

Q1. How does your jurisdiction currently track illicit discharge reports?[Select all that apply]

		%	n
a	Hard copy notes	26%	23
b	Spreadsheet	43%	38
c	Database	40%	35
d	Proprietary Software	31%	27
e	Other	32%	28

Answered:	88
Skipped:	2

Text Field Responses

We receive reports from ERTS if we specifically report or request information on a spill/incident. ERTS does not communicate with us regularly unless we initiate a request about a specific incident.

Mobile311 from Facility Dude

Customized Microsoft Dynamics CRM with an app handling field operations in areas without cellular data.

Maximo

We track everything in Lucity and Energov.

ESRI ARC GIS Online

Cityworks

iWorQ

Data is tracked within two programs- Energov and Lucity

Cartegraph

VueWorks

Cityworks

Lucity

The forms that Abby Stockwell prepared.

Stormwater Hotline

Maximo is our Maintenance Management software.

Trakit

Cartegraph & See-Click-Fix Kitsap has a county-wide hotline (Kitsap1)

Lucity database

We have a database and an in-house routing system. We call it the RFI (Request for Investigation) system. We use it for almost all citizen calls. We can tag the call as Illicit Discharge, and track it from there.

The RFI can be routed to any number of internal employees. They can leave notes like "called citizen", or "investigated and cleaned up spill", etc.

WebQA

Email / post-it notes

The spreadsheet follows the (Ecy) IDDE tracking form data from the current permit.

Elements / Novotx

SeeClickFix (integrated with our asset management system)

We are currently moving our IC/IIDE program to the Cityworks software

Cityworks

Cartegraph asset management software

Q2. What is the minimum information that you need to collect from a call to your illicit discharge hotline? [Select all that apply]

		%	n
a	Location	99%	87
b	Contact information	65%	57
c	Photos	7%	6
d	Approximate spill size/quantity	66%	58
e	Source of spill (if known)	66%	58
f	Type of material (if known)	77%	68
g	Whether or not the spill has entered the MS4	42%	37
h	Whether or not the spill has entered a receiving water	42%	37
i	Responsible party (if known)	56%	49
j	Other: [Text Field]	18%	16

Answered:	88
Skipped:	2

Text Field Responses

We are not responding to this survey as a municipal permittee. We are concerned about the impact of spills on fisheries resources, fishers, and research staff.

When it happened. It is not always just prior to the call.

Location is really the only necessary one so we can get out to investigate but all the other info helps

When did this happen and for how long?

More is always helpful, but this would be the ones marked are the absolute minimum.

We want as much information as possible, but we'll take anything we can get and follow up on it.

All of these items are good to know, but the first report is rarely complete or correct, so we don't get hung up having all of the information. We just try to get out there and investigate as quickly as possible.

Location is the only required information to initiate response. All other information is strongly requested, but is not always known or shared

We ask for all of the above information. However, location and material if known is the absolute minimum that we require. We also allow anonymous reports.

Date found

All of this information would be helpful but at a minimum we like to know the location and what (if known) and how much was spilled in order to start an appropriate response.

Above is all the information we would like to collect, but I wouldn't consider some of it "needed".

We can respond to the most minimal information I suppose. Location is absolutely necessary. Type of material, estimated quantity and if it has or is near surface water is also extremely helpful. The rest is icing on that cake. The more information we have the more adequately we can

Response Lead

At a minimum, does the caller believe the incident, issue, or spill presents a significant threat to storm, surface, or groundwater quality? Our municipal stormwater code references and protects all three without regard for public or private ownership.

hazard information for responders and the public

Q3. Do you see value in making it easy for the public to report illicit discharges?

