

The Application of GIS and ECM to Create an Interactive and Automated CSR Tracking and Mapping System for a Public Utility



Presented By:
Steve Beck
JMT Technology Group

ESRI Mid-Atlantic User Group Annual Conference
Wednesday, December 9, 2009
Radisson Hotel Valley Forge • Pennsylvania



The Problem:

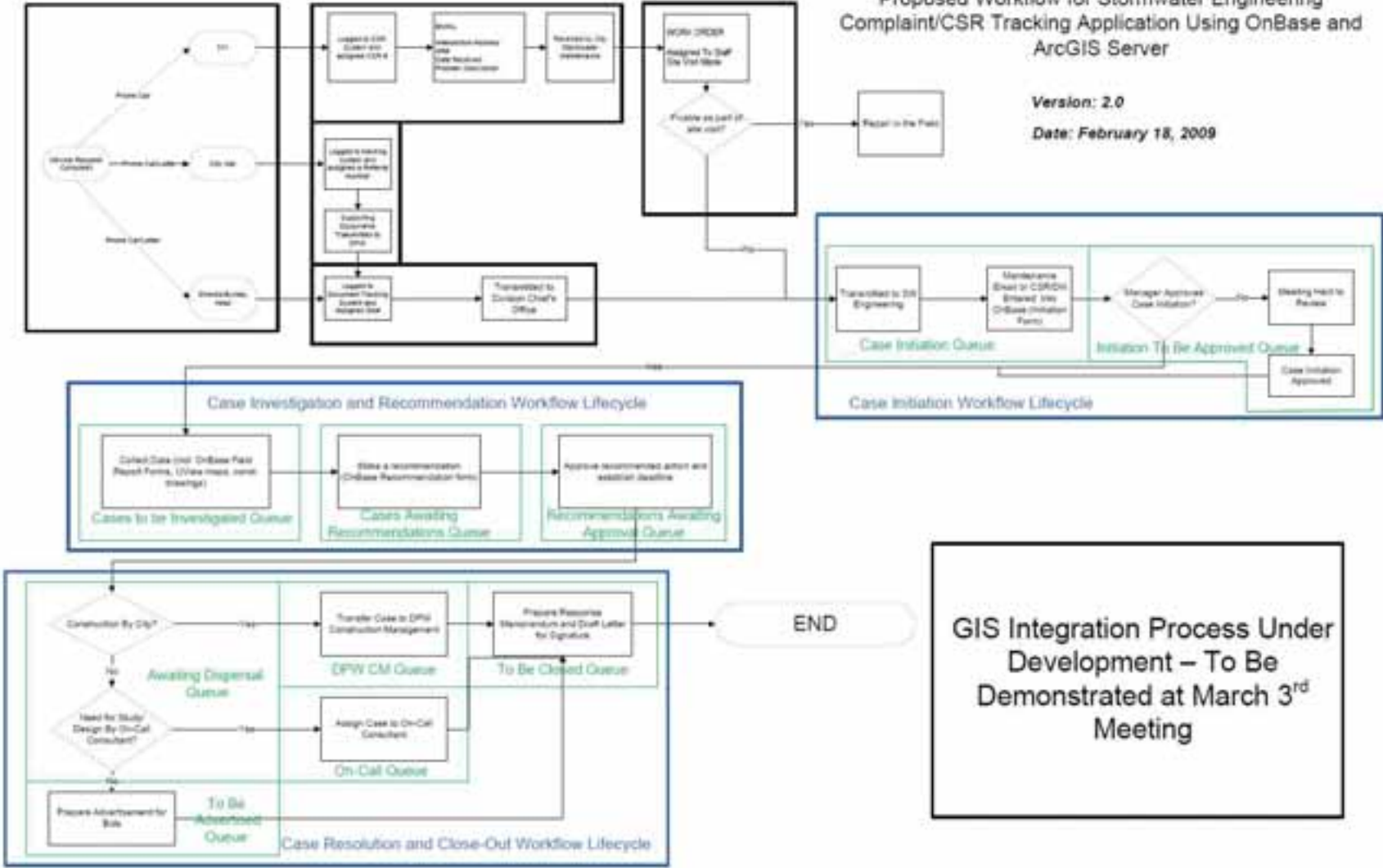
- ❖ Inefficient Process for Responding to Storm Water Complaints
- ❖ Lack of Management Controls
- ❖ Poor Management of Information and Content
- ❖ Lack of Coordination and Communication
- ❖ Delays
- ❖ Too Much Paper
- ❖ Too Many Emails (and attachments)
- ❖ Inability to “See the Big Picture”

The Solution:

- ❖ Redesign the Process
- ❖ Apply Existing Technology Solutions
- ❖ Implement Management Controls
- ❖ Create Centralized Content Repository
- ❖ Minimize Paper and Emails
- ❖ Enable “the Big Picture”
- ❖ Improve Customer Service

Proposed Workflow for Stormwater Engineering Complaint/CSR Tracking Application Using OnBase and ArcGIS Server

Version: 2.0
Date: February 18, 2009



GIS Integration Process Under Development – To Be Demonstrated at March 3rd Meeting

12225 Statewood Road
Reisterstown, MD 21136

December 9, 2009

Bureau of Water and Waste Water
Attn: Ms. Kishia Powell
Superintendent of Water Department
200 N. Holiday Street
Baltimore, MD 21202

Re: SR 163998

Dear Ms. Powell,

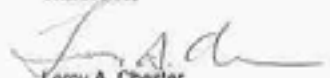
I purchased the property at 1401 W. Ostend Street, Baltimore, MD 21223 on March 6, 2007. This is an investment property for me. Before purchasing the property, I inspected it and placed a contract approximately 1 month prior. Today I reported a water problem which has existed for at least 2 months since my initial inspection. The basement of the property was flooded with water during my initial inspection, back in February, and has repeatedly flooded since being purchased.

I am currently in the process of renovating the property. To do my part in resolving the flooding problem in the basement, I had a waterproofing system installed the week ending April 6, 2007, including a sump pump. The sump pump is operating properly by pumping water out of the basement once it reaches a certain level below the surface. However, once the water is expelled out of the house, it flows to the storm drain outside the property and immediately comes back into the property. I strongly believe the storm drain at the corner of W. Ostend Street and James Street is the source of the problem.

