Regional Spill Hotline Feasibility Study Interview Guide for Technical Interviews

Washington interviewees:

Thank you for taking the time to speak with me. I am contacting you on behalf of King County for a project funded by municipal permittees in Western Washington. [I spoke previously with [NAME] at your organization and was given your contact information to follow-up with some technical questions.] Our goal is to gather details that will be used to evaluate the feasibility and logistics of implementing and maintaining a regional spill hotline in Washington.

Alternative introduction for out-of-state interviewees:

Thank you for taking the time to speak with me. I am contacting you on behalf of King County in the state of Washington for a project assessing the feasibility and logistics of implementing and maintaining a regional spill hotline in Washington. We have heard that you have a system that works well and are interested in gathering more information on the technical details of how it works.

Introduction [2 min.)
1. Please describe your current role in maintaining the [HOTLINE SYSTEM] for your jurisdiction.

Questions in the following sections will be adapted based on the specific hotline system that the jurisdiction is using.

Housing and Configuration of the Hotline (15 min.)
2. How is your hotline system set up?
   a. What software or vendor(s) do you use?
   b. Is your hotline system housed and maintained within your organization or by an external organization/consultant?
   c. How is information entered into the hotline system? [phone call/text, web form, E-mail, mobile app, other]
   d. How is information redirected from the hotline system? [phone call/text, web form, E-mail, mobile app, other]
      i. Is this process done manually by a knowledgeable person, or is automation involved?
   e. Is your hotline system staffed 24 hours a day? If not, what are the hours of operation?

3. Does your hotline system include a mobile app?
   If yes:
   a. What is the app called?
   b. Who developed and designed the app?
   c. How has usage of the app compared to other forms of reporting like phone calls or web forms?
   d. How well do you feel the app is working for your organization?
   e. Are there any features that you feel are missing from the app? Did you consider including these features when you were doing the initial research on the hotline system? Why were they excluded?

If no:
   f. Did you consider a mobile application? If so, why did you choose not to include one?

 4. How do you handle data storage and archiving for the hotline reports received by your system?
 5. What personnel is required to maintain the data?
   a. How many staff are involved with data management and what are their roles?
   b. What is their level of operational knowledge and/or technical expertise?

Staffing and Procedures for the Hotline (5 min.)
 6. Who administers your hotline? Who sets it up and maintains it?
 7. Who manages the technical aspects of your hotline system?
 8. What type of IT support is required to maintain hotline operations?

Ongoing Operations and Cost of the Hotline (8 min.)
 9. What was the approximate initial cost for setting up your hotline system?
 10. Describe your regular operations and maintenance activities related to your hotline system.
   a. Do you have an estimate of the annual time spent on regular operations such as organizing reports and directing responses?
    i. Is this something that is relatively easy for you to figure out?
   b. How about annual time spent on operating and maintaining your system other than those related to routing incident response? [performing software and/or hardware upgrades, backing up data, contacting technical support, etc.]
    i. Is this something that is relatively easy for you to figure out?
   c. What part of ongoing operations of your hotline takes the most time?
   d. What ongoing costs are associated with your hotline system? [monthly fees, etc.]
   e. How often does the system go down and how long is a typical outage when it happens?
    i. What system is in place when your hotline system goes down?
 11. What issues or challenges have you faced with operating and maintaining your hotline system?

Usage and Response (4 min)
 12. What type of feedback have you received (either positive or negative) from the public or internal users of your system?
 13. What methods do you use to advertise your hotline?
 14. What analytics does your hotline system provide (call wait time, response time, types of spills, locations)? Do you use these analytics to help improve your program?
   a. Is this something that is relatively easy for you to figure out?
 15. Where does the funding for your hotline come from?

Final Question (1 min.)
 16. Is there anything else that you would like to share that I haven't asked you about?