

Regional Spill Hotline Feasibility Study Interview Guide

Thank you for agreeing to speak with me. I am contacting you on behalf of King County for a project funded by the Source Identification subgroup, which is part of the Stormwater Action Monitoring program. I am contacting you to learn about your thoughts and opinions regarding the feasibility of a new regional spill hotline.

Current Practices (8 min.)

1. Tell me about how spills are currently reported in your jurisdiction?
 - a. How does someone contact you about a spill?
 - b. Who typically reports spills? (*e.g., citizens, jurisdiction staff/fire/police/etc.*)
 - c. Who takes those calls? (*e.g., public works staff, voice mail*)
 - d. Does someone answer the calls or does the caller get sent to a voice mail message? How does this differ, if at all, after normal business hours (evenings/weekends)?
 - e. Is your hotline currently integrated into other emergency response programs/emergency management software?
 - f. Have you developed a cost associated with administering your local spill hotline? If so, what is the cost estimate and what activities does that cost estimate include?
2. Thinking about the process you currently have for spill reporting, what do you think works well? What would you like to change?
3. What do you see as the barriers for the public to use your current spill hotline/system? What do you think could be done to help the public overcome this barrier?

Test Idea of Regional Spill Hotline (5 min.)

4. What do you think about the idea of a regional spill hotline?
 - a. What do you like about the idea?
 - b. What concerns do you have with the idea?
 - c. What region do you think the spill hotline should cover?
 - d. Where should the funding for a regional spill hotline come from?
5. The folks interested in creating a regional spill hotline feel that it will help to improve the notification accuracy and reduce confusion by helping to determine which jurisdiction the spill is actually located in and making sure the information is passed onto that jurisdiction. What do you think about that? (*If needed: Do you think that will work?*)

Integration with Current Practices/Barriers and Benefits (10 min.)

6. If a regional spill hotline were to be established, how do you see it integrating into your current spill reporting and response practices?
7. What is it about a regional spill hotline that will make it hard for jurisdictions to integrate it into their current spill reporting and response practices?
8. What is it about your existing practices that may prevent you from integrating a regional spill hotline?

9. As you think about a regional spill hotline, what does it need to do so it will work for your jurisdiction?
 - a. What information do you need?
 - b. How would you like to receive that information?
 - c. What features and benefits do you need?
 - d. What would you like this regional hotline to do that you aren't currently getting with your current spill reporting process?
 - e. How would you like to see a regional spill hotline advertised?
10. I'm sure some jurisdictions will be very interested in this regional spill hotline, while others might not. What do you think jurisdictions need to hear, be shown, or be provided in order for them to be excited about this new regional spill hotline?
11. What would have to happen to make this regional spill hotline a success?

Who's in Charge? (2 min.)

12. Who do you think should be responsible for managing this regional spill hotline? What makes you say that?

Other Hotlines (2 min.)

13. We are looking to learn best practices from other hotlines as we are assessing the feasibility of a regional spill hotline. Does your jurisdiction currently have a hotline in place that is working well (it doesn't have to be a spill hotline)? What about it makes you say it would be a good resource for best practices? *(If needed: What about it is working well?)*
14. What successful hotlines (locally or nationally) are you aware of that we can study to learn what they are doing that works? (Gather hotline name, software used [if known], what they think is good about that hotline's practices, etc.)

Statewide Option (2 min.)

15. One of the options under consideration is a statewide spill hotline.
 - a. What do you think are the benefits of a statewide spill hotline?
 - b. What do you see as the drawbacks to a statewide spill hotline?

Final Question (1 min.)

16. What is it that you think I should know about a regional spill hotline, that I haven't asked you about or you haven't already shared?

Proposed Contact List for 30-minute Phone Interviews for the Regional Spill Hotline Feasibility Study

Budgeted for 10 interviews

Proposed list includes 10 interviewees representing:

- Phase I's (1 city, 2 counties)
- SW WA Phase II's (1 city)
- WWA Phase II's (3 cities, 2 counties)
- EWA Phase II's (1 city)

	Jurisdiction/Organization	W/SW/E	Phase I/II	<i>Primary Contact</i>		<i>Secondary Interviewee</i>		<i>Third Interviewee</i>	
				First Name	Last Name	First Name	Last Name	First Name	Last Name
1	City of Battle Ground	SW WA	Phase II	Kelly	Uhacz				
2	City of Bellevue	Western	Phase II	Don	McQuilliams	Tanya	MacFarlane		
3	City of Kennewick	Eastern	Phase II	Martin	Nelson				
4	City of Kirkland	Western	Phase II	Jason	Osborn	Lee	Winston	Ryeane-Marie	Tuomisto
5	City of Redmond	Western	Phase II	Scott	McQuary	Andy	Rheaume	Anne	Dettelbach
6	City of Seattle (SPU)	Western	Phase I	Erik	Lust	Eric	Autry	Ellen	Stewart
7	King County	Western	Phase I	Doug	Navetski	Cynthia	Hickey	Blair	Scott
8	Kitsap County	Western	Phase II	Angela	Gallardo				
9	Pierce County	Western	Phase I	Dan	Smith				
10	Skagit County	Western	Phase II	Jason	Quigley				