

Environmental Information



EN2015

A Smart Way to File Pollution Complaints – Arkansas DEQ's App Lets Users Report Environmental Hazards

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<http://www.exchangenetwork.net/en2015>

ABSTRACT

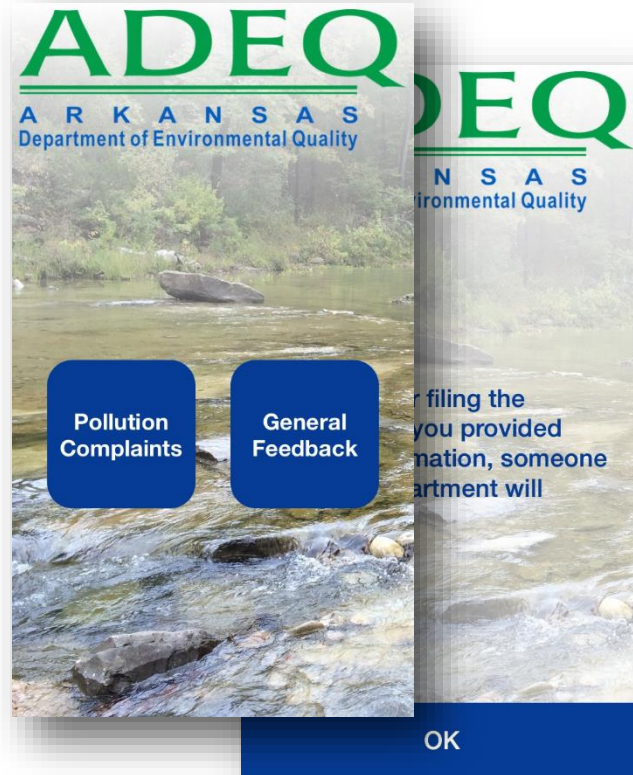
The ADEQ Pollution Complaints mobile app allows Arkansans to report environmental hazards in real time. The app is available at the App Store and Google Play Store. To file a complaint, users must provide a Complaint Type and a description of the potential violation. Users also need to provide the County, and the location or driving directions. Users will also be able to add photos of the potential hazard. Contact information may be provided, but it is not required. Complaints can be submitted anonymously. Users will be able to review all complaint information prior to submission. If users provides contact info, they will also receive an email confirming the complaint was sent. The major benefits of this app are to provide an accurate location of the violation and provide a portable tool for submitting a violation.

Look for the ADEQ Seal

- ▶ The app is available for download at the
 - Google Play Store
 - Apple Store
 - ADEQ's website
- www.adeq.state.ar.us