		%	n
a	Yes	91%	80
b	No	1%	1
c	Not sure	8%	7

Answered:	88
Skipped:	2

Q4. 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]

		1	2	3	4	5	6	Total	Score
a	Reduced number of incorrectly reported calls	5%	5%	19%	27%	27%	17%		
		4	4	15	22	22	14	81	2.81
b	Improved response times to spills	23%	27%	21%	4%	17%	7%		
		19	22	17	3	14	6	81	4.14
c	Standardized response, reporting, data collection, and staff training	29%	18%	19%	13%	14%	6%		
		24	15	16	11	12	5	83	4.16
d	Promoted assistance on large and cross-jurisdictional spills	5%	20%	18%	34%	18%	5%		
		4	16	14	27	14	4	79	3.46
e	Improved public reporting of spills	38%	23%	16%	13%	10%	0%		
		31	19	13	11	8	0	82	4.66
f	Fewer notifications going through Ecology's Environmental Report Tracking System (ERTS)	2%	9%	7%	7%	12%	62%		
		2	7	6	6	10	51	82	1.95

Answered:	85
Skipped:	5

Q5. What are your primary concerns about implementation of a regional spill hotline?

[Select up to 3 of the following]

Answered:	89
Skipped:	1

		%	n
a	Unknown cost compared to current illicit discharge hotline	44%	39
b	Receiving more calls than current illicit discharge hotline	10%	9
c	Receiving less relevant calls than current illicit discharge hotline (vehicle accidents, other environmental issues, etc.)	24%	21
d	Having to learn a new system/approach	13%	12
e	Another phone number means more potential for confusion	60%	53
f	Insufficient information provided for local illicit discharge response	30%	27
g	Creating extra work at the local jurisdiction level	30%	27
h	Local illicit discharge responders are still needed	27%	24
i	Documentation/reporting still required	25%	22
j	Other: [Text field]	29%	26

Text Field Responses

Currently, ERTS has been effective and responsive to our reports/concerns. We do not want to see a non-state or non-federal agency replace this function.

There is already a spill hotline for jurisdictions on the west coast: 800-OILS-911.

for all the calls that come to us through this new system we won't have the benefits of our current system which is handled by our own staff who are trained on how to properly route

We don't agree with the assumed benefits listed on question 4. We think that public reporting will increase only if there is one number for the entire state of WA and that number is similar to 911 or 411. We also are concerned about the role of Emergency Management (i.e. National Response Center) in particular with oil and hazardous/toxic spills. While ERTS isn't perfect, the coordinators know where to send things and whom to send them to within a jurisdiction. We wouldn't want to lose this level of service.

How is our program (DOH Shellfish) notified if potential impact the shellfish areas.

All of the above.

I see a likely delayed response time from the spill line to the local jurisdiction. Currently, I can get anywhere in 30 minutes from the time I get the call. This would have to be a well run call center. Staff turnover - which could be likely-will increase notification time.

Effectiveness and prudent setup.

how will the calls get routed and who will staff that central receiving point?

Duplicate effort - why fix something that is not broken?

1. What we have seems to be working well. There are local, specific numbers that can quickly reach those specific staff that do the investigation and direct clean up. There are also State/ Federal phone numbers to catch calls for those citizens who have doubt about the correct phone number. The ERTS Staff that receive those calls know who to contact at the local level. I recommend we keep promoting the State number state wide and local numbers locally. 2. Large spills are already elevated and cross supported through existing regional emergency responder network. When a problem arises in communication, they should be called to check things out and make additional contact at the local level. 3. Additional phone numbers aren't a good substitute for promoting existing phone numbers. It dilutes and complicates the process. 4. While having more information from the first report sounds great, as is true with all activities, the first report is usually inaccurate or incomplete. What we need to know from the initial report is where it is and what it looks like. I'm not saying that we don't want to know what the material is or if it is in the MS4, etc., but everything has to be investigated by a trained person anyway. It may be very hazardous; assuming it isn't or having a citizen poking around to try to figure it out on their own, isn't unsafe.

Increased time between reporting and response by local responders, thereby increasing the difficulty of finding the responsible party.

The logistics involved in making sure the call-in reports get forwarded to the correct jurisdiction(s) in a timely manner

Receiving reports outside of jurisdiction due to call center not knowing boundaries. DOE currently sends city issues to the county and vice versa.

