

Addressing Historic Flooding and Drainage Complaints in Allegheny County, MD using iWorQ

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**Maryland Association of Floodplain and Stormwater Managers
(MAFSM) 2019 Spring Conference | June 19, 2019**

OUTLINE

- **ACDPW Responsibilities**
- **Recap of 2018 Events**
- **Need for Program**
- **Implementation**
- **Opportunities for Growth/Improvement**

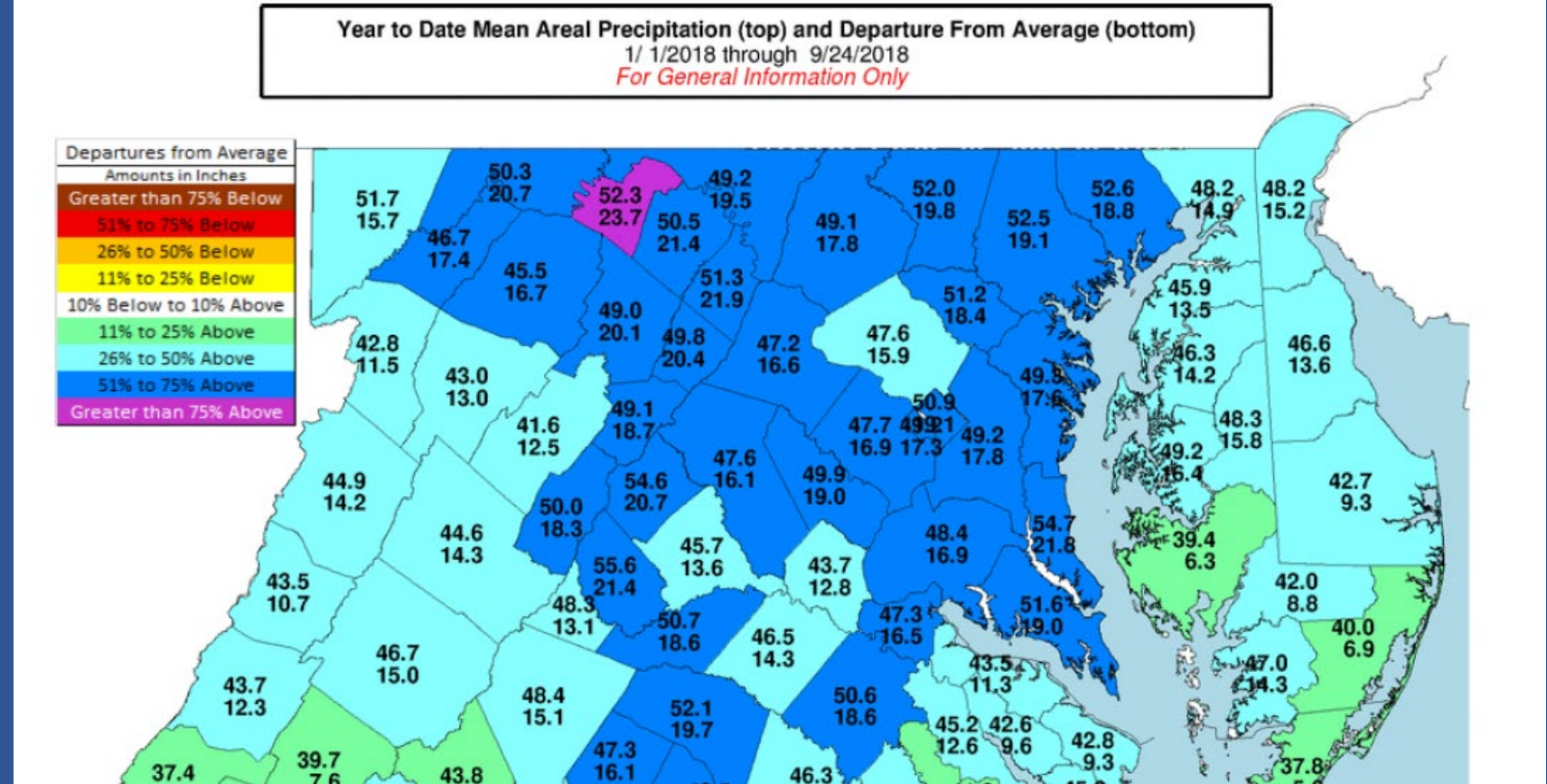
ACDPW Responsibilities

- **Allegheny County Department of Public Works**
 - **Roads**
 - **Utilities**
 - **Engineering**
 - **Transit**
 - **Maintenance**
 - **Fairgrounds**

Recap of 2018 Events

- Rain...
-Rain....
-Rain.

<https://www.weather.gov/marfc/SouthPrecipitationYTD>



Recap of 2018 Events

- **No single, major events in Allegany County.**
- **Repeated, sustained rain events caused water damage in ways not seen in many years.**
- **Water table was high; further ground recharge was not possible.**

Recap of 2018 Events



Recap of 2018 Events



Recap of 2018 Events



Recap of 2018 Events



Need for Program

- **Calls began flooding in to County offices**
 - **Roads, Engineering, Permits, Commissioners**
- **How to Track?**
 - **Was this call returned?**
 - **How many different offices were contacted?**
 - **Whose court is this in?**

Need for Program

- Initial Tracking done via Excel spreadsheet
 - Sufficient for calls w/in Engineering only
 - Not sufficient for calls received in other divisions

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Work	ID #	Submitted By	Field Visit Date	Address	Street	City	State	Zip	Requester Name	Type of Request	Phone	County Road ROW?	Description	DISCUSSION	Struct. Floo	Isade q. Outfal	Poor House Gradin	Ease of Fix	Permit Rqrd	Appro x Cost	Priori ty	Description (cont.)	Status	Dec Date	
Y	11	DSD	6/7/2018	12008	Kite Ave	Cumberland	MD	###	Arthur Mallow	Ditching		Y	Roadside ditch eroding/in need of attention	Follow-up in Fall	N	N	N	Easy	N	n/a	Low	E-mailed Brad Guthrie to address 6/12/18; Brad and Dan to meet onsite 8/2 10:00AM to look at conditions of ditch on entire street and develop plan; Brad and Dan met on site 8/1 - Brad to reshape and restructure ditch on whole street as soon as time allows	Follow-Up	10/1/2018	
