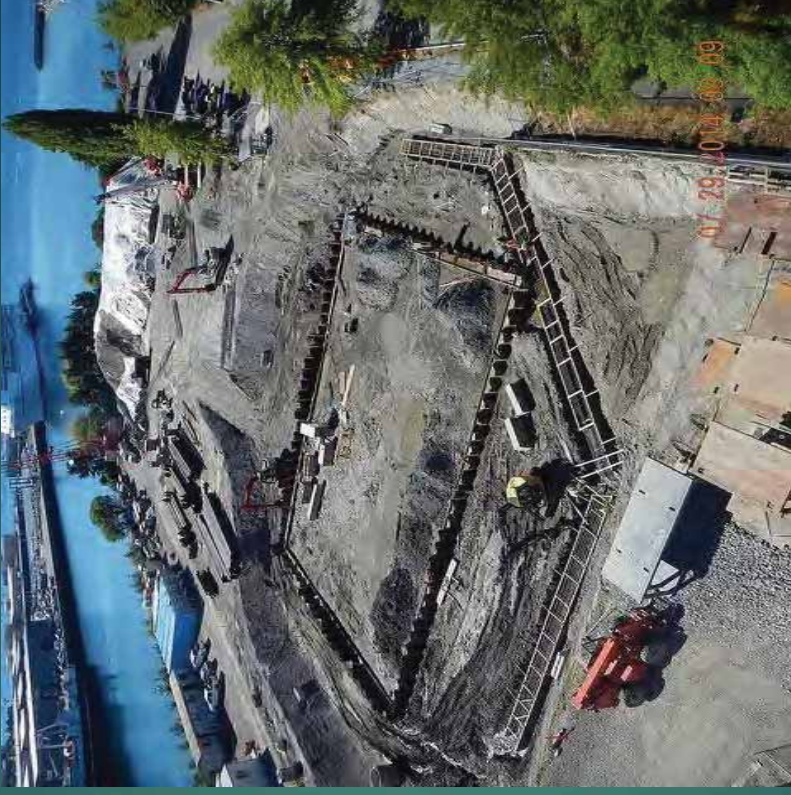
Community Services is there to help.



We find creative ways to reach out



*Photo courtesy of Seattle  
Municipal Archives*



**Storage facility contractor unearthed a 1930's "Finntown" in the Smith Cove  
tideflats buried by the Navy in preparation for WWII.**



# Construction project leads to archeological discovery in Magnolia

Annie Kolb-Nelson / June 5, 2015

Construction workers on a clean-water project in Magnolia unexpectedly discovered a window into Seattle's past.

Shortly after construction began on an underground storage tank for the South Magnolia Combined Sewer Overflow Control Project, backhoes began turning up a number of boardwalk pilings and glass bottles.



A pair of Pince-Nez ("pinch-nose") glasses, a style made popular by Teddy Roosevelt.



As is required by law, we contacted the Washi



Seattle, Washington

[Home](#) [Our Mission](#) [Our Board](#) [MHS Newsletters](#) [Our Books](#) [Contact Us](#)

[← Smith's \(Smith\) Cove: its namesake and new future park](#) [Smith Cove Archaeology — Meet November 19!](#) [→](#)

## Digging Up the Past: Magnolia's Old and Brand New Archeological Finds


Posted on [May 30, 2015](#) by [Admin](#)

[Book Checkout](#)  
[View Cart](#)

[Fall 2020 Newsletter Here!](#)

# Outcomes after construction

- ▶ **No permit challenges**
- ▶ **No project delays due to community issues or concern**
- ▶ **Community provided input on site design**
- ▶ **Project completed and operational within consent decree deadline**
- ▶ **Accommodated community/neighbors during pullback**
- ▶ **Community approval of responsiveness and approach**

An aerial photograph of a construction site, likely a bridge or large-scale infrastructure project. A prominent yellow and black crane is positioned on the left side of the frame. The site is filled with various pieces of heavy machinery, including what appears to be a large blue and yellow tracked vehicle or piling rig in the center. The ground is a mix of dirt, gravel, and some greenery. The overall scene is one of active construction work.

Round #2:  
King County and the  
contractor work together on  
a repair project



# Community impacts, round #2

- Staging again in Smith Cove Park
- Reopening drilling on 32<sup>nd</sup>
- Grouting on Galer
- Pullback over 2 weeks



## Welcome

King County's contractor finished the major work to install the new pipe on the morning of Monday, May 7. This County team recognizes that this work was around the-clock and disruptive to the community. We deeply appreciate the patience neighbors showed the project team during this phase of the project.

With approximately 3,000 feet of new pipe installed between 32nd Avenue West and Smith Cove Park, crews will finish installing the remaining 50 feet of pipe early this week. Equipment on 32nd Avenue West will be cleaned and stored on 32nd Avenue West near Clear Place West for final removal from the area.

### WHAT TO EXPECT

- Similar levels of noise and activity during normal working hours.



# How we worked with the community on round #2

## LATHER, RINSE, REPEAT... FOR THE MOST PART

### A new tool to help meet people where they are at: Online Open Houses

# How did that work out?

*“We appreciate everything you and your team are doing to make our family comfortable during the 24-hour construction.”*



# Considerations for Project Managers

## It is **KEY** to:

- ▶ Develop a detailed public outreach and involvement approach with the Community Specialist at the beginning of the project to guide efforts throughout the project life cycle
- ▶ Include scope, budget, and availability for **the team** to support outreach and involvement efforts from design through construction

## **Payoff:**

- ▶ Detailed public outreach and involvement planning greases the skids for construction **and** creates the adaptability to meet emerging needs and address evolving issues

**Worth the investment!**

For more  
information

Visit the Web:  
[Magnolia Wet Weather Storage  
Facility](#)

Rebecca Gauff  
[Rebecca.gauff@kingcounty.gov](mailto:Rebecca.gauff@kingcounty.gov)