We already have a system that works with Kitsap County. Our app for mobile devices is "Bremerton1" and Kitsap County has the "ClickFix" application for mobile devices. A Puget Sound wide system would be costly, not locally beneficial, unwieldy to manage and may even cause confusion. It may also be diverting funds from more important effort to support water quality improvements. Our current regional system is working great and well promoted so there is no need to add another layer

I like the idea of a streamlined approach/one stop shopping so to speak. Regardless if we stick with just ERTS or add this into the mix as well, I think it would be great if ECY could consider making the position more attractive for long term employment and reducing turnover.

We believe our existing system is already quite good and while we see value in a regional approach, we don't want it to diminish the system that we already have in place and have promoted.

There's a general assumption that creating a regional hotline will make reporting better. This may be the case for King County where cities geographic boundaries are blurry, but in more rural cities this isn't an issue. Unless there is a dispatch center like 911, this will likely not help make reporting better. And may add another layer of confusion to the current confusing systems in place. There's already a National Response Center hotline for spills.

Ecology already has a system. ERTS could be improved. Talking about yet another response # seems duplicative. We would need access to the system for reporting.

Does "regional" include eastern Washington?

We have invested in educating public about our hotline number. this might require significant ed/outreach campaign.

1. City of Seattle has code language the requires reporting of spills to the city. Not doing so would be a code violation 2. Our current call intake system tracks spills from the time of call and populates data points for all staff to see. This includes a map layer that is live. 3. Spill notifications are sent to several people in the agency to keep situational awareness. 4. Staff working on specify types of spills like sewer overflows dispatch spills from their existing work orders. Having a second receiving process could cause confusion for responders. 5. Software and updates and new technology is being evaluated to make spill dispatching more streamline with our data collection processes. Changing the way calls are received may cause issues with moving this process forward. 6. SPU receives over 1000 spill or surface water pollution reports per year. Having a regional number does not seem like something that will benefit us given the effectiveness of our current process. 7. Applications like find it fix it have increase the number of erroneous reports of pollution issues.

Development of the system/approach is critical to making it a more efficient or time saving system than what is already in place for us, whatever that is. The outreach component to the public will be extremely important so the intent of the system is met and clear separation from 911 is established.

Definition of local. Puget Sound vs. SW WA vs eastern WA, etc..... the ERTS is basically a one call system already.

We already have a regional system. If this is Western WA wide, it could be difficult to integrate with asset management.

Misuse from the public/retributive tenants, disgruntled employees

Q6. If a regional spill hotline were implemented, what interface(s) would you prefer?

[Select all that apply]

Answered:	86
Skipped:	4

		%	n
a	Phone app (auto locate and/or user would enter location and spill details)	58%	50
b	Website (user would enter location and spill details)	60%	52
c	Phone hotline with an actual person answering the phone (caller would convey the location and spill details to the person answering the hotline)	79%	68
d	Other: [Text field]	15%	13

Text Field Responses

Mobile311 by Facility Dude has a Phone App that the citizen can use we have not implemented it yet but plan to do so in the future. On the website if there was some way to direct the user to the Local Jurisdiction's website that would be great.

I think a phone app would be easier from our side, but it may be too much extra work for a passerby to download an app and report the spill

This is complicated as some jurisdictions are already moving towards a phone app to report spills, as well as other problems, within their jurisdiction. We think another phone app just for spills would give mixed messages to the public. If we had to choose, a phone hotline would be best.

Phone App similar to "Find it, Fix it" in Seattle

A single state wide phone app or website that gathers initial information and a few photos would be good to consider. This could alert both the local and state spill response teams at the same time. I would recommend this over additional phone numbers. Keep in mind that a large and complex databases that require login access and training in order to work are problematic for staff turn around, and often are counter to getting the real work done. We can't lose site of the

These are what we have with our current system

The more options the better but even though it may be a lot to ask in lieu of times being slow in between spills, being able to deal with an actual person would be ideal.

All

You literally need all three. Ecology would be the best host for this system, like ERTS. Improve what already exists - don't create a new wheel.

1. Website: can be accessed via computer OR phone. No app download required (this is a HUGE extra step that most people will not complete) 2. Phone hotline with a mostly automated interface. People could access a real person if they needed to, but robots could do a lot of this work. The questions are the same every time.

