

Electronic Report of System Status

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May 7th 2019

AEC Conference



Whatcom County
HEALTH
Department



2017 ROSS Submittal Numbers

- 5,101 ROSS's submitted between January 1st 2017- December 31st 2017.
- 4,119 ROSS's submitted by lisceneceed O&M Specialists.
- 79 eROSS's submitted
- 1,062 ROSS's submitted by homeowners. (HROSS)
- 2016=5,271 ROSS's submitted

ROSS Processing Procedure

- Customer submits original copy of ROSS.
- Clerks complete initial review.
- Goes to the O&M Clerk for data entry and scanning
- Goes to additional clerk for quality control and final upload.
- Start to finish takes 10 minutes per ROSS.

ROSS Processing timeframe

- 4040 O&M Specialist ROSS's submitted=673.3 hrs
- 1062 Homeowner ROSS's=177 hrs
- Average month between 300-400 ROSS's
- With spikes due to mailings in:
 - April 636=106 hrs
 - Oct. 586=98 hrs
 - Nov. 679=114 hrs

Environmental Health Specialist (EHS) Review

- Once clerks have processed the report it sits for EHS review.
- EHS review focused on homeowner submitted ROSS's.
- Through workload not every O&M specialist ROSS was closely reviewed by a EHS.

How to Improve

- We wanted to go digital for our O&M Specialist to report ROSS's to lessen workload of clerks and to improve customer service with posting reports sooner with little cost.
- Met with Eric Evans with E-Onsite to discuss options but didn't do what our vision was.
- Turned to our Health Data Specialist to create an in house reporting system.

Appsheet

- Appsheet is a program that allows you to create your own app.
- Collaboration from Morris, Supervisor and EHS to provide content and flow.
- Internal testing to find bugs and flow mistakes.

Testing the Program

- We reached out to our O&M specialist to see if any would help test our new program we developed.
- After several months of testing and many small changes we were ready to start training all of our O&M specialists.
- We gave a deadline where we were no longer going to accept paper ROSS's

Postcard

You've met ROSS.

ROSS is slow.

ROSS uses a lot of paper.

And you have to deliver ROSS in person.

Let us introduce you to
eROSS!

faster • easier • less paper

We're moving our Reports of System Status (ROSS) to an online submission system. Come learn more.

Training dates on reverse



O&M Specialist Training

February 27th, 2018 6-8 PM

3333 Squalicum Pkwy

Bellingham WA, 98225

The Whatcom County Health Department is launching an online submission system for O&M Specialist to submit their reports. As of June 1, 2018 we'll no longer be accepting paper reports.

This training will teach you all you need to know about how to use our new eROSS system.

Questions? Contact Bret Pioletti at 360-778-6009 or at
BPioletti@co.whatcom.wa.us

Address label here. Delete this box before printing.

Appsheet link

- https://www.appsheet.com/Account/Login?returnUrl=https%3A%2F%2Fwww.appsheet.com%2Fstart%2Fb51db5f8-64fa-49cc-80be-7ee53573fc57%3Futm_medium%3Demail%26utm_source%3Dtransactional%26utm_campaign%3DShare%2Bthe%2BApp%2BConversions&provider=google&fullScope=False&appName=eROSS

Site information

← → ↻ ⓘ https://www.appsheet.com/start/b51db5f8-64fa-49cc-80be-7ee53573fc57?utm_medium=email&utm_source=transactional&utm_campaign=Share+the+App+Conv... 🔍 ☆ 📱 | EH

← eROSS


SiteID
177210


SiteAddr
509 GIRARD ST


Parcel12
380330171403

Desc
Mike's office

PropID
74918

ParcelMap
Parcel Map 

AssessorLink
74918 

OssDoc
OSSDoc 

ROSSdocs


RossDate	SiteID	Type	Insp ID
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 Share  Maint  Insp  Site  Sync

