**City of Midland Knowledge Base (RAG‑Optimised)**

*Last updated: 25 Apr 2025*

**How to read this file**

Each entry is a self‑contained chunk ≤ 1 000 characters and follows the pattern:

### INTENT: <slug>

Q: <user wording>

A: <spoken answer …>

Phone numbers are written digit‑by‑digit for TTS clarity and most URLs use the “dot / slash” convention.

**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?”

**SECTION 1 — Emergency Protocols & Public‑Safety Procedures**

**INTENT: emergency\_gas\_leak**

Q: I smell gas. What should I do?

A: Leave the area immediately. Do **not** use lights, phones, engines, or anything that could spark. Call **nine‑one‑one** from a safe spot, then Atmos Energy’s twenty‑four‑hour line **eight‑six‑six, three‑two‑two, eight‑six‑six‑seven**. More tips: atmosenergy dot com slash safety slash natural‑gas‑leak. Anything else I can help you with while you’re here?

**INTENT: emergency\_carbon\_monoxide**

Q: My CO detector is beeping—what now?

A: Go outside or open windows at once. Call **nine‑one‑one** and say you suspect carbon‑monoxide exposure. Stay out until fire crews test the air. Learn CO basics: c‑d‑c dot gov slash c‑o. Anything else I can help you with while you’re here?

**INTENT: emergency\_downed\_power\_line**

Q: I see a downed power line. What should I do?

A: Stay at least thirty‑five feet—about ten meters—away. Dial **nine‑one‑one** first, then Oncor **eight‑eight‑eight, three‑one‑three, four‑seven‑four‑seven**. Keep pets and by‑standers clear; treat every wire as live. Anything else I can help you with while you’re here?

**INTENT: emergency\_boil\_water**

Q: What should I do during a boil‑water notice?

A: Bring tap water to a rolling boil for at least two minutes before drinking, making ice, brushing teeth, or preparing baby formula. Dishwashers are fine on the “sanitize” cycle. Updates: midlandtexas dot gov slash three‑eight‑two slash emergency‑alerts. Anything else I can help you with while you’re here?

**INTENT: emergency\_tornado\_shelter**

Q: Where should I go during a tornado?

A: Move to the lowest floor, in an interior room without windows—bathroom, closet, or hallway. If in a vehicle or mobile home, relocate to a sturdy building. Monitor Alert Midland, NOAA weather radio, or local TV. Sign‑up link: midlandtexas dot gov slash three‑eight‑two slash emergency‑alerts. Anything else I can help you with while you’re here?

**INTENT: emergency\_flash\_flood**

Q: Roads are flooding—what’s the rule?

A: **Turn Around, Don’t Drown.** Just six inches of moving water can sweep a car. Avoid low‑water crossings and obey barricades. Report flooded streets with SeeClickFix. Anything else I can help you with while you’re here?

**INTENT: emergency\_extreme\_heat**

Q: How can I stay safe during a heat wave?

A: Limit outdoor work between eleven A‑M and seven P‑M, drink water every twenty minutes, and check on elderly neighbors. Cooling‑center info: call **four‑three‑two, six‑eight‑five, seven‑three‑three‑zero** or see the city’s social feeds. Anything else I can help you with while you’re here?

**INTENT: emergency\_evacuation\_guidance**

Q: How will I know if I must evacuate?

A: Orders are broadcast via Alert Midland, city social channels, and the Emergency Alert System on radio. Routes and zone maps: midlandtexas dot gov slash three‑eight‑two slash emergency‑alerts. Keep at least a half‑tank of fuel and your go‑kit ready. Anything else I can help you with while you’re here?

**INTENT: emergency\_water\_issue\_street**

Q: There’s water flooding the street—what do I do?

A: For after‑hours water emergencies call **four‑three‑two, six‑eight‑five, seven‑three‑four‑zero**. During business hours contact Utility Billing at **four‑three‑two, six‑eight‑five, seven‑three‑two‑zero**. If life‑threatening, dial **nine‑one‑one**. Anything else I can help you with while you’re here?

**INTENT: emergency\_wildfire\_smoke**

Q: The sky is smoky—should I stay inside?

A: If the Air Quality Index is above one‑five‑zero, stay indoors, close windows, and run your A‑C on recirculate. N‑ninety‑five masks help outdoors. Check live A‑Q‑I at airnow dot gov. Anything else I can help you with while you’re here?

