SWCD Process for Entering Pollution Complaints in SWIMS

General Comments.

Before logging into the SWIMS program, complete and/or gather all the information you may need to enter the Pollution Complaint and complete the Pollution Investigation Report (PIR).

SWIMS can "time out" and depending on how long you take to enter the required information there is the possibility of this happening. If it does occur, you will lose all "unsaved" information which has been entered. As a result, **"Save" your information often**. When you press the "Save" button do not change anything on the screen including "scrolling" until the "Save" has completed. It is suggested you pick a time when you least expect to be interrupted to enter the complaint.

Please be descriptive and include pertinent information in all fields applicable to the Complaint and the PIR.

You will have to print and save each tab/form separately. You can save an electronic copy (PDF) of the completed forms in a Pollution Complaint file in your office for future reference.

The "Complaint" and "PIR-General" tabs found in the Pollution Complaints module need to be completed for ALL "Water Quality" Complaints regardless if they are deemed invalid. Tracking invalid and non-violations is important because it shows response on the part of the SWCD.

In the event a Nuisance (odor, flies, dust, etc.) Complaint is received it is not necessary to complete the "PIR-General" tab. Simply select "Nuisance" on the "Type of Complaint" (6^{th}. question found on the Complaint tab) drop down list and complete the information requested on the Complaint tab. Completion of the Complaint tab for a Nuisance Complaint is sufficient.

Let's Get Started

Checking/Adding Complainant/Alleged Violator As Cooperators

The first step is to search the SWIMS "Cooperators" module and see if the "Land Owner", "Alleged Violator" and "Complainant" involved with the Pollution Complaint can be found in the "Cooperators" module. **All of these have to exist as "Cooperators" in the Cooperators module before you enter the Complaint so they can be "selected" during the process of entering the Complaint.**

- Log into SWIMS, select the "Cooperators" tab from the main SWIMS toolbar on the left side of the screen.

- Next select "Cooperator Search" from the drop down list.

- The "Cooperators Search" page comes up, enter the "Land Owner" last name and click "Search". Do this for both the Alleged Violator and the Complainant.

- If any of the required names are returned in the Search results, single click each one to select it and then press the "Edit" button to open each one and ensure that the information currently entered is current/correct.

- If the "Landowner", "Alleged Violator" and "Complainant" have not been entered, click on the Cooperators tab on the main SWIMS Toolbar on the left side of the page and then select "Add Cooperator" from the drop down list.

- This will bring up a "blank" Details screen. At a minimum, you will need to populate the following fields: 1) First Name, 2) Last Name, 3) Address, 4) City, 5) State, 6) Zip Code and 7) County. Click the "OK" button to Save the information and create the Cooperator.

- Repeat this process as needed.

Please NOTE the following:

- If the Alleged Violator is "**Unknown"**, you only need to populate the following fields with the following information.
  - First name: **Violator**
  - Last name: **Unknown**
  - County: **Use the actual county name**

- If the Complainant is "Anonymous", create them as a "Cooperator" similar to what you did/do for an "Unknown Violator"…substituting **Anonymous** for the first name. These contacts only need to be created one time.

- If the alleged violator is an Entity/Business you'll need to find out the appropriate name. You can search and find the Agent for entity names on the Ohio Secretary of State Website located at: http://www5.sos.state.oh.us/ords/f?p=100:1 The Complaint and PIR and any other information would need to be sent to the entity, c/o the statutory agent that is listed at the website. Once you find the business by searching for it and select it, it will give you the agent etc.

- You can use your county Auditor's website to find the correct landowner name.

Entering the Pollution Complaint – Remember: The Complaint Tab must be filled out for ALL Complaints

- Click on the Pollution Complaints tab on the main SWIMS toolbar on the left side of the screen, and then choose Pollution Complaints from the drop down.

- The "Pollution Complaint/Pollution Investigation Report Search" page opens.

- Click "Search" to see if the complaint has been entered. If the complaint is returned in the "Search Results" simply click on its "Complaint Number" to open it.

- If the complaint has not been entered, select the "New Complaint" button found in the middle of the "Search" screen up near the top of the page.

- A blank "Pollution Complaints" screen will open.

- NOTE: the first field on the page is the "Complaint Number". This field is Auto populated; you do not enter any information in this field. The Complaint Number that is assigned will be the following format: SWCD Name-State Fiscal Year-Last name of the alleged violator – e.g. – Darke-2016-Smith. If for some reason upon saving the complaint number does not populate in entirety contact ODA-DSWC staff to change/fix it.

- Fill in the "Date Complaint Received by SWCD" and "Date of Incident" fields.

- Fill in "Type of Complaint", "Nature of Complaint" and "How Did District Receive Complaint"

- "Land Owner" and "Alleged Violator" – **<u>NOTE: Both of these fields are required entries</u>**. **<u>If these are not populated then no information entered on the page will be saved.</u>** Also, neither of these fields are text entry fields. They both are populated with Cooperator information which is pulled from the SWIMS "Cooperator" module. Simply click on the gray button located at the end of the Land Owner "Name" field. This will allow you to search for and select a Cooperator. Repeat the process for the "Alleged Violator" and "Complainant".

- "Location of Complaint If Different than Violator": Populate this field only if applicable. Enter closest road/crossroad if no address or describe in comment box at bottom of page.

- "Other Agencies Involved" - Make a selection from the drop down list for the Primary. Make a selection for the Secondary if applicable.

- "Complaint has been forwarded to the Chief's Order Process" – only check this box if applicable.

