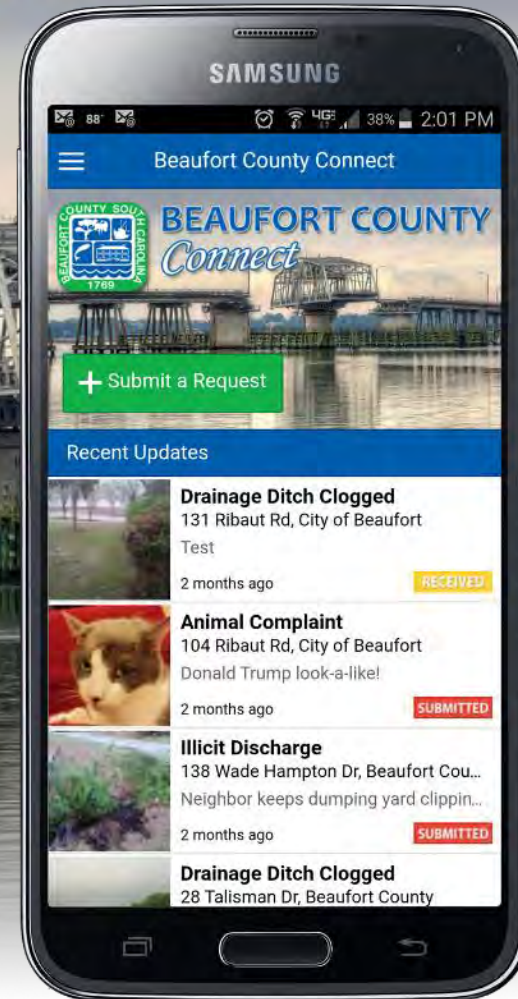




BEAUFORT COUNTY *Connect*

Presentation to the
Southeast Stormwater
Association

October 3-5, 2018



Mobile Reporting App

MS4 Permit Requirements

- Public Education / Public Outreach
- Illicit Discharge reporting
- Construction site citizen information and reporting

- Beyond the permit
 - We had the desire to improve on customer service:
 - Post - Construction BMP and system complaint “hot-line”



BEAUFORT COUNTY

Connect

Connect Users submit non-emergency requests or complaints to Beaufort County in real-time.

Backend web-based software allows for request tracking, communications, status and reporting by Department

Requests are routed to the appropriate municipality and department based on the type and location of request submitted.