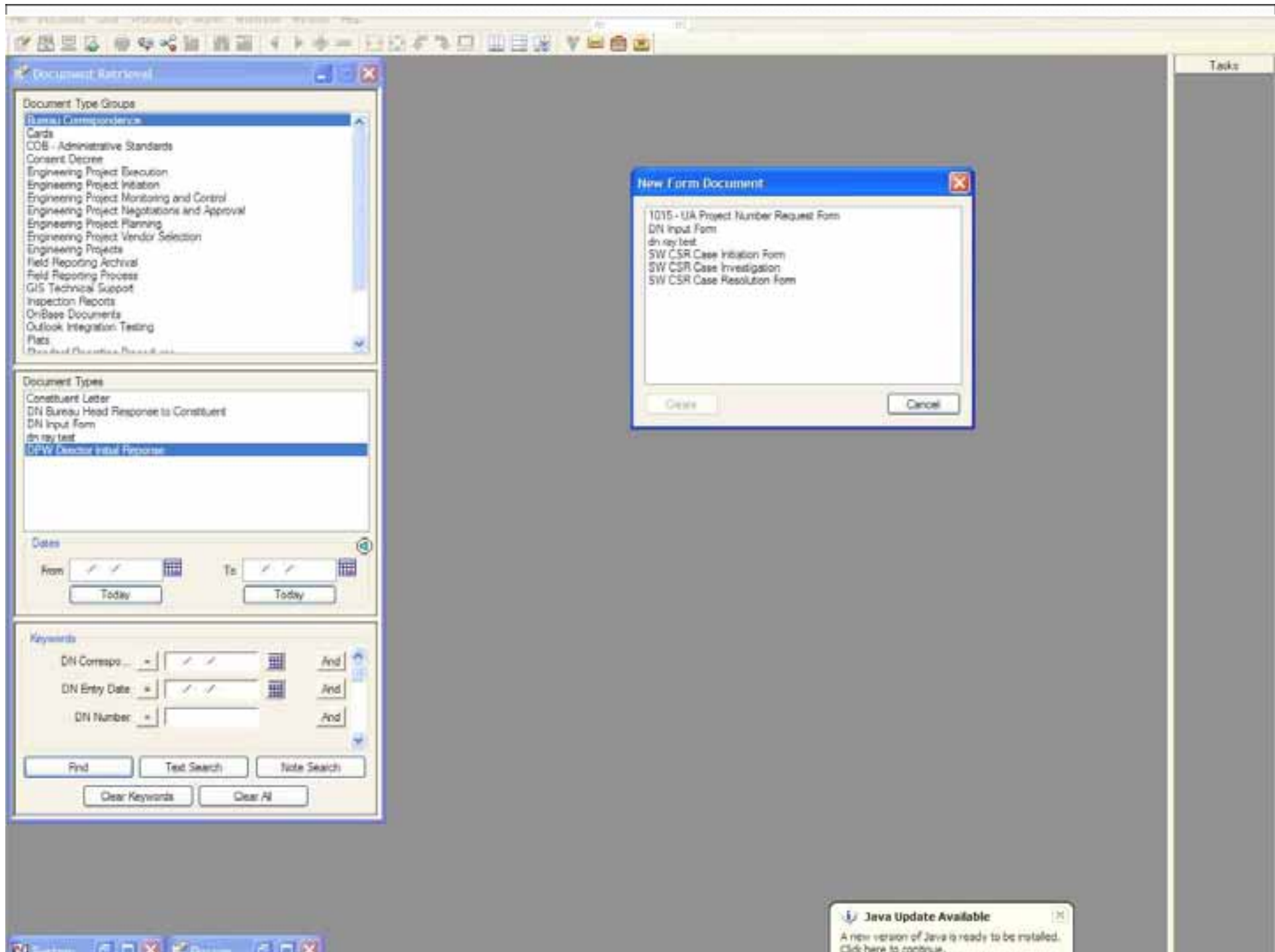
This morning I reported the problem via the 311 Call Center. SR 163998 was assigned to track my call. This letter serves as an alternate method to bring the problem to the attention of the Bureau of Water and Waste Water. I hope that you will investigate and take the necessary actions to immediately resolve this extremely serious problem.

If you wish to contact me by phone, I can be reached at 410-808-8632 (cell phone). My home number is 410-526-9707. My home address is provided at the top of this letter.

Thank You,



Leroy A. Chester
President
Chester Real Estate Development, LLC



Department of Public Works

200 N. Holliday Street, Baltimore, MD 21202

Document Management System

Document Number:	<input type="text" value="19"/>
CSR Number:	<input type="text"/>
Assigned To:	-----Select A Name-----
Correspondence Date:	<input type="text"/>
Sender's Name:	<input type="text"/>
Sender's Street Address:	<input type="text"/>
Sender's City, State, ZIP:	<input type="text"/>
Sender's Phone Number:	<input type="text"/>
Location Street Address:	<input type="text"/>
Initial Problem Description:	<input type="text"/>
Action Requested:	<input type="text"/>
Date Completed:	<input type="text"/>
<input type="button" value="Submit"/>	

12225 Statewood Road
Reisterstown, MD 21136

December 9, 2009

Bureau of Water and Waste Water
Attn: Ms. Kahia Powell
Superintendent of Water Department
200 N. Holliday Street
Baltimore, MD 21202

Re: SR 163998

Dear Ms. Powell,

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I am currently in the process of renovating the property. To do my part in resolving the flooding problem in the basement, I had a waterproofing system installed the week ending April 6, 2007, including a sump pump. The sump pump is operating properly by pumping water out of the basement once it reaches a certain level below the surface. However, since the water is expelled out of the house, it flows to the storm drain outside the property and immediately comes back into the property. I strongly believe the storm drain at the corner of W. Ostend Street and James Street is the source of the problem.

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Thank You,



Leroy A. Chester
President
Chester Real Estate Development, LLC

Department of Public Works
200 N. Holliday Street, Baltimore, MD 21202
Document Management System

Document Number:	19
CSR Number:	163998
Assigned To:	STORMWATER ENGINEERING
Correspondence Date:	12/9/09
Sender's Name:	Leroy A. Chester
Sender's Street Address:	12225 Statewood Road
Sender's City, State, ZIP:	Reisterstown, MD, 21136
Sender's Phone Number:	410-998-8632
Location Street Address:	1401 W. Ostend Street
Initial Problem Description:	Flooding in basement
Action Requested:	Investigate and prepare a response for Director's signature
Date Completed:	

Submit

12225 Statewood Road
Reisterstown, MD 21136

December 9, 2009

Bureau of Water and Waste Water
Attn: Ms. Kahia Powell
Superintendent of Water Department
200 N. Holliday Street
Baltimore, MD 21202

Re: SR 163998

Dear Ms. Powell,

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Thank You,


Leroy A. Chester
President
Chester Real Estate Development, LLC



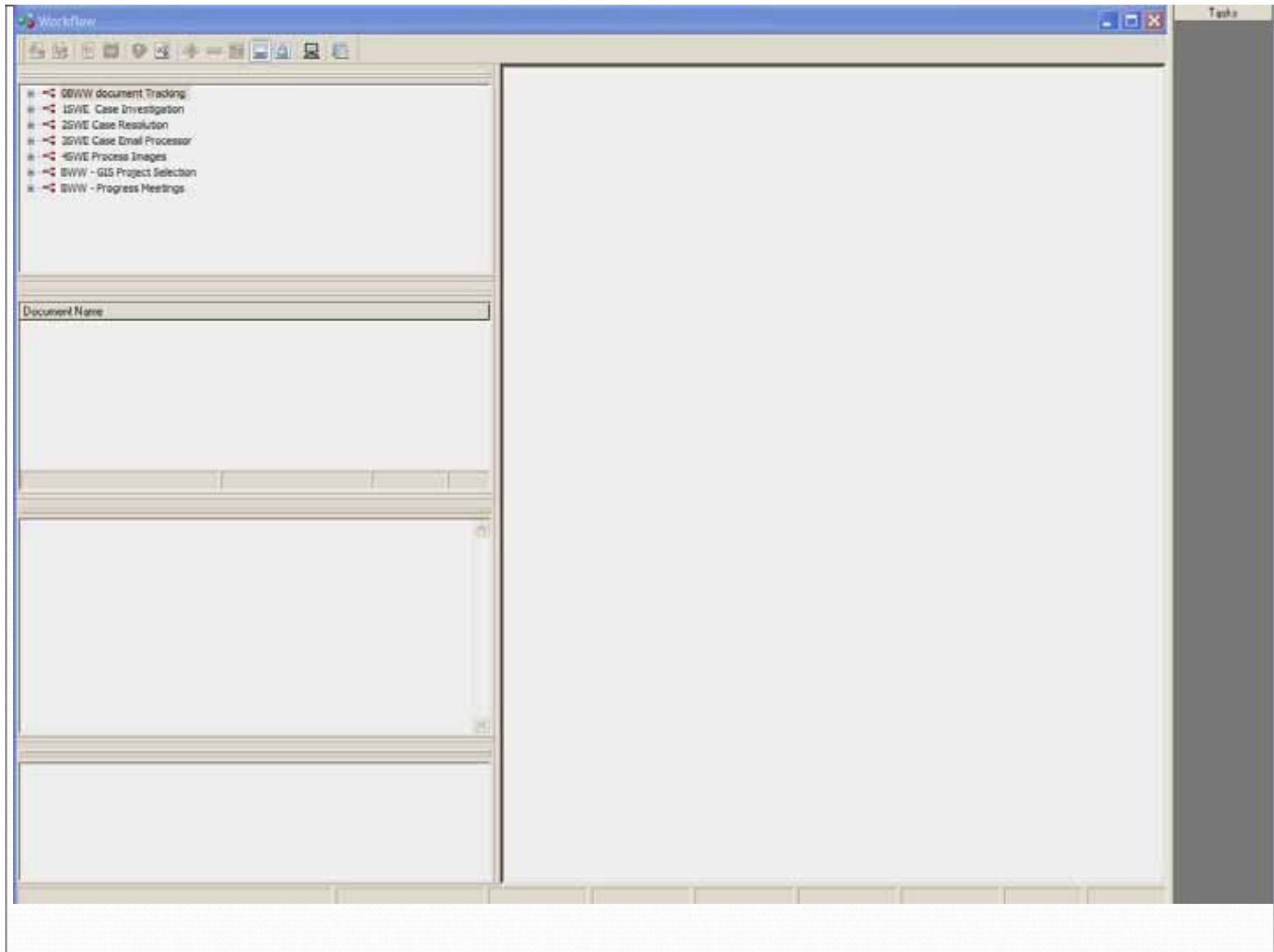
From: sb.workflow@baltimorecity.gov
To: Beck, Steve
Cc:
Subject: Correspondence Received Requiring Action

