

Hotline – Mobilization Guide

1. What is the nature of the report?

- a. **Suspicious water seen flowing in street, channel, or drainage** → Is the source identifiable or known?
 - Yes, source is identifiable → Go to #2
 - Probably, a probable source is identifiable → Go to #2
 - No, source is unidentifiable → Contact Code Enforcement
- b. **Nonsuspicious water flowing in street or channel** → Is the source identifiable?
 - Yes, source is identifiable → Use answer c.
 - No or unknown → Not grounds for response.
- c. **Water being discharged by person, site, business, activity, etc.** → What is activity producing discharge?
 - Exempt (see list) and water not suspicious → Not grounds for response.
 - Not exempt or water is suspicious → Go to #2
- d. **Other fluid being discharged by person, site, business, activity, etc.** → Go to #2
- e. **Trash or other debris observed in street, channel, or stream** → Is the source identifiable or known?
 - Yes, source is identifiable → Go to #2
 - Probably, a probable source is identifiable → Go to #2
 - No, source is unidentifiable → Contact Code Enforcement
- f. **Person, site, business, activity, etc., seen disposing of trash or other debris in street, channel, stream, or other public area** → Go to #2
- g. **Storm drain, channel, stream has a bad odor** → Is the source identifiable or known?
 - Yes, source is identifiable → Go to #2
 - Probably, a probable source is identifiable → Go to #2
 - No, source is unidentifiable → Contact Public Works
- h. **Sewer Spill** → Use sewer spill response protocol
- i. **Non-sewer spill of fluids, materials, or other pollutants** → Is spill hazardous and contained?
 - Spill is non hazardous (trash, dirty water, soapy water) → Go to #2
 - Spill is hazardous (gas, oils, chemicals, paints) and contained → Go to #2
 - Spill is hazardous and not contained → Contact Fire Department and go to #2.
- j. **Water leak/break** → Use standard response protocol
- k. **Flooding** → Contact Public Works

2. What is the source?

- a. **Construction/Building Site** → What type of site?
 - Private, Business, Residential → Contact Code Enforcement
 - City infrastructure project → Contact Public Works
 - City facility improvements → Contact facility manager
 - Unknown → Contact Engineering
- b. **Business, Resident, Individual** → What type of activity?
 - Construction or Building activity → Contact Code Enforcement
 - Other activity → Contact Code Enforcement
 - Unknown → Contact Code Enforcement
- c. **Municipal facility, service, or activity** → Contact appropriate facility management or department manager
- d. **Unknown** → Contact Code Enforcement