Y	19	DSD	6/18/18, 7/6/18	19024	Kerr Rd SW	Frostberg	MD	###	Tim Snyder	Building Code Complaint - Drainage	301-637-8232	N	son of Frank Snyder (19017 Sloan Ave) - yards adjoin	50-50 likely - Awaiting price from homeowner	Y	N	Y	tbd	N	?	High	Meet 6/18/18 to discuss situation; Waiting on more permit info from Squires; Need to respond w/ Permit Data by 6/23; Adam and Dan met w/ Snyder on 7/5/18; Homeowner to get prices from Harden for drainage swale extensions and pursue possibly 50-50; Adam to work with uphill homeowner to see if drywell is possible; Homeowner met w/ Harden 7/16 - waiting on feedback; Snyder received quote from Harden 8/2 and forwarded to me; I asked if he'd be interested in scheduling a meeting to discuss his meeting w/ Harden; awaiting response; Plan to meet after 8/18/18 to review in field and move forward w/ 50-50; Met in field 8/24 to review situation; Water is coming from subsurface; Decided to watch over next several weeks to determine best spot for underdrain; revisit in fall or next spring pending site response to changing seasons	Follow-Up	10/1/2018	
Y	21	WMD	6/6/2018	8	Helman Dr	LoVale	MD	###	Christy Slaven	Streambank Erosion	240-727-3490	N	Larger storms causing bank erosion on private property - 80' length x 8' height - 50/50 Project	DONE	N	N/A	N/A	Med/Hard	Y	25k	Med	Visited site w/ Homeowner; Project would require imbricated rock wall/bank protection (80'L x 8'H) and riprap for opposite bank stabilization - Contractor access not favorable	RESOLVED	6/6/2018	
Y	25	DSD/WMD	7/2/2018		Cecil Ave Ext	Cresaptown	MD	###	Mike Jewell/Jim Walton	Other public road complaint		N	Drainage coming down Cecil Ave and across Watson, causing flooding issues	50-50 in Motion	Y	Y	N	Med	N	25k	Med	Need to arrange field meetings w/ Buck Dayton & Floyd Price to get price estimates; project should be phased for maximum effectiveness; small project anticipated for FY2019 summer season; Meetings held w/ Buck Dayton (7/13) and Don Harden (7/17) - need to get depths/lengths to them in order to receive formal quotes; Whitney will finalize plans and send for formal quotes by 8/10/18	Follow-Up	8/10/2018	
Y	26	DSD/WMD	7/2/2018	13004	Fifth Ave	Cresaptown	MD	###	John Strickland/Kenneth Englebach	Runoff Leaving County R/W	301-697-5621	Y	Asphalt swale on Sixth Ave and plugged ditch directing sheet flow across Sixth Ave and down to Strickland/Englebach properties	Construct in fall	Y	Y	N	Easy	N	n/a	Med	E-mailed Brad Guthrie to address 7/3/18; ditch cleaned but then refilled after rains week of 7/30; Dan, Brad, Scott visited 8/1/18 and developed plan to convey flow all the way down Sixth Ave and into receiving channel; Dan reviewed in field w/ Adam 8/3 and will put plan into motion; Construct this fall as time allows; follow up with Whitney and Brad Guthrie	Follow-Up	10/1/2018	

