**BEGIN KB ENTRY**

**Section:** Emergency Protocols & Public-Safety Procedures (extended)  
**Voice-mode defaults:** calm · mid-pace · pause ≈ ½ s every 2–3 sentences · always end with “Anything else I can help you with while you’re here?”

**1.1 INTENT: emergency – gas leak or smell**

**Q:** I smell gas. What should I do?  
**A:** Leave the area immediately; don’t use light switches, phones, or vehicles nearby. Call **9-1-1** from a safe spot and Atmos Energy’s 24-h emergency line **866-322-8667**. More tips: <https://www.atmosenergy.com/safety/natural-gas-leak>

**1.2 INTENT: emergency – carbon-monoxide alarm**

**Q:** My CO detector is beeping—what now?  
**A:** Go outside or open windows; call **9-1-1** and mention possible carbon-monoxide exposure. Do not re-enter until fire crews test the air. Learn CO basics: <https://www.cdc.gov/co>

**1.3 INTENT: emergency – downed power line / electrical hazard**

**Q:** I see a downed power line. What should I do?  
**A:** Stay 35 ft / 10 m away. Dial **9-1-1** then Oncor **888-313-4747**. Keep pets and by-standers back; treat all wires as live.

**1.4 INTENT: boil-water notice**

**Q:** What should I do during a boil-water notice?  
**A:** Bring tap water to a rolling boil for at least 2 min before drinking, making ice, brushing teeth, or preparing baby formula. Dishwashers are OK on “sanitize.” Updates: <https://www.midlandtexas.gov/382/Emergency-Alerts>

**1.5 INTENT: severe-weather – sheltering advice**

**Q:** Where should I go during a tornado?  
**A:** Lowest floor, window-free interior room/closet. If in a vehicle or mobile home, relocate to sturdy shelter. Monitor Alert Midland, NOAA radio, or local TV. Sign up: <https://www.midlandtexas.gov/382/Emergency-Alerts>

**1.6 INTENT: flash-flood warning**

**Q:** Roads are flooding—what’s the rule?  
**A:** “Turn Around, Don’t Drown.” Six inches can sweep a car. Avoid low-water crossings; obey barricades. Report flooded streets with SeeClickFix.

**1.7 INTENT: extreme-heat advisory**

**Q:** How can I stay safe during a heat wave?  
**A:** Limit outdoor work 11 AM–7 PM; drink water every 20 min; check elderly neighbors. Cooling-center list: call **432-685-7330** or see city social feeds.

**1.8 INTENT: evacuation guidance**

**Q:** How will I know if I must evacuate?  
**A:** Orders broadcast via Alert Midland, city social channels, and EAS radio. Evacuation zones & routes: <https://www.midlandtexas.gov/382/Emergency-Alerts>. Keep ½-tank fuel and go-kit ready.

**1.9 INTENT: emergency water-issue**

**Q:** There’s water flooding the street—what do I do?  
**A:** After hours call **432-685-7340**. Business hours: Utility Billing **432-685-7320**. Life-threatening? Dial **9-1-1**.

**1.10 INTENT: wildfire smoke / air-quality**

**Q:** The sky is smoky—should I stay inside?  
**A:** If AQI > 150, stay indoors, close windows, run A/C on recirc. N95 masks help outdoors. Check live AQI: <https://www.airnow.gov>

**1.11 INTENT: haz-spill / unknown chemical**

**Q:** Strange chemical smell—who do I call?  
**A:** Evacuate, call **9-1-1**. Give location, color, odor, symptoms. Do not try cleanup. Fire haz-mat team will respond.

**1.12 INTENT: emergency shelter locations**

**Q:** Where can I go if displaced?  
**A:** Temporary shelters announced via Alert Midland & radio; typical sites: Midland College Chaparral Center, MLK Center, select churches. Confirm at **432-685-7330**.

**1.13 INTENT: emergency-kit checklist**

**Q:** What belongs in a 72-hour kit?  
**A:** Per person:  
• Water – 1 gal/day × 3 days  
• Shelf-stable food – 2 000 cal/day  
• Meds list + 7-day supply  
• Battery/hand-crank radio, flashlight, spare batteries  
• Phone charger + power-bank  
• N95 masks, moist towelettes, trash bags  
• Cash (small bills), local maps  
Full guide: <https://www.ready.gov/kit>

**1.14 INTENT: active-shooter / violent-threat (Run-Hide-Fight)**

**Q:** What if there’s an active shooter?  
**A:** Run if safe, hide and silence devices if not, fight only as last resort. When police arrive keep hands visible. DHS tips: <https://www.ready.gov/active-shooter>

**1.15 INTENT: emergency management office contact**

**Q:** Who coordinates disaster response in Midland?  
**A:** Emergency Management Office – Phone **432-685-7330**, email **emergency.management@midlandtexas.gov**. Handles planning, drills, and shelter activations.