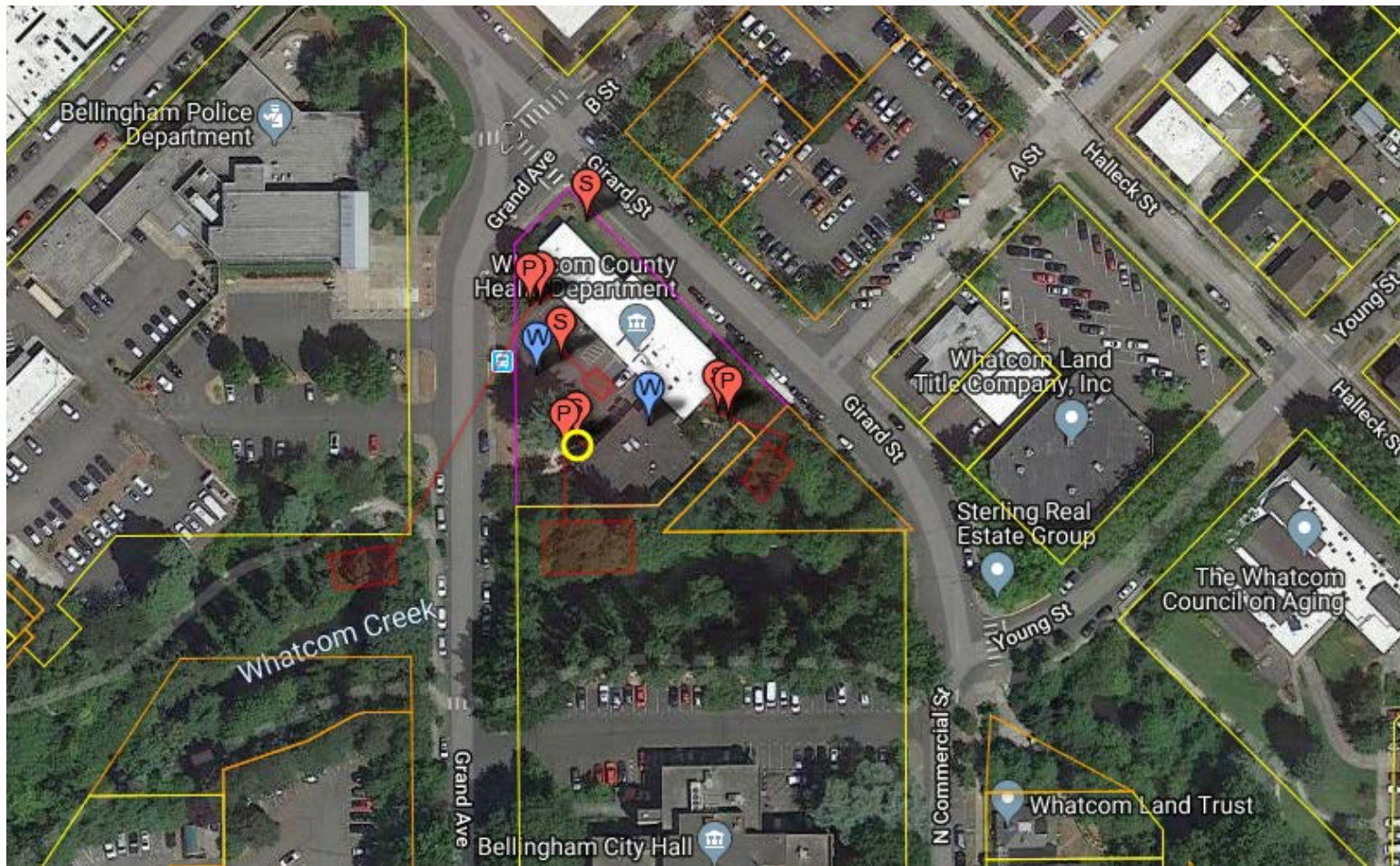
Inspections

1-Draft 29

/29/2019 2:14:37 PM	LyaLMYqa	1466	4/29/2019	1305 39TH ST	Nate Macy	Sati
/29/2019 2:11:58 PM	jtjoMYtb	18109	4/29/2019	8065 LYN DALE DR	Nate Macy	Sati
/26/2019 9:54:40 AM	ZmbGBB7l	15849	4/26/2019	3551 HAYNIE RD	Phil Merwin	Sati
/25/2019 12:51:45 PM	zBgYzPee	60138	4/25/2019	4104 CARON RD	Loren Henry	Sati
/24/2019 4:19:09 PM	J8lOrsGD	10324	4/24/2019	5600 ALDRICH RD	Loren Henry	Sati
/24/2019 4:13:32 PM	TJvbqpl2	60213	4/24/2019	6283 NOON RD	David Burke	Main
/24/2019 4:09:46 PM	J7kEiIJ	4947	4/24/2019	1640 BAYON RD	Loren Henry	Sati
/24/2019 4:07:21 PM	wEBr46gC	20954	4/24/2019	8385 HOLLY LN	David Burke	Sati
/24/2019 4:02:46 PM	lz3Q3IHk	85936	4/24/2019	3052 ALDERGROVE RD	David Burke	Sati
/24/2019 12:18:47 PM	TqtJ9fbt	15023	4/24/2019	19058 GLACIER RIM DR	David Burke	Main
/22/2019 7:32:10 PM	fpyYbayK	69796	4/22/2019	1188 ISLAND DR	Robert Knopp	Main
/19/2019 6:55:42 PM	TFIxUcFa	2376	4/19/2019	481 E ALDER DR	Loren Henry	Sati
/18/2019 7:17:46 AM	fzTDITSM	175633	4/18/2019	1424 W AXTON RD	Nate Macy	Sati

 Share Maint Insp Site Sync

GIS Mapping



Completing an Inspection

11: OSS Type*

<input checked="" type="radio"/> Gravity	<input type="radio"/> NPM	<input type="radio"/> PD	<input type="radio"/> Mound	<input type="radio"/> Glendon	<input type="radio"/> Drip
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12: Proprietary Treatment Product (PTP)*

<input type="radio"/> Yes	<input checked="" type="radio"/> No
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13: Sand Filter*

<input type="radio"/> Yes	<input checked="" type="radio"/> No
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14: ROSS Performed For

<input checked="" type="radio"/> Routine Compliance	<input type="radio"/> Property Transfer
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15: Sewage Source

<input checked="" type="radio"/> Single Family	<input type="radio"/> Community	<input type="radio"/> Food Service	<input type="radio"/> Other
