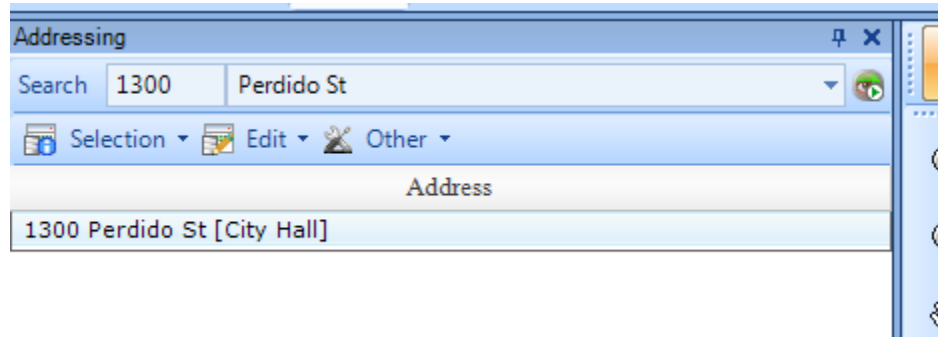


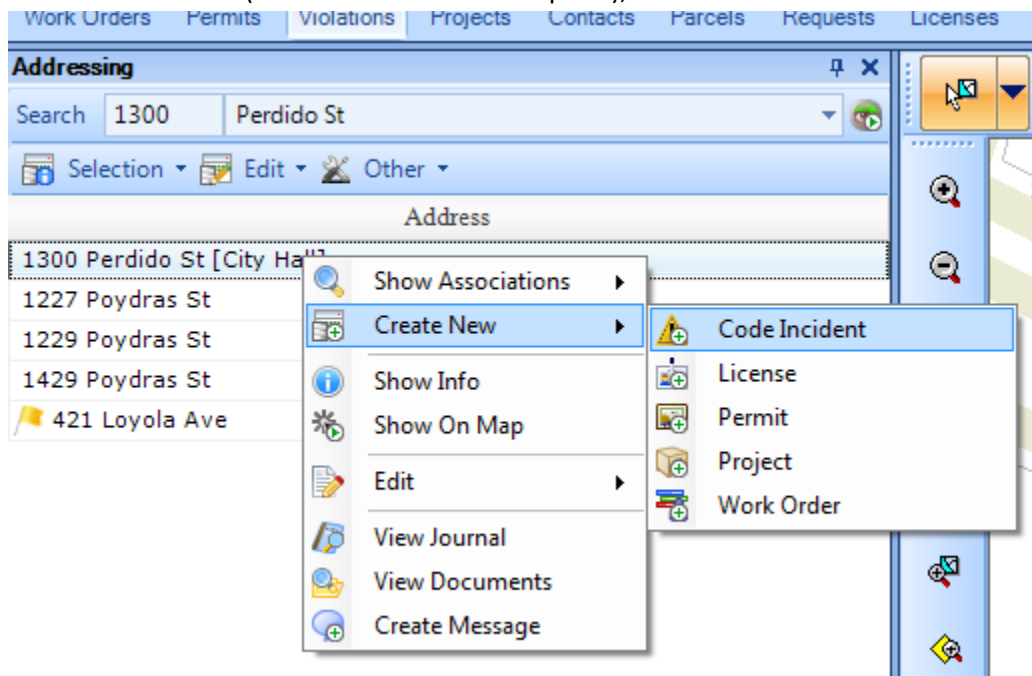
New Violation Cases (with checklist)

1. Find the address/map location to create the case
 - a. Try searching the Addressing pane (bottom left corner) first, to see if GIS has an address point for the violation location:

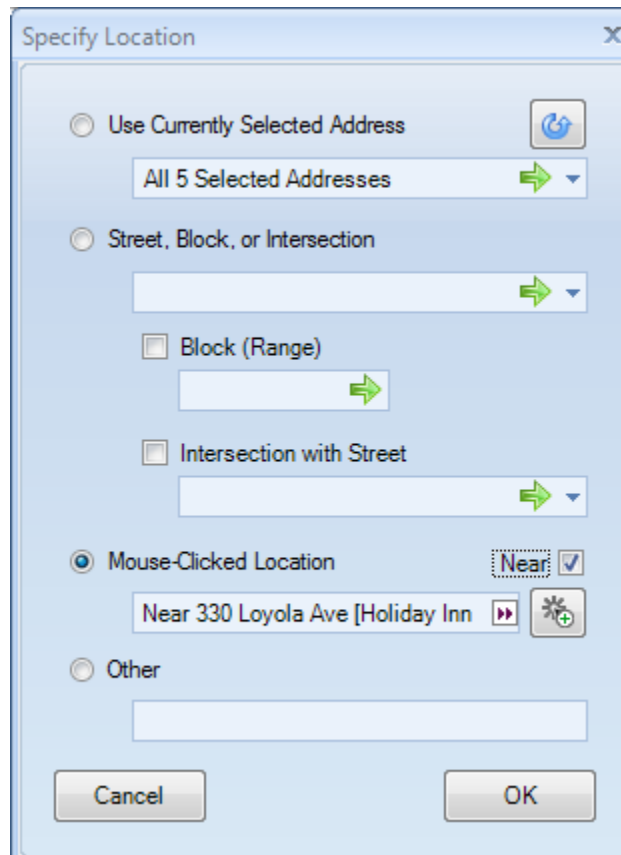


If you get a result, move on to the next step.

- b. If there's not a valid address point, navigate to the appropriate location on the map – one easy way to do this is to find a nearby address (**TIP:** The underscore character can be used as a wildcard character in house numbers, so you could see everything on the 1300 block of Perdido St by entering **13__ Perdido** in the address search).
2. Right-click on the address (if there is one), or on the spot on the map where you would like to locate the violation (if there's not an address point), and select **Create New -> Code Incident:**



- a. If you chose a location from the map, you'll get another **Specify Location** dialog box, where you can check **Mouse-Clicked Location** (It's usually a good idea to check the **Near** box – by default, LAMA will add the nearest address point as the location label, even though the X-Y coordinates are based on where you click):



The image shows a 'Specify Location' dialog box with a light blue background and a close button (X) in the top right corner. It contains five radio button options: 'Use Currently Selected Address', 'Street, Block, or Intersection', 'Mouse-Clicked Location', and 'Other'. The 'Mouse-Clicked Location' option is selected. Below 'Use Currently Selected Address' is a text field containing 'All 5 Selected Addresses' and a green right-pointing arrow. Below 'Street, Block, or Intersection' is a text field with a green right-pointing arrow, and two checkboxes: 'Block (Range)' and 'Intersection with Street', each followed by a text field and a green right-pointing arrow. Below 'Mouse-Clicked Location' is a text field containing 'Near 330 Loyola Ave [Holiday Inn]', a 'Near' checkbox which is checked, and a button with a star and a plus sign. Below 'Other' is an empty text field. At the bottom are 'Cancel' and 'OK' buttons.

Specify Location

☐ Use Currently Selected Address

All 5 Selected Addresses

☐ Street, Block, or Intersection

☐ Block (Range)