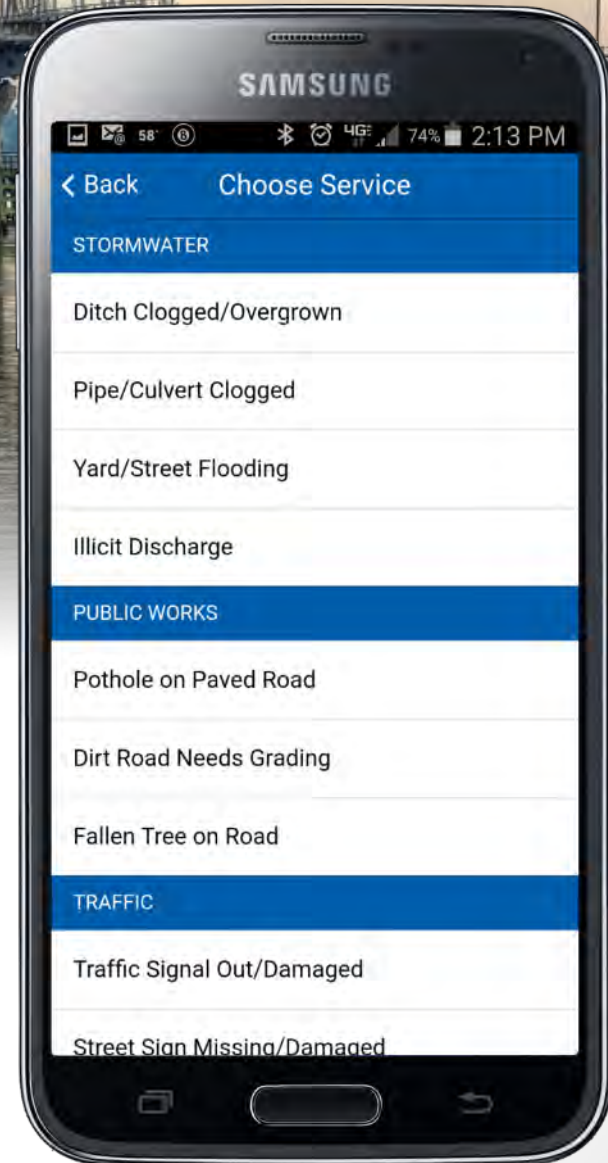


BEAUFORT COUNTY

Connect

Stormwater

- Ditch Clogged or Overgrown
- Pipe or Culvert Clogged
- Yard or Street Flooding
- Illicit Discharge





BEAUFORT COUNTY

Connect

Image
attachment from
the device
camera or gallery

Address and user
information is
captured for each
request

SAMSUNG

57 4G LTE 77% 5:05 PM

< Back New Request

Illicit Discharge

What is an Illicit Discharge?