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16: Number of Bedrooms Served

<input type="radio"/> 1	<input type="radio"/> 2	<input checked="" type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
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18: Pump tank?

<input type="radio"/> Yes	<input checked="" type="radio"/> No
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19: Second Septic Tank?

<input checked="" type="radio"/> Yes	<input type="radio"/> No
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21: Septic Tank Watertight

<input checked="" type="radio"/> Yes	<input type="radio"/> No
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Completing an Inspection

22: Septic Tank Scum Depth at Inlet (inches)
0.01 - +

23: Septic Tank Sludge Depth at Inlet (inches)
0.01 - +

24: Septic Tank Scum Depth at Outlet (inches)
0.01 - +

25: Septic Tank Sludge Depth at Outlet (inches)
0.01 - +

26: Septic Tank Pumping Required

Yes, pumping performed	Yes, pumping needed	No, pumping not required
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117: Length Of Flow Test (minutes)
30 - +

118: Approximate Gallons
180 - +

119: Level In Septic Tank At Start Of Test

High	Low	Normal(invert of outlet baffle)
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120: Level At End Of Test

High	Low	Normal(invert of outlet baffle)
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124: Evidence Of Dye Or Effluent Surfacing

Yes	No
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Completing an Inspection

125: Color Of Dye Used



126: Op Status On Arrival

Satisfactory	Maintenance Needed	Failure
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127: Op Status On Completion

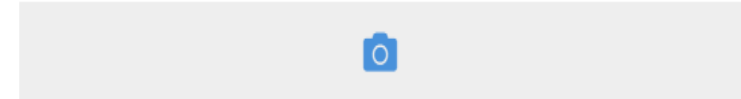
Satisfactory	Maintenance Needed	Failure
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138: General Comments



