



HERRERA

Meeting Notes
Regional Spill Hotline Feasibility Study
Technical Advisory Committee Meeting

Date: Jan. 14, 2020

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)	Rebecca Dugopolski (Herrera)
Eric Autry (Seattle Public Utilities)	Jennifer Schmidt (Herrera)
Todd Hunsdorfer (King County)	

Meeting Objectives

- Review and provide feedback on the interview summary report
- Overview of features matrix
- Outline action items and next steps

Meeting Agenda

Item	Lead	Approximate Duration (minutes)
Introductions	All	5
Update on project status	Rebecca	5
Interview summary report discussion: <ul style="list-style-type: none"> • Survey Monkey results • Municipal interview results • State agency interview results • Technical interview results • Overall 	Rebecca	60
Overview of features matrix	Jenn	10
Action items and next steps	Rebecca and Todd	10
	Total	90

Our next TAC meeting is anticipated to be scheduled in March 2020.

Meeting Notes

Update on project status

- Ecology – technical interview
 - Tried to coordinate with Debbie DeFreece, but couldn't get an interview scheduled
 - Brandi and Chris will be answering questions for us

Interview Summary Report Discussion

Chapter 1 - Introduction

- Section 1.3 – Project Goals
 - Not just feasibility also desire/need for a regional spill hotline
 - Currently “feasibility and value”
- Section 1.5 – Information Gathering Overview
 - Add 1 sentence/short description describing why this audience was interviewed
 - Why was supplemental information needed?

Chapter 2 – Existing Spill Response Programs

- Section 2.2.3 – Spill Response Workflows [Room for Improvement]
 - Room for improvement – state agencies
 - Was anything suggested by municipalities in terms of improvement?
 - Page 15-16 of municipal interview report includes some information on improvements that could help existing programs
 - This section may need to be reframed/reworded – doesn't necessarily lead into the technical interviews

Chapter 3 – Case Studies

- Figure 1 – not an “apples to apples” comparison with bullet points
 - Small text is hard to read
 - What works well? What doesn't work well?
- Section 3.1 – Receiving Reports
 - Table 2
 - Define what “Other” is.
 - Does it include other methods other than phone, website, or phone app?
 - Would be helpful to restate the question that was asked in the survey
 - Add another subsection heading along with “Summary and Recommendations”
 - Add numbering back to 3rd level headings
 - Add 3rd level headings in Section 3 into TOC (and PDF navigation bookmarks)
 - Municipalities (survey and interviews) leaned towards phone hotline preference, but Kitsap County has seen a shift towards app usage (instead of phone hotline)
 - Missing audience – general public – would be helpful to know what their preferences are

- Section 3.2 – Routing and Responding to Reports
 - Revise language around “primary” marker
 - Table 3 – Would be helpful to restate the question that was asked in the survey

- Section 3.4 – Data Storage and Analytics [Summary and Recommendations]
 - Add a brief summary and at least one recommendation to each
 - Can this be reworded to be a recommendation?
 - Recommendation could be “More research is needed on this topic”
 - Could ask the TAC for input if we are having trouble with Summary and Recommendations
 - Fleshing these sections out could help with preparing the Executive Summary

Chapter 4 – Implementing a New Hotline

- Section 4.1 – Local Preferences and Support
 - Add more context “When asked this question...”
 - “Unclear jurisdictional boundaries” – define what this is (Question 5 in the SurveyMonkey)
 - Regulatory requirements – City of Seattle – information needs to be reported directly to the City
 - Add bullet point around existing City processes and codes
 - Could add a table summarizing survey results

- Section 4.2 – Funding
 - Could add a table summarizing survey results
 - Brainstorming section – ideas for funding; add statement regarding unvetted ideas
 - Summary and recommendations
 - Lots of ideas/options for funding sources
 - Would need to be vetted prior to implementation
 - Shift Public Education recommendations to a new subsection in Chapter 4

- Section 4.3 – System Scale and Leadership
 - Could add a table summarizing survey results
 - Break out summary and recommendations separately at end of section

- Section 4.4 – Key Features
 - Could add a table summarizing survey results
 - Section 4.4.1 – clarify “add a checkbox” bullet

Chapter 5 – Conclusions

- Conclusions are a bit thin
- This section could be expanded
- Limited support for a regional spill hotline – rephrase based on Todd’s comment
- Didn’t ask if there was support for a regional app and/or web form – haven’t ruled this out yet; could supplement existing programs
- Could use a regional app to look up local hotline phone number depending on the jurisdiction that you are in

- Some participants expressed an interest in using ERTS as the regional spill hotline; however, ERTS has a different purpose
- Chris – 9 times out of 10 – not an issue that Ecology spill responders need to respond to
- Online reporting for ERTS – is not monitored 24/7 (Anne); this should be addressed now (Chris)

Appendix A

- Make Survey Monkey forms a separate attachment (stand-alone file) to reduce overall size and ease of navigation

Overall

- Callout boxes
 - 1 sentence/bullet points – things to highlight throughout the document
- Consider showing more information in tabular format
- Each section had conclusions and recommendations, but it may be helpful to add an Executive Summary to roll things up and make the report more digestible
- Add references throughout to detail in appendices
- Summary and recommendations sections
 - Update for more consistency throughout the report

Features Matrix

- 10-12 options
- “Do Nothing” option
- Template – will provide for review before we get too far along in filling in the details

Action Items

Action	Due Date	Assigned To
Provide input on callout boxes/key items to highlight	1/28/20	TAC
Provide tracked edits/comments on PDF of Interview Summary Report that Todd shared with the TAC (can provide Word file as well for tracked changes)	1/28/20	TAC
Review Executive Summary (when prepared by Herrera)	TBD	TAC