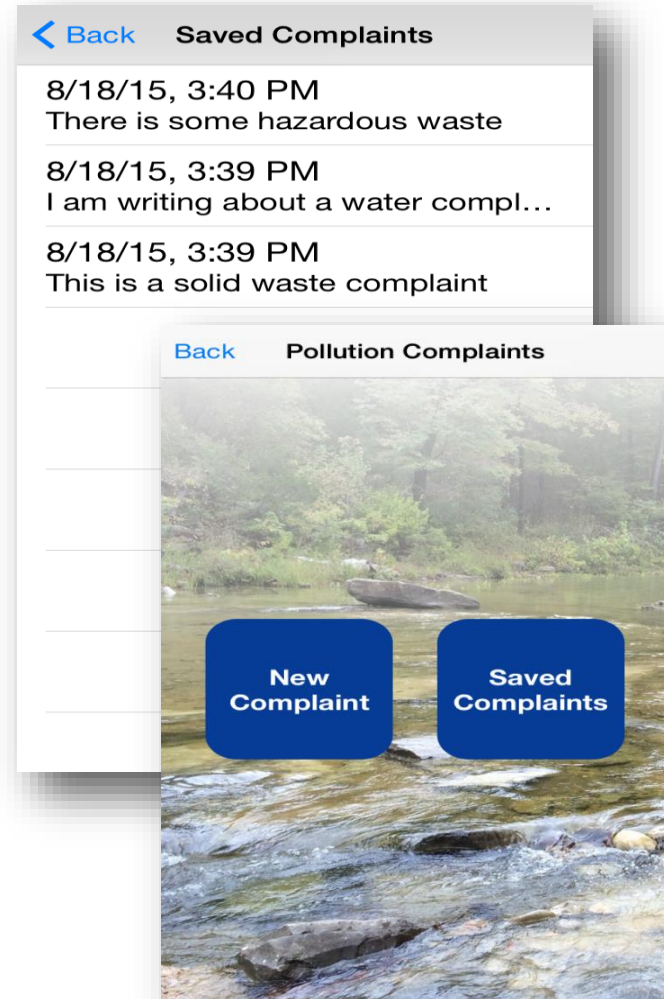


Touch Pollution Complaints



Complaints

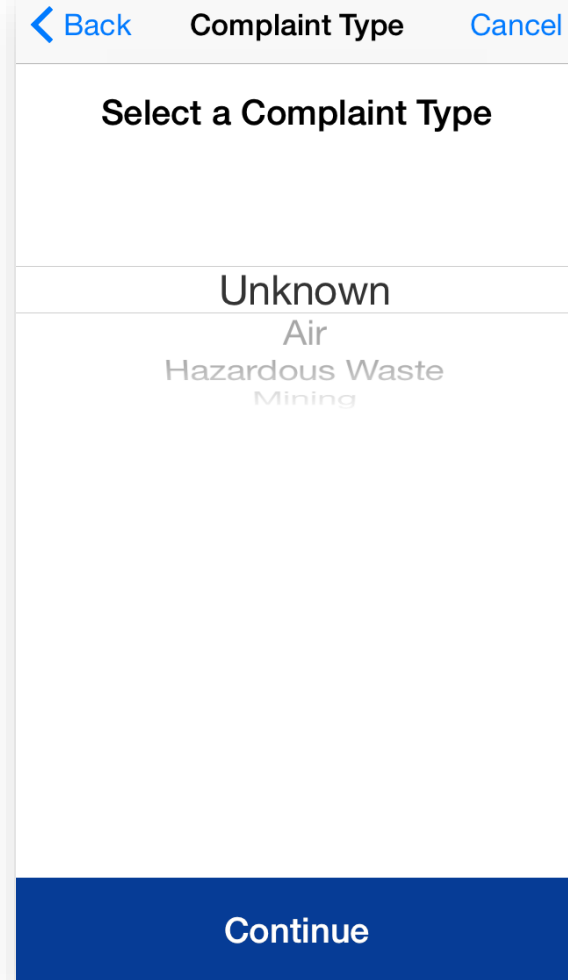
- Create a New Complaint
- View Saved Complaints
 - Had to take a call? Lost service?
 - The app will save your complaint as you go.



Fill in the blanks

Users select the type of complaint:

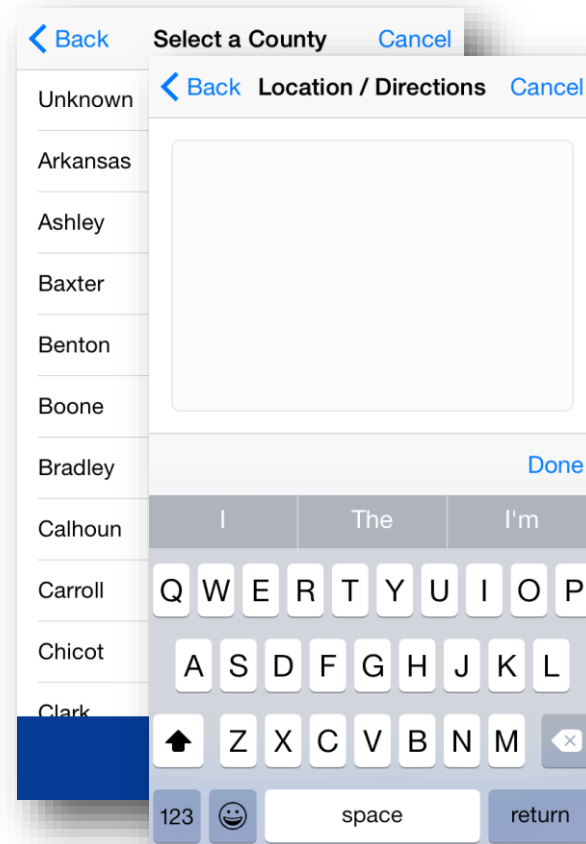
- Air
- Hazardous Waste
- Mining
- Solid Waste
- Storage Tanks
- Water
- Unknown