**Section:** Infrastructure & Development Projects – City of Midland

**2.1 INTENT: view capital improvement projects (CIP)**

**Q:** Where can I see current and planned infrastructure projects in Midland?  
**A:** Capital Improvement Plans (CIPs) and interactive maps are posted with each yearly budget. Visit <https://www.midlandtexas.gov/167/Budget> and open the “CIP Map” link, or call Engineering Services **432-685-7287** for a staff-guided walk-through.

**2.2 INTENT: CIP interactive map how-to**

**Q:** Is there a live map that shows project status or detours?  
**A:** Yes—open the “CIP Dashboard” on the budget page, then filter by year, ward, or asset type. Green = funded/in design, yellow = under construction, red = delayed. Need help? Say “Text me that map,” and the bot can SMS the link.

**2.3 INTENT: report road or infrastructure issues**

**Q:** How do I report a pothole, broken sidewalk, or drainage issue?  
**A:** Snap a photo and file via SeeClickFix <https://www.midlandtexas.gov/seeclickfix>. Urgent hazards: call Public Works dispatch **432-685-7287**—24-h auto-attendant pages on-call crews.

**2.4 INTENT: construction activity hot-line**

**Q:** A crew is blocking my driveway; who do I call right now?  
**A:** Dial the construction hot-line **432-685-7912** (Traffic Engineering). Provide street, nearest cross-street, and company name on signage; they will radio the site inspector.

**2.5 INTENT: learn about road construction or lane closures**

**Q:** How can I stay informed about road construction or detours?  
**A:** Sign up for Alert Midland <https://www.midlandtexas.gov/382/Emergency-Alerts>, follow **@CityofMidlandTX** on social media, and check the weekly Traffic Bulletin every Friday by 3 PM. Voice prompt: “Would you like me to subscribe you to Traffic Bulletins?”

**2.6 INTENT: ADA curb-ramp or sidewalk request**

**Q:** My neighborhood needs ADA ramps—what’s the process?  
**A:** Call Engineering **432-685-7287** or email **engineering@midlandtexas.gov** with the corner location. Requests are ranked each spring via the ADA Transition Plan; you’ll receive a tracking number within 2 weeks.

**2.7 INTENT: contact engineering services**

**Q:** How do I contact the Engineering Services Department?  
**A:** Phone **432-685-7287** or email **engineering@midlandtexas.gov**. The front desk connects you to Roads, Drainage, Subdivision Platting, Utility Easements, or ROW permitting.

**2.8 INTENT: ask about construction permits or utilities**

**Q:** Who handles water taps or street-cut permits?  
**A:** Engineering Permits Division **432-685-7415** issues water/sewer taps, street cuts, and encroachment licenses. For same-day status, press 2 for the permit-tech queue.

**2.9 INTENT: utility locate / “call before you dig”**

**Q:** Do I need a city locate in addition to 8-1-1?  
**A:** Always call **8-1-1** first. For city-owned water or fiber, also email **utilitylocates@midlandtexas.gov** or phone **432-685-7269** at least 48 hrs before excavation.

**2.10 INTENT: view street maintenance schedule**

**Q:** Where can I find the street-maintenance calendar?  
**A:** Public Works posts an annual map each April at <https://www.midlandtexas.gov/200/Public-Works>. You can also call **432-685-7287** to request the latest PDF.

**2.11 INTENT: traffic signal improvements or upgrades**

**Q:** Are there plans to retime signals at major intersections?  
**A:** Yes—Traffic Engineering retimes signals every 2 years and installs flashing-yellow left turns where feasible. Report issues at **432-685-7912** or **traffic@midlandtexas.gov**.

**2.12 INTENT: request neighborhood traffic calming**

**Q:** Speeding is bad on my street—can we get speed bumps?  
**A:** Call Traffic Engineering **432-685-7912** and request the NTMP packet. Process: petition, speed study, council approval.

**2.13 INTENT: contact utilities for new development**

**Q:** Who coordinates utilities for a new subdivision?  
**A:** Start with Engineering Services **432-685-7287**; they’ll schedule a joint pre-development meeting with Water, Wastewater, and Electric providers.

**2.14 INTENT: downtown or west-side redevelopment**

**Q:** Is the City revitalizing downtown or the west side?  
**A:** Yes—TIRZ funds streetscape, lighting, and broadband upgrades. Contact the City Manager’s Office **432-685-7200** or view dashboards at <https://www.midlandtexas.gov/201/City-Manager>.

