



HERRERA

Meeting Notes

Regional Spill Hotline Feasibility Study

Technical Advisory Committee Meeting

Date: Sept. 5, 2019 **Location:** King Street Center (201 S. Jackson St., Seattle, WA)
Project Number 18-06919-000

Attendees

Anne Dettelbach (City of Redmond)	Todd Hunsdorfer (King County)
Jason Quigley (Skagit County)	Rebecca Dugopolski (Herrera)
	Jennifer Schmidt (Herrera)

Meeting Objectives

- Provide a recap of the NPDES Permit Coordinators meeting presentation
- Provide an update on project status
- Overview of the findings from the municipal phone interviews
- Review and provide feedback on the interview discussion guide for the technical interviews
- Review and provide feedback on the potential interviewees for the technical interviews
- Outline action items and next steps

Meeting Agenda

Item	Lead	Approximate Duration (minutes)
Introductions	All	5
NPDES Permit Coordinators meeting presentation recap	Rebecca and Todd	10
Update on project status	Rebecca	15
Municipal phone interview initial findings	Rebecca	20
Interview discussion guide for the technical interviews	Jenn	20
Potential interviewees for the technical interviews	Jenn	10
Action items and next steps	Rebecca and Todd	10
	Total	90

Discussion

Recap of NPDES Permit Coordinators Meeting Presentation

- Large group in attendance at the meeting on 7/25/19
- Reiterated the fact that this hotline would not replace, but would supplement existing hotlines
- There was a question from the group regarding polling the public – this was addressed well – more of a Phase 2 question, but not included in our current scope of work

Discussion

Update on Project Status

- Considering scheduling state agency interviews – these could include the Department of Ecology, Department of Health (DOH), Washington Department of Transportation (WSDOT), and Department of Natural Resources (DNR)
- TAC members have coordinated with Ecology and DOH on spills in the past
- TAC recommended adding this to the scope of work if resources are available to support it
- Recommend adding questions regarding how calls get passed along to local jurisdictions
- Recommendation from the TAC is to add Ecology, DOH, and WSDOT

Municipal Phone Interview Initial Findings

- Need clear, concise communication from Ecology regarding ERTS
 - This may be a topic at the next NPDES Permit Coordinators meeting
- TAC requested a copy of the interim interview summary report
- The project team will share this with the TAC in mid- to late September after Nancy Hardwick returns from vacation and has a chance to address a few minor comments

Interview Discussion Guide for Technical Interviews

- Consider sending questions in advance of the interviews
- Schedule for 45 minute interviews; Nancy’s interviews were an average of 42 minutes long

Project Description

- Modify description for out-of-state interviewees
- Roll up the following language “the Source Identification subgroup, which is part of the Stormwater Action Monitoring program” to “Western Washington permittees”

Housing and Configuration of the Hotline

- Add the following as Question 2d: “Is the hotline staffed 24 hours a day? What are the hours of operation?”
- Question 2c – divide into two questions
 - How do calls come in?
 - How do they go out/get distributed?
- What is missing? Did you consider including this? Why was it excluded?
- What is the name of the app? (if an app is used)

Staffing and Procedures for the Hotline

- Number of staff needed to support
- Address set-up and maintenance of hotline
- Consider combining Question 7 with Question 2c

Ongoing Operations and Cost of the Hotline

- Question 9a – describe “these activities” a bit more
- Add annual fee to Question 9c
- Add “What securities do you have in place for when your hotline goes down?”

Interview Discussion Guide for Technical Interviews (continued)

Usage and Response

- Change Question 11 to “What type of positive or negative feedback have you received from either the public or your internal users on your system?”
- Combine Question 12 with Question 3

Additional Questions to Consider

- What methods do you currently use to advertise your hotline?
- Are you mining the data (e.g., call wait time, response time, types of spills and locations) to evaluate and adjust your program?
- Where does the funding for your hotline come from?

Potential Interviewees for Technical Interviews

- Kitsap County – Angela
- Ecology – someone involved with ERTS
- Out-of-state – someone involved with Minnesota one-call system
- Interviewee #4 – send list of options for the TAC to select from
- If we can’t track someone down from the Minnesota on-call system, replace this interview with another out-of-state option

Action Items:

Action	Due Date	Assigned To
Revise Technical Interview Guide	9/19/19	Jenn
Send revised Technical Interview Guide and proposed interviewees to TAC for review	9/20/19	Rebecca/Todd
Review and provide input on revised Technical Interview Guide and proposed interviewees	9/27/19	TAC
Send interim Interview Summary Report (municipal interviews) to TAC	9/27/19	Rebecca
Schedule technical interviews	Sept.-Oct. 2019	Jenn
Schedule state agency interviews	Oct. 2019	Nancy
Schedule next TAC meeting	Nov. 2019	Rebecca/Todd