Sent: Tue 12/8/2009 4:30 PM

Correspondence pertaining to property located at 1401 W. OSTEND STREET has been received by the Bureau Head's Office. Please initiate investigation immediately. Response to original letter is due by and respond by. The Case Initiation Form can be found in workflow queue "Case Initiation".

http://DPW-C802-SRV/Applet/docpop/docpop.aspx?KI231_0_0_0=20&clienttype=activex&doctypeid=341

Department of Public Works	
200 N. Holliday Street, Baltimore, MD 21202	
Document Management System	
Document Number:	<input type="text" value="20"/>
CSR Number:	<input type="text" value="163998"/>
Assigned To:	<input type="text" value="STORMWATER ENGINEERING"/>
Correspondence Date:	<input type="text" value="12/09/2009"/>
Sender's Name:	<input type="text" value="LEROY A. CHESTER"/>
Sender's Street Address:	<input type="text" value="12225 STATEWOOD ROAD"/>
Sender's City, State, ZIP:	<input type="text" value="REISTERSTOWN MD 21138"/>
Sender's Phone Number:	<input type="text" value="410-908-6632"/>
Location Street Address:	<input type="text" value="1401 W OSTEND STREET"/>
Initial Problem Description:	<input type="text" value="Roofing in basement"/>
Action Requested:	<input type="text" value="PLEASE INVESTIGATE AND PREPARE A RESPONSE FOR DIRECTOR'S SIGNATURE"/>
Date Completed:	<input type="text"/>
<input type="button" value="Submit"/>	





Index the Source Correspondence

- 08WW document Tracking
- Correspondence Waiting for Processing [1]
- 15WE Case Investigation
- 25WE Case Resolution
- 35WE Case Email Processor
- 45WE Process Images
- BWW - GIS Project Selection
- BWW - Progress Meetings

Document Name

DN Input Form - 12/09/2009 Location: 1401 W. OSTE

Queue: Correspondence Waiting for Pr... User: Beck, Steve

Department of Public Works

200 N. Holliday Street, Baltimore, MD 21202

Document Management System

Document Number:	<input type="text" value="20"/>
CSR Number:	<input type="text" value="163998"/>
Assigned To:	STORMWATER ENGINEERING ▾
Correspondence Date:	<input type="text" value="12/09/2009"/>
Sender's Name:	<input type="text" value="LEROY A. CHESTER"/>
Sender's Street Address:	<input type="text" value="12225 STATEWOOD ROAD"/>
Sender's City, State, ZIP:	<input type="text" value="REISTERSTOWN, MD. 21136"/>
Sender's Phone Number:	<input type="text" value="410-908-6632"/>
Location Street Address:	<input type="text" value="1401 W. OSTEND STREET"/>
Initial Problem Description:	<input type="text" value="flooding in basement"/>
Action Requested:	PLEASE INVESTIGATE AND PREPARE A RESPONSE FOR DIRECTOR'S SIGNATURE
Date Completed:	<input type="text"/>

Workflow

OBWW document Tracking
Correspondence Waiting for Processing [1]
15WE Case Investigation
25WE Case Resolution
35WE Case Email Processor
45WE Process Images
BWW - GIS Project Selection
BWW - Progress Meetings

Document Name
DN Input Form - 12/08/2009 Location

Queue: Correspondence Waiting for Pr...

CONTRACT Volume 1 Copy 1

Checked Out 0 Note(s)

Department of Public Works
200 N. Holliday Street Baltimore, MD 21202

Import Document

File Path: C:\DN_Scans\L Chester Letter 12-9-2009.pdf

Append Page Delete File After Import Import Workflow

Document Type Group: Bureau Correspondence

Document Type: Constituent Letter

File Type: PDF

Document Date: 12/09/2009

Keywords

DN Number: []

DN Property Address: 1421 W. GLENDEN STREET

SR Number: 6385

Date: []

DN Sender Name: JERRY A. CHESTER

DN Sender CSZ: FEISTERTOWN, MD 21136

DN Sender Address: 2225 STRATFORD ROAD

Tasks


Index the Source Correspondence

ATURE

Workflow

DBWW document Tracking
Correspondence Waiting for Processing
ISWE Case Investigation
ISWE Case Resolution
ISWE Case Email Processor
ISWE Process Images
BWW - GIS Project Selection
BWW - Progress Meetings

Document Name
DN Input Form - 12/09/2009 Location: 1401 W

Queue: Correspondence Waiting for Pr User: Be

Tasks

Constituent Letter - From LEROY A. CHESTER Location: 1401 W. OSTEND STREET

Print Save Copy Mail Page 1 / 1 Zoom Out Zoom In 88.8% Scrolling Pages One Full Page First

12225 Statewood Road
Reisterstown, MD 21136

December 9, 2009

Bureau of Water and Waste Water
Attn: Ms. Kishia Powell
Superintendent of Water Department
200 N. Holliday Street
Baltimore, MD 21202

