



811 Dashboard Integration

Esri San Antonio Micro-Region Event

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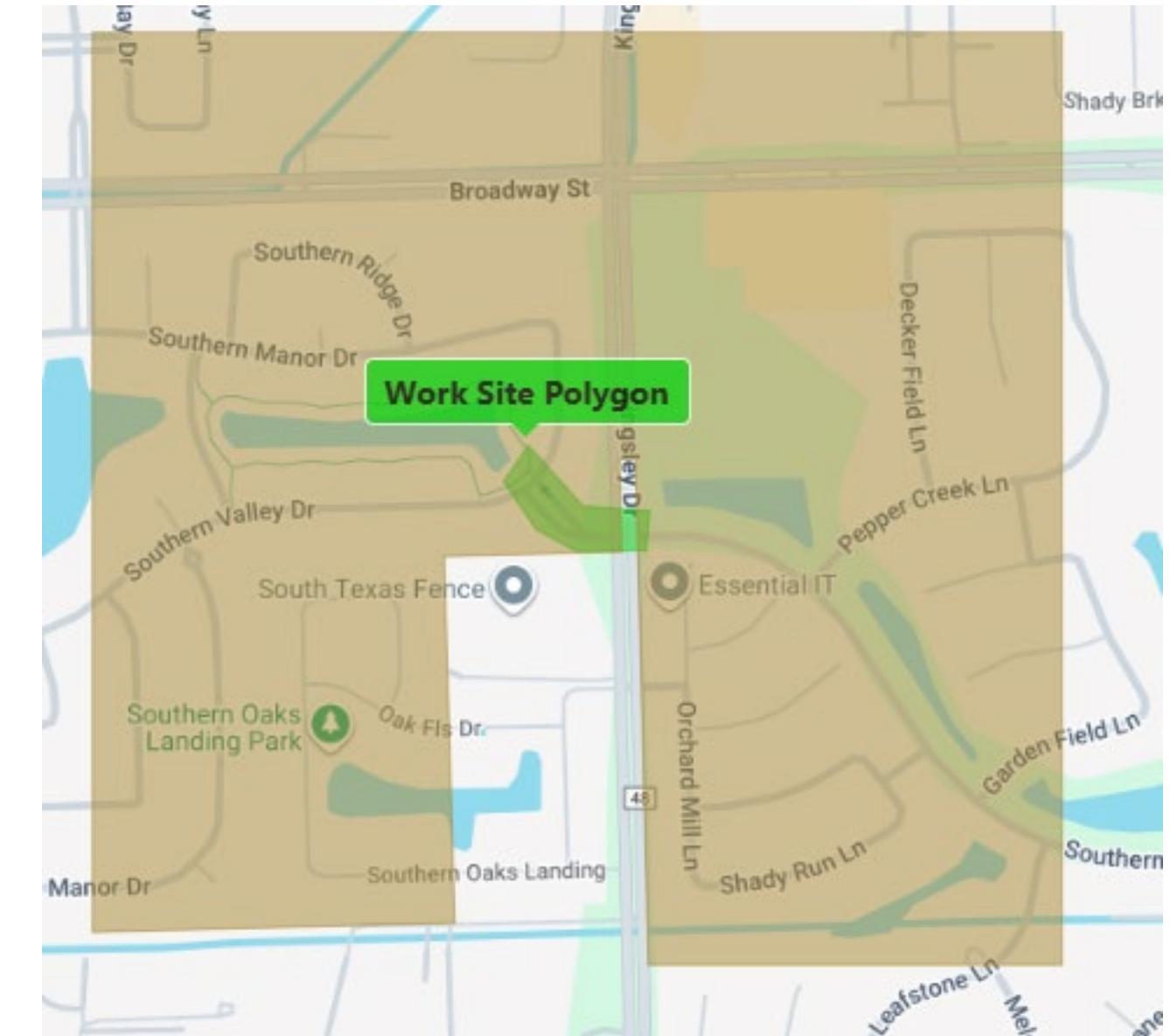
What is 811?

