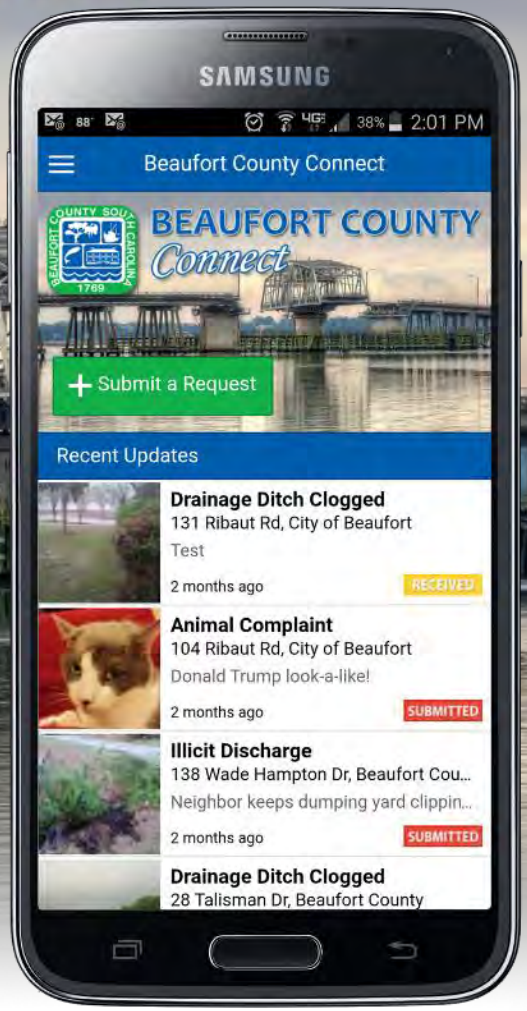
BEAUFORT COUNTY Connect

Presentation to the Southeast Stormwater Association

October 3-5, 2018

ANDROID APP ON Google play

Available on the App Store

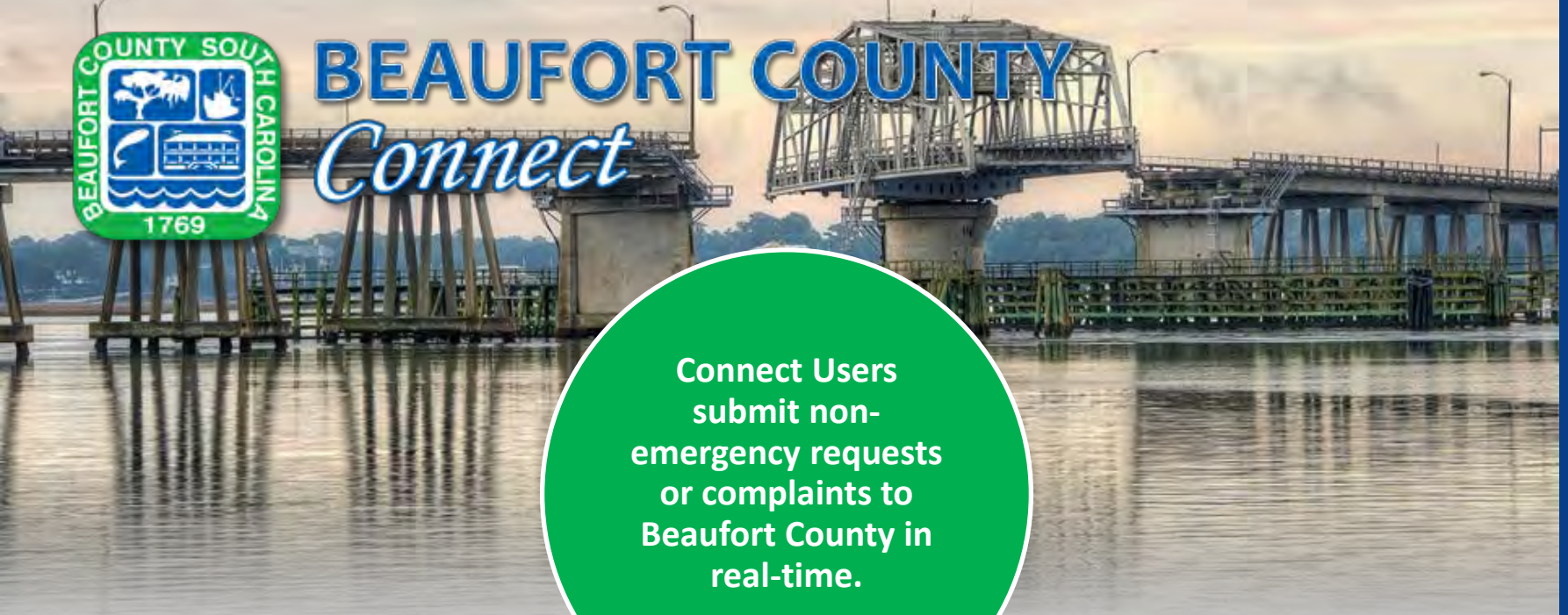


Mobile Reporting App

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.