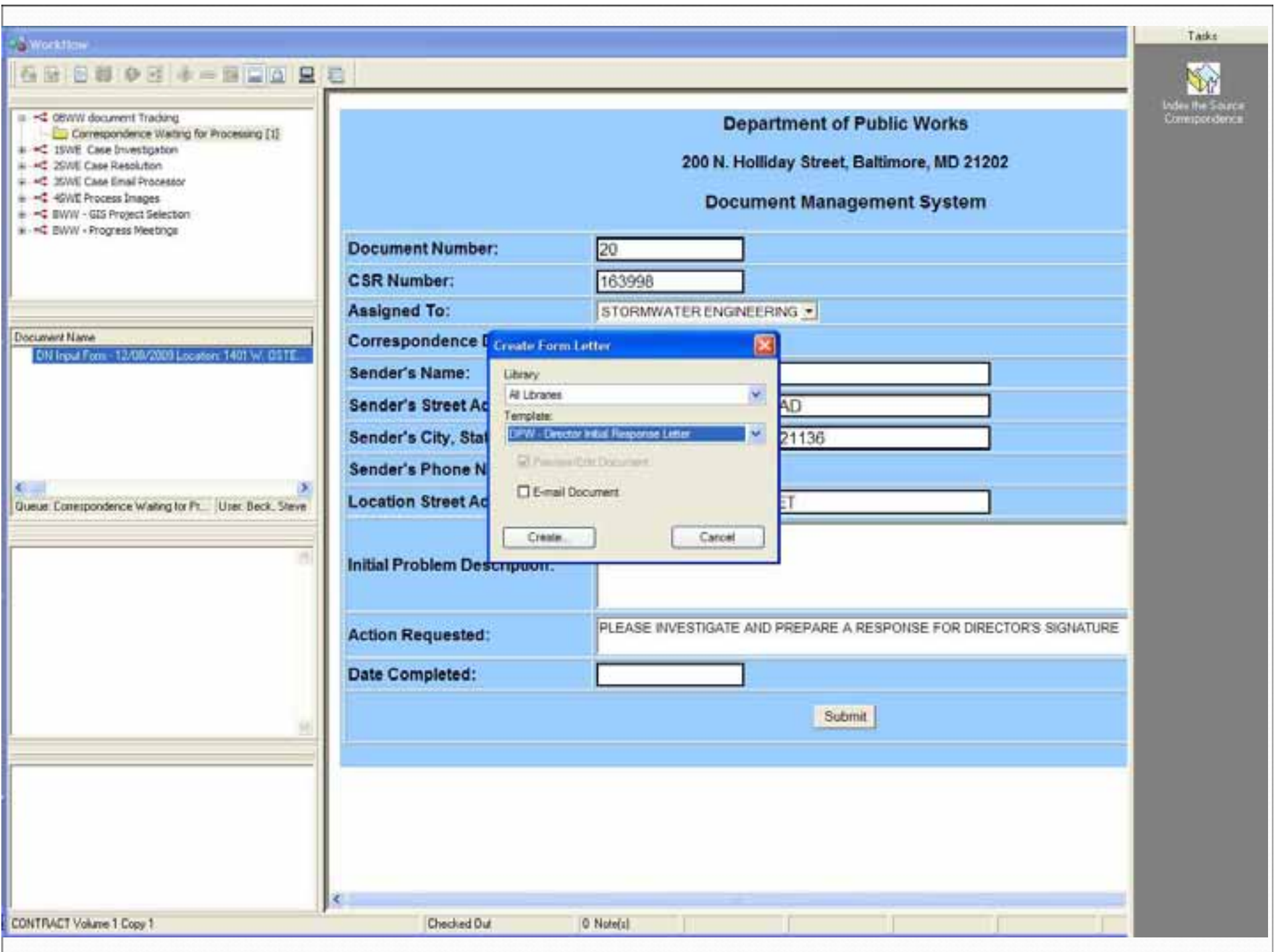
Re: **SR 163998**

Dear Ms. Powell,

I purchased the property at 1401 W. Ostend Street, Baltimore, MD 21223 on March 6, 2007. This is an investment property for me. Before purchasing the property, I inspected it and placed a contract approximately 1 month prior. Today I reported a water problem which has existed for at least 2 months since my initial inspection. The basement of the property was flooded with water during my initial inspection, back in February, and has repeatedly flooded since being purchased.

CONTR... Checked Out 0 Note(s)

CONTRACT Volume 1 Copy 1 Checked Out 0 Note(s)



Department of Public Works

200 N. Holliday Street, Baltimore, MD 21202

Document Management System

Document Number:

CSR Number:

Assigned To:

Correspondence ID:

Sender's Name:

Sender's Street Address:

Sender's City, State:

Sender's Phone Number:

Location Street Address:

Initial Problem Description:

Action Requested: PLEASE INVESTIGATE AND PREPARE A RESPONSE FOR DIRECTOR'S SIGNATURE

Date Completed:

Create Form Letter

Library:

Template:

Preview/Edit Document

E-mail Document

- OBWW document Tracking
- Correspondence Waiting for Processing [1]
- 15WE Case Investigation
- 25WE Case Resolution
- 35WE Case Email Processor
- 45WE Process Images
- BWW - GIS Project Selection
- BWW - Progress Meetings

Document Name

DN Input Form - 12/08/2009 Location: 1401 W. GSTE

Queue: Correspondence Waiting for Pr... User: Beck, Steve

Workflow

Tasks

Previewing Template: DPW - Director Initial Response Letter


Continue Discard Undo Print

75% Final Showing Markup

Document Name
DN Input Form: 12/09/20

Queue: Correspondence Wait

CITY OF BALTIMORE
1802 & GREEN 2004



DEPARTMENT OF PUBLIC WORKS
200 EAST 12TH STREET AND GREENWICH ST.
BALTIMORE, MD 21202
410-388-3300
410-388-3300 (TDD)
410-388-3300 (Voice)
410-388-3300 (Fax)

December 9, 2009

Larry A. Chester
12225 Stateswood Road
Baltimore, MD 21136

RE: Customer Service Request 163998
Department of Public Works Document Tracking Number: 20

Dear Larry A. Chester:

The Department of Public Works has received your correspondence dated 12/8/2009 regarding flooding in basement at 401 W. Ostend Street. Please be advised that this issue has been assigned to the Stormwater Engineering office for investigation and review. You will be notified of the results of our investigation by no later than 12/22/2009.

Sincerely,

David Scott, P.E.
Director
Department of Public Works

Warning: Changes cannot be made to this Expanded Document.

CONTRACT Volume 1 Copy 1

Checked Out

0 Note(s)

Workflow

OBWW document Tracking
 Correspondence Waiting for Processing [1]
 SW Case Investigation
 Case Initiation [1]
 Case Investigation [1]
 Engineering Review [0]
 Engineering Recommendation [0]
 Approval [0]
 Approval Hold [0]
 SW Case Resolution
 SW Case Email Processor
 SW Process Manager

Document Name:
 SW CSR Case Initiation Form - Case Number - Current

Queue: Case Initiation User: Beck, Steve

CONTRACT Volume 1 Copy 1 Checked Out (0 Notes)

**Department of Public Works
 Bureau of Water and Wastewater**

Engineering Section - Stormwater Engineering Office
 305 Abel Wolman Building
 200 N. Holliday Street,
 Baltimore, MD 21202
 Tel: 410.396.4760
 Fax: 410.396.6210

Stormwater Complaint/CSR Initiation Form

External Reference CSR#	163998
External Reference DN#	20
External Reference DN# Date	12/22/2009
SW Initiation Date (System Generated)	12/08/2009
SW Deadline (System Generated)	12/15/2009
Address:	1401 W. OSTEND STREET
Intersection:	
Coordinates (Lat,Long):	
Coordinates (Easting,Northing):	
Source:	
Case Year:	
Case Number (System Generated):	
Contact Person:	LEROY A. CHESTER

Tasks

 Upload Source Materials

 Transfer Case to Investigation

 Get Case Number

New Stormwater Complaint/CSR Case Number SWE-2009013 Has Been Opened - Message (Plain Text)

File Edit View Insert Format Tools Actions Help
Reply Reply to All Forward Print Stop X + - > < A

From: sb.workflow@baltimorecity.gov
To: Beck, Steve
Cc:
Subject: New Stormwater Complaint/CSR Case Number SWE-2009013 Has Been Opened

Sent: Tue 12/8/2009 4:36 PM

Please add a point feature to the Stormwater CSR Features for Case SWE-2009013 at 1401 W. OSTEND STREET

Baltimore City UVIEW Application

Map data © 2007 ESRI, All rights reserved. Other map data © 2007 ESRI, All rights reserved. All other map data © 2007 ESRI, All rights reserved. All other map data © 2007 ESRI, All rights reserved.

