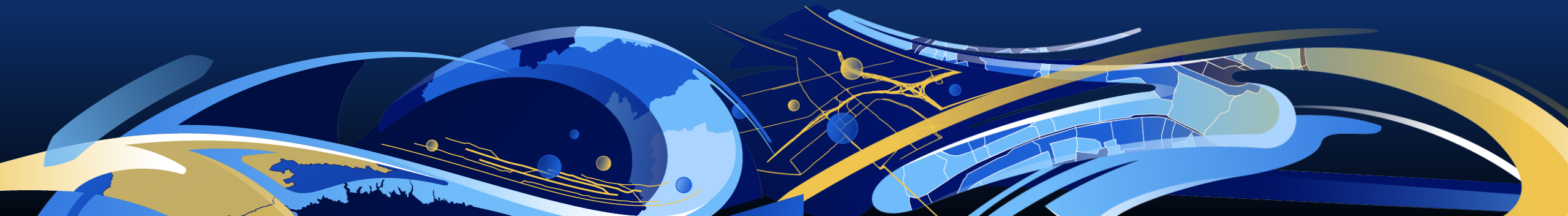


How Lakewood Water District uses ArcGIS and UtiliSync811 to manage Utility Locates

Kevin Wyckoff – Lakewood Water District GIS Coordinator

Matt Stayner – UtiliSync Founder





The Problem

Why We Needed a Ticket Management System

Why an 811 Ticket Management System?

- Before getting a TMS we used emails, phone calls, and a lengthy paper process.
- Why the old system didn't work:
 - Every email from 811 was printed off and handed to the tech in the morning and at lunch. Tickets were logged in a notebook.
 - Relied on Locator to figure out where locates needed to be done and plan route efficiently.
 - No positive response to WA811
 - Hard to look up closed tickets to respond to damages

What We Were Looking for in an 811 TMS

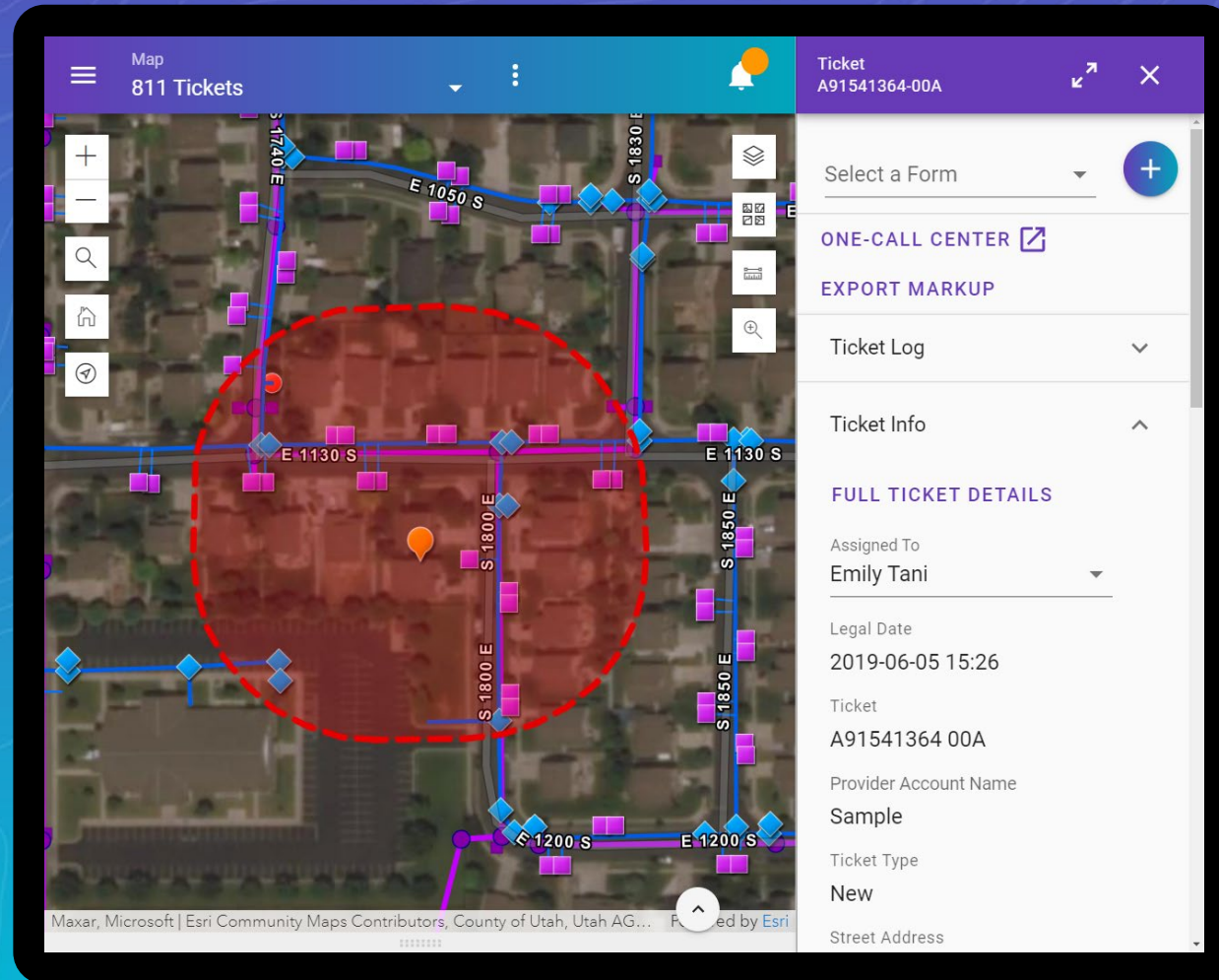
- What we were looking for in a TMS?
 - GIS-based: We needed to show where work needed to be done, and connect the Locator to information in our GIS
 - Automation
 - Reduce the workload of office staff
 - Positive Response
 - Look up historic tickets on a map
 - Reporting for Management
 - Needed to be device agnostic and intuitive to use