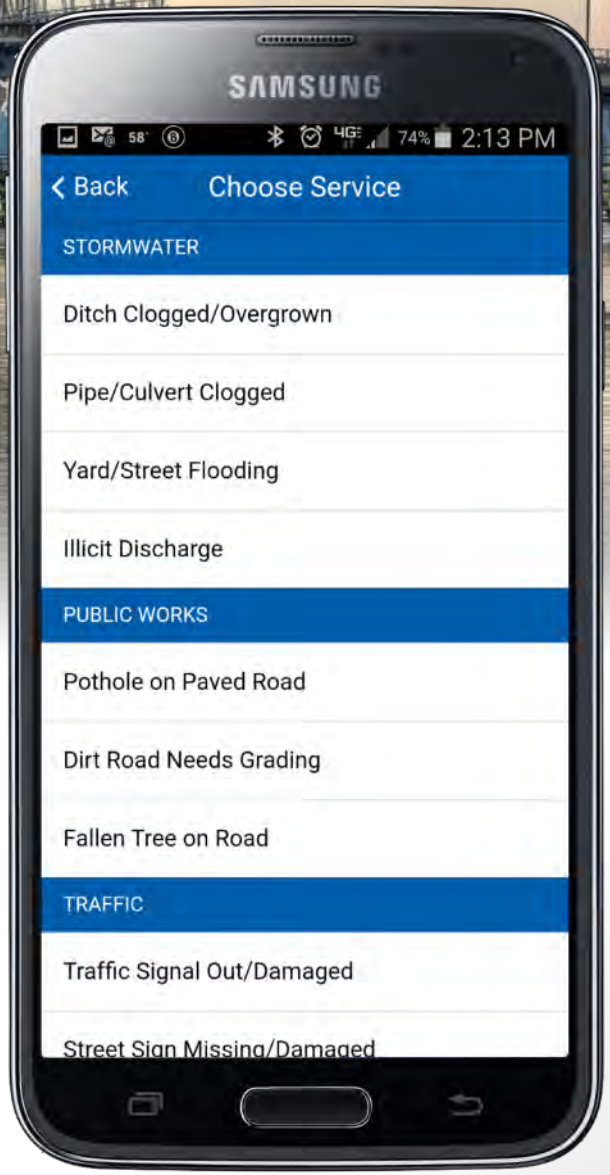
Requests are routed to the appropriate municipality and department based on the type and location of request submitted.

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

BEAUFORT COUNTY
Connect

Stormwater

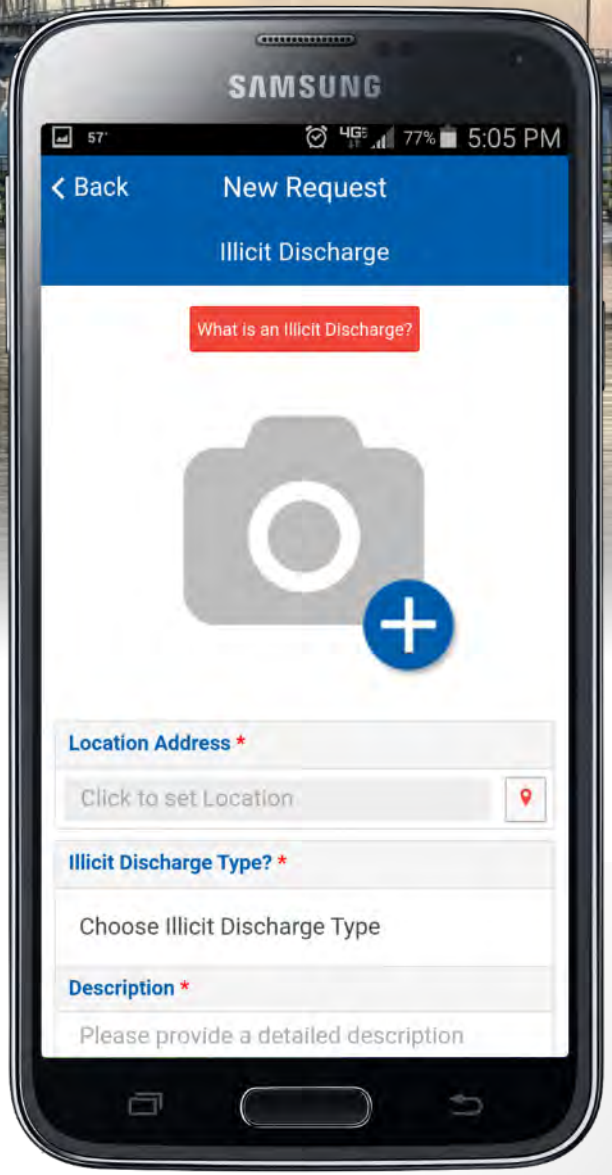
- Ditch Clogged or Overgrown
- Pipe or Culvert Clogged
- Yard or Street Flooding
- Illicit Discharge



BEAUFORT COUNTY Connect

Image attachment from the device camera or gallery

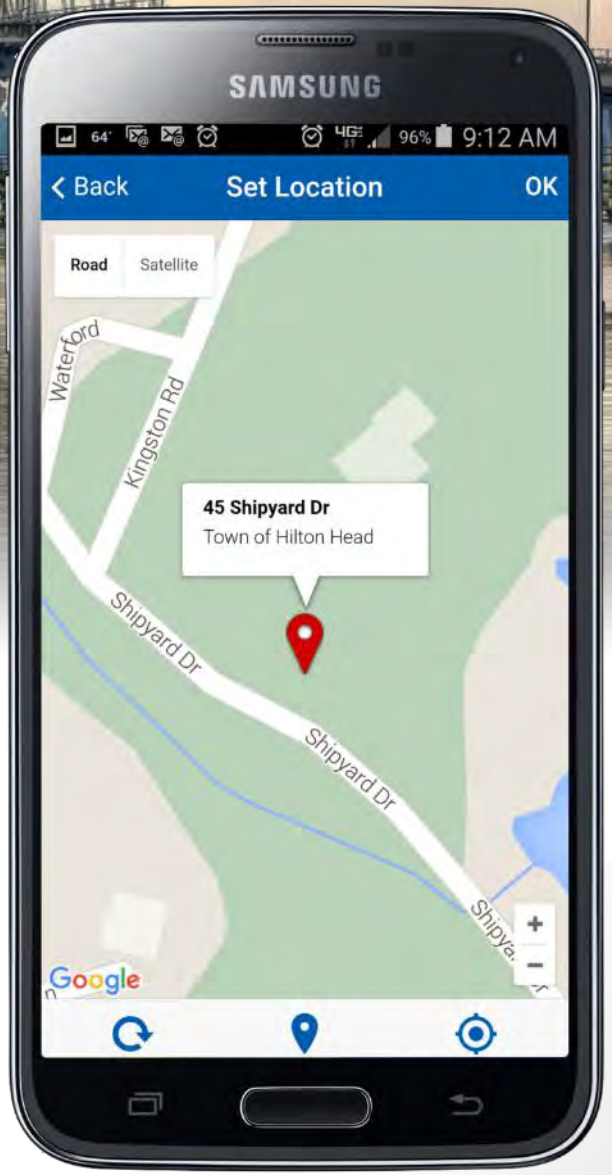
Address and user information is captured for each request