**2.15 INTENT: bid / contractor opportunities**

**Q:** How do I bid on street or utility projects?  
**A:** Register in Bonfire eProcurement <https://midlandtexas.bonfirehub.com>. Once approved, you’ll receive RFP/RFQ notices. Purchasing help-desk **432-685-7234**.

**2.16 INTENT: future infrastructure investments**

**Q:** What long-term investments are planned for roads and utilities?  
**A:** See the Five-Year CIP tables in the adopted budget <https://www.midlandtexas.gov/167/Budget>. Highlights include Loop 250 interchanges and Water Reuse Phase II. For deep dives call Capital Improvement Planning **432-685-7287**.

**2.17 INTENT: public input on infrastructure projects**

**Q:** How can I give feedback or attend meetings?  
**A:** Public hearings post 72 hrs ahead in the Agenda Center <https://www.midlandtexas.gov/AgendaCenter>. Comment forms: email **citysecretary@midlandtexas.gov** or phone **432-685-7430**.

**2.18 INTENT: transportation impact fees**

**Q:** Does Midland charge impact fees for new development?  
**A:** A roadway impact-fee study is underway; no fees as of 2025. For the latest timeline call Engineering Planning **432-685-7287**.

**Section:** Community Resources & Citizen Engagement – City of Midland

**3.1 INTENT: view community calendar or events**

**Q:** Where can I find events happening in Midland?  
**A:** Visit the City of Midland Community Calendar at <https://www.midlandtexas.gov/Calendar.aspx>. It lists public events, city meetings, recreation programs, and more.

**3.2 INTENT: attend city council meetings**

**Q:** When are City Council meetings and how can I attend?  
**A:** Regular meetings are held the second and fourth Tuesday at 10:00 AM in Council Chambers, 300 N Loraine Street. Watch livestreams and view agendas at <https://www.midlandtexas.gov/AgendaCenter>.

**3.3 INTENT: view public meeting agendas or recordings**

**Q:** Where can I see meeting agendas or past council videos?  
**A:** Go to the City’s Agenda Center for upcoming and archived agendas, minutes, and videos: <https://www.midlandtexas.gov/AgendaCenter>.

**3.4 INTENT: contact city council or mayor**

**Q:** How do I contact the Mayor or a City Council member?  
**A:** Find email and phone details at <https://www.midlandtexas.gov/138/Mayor-City-Council> or call the City Secretary’s Office at **432-685-7430**.

**3.5 INTENT: volunteer for the city**

**Q:** How can I volunteer for a city board or community program?  
**A:** Complete the online application at <https://www.midlandtexas.gov/FormCenter/City-Secretary-4/Board-and-Commission-Application-41> or call **432-685-7430** for current opportunities.

**3.6 INTENT: view library hours and services**

**Q:** What are the hours for the Midland County Public Libraries?  
**A:** Centennial Library: **432-742-7400** · Downtown Library: **432-688-4320**. Program details and hours: <https://www.co.midland.tx.us/166/Public-Libraries>.

**3.7 INTENT: connect with neighborhood associations**

**Q:** Are there neighborhood associations I can join?  
**A:** Yes. Contact the Strategic Communications Office at **432-685-7909** to get connected with local neighborhood or homeowner groups.

**3.8 INTENT: apply for special event permits (community)**

**Q:** I want to host a block party or community event. What do I need?  
**A:** Apply for a Special Event Permit online: <https://www.midlandtexas.gov/DocumentCenter/View/1506> or call Parks & Recreation at **432-685-7355** for assistance.

**3.9 INTENT: submit public comment or concern**

**Q:** How do I leave a public comment or share a concern?  
**A:** Email the Mayor, Council, or department heads via contacts at <https://www.midlandtexas.gov/138/Mayor-City-Council> or call **432-685-7200** and ask for the City Secretary’s Office.

**3.10 INTENT: connect with parks and rec programs**

**Q:** How do I sign up for rec programs or reserve a pavilion?  
**A:** Visit <https://www.midlandtexas.gov/177/Parks-Recreation> or call **432-685-7355** for sports leagues, rentals, and seasonal activities.

**3.11 INTENT: follow the city on social media**

**Q:** How can I follow Midland on social media for updates?  
**A:** Facebook: <https://www.facebook.com/CityofMidland> · Twitter (X): <https://www.twitter.com/CityofMidlandTX> · YouTube: <https://www.youtube.com/@CityofMidlandTexas>

**3.12 INTENT: participate in public surveys**

**Q:** How do I give feedback through city surveys?  
**A:** Surveys are announced on the city homepage or social media. Check <https://www.midlandtexas.gov> for banner links or follow the city’s Facebook and Twitter pages.

