



King County



HERERA

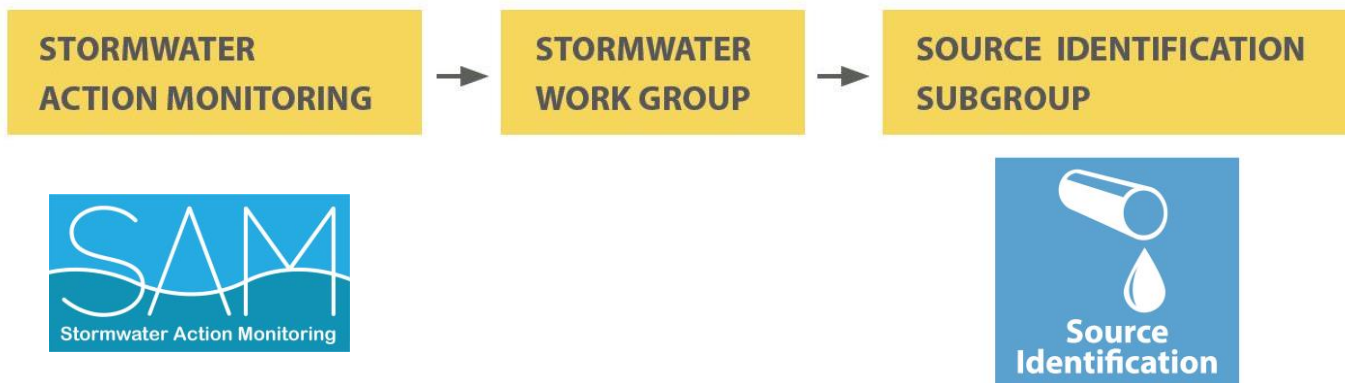
Regional Spill Hotline Feasibility Study

SWG Meeting – November 18, 2020



Acknowledgements

The regional spill hotline feasibility study is a Source Identification Information Repository (SIDIR) project that is being implemented through the Stormwater Action Monitoring (SAM) program with oversight from the Stormwater Work Group (SWG).



Other Contributors:



Final Report (DRAFT)

**REGIONAL SPILL HOTLINE
FEASIBILITY STUDY – FINAL REPORT**

EXECUTIVE SUMMARY

Project Goal: Gather information and conduct an assessment on the feasibility and desire for a regional or statewide common “hotline” for citizens and municipal staff in Washington State to report spills and environmental incidents.

The evaluation involved documenting industry knowledge and experience through a survey, a series of interviews, and discussions with vendors:

SURVEYMONKEY SURVEY → **MUNICIPAL AND STATE AGENCY INTERVIEWS** → **TECHNICAL INTERVIEWS** → **VENDOR RESEARCH**

Detailed study findings are documented in the appendices to this report:

APPENDIX 1: INTERVIEW SUMMARY REPORT

- Survey Results
- Case Studies (Technical Interviews)
- In-Depth Municipal Interview Summary Report
- In-Depth State Agency Interview Summary Report

APPENDIX 2: OPTIONS MATRIX NARRATIVE

- Vendor Research
- Implementation Considerations
- Cost

Overview

- Project goal
- Project process review
- Key findings
- Recommendations
- Questions

