



Meeting Notes

Regional Spill Hotline Feasibility Study

Technical Advisory Committee Meeting

Date: June 14, 2019 **Location:** King Street Center (201 S. Jackson St., Seattle, WA)
Project Number 18-06919-000

Attendees

Anne Dettelbach (City of Redmond)	Chris Montague-Breakwell (Ecology)
Laura Haren (City of Kent)	Todd Hunsdorfer (King County)
Eric Autry (Seattle Public Utilities)	Rebecca Dugopolski (Herrera)
Jason Quigley (Skagit County)	Jennifer Schmidt (Herrera)

Meeting Objectives

- Provide a brief overview of the study and expectations of the Technical Advisory Committee (TAC)
- Provide a summary of the initial results of the survey
- Provide an overview of products to be reviewed by the TAC
- Introduce the in-person questionnaire guide
- Outline action items

Discussion

Overview

- Originally intended that the Source ID subgroup would serve as the Technical Advisory Committee (TAC) for this study
- Decided to form a separate TAC from the Source ID subgroup for more flexibility regarding meeting times and desire to not impede on the existing Source ID workplan.
- We are not anticipating a large time commitment to participate in the TAC
 - Quarterly TAC meetings
 - Reviewing deliverables
- Future deliverables for TAC review include:
 - Interview Guide (Technical Interviews)
 - Contact List (Technical Interviews)
 - Interview Summary Report (SurveyMonkey, Municipal Staff Interviews – General Interest/Concerns, and Technical Interviews – Existing Hotlines)
 - Features Matrix
 - Technical Memorandum (Systems Research)
 - Draft and Final Project Report
- There will be up to 10 municipal staff (general interest/concerns) interviews and up to 4 technical (existing hotline) interviews
- The final project report will provide options and recommendations regarding the feasibility of a regional spill hotline. There is no predetermined definition of success. For example, it's possible that the report findings may recommend not creating a regional spill hotline at all.

Discussion

Questions/Discussion

- Having an app may increase the magnitude of public reporting
 - When the City of Seattle implemented the Find It, Fix It app, they went from ~10-15 calls/day for illegal dumping to ~100 reports/day
- Relying on ERTS may decrease the ability to have a quick response
 - Seattle's goal is to respond within 1 hour to spill hotline calls
 - There is a delayed response when the calls go to ERTS first
- Research around how the public engages with the hotline could be helpful
 - Could this be worked into the technical interviews?
- SurveyMonkey results discussion
 - Watershed scale – difficult to implement and educate on; could be helpful for a coordinated response, but difficult for a hotline (e.g., general public would not typically understand the watershed boundaries and which number to call)
- How do other local spill hotlines currently work?
 - **City of Seattle**
 - Spill hotline call generates a Maximo work order
 - Maximo generates an e-mail/information is sent to an app (Active 911)
 - App sends out information to responders (similar to a text message)
 - Responders can respond if they are available/unavailable to assist
 - **King County**
 - Receives phone calls and e-mails
 - Calls/e-mails are manually routed to responders
 - **City of Redmond**
 - Phone rings at one staff member's desk
 - If the call isn't answered, it goes to voicemail
 - This is an issue when this staff member goes on vacation
 - **Skagit County**
 - Hotline is the general number for Public Works
 - After hours calls go to Road Ops (notified through 911 or Washington Emergency Management)
 - Most of the current calls/reports come in through ERTS or e-mails
- ERTS update from Ecology
 - Chris is part of the ERTS redevelopment team
 - Update will go live this summer
 - Changes are mainly internal and won't change for external users
 - ERTS was never intended to be used as a general illicit discharge/spill response hotline
- Technical Interview Guide recommendations
 - Add a contextual paragraph at the beginning
 - Consider adding a question on liability

Action Items:

Action	Due Date	Assigned To
Send out draft Technical Interview Guide and proposed contact list for the technical interviews	July 2019	Rebecca/Jenn
Review and provide input on draft Technical Interview Guide and proposed contact list for the technical interviews	July 2019	TAC
Schedule next TAC meeting	Aug/Sept 2019	Rebecca/Todd