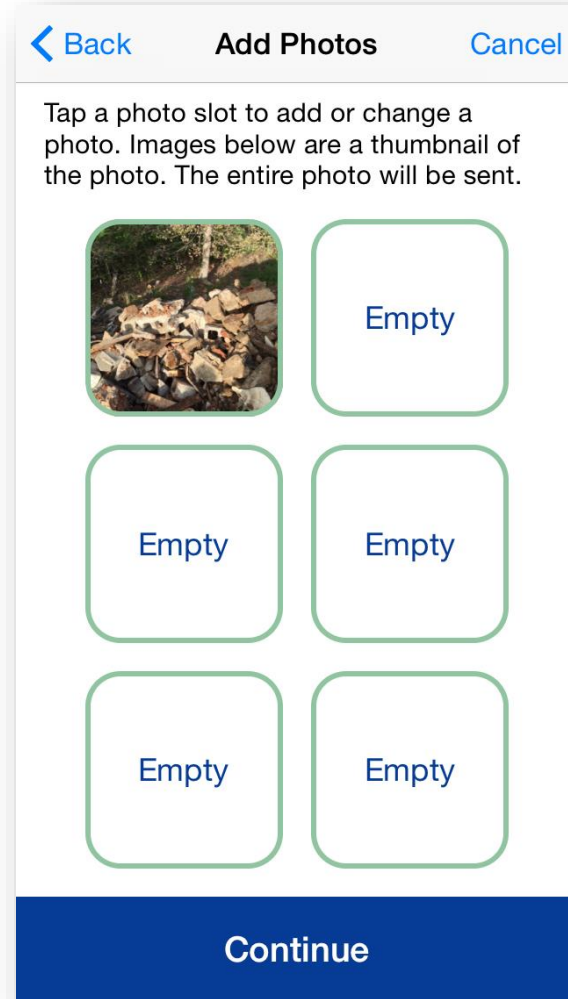
The screenshot shows a mobile application interface for selecting a complaint type. At the top, there is a header bar with a blue back arrow and the text "Back", the title "Complaint Type", and a blue "Cancel" button. Below the header, the main content area has the title "Select a Complaint Type". Underneath this title, the word "Unknown" is displayed in a larger font. Below "Unknown", the words "Air", "Hazardous Waste", and "Mining" are listed in a smaller, lighter font, stacked vertically. At the bottom of the screen, there is a solid blue button with the white text "Continue".

Point Us in the Right Direction

- Select your county and provide driving directions
- Concise directions help inspectors
- Do the best you can or better yet, snap some photos...



- Users can submit 0–6 photos.
- Photos you take within the ADEQ app will be geotagged with GPS coordinates if GPS location services are enabled on your mobile device.



- To receive follow up information, provide your contact info
- Our inspectors will follow up with you
- Complaints can be submitted anonymously as well
- All complaints are part of public record and can be released under FOIA

[< Back](#) **Contact Information** [Cancel](#)

Providing your contact information is optional. Please note that any information submitted is publicly available.

Name:

Street:

City:

State:

Zip:

Phone:

Email:

☒ Remember my contact info

☒ Email me a copy of this complaint

Continue

Almost there...

- Now you're ready to submit the complaint.
- If information is correct, press Submit.
- Use the Back button to make changes.

[< Back](#) **Review Complaint** [Cancel](#)


Complaint Type: Solid Waste

Description:
This is a solid waste complaint description for testing.

County:
Baxter

Location / Directions:
This is where to find the solid waste, and how to get there.

Contact Information:
Anonymous



Empty

Submit

Just be patient ...