Location Address *

Click to set Location

Illicit Discharge Type? *

Choose Illicit Discharge Type

Description *

Please provide a detailed description

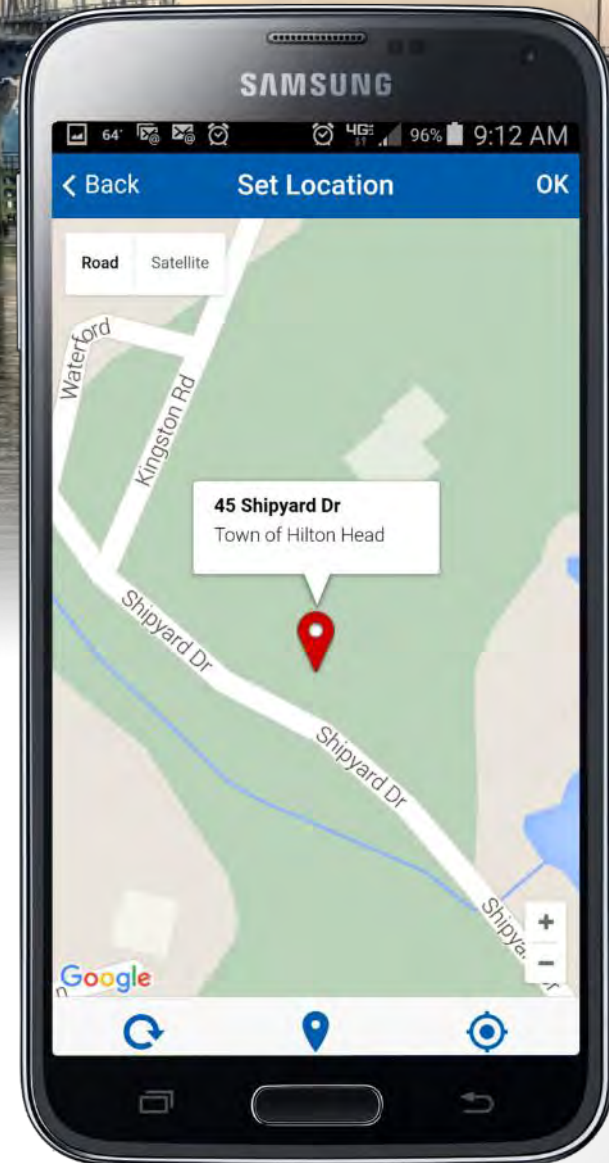


BEAUFORT COUNTY

Connect

Uses device GPS