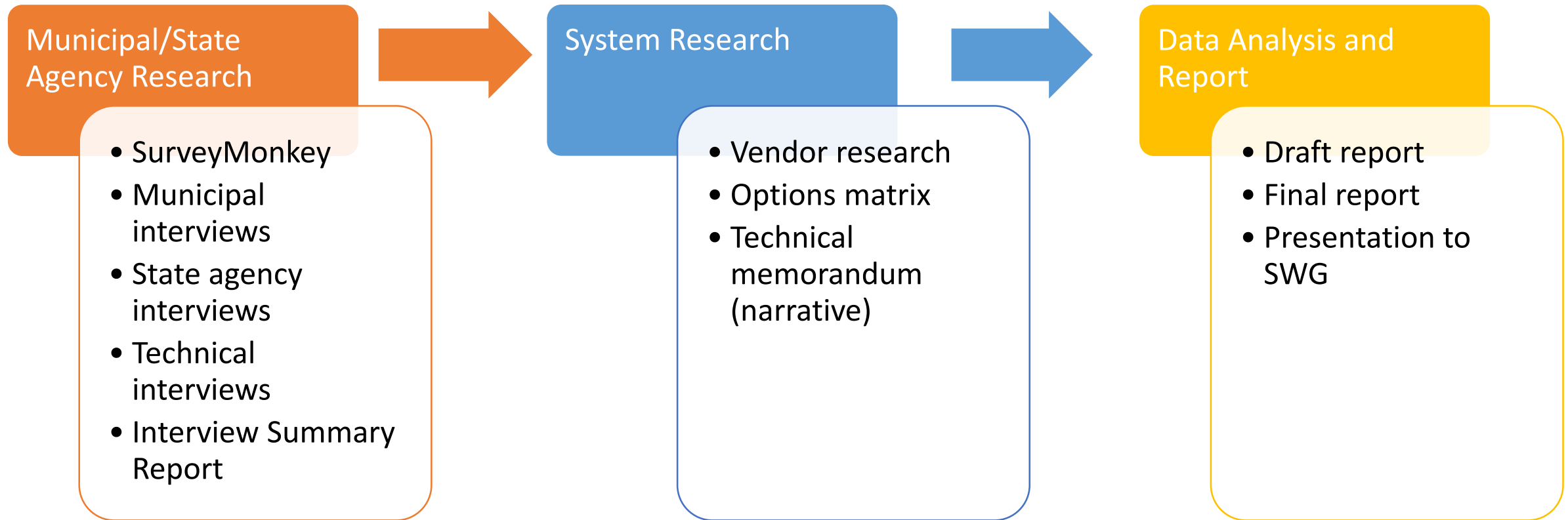


Project Goal

Gather information and conduct an assessment on the feasibility and desire for a regional or statewide common “hotline” for citizens and municipal staff in Washington State to report spills and environmental incidents



Project Process Review



Key Findings

- A regional spill hotline is not broadly supported by most jurisdictions or state agencies.
- Municipalities interpret and use ERTS for regional spill reporting purposes. However, Ecology did not intend for ERTS to function as a regional spill reporting system.
- Implementing a multi-jurisdiction regional spill reporting system is technically feasible.
- A regional spill reporting system could streamline Municipal NPDES Permit annual reporting activities and promote regional analysis while allowing local procedures to remain in place.

Results and Discussion



→ Is a regional spill hotline system feasible? **YES** ✓

→ Is a regional spill hotline system preferred? **NO** ✗

Results and Discussion – Regional Benefits

- Central web form/call center: unified public-facing program & inter-jurisdiction coordination
- Centralized data accessibility and standardized data reporting
- Automated geodynamic workflows, regardless of geographic location
- Potential cost savings for group implementation, benefit to smaller jurisdictions
- Promote equity and accessibility by providing a hotline number, multiple language options and anonymous reporting