**3.13 INTENT: contact public information or communications**

**Q:** Who do I talk to for media requests or public outreach?  
**A:** Strategic Communications Office – Phone **432-685-7909**, email **communications@midlandtexas.gov**, web <https://www.midlandtexas.gov/237/Public-Information>.

**Voice-integration notes (ElevenLabs RAG):**  
Map keywords such as “community,” “events,” “volunteer,” “council,” “survey,” and “library.” When reading URLs aloud, use clear slugs (e.g., “midlandtexas dot gov slash calendar”). Offer call-to-action prompts like “Would you like me to text you the volunteer application link?”

**Section:** Financial Transparency & Budget Resources – City of Midland

**4.1 INTENT: view city budget**

**Q:** Where can I view the City of Midland’s annual budget?  
**A:** View and download budget documents at <https://www.midlandtexas.gov/167/Budget>. The page hosts proposed and adopted budgets with fiscal-year summaries.

**4.2 INTENT: download most recent budget**

**Q:** What is the most recent City of Midland budget available online?  
**A:** The adopted budget for **Fiscal Year 2024–2025** is here: <https://www.midlandtexas.gov/DocumentCenter/View/14501>. Older budgets are archived at <https://www.midlandtexas.gov/167/Budget>.

**4.3 INTENT: view financial reports or audits**

**Q:** Where can I see the City’s financial reports or audits?  
**A:** Comprehensive Annual Financial Reports (CAFR), audits, and revenue summaries are posted at <https://www.midlandtexas.gov/168/Financial-Reports>.

**4.4 INTENT: contact budget office**

**Q:** How do I contact someone about the City’s budget or financial planning?  
**A:** Call the Finance Department at **432-685-7212** or email **finance@midlandtexas.gov** (Mon–Fri, 8 AM – 5 PM).

**4.5 INTENT: see city spending or checkbook**

**Q:** Is there a way to see how the City of Midland spends public funds?  
**A:** Yes—visit the Financial Transparency portal: <https://www.midlandtexas.gov/170/Financial-Transparency> for checkbook data, expenditures, and vendor payments.

**4.6 INTENT: access capital improvement plans**

**Q:** Where can I see the City’s capital improvement projects?  
**A:** Capital project budgets and five-year plans are included in budget documents at <https://www.midlandtexas.gov/167/Budget>, or call Engineering Services at **432-685-7287**.

**4.7 INTENT: property tax rate information**

**Q:** What is the current property tax rate in Midland?  
**A:** Annual property-tax rates and histories appear during budget adoption. See current rates at <https://www.midlandtexas.gov/167/Budget> or contact the Tax Office at **432-688-4810**.

**4.8 INTENT: open government or transparency policy**

**Q:** Where can I learn more about Midland’s transparency policies?  
**A:** Midland holds the Texas Comptroller’s Transparency Star. Details: <https://www.midlandtexas.gov/170/Financial-Transparency> (open-records access and fiscal accountability).

**4.9 INTENT: view city salaries or payroll data**

**Q:** Where can I see information about city employee salaries?  
**A:** Payroll summaries are in the Financial Transparency portal: <https://www.midlandtexas.gov/170/Financial-Transparency>. For individual data, contact HR at **432-685-7251**.

**4.10 INTENT: how city budgets are created**

**Q:** How does the City of Midland create its annual budget?  
**A:** The process involves departmental requests, public hearings, and council adoption. Timeline and details at <https://www.midlandtexas.gov/167/Budget>.

**4.11 INTENT: submit a budget question or feedback**

**Q:** How can I ask a question or give input on the budget?  
**A:** Email **finance@midlandtexas.gov** or attend public budget hearings—dates posted each summer on the city homepage <https://www.midlandtexas.gov>.

**Voice-integration notes (ElevenLabs RAG):**  
Trigger keywords: “budget,” “finance,” “spending,” “tax,” “audit,” “report,” “checkbook.” Use fiscal-year context when speaking (“Fiscal Year twenty twenty-five”). For employee-compensation questions, route to HR or link to the transparency portal.

**Section:** Public Safety & Emergency Preparedness – City of Midland

**5.1 INTENT: contact police department**

**Q:** How do I contact the Midland Police Department?  
**A:** For non-emergencies, call **432-685-7108**. For emergencies, always dial **9-1-1**. More info: <https://www.midlandtexas.gov/194/Police>

**5.2 INTENT: contact fire department**

**Q:** What’s the number for the Midland Fire Department?  
**A:** Non-emergency calls: **432-685-7330**. Fire, rescue, or medical emergencies: **9-1-1**. Details: <https://www.midlandtexas.gov/193/Fire>

**5.3 INTENT: report a crime or suspicious activity**

**Q:** How do I report a crime that isn’t an emergency?  
**A:** Call **432-685-7108** (non-emergency line) or visit the station at **601 N Loraine Street, Midland, TX**.

