

(1) Siebel users submit issues they discover with specific addresses or intersections using the Survey123 form

MC311 Address Issues

https://survey123.arcgis.com/share/e23fe345c3a74ef9aa7e186bdc89db45

MC311 **TEBS** **Report Address Issues**
ANSWERING TO YOU TECHNOLOGY & ENTERPRISE BUSINESS SOLUTIONS

Please enter Siebel issues with specific addresses or intersections on this form.

Name of person submitting this issue*

Email address for follow-up on this issue*

Enter the address or intersection that is causing the problem in Siebel*
If a complete address is suggested, please click on it to select it so that full address (ending with "USA") appears in the box

What type of issue is this?*

The address or intersection did not validate

The address or intersection is incorrectly listed as County Maintained

The address or intersection is incorrectly listed as Not County Maintained

Other

Additional Comments
(Optional)

1000

If you think it would be helpful, you can upload a screenshot by clicking Select Image File below

Select image file

Special Address field in Survey123 instantly maps submitted address & saves to geographic database

(2) Webhook configured in Survey123 sends TEBS-GIS staff an email notification of the newly reported address

New Siebel Address Report

You forwarded this message on Fri 2/18/2022 8:06 AM

M Microsoft Power Apps and Power Automate <microsoft@powerapps.com> [↩](#) [↶](#) [→](#) [...](#)
 Fri 2/18/2022 7:13 AM
 To: Sadler, Dan

[EXTERNAL EMAIL]

Trish Jenkins has reported an issue on Siebel with the following address or intersection:
19 Prism Pl, Gaithersburg, MD, 20877, USA

Issue:
 did_not_validate

Additional Comments:
 This street was changed from McCausland Place to Prism Place. Google has Prism, but SDAT has McCausland. Comes up Location Not Found for Prism.

Please view the latest response [here](#) .

If you want to unsubscribe from these emails, please use this [form](#).

[Reply](#) | [Forward](#)

The email includes a link to the Survey123 data page for convenience

(3) TEBS-GIS staff logs into Survey123's data page and updates additional fields in the table as he troubleshoots

ArcGIS Survey123 My Surveys Organization Help dan.sadler@montgomery...

MC311 Address Issues Overview Design Collaborate Analyze **Data** Settings

12/6/21 - 2/20/22 Filter Report Export Open in Map Viewer Form view 39/39

Address for up on this	Enter the address or intersection that is causing the problem in Siebel	What type of issue is this?	Other - What type of issue is this?	Additional Comments	Did it geocode?	In the GIS data?	Initial Review
kins@montgo intymd.gov	19 Prism Pl, Gaithersburg, MD, 20877, USA	The address or intersection did not validate		This street was changed from McCausland Place to Prism Place. Google has Prism, but SDAT has McCausland. Comes up Location Not Found for Prism.	yes	no	Change from MC CAUSLAND to PRISM was part of recent renaming of Confederate-related street names. TEBS- GIS centerlines reflects the change, but SnowStreets (the copy used by Siebel) does not. Inquiring how the update can be made.
Jenkins@mont	13530 Redgrave Pl,	The address or		Submitted by Dan on	yes	yes	This address should

1 of 39 selected

Status: **awaiting resolution**

Date Submitted: **Feb 18, 2022**

Name of person submitting this issue: **Trish Jenkins**

Enter the address or intersection that is causing the problem in Siebel:
19 Prism Pl, Gaithersburg, MD, 20877, USA
Lat: 39.12975 Lon: -77.19294

What type of issue is this?
The address or intersection did not validate

Additional Comments

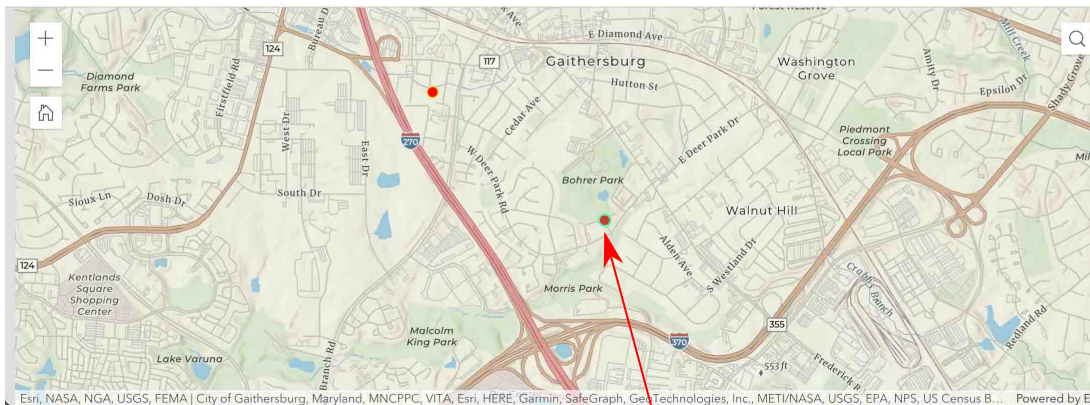
(4) Siebel users can view, search, and filter all of the submitted reports on this simplified, publicly viewable dashboard created using ArcGIS Online's Experience Builder

Quick access to common ways to filter the data for the reports

The screenshot shows the 'MC311 Dashboard' interface. At the top, there are filter buttons for 'Resolved', 'Awaiting', 'Data Issue', 'App Issue', and 'Last 90 days'. The 'Data Issue' filter is selected. Below the filters is a table of reported addresses and intersections. The table has columns for Status, Date Submitted, Address or intersection, and Issue Type. The last row is highlighted in blue, corresponding to the detailed view on the right.