Location to obtain
accurate position
information

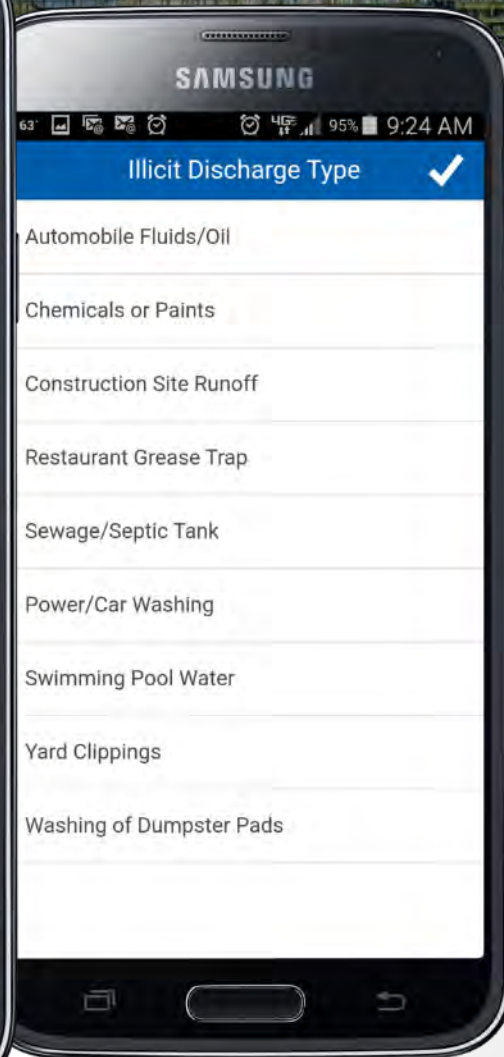
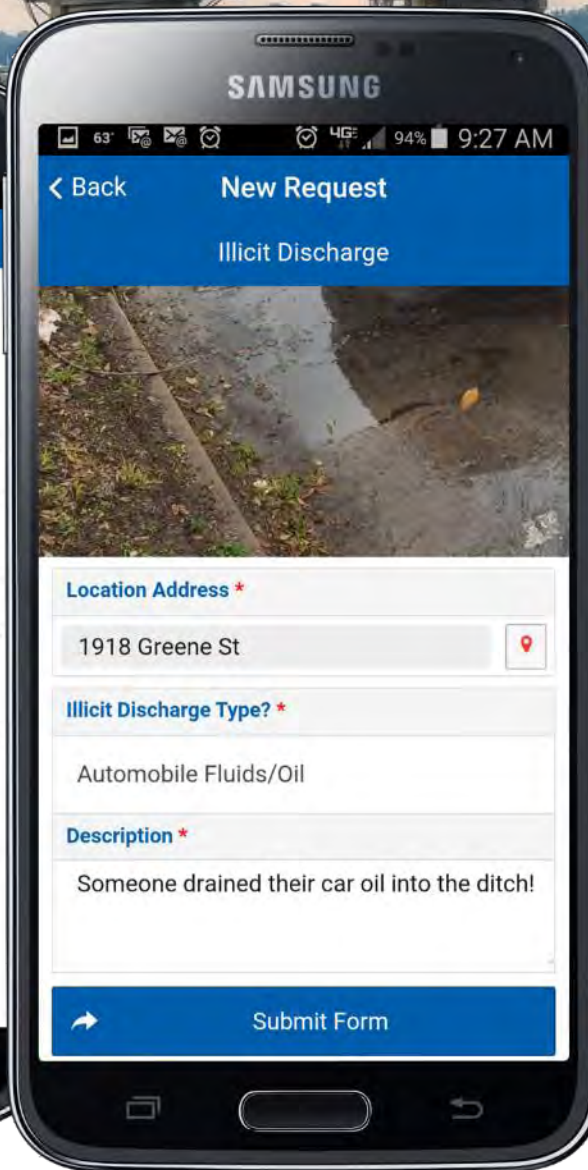
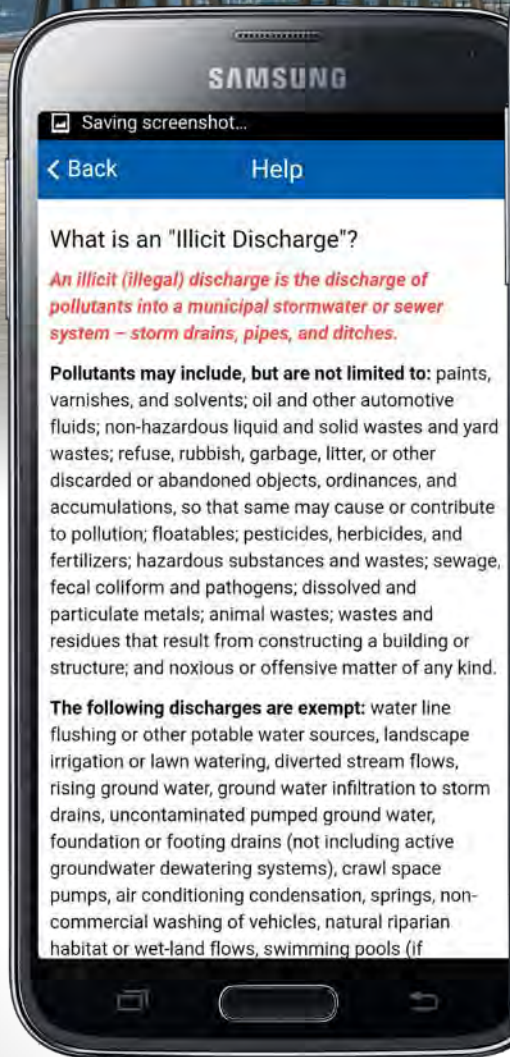
Address information
is obtained from
Beaufort County GIS
Geolocation
Services