**5.4 INTENT: file a police report**

**Q:** How do I file a police report in Midland?  
**A:** Reports must be filed in person at **601 N Loraine Street**. For questions, call **432-685-7108**.

**5.5 INTENT: register for emergency alerts**

**Q:** How do I sign up for weather and emergency alerts?  
**A:** Register for **Alert Midland** at <https://www.midlandtexas.gov/382/Emergency-Alerts>. Choose phone, text, or email notifications.

**5.6 INTENT: what is Alert Midland**

**Q:** What is Alert Midland and how does it work?  
**A:** Powered by Everbridge, Alert Midland sends real-time notices for weather, road closures, utility outages, and safety alerts. Manage settings at <https://www.midlandtexas.gov/382/Emergency-Alerts>.

**5.7 INTENT: contact animal control or report animal issue**

**Q:** Who do I call for stray animals, bites, or animal cruelty?  
**A:** Animal Services: **432-685-7420**. After-hours animal emergencies: **432-685-7110**. Info: <https://www.midlandtexas.gov/174/Animal-Services>

**5.8 INTENT: severe weather response info**

**Q:** What should I do during a severe weather emergency?  
**A:** Monitor alerts via Alert Midland, local radio, and NOAA weather radio. Readiness tips: <https://www.midlandtexas.gov/382/Emergency-Alerts>. Keep an emergency kit, have a shelter plan, and stay indoors until officials give the all-clear.

**5.9 INTENT: emergency contact after hours**

**Q:** Who do I call for a city issue after hours?  
**A:** Water or utility emergencies: **432-685-7340**. Public-safety emergencies: **9-1-1**.

**5.10 INTENT: evacuation or shelter-in-place information**

**Q:** How will I know if I need to evacuate or shelter in place?  
**A:** Alert Midland will send messages to your phone, text, or email. Register at <https://www.midlandtexas.gov/382/Emergency-Alerts> for real-time updates.

**5.11 INTENT: fire prevention tips or inspections**

**Q:** How do I schedule a fire inspection or get fire safety tips?  
**A:** Call the Midland Fire Marshal’s Office at **432-685-7330**. More resources: <https://www.midlandtexas.gov/193/Fire>

**5.12 INTENT: emergency preparedness resources**

**Q:** Where can I find emergency planning guides and preparedness info?  
**A:** Readiness resources, home-kit checklists, and shelter guides are at <https://www.midlandtexas.gov/382/Emergency-Alerts>.

**5.13 INTENT: volunteer for emergency response or CERT**

**Q:** Can I volunteer with emergency services or join CERT?  
**A:** Yes. Contact the Office of Emergency Management at **432-685-7330** to learn about CERT and other volunteer roles.

**5.14 INTENT: contact emergency management team**

**Q:** How do I contact the city’s Emergency Management team?  
**A:** Phone **432-685-7330** or email **emergency.management@midlandtexas.gov**. The office coordinates disaster preparedness, response, and recovery.

**Voice-integration notes (ElevenLabs RAG):**  
Trigger keywords: “emergency,” “alerts,” “police,” “fire,” “animal control,” “weather,” “after hours.” Use concise, actionable phrasing (e.g., “For emergencies, call nine-one-one. For utility issues, call four-three-two, six-eight-five, seven-three-four-zero.”). Elevate Alert Midland sign-up prompts during severe weather events.

**Section:** Employee Services & Internal Tools – City of Midland

**6.1 INTENT: employee resources portal**

**Q:** Where can I find employee information or HR documents?  
**A:** Visit the Employee Resources hub for policies, payroll info, training, and forms: <https://www.midlandtexas.gov/825/5887/Employee-Resources>

**6.2 INTENT: view employee benefits**

**Q:** Where can I find information on my benefits as a city employee?  
**A:** Benefit details (medical, dental, vision, retirement, wellness) are at <https://www.midlandtexas.gov/219/Employee-Benefits>.

**6.3 INTENT: download employee benefits guide**

**Q:** Where can I get the latest employee benefits handbook?  
**A:** Download the **2025 Employee Benefits Guide** at <https://www.midlandtexas.gov/DocumentCenter/View/9649/2025-Employee-Benefits-Guide>.