Status	Date Submitted	Address or intersection	Issue Type
RESOLVED	8/23/2021, 12:00 AM	Waters Landing Dr & Crystal Rock Dr...	data
RESOLVED	9/16/2021, 12:00 AM	Montauk Ave & Bells Mill Rd, Bethes...	data
RESOLVED	9/16/2021, 12:00 AM	Overlea Dr & Cleveland Dr, Rockville...	data
RESOLVED	9/16/2021, 12:00 AM	Victory Ln & Gainsborough Rd, Poto...	data
awaiting resolution	9/21/2021, 12:00 AM	9336 Columbia Blvd, Silver Spring, ...	data
RESOLVED	9/22/2021, 12:00 AM	10829 Arrowsmith Ct, Gaithersburg,...	data
RESOLVED	10/1/2021, 12:00 AM	217 Red Oak Ridge Pl, Boyds, MD, 2...	data
awaiting resolution	1/4/2022, 12:00 PM	13225 Redspire Drive	data
awaiting resolution	1/7/2022, 12:00 PM	1012 Guillemot Dr, Silver Spring, M...	data
awaiting resolution	2/18/2022, 12:00 PM	19 Prism Pl, Gaithersburg, MD, 2087...	data

The detailed view on the right shows the report for '19 Prism Pl, Gaithersburg, MD, 20877, USA'. It includes the status 'awaiting resolution', the issue description 'Issue: The address or intersection did not validate', and additional details about the street name change from McCausland Place to Prism Place. It also lists 'TEBS-GIS Initial Review' questions and a 'Determined to be data issue' status.



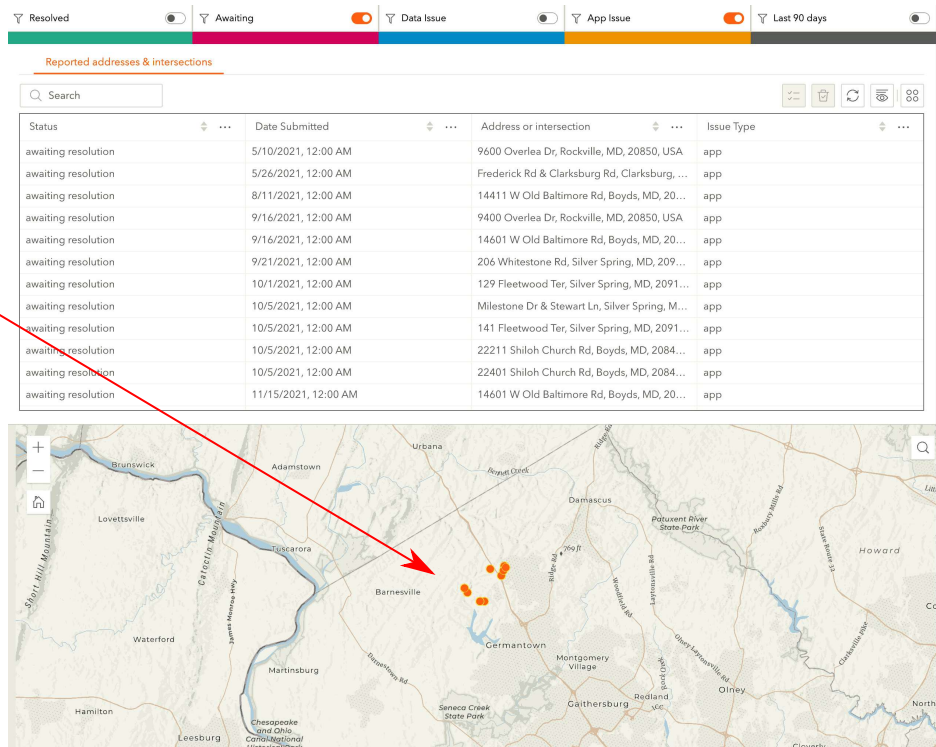
Selected address report location is automatically highlighted on the map

Last edited by dansadler on 2/18/2022, 8:10 AM.

Detailed information about the selected record is displayed in a format designed to be easy-to-read

(5) Use of filterable geographic data provided opportunity to notice cluster of unresolved app issues in a rural area of the County

cluster of unresolved app issues



(6) TEBS-GIS staff downloaded the Survey123 data to use in desktop GIS. Additional locations in Siebel were sampled and mapped to detect that an issue was preventing locations within Ten Mile Creek Special Protection Area from yielding results in Siebel.