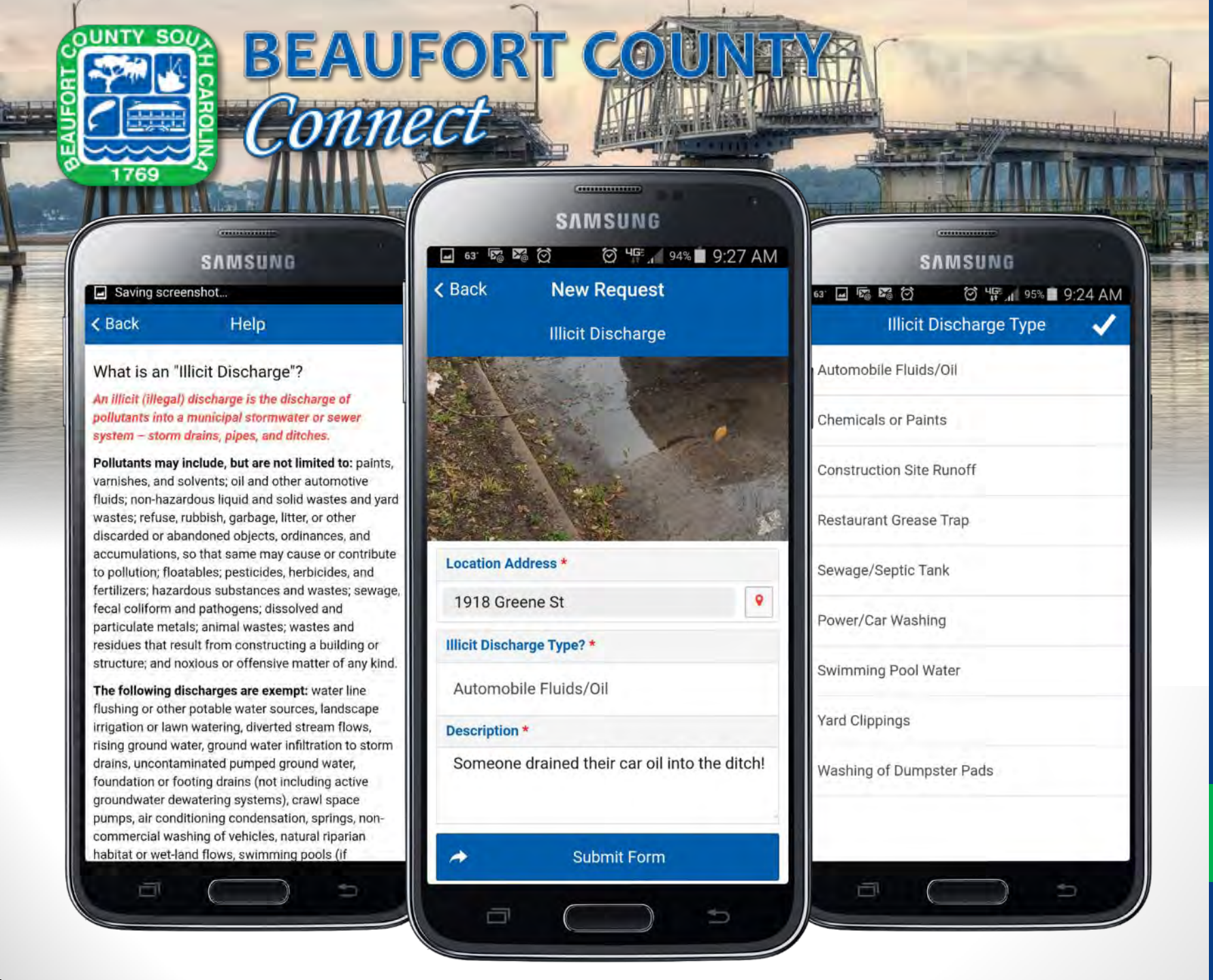
BEAUFORT COUNTY Connect

Uses device GPS Location to obtain accurate position information

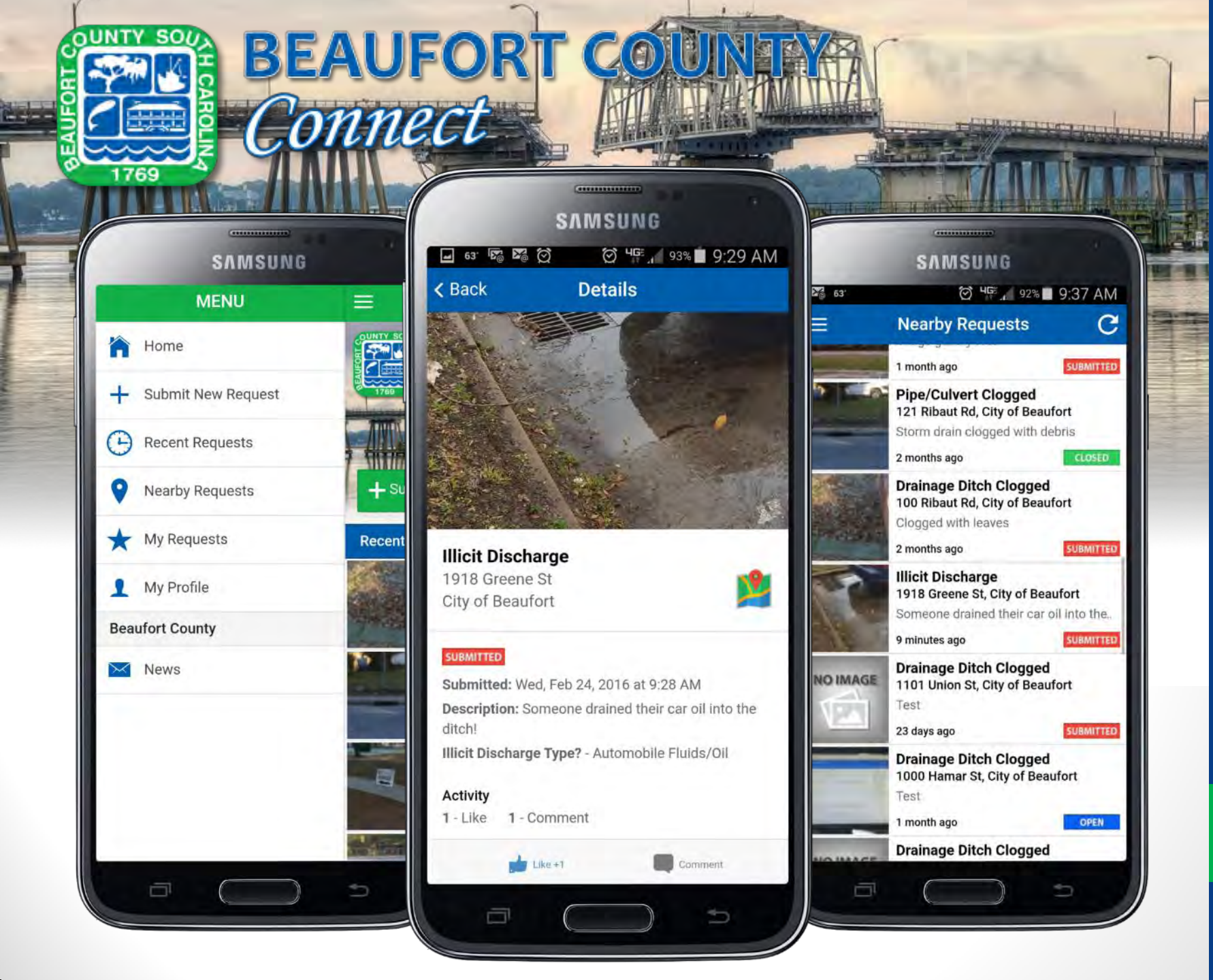
Address information is obtained from Beaufort County GIS Geolocation Services



