



# 811 Dashboard Integration

Esri San Antonio Micro-Region Event

Colton Schultz – GIS Specialist

September 24, 2025



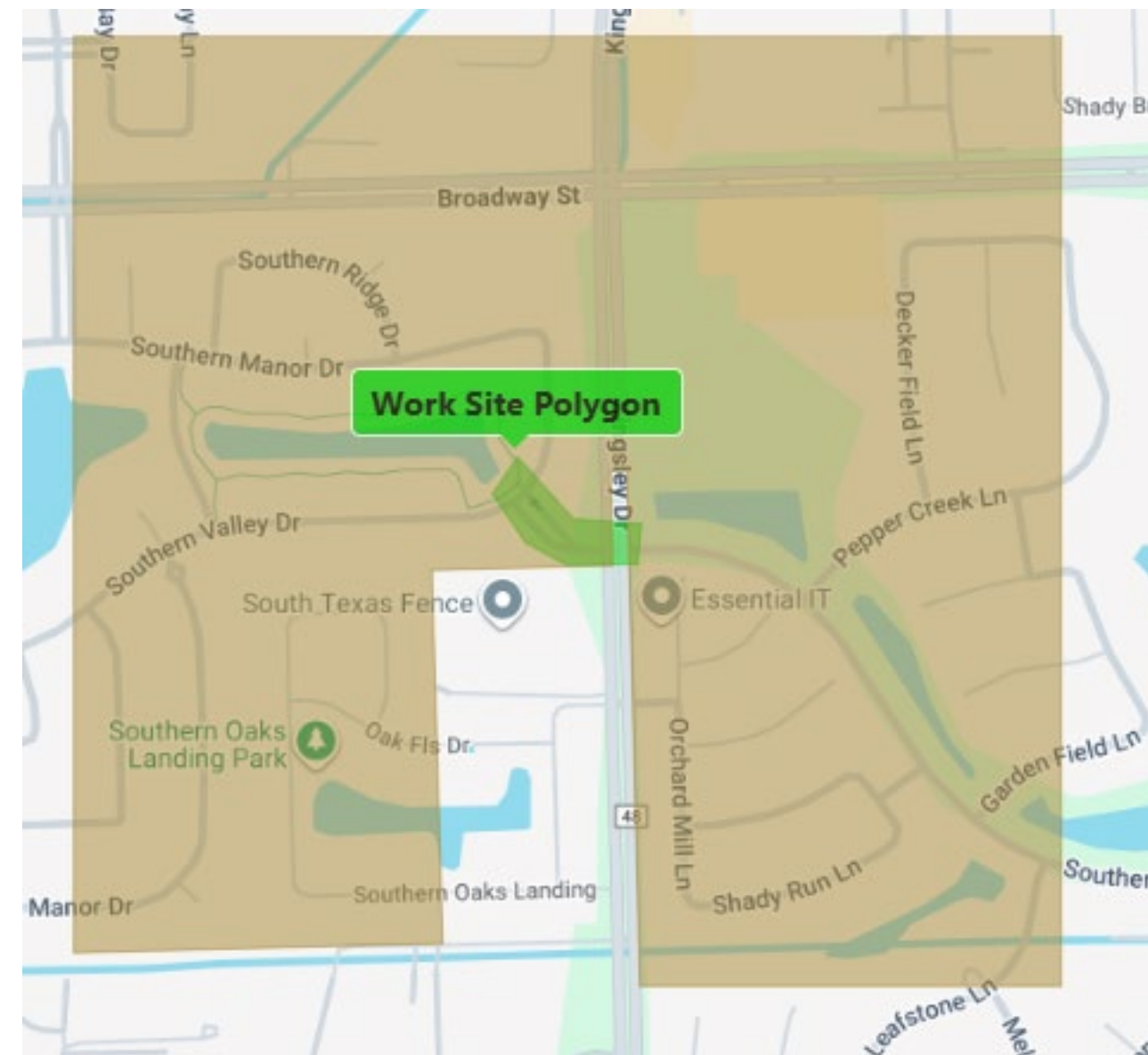
# What is 811?