The Solution

Why We Needed a Ticket Management System

View Tickets & Utilities on the Same Map



Work Offline

Locate Request

Information

1. Ticket Number

B035101317 00B

2. Address

2211 PRAIRIE CENTER PKWY

3. Date

2022-04-01

4. Positive Response

Clear- No Conflict


5. Not Clear to Dig, Meet Required ([Clear](#))

☐ Yes

☒ No

6. Positive Response Comments

Note entered here will be returned to the excavator in the positive response. Max 255 characters

 Online | Draft Saved

04:42 PM 04/01

CLEAR TICKET

Ticket List						
<div> Select a Form Locate Request + </div>						
<input checked="" type="checkbox"/>	Legal Date	Ticket Number	Account	Ticket Type	Work Type	Address
Regular Tickets						
<input type="checkbox"/>	Apr 01, 2022, 02:06 PM	C91490182-00C	Sample	Update	BASEMENT DIG, SEWER & WATER INSTL GRADING	1474 N Suns
<input checked="" type="checkbox"/>	Apr 01, 2022, 02:27 PM	C91490350-00C	Sample	Update	RMV/RPLC ASPHLT,CRB/GTR, SDWLK, INSTL UTIL & RD WIDENING	S Main St Sr
<input checked="" type="checkbox"/>	Apr 01, 2022, 02:31 PM	C91490351-00C	Sample	Update	RMV/RPLC ASPHLT,CRB/GTR, SDWLK, INSTL UTILS & RD WIDENING	S Sr 198
<input type="checkbox"/>	Apr 01, 2022, 02:42 PM	A91500978-00A	Sample	New	DRIVEWAY INSTL	2050 N 300 \
<input checked="" type="checkbox"/>	Apr 01, 2022, 04:56 PM	C91490277-00C	Sample	Update	BASEMENT DIG, SEWER & WATER INSTL GRADING	1481 N Suns
<input type="checkbox"/>	Apr 02, 2022, 08:23 AM	A91510143-00A	Sample	New	INSTALL FIBER	1600 N

Add Photos


Add Image

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CAMERAMAP

Drag & Drop or [Browse](#)