☐ Intersection with Street

☒ Mouse-Clicked Location

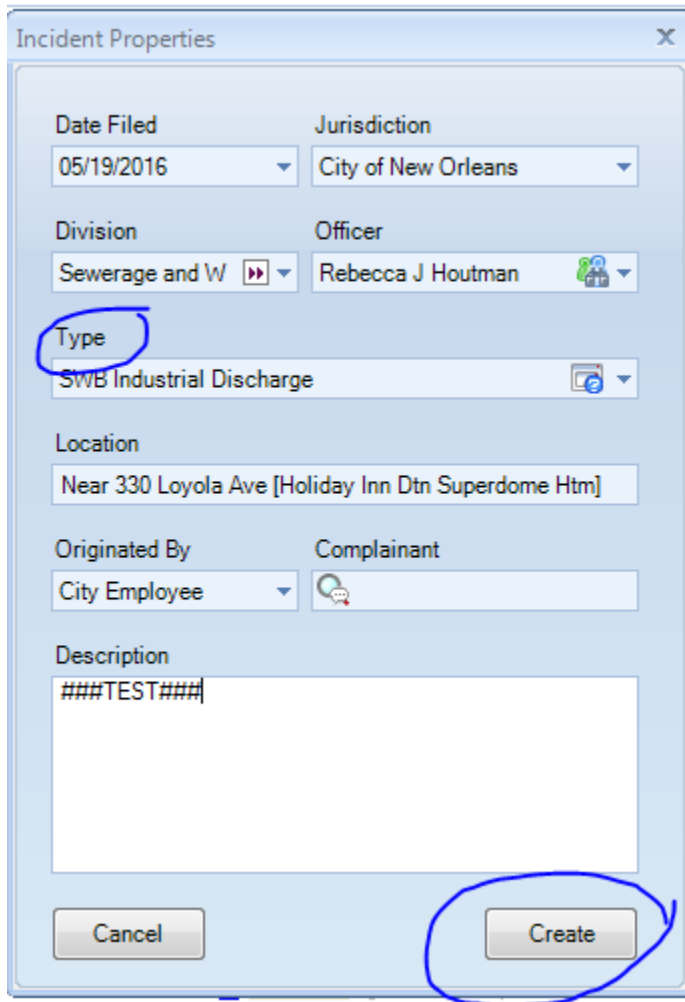
Near 330 Loyola Ave [Holiday Inn]

☒ Near

☐ Other

Cancel OK

3. Whichever way you got there, the **Incident Properties** window will open next. If your division has more than one case type, you can select it from the **Type** drop-down list. With the correct case type selected, add a brief description and click the **Create** button:

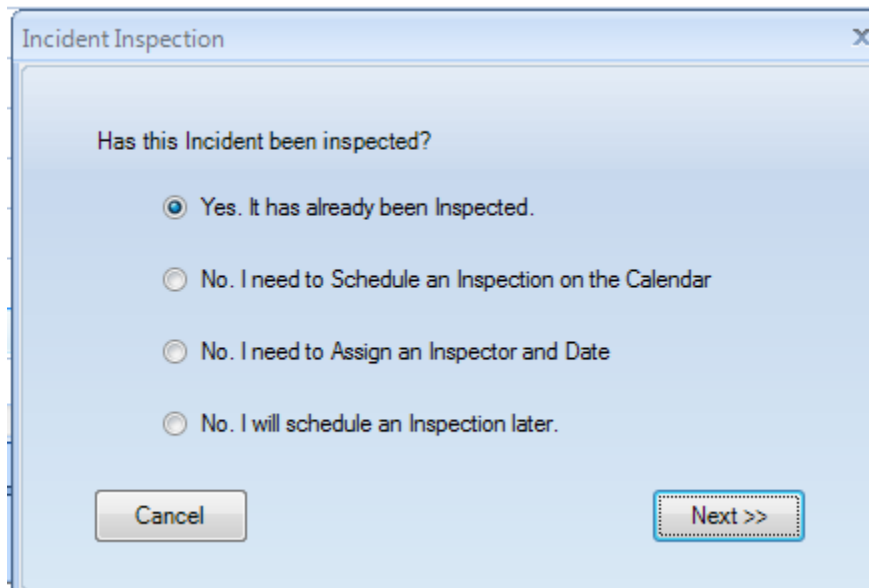


The screenshot shows the 'Incident Properties' window with the following fields and values:

Field	Value
Date Filed	05/19/2016
Jurisdiction	City of New Orleans
Division	Sewerage and W
Officer	Rebecca J Houtman
Type	SWB Industrial Discharge
Location	Near 330 Loyola Ave [Holiday Inn Dtn Superdome Htm]
Originated By	City Employee
Complainant	[Search icon]
Description	###TEST###

At the bottom of the window are two buttons: 'Cancel' and 'Create'. The 'Create' button is circled in blue.

4. Select the appropriate choice for whether the incident has been inspected yet or not. For this example, we are assuming the site has already been inspected:



A screenshot of a software dialog box titled "Incident Inspection". The dialog box has a light blue background and a standard Windows-style title bar with a close button (X) in the top right corner. The main content area contains the question "Has this Incident been inspected?" followed by four radio button options. The first option, "Yes. It has already been Inspected.", is selected, indicated by a blue dot in the radio button. The other three options are "No. I need to Schedule an Inspection on the Calendar", "No. I need to Assign an Inspector and Date", and "No. I will schedule an Inspection later.", each with an unselected radio button. At the bottom of the dialog box, there are two buttons: "Cancel" on the left and "Next >>" on the right. The "Next >>" button is highlighted with a dashed blue border.