Researching a Solution

- **Need a basic call tracking system**
 - **Bare bones will work FINE**
 - **Ability to log a call/complaint/meeting/e-mail**
 - **Ability to alert appropriate parties of needed action**
 - **Central location to view received complaints**

- **Collaborate w/ ACDPW – Utilities**
 - **iWorQ system already being used**

Implementation

- **Informational webinars setup w/ iWorQ**
 - **Needs discussed**
 - **Web-based tracking system developed to meet our needs**
- **<https://www.iworq.net/iworq/index.html>**

Implementation

- **Life-Cycle of a Complaint**
 - **Initial Data Intake**
 - **Assignment**
 - **Follow-up/Updates**
 - **Tracking**

Initial Data Intake


- **Who**
 - **Who has the issue?**
- **What**
 - **What is going on?**
- **Where**
 - **Where is this occurring?**
- **When**
 - **Is this a recent problem? Recurring? History?**
- **What (should happen)?**
 - **What does the caller/visitor want done?**

Assignment

- **Who**
 - **Who is responsible for dealing with this?**
- **When**
 - **How soon does this need resolved?**
- **E-mail Generation (to ALERT PARTIES)**

Initial Data Intake & Assignment

CREATE REQUEST

 CREATE

Submitted By:	--	▼
Requester Name:	<input type="text"/>	
Received Via:	--	▼
Type of Request:	--	▼
Description:	<input type="text"/>	
Property Address:	<input type="text"/>	
Town/Location:	<input type="text"/>	
Requester E-mail:	<input type="text"/>	
Home Phone:	<input type="text"/>	
Cell Phone:	<input type="text"/>	
Preferred Method of Contact:	--	▼
Department:	--	▼
County Road Garage:	--	▼
Assigned To:	--	▼
Priority:	--	▼
Completion Date:	<input type="text"/>	
Send email upon creation?	<input checked="" type="checkbox"/>	
Status:	Open	▼