BEAUFORT COUNTY Connect



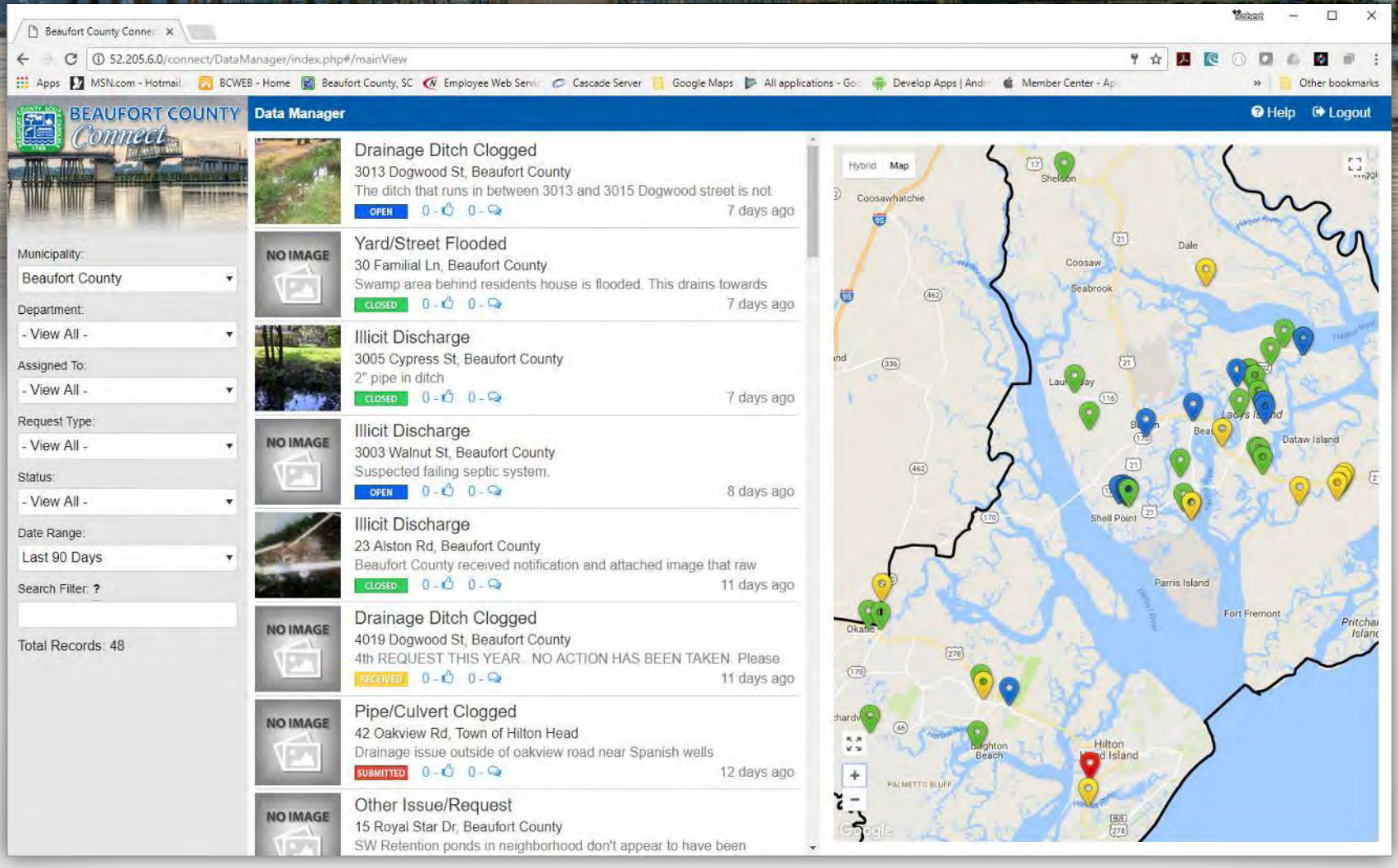
BEAUFORT COUNTY Connect



Customer Service Benefits

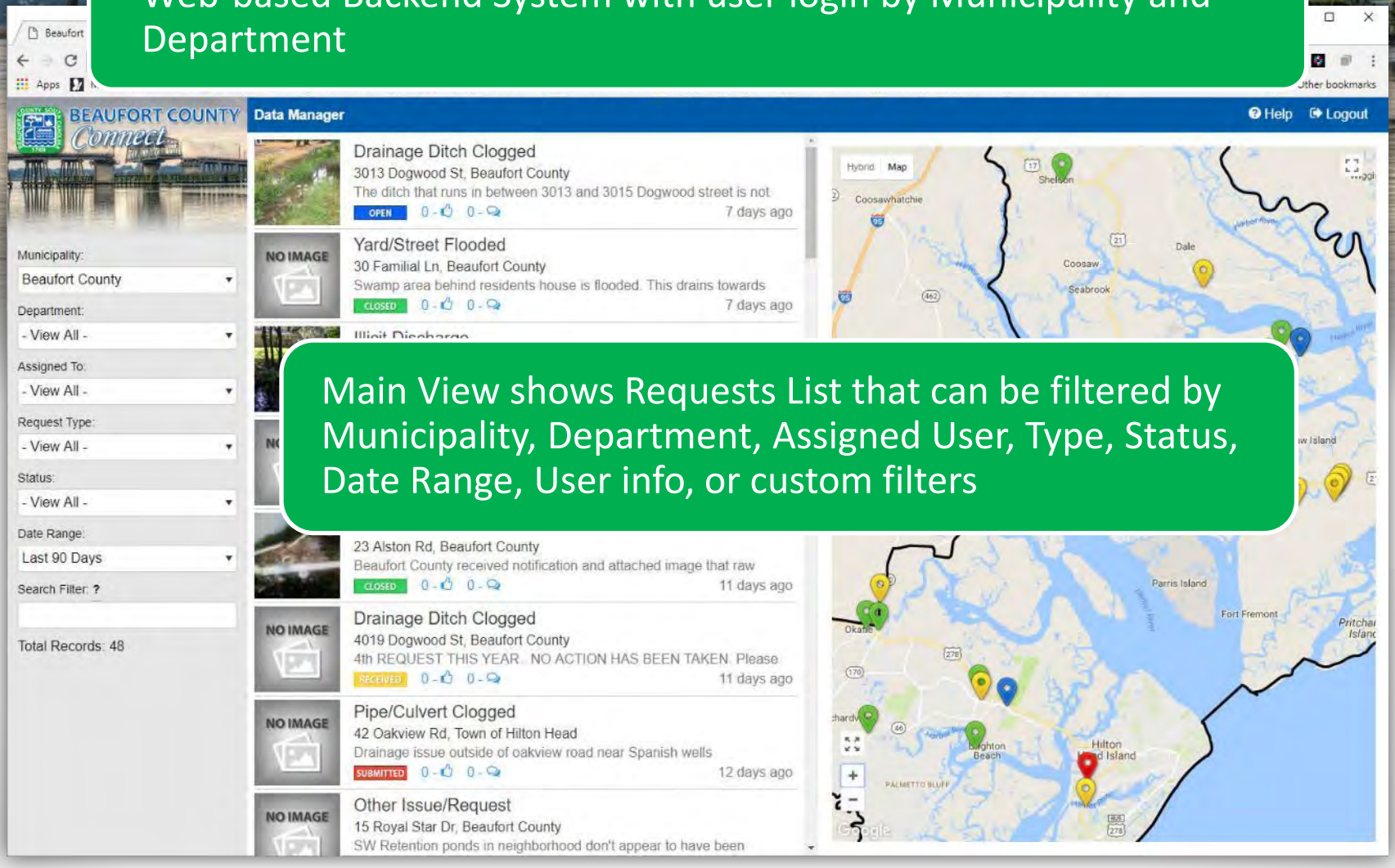
- Educates the app user on what to look for
- Involvement means more proactive citizens
  - Brand Ambassadors
- Feedback opportunities
  - Keeps the citizen informed of progress
  - Holds the County accountable