Map Contents | CSRView | 1" 8515 (ft) | Zoom | RAP | Help

Map Contents

- CSRVIEW
 - SW CSR Tracking
 - Wastewater/Stormwater Flat Index
 - Stormwater
 - Boundaries
 - Planimetric

Address Tool

Address Intersection

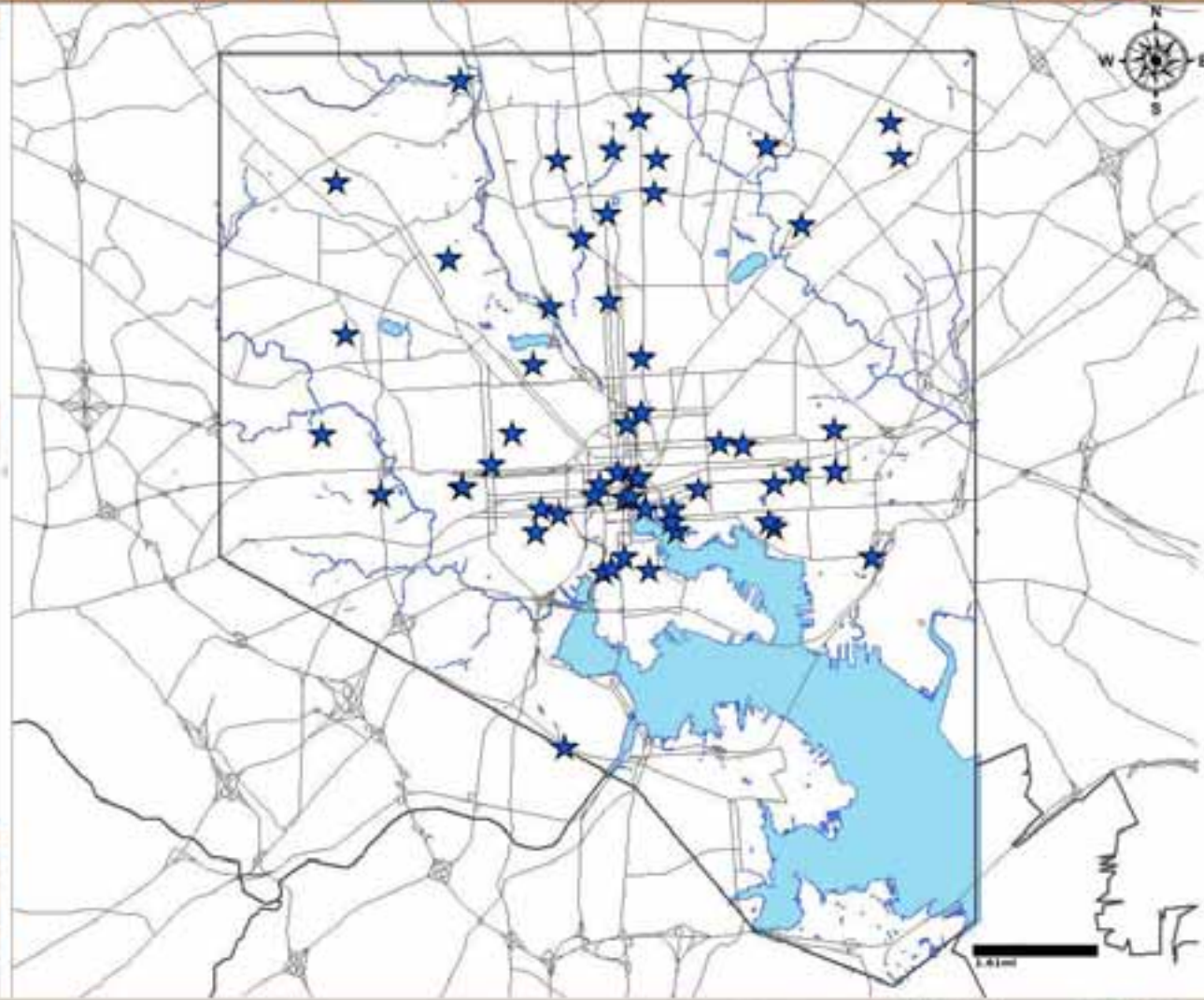
1 House Number:

2 Street Prefix:

3 Street Name:

4 Spelling:

- Locator
- Named Extent
- Query Builder
- Print



Baltimore City UVIEW Application - Windows Internet Explorer

http://bwi-gw01-erj.uview/

Baltimore City UVIEW Application

Map Contents

- CSRVIEW
 - SW CSR Tracking
 - Wastewater/Stormwater Plat
 - Stormwater
 - Boundaries
 - Planimetric

Address Tool

Address Intersection

1 House Number: 1401

2 Street Prefix: W

3 Street Name: OSTEND ST

4 Spelling: 60

Find Candidates

Results - Windows Internet Explorer

Baltimore City UVIEW Application

Export

Zoom To	Radial Search	Case Number	Location	Document Link
Zoom		ISWF-1999001	1481 W OSTEND ST	Click Here

Locator

1 Active Layer: SW CSR Tracking

2 Select Column: Case Number

3 Set Filter Value: Filter

4 Set Locator Value: ISWF-1999001

Done

Trusted sites 100%

Baltimore City UVIEW Application

Map navigation toolbar with icons for pan, zoom, and other functions. Includes a scale bar showing 125 feet and a 'Zoom' control. A 'RAP' button and 'Help' link are also present.

- Map Contents
- CSRVIEW
 - SW CSR Tracking
 - Wastewater/Stormwater Flat Index
 - Stormwater
 - Boundaries
 - Planimetric

Address Tool

Address Intersection

1 House Number: 1401
2 Street Prefix: W
3 Street Name: OSTEAD ST
4 Spelling: 60

- Locator
- Named Extent
- Query Builder
- Print



Workflow

- OBWW document Tracking
 - Correspondence Waiting for Processing [1]
- SWE Case Investigation
 - Case Initiation [1]
 - Case Investigation [0]
 - Engineering Review [0]
 - Engineering Recommendation [0]
 - Approval [0]
 - Approval Hold [0]
- SWE Case Resolution
- SWE Case Email Processor
- OBWW Internal Systems

Document Name
SWE CSR Case Initiation Form - Case Number - Current Status

Queue: Case Initiation User: Beck, Steve

Generated)

SW Deadline (System Generated) 12/15/2009

Address: 1401 W. OSTEND STREET

Intersection:

Coordinates (Lat,Long):

Coordinates (Easting,Northing):

Source:

Case Year:

Case Number (System Generated):

Contact Person: LEROY A. CHESTER

Contact Phone #1: 410-998-6632

Contact Phone #2: N/A

Contact Email Address:

Drainage District: 5-B

Council District: 9

Neighborhood: WASHINGTON VILLAGE

Index Map ID: 3W

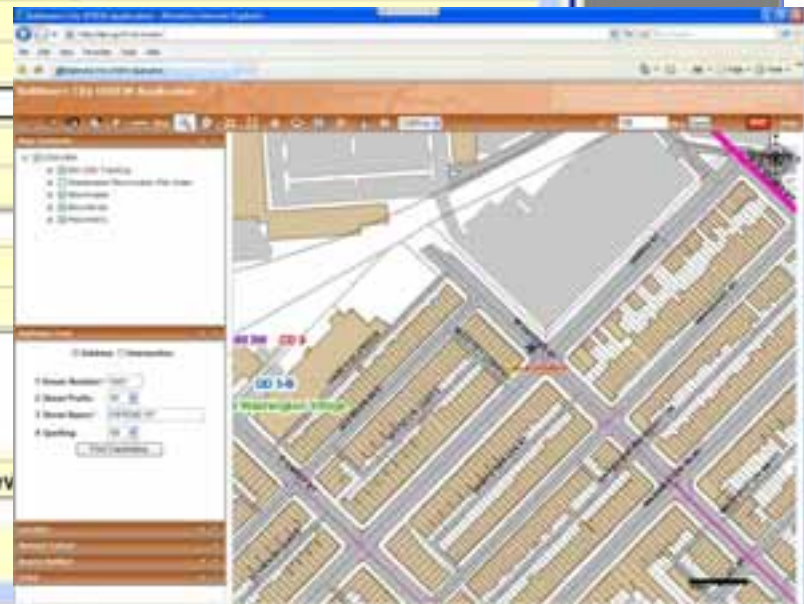
SWE Personnel: DONN WADDY

Initial Problem Description: flooding in basement

If Previous Complaint(s) - Please type in prev

Tasks

- Upload Source Materials
- Transfer Case to Investigation
- July 28 Get Case Number



Workflow

- 2511W document Tracking
 - Correspondence Waiting for Processing [1]
- 2511E Case Investigation
 - Case Initiation [1]
 - Case Investigation [0]
 - Engineering Review [0]
 - Engineering Recommendation [0]
 - Approval [0]
 - Approval Hold [0]
- 2511E Case Resolution
- 2511E Case Email Processor
- 4000P Process Issues

Document Name

[1] CSR Case Initiation Form - Case Number - Current Status

Queue: Case Initiation

User: Beck, Steve

Case Year Is Invalid!!

OK

Department of Public Works
Bureau of Water and Wastewater

Engineering Section - Stormwater Engineering Office
305 Abel Wolman Building
200 N. Holliday Street,
Baltimore, MD 21202
Tel: 410.396.4700
Fax: 410.396.5215

Stormwater Complaint/CSR Initiation Form

External Reference CSR# 163998

External Reference DN# 20

External Reference DN# Date 12/22/2009

SW Initiation Date (System Generated) 12/08/2009

SW Deadline (System Generated) 12/15/2009

Address: 1401 W. OSTEND STREET

Intersection:

Coordinates (Lat,Long):

Coordinates (Easting,Northing):

Source:

Case Year:

Case Number (System Generated):

Contact Person: LEROY A. CHESTER

Tasks



Upload Source Manual



Transfer Case to Investigation



Set Case Number

Workflow

- OSWW document Tracking
 - Correspondence Waiting for Processing [1]
- ISWE Case Investigation
 - Case Initiation [1]
 - Case Investigation [0]
 - Engineering Review [0]
 - Engineering Recommendation [0]
 - Approval [0]
 - Approval Hold [0]
- ISWE Case Resolution
- ISWE Case Email Processor
- ISWF Process Triggers

Document Name
SW CSR Case Initiation Form - Case Number - Current Status

Queue: Case Initiation (User Back: Steve)

Please Enter a Case Year

Case Year: 2000

- 2000
- 2001
- 2002
- 2003
- 2004
- 2005
- 2006
- 2007
- 2008
- 2009
- 2010
- 2011
- 2012

Submit Cancel

**Department of Public Works
Bureau of Water and Wastewater**

Engineering Section - Stormwater Engineering Office
305 Abel Wolman Building
200 N. Holliday Street,
Baltimore, MD 21202
Tel: 410.396.4700
Fax: 410.396.8219

Stormwater Complaint/CSR Initiation Form

External Reference CSR#	163998
External Reference DN#	20
External Reference DN# Date	12/22/2009
SW Initiation Date (System Generated)	12/08/2009
SW Deadline (System Generated)	12/15/2009
Address:	1401 W. OSTEND STREET
Intersection:	
Coordinates (Lat,Long):	
Coordinates (Easting,Northing):	
Source:	
Case Year:	
Case Number (System Generated):	
Contact Person:	LEROY A. CHESTER

- Tasks
- Upload Source Materials
 - Transfer Case to Investigation
 - Get Case Number

- DBWW document Tracking
 - Correspondence Waiting for Processing (1)
- ISWE Case Investigation
 - Case Initiation (1)
 - Case Investigation (0)
 - Engineering Review (0)
 - Engineering Recommendation (0)
 - Approval (0)
 - Approval Hold (0)
- ISWE Case Resolution
- ISWE Case Email Processor
- 402P Process Issues

Document Name
SW CSR Case Initiation Form - Case Number - Current Status

Queue: Case Initiation User: Beck, Steve

Please Enter a Case Year

Case Year: 2009

Submit Cancel

Department of Public Works
Bureau of Water and Wastewater

Engineering Section - Stormwater Engineering Office
305 Abel Wolman Building
200 N. Holliday Street,
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Tel: 410.396.4700
Fax: 410.396.5210

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SW Deadline (System Generated)	12/15/2009
Address:	1401 W. OSTEND STREET
Intersection:	
Coordinates (Lat,Long):	
Coordinates (Easting,Northing):	
Source:	
Case Year:	
Case Number (System Generated):	
Contact Person:	LEROY A. CHESTER

- Tasks
- Upload Source Materials
 - Transfer Case to Investigation
 - Get Case Number



Workflow

- DBWW document Tracking
- Correspondence Waiting for Processing [1]
- 25WE Case Investigation
 - Case Initiation [1]
 - Case Investigation [0]
 - Engineering Review [0]
 - Engineering Recommendation [0]
 - Approval [0]
 - Approval Hold [0]
- 25WE Case Resolution
- 25WE Case Email Processor
- 400P Business Inquiries

Document Name
SW CSR Case Initiation Form - Case Number - Current Status

Queue: Case Initiation (User: Brock, Steve)

Case Number is SWE-2009013
OK

Department of Public Works
Bureau of Water and Wastewater

Engineering Section - Stormwater Engineering Office
305 Abel Wolman Building
200 N. Holliday Street,
Baltimore, MD 21202
Tel: 410.396.4700
Fax: 410.396.8210

Stormwater Complaint/CSR Initiation Form

External Reference CSR#	163998
External Reference DN#	20
External Reference DN# Date	12/22/2009
SW Initiation Date (System Generated)	12/08/2009
SW Deadline (System Generated)	12/15/2009
Address:	1401 W. OSTEND STREET
Intersection:	
Coordinates (Lat,Long):	
Coordinates (Easting,Northing):	
Source:	
Case Year:	2009
Case Number (System Generated):	SWE-2009013
Contact Person:	LEROY A. CHESTER

Tasks

- Upload Source Materials
- Transfer Case to Investigation
- July 23 Get Case Number