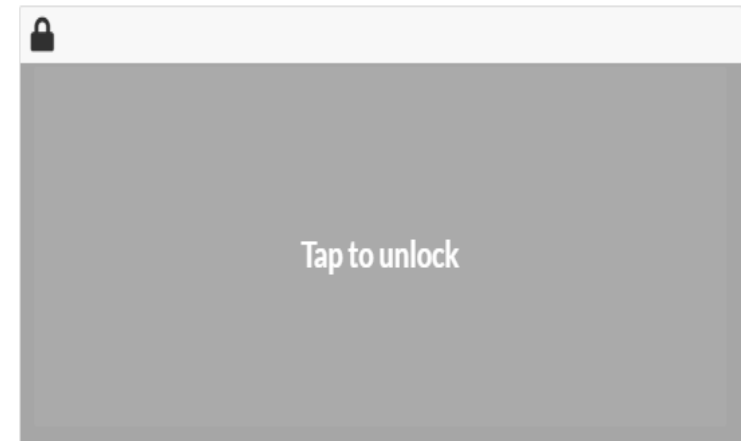
139: Photo - Misc

141: Photo - Misc2



142: Photo - Misc2 Caption

143: Specialist Signature





Site

Site Address	509 GIRARD ST
Parcel (first 12 digits)	380330171403
Property ID	74918
OSS SiteID	177211
OSS Site Description	Test site: Morris
OSS Type	Mound
Proprietary Treatment Product	No
Sand Filter	No

Evaluation

Evaluation Date	11/21/2018
OM Specialist	
Customer Name	Betty White
Customer Phone	555-123-4567
Performed For	Routine Compliance
Sewage Source	Cocoa Puff manufacturing plant
Bedrooms Served	
Certified to perform maintenance for this proprietary product	

QQR3MeD

Results

Op Status On Arrival	Satisfactory
Maintenance Performed--Pumping	No
Maintenance Performed	
Op Status On Completion	Satisfactory
Maintenance Needed--Pumping	No
Maintenance Needed Item 1	pumping
Maintenance Needed Item 2	
Maintenance Needed Item 3	
General Comments	

O&M Specialist	
	Cuckoo for Cocoa Puffs

11/21/2018 3:24:39 PM

Accepting eROSS's

- Need for developing process for accepting and posting reports

Receiving reports

Yesterday

- ✉ **eROSS Loren Henry** **Thu 4:22 PM**
 Submitted eROSS at 3999 JONES LN for Site4967 P380216152398 pTygZ42c 19... 📧
- ✉ **eROSS Gregory James Renner** **Thu 5:22 PM**
 Submitted eROSS at 4104 LOOMIS TRAIL RD for Site89329 P400117516110 ko... 📧
- ✉ **eROSS Jeff Peltier** **Thu 5:52 PM**
 Submitted eROSS at 1920 ORCAS WAY for Site118899 P405311019520 rbkiGbF... 📧
- ✉ **eROSS Brian Thompson** **Thu 6:04 PM**
 Submitted eROSS at 6800 ENTERPRISE RD for Site89991 P390208342360 ykhgS... 📧
- ✉ **eROSS Brian Thompson** **Thu 6:34 PM**
 Submitted eROSS at 3262 LAKESHORE RD for Site7188 P380430363467 Hh3aF... 📧
- ✉ **eROSS Ed Tyas** **Thu 7:55 PM**
 Submitted eROSS at 307 POLLMAN CIRCLE for Site9427 P390212386555 Oy1Fy... 📧
- ✉ **eROSS Ed Tyas** **Thu 8:04 PM**
 Submitted eROSS at 4445 MINAKER RD for Site19673 P400414451486 weU1hS... 📧
- ✉ **eROSS Ed Tyas** **Thu 8:17 PM**
 Submitted eROSS at 2773 MURPHY PL for Site13970 P390430340253 kDYRxAU5... 📧
- ✉ **eROSS Ed Tyas** **Thu 8:30 PM**
 Submitted eROSS at 2765 MURPHY PL for Site13968 P390430334269 OC74h5v... 📧
- ✉ **eROSS Ed Tyas** **Thu 8:41 PM**
 Submitted eROSS at 2757 MURPHY PL for Site63854 P390430321290 tsd9EbN... 📧