Submitting Complaint

Sending photos

Photo 1

Uploaded

Photo 2

Uploaded

Photo 3

Uploaded

Photo 4

Photo 5

Photo 6

Waiting for network connection

Photo 1 Uploaded

Photo 2 Uploaded

Photo 3 Uploaded

Photo 4 Failed

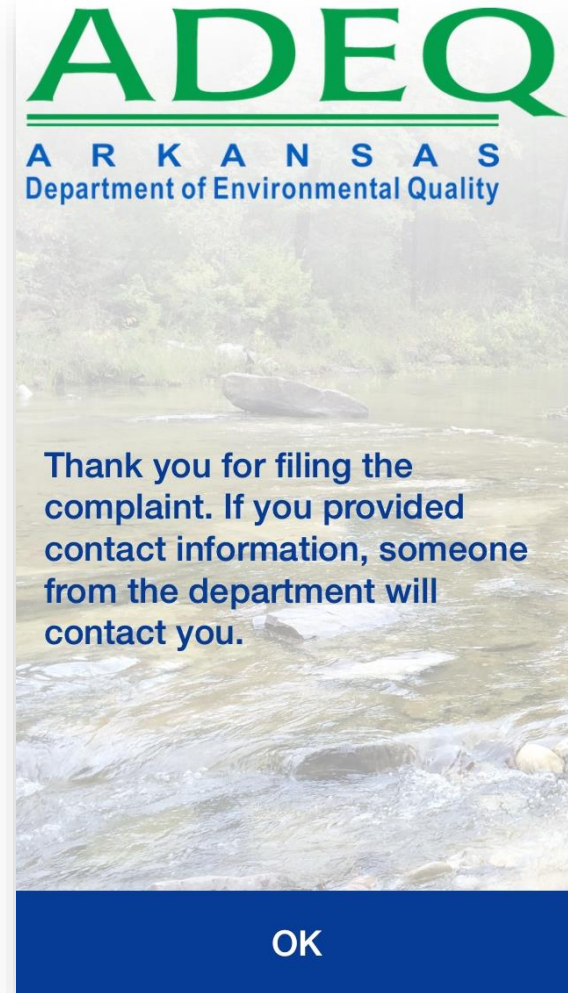
Photo 5 Failed

Photo 6 Failed

Cancel

And presto ...

Touch OK and
you're done!



Submitted Complaint Email

...

From: no-reply@adeq.state.ar.us [<mailto:no-reply@adeq.state.ar.us>]


Sent: Thursday, November 27, 2014 3:09 PM

To: Complaint-Water

Subject: ADEQ Android – Water complaint

The department has released our complaints app for Android mobile devices.

The following Water complaint was submitted via the ADEQ Android app.



Submitted Complaint Email

...

Complaint: Possible unpermitted pond construction.

County: Greene

Location/Directions: 3990118.08m N 719375.09m E UTM

Complainants Contact Information:

Ben Thesing

No Street

No City, No State No Zip

1234@gmail.com



Submitted Complaint Email

...

3 photo(s) were submitted with the complaint, and should be attached to this message.

Photo1.jpg:

Latitude: 0

Longitude: 0

Altitude: 0

Accuracy: 0 meters



Submitted Complaint Email

...

Photo2.jpg:

Latitude: 36.03087848

Longitude: -90.56532032

Altitude: 80.5

Accuracy: 10 meters


Photo3.jpg:

Latitude: 36.03088104

Longitude: -90.5653084

Altitude: 80

Accuracy: 11 meters



Complaints can also be submitted:

- Online at www.adeq.state.ar.us
- In person at ADEQ's headquarters or field offices
- By calling (501) 682-0744



Next Steps

- General Feedback
- Mobile Apps Team
- Add More Functions
 - Public Calendar
 - Agency Directory
 - Field Office Locator
 - GPS Locator for Tank Delivery



Questions / Problems?
Email our Mobile Help Desk at:
adeqmobile@adeq.state.ar.us

Or Contact:

Letty Hardee
Computer Services Division Chief
(501) 682-0672
hardee@adeq.state.ar.us