Web map to show location.

People have different communication preferences and younger folks should have some of the online reporting technology currently available with some flexibility built in to incorporate advancements (shifting social media platforms?)

None

Q7. If a regional spill hotline were implemented, how would you like to receive information?

[Select all that apply]

		%	n
a	Forwarded call to your existing illicit discharge hotline	59%	51
b	Text message	24%	21
c	E-mail	87%	76
d	Web map	20%	17
e	Other: [Text field]	13%	11

Answered:	87
Skipped:	3

Text Field Responses

app notification

Bypass our existing hotline and contact staff directly.

Make sure there is someone to call back for information

Either forwarded call or call from the person receiving calls from the regional hotline.

It may depend on time of report. If it is during working hours I would want it to go to our existing hotline. If after hours I would like a text so that someone is notified immediately.

Phone call from hotline staff if an immediate response is necessary. Email for lower priority response is OK but higher priority may get overlooked due to the volume of email staff receive or if they are away from their desk.

If a call will be forwarded to our existing hotline, again, not sure how this is supposed to help.

Why implement a regional hotline if all they do is forward? perhaps better to have regional hotline take down info and dispatch to appropriate jurisdiction/s (based on location of incident)

Would there be an ERTS generated

All of these probably have potential (not sure what a web map is but willing to assess) strengths/weaknesses. NORCOM issues text messages for callouts but is heavy on the acronyms.

this is the part that really needs to be addressed, connected jurisdictions already communicate clean up/response needs. What needs addressing is the enforcement of the IDDE section. Too many mobile businesses get away with warnings. One common thing to all mobile businesses/and fixed businesses are State Business Licenses. The UBI system should be engaged with a NPDES Commercial Business Permit that ties surface water pollution back to their licensure. Without this "hook" business will continue to make money on the discharge, by charging fees to customers, but dumping in the ditch/MS4/etc. and pocketing the dollars. IDDE events should stack up to cost recovery where: State gets report, City gets call, City responds, City finds RP and documents UBI and costs of cleanup, City reports costs and is reimbursed, RP pays additional license fees and costs to cover their IDDE. How many businesses will discharge a second time?

Q8. 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]

		1	2	3	4	5	6	7	Total	Score
a	County	43%	23%	16%	10%	4%	5%	0%		
		34	18	13	8	3	4	0	80	5.75
b	Multi-County	8%	33%	32%	15%	10%	1%	0%		
		6	26	25	12	8	1	0	78	5.09
c	Watershed	27%	18%	16%	7%	12%	12%	7%		
		18	12	11	5	8	8	5	67	4.75
d	Puget Sound	7%	15%	23%	33%	11%	8%	3%		
		5	11	17	24	8	6	2	73	4.38
e	Western Washington	11%	16%	6%	16%	43%	9%	0%		
		8	11	4	11	30	6	0	70	4.11
f	Statewide (Eastern and Western Washington)	16%	1%	1%	9%	13%	53%	7%		
		11	1	1	6	9	37	5	70	3.11
g	No preference	9%	0%	6%	4%	2%	6%	74%		
		5	0	3	2	1	3	39	53	2.00

Answered:	87
Skipped:	3

Q9. 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]

Answered:	55	33	*Removed 22 "no", "unknown", and "N/A" responses
Skipped:	35		

Text Field Responses

1-800-OILS-911 - This marine spill hotline is advertised at Marinas.

811 Call Before You Dig

811 Call Before You Dig - this is IDEAL. A 3-digit number for the entire state. Easy to remember and simple.

911, 811 (for digging)

Department of Emergency Management is 1-800-258-5990 Snohomish County Water Quality Hotline: 425-388-6481

Derelict gear reporting in WA. Poaching hotlines in various states.

Ecology Regional Offices - ERTS Health Department

EnviroStars green business program is statewide (among participating jurisdictions only) <https://envirostars.greenbiztracker.org/site/contact>

ERTS

ERTS

ERTS, 411 lines

<https://www.pscleanair.org/262/File-a-Complaint> Call our air quality complaint line at 800-552-3565. Press 1 to continue in English, then dial ext. 6 and leave a message with the complaint information when prompted.