**INTENT: emergency\_hazardous\_spill**

Q: Strange chemical smell—who do I call?

A: Evacuate the area and call **nine‑one‑one**. Provide location, color, odor, and any symptoms. Do **not** attempt cleanup; the fire department haz‑mat team will respond. Anything else I can help you with while you’re here?

**INTENT: emergency\_shelter\_locations**

Q: Where can I go if displaced?

A: Temporary shelters are announced via Alert Midland and local radio. Typical sites include Midland College Chaparral Center, the M‑L‑K Center, and select churches. Confirm locations at **four‑three‑two, six‑eight‑five, seven‑three‑three‑zero**. Anything else I can help you with while you’re here?

**INTENT: emergency\_72hr\_kit**

Q: What belongs in a seventy‑two‑hour kit?

A: Per person: one gallon of water per day for three days; shelf‑stable food—about two‑thousand calories per day; meds list and seven‑day supply; battery or hand‑crank radio; flashlight and spare batteries; phone charger and power‑bank; N‑ninety‑five masks, moist towelettes, and trash bags; cash in small bills and local maps. Full guide: ready dot gov slash kit. Anything else I can help you with while you’re here?

**INTENT: emergency\_active\_shooter**

Q: What if there’s an active shooter?

A: **Run** if safe, **hide** and silence devices if not, and **fight** only as a last resort. When police arrive, keep hands visible and follow commands. More tips: ready dot gov slash active‑shooter. Anything else I can help you with while you’re here?

**INTENT: emergency\_management\_contact**

Q: Who coordinates disaster response in Midland?

A: The Emergency Management Office. Phone **four‑three‑two, six‑eight‑five, seven‑three‑three‑zero** or email emergency dot management at midlandtexas dot gov. They handle planning, drills, and shelter activations. Anything else I can help you with while you’re here?

**SECTION 2 — Infrastructure & Development Projects**

**INTENT: infra\_view\_cip**

Q: Where can I see current and planned infrastructure projects in Midland?

A: Capital Improvement Plans and interactive maps are posted with each yearly budget. Visit midlandtexas dot gov slash one‑six‑seven slash budget and open the “C‑I‑P Map” link, or call Engineering Services **four‑three‑two, six‑eight‑five, seven‑two‑eight‑seven** for a guided walk‑through.

**INTENT: infra\_cip\_dashboard**

Q: Is there a live map that shows project status or detours?

A: Yes. Open the “C‑I‑P Dashboard” on the budget page, then filter by year, ward, or asset type. Green means funded or in design, yellow means under construction, red means delayed. Say “Text me that map” and I can SMS the link.

**INTENT: infra\_report\_issue**

Q: How do I report a pothole, broken sidewalk, or drainage issue?

A: Snap a photo and file via SeeClickFix at midlandtexas dot gov slash see‑click‑fix. For urgent hazards call Public Works dispatch **four‑three‑two, six‑eight‑five, seven‑two‑eight‑seven**; the twenty‑four‑hour auto‑attendant pages on‑call crews.

**INTENT: infra\_construction\_hotline**

Q: A crew is blocking my driveway—who do I call right now?

A: Dial the construction hot‑line **four‑three‑two, six‑eight‑five, seven‑nine‑one‑two**. Provide street, nearest cross‑street, and company name on signage; the traffic inspector will radio the site supervisor.

**INTENT: infra\_road\_closures**

Q: How can I stay informed about road construction or detours?

A: Sign up for Alert Midland at midlandtexas dot gov slash three‑eight‑two slash emergency‑alerts, follow at City‑of‑Midland‑T‑X on social media, and check the weekly Traffic Bulletin every Friday by three P‑M. I can subscribe you if you’d like.

**INTENT: infra\_ada\_ramp\_request**

Q: My neighborhood needs A‑D‑A ramps—what’s the process?

A: Call Engineering **four‑three‑two, six‑eight‑five, seven‑two‑eight‑seven** or email engineering at midlandtexas dot gov with the corner location. Requests are ranked each spring via the A‑D‑A Transition Plan; you’ll receive a tracking number within two weeks.

**INTENT: infra\_contact\_engineering**

Q: How do I contact the Engineering Services Department?

A: Phone **four‑three‑two, six‑eight‑five, seven‑two‑eight‑seven** or email engineering at midlandtexas dot gov. The front desk connects you to Roads, Drainage, Subdivision Platting, Utility Easements, or right‑of‑way permitting.