Incident Inspection

Has this Incident been inspected?

- ☒ Yes. It has already been Inspected.
- ☐ No. I need to Schedule an Inspection on the Calendar
- ☐ No. I need to Assign an Inspector and Date
- ☐ No. I will schedule an Inspection later.

Cancel Next >>

5. In the **Inspection Details** window, you can change the inspector's name (if it's not the current user) and the date (if the inspection wasn't today). To open the checklist of individual violations, click on the magnifying glass next to **Violations**:

Inspection Details

Inspected By: Rebecca J Houtman

Status: Pending

Completed ☐

Inspection Date: 05/19/2016 Time: 04:54 PM

Violations: 

Resulting Action: Create

Next Inspection: Create

Notes: 

Inspection Findings

Violation	Abated	Finding
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Cancel OK

6. The violation checklist for your case type will open. Anything checked as **Deficient** will be added to the case as an individual violation associated with the case. The inspector can also add a description or comment to any line. It's not necessary to fill out **OK** or **N/A** for LAMA purposes, but they are options in case your department needs more specific detail:

Inspection Checklist

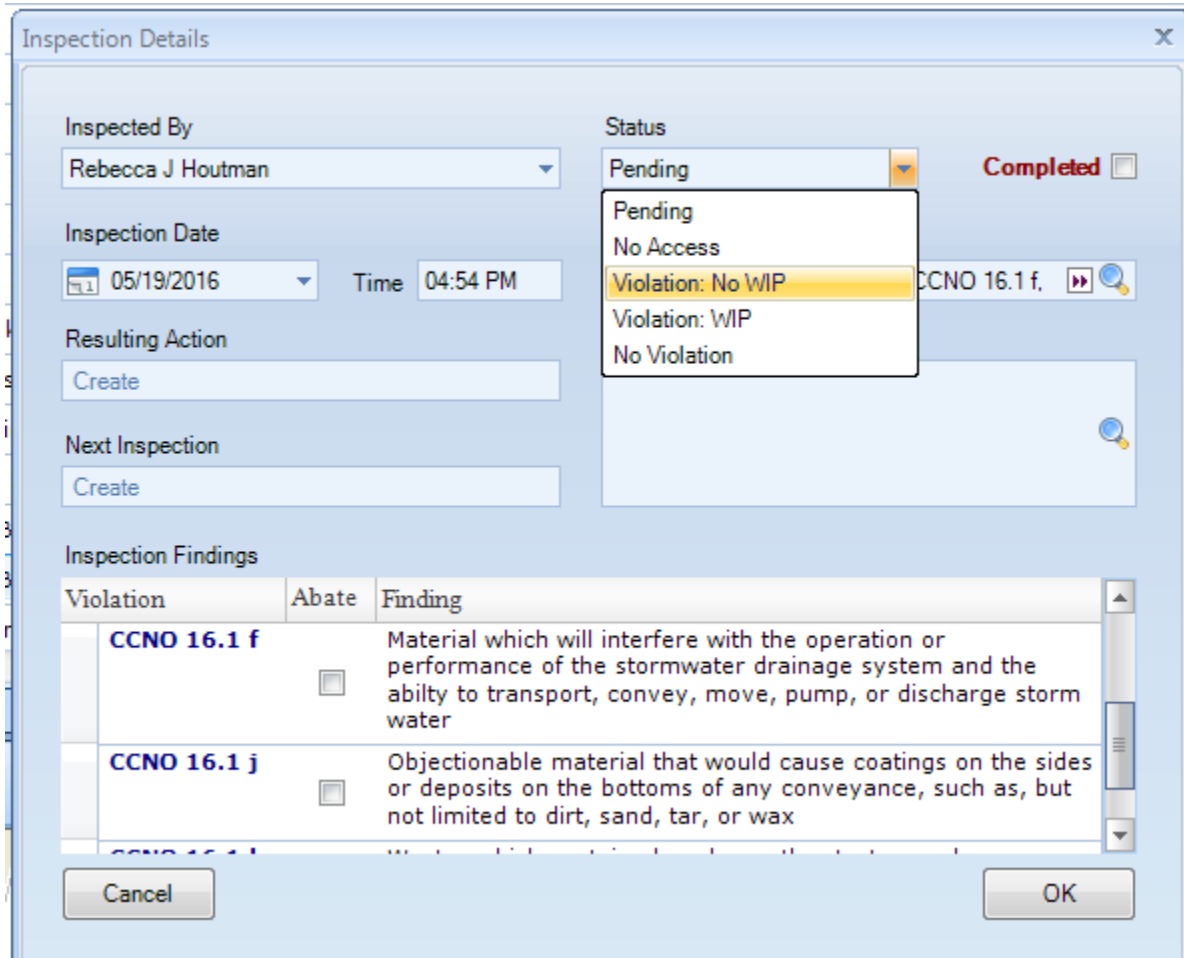
Close Configure Add New Item Delete Copy Check All ▼