In addition to 800-OILS-911, Ecology receives messages through ERTS, as noted earlier in this survey. Our website highlights reporting spills and other environmental problems.

I would investigate the 411, 211, 511, 811 and 911 systems. <https://www.cityoftacoma.org/tacomafirst311>

improving ERTS?

just ERTS

KING COUNTY DPER, which is not providing adequate (if any at all) response once we initiate a complaint.

Kitsap

Kitsap County - believe it is the county and four cities

Kitsap County; 911; 811

kitsap county has Kitsap one I think

Kitsap's

Kitsap1

Kitsap1

Kitsap1, NORCOM, 911, Litter and it will hurt (defunct?), National Response Center, Wa EMD, 411?

National Response Center and WA Dept of Emergency Management Reporting Hotlines

national- suicide prevention hotline

New Castle County, DE has a county wide IDDE hotline that they presented about through a Water Words That Work webinar: <http://www.waterwordsthatwork.com/environmental-outreach-updates/discharge-webinar>

Only the applications I mentioned before which is local/regional for Kitsap County

Pacific Oil Spill Prevention Education Team (POSPET) (1-800-OIL-911) <http://oilspilltaskforce.org/education/pospet/>

Puget Soundkeepers Alliance (1-800-42PUGET) <https://pugetsoundkeeper.org/pollution-reporting-form/>

The Emergency Responders in all areas have a well established communication system and are hazmat trained. They are often the Incident Command team leads for the region. They need to be a part of this conversation.

We get a good proportion of our illicit discharge complaints from ERTS by various entities and individuals.

Q10. 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 gauge 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]

Responses 83

- | |
|----------------------------------|
| Jurisdiction/organization |
|----------------------------------|
- City of Port Angeles
 - City of Arlington Stormwater Utility
 - Federally Recognized Tribe Fisheries Agency
 - Washington Department of Fish and Wildlife
 - City of Federal Way
 - City of Mount Vernon
 - WASHINGTON STATE DEPARTMENT OF ECOLOGY
 - Asotin County Regional Stormwater
 - Sumner
 - Seattle Public Utilities
 - Snohomish County
 - WSDOH
 - King County
 - City of Camas
 - City of Lakewood
 - City of Bellevue
 - City of Bothell
 - Seattle Public Utilities
 - City of Bothell
 - King County
 - City of Kirkland
 - City of Enumclaw
 - Pierce County Planning & Public Works
 - City of Renton
 - City of Yakima
 - Whatcom County
 - City of Newcastle
 - City of Kennewick
 - City of Port Angeles
 - City of Federal Way
 - City of Lake Forest Park
 - Kirkland
 - City of Monroe (Washington)
 - City of Anacortes
 - Thurston County
 - Thurston County
 - City of Des Moines
 - Washington State University Pullman
 - City of Snoqualmie
 - City of Kirkland
 - City of Marysville
 - City of Bremerton Public Works
 - WSDOT
 - Skagit County
 - City of Fife
 - City of Bellingham
 - City of Bellevue
 - City of Issaquah
 - City of Olympia
 - King County
 - City of Issaquah
 - Spokane County
 - Kitsap County PW
 - City of Tumwater
 - wsdot
 - City of Bellingham
 - Mason County Public Health
 - City of Sammamish
 - Spokane County Stormwater
 - City of Duvall
 - City of Kent
 - City of Redmond
 - City of Edgewood
 - City of Redmond
 - City of Battle Ground
 - Clark County
 - Seattle Public Utilities
 - Everett
 - City of Redmond
 - City of Mountlake Terrace
 - Covington
 - Kitsap County
 - King County
 - Westport LLC
 - City of Ferndale
 - City of Orting
 - City of Bainbridge Island
 - City of Woodinville
 - City of Tukwila, Surface Water Administration
 - City of Shoreline
 - City of Sedro-Woolley
 - City of Auburn
 - Brier