**6.4 INTENT: contact human resources**

**Q:** How do I contact the HR Department?  
**A:** Call **432-685-7251** or email **hr@midlandtexas.gov** (Mon – Fri, 8 AM – 5 PM). More info: <https://www.midlandtexas.gov/216/Human-Resources>

**6.5 INTENT: contact risk management**

**Q:** Who do I speak to about workplace injuries or workers’ comp?  
**A:** Risk Management: **432-685-7250** · Jamee Higgins: **432-685-7246**. Details: <https://www.midlandtexas.gov/222/Risk-Management>

**6.6 INTENT: view city organizational chart**

**Q:** Where can I find the City’s organizational chart?  
**A:** See department structure at <https://www.midlandtexas.gov/142/Administrative-Services>.

**6.7 INTENT: get employee health and wellness info**

**Q:** What programs are available for employee wellness?  
**A:** Wellness resources, fitness programs, and screenings: <https://www.midlandtexas.gov/218/Employee-Health-Wellness>.

**6.8 INTENT: view training and onboarding materials**

**Q:** Where can I access onboarding and training resources?  
**A:** Use the Employee Resources portal <https://www.midlandtexas.gov/825/5887/Employee-Resources>. For live trainings, contact HR or your supervisor.

**6.9 INTENT: login help for internal systems**

**Q:** I’m having trouble logging into my work account or time-keeping system.  
**A:** Call the City IT Help Desk at **432-685-7489** (office hours).

**6.10 INTENT: view employee handbook or city policies**

**Q:** Where can I find the City’s employee handbook or internal policies?  
**A:** Handbooks and policy documents are on the Employee Resources portal: <https://www.midlandtexas.gov/825/5887/Employee-Resources>. If you lack access, call **432-685-7251**.

**6.11 INTENT: apply for city jobs**

**Q:** How do I apply for a job with the City of Midland?  
**A:** Visit the Careers portal at <https://www.midlandtexas.gov/Jobs> to view listings, create a profile, and submit applications.

**6.12 INTENT: access pay stubs or W-2s**

**Q:** Where do I view my pay stubs or download my W-2?  
**A:** Use the payroll portal linked from Employee Resources <https://www.midlandtexas.gov/825/5887/Employee-Resources> or contact Payroll via Finance at **432-685-7212**.

**6.13 INTENT: request leave or FMLA**

**Q:** How do I request leave or FMLA?  
**A:** Submit requests through your department HR coordinator. Forms and details are at <https://www.midlandtexas.gov/219/Employee-Benefits>.

**6.14 INTENT: get help with workplace conflict or complaint**

**Q:** I need to file a workplace complaint. Who do I talk to?  
**A:** Contact Human Resources at **432-685-7251** for assistance with discrimination, harassment, or interpersonal conflicts.

**Voice-integration notes (ElevenLabs RAG):**  
Map HR-related keywords (“benefits,” “pay stub,” “leave,” “time off,” “injury,” “wellness”) to the Employee Resources portal. Speak URLs clearly (“midlandtexas dot gov slash employee dash resources”). Direct confidential or complex issues to HR by phone.

**Section:** Permitting, Licensing, and Inspections – City of Midland

**7.1 INTENT: apply for a building permit**

**Q:** How do I apply for a residential or commercial building permit in Midland?  
**A:** Apply through the Permit Center (forms online or in person). Portal: <https://www.midlandtexas.gov/177/Permits> · Phone **432-685-7390**.

**7.2 INTENT: check permit status**

**Q:** How can I check the status of my permit?  
**A:** Call **432-685-7390** or email **buildingpermits@midlandtexas.gov**. Some permits show status in the online portal.

**7.3 INTENT: schedule a building inspection**

**Q:** How do I schedule an inspection for my construction project?  
**A:** Call the Inspection Request Line **432-685-7475** before 7:30 AM for same-day service, or schedule through your permit coordinator.

**7.4 INTENT: contact planning and zoning**

**Q:** How do I reach Planning and Zoning?  
**A:** Phone **432-685-7400** · Web <https://www.midlandtexas.gov/171/Planning> (land use, plats, variances, rezoning).

**7.5 INTENT: apply for a special event permit**

**Q:** How do I get a permit to host a public event in Midland?  
**A:** Call Parks & Recreation **432-685-7355** or email **recreation@midlandtexas.gov**. Application: <https://www.midlandtexas.gov/DocumentCenter/View/1506>.

**7.6 INTENT: apply for food truck or health permit**

**Q:** What do I need to operate a food truck in Midland?  
**A:** Apply for a food-establishment permit and health inspection. Health Department **432-681-7613** · Info: <https://www.midlandtexas.gov/156/Health>.

