

Regional Spill Hotline Feasibility Study Interview Guide for State Agencies

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 (8 min.)

1. Is your agency receiving reports of spills or other environment incidents?
2. Tell me about how spills and other environmental incidents are currently reported to your agency?
 - a. How does someone contact you?
 - b. Does your agency have a spill hotline?
 - c. I'm assuming your staff might come across a spill in their daily work. Where do they report a spill or environmental incident? (*Do not offer: Ecology, WA Dept. of Emergency Management, Coast Guard*)
 - d. Who typically reports these incidents to your agency? (*e.g., citizens, jurisdiction staff, staff from your agency, staff from other agencies, etc.*)
 - e. [ASK IF THEY HAVE THEIR OWN HOTLINE] Who takes those calls? (*e.g., agency staff, voice mail*)
 - f. [ASK IF THEY HAVE THEIR OWN HOTLINE] 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)?
 - g. [ASK IF THEY HAVE THEIR OWN HOTLINE] Is your hotline currently integrated into other emergency response programs/ emergency management software?
 - h. [ASK IF THEY HAVE THEIR OWN HOTLINE] Have you developed a cost associated with administering your hotline? If so, what is the cost estimate and what activities does that cost estimate include?
3. [ALL] Thinking about the process you currently have for reporting environmental incidents (including spills), what do you think works well? What would you like to change?
4. [ASK IF THEY HAVE THEIR OWN HOTLINE] 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.)

5. What do you think about the idea of a single regional spill hotline for all spills that may enter a stormwater drainage system or receiving water?
 - a. INTERVIEWER NOTE: IF THEY THINK THERE IS ALREADY ONE IN PLACE CONFIRM WHO THEY THINK IS RUNNING IT - *Ecology, WA Dept. of Emergency Management, Coast Guard, etc.*) EXPLAIN THAT THERE ARE CURRENTLY MANY CITIES OR COUNTIES AROUND THE STATE WITH THEIR OWN HOTLINES. IT'S UNDER CONSIDERATION TO COMBINE THEM.
 - b. What do you like about the idea?
 - c. What concerns do you have with the idea?
 - d. What region do you think the spill hotline should cover?
 - e. Where should the funding for a regional spill hotline come from?

6. The folks interested in creating a regional spill hotline feel that it will help to improve the notification accuracy and reduce confusion by helping to determine which jurisdiction the spill is actually located in and making sure the information is passed onto that jurisdiction. What do you think about that? *(If needed: Do you think that will work?)*

Integration with Current Practices/Barriers and Benefits (10 min.)

7. If a regional spill hotline were to be established, how do you see it integrating into your current reporting and response practices?
8. What is it about a regional spill hotline that will make it hard for state agencies to integrate it into their current spill reporting and response practices?
9. What is it about your existing practices that may prevent you from integrating a regional spill hotline?
10. As you think about a regional spill hotline, what does it need to do so it will work for your agency?
 - 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?
 - e. How would you like to see a regional spill hotline advertised?
11. Some agency and jurisdiction staff will be very interested in this regional spill hotline, while others might not. What do you think agency and jurisdiction staff need to hear, be shown, or be provided in order for them to be excited about this new regional spill hotline?
12. What would have to happen to make this regional spill hotline a success?

Who's in Charge? (2 min.)

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

Other Hotlines (2 min.)

14. We are looking to learn best practices from other hotlines as we are assessing the feasibility of a regional spill hotline. Does your agency currently have a hotline in place that is working well (it doesn't have to be a spill hotline)? What about it makes you say it would be a good resource for best practices? *(If needed: What about it is working well?)*

Statewide Option (2 min.)

15. 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.)

16. 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?