**INTENT: infra\_permits\_division**

Q: Who handles water taps or street‑cut permits?

A: The Engineering Permits Division at **four‑three‑two, six‑eight‑five, seven‑four‑one‑five** issues water and sewer taps, street cuts, and encroachment licenses. For same‑day status, press two for the permit‑tech queue.

**INTENT: infra\_utility\_locate**

Q: Do I need a city locate in addition to eight‑one‑one?

A: Always call **eight‑one‑one** first. For city‑owned water or fiber, also email utilitylocates at midlandtexas dot gov or phone **four‑three‑two, six‑eight‑five, seven‑two‑six‑nine** at least forty‑eight hours before digging.

**INTENT: infra\_street\_maintenance\_schedule**

Q: Where can I find the street‑maintenance calendar?

A: Public Works posts an annual map each April at midlandtexas dot gov slash two‑zero‑zero slash public‑works. You can also call **four‑three‑two, six‑eight‑five, seven‑two‑eight‑seven** to request the latest P‑D‑F.

**INTENT: infra\_signal\_improvements**

Q: Are there plans to retime signals at major intersections?

A: Yes. Traffic Engineering retimes signals every two years and installs flashing‑yellow left turns where feasible. Report issues at **four‑three‑two, six‑eight‑five, seven‑nine‑one‑two** or email traffic at midlandtexas dot gov.

**INTENT: infra\_traffic\_calming**

Q: Speeding is bad on my street—can we get speed bumps?

A: Call Traffic Engineering **four‑three‑two, six‑eight‑five, seven‑nine‑one‑two** and request the Neighborhood Traffic Management Program packet. Process: petition, speed study, council approval.

**INTENT: infra\_new\_subdivision\_utilities**

Q: Who coordinates utilities for a new subdivision?

A: Start with Engineering Services **four‑three‑two, six‑eight‑five, seven‑two‑eight‑seven**; they’ll schedule a joint pre‑development meeting with Water, Wastewater, and electric providers.

**INTENT: infra\_redevelopment**

Q: Is the City revitalizing downtown or the west side?

A: Yes. T‑I‑R‑Z funds streetscape, lighting, and broadband upgrades. Contact the City Manager’s Office **four‑three‑two, six‑eight‑five, seven‑two‑zero‑zero** or view dashboards at midlandtexas dot gov slash two‑zero‑one slash city‑manager.

**INTENT: infra\_bid\_opportunities**

Q: How do I bid on street or utility projects?

A: Register in Bonfire e‑Procurement at midlandtexas dot bonfirehub dot com. Once approved, you’ll receive bid notifications. Purchasing help‑desk **four‑three‑two, six‑eight‑five, seven‑two‑three‑four**.

**INTENT: infra\_future\_investments**

Q: What long‑term investments are planned for roads and utilities?

A: Check the five‑year C‑I‑P tables in the adopted budget at midlandtexas dot gov slash one‑six‑seven slash budget. Highlights include Loop two‑five‑zero interchanges and Water Reuse Phase Two. For deep dives call Capital Improvement Planning **four‑three‑two, six‑eight‑five, seven‑two‑eight‑seven**.

**INTENT: infra\_public\_input**

Q: How can I give feedback or attend meetings?

A: Public hearings post seventy‑two hours ahead in the Agenda Center at midlandtexas dot gov slash agenda‑center. Submit written comments to citysecretary at midlandtexas dot gov or call **four‑three‑two, six‑eight‑five, seven‑four‑three‑zero**.

**INTENT: infra\_impact\_fees**

Q: Does Midland charge impact fees for new development?

A: A roadway impact‑fee study is under way; no fees are charged as of twenty‑twenty‑five. For the latest timeline call Engineering Planning **four‑three‑two, six‑eight‑five, seven‑two‑eight‑seven**.

**SECTION 3 — Community Resources & Citizen Engagement**

**INTENT: community\_events\_calendar**

Q: Where can I find events happening in Midland?

A: Visit the Community Calendar at midlandtexas dot gov slash calendar. It lists public events, city meetings, recreation programs, and more.

**INTENT: community\_council\_meetings**

Q: When are City Council meetings and how can I attend?

A: Regular meetings are held the second and fourth Tuesday at ten A‑M in Council Chambers, three‑hundred N Loraine Street. Livestream and agendas: midlandtexas dot gov slash agenda‑center.