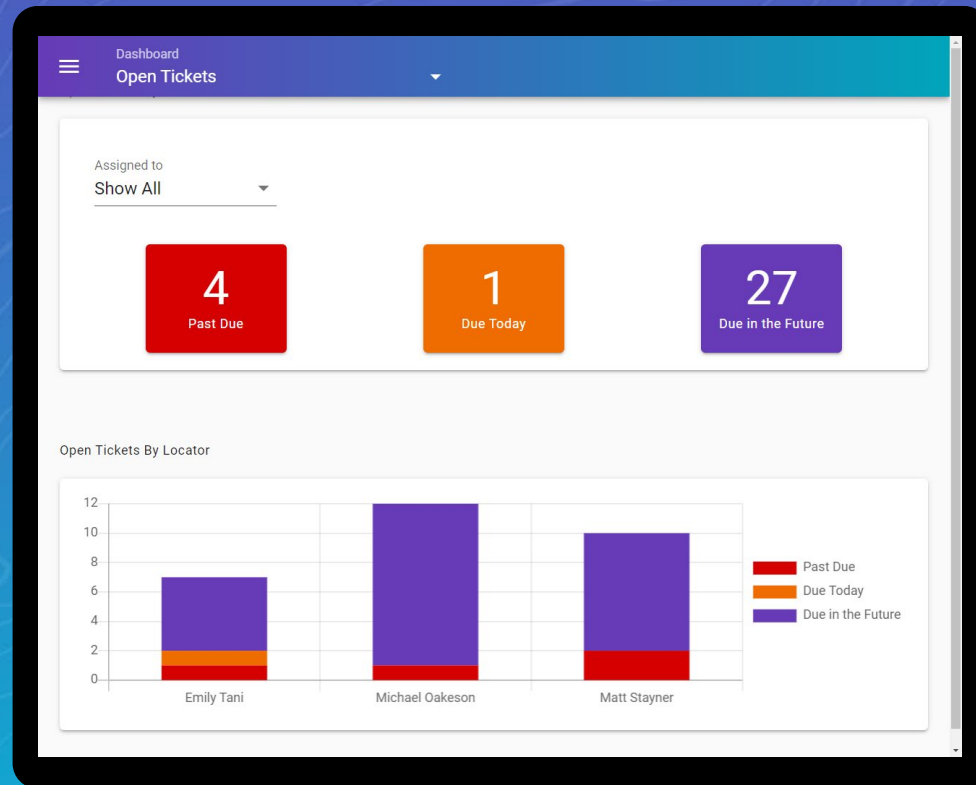


Description

⋮

CLOSE

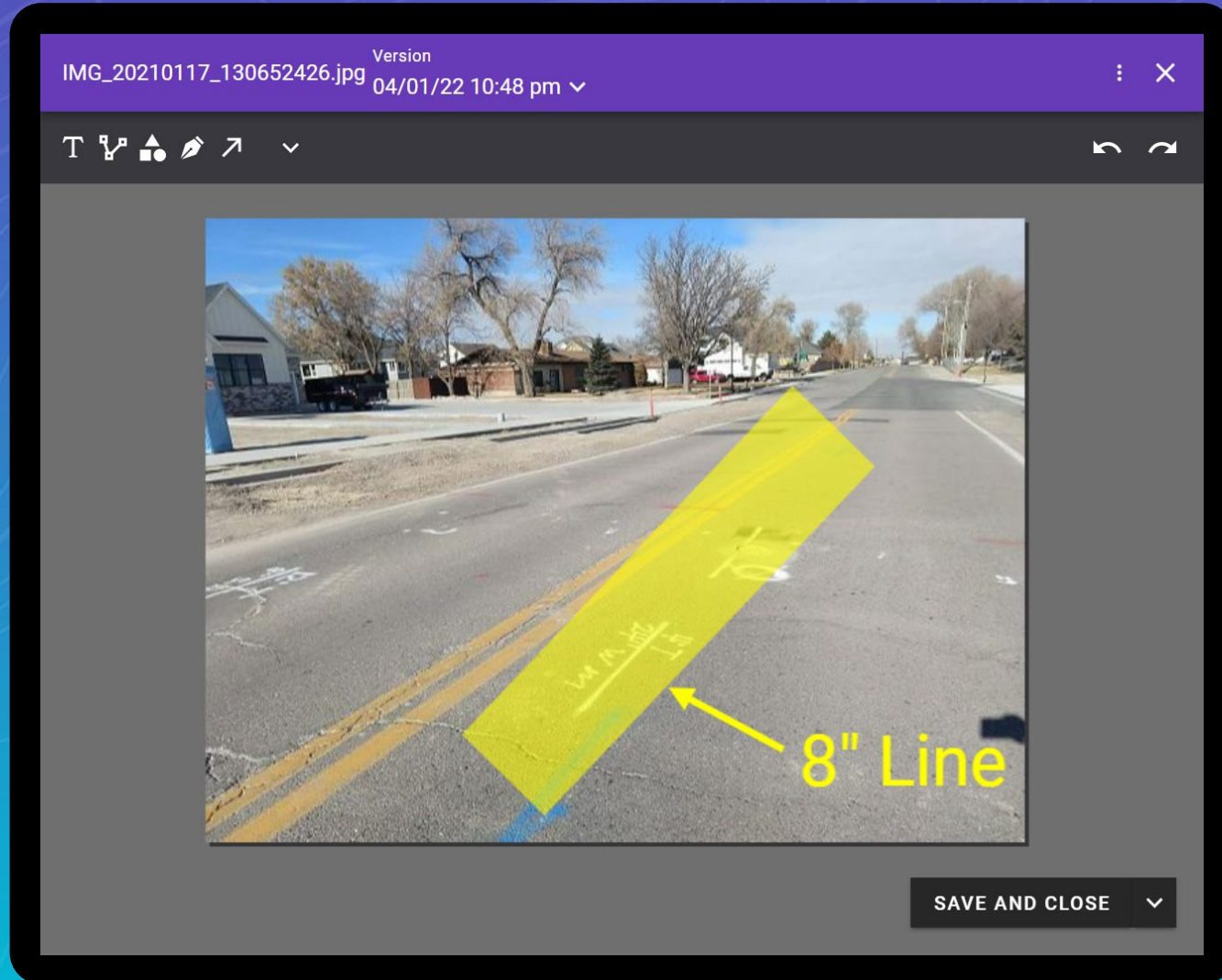
View Tickets & Utilities on the Same Map



Work Offline



Work Offline



ArcGIS Integration

- Single-Sign On
- Export to Field Reports and ArcGIS Explorer
- Save Ticket to Feature Service
 - Deep links

The background of the image is a topographic map pattern. It features a color gradient that transitions from a deep purple at the top to a bright cyan at the bottom. Overlaid on this gradient are numerous thin, white, irregular contour lines that meander across the frame, creating a sense of depth and texture.

DEMO

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Contact Information

Kevin Wyckoff

Lakewood Water District GIS Coordinator

kwyckoff@lakewoodwater.org

Matt Stayner

UtiliSync

mstayner@utilisync.com

385-275-2700