- “Call before you dig” nationwide service
- Cities have an abundance of underground utilities



Challenges with 811 Process

- The platform is controlled by another agency
- Online portal not user friendly



Work Site Locate Instructions

LOC FROM THE INTER GOING SE ALONG (SOUTHERN TRAILS DR) TO THE INTER OF (KINGSLEY DR & SOUTHERN TRAILS DR) TO INCLUDE ROW TO ROW



Why Do This?

- Create an all-in-one solution
- Staff is already familiar with Esri suite of products

7:44 7:44

Cancel Collect Submit

811 Ticket - Within 48 hrs

29.542127°N 95.245670°W

Take Photo Attach

WorkSiteLocateInstructions
WILL BURY A SERVICE DROP FROM 1816 Oak
Lake Cir HEADING TO TERMINAL/PEDESTAL
R 1814 Oak Lake Cir

WorkFullAddress
0 Oak Lake CIR PEARLAND BRAZORIA TX

ResponseStatus *
Needs Attention

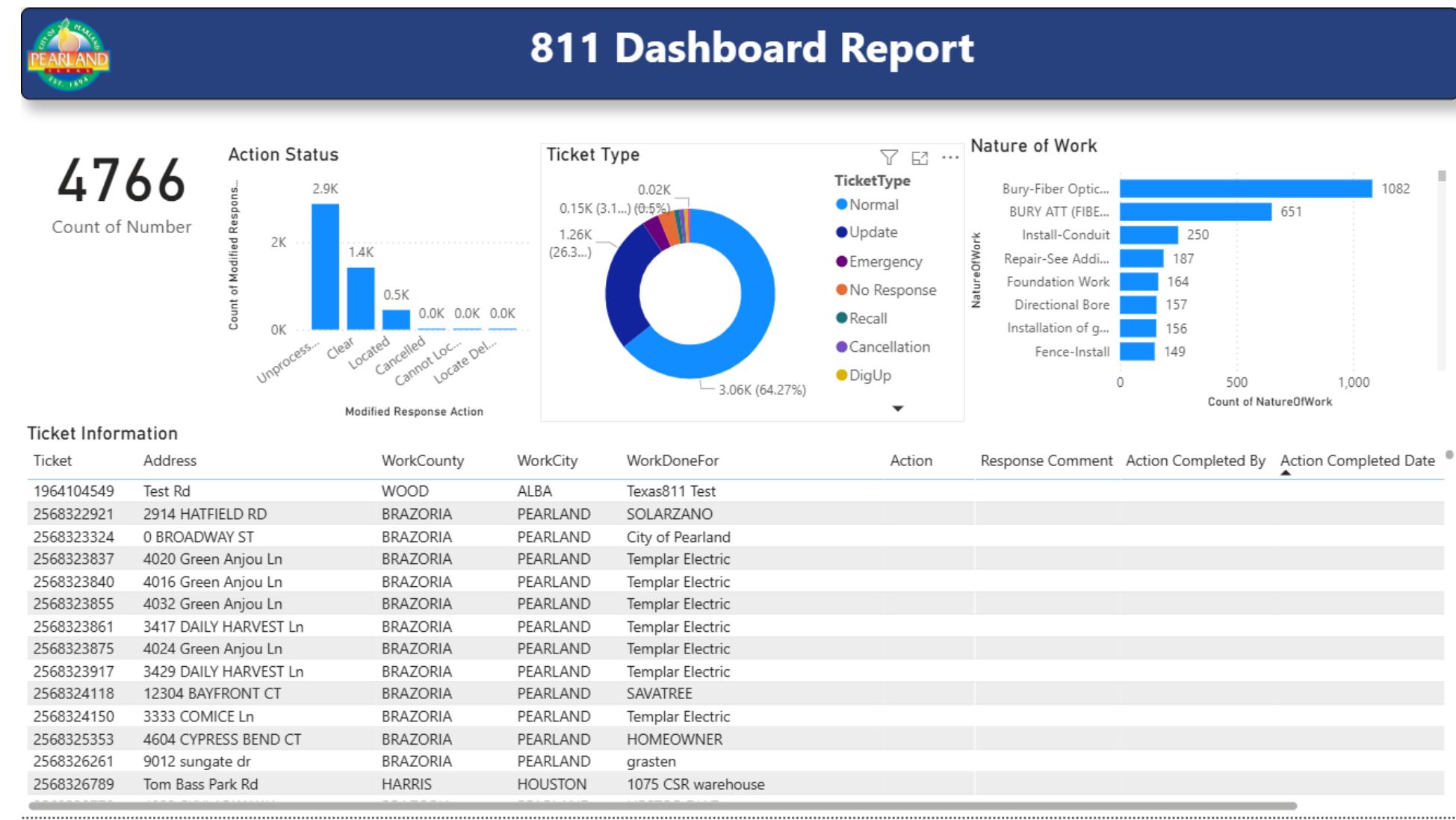
ResponseComment

Number
2576568254



Goals of Integration

- Have complete control over the platform
- Utilize software solutions we already have





Pre-Requisites

- API Calls
 - 811
 - CityWorks
- Internal Request
 - Ability to filter tickets by employee

```
payDict = {"WOTemplateId": "402", "Entit  
url = 'https://cityworks.pearlandtx.gov/  
payload = {'data': '{}'.format(payDict),  
files = []  
headers = {}  
response = requests.request("POST", url,
```

Expression 

```
var poly = FeatureSetByName($datasto  
var interSJ = First(Intersects($feature, po  
if (interSJ == null){  
    return null}  
  
return interSJ.InspectorName
```

```
<?xml version="1.0" encoding="utf-8"?>  
<tickets xmlns="http://schemas.progressivepartnering.com/geocall/v3/1/types/app">  
  <ticket>  
    <forCode>CPEAR01</forCode>  
    <number>2575850729</number>  
    <oldNumber />  
    <source>Voice</source>  
    <sequence>14</sequence>  
    <excavator type="Excavator">  