**INTENT: community\_agendas\_recordings**

Q: Where can I see meeting agendas or past council videos?

A: All agendas, minutes, and videos are archived in the Agenda Center at midlandtexas dot gov slash agenda‑center.

**INTENT: community\_contact\_mayor\_council**

Q: How do I contact the Mayor or a City Council member?

A: Find email and phone details at midlandtexas dot gov slash one‑three‑eight slash mayor‑city‑council, or call the City Secretary’s Office **four‑three‑two, six‑eight‑five, seven‑four‑three‑zero**.

**INTENT: community\_volunteer**

Q: How can I volunteer for a city board or community program?

A: Complete the online application at midlandtexas dot gov slash form‑center slash city‑secretary dash four slash board‑and‑commission‑application dash four‑one, or call **four‑three‑two, six‑eight‑five, seven‑four‑three‑zero**.

**INTENT: community\_library\_hours**

Q: What are the hours for the Midland County Public Libraries?

A: Centennial Library: **four‑three‑two, seven‑four‑two, seven‑four‑zero‑zero**. Downtown Library: **four‑three‑two, six‑eight‑eight, four‑three‑two‑zero**. Details: c‑o dot midland dot t‑x dot us slash one‑six‑six slash public‑libraries.

**INTENT: community\_neighborhood\_associations**

Q: Are there neighborhood associations I can join?

A: Yes. Call the Strategic Communications Office at **four‑three‑two, six‑eight‑five, seven‑nine‑zero‑nine** and they’ll match you with local homeowner or neighborhood groups.

**INTENT: community\_event\_permits**

Q: I want to host a block party or community event. What do I need?

A: Apply for a Special Event Permit at midlandtexas dot gov slash document‑center slash view slash one‑five‑zero‑six, or call Parks and Recreation **four‑three‑two, six‑eight‑five, seven‑three‑five‑five**.

**INTENT: community\_public\_comment**

Q: How do I leave a public comment or share a concern?

A: Email the Mayor, Council, or department heads via the contacts page or call **four‑three‑two, six‑eight‑five, seven‑two‑zero‑zero** and ask for the City Secretary.

**INTENT: community\_parks\_programs**

Q: How do I sign up for recreation programs or reserve a pavilion?

A: Visit midlandtexas dot gov slash one‑seven‑seven slash parks‑recreation or call **four‑three‑two, six‑eight‑five, seven‑three‑five‑five**.

**INTENT: community\_social\_media**

Q: How can I follow Midland on social media for updates?

A: Facebook: facebook dot com slash CityofMidland. Twitter: twitter dot com slash CityofMidlandT‑X. YouTube: youtube dot com slash at CityofMidlandTexas.

**INTENT: community\_public\_surveys**

Q: How do I give feedback through city surveys?

A: Surveys appear on the city homepage midlandtexas dot gov or on Facebook and Twitter. Watch for banner links titled “Survey” or “We want your input.”

**INTENT: community\_pio\_contact**

Q: Who do I talk to for media requests or public outreach?

A: Strategic Communications Office. Phone **four‑three‑two, six‑eight‑five, seven‑nine‑zero‑nine**; email communications at midlandtexas dot gov; web midlandtexas dot gov slash two‑three‑seven slash public‑information.

**SECTION 4 — Financial Transparency & Budget Resources**

**INTENT: finance\_view\_budget**

Q: Where can I view the City of Midland’s annual budget?

A: Downloadable budgets are at midlandtexas dot gov slash one‑six‑seven slash budget.

**INTENT: finance\_download\_latest\_budget**

Q: What is the most recent City of Midland budget available online?

A: The adopted budget for Fiscal Year twenty‑twenty‑four dash twenty‑twenty‑five is at midlandtexas dot gov slash document‑center slash view slash one‑four‑five‑zero‑one.

**INTENT: finance\_audits\_reports**

Q: Where can I see the City’s financial reports or audits?

A: Comprehensive Annual Financial Reports and audits are posted at midlandtexas dot gov slash one‑six‑eight slash financial‑reports.

**INTENT: finance\_contact\_budget\_office**

Q: How do I contact someone about the City’s budget or financial planning?

A: Call Finance **four‑three‑two, six‑eight‑five, seven‑two‑one‑two** or email finance at midlandtexas dot gov, Monday through Friday, eight A‑M to five P‑M.

**INTENT: finance\_spending\_checkbook**

Q: Is there a way to see how the City of Midland spends public funds?