BEAUFORT COUNTY

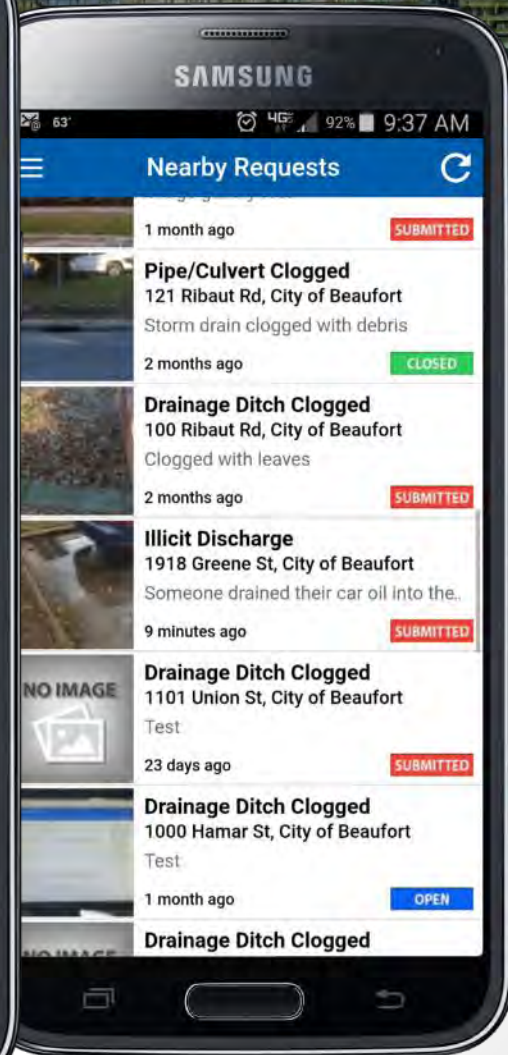
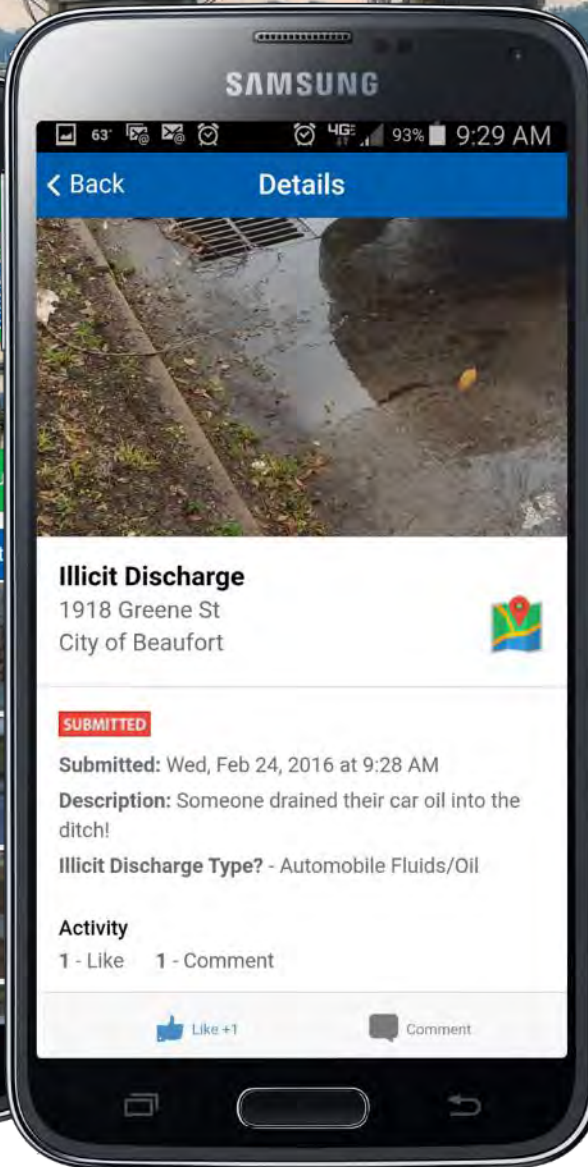
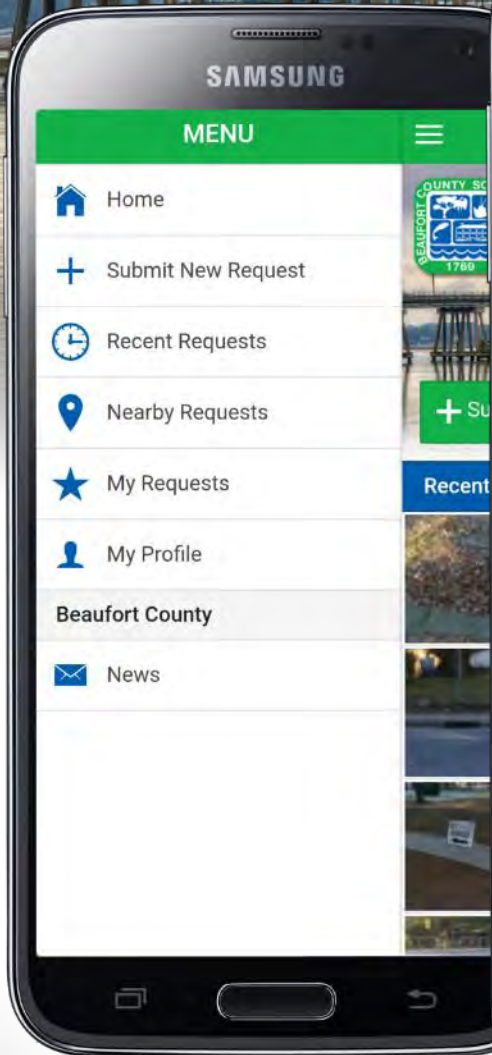
Connect





BEAUFORT COUNTY

Connect



Customer Service Benefits

- Educates the app user on what to look for
- Involvement means more proactive citizens
 - Brand Ambassadors
- Feedback opportunities
 - Keeps the citizen informed of progress
 - Holds the County accountable



BEAUFORT COUNTY *Connect*

Beaufort County Connect - x

52.205.6.0/connect/DataManager/index.php#/mainView

Apps MSN.com - Hotmail BCWEB - Home Beaufort County, SC Employee Web Service Cascade Server Google Maps All applications - Go Develop Apps | And Member Center - Ap Other bookmarks

Data Manager Help Logout

BEAUFORT COUNTY Connect

Municipality:
Beaufort County

Department:
- View All -

Assigned To:
- View All -

Request Type:
- View All -

Status:
- View All -

Date Range:
Last 90 Days

Search Filter: ?