      <phone>4095390359</phone>  
      <name>BRAZORIA DRAINAGE DISTRICT #4</name>  
      <address>4813 W. Broadway Street</address>  
      <city>Pearland</city>  
      <state>TX</state>  
      <zip>77581</zip>  
      <fax />  
      <caller>kevin crumby</caller>  
      <callerPhone>4095390359</callerPhone>  
      <callerPhoneExtension />  
      <callerEmail>kcrumby@bdd4.org</callerEmail>  
      <contact>kevin crumby</contact>  
      <contactPhone>4095390359</contactPhone>  
      <contactPhoneExtension />  
      <contactEmail>kcrumby@bdd4.org</contactEmail>  
      <callback />  
    </excavator>  
    <emailCopyToCaller>true</emailCopyToCaller>  
    <faxCopyToCaller>false</faxCopyToCaller>  
    <ticketType>DigUp</ticketType>  
    <ticketTypeDetails>  
      <previousTicketNumber>2575424654</previousTicketNumber>  
      <crewStatus>Crew on site</crewStatus>  
      <customerStatus>Customers with service</customerStatus>  
      <additionalDetails>Line is visible</additionalDetails>  
      <lineType>unknown - UNKNOWN BLACK LINE/CONDUIT CLD BE COMMUNICATION</lineType>  
      <lineCondition>exposed</lineCondition>  
      <damagedBy>BRAZORIA DRAINAGE DISTRICT #4</damagedBy>  
      <damagedWith>EXCAVATOR </damagedWith>  
      <markingsVisible>Other - NO MARKINGS IN THE AFECTED AREA </markingsVisible>  
    </ticketTypeDetails>  
    <workState>TX</workState>  
    <workCounty>BRAZORIA</workCounty>  
    <workCity>MANVEL</workCity>  
    <workOn>2025-09-15T09:15:00.000</workOn>  
    <hoursNotice>0</hoursNotice>  
    <workStreetAddress>2106</workStreetAddress>  
    <workStreetPrefix />  
    <workStreetName>Hudspeth </workStreetName>  
    <workStreetType>Dr</workStreetType>  
    <workStreetSuffix />  
    <workIntersection>Cr 48</workIntersection>
```