A: Yes. Visit the Financial Transparency portal at midlandtexas dot gov slash one‑seven‑zero slash financial‑transparency for checkbook data, vendor payments, and expenditures.

**INTENT: finance\_cip\_access**

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 midlandtexas dot gov slash one‑six‑seven slash budget, or call Engineering Services **four‑three‑two, six‑eight‑five, seven‑two‑eight‑seven**.

**INTENT: finance\_property\_tax\_rate**

Q: What is the current property tax rate in Midland?

A: Annual tax rates are posted each budget cycle at midlandtexas dot gov slash one‑six‑seven slash budget or call the Tax Office **four‑three‑two, six‑eight‑eight, four‑eight‑one‑zero**.

**INTENT: finance\_transparency\_policies**

Q: Where can I learn more about Midland’s transparency policies?

A: Midland has the Texas Comptroller’s Transparency Star. Details at midlandtexas dot gov slash one‑seven‑zero slash financial‑transparency.

**INTENT: finance\_city\_salaries**

Q: Where can I see information about city employee salaries?

A: Payroll summaries appear in the Transparency portal. For individual data call H‑R at **four‑three‑two, six‑eight‑five, seven‑two‑five‑one**.

**INTENT: finance\_budget\_process**

Q: How does the City of Midland create its annual budget?

A: Department requests, public hearings, and council adoption occur May through September. Timeline and flowchart at midlandtexas dot gov slash one‑six‑seven slash budget.

**INTENT: finance\_submit\_feedback**

Q: How can I ask a question or give input on the budget?

A: Email finance at midlandtexas dot gov or attend public budget hearings; dates post every summer on the city homepage midlandtexas dot gov.

**SECTION 5 — Public Safety & Emergency Preparedness**

**INTENT: safety\_contact\_police**

Q: How do I contact the Midland Police Department?

A: Non‑emergencies: **four‑three‑two, six‑eight‑five, seven‑one‑zero‑eight**. Emergencies: dial **nine‑one‑one**. Info page: midlandtexas dot gov slash one‑nine‑four slash police.

**INTENT: safety\_contact\_fire**

Q: What’s the number for the Midland Fire Department?

A: Non‑emergencies: **four‑three‑two, six‑eight‑five, seven‑three‑three‑zero**. Fire, rescue, medical emergencies: **nine‑one‑one**. Details: midlandtexas dot gov slash one‑nine‑three slash fire.

**INTENT: safety\_report\_crime**

Q: How do I report a crime that isn’t an emergency?

A: Call **four‑three‑two, six‑eight‑five, seven‑one‑zero‑eight** or visit the station at six‑zero‑one N Loraine Street, Midland, T‑X.

**INTENT: safety\_file\_police\_report**

Q: How do I file a police report in Midland?

A: Reports must be filed in person at six‑zero‑one N Loraine Street. For questions call **four‑three‑two, six‑eight‑five, seven‑one‑zero‑eight**.

**INTENT: safety\_register\_alerts**

Q: How do I sign up for weather and emergency alerts?

A: Register for Alert Midland at midlandtexas dot gov slash three‑eight‑two slash emergency‑alerts and choose phone, text, or email notifications.

**INTENT: safety\_alert\_midland\_info**

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 the same link.

**INTENT: safety\_animal\_control**

Q: Who do I call for stray animals, bites, or animal cruelty?

A: Animal Services: **four‑three‑two, six‑eight‑five, seven‑four‑two‑zero**. After‑hours animal emergencies: **four‑three‑two, six‑eight‑five, seven‑one‑one‑zero**.

**INTENT: safety\_severe\_weather\_response**

Q: What should I do during a severe weather emergency?

A: Monitor alerts via Alert Midland, local radio, and NOAA weather radio. Keep an emergency kit, know your shelter plan, and remain indoors until officials give the all‑clear. Readiness tips: midlandtexas dot gov slash three‑eight‑two slash emergency‑alerts.

**INTENT: safety\_after\_hours\_city\_issue**

Q: Who do I call for a city issue after hours?

A: Water or utility emergencies: **four‑three‑two, six‑eight‑five, seven‑three‑four‑zero**. For public‑safety emergencies dial **nine‑one‑one**.

**INTENT: safety\_evac\_shelter\_in\_place**

Q: How will I know if I need to evacuate or shelter in place?