E-mail Alert



Thu 5/30/2019 11:36 AM

iWorQ Systems Inc

To adam.patterson@alleganygov.org; pkahl@alleganygov.org; ddewitt@alleganygov.org; wdaugherty@alleganygov.org;
 ssweitzer@alleganygov.org; jmcmillan@alleganygov.org; bguthrie@alleganygov.org

[Request # 283080677](#)

Request #:	283080677
Request Date:	05/30/19 10:36
Submitted By:	Shelley Loibel
Requester Name:	Kimberly Hott
Received Via:	Phone
Type of Request:	New sign request
Description:	She drives Cash Valley Road often and there are always deer on the road, so she wants "Deer Crossing" signs posted.
Property Address:	Cash Valley Road
Town/Location:	
Requester E-mail:	
Home Phone:	
Cell Phone:	301-338-2460
Preferred Method of Contact:	
Department:	Engineering
County Road Garage:	Cumberland Garage
Assigned To:	Dan DeWitt
Priority:	

Interface



- REQUESTS
- FIELDS
- EMPLOYEE
- FAQ
- POLLS
- SETUP
- REPORTS
- MAP

[Main](#)
[Advanced Search](#)
[Open Saved Search](#)
[Create Request](#)
[Old Request Screen](#)

ALL

Select View ▾

Selected	Request Date	Request #	Submitted By	Requester Name	Received Via	Type of Request	Description	Property Address	Town/Location	Requester E-mail	Home Phone	Cell Phone	Preferred Method of Contact	County Road Garage	Department	Assigned To	Priority	Completion Date	Status	Map	Edit/View
<input type="checkbox"/>	06/18/2019 08:27	286400794	Shelley Loibel	Cara Brennan	Phone	Pothole	There are pot holes in front of her home.	12113 Wall Street				301-697-5805		Frostburg Garage	Roads	Dave Bradley			Open	📍	✍️
<input type="checkbox"/>	06/17/2019 15:03	286288162	Shelley Loibel	Melissa Penrod	Phone	Mowing	Weeds are really high.	Richfield Avenud				301-268-2324		Cumberland Garage	Roads	Brad Guthrie			Open	📍	✍️
<input type="checkbox"/>	06/17/2019 13:07	286230402	Shelley Loibel	Dennis Carder	Phone	Mowing	Weeds are so bad there is only one lane.	Rolleville Road				301-264-3613		Frostburg Garage	Roads	Dave Bradley			Open	📍	✍️
<input type="checkbox"/>	06/17/2019 10:34	286158563	Shelley Loibel		Phone	Mowing	Road needs mowed.	Breakneck Road				301-697-4439		Flintstone Garage	Roads	Tony Ziler			Scheduled	📍	✍️
<input type="checkbox"/>	06/17/2019 10:33	286158202	Shelley Loibel	James Cordry	Phone	Tree removal	There is a tree hanging low over the road, going up hill from Flintstone Creek Road	Black Valley Road				707-301-1538		Flintstone Garage	Roads	Tony Ziler			On-Hold	📍	✍️
<input type="checkbox"/>	06/17/2019 08:39	286110189	Shelley Loibel	Robert Wharton	Phone	Tree trimming	Tree at edge of road needs trimmed.	52 Parkside Blvd				301-707-7064		Cumberland Garage	Roads	Brad Guthrie			Open	📍	✍️
<input type="checkbox"/>	06/14/2019 10:40	285904058	Shelley Loibel	Burton Cross	Phone	Street Sweeping	There is a lot of gravel one the road near Cash Valley Road. Dangerous for motorcycles.	Dressman Lane			none given - voicemail			Cumberland Garage	Roads	Brad Guthrie			Work in Progress	📍	✍️
<input type="checkbox"/>	06/14/2019 09:16	285872651	Shelley Loibel	Norma Schnably	Phone	Culvert clogged	The culvert is completely clogged on upper side of her driveway. It will not allow any water in, so water overflows every rain and causes flooding. She is upset!	24 C Street				240-727-0521		Cumberland Garage	Roads	Brad Guthrie			Open	📍	✍️