- “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

CancelCollectSubmit

811 Ticket - Within 48 hrs

29.542127°N 95.245670°W

Take PhotoAttach

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

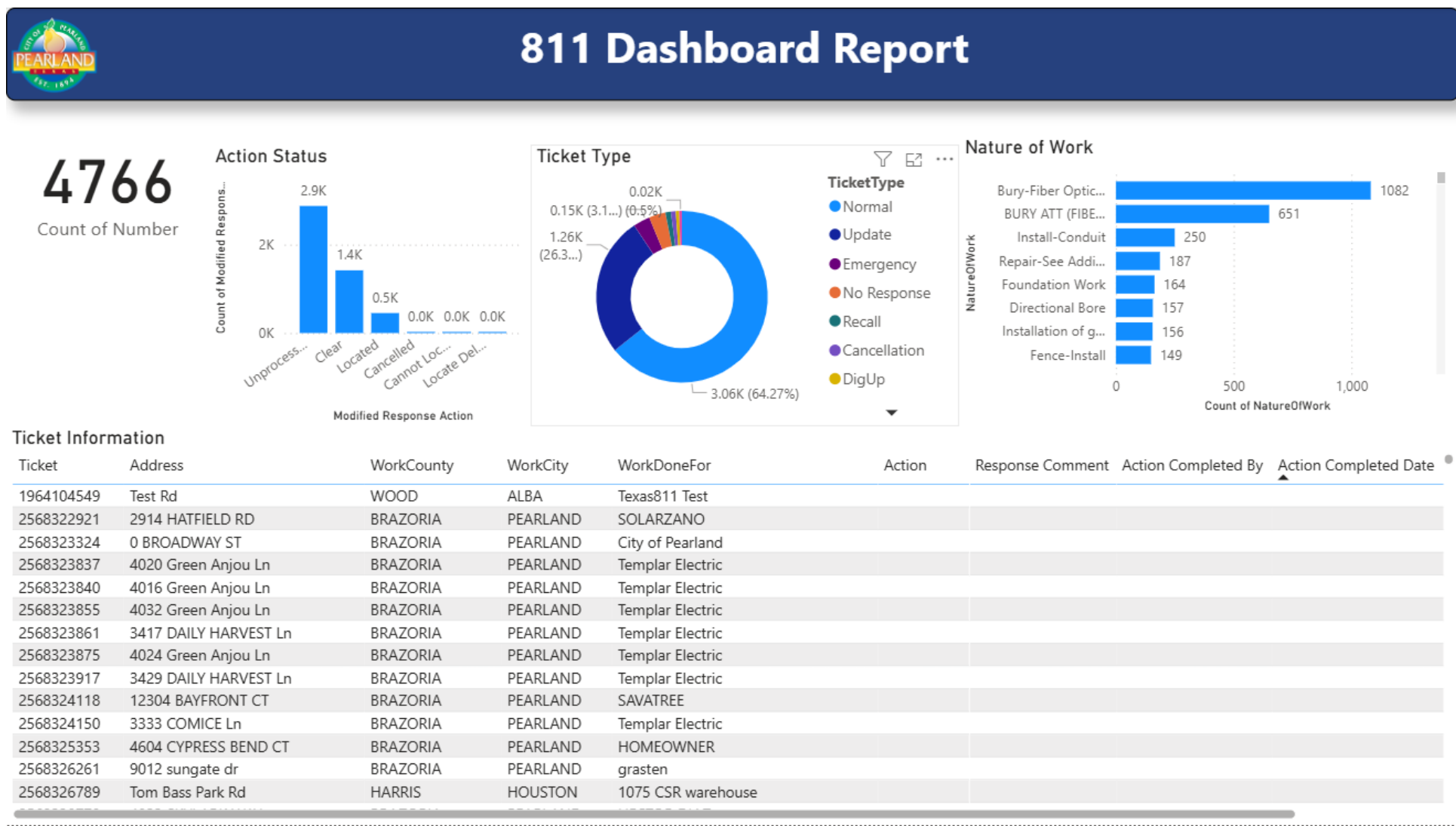
Number

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, p
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 AFFECTED 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>
```

ID': 4326}