# Community-based monitoring system tracking the functionality of a bio-mimicry wastewater system

**Location:** Cape Town, South Africa | **Target Group:** Residents of Landgrug (Informal settlement) | **Partners:** Greenhouse Systems Development | **Timeline:** 2016 - Present

## Background:

Greenhouse Systems Development runs the *Genius of S.P.A.C.E* project in the informal settlement of Landrug to introduce stormwater, greywater and solid waste management and treatment systems based upon the principles of biomimicry, in order to eliminate pollution in the Berg River. GSD employs a number of 'flow agents' to make sure their prototype systems are functioning, clean and being used properly. Prior to SeeSaw's involvement, information was being reported via GoogleForm surveys and paper checklists. These reporting mechanisms lacked efficiency and caused delays in response, meaning that GSD lacked a clear understanding of the functionality of their system



## Our Solution:

The GoS project Snapture, a picture-taking Android app, and pilots SeeTell, a 'missed call' system. Both are simple reporting systems that lower communication barriers between community members, flow agents and GSD staff:

- **Snapture:** Flow agents use Snapture to answer yes/no questions and submit photos and GPS co-ordinates at disposal points and tree gardens
- **SeeTell:** Members of each community cluster make use of free 'missed calls' to report problems at disposal points, tree gardens and solid waste sites
- **Feedback Loop:** GSD and other involved stakeholders receive automatic alerts (SMS or email) when preselected SeeTell and Snapture reports are received

**Snapture is improving the management of the wastewater system prototypes and their services, while bringing efficiency to GSD support staff**

## Key Benefits:

- Easy-to-use and free 'missed call' system, customised to the local context
- Customised Snapture system compatible in difficult environments
- Greater knowledge of the functionality of the wastewater system, assisting engineers with cost/benefit analysis
- Increased awareness and engagement of community members, encouraging them to take responsibility of/see the value in the biomimicry system
- Records of all SeeTell and Snapture reports in a live, online database and/or Excel and/or CSV