A: Alert Midland will send push, text, and email messages. Register at midlandtexas dot gov slash three‑eight‑two slash emergency‑alerts.

**INTENT: safety\_fire\_inspection**

Q: How do I schedule a fire inspection or get fire safety tips?

A: Call the Fire Marshal’s Office **four‑three‑two, six‑eight‑five, seven‑three‑three‑zero**.

**INTENT: safety\_prep\_resources**

Q: Where can I find emergency planning guides and preparedness info?

A: Readiness resources and shelter guides are at midlandtexas dot gov slash three‑eight‑two slash emergency‑alerts.

**INTENT: safety\_volunteer\_cert**

Q: Can I volunteer with emergency services or join C‑E‑R‑T?

A: Yes. Contact the Office of Emergency Management **four‑three‑two, six‑eight‑five, seven‑three‑three‑zero**.

**INTENT: safety\_em\_contact\_team**

Q: How do I contact the city’s Emergency Management team?

A: Phone **four‑three‑two, six‑eight‑five, seven‑three‑three‑zero** or email emergency dot management at midlandtexas dot gov.

**SECTION 6 — Employee Services & Internal Tools**

**INTENT: employee\_resources\_portal**

Q: Where can I find employee information or H‑R documents?

A: Visit the Employee Resources hub: midlandtexas dot gov slash eight‑two‑five slash five‑eight‑eight‑seven slash employee‑resources.

**INTENT: employee\_benefits\_info**

Q: Where can I find information on my benefits as a city employee?

A: Benefit details on medical, dental, vision, retirement, and wellness are at midlandtexas dot gov slash two‑one‑nine slash employee‑benefits.

**INTENT: employee\_benefits\_guide**

Q: Where can I get the latest employee benefits handbook?

A: Download the twenty‑twenty‑five guide at midlandtexas dot gov slash document‑center slash view slash nine‑six‑four‑nine.

**INTENT: employee\_contact\_hr**

Q: How do I contact the H‑R Department?

A: Call **four‑three‑two, six‑eight‑five, seven‑two‑five‑one** or email h‑r at midlandtexas dot gov.

**INTENT: employee\_risk\_management**

Q: Who do I speak to about workplace injuries or workers’ comp?

A: Risk Management **four‑three‑two, six‑eight‑five, seven‑two‑five‑zero** or Jamee Higgins **four‑three‑two, six‑eight‑five, seven‑two‑four‑six**.

**INTENT: employee\_org\_chart**

Q: Where can I find the City’s organizational chart?

A: View it at midlandtexas dot gov slash one‑four‑two slash administrative‑services.

**INTENT: employee\_wellness**

Q: What programs are available for employee wellness?

A: Wellness resources and screenings are at midlandtexas dot gov slash two‑one‑eight slash employee‑health‑wellness.

**INTENT: employee\_training\_onboarding**

Q: Where can I access onboarding and training resources?

A: Use the Employee Resources portal. For live trainings contact H‑R or your supervisor.

**INTENT: employee\_it\_help**

Q: I’m having trouble logging into my work account or time‑keeping system.

A: Call the City I‑T Help Desk **four‑three‑two, six‑eight‑five, seven‑four‑eight‑nine**, Monday through Friday eight A‑M to five P‑M.

**INTENT: employee\_handbook\_policies**

Q: Where can I find the City’s employee handbook or internal policies?

A: All handbooks and policy documents are on the Employee Resources portal. If you lack access, call H‑R **four‑three‑two, six‑eight‑five, seven‑two‑five‑one**.

**INTENT: employee\_apply\_jobs**

Q: How do I apply for a job with the City of Midland?

A: Visit the Careers portal at midlandtexas dot gov slash jobs to view openings and submit applications.

**INTENT: employee\_paystubs**

Q: Where do I view my pay stubs or download my W‑two?

A: Use the payroll portal linked from Employee Resources or contact Payroll at Finance **four‑three‑two, six‑eight‑five, seven‑two‑one‑two**.

**INTENT: employee\_request\_leave**

Q: How do I request leave or F‑M‑L‑A?

A: Submit through your department H‑R coordinator; forms are on the benefits page.

**INTENT: employee\_workplace\_complaint**

Q: I need to file a workplace complaint. Who do I talk to?

A: Contact Human Resources **four‑three‑two, six‑eight‑five, seven‑two‑five‑one**.