Total Records: 48

	<p>Drainage Ditch Clogged 3013 Dogwood St, Beaufort County The ditch that runs in between 3013 and 3015 Dogwood street is not OPEN 0 - 0 - 0 7 days ago</p>
	<p>Yard/Street Flooded 30 Familal Ln, Beaufort County Swamp area behind residents house is flooded. This drains towards CLOSED 0 - 0 - 0 7 days ago</p>
	<p>Illicit Discharge 3005 Cypress St, Beaufort County 2" pipe in ditch CLOSED 0 - 0 - 0 7 days ago</p>
	<p>Illicit Discharge 3003 Walnut St, Beaufort County Suspected failing septic system. OPEN 0 - 0 - 0 8 days ago</p>
	<p>Illicit Discharge 23 Alston Rd, Beaufort County Beaufort County received notification and attached image that raw CLOSED 0 - 0 - 0 11 days ago</p>
	<p>Drainage Ditch Clogged 4019 Dogwood St, Beaufort County 4th REQUEST THIS YEAR. NO ACTION HAS BEEN TAKEN. Please RECEIVED 0 - 0 - 0 11 days ago</p>
	<p>Pipe/Culvert Clogged 42 Oakview Rd, Town of Hilton Head Drainage issue outside of oakview road near Spanish wells SUBMITTED 0 - 0 - 0 12 days ago</p>
	<p>Other Issue/Request 15 Royal Star Dr, Beaufort County SW Retention ponds in neighborhood don't appear to have been</p>



BEAUFORT COUNTY

Connect

Web-based Backend System with user login by Municipality and Department

Data Manager Help Logout

Municipality: Beaufort County

Department: - View All -

Assigned To: - View All -

Request Type: - View All -

Status: - View All -

Date Range: Last 90 Days

Search Filter: ?

Total Records: 48

Request ID	Title	Address	Status	Date
1	Drainage Ditch Clogged	3013 Dogwood St, Beaufort County	OPEN	7 days ago
2	Yard/Street Flooded	30 Familal Ln, Beaufort County	CLOSED	7 days ago
3	23 Alston Rd, Beaufort County	Beaufort County received notification and attached image that raw	CLOSED	11 days ago
4	Drainage Ditch Clogged	4019 Dogwood St, Beaufort County	RECEIVED	11 days ago
5	Pipe/Culvert Clogged	42 Oakview Rd, Town of Hilton Head	SUBMITTED	12 days ago
6	Other Issue/Request	15 Royal Star Dr, Beaufort County		

Main View shows Requests List that can be filtered by Municipality, Department, Assigned User, Type, Status, Date Range, User info, or custom filters



BEAUFORT COUNTY

Connect

Web-based Backend System with user login by Municipality and Department

Data Manager

Municipality: Beaufort County

Department: - View All -

Assigned To: - View All -

Request Type: - View All -

Status: - View All -

Date Range: Last 90 Days

Search Filter: ?