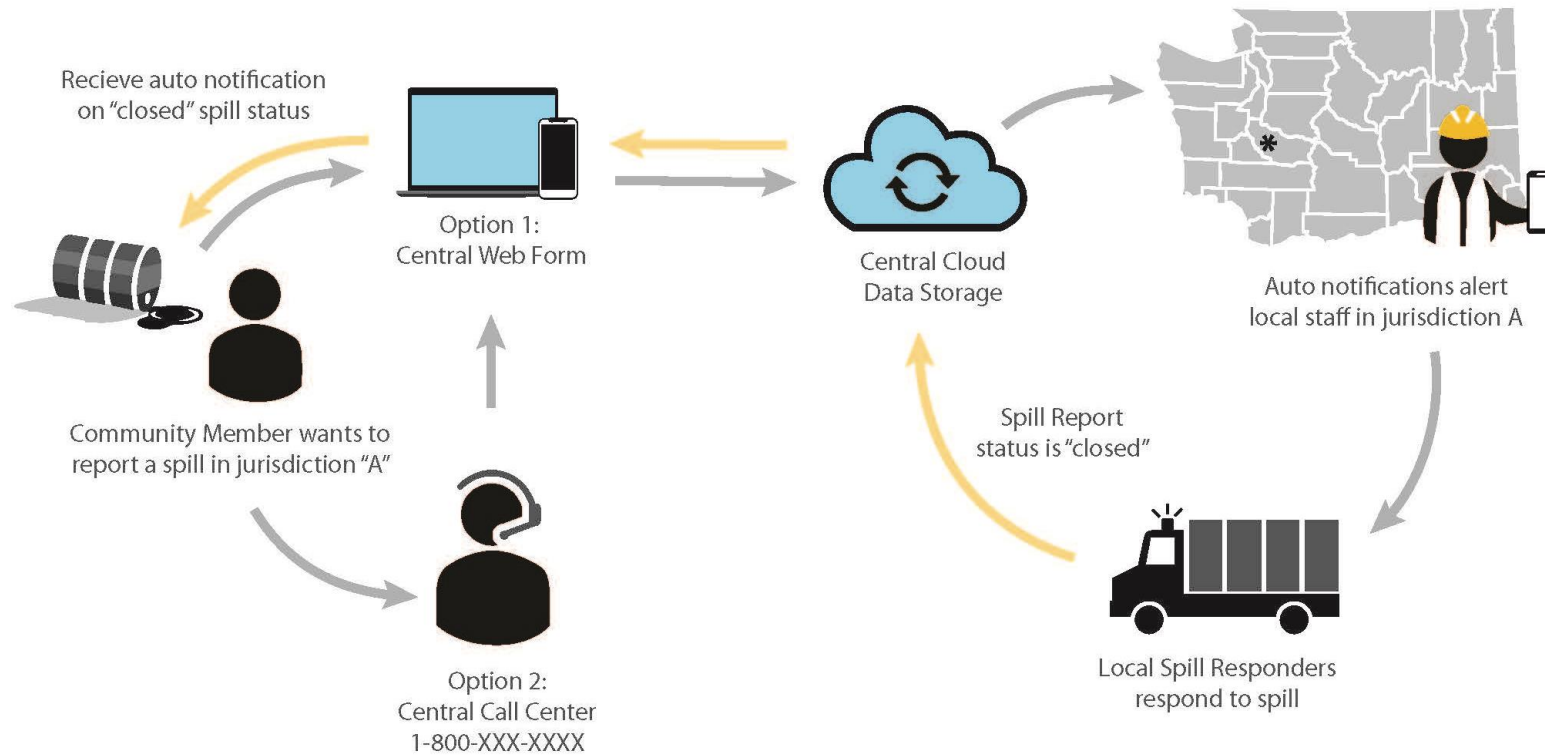
Recommendations

- Centralized system vs. “Hybrid” system
- If not regional, partnership between jurisdictions is highly recommended

Recommended Core Components for a Centralized Regional Spill Hotline System

- Create or identify a primary coordinating entity
- Centralized web form
- Central call center
- Centralized data storage with configured user permissions
- Do not create a downloadable mobile application

Recommended Core Components for a Centralized Regional Spill Hotline System



Create or identify a primary coordinating entity

- New or existing state/public agency or non-profit organization to house and manage regional system
- Benefits
 - Manages data and reporting as a central system
 - Can coordinate needs/input of multiple jurisdictions
 - Can be a centralized billing/funding entity
 - Does not rely on a single jurisdiction to manage/coordinate



Example: Northwest Clean Air Agency (respond to complaints in Island, Skagit and Whatcom counties)

Example: WA Recreation and Conservation Office (RCO) manages tri-state Squeal on Pigs Hotline and WA Invasives App

Recommendation for a Hybrid System: Centralized System with Hybrid Features

- Implement central system and include specific hybrid system features for individual jurisdictional workflows
- Spill routing logistics and complicated workflows for local jurisdiction configurations
- Technically feasible with select vendors
- Higher cost due unique configurations and systems for each jurisdiction
- In-Network vs Out-of-Network coverage workflow and technicalities