Location Direction ▼ Building ▼ Area ▼ Room ▼

Group : SWB Environmental (22 items)

OK	Defic	N/A	Item	Edit	Description	Comment
☐	☒	☐	a) Toxins in toxic amounts			
☐	☒	☐	b) Pollutants in quantities that would cause a State violation			
☒	☐	☐	c) Floatable debris, oils, scum, foam, or grease in other than trace amounts			
☒	☐	☐	d) Non-storm water discharges			
☐	☒	☐	e) Pollutants, water, or wastes which result in the degradation or loss of State-designated beneficial uses of receiving waters			

7. After clicking the **Close** button on the checklist, anything marked deficient will populate an individual violation on the case. You can mark the inspection's **Status** by selecting any of the options other than **Pending** in the Status drop-down box. We typically use **Violation: WIP** (work in progress) for cases where someone is building/renovating/remediating when the inspection occurs, and **Violation: No WIP** for when there are no changes or remediation attempts going on at the time of the inspection:



The screenshot shows the 'Inspection Details' window with the following fields and options:

- Inspected By:** Rebecca J Houtman
- Inspection Date:** 05/19/2016
- Time:** 04:54 PM
- Status:** Pending (dropdown menu is open showing options: Pending, No Access, Violation: No WIP, Violation: WIP, No Violation)
- Completed:** ☐
- Resulting Action:** Create
- Next Inspection:** Create
- Inspection Findings:**

Violation	Abate	Finding
CCNO 16.1 f	☐	Material which will interfere with the operation or performance of the stormwater drainage system and the ability to transport, convey, move, pump, or discharge storm water
CCNO 16.1 j	☐	Objectionable material that would cause coatings on the sides or deposits on the bottoms of any conveyance, such as, but not limited to dirt, sand, tar, or wax

Buttons: Cancel, OK

8. The **Violation Form** is the panel along the right side of the screen. Besides the case number, type, and location, there are tabs beneath it where users can access the **Events** associated with the case, the specific **Violations**, **Documents** added to LAMA (e.g. inspection photos, notice letters, etc.), and **Details** (both custom and GIS-derived data). Completing the **Inspection Details** form will simultaneously complete the **Inspection Event** with whatever status you just select.

If you want to get back into that specific inspection to edit it, you can click on the word **Inspection** on the **Inspection Event** (re-inspections can be added as their own events later, so the record of each visit doesn't have to be changed)

Violation Form

Incident No.
16-04097-SWB

Location
Near 330 Loyola Ave [Holiday Inn Dtn Superdome Htm]

Type
SWB Industrial Discharge

Originated
City Employee

Lead Officer
Rebecca J Houtma

Journal Documents

General Contacts **Events (7)** Violations (6) Fees Reviews Details (15)

Add New Manage

Inspection	Violation	Date
	No WIP	Thu 5/19/16

9. The **Violations Tab** will show the code number and section of code of each deficient checklist item (the full descriptions are stored in LAMA though, and can be added to a notice letter, hearing letter, or any other document that's had a template created).

General Prohibitions

CCNO 16.1 g

General Prohibitions

CCNO 16.1 h

General Prohibitions

CCNO 16.1 f

General Prohibitions

CCNO 16.1 j