BEAUFORT COUNTY Connect



BEAUFORT COUNTY Connect

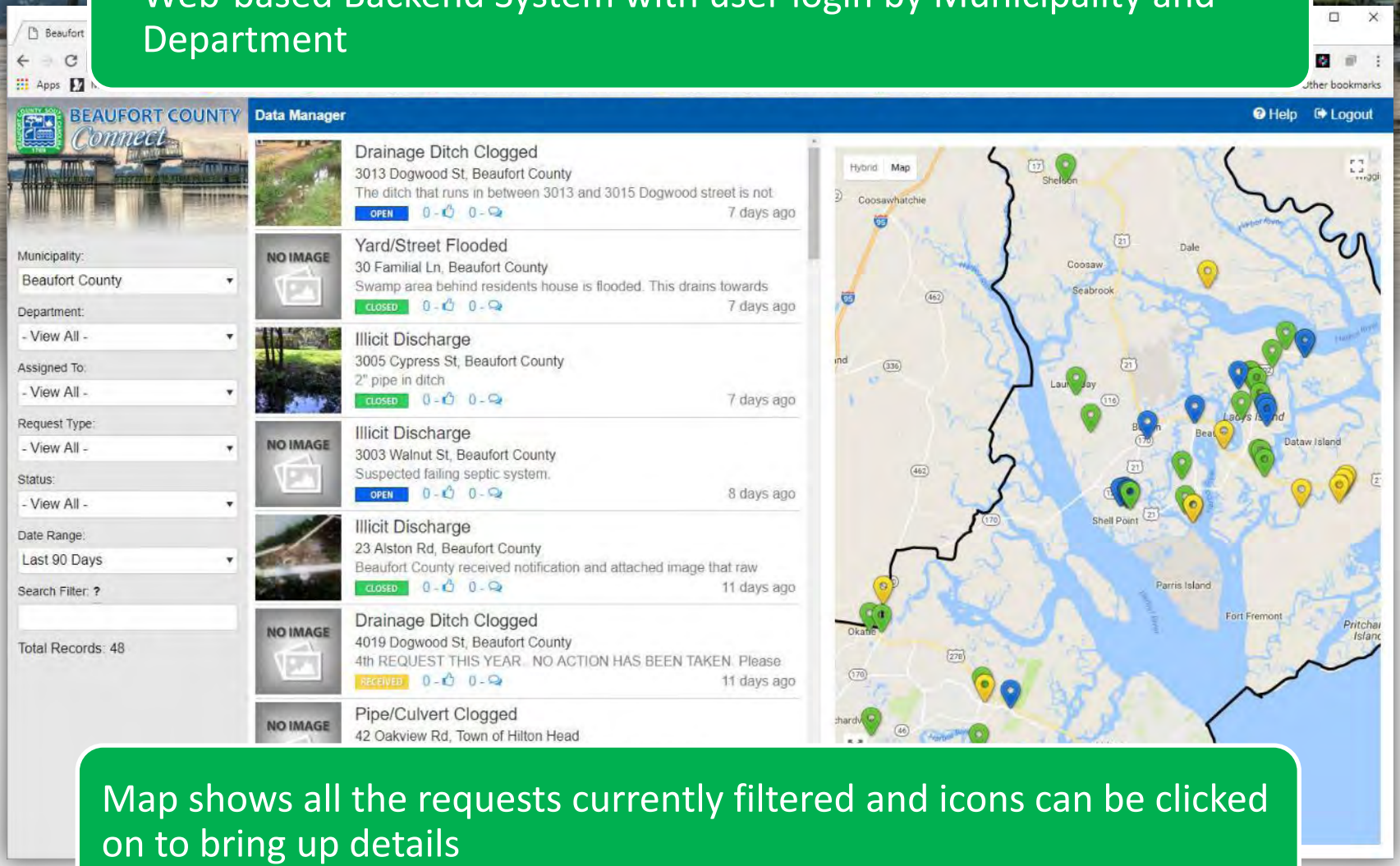
Web-based Backend System with user login by Municipality and Department



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



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

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

BEAUFORT COUNTY Connect

Data Manager

Help | Logout

- Back
- Update Status
- Add Comment
- Add Note
- View User Details

Drainage Ditch Clogged

id: **454**

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

View Map

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 Vegitation?
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 Cty as owner, Seth checking.
- by Danny Polk — 6 days ago