Technical Research

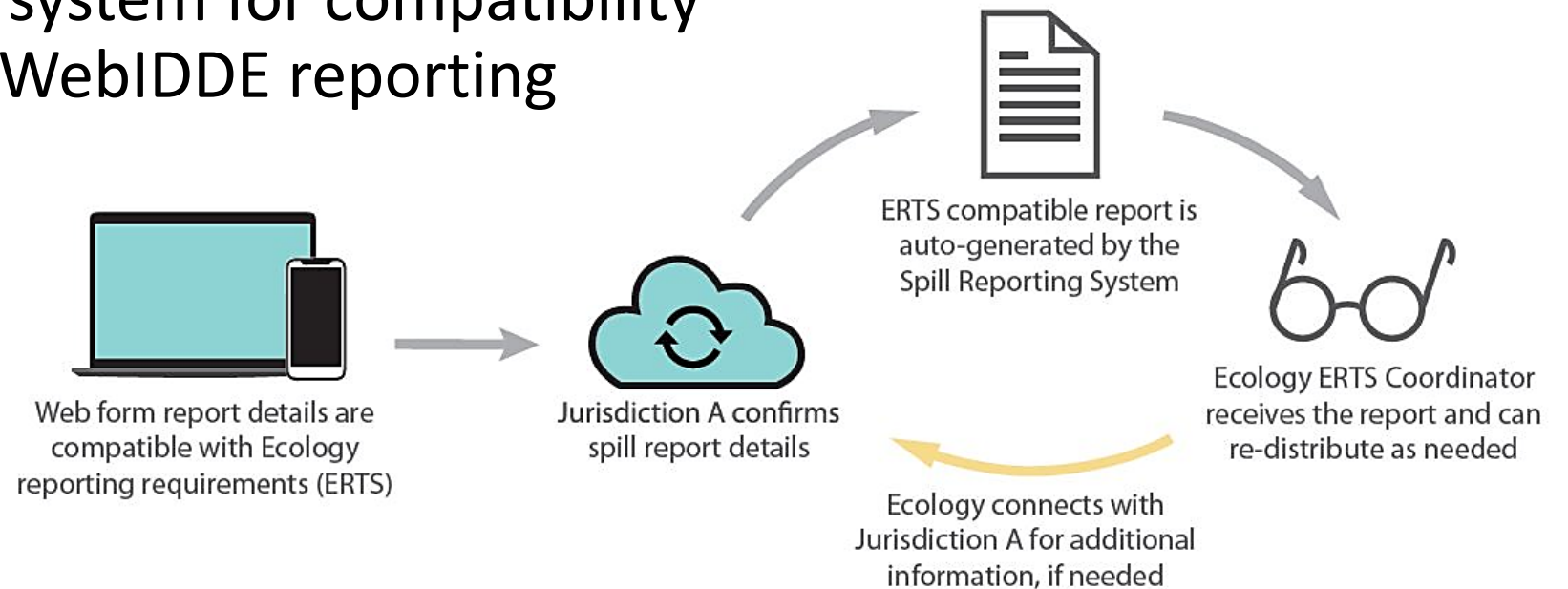
Top choices **SeeClickFix** and **Rock Solid**



Note: Intent of this study was not to make a product selection. Evaluation did not include all available products on the market.

Recommendations - What about ERTS?

- Post clarifying language on the purpose, function, and limitations of ERTS
- Configure regional system for compatibility with ERTS and WQWebIDDE reporting



Recommendations – Next Steps

- Re-survey jurisdictions to measure respondent changes based on study research
- Form preliminary structure with centralized entity to begin inter-jurisdictional coordination and define cost variables
- If broad regional implementation is not desired, consider recommendations identified in this study for local or sub-regional implementation
- Survey public for community input on spill reporting accessibility
- Consider jurisdiction statements requesting increased support with public outreach

Questions?