Today

- ✉ **eROSS Brent Moa** **6:47 AM**
 Submitted eROSS at 5091 FIRST ST for Site176353 P390531108253 xnPKqRK6 1... 📧
- ✉ **eROSS Brent Moa** **6:57 AM**
 Submitted eROSS at 2749 MURPHY PL for Site13962 P390430315307 E6atAOI... 📧
- ✉ **eROSS Brent Moa** **7:07 AM**
 Submitted eROSS at 4109 SQUALICUM LAKE RD for Site6990 P380407270010 J... 📧
- ✉ **eROSS Brent Moa** **7:13 AM**
 Submitted eROSS at 4119 DALE RD for Site5827 P380310252039 kLPAMXXQ 19... 📧
- ✉ **eROSS Brent Moa** **7:26 AM**
 Submitted eROSS at 834 OLD SAMISH RD for Site174023 P370317402132 WN... 📧

OmEval Capture
Flag Definitions
eROSSAcceptance

TargetEmailAddress: Health_EH_ROSS

TargetEmailFolderName: Inbox

TargetSubjectContains: submitted

1) Extract Ross Form Submissions From Target Email Folder

Select email whose data is approved for Whamo. Email message will be moved to folder eSubmitted-Accepted-Posted

Transf	Move	SiteID	OM Special	InspDate	Insp ID	OpStu	FI	Dup D	M	SiteID	Repeat I	SubmittedDate	DocID	Report	
<input type="checkbox"/>	<input type="checkbox"/>	Ignore	4147	Mike Eaton	4/24/2019	H0ZNYF5R	Sati	0	No	No	Yes	No	4/26/2019 12:55:28 AM	124345	Submitted eROSS at 4285 MATIA V
<input type="checkbox"/>	<input type="checkbox"/>	Ignore	581	Mike Eaton	4/24/2019	KPC0up8U1	Sati	0	No	No	Yes	No	4/26/2019 12:55:09 AM	113366	Submitted eROSS at 2912 CEDAR A
<input type="checkbox"/>	<input type="checkbox"/>	Ignore	124	Mike Eaton	3/24/2019	2c6luoVt	Main	1	No	No	Yes	No	4/26/2019 12:54:51 AM		Submitted eROSS at 2101 WEST SH
<input type="checkbox"/>	<input type="checkbox"/>	Ignore	853	Mike Eaton	4/18/2019	ZYIKsGq3	Sati	0	No	No	Yes	No	4/26/2019 12:39:33 AM	1617535	Submitted eROSS at 1595 KATHRYN
<input type="checkbox"/>	<input type="checkbox"/>	Ignore	7446	Ed Tyas	4/25/2019	5Y9IQ4q	Sati	0	No	No	Yes	No	4/25/2019 8:21:24 PM	2170866	Submitted eROSS at 3506 NELSON
<input type="checkbox"/>	<input type="checkbox"/>	Ignore	8987	Ed Tyas	4/25/2019	rhdU62UJ	Main	0	No	No	Yes	No	4/25/2019 7:50:18 PM	2160290	Submitted eROSS at 2390 GRANDV
<input type="checkbox"/>	<input type="checkbox"/>	Ignore	175089	Ed Tyas	4/24/2019	pw6GF5Wq	Sati	0	No	No	Yes	No	4/24/2019 6:31:04 PM	3614801	Submitted eROSS at 1252 W AXTO

Record: 1 of 71

Extra messages: Will move to folder ignored

FormSentDate	FormSender	SubjectLine

Record: 1 of 1

2) Transfer

Transfer will:

- 1) use data of selected email to create Whamo activities and Laserfiche documents
- 2) move selected email to folder <eSubmitted-Accepted-Posted>
- 3) move emails in ignore window to folder <ignored>

View Today's OM Evals

Accepting eROSS's

- Each eROSS is initially reviewed by EHS
- Reports can be flagged and sent back to specialist with revisions needed
- EHS tracks failures, maintenance needed and satisfactory ROSS's
- Identify ROSS's that may need a follow-up from EHS

Benefits From eROSS

- Faster and easier submittals from O&M specialists
- Easier for O&M specialists to research past history
- Opens up time for clerks to do other activities
- Each ROSS is initially reviewed by an EHS and is capable to be sent back for revisions for more accurate reports.

Benefits cont.

- Less paper since average ROSS was 4 pages.
- Ability for photos to be submitted which is particularly helpful with failures and maintenance items.
- Reports uploaded online for public view the same day or next business day.
- Able to work from the field on mobile phone, ipad or back in the office on the desktop.
- Cost is based off number of specialist able to use app.