**7.7 INTENT: apply for alcohol permit**

**Q:** How do I apply for a TABC permit or alcohol license in Midland?  
**A:** First obtain a zoning-clearance letter from Planning (**432-685-7400**). Then apply with TABC: <https://www.tabc.texas.gov>.

**7.8 INTENT: submit plans for review**

**Q:** How do I submit construction or development plans?  
**A:** Deliver plan sets to 300 N Loraine St. or email your permit technician. Questions: **432-685-7390**.

**7.9 INTENT: get contractor registration info**

**Q:** Do I need to register as a contractor with the city?  
**A:** Yes—submit the form <https://www.midlandtexas.gov/DocumentCenter/View/1511> in person or email **permits@midlandtexas.gov**.

**7.10 INTENT: apply for certificate of occupancy**

**Q:** How do I get a Certificate of Occupancy (CO)?  
**A:** After final inspections, request your CO from the Permit Center. Phone **432-685-7390** or email **buildingpermits@midlandtexas.gov**.

**7.11 INTENT: apply for sign permit**

**Q:** Do I need a permit to put up a sign on my property or business?  
**A:** Yes—Planning and Building review all sign permits. Call **432-685-7390** or use the application <https://www.midlandtexas.gov/DocumentCenter/View/1513>.

**7.12 INTENT: file a permit complaint or violation**

**Q:** How do I report an unpermitted structure or code violation?  
**A:** Call Code Enforcement **432-685-6005** or file online via SeeClickFix <https://www.midlandtexas.gov/seeclickfix>.

**7.13 INTENT: get permit office hours and address**

**Q:** When is the Permit Office open?  
**A:** Monday–Friday, 8 AM–5 PM at **300 N Loraine Street, Midland, TX 79701** · Phone **432-685-7390**.

**7.14 INTENT: apply for home-based business permit**

**Q:** What permit do I need to run a business from home?  
**A:** Apply for a Home Occupation Permit through Planning. Call **432-685-7400** or visit <https://www.midlandtexas.gov/171/Planning>.

**Voice-integration notes (ElevenLabs RAG):**  
Match keywords (“apply,” “inspection,” “building,” “license,” “event,” “food truck,” “zoning”). Read phone numbers clearly—e.g., “Call four-three-two, six-eight-five, seven-three-nine-zero.” Use concise slugs when speaking URLs (“midlandtexas dot gov slash permits”).

**Section:** Customer Service Tools & Reporting Systems – City of Midland

**8.1 INTENT: report a problem or complaint**

**Q:** How do I report a problem like a pothole, code violation, or street-light outage?  
**A:** Use **SeeClickFix**, the City’s official issue-reporting system. Upload photos, pick an issue type, and get real-time updates: <https://www.midlandtexas.gov/seeclickfix>. For urgent public-safety issues call **9-1-1** or reach Public Works at **432-685-7287**.

**8.2 INTENT: use Ask Jacky AI assistant**

**Q:** What is Ask Jacky and how do I use it?  
**A:** **Ask Jacky** is Midland’s 24 / 7 AI assistant for permits, water bills, trash pickup, and more. Launch it at <https://www.midlandtexas.gov/askjacky>.

**8.3 INTENT: sign up for alerts**

**Q:** How do I get alerts for emergencies or city announcements?  
**A:** Register for **Alert Midland** (Everbridge) at <https://www.midlandtexas.gov/382/Emergency-Alerts>. Choose text, call, or email for weather, outages, street closures, and other notices.

**8.4 INTENT: track my issue report**

**Q:** I submitted a problem through SeeClickFix. How do I track it?  
**A:** Log in at <https://www.midlandtexas.gov/seeclickfix> and click **My Requests** to view status, updates, and comments.

**8.5 INTENT: report anonymously**

**Q:** Can I report a problem anonymously?  
**A:** Yes—select **Submit anonymously** when filing in SeeClickFix.

**8.6 INTENT: use chat or text to contact city**

**Q:** Can I text or chat with the city instead of calling?  
**A:** Yes. Start at <https://www.midlandtexas.gov/askjacky> and choose chat or SMS when prompted (RingCentral + Ask Jacky).

**8.7 INTENT: get city updates on social media**

**Q:** Where can I find city updates and news?  
**A:** Follow:  
• Facebook – <https://www.facebook.com/CityofMidland>  
• Twitter (X) – <https://www.twitter.com/CityofMidlandTX>  
• YouTube – <https://www.youtube.com/@CityofMidlandTexas>

**8.8 INTENT: submit feedback or praise**

**Q:** I want to leave feedback or compliment a city employee. How do I do that?  
**A:** Use the online **Contact Us / Feedback** form: <https://www.midlandtexas.gov/FormCenter> or call City Hall main line **432-685-7200** (ask for the Public Information Office).