- Use the "Comment" box to provide any other information you feel is significant which could not be listed in any of the prior fields.

<u>Entering Con6 Notes on the Complaint Tab</u>

- **<u>NOTE: When you make a Con6 Note entry, all 4 fields – Date, Planner, Subject and Note have to be populated or the Note entry will not Save.</u>**

- To enter a Conservation 6 Note, click the grey button just to the right of "*Click here to add a new record*". Then click in the "Date" cell to select it. Enter the date using the format of dd-mm-yyyy.

- Click in the "Planner" cell to select it and enter your name or initials.

- Select the "Subject" field, indicate the subject of the Note. Finally, select the "Note" field and make your entry. FYI - <u>6 Note entries can be created in MS Word and then cut & pasted into the "Note" field. This provides the advantage of easier typing, spell check and decreases the chance of timing out.</u>

- **<u>Note:</u>** If in the complaint module, you enter Con 6 notes for the Alleged Violator called *Violator Unknown* those 6 notes will always be associated with *Violator Unknown.* If you change the Alleged Violator from Violator Unknown to an identified, known, person, you should cut and paste the applicable 6 notes from *Unknown* to the new person's 6 notes.

- If the 6 notes are too long to enter into the complaint, note in the Comments box that the 6 notes are in the office file.

- When you're done entering all needed Con6 notes and are ready to Save/Submit the Complaint. Press the "Submit Complaint" button. The button is located up in the right hand portion of the screen, right next to the "Change Status" button. When you press the button it Saves/Submits the Complaint and it sets the status of the complaint to "Complaint Entered".

- Print the Pollution Complaint by pressing the Printer Icon located in the upper right hand corner of the screen .

Completing the "PIR-General" – NOTE: The PIR-General" must be completed for ALL "Water Quality" type Complaints

- On the "Complaint" page, click on the "*Here*" button (located on the upper right side of page, just below box labeled "DSWC Use Only". This will generate the "PIR- General" form for the complaint.

- Then click on the "PIR-General" tab, this will open the PIR-General form.

- Complete the "Date Complaint Investigated", "Complaint Investigated By" and the "PIR Completed/Entered By questions.

- The "Location Information" question requires that you enter the Latitude and Longitude readings for the Complaint location. **NOTE: The Latitude and Longitude have to be entered in the Degrees, Minutes, Seconds (DMS) format. If these are not entered as DMS, NONE of the information entered on the entire PIR form will save.** The Terra Serve website (http://www.terraserver.com/) is a free service which displays locations on an aerial in the DMS format.

- Complete Type of Operation, Livestock Operation Description, Head, Weight, % Confined and % Time on Pasture fields

- Skip question 7 for the moment – we will come back to it after completing questions 8-16.

- Complete questions 8-16. Be descriptive and include pertinent information.

- Now, go back to question 7. Refer to the Ag Pollution Abatement Rules and Standards to select/check the appropriate Rule Violation(s). Do NOT check a Rule Violation if there was no violation. If any of the boxes are checked, the producer should receive a Notice of Violation letter.

- If you check one or more Rule Violation boxes hit the Save button.

- Now, review the individual Rules you checked/selected. If any of them indicate in parentheses, that an additional Investigation report needs to be completed, press the "Enable/Disable Supplemental Forms" button found at the end of the Rules list. The applicable PIR Investigation Form tab (Land, Sediment or Silviculture) will now be available to be completed.

- If a Rule Violation did not exist double check your information on the Complaint and PIR-General tabs to make sure it is how you want it entered.

- When you are ready to submit/Save the PIR-General press the "PIR Submit" button found up in the right hand corner of the PIR-General screen. This will Save the PIR and it will automatically set the "PIR Submitted" status for the Complaint.

- Print the PIR-General form by pressing the "Printer" icon located in the upper right corner of the screen.

Supplemental Forms

PIR - Land

- If you have a complaint but the complaint is not valid and therefore the “PIR-Land” form will not be populated, it is highly suggested that you collect this information during the investigation and document it in the 6 notes.

- Complete questions 1-9. **NOTE: Questions 1, 3, and 4 have to answered/completed or NONE of the information entered on the form will save.**

- Complete question 10 for solid manure applications and question 11 for liquid manure applications.

- Complete question 12. Click setbacks that are **required** for the operation to follow and in the box below enter the actual setback distance that was followed. (Example: Operations in Grand Lake St. Mary’s are required to follow all the NRCS #633 setbacks)

- Complete question 13. Use the Available Water Capacity chart and descriptions to estimate rate of application.

- Complete question 14. Click the appropriate features you are including on an attached map as part of the investigation report.

- Hit “Save” button at top of page.

- Print the PIR-Land form by pressing the “Printer” icon located in the upper right hand corner of the screen.

PIR - Silviculture

- Complete questions 1 - 8. **NOTE: Questions 2, 4, 5, 6, and 7 have to be answered/completed or NONE of the information entered on the form will save.**

- Complete question 9 if the logging site is currently active. If the site is not active, move on to question 10.

- Complete questions 10 - 14.

- Complete question 15 as directed, place the topo map in the SWCD file

- Hit Save button at top of page.

- Print the PIR-Silviculture form by pressing the “Printer” icon located in the upper right hand corner of the screen.

PIR - Sediment

- Complete questions 1 - 9. **NOTE: Questions 1 & 2 have to be answered/completed or NONE of the information entered on the form will save.**

- Complete question 10 as directed, place the topo map in the SWCD file

- Hit Save button at top of page.

- Print the PIR-Sediment form by pressing the “Printer” icon located in the upper right hand corner of the screen.