

## DRAFT 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 (10 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. About how many calls do you receive a year?
  - f. About how many spills do you have in your jurisdiction a year?
  - g. What happens after the call comes in and before the team is dispatched?
  - h. How do you determine whether to send someone out right away or hold off?
  - i. Is your hotline currently integrated into other emergency response programs/emergency management software?
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 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?
5. The folks interested in creating a regional spill hotline feel that it will help to improve response times and reduce confusion by helping to determine which jurisdiction the spill is actually located in. What do you think about those claims?

### Integration with Current Practices/Barriers and Benefits (8 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. 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?
9. 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?
10. What would have to happen to make this regional spill hotline a success?

**Who's in Charge? (2 min.)**

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

**Other Hotlines (2 min.)**

12. 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)?
13. What successful hotlines 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.)**

14. 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.)**

15. 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?