**SECTION 7 — Permitting, Licensing & Inspections**

**INTENT: permits\_apply\_building**

Q: How do I apply for a residential or commercial building permit in Midland?

A: Apply through the Permit Center. Portal: midlandtexas dot gov slash one‑seven‑seven slash permits. Phone **four‑three‑two, six‑eight‑five, seven‑three‑nine‑zero**.

**INTENT: permits\_check\_status**

Q: How can I check the status of my permit?

A: Call **four‑three‑two, six‑eight‑five, seven‑three‑nine‑zero** or email buildingpermits at midlandtexas dot gov.

**INTENT: permits\_schedule\_inspection**

Q: How do I schedule an inspection for my project?

A: Call the Inspection Request Line **four‑three‑two, six‑eight‑five, seven‑four‑seven‑five** before seven‑thirty A‑M for same‑day service.

**INTENT: permits\_planning\_zoning\_contact**

Q: How do I reach Planning and Zoning?

A: Phone **four‑three‑two, six‑eight‑five, seven‑four‑zero‑zero** or web midlandtexas dot gov slash one‑seven‑one slash planning.

**INTENT: permits\_event\_permit**

Q: How do I get a permit to host a public event in Midland?

A: Call Parks and Recreation **four‑three‑two, six‑eight‑five, seven‑three‑five‑five** or use the application at midlandtexas dot gov slash document‑center slash view slash one‑five‑zero‑six.

**INTENT: permits\_food\_truck**

Q: What do I need to operate a food truck in Midland?

A: Obtain a food‑establishment permit and health inspection. Health Department **four‑three‑two, six‑eight‑one, seven‑six‑one‑three**.

**INTENT: permits\_alcohol**

Q: How do I apply for a T‑A‑B‑C permit or alcohol license in Midland?

A: Get a zoning‑clearance letter from Planning then apply with T‑A‑B‑C at t‑a‑b‑c dot texas dot gov.

**INTENT: permits\_submit\_plans**

Q: How do I submit construction or development plans?

A: Deliver plan sets to three‑hundred N Loraine or email your permit tech. Questions: **four‑three‑two, six‑eight‑five, seven‑three‑nine‑zero**.

**INTENT: permits\_contractor\_registration**

Q: Do I need to register as a contractor with the city?

A: Yes—submit the form at midlandtexas dot gov slash document‑center slash view slash one‑five‑one‑one or email permits at midlandtexas dot gov.

**INTENT: permits\_certificate\_occupancy**

Q: How do I get a Certificate of Occupancy?

A: After final inspections, request it from the Permit Center. Phone **four‑three‑two, six‑eight‑five, seven‑three‑nine‑zero**.

**INTENT: permits\_sign**

Q: Do I need a permit to put up a sign on my business?

A: Yes. Planning and Building review all sign permits. Call **four‑three‑two, six‑eight‑five, seven‑three‑nine‑zero** or download the application at midlandtexas dot gov slash document‑center slash view slash one‑five‑one‑three.

**INTENT: permits\_code\_violation**

Q: How do I report an unpermitted structure or code violation?

A: Call Code Enforcement **four‑three‑two, six‑eight‑five, six‑zero‑zero‑five** or file online via SeeClickFix.

**INTENT: permits\_office\_hours**

Q: When is the Permit Office open?

A: Monday through Friday, eight A‑M to five P‑M at three‑hundred N Loraine Street. Phone **four‑three‑two, six‑eight‑five, seven‑three‑nine‑zero**.

**INTENT: permits\_home\_business**

Q: What permit do I need to run a business from home?

A: Apply for a Home Occupation Permit through Planning. Call **four‑three‑two, six‑eight‑five, seven‑four‑zero‑zero**.

**SECTION 8 — Customer Service Tools & Reporting Systems**

**INTENT: customer\_report\_problem**

Q: How do I report a problem like a pothole, code violation, or street‑light outage?

A: Use SeeClickFix at midlandtexas dot gov slash see‑click‑fix. For urgent public‑safety issues, call **nine‑one‑one** or Public Works **four‑three‑two, six‑eight‑five, seven‑two‑eight‑seven**.

**INTENT: customer\_ask\_jacky**

Q: What is Ask Jacky and how do I use it?

A: Ask Jacky is Midland’s twenty‑four‑seven A‑I assistant for permits, water bills, trash pickup, and more. Launch at midlandtexas dot gov slash ask‑jacky.

