a. Database
   i. Issues
      1. Access db was outdated and limited
      2. Paper files were still used
      3. Improvements were made but db still had issues
   ii. Salesforce platform
      1. Needs
         a. Created db specific to mosquito control
            i. Complaints
            ii. Inspections
            iii. Applications
            iv. Inventory
            v. Equipment
         b. Incorporated interactive mapping feature
         c. Cloud based
      2. Benefits
         a. Case management
         b. Document inspections
         c. Document applications
         d. Mapping
         e. Chemical inventory
         f. Customer relations management
         g. Reporting
      3. Conclusions
         a. Improved efficacy of operations
         b. Did take a lot of staff time to get it up and running
         c. Yearly edits as required
b. Sprayzone Notification System
   i. 216 spray zones statewide
      1. Spray zone map
      2. Delaware Notification service
         a. School closings
         b. Other
   ii. Improves communications in regards to spray activity
      1. Helps with beekeeper Notification
      2. Lets the rich folk on the coast know when spraying will occur
   iii. Increases efficiency of daily notifications
      1. Former system
         a. Create announcement
         b. DNREC listserv
         c. Took at least a half hour to get notification out
      2. New system
a. Maps updated daily
b. Notification by text or email
c. Web-based page allows for remote updates

3. Info available
a. Scheduled spray activity
   i. Statewide
   ii. Spray zone
b. Sent out for
   i. Ground ULV
   ii. Aerial adulticiding
   iii. Aerial larviciding

4. Sent to
a. 911 center
b. Town managers
c. Radio stations
d. Public (~1200)