Total Records: 48

Image	Title	Address	Status	Date
	Drainage Ditch Clogged	3013 Dogwood St, Beaufort County	OPEN	7 days ago
NO IMAGE	Yard/Street Flooded	30 Familal Ln, Beaufort County	CLOSED	7 days ago
	Illicit Discharge	3005 Cypress St, Beaufort County	CLOSED	7 days ago
NO IMAGE	Illicit Discharge	3003 Walnut St, Beaufort County	OPEN	8 days ago
	Illicit Discharge	23 Alston Rd, Beaufort County	CLOSED	11 days ago
NO IMAGE	Drainage Ditch Clogged	4019 Dogwood St, Beaufort County	RECEIVED	11 days ago
NO IMAGE	Pipe/Culvert Clogged	42 Oakview Rd, Town of Hilton Head		

Map shows all the requests currently filtered and icons can be clicked on to bring up details



BEAUFORT COUNTY

Connect

Beaufort County Connect

52.205.6.0/connect/DataManager/index.php#/detailView/454

MSN.com - Hotmail BCWEB - Home Beaufort County, SC Employee Web Servi Cascade Server Google Maps All applications - Go Develop Apps | And Member Center - Ap Other bookmarks

BEAUFORT COUNTY Connect Data Manager Help Logout

Drainage Ditch Clogged

id: 454 [View Map](#)

[OPEN](#)

3013 Dogwood St
Beaufort County

Submitted by [beach.jason.m1152](#) on 8/15/2017 at 4:26PM
Last Updated: 8/22/2017 at 8:57AM

0 - Comments 3 - Status Updates

Assigned To:
Dan Brower

[Back](#)
[Update Status](#)
[Add Comment](#)
[Add Note](#)
[View User Details](#)

DETAILS

Public

Description
The ditch that runs in between 3013 and 3015 Dogwood street is not draining. This is causing septic issues and flooding. My septic tank was emptied and inspected last month with no issues. Now it will not drain properly. The drain is higher than the ditch. The ditch needs to be dug out. I called both the county and state and both are saying it's the other one's ditch.

Ditch Proximity to Location?
Side of Residence/Business

Clogged with Debris?
YES

Overgrown with Vegetation?
YES

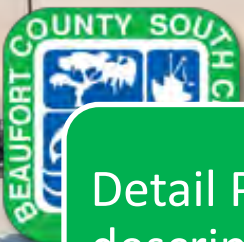
Ditch Bank is Eroded?
YES

INTERNAL NOTES [Add Note](#)

- Assigned to Dan Brower - by Dan Brower 38 minutes ago
- Dogwood St is State owned, easement draining to it shows Bft City as owner, Seth checking. - by Danny Polk 6 days ago
- Assigned to Danny Polk - by Melissa Allen 6 days ago

0 - COMMENTS [Add Comment](#)

Status changed from Received to Open



BEAUFORT COUNTY

Detail Page shows request type, address, request details and description, images submitted, user information, and status

The screenshot shows a web browser window displaying the 'Data Manager' interface for Beaufort County Connect. The main content area shows a request titled 'Drainage Ditch Clogged' with ID 454. The address is '3013 Dogwood St, Beaufort County'. The request was submitted by 'beach.jason.m1152' on 8/15/2017 at 4:26PM and last updated on 8/22/2017 at 8:57AM. It has 0 comments and 3 status updates. The 'Assigned To' field is set to 'Dan Brower'. A 'View Map' button is visible at the top right of the request details. A photograph of a clogged ditch is shown on the right side of the page. The interface includes a sidebar with buttons for 'Back', 'Update Status', 'Add Comment', and 'Add Note'. The status of the request is 'Public'.

Requests can be assigned to a specific user and all communications will then flow to the assigned user.

The map view can be shown by clicking on the View Map button at the top. A Google map is displayed that can be enlarged to full screen with different map layers as needed



BEAUFORT COUNTY

Connect

Connect personnel communicate directly with the user in real-time through comments and status updates

An Internal Note field is available for status updates, last actions, etc. All actions are tracked by user and logged for each request.

Description

The ditch that runs in between 3013 and 3015 Dogwood street is not draining. This is causing septic issues and flooding. My septic tank was emptied and inspected last month with no issues. Now it will not drain properly. The drain is higher than the ditch. The ditch needs to be dug out. I called both the county and state and both are saying it's the other one's ditch.

Ditch Proximity to Location?

Side of Residence/Business

Clogged with Debris?