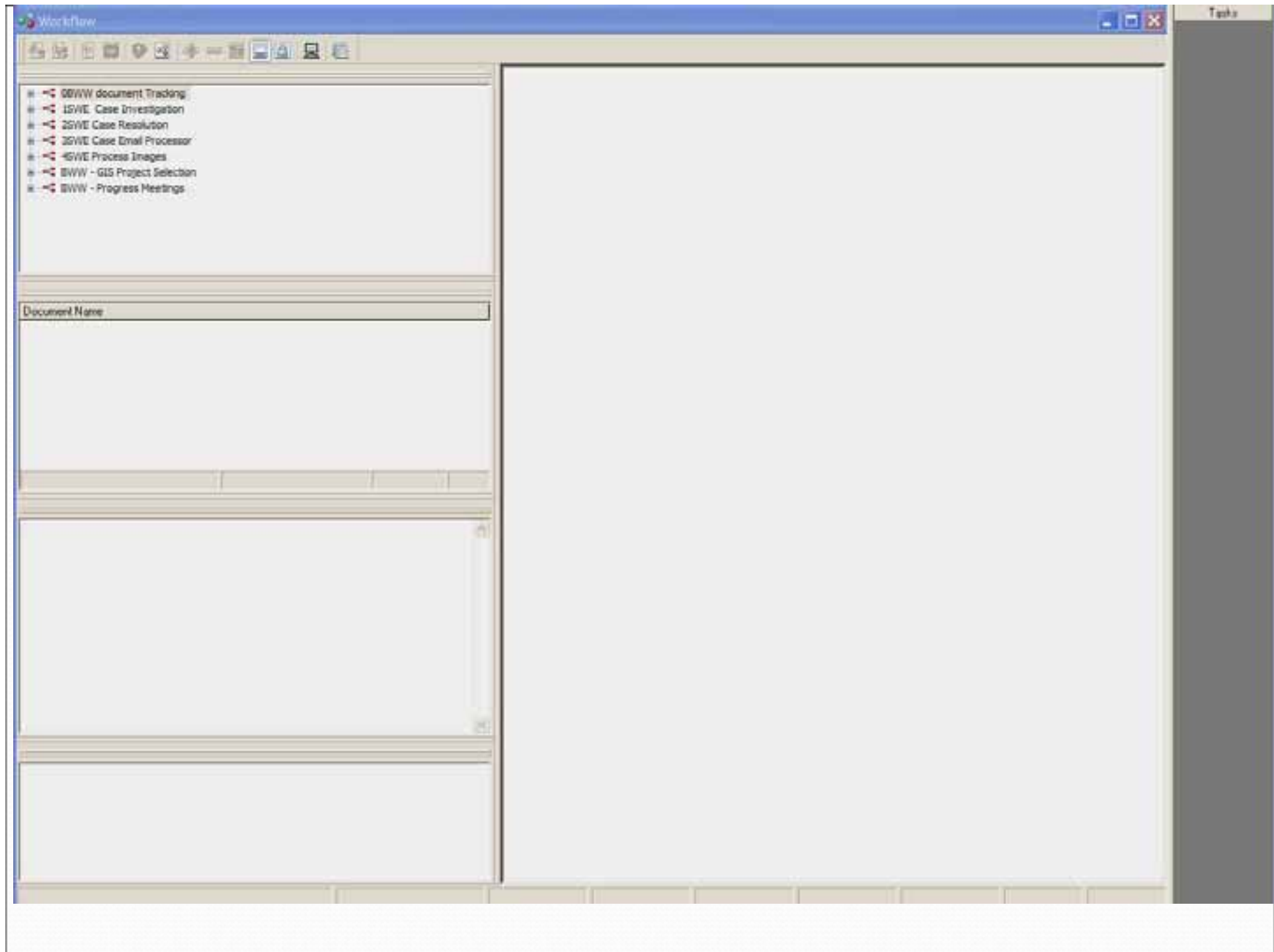
New Stormwater Complaint/CSR Case Number SWE-2009013 Has Been Opened - Message (Plain Text)

File Edit View Insert Format Tools Actions Help
Reply Reply to All Forward Print X + - * ^ @

From: sb.workflow@baltimorecity.gov
To: Beck, Steve
Cc:
Subject: New Stormwater Complaint/CSR Case Number SWE-2009013 Has Been Opened

Sent: Tue 12/8/2009 4:36 PM

Please add a point feature to the Stormwater CSR Features for Case SWE-2009013 at 1401 W. OSTEND STREET



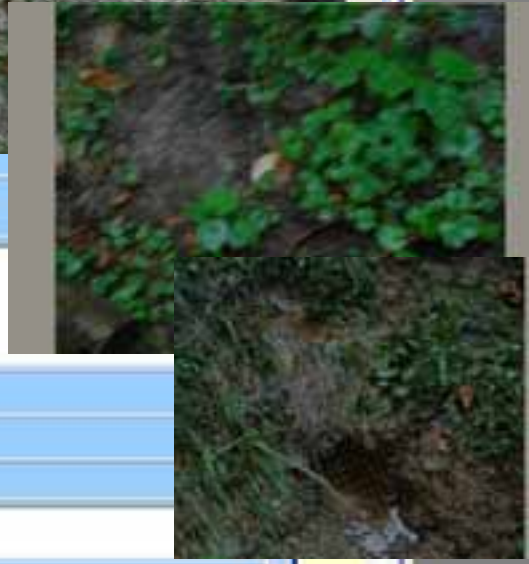


SW CSR Case Investigation Case Number SWE-2009013

Bureau of Water and Wastewater
Engineering Section - Stormwater Engineering Off
305 Abel Wolman Building
200 N. Holliday Street, Baltimore, MD 21202
Tel: 410.396.4700
Fax: 410.396.5210

Case Investigation Form

Case Number:	<input type="text" value="SWE-2009013"/>
Address:	<input type="text" value="1401 W. OSTEND STREET"/>
Intersection:	<input type="text"/>
Coordinates (Lat,Long):	<input type="text"/>
Coordinates (Easting,Northing):	<input type="text"/>
Weather Conditions:	<input type="text"/>
Personnel at Site and Affiliation:	<input type="text"/>
Initial Problem Description:	<input type="text" value="flooding in basement"/>
Date and Time:	<input type="text"/>
Purpose of Visit:	<input type="text"/>
Prepared By:	<input type="text" value="--Select A Name--"/>
Observation:	<input type="text"/>



Submit

Case Investigation Form

Case Number:	SWE-2009013
Address:	1401 W. OSTEND STREET
Intersection:	
Coordinates (Lat,Long):	
Coordinates (Easting,Northing):	
Weather Conditions:	WET
Personnel at Site and Affiliation:	Crew No. 4
Initial Problem Description:	flooding in basement
Date and Time:	12/10/09 11:30 AM
Purpose of Visit	Investigate flooding in basement
Prepared By:	DONN WADDY
Observation:	Observed and documented serious drainage problems on property

Submit



SWE Complaint/CSR Case Number SWE-2009013 Investigation is Complete - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward Print Delete Undo Redo Bold Italic Underline

From: sb.workflow@stallmorecty.gov

Sent: Tue 12/8/2009 8:56 PM

To: Beck, Steve

Cc:

Subject: SWE Complaint/CSR Case Number SWE-2009013 Investigation is Complete

Please note the initial investigation into SWE Complaint/CSR Case Number SWE-2009013 is complete and is ready for engineering review. Please upload any digital photos or CCTV video that may exist for this case.



