King County
Regional Spill Hotline Feasibility Study

Listserv/e-mail language:

King County is leading an effort to assess feasibility for implementing a regional spill hotline. We are soliciting feedback from municipal permittees on:

1. The value of a regional spill hotline, and;
2. Your availability for a more in-depth follow-up interview on this topic.

Your responses to this survey will provide the project team valuable information on current level of interest, potential benefits, and your concerns related to implementation of a regional spill hotline. The survey has 10 questions and we estimate it will take 10 minutes or less to complete. We ask that you complete the survey by **Monday, March 25th**: https://www.surveymonkey.com/r/S5FJ3GJ

This project has been funded by NPDES municipal permittees through the Source Identification Information Repository (SIDIR) subgroup as part of the Stormwater Action Monitoring (SAM) program overseen by the Stormwater Group (SWG). Your response to this survey will help spend those dollars wisely.

If you have any questions, comments, or ideas that you would like to share with our team or if you have specific input that is not captured in the questions in this survey, please e-mail them to Todd or Rebecca (see e-mail addresses provided below).

Thank you for your participation and support of this project!

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Rebecca Dugopolski, Herrera Environmental Consultants, rdugopolski@herrerainc.com

Distribution list:

Name of Group	Contact Name(s)	E-mail Address(es)
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NPDES Permit Coordinators Group	No current chair	Rebecca or Doug can distribute to existing NPDES Permit Coordinators Group listserv

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Survey Monkey questions:

1. How does your jurisdiction currently track illicit discharge reports?
   [Select all that apply]

   - ☐ Hard copy notes
   - ☐ Spreadsheet
   - ☐ Database
   - ☐ Proprietary software (please provide name below)
   - ☐ Other: [Text field]

2. What is the **minimum** information that you need to collect from a call to your illicit discharge hotline? *[Select all that apply]*

   - ☐ Location
   - ☐ Contact information
   - ☐ Photos
   - ☐ Approximate spill size/quantity
   - ☐ Source of spill (if known)
   - ☐ Type of material (if known)
   - ☐ Whether or not the spill has entered the MS4
   - ☐ Whether or not the spill has entered a receiving water
   - ☐ Responsible party (if known)
   - ☐ Other: [Text Field]

3. Do you see value in making it easy for the public to report illicit discharges?

   - ☐ Yes
   - ☐ No
   - ☐ Not sure

4. Rank the following benefits of a regional spill hotline in order of importance:
   [Rank the list below in order of priority for your jurisdiction, '1' being most important]

   - ☐ Reduced number of incorrectly reported calls
   - ☐ Improved response times to spills
   - ☐ Standardized response, reporting, data collection, and staff training
   - ☐ Promoted assistance on large and cross-jurisdictional spills
   - ☐ Improved public reporting of spills
   - ☐ Fewer notifications going through Ecology's Environmental Report Tracking System (ERTS)

5. What are your primary concerns about implementation of a regional spill hotline?
    [Select up to 3 of the following]

    ☐ Unknown cost compared to current illicit discharge hotline
    ☐ Receiving more calls than current illicit discharge hotline
    ☐ Receiving less relevant calls than current illicit discharge hotline (vehicle accidents, other environmental issues, etc.)
    ☐ Having to learn a new system/approach
    ☐ Another phone number means more potential for confusion
    ☐ Insufficient information provided for local illicit discharge response
    ☐ Creating extra work at the local jurisdiction level
    ☐ Local illicit discharge responders are still needed
    ☐ Documentation/reporting still required
    ☐ Other: [Text field]

6. If a regional spill hotline were implemented, what interface(s) would you prefer?
    [Select all that apply]

    ☐ Phone app (auto locate and/or user would enter location and spill details)
    ☐ Website (user would enter location and spill details)
    ☐ Phone hotline with an actual person answering the phone (caller would convey the location and spill details to the person answering the hotline)
    ☐ Other: [Text field]

7. If a regional spill hotline were implemented, how would you like to receive information?
    [Select all that apply]

    ☐ Forwarded call to your existing illicit discharge hotline
    ☐ Text message
    ☐ E-mail
    ☐ Web map
    ☐ Other: [Text field]

8. If a regional spill hotline were implemented, what scale of coverage would you like to have?
    [Rank the list below in order of priority for your jurisdiction, '1' being most important]
    ☐ County
    ☐ Multi-County
    ☐ Watershed
    ☐ Puget Sound
    ☐ Western Washington
    ☐ Statewide (Eastern and Western Washington)
    ☐ No preference

9. Are there any regional or statewide hotlines that you are aware of in Washington or other states that we should investigate further (they do not have to be illicit discharge/spill related)?
[If yes, please provide a short description below]
[Text field]

10. Please let us know what jurisdiction/organization you work for, so that we can track the geographical spread of our survey responses. If you would be willing to participate in a 30-minute phone interview to help us gage interest and collect additional perspectives on this topic, please fill out the remaining contact information below.
    a. Jurisdiction/organization [required]
    b. First Name [optional]
    c. Last Name [optional]
    d. Title [optional]
    e. E-mail Address [optional]
    f. Phone Number [optional]

Notes:

- *Free version of SurveyMonkey is limited to 10 questions and 100 responses per survey. This format typically works for this type of survey and the number of responses that we typically receive.*
- *Standard version of SurveyMonkey is $37/month – includes unlimited questions per survey and up to 1,000 responses per month.*