<input type="checkbox"/>	06/13/2019 14:16	285761824	Shelley Loibel	Matt Bernard	Phone	Ditching	Ditches need cleaned and the pipe near the 220 intersection needs examined, may need replaced.	14815 Winchester Road				301-697-8390		Cumberland Garage	Roads	Brad Guthrie		06/17/2019	Completed	📍	✍️
<input type="checkbox"/>	06/12/2019 13:46	285512373	Shelley Loibel	Mr. Meyers	Phone	Pothole	There is a hole behind his mailbox. He thinks we should repair it. He wants someone to come look at it.	15941 Foundry Row				301-264-3436		Frostburg Garage	Roads	Dave Bradley		06/13/2019	Completed	📍	✍️
<input type="checkbox"/>	06/12/2019 13:19	285501182	Shelley Loibel	Robert Kline	Phone	Mowing	Road needs mowed.	Blue Valley Road			301-722-3904			Cumberland Garage	Roads	Brad Guthrie			Open	📍	✍️
<input type="checkbox"/>	06/12/2019 09:53	285425011	Shelley Loibel	Paulette Imler-Ahern	Phone	Ditching	The ditch across the road is full of debris and dirt, causing water not to flow.	938 Wieres Avenue			301-729-3906			Cumberland Garage	Roads	Brad Guthrie		06/17/2019	Completed	📍	✍️
<input type="checkbox"/>	06/12/2019 09:18	285410571	Shelley Loibel	John Frankenberg	Phone	Street Sweeping	The road needs swept.	First Street				301-268-3264		Cumberland Garage	Roads	Brad Guthrie			Open	📍	✍️
<input type="checkbox"/>	06/12/2019 09:15	285408044	Shelley Loibel	Elma Raines	Phone	Culvert clogged	The water is going over the pipe and breaking up the edge of the road.	21326 Donna Street			301-359-9983			Frostburg Garage	Roads	Dave Bradley			Open	📍	✍️
<input type="checkbox"/>	06/11/2019 13:04	285257146	Shelley Loibel	Ann Morgan	Phone	Street Sweeping	Needs swept.	Pearl View Place			301-338-2202			Cumberland Garage	Roads	Brad Guthrie			Open	📍	✍️
<input type="checkbox"/>	06/11/2019 13:03	285256424	Shelley Loibel	John George	Phone	Pothole	There is a pothole near the intersection with State Highway, near the LaVale UMC.	North Woodlawn Avenue			301-724-1914			Cumberland Garage	Roads	Brad Guthrie			Open	📍	✍️
<input type="checkbox"/>	06/10/2019 13:54	284970512	Shelley Loibel	Randy Ridenour	E-mail	Pothole	There are numerous large pot holes at the bottom entrance to Harwood Drive near stop sign.	16345 Harwood Drive		ridenour4@atlanticbb.net				Frostburg Garage	Roads	Dave Bradley		06/12/2019	Completed	📍	✍️
<input type="checkbox"/>	06/10/2019 09:43	284839469	Shelley Loibel	Kevin Wilson	Phone	Ditching	The ditch on Berkeley Drive has become full and does not drain the water. His address is 12411 Bedford Road, problem is behind his house.	Berkeley Drive				301-655-5758		Cumberland Garage	Roads	Dan DeWitt		06/14/2019	Completed	📍	✍️

Follow-up/Updates

- **What**
 - **What has been done since complaint was assigned?**
- **Status Update**
 - **Open, Work In Progress, On Hold, Scheduled, Completed**

Tracking

- **How are we doing?**
 - **How many complaints are still open?**
 - **Has initial contact/response been made for each complaint?**

Opportunities for Growth

- **How can we get better?**
 - **Periodic reviews of open complaints**
 - **Regular queries of complaints by garage, employee, type, etc.**
 - **Follow-up w/ notes, photos, etc.**

Contact Information

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301-876-9560