**8.9 INTENT: contact customer service directly**

**Q:** Can I speak to someone in Customer Service?  
**A:** Yes. Utility Billing, trash pickup, or service complaints: **432-685-7320**. General issues: **432-685-7200**. Office hours Mon–Fri, 8 AM–5 PM.

**8.10 INTENT: view performance metrics or call stats**

**Q:** Is the City tracking call response times or customer-service data?  
**A:** Yes—RingCentral analytics monitor call volumes, wait times, and resolution rates to improve transparency and training.

**8.11 INTENT: receive alerts for street closures or construction**

**Q:** How do I get notified about traffic, roadwork, or street closures?  
**A:** Subscribe to Alert Midland (<https://www.midlandtexas.gov/382/Emergency-Alerts>) or follow the City’s Facebook and Twitter channels for live updates.

**8.12 INTENT: set notification preferences**

**Q:** Can I choose which alerts I receive from the City?  
**A:** Yes—during registration at <https://www.midlandtexas.gov/382/Emergency-Alerts> opt in to categories like severe weather, road closures, utility outages, or council meeting alerts.

**Voice-integration notes (ElevenLabs RAG):**  
Enable multi-intent matching for keywords such as “report,” “alert,” “assistant,” “complaint,” and “emergency.” Speak phone numbers digit-by-digit (“four-three-two, six-eight-five, seven-two-zero-zero”). Provide short, memorable URL slugs (“midlandtexas dot gov slash see-click-fix”). Prioritize this KB when users mention potholes, outages, or “how do I report…”.

**Section:** Utility Services & Billing – City of Midland

**9.1 INTENT: start new utility service**

**Q:** How do I start water, sewer, or garbage service in Midland?  
**A:** Complete the **Residential Water Application** online: <https://www.midlandtexas.gov/FormCenter/Customer-Service-10/Residential-Water-Application-62>. For commercial accounts or in-person help, visit **300 N Loraine Street** or Center Pointe Building 2nd floor, 1030 Andrews Highway Suite 220  
Midland, TX 79701 or call **432-685-7320** (Utility Billing).

**9.2 INTENT: pay water bill**

**Q:** How can I pay my water bill?  
**A:** Pay online at <https://www.midlandtexas.gov/462/My-Water-Bill>. Other options:  
• Mail: **P.O. Box 1152, Midland TX 79702**  
• Drop box: City Hall (24 h)  
• In person: Utility Billing lobby.  
Accepted methods: credit/debit card, check, cash, or ACH/auto-draft.

**9.3 INTENT: view water usage**

**Q:** How do I view my water usage or check for leaks?  
**A:** Log into your utility portal at <https://www.midlandtexas.gov/462/My-Water-Bill> to see monthly-use graphs, billing history, and high-usage alerts.

**9.4 INTENT: payment plan request**

**Q:** What if I can’t afford my water bill?  
**A:** Request a payment arrangement online: <https://www.midlandtexas.gov/1094/Request-for-Payment-Plan> or call **432-685-7320** to speak with Customer Service.

**9.5 INTENT: view water rates**

**Q:** What are the current water and sewer rates in Midland?  
**A:** View the full rate chart at <https://www.midlandtexas.gov/505/Current-Water-and-Sewer-Rates>.

**9.6 INTENT: stop or transfer service**

**Q:** How do I stop or transfer water service when I move?  
**A:** Contact Utility Billing before your move: **432-685-7320** or visit the Customer Service Center (300 N Loraine Street) to schedule shut-off or transfer.

**9.7 INTENT: after-hours emergency**

**Q:** Who do I call for a water emergency after hours?  
**A:** For leaks, outages, or sewer backups after business hours, dial **432-685-7340**.

**9.8 INTENT: portal help**

**Q:** How do I use the online utility portal?  
**A:** Step-by-step videos and guides are at <https://www.midlandtexas.gov/928/New-Utility-Billing-System>.

**9.9 INTENT: speak to someone**

**Q:** Can I talk to someone at Utility Billing?  
**A:** Yes—Customer Service is available Mon–Fri, 8 AM–5 PM at **432-685-7320**.

**Voice-integration notes (ElevenLabs RAG):**  
Match keywords like “bill,” “start service,” “payment plan,” “usage,” and “leak.” Read phone numbers clearly (“four-three-two, six-eight-five, seven-three-two-zero”). Use concise URL slugs when speaking (“midlandtexas dot gov slash my-water-bill”).