**INTENT: customer\_alert\_signup**

Q: How do I get alerts for emergencies or city announcements?

A: Register for Alert Midland at midlandtexas dot gov slash three‑eight‑two slash emergency‑alerts.

**INTENT: customer\_track\_issue**

Q: I submitted a problem through SeeClickFix. How do I track it?

A: Log in at the same link and click “My Requests” to view status and comments.

**INTENT: customer\_report\_anonymous**

Q: Can I report a problem anonymously?

A: Yes—choose “Submit anonymously” inside SeeClickFix.

**INTENT: customer\_chat\_text**

Q: Can I text or chat with the city instead of calling?

A: Yes. Start at midlandtexas dot gov slash ask‑jacky and select chat or S‑M‑S.

**INTENT: customer\_social\_updates**

Q: Where can I find city updates and news?

A: Facebook: facebook dot com slash CityofMidland. Twitter: twitter dot com slash CityofMidlandT‑X. YouTube: youtube dot com slash at CityofMidlandTexas.

**INTENT: customer\_submit\_feedback**

Q: I want to leave feedback or compliment a city employee. How do I do that?

A: Use the Contact Us form at midlandtexas dot gov slash form‑center or call the main line **four‑three‑two, six‑eight‑five, seven‑two‑zero‑zero**.

**INTENT: customer\_service\_phone**

Q: Can I speak to someone in Customer Service?

A: Yes. Utility billing and trash pickup: **four‑three‑two, six‑eight‑five, seven‑three‑two‑zero**. General issues: **four‑three‑two, six‑eight‑five, seven‑two‑zero‑zero**.

**INTENT: customer\_performance\_metrics**

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.

**INTENT: customer\_street\_closure\_alerts**

Q: How do I get notified about traffic or street closures?

A: Subscribe to Alert Midland or follow the City’s Facebook and Twitter channels for live updates.

**INTENT: customer\_set\_notification\_prefs**

Q: Can I choose which alerts I receive from the City?

A: Yes. During Alert Midland registration, opt into categories like severe weather, road closures, utility outages, or council meetings.

**SECTION 9 — Utility Services & Billing**

**INTENT: utility\_start\_service**

Q: How do I start water, sewer, or garbage service in Midland?

A: Complete the Residential Water Application at midlandtexas dot gov slash form‑center slash customer‑service dash one‑zero slash residential‑water‑application dash six‑two. For commercial accounts visit three‑hundred N Loraine or call **four‑three‑two, six‑eight‑five, seven‑three‑two‑zero**.

**INTENT: utility\_pay\_bill**

Q: How can I pay my water bill?

A: Pay online at midlandtexas dot gov slash four‑six‑two slash my‑water‑bill, by mail, drop box, or in person at Utility Billing. Accepted: credit, debit, check, cash, or auto‑draft.

**INTENT: utility\_view\_usage**

Q: How do I view my water usage or check for leaks?

A: Log into your utility portal at the same link to see usage graphs and high‑usage alerts.

**INTENT: utility\_payment\_plan**

Q: What if I can’t afford my water bill?

A: Request a payment arrangement at midlandtexas dot gov slash one‑zero‑nine‑four slash request‑for‑payment‑plan or call **four‑three‑two, six‑eight‑five, seven‑three‑two‑zero**.

**INTENT: utility\_rates**

Q: What are the current water and sewer rates in Midland?

A: The rate chart is at midlandtexas dot gov slash five‑zero‑five slash current‑water‑and‑sewer‑rates.

**INTENT: utility\_stop\_transfer**

Q: How do I stop or transfer water service when I move?

A: Contact Utility Billing before your move: **four‑three‑two, six‑eight‑five, seven‑three‑two‑zero** or visit the Customer Service Center.

**INTENT: utility\_after\_hours**

Q: Who do I call for a water emergency after hours?

A: Leaks or sewer backups after business hours: **four‑three‑two, six‑eight‑five, seven‑three‑four‑zero**.

**INTENT: utility\_portal\_help**

Q: How do I use the online utility portal?

A: Step‑by‑step videos and guides are at midlandtexas dot gov slash nine‑two‑eight slash new‑utility‑billing‑system.

**INTENT: utility\_speak\_to\_rep**

Q: Can I talk to someone at Utility Billing?

A: Yes. Customer Service is available Monday through Friday eight A‑M to five P‑M at **four‑three‑two, six‑eight‑five, seven‑three‑two‑zero**.

*End of file*