



Procedures for Call Center *After-Hours* Emergency Hydraulic Project Approval (HPA)

Definition of Hydraulic Emergency:

A water situation with immediate potential to cause **'Loss of Life' or 'Loss of Property'**

1. Advise the caller that under the law, an emergency must involve immediate potential to cause loss of life or property.
2. If the caller believes that the situation is not an emergency, please direct them to call (360) 902-2534 to leave a message that will be returned the next business day. Alternatively, they can send an email to: HabitatProgram@dfw.wa.gov. The call center operator takes no further action.
3. If the caller believes their situation is an emergency, record the following information:
 - Date and time of call
 - Caller's name and call back number
 - Summary of the emergency (i.e. – road washing out, home in danger)
 - Address / county / waterbody / landmarks, etc.
 - What other agencies (if any) have been notified
4. Inform the caller that you will be contacting a Biologist who will return their call as soon as possible. Advise them to remain available by phone and that they are not authorized to do any work until they are contacted by a Biologist and issued an Emergency Hydraulic Project Approval.
5. Consult the after-hours emergency HPA contact list and identify the geographic area in which the emergency is occurring.
6. Call the 1st Choice Biologist listed in the emergency's geographic area. If you reach the person using the first phone number listed, identify yourself as being from WDFW's Emergency HPA Hotline Call Center and that you received a request for an emergency HPA that requires an immediate response. Provide all the information you recorded from the caller. If you don't speak with the biologist, leave a message requesting a call-back, then proceed to the next phone number listed for that biologist. If, again, you can't reach the biologist, leave a message.
7. If all the numbers for the 1st Choice Biologist have been exhausted and you have not spoken with that person, repeat the process using the numbers for the 2nd Choice

Biologist. Repeat the process again with the 3rd Choice Biologist if all the numbers for the 2nd Choice Biologist are exhausted.

8. If not successful reaching a Biologist, call the phone numbers listed for the Regional Habitat Manager for that Region.
9. If unsuccessful reaching a Biologist or the Regional Habitat Program Manager repeat the process using the listed, but different, Biologists and Regional Habitat Manager for one of the counties in the same WDFW Region that adjoins the county in which the emergency is occurring (for example – if you can't contact anyone in Skagit County, call the staff in Snohomish County). Continue the process until you reach a Biologist or Regional Habitat Program Manager, or one of the previous contacts returns your call.
10. If you exhaust all the contacts in the WDFW Region, use contacts in any adjoining Region.
11. When successful in reaching a Biologist or Regional Habitat Program Manager, call every phone number you left a message with and let them know the emergency is being handled and by whom. State that they do not need to call you back or take further action.