YES

Overgrown with Vegetation?

YES

Ditch Bank is Eroded?

YES

INTERNAL NOTES

Add Note

Assigned to Dan Brower

- by Dan Brower

38 minutes ago



Dogwood St is State owned, easement draining to it shows Bft City as owner, Seth checking.

- by Danny Polk

6 days ago



Assigned to Danny Polk

- by Melissa Allen

6 days ago



0 - COMMENTS

Add Comment



Status changed from Received to Open

Annual MS4 program reporting

- Run reports on IDDE, construction complaints
- Hot spot analysis
 - What are the re-occurring complaints?
 - Where are they at?
- Start asking yourself questions for the upcoming year:
 - Where do I need to do more maintenance?
 - Do I need a capital project in the area?
 - Do I need more enforcement?



BEAUFORT COUNTY
Connect

Mobile App Development using



Ionic Framework is an open source Software Development Kit (SDK) that enables developers to build high-quality mobile apps using familiar web technologies (HTML, CSS, and JavaScript).



BEAUFORT COUNTY

Connect

HTML 5



CSS 3



JS



ANGULAR JS

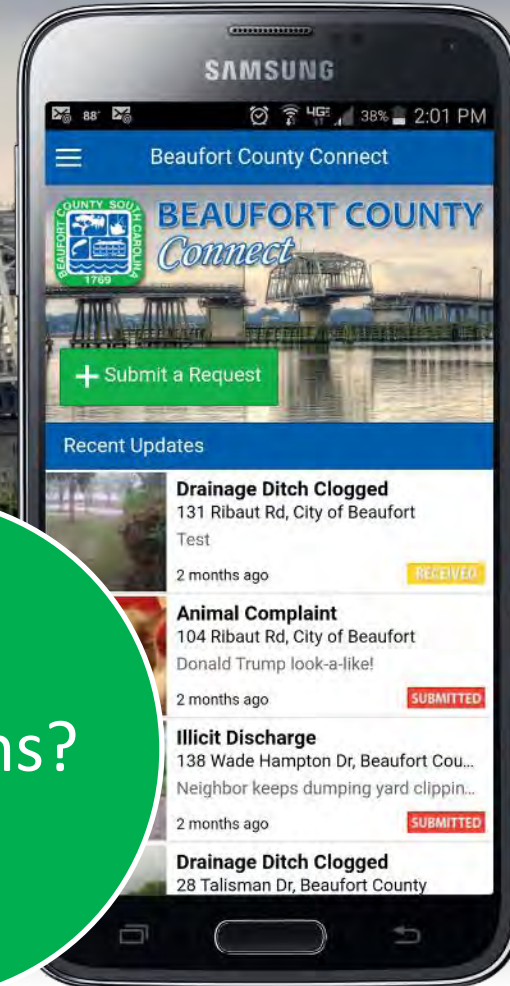


ANDROID



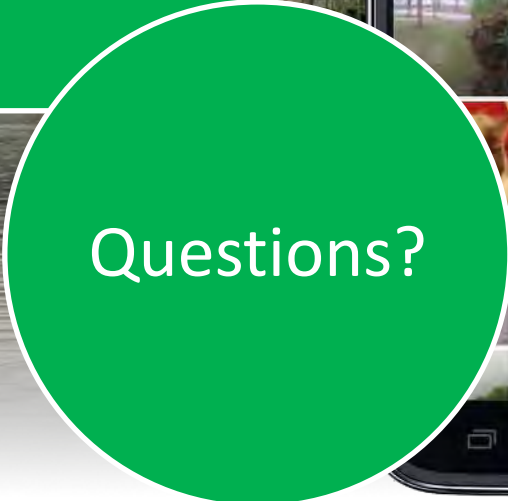


BEAUFORT COUNTY *Connect*



Eric W. Larson
elarson@bcgov.net
843-255-2805

Robert Gecy
rgecy@bcgov.net
843-255-7013



Mobile Reporting App