Document Imaging

Documents for batch #402 (2009-12-08 - STEVE BECK)

- Scan Queues:
 - Awaiting Index (3)
 - ERSMUG - 2009-12-08 - STEVE BECK 402
 - SW CSR Field Photo - Case Number Photo No. Date
 - Index in Progress (1)
 - Awaiting Commit (0)
 - Committed
 - Scheduled Processes



Scan Format

Scan Mode No Index Pre Index Full Index

Document Type SW CSR Field Photo

Document Date 12/08/2009

Keywords

SW CSR Field Photo Number

SW CSR Field Photo Date

DPWCaseNumber SWP000017

Index Revert Clear Keys Scan



Baltimore City UVIEW Application - Windows Internet Explorer

http://bci-gis01-arc/uvew/

Baltimore City UVIEW Application

SW CSR Source Material SWE CSR Case Number SWE-2007001 distribution system complaints - Windows Internet Explorer

Documents (10)

- SW CSR Source Material SWE CSR Case Number SWE-2007001 document tracking
- SW CSR Source Material SWE CSR Case Number SWE-2007001 distribution system complaints
- SW CSR Source Material SWE CSR Case Number SWE-2007001 quarter transaction
- SW CSR Source Material SWE CSR Case Number SWE-2007001 uvew map
- SW CSR Source Material SWE CSR Case Number SWE-2007001 field report

White Redaction

Fit Width

CITY OF BALTIMORE
 DEPARTMENT OF PUBLIC WORKS
 WATER FACILITIES - ASHBURTON LABORATORY

DISTRIBUTION SYSTEMS COMPLAINTS

Complaint Identification Number _____ Work Order # _____

Nature of complaint WIC

Address 1401 Ostend St

Pertinent field information: _____

Page 1 of 1

Cumulative Report 5/17/07

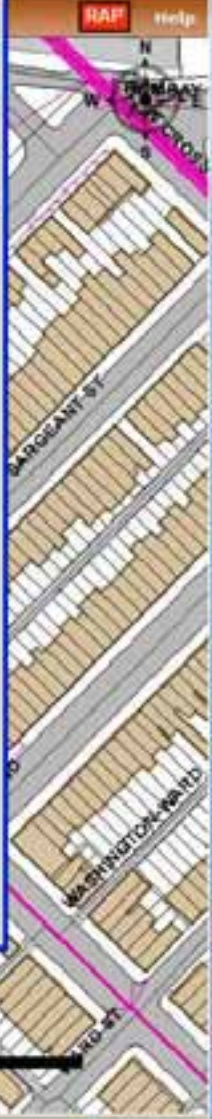
1 Active Layer: SW CSR Tracking

2 Select Column: Case Number

3 Set Filter Value: Filter

4 Set Locator Value: SWE-1999001

Done Trusted sites 100%





Workflow

- SW CSR Case Resolution Form Case Number SWE-2009013

Document Name

SW CSR Case Initia

Queue: Engineering Rev

SW CSR Case Inve

Missing SW CSR S

SW CSR Case Reso

Missing CSR Field P

Missing CSR CCEV

SW CSR Email(s) r

Missing CSR Resp

Missing CSR CCEV

**Department of Public Works
Bureau of Water and Wastewater**

Engineering Section - Stormwater Engineering Office
305 Abel Wolman Building
200 N. Holliday Street, Baltimore, MD 21202
Tel: 410.396.4700
Fax: 410.396.5210

Case Resolution Form

Date and Time:

To:

ATTN:

Address:

Intersection:

Coordinates (Lat,Long):

Coordinates (Easting,Northing):

Case Number:

SWE Office Contact:

Initial Problem Description

flooding in basement

Final Problem Description

Observed and documented multiple drainage problems on property

CONTR. Checked Out 0 Note(s)

Tasks

Baltimore City UVIEW Application - Windows Internet Explorer

http://bcr-gis01-en.uview/

Baltimore City UVIEW Application

Map Contents

Address Tool

1 House Number:
2 Street Prefix:
3 Street Name:
4 Spelling:

Find

Locator
Named Extent
Query Builder
Print

Drawing CDH306142-1 - City Contract/Developers Agreement No. Contains PL...

Documents (1)
Drawing CDH306142-1 - City Contract/Developers Agreement No. Contains PLAN - PROFILE - Sheet of Sheets Data

White Redaction
>> Markup - Arrow
Fit Width

Toolbars
Keywords
Properties
History
Print...
Send To
Notes
Workflow
Re-Order...
Show Folder Locations
Navigate
Scale
Process

1" = 126 (ft.) Zoom RAP Help

The screenshot displays the Baltimore City UVIEW Application interface. The main window shows a map of a residential area with streets labeled: JAMES ST, WORCESTER ST, WASHINGTON BLVD, and WASHINGTON PARK. A drawing window titled "Drawing CDH306142-1 - City Contract/Developers Agreement No. Contains PL..." is overlaid on the map. This window contains a technical drawing of a street layout with a redaction tool and a context menu. The context menu includes options such as "Toolbars", "Keywords", "Properties", "History", "Print...", "Send To", "Notes", "Workflow", "Re-Order...", "Show Folder Locations", "Navigate", "Scale", and "Process". The drawing window also shows a "Documents (1)" list with the drawing file name and a "Page 1 of 1" indicator. The application interface includes a "Map Contents" panel on the left, an "Address Tool" with fields for "House Number", "Street Prefix", "Street Name", and "Spelling", and a "Find" button. The top of the application shows the browser address bar and the application title. The bottom of the application shows a "Done" button and a "Trusted sites" indicator.

SW CSR Case Resolution Form Case Number SWE-2009013

To:	Section Chief
ATTN:	Azzam Ahmad
Address:	1401 W. OSTEND STREET
Intersection:	
Coordinates (Lat,Long):	
Coordinates (Easting,Northing):	
Case Number:	SWE-2009013
SWE Office Contact:	DONN WADDY
Initial Problem Description	flooding in basement
Final Problem Description	Observed and documented multiple drainage problems on property
Proposed Action/Recommendation Description	Problems is unrelated to public storm water system. Inadequate drainage exists on private property
Case Resolution:	NO ACTION

Submit

- SW CSR Case Invoic
- Missing SW CSR S
- SW CSR Case Resol
- Missing CSR Field P
- Missing CSR CCTV
- SW CSR Email(ri
- Missing CSR Respo
- Missing CSR CCTV

Online Client (mbaretest) Test System - Not For Production Use

File Document View Processing Admin Window Window Help

Previewing Template: DPW - Director Final Response Letter

Continue Discard Redo Print

75%

Document Name: SW CSR Ca


Queue: Engineer

SW CSR Ca
Missing SW
SW CSR Ca
Missing CSR
Missing CSR
SW CSR E
Missing CSR Response Memo
Missing CSR CCTV Survey Report

Warning: Changes cannot be made to this Expanded Document.

CONTRACT Volume 1 Copy 1 Checked Out [0 Name(s)]

CITY OF BALTIMORE
2008 & 2009 Report



DEPARTMENT OF PUBLIC WORKS
300 CALVERT STREET, BALTIMORE, MD 21202
410.396.2000, FAX 410.396.2001
300 Calvert Street, Baltimore, MD 21202

December 22, 2008

RE: Customer Service Request (Issue) 16398
Department of Public Works Document Tracking (Number) 20

Dear :

The Department of Public Works has completed its investigation into the flooding in basement reported for the property located at 1471 W. Oxford Street. This investigation has resulted in the following finding:

Property Is Connected To Public Storm Water System. Inadequate Drainage Exists On Private Property

Therefore, no further action will be taken by the Department of this issue.

David Scott, P.E.
Director
Department of Public Works

Engineering Office
Building
Baltimore, MD 21202

Form

[Input Fields]

IMAGE EXISTS ON PRIVATE

Tasks

- Create Case Resolution
- Upload Source Materials
- Review Complete



Contact Information:

Steve Beck, PMP, GISP
JMT Technology Group
www.jmttg.com

Email: sbeck@jmttg.com
Office: 410-316-2337
Mobile: 410-371-6079