Assigned to Danny Polk
- by Melissa Allen — 6 days ago

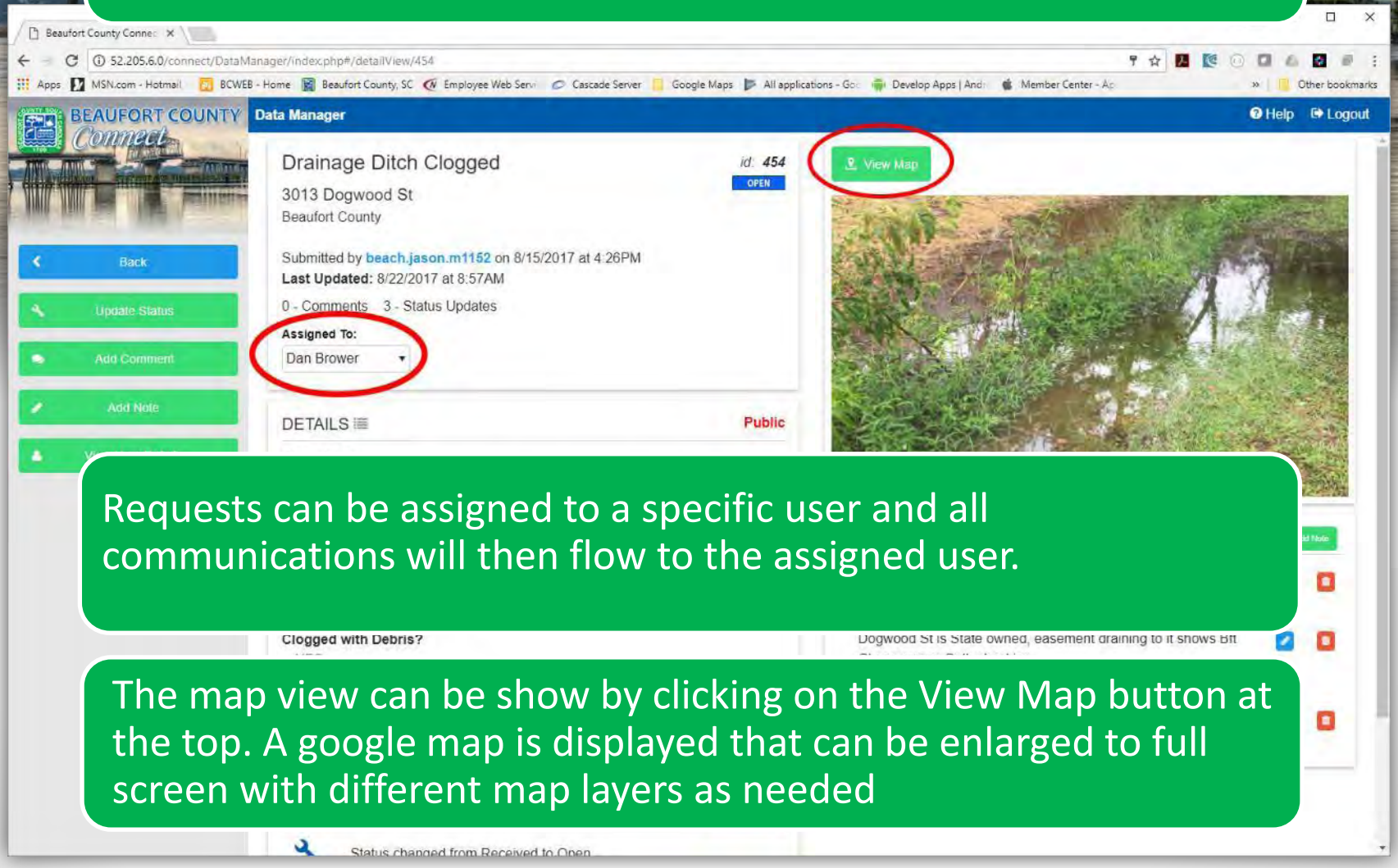
0 - COMMENTS

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



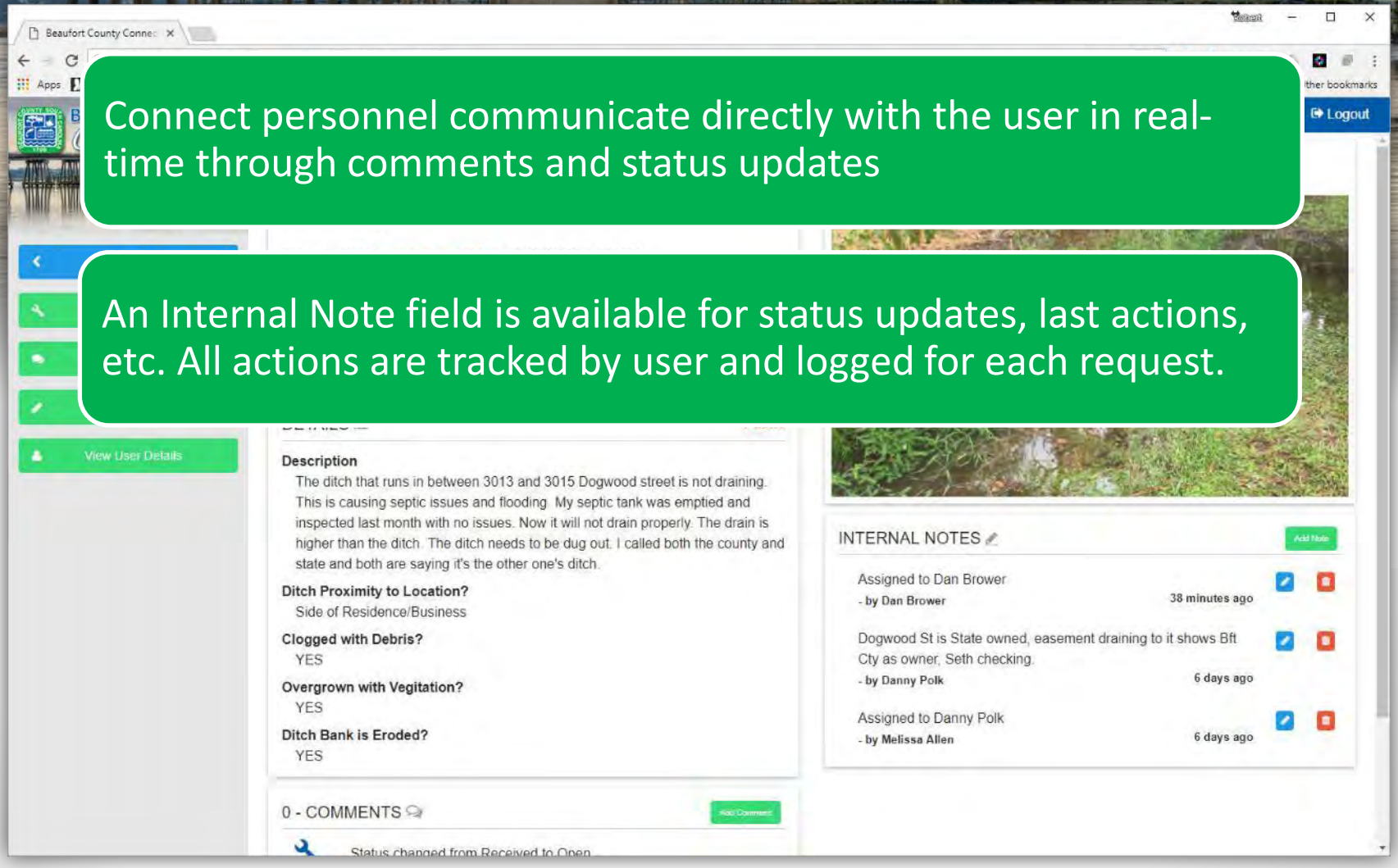
Requests can be assigned to a specific user and all communications will then flow to the assigned user.

The map view can be show 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.

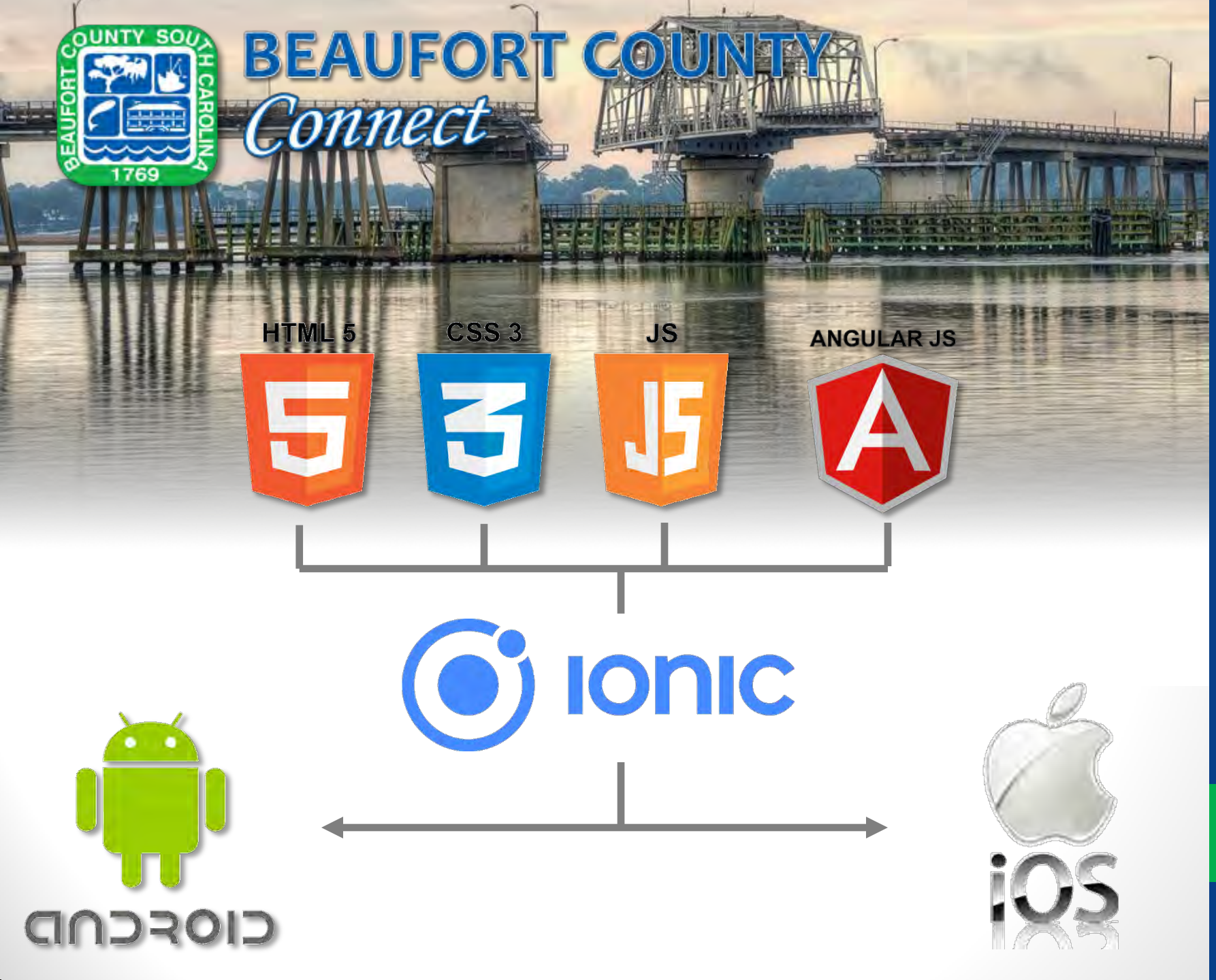


Annual MS4 program reporting

- 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?

Mobile App Development using

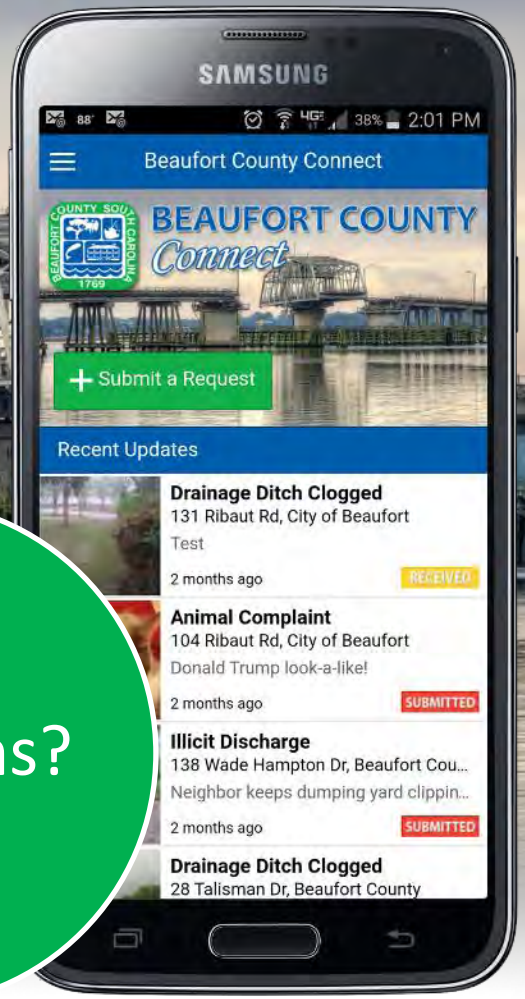
Ionic Framework is an open source Software Development Kit (SDK) that enables developers to build high-quality mobile apps using familiar web technologies (HTML, CSS, and JavaScript).


BEAUFORT COUNTY
Connect
BEAUFORT COUNTY SOUTH CAROLINA
1769
HTML 5
CSS 3
JS
ANGULAR JS
ionic
android
iOS

BEAUFORT COUNTY Connect

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

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



ANDROID APP ON Google play

Available on the App Store

Questions?

Mobile Reporting App