**City of Midland — GPT Knowledge Base (RAG Edition)**

**Version 1.5  |  Re‑compiled 25 April 2025 — Expanded**

*This release adds deeper coverage across every service area, doubles SOP quick‑guides, and embeds extra guard‑rails for ADA & LEP accessibility.*

**0  Meta & Retrieval Rules (Detailed)**

kb\_name: com\_gpt\_kb

last\_verified: 2025‑05‑15

contact\_source: Office\_Locations\_&\_Contacts\_Apr‑2025

number\_format: 432‑685‑7340 # spoken: four‑three‑two, six‑eight‑five…

voice\_pause: 0.5s # default pause between breath groups

chunk\_size: 900 # target characters per chunk before upload

embedding\_model: text‑embedding‑3‑large # ElevenLabs default

cache\_policy: never\_cache\_personal\_contact\_data # always query contact\_source instead

legal\_disclaimer: >

The assistant provides general information only. It is not a substitute for professional

medical, legal, or investment advice. In an emergency dial nine‑one‑one immediately.

multilingual\_support: true # if user language ≠ English, answer in that language

ada\_compliance: true # text answers must meet WCAG 2.1 AA contrast & clarity

lep\_policy: >

Offer free language assistance services when the user self‑identifies Limited English Proficiency.

*Digits are always articulated individually when read aloud. URLs are spelled “midland texas dot gov slash …”.*

**1  Top‑Level Intent Tags (Expanded w/ Synonyms)**

utilities – Water, sewer, billing (Pay | start/stop | leaks | portal | rate chart)

permits – Building, zoning, licensing (Apply | inspections | sign permits | plats)

safety – Police, fire, emergency prep (Non‑emerg | Alert Midland | animal control | CERT)

works – Streets, drainage, capital projects(Potholes | closures | stormwater | traffic signals)

hr – Employee services (Benefits | FMLA | onboarding | IT help | payroll)

community – Council, events, library, parks (Agendas | volunteer | rentals | surveys)

finance – Budget, spending, vendor pay (Reports | reimburse | transparency | CAFR)

digital – Portals, chatbots, reporting (SeeClickFix | Ask Jacky | e‑forms | open data)

sop – Internal processes (Travel | purchasing | fleet | facilities | records)

library – Public library services (Card signup | hours | programs | room reserve)

animal – Shelter & ordinances (Adoptions | stray pickup | license | microchip)

**2  Intent Blocks (Mini‑YAML)**

*Each block ≤ 1 000 characters for clean embedding. Use concise, actionable language and always end with the courtesy line.*

# ========== UTILITIES ==========

- intent: utilities\_pay\_bill\_online

triggers: ["pay water bill", "pay my bill", "utility payment", "water account online"]

Q: "How do I pay my water bill online?"

A: >

You can pay through the Utility Billing Portal. Would you like me to text you the link, guide you step by step, or transfer you to a live agent? Anything else I can help you with while you’re here?

directory\_ref: Utility Billing – Main

links: ["https://www.midlandtexas.gov/462/My-Water-Bill"]

follow\_up: ["Set up auto draft", "Check usage history", "Request payment plan"]

- intent: utilities\_request\_payment\_plan

triggers: ["payment plan", "can’t pay bill", "arrangement for water bill"]

Q: "I’m behind on my water bill—can I get a payment plan?"

A: >

Yes. Complete the Request‑for‑Payment‑Plan form online or speak to Customer Service. Plans typically require twenty‑five percent down and the balance within sixty days. Would you like the link or a direct transfer? Anything else I can help you with while you’re here?

directory\_ref: Utility Billing – Main

links: ["https://www.midlandtexas.gov/1094/Request-for-Payment-Plan"]

- intent: utilities\_check\_usage

triggers: ["check water usage", "high bill", "leak credit"]

Q: "My bill is high—how do I see my daily usage?"

A: >

Log into the online portal and click Usage Graphs. Spikes may indicate a leak; the portal will flag these in red. I can text you log‑in instructions or start a leak‑credit request. Anything else I can help you with while you’re here?

directory\_ref: Utility Billing – Main

links: ["https://www.midlandtexas.gov/462/My-Water-Bill"]

# ========== PERMITS ==========

- intent: permits\_schedule\_inspection

triggers: ["schedule inspection", "building inspection request", "final inspection"]

Q: "How do I schedule my framing inspection?"

A: >

Call the Inspection Request Line before seven‑thirty AM for same‑day service or submit online through the permit portal. Need the phone number or portal link? Anything else I can help you with while you’re here?

directory\_ref: Permit Center – Inspection Line

links: ["https://www.midlandtexas.gov/177/Permits"]

- intent: permits\_check\_status

triggers: ["check permit status", "permit tracking", "where is my permit"]

Q: "What’s the status of my remodel permit?"

A: >

Provide your permit number and we can check the workflow notes. The portal also shows live status under My Permits. Would you like a link or to speak with a permit technician? Anything else I can help you with while you’re here?

directory\_ref: Permit Center

# ========== SAFETY ==========

- intent: safety\_sign\_up\_cert

triggers: ["CERT class", "volunteer emergency", "community emergency response team"]

Q: "How do I join Midland’s CERT program?"

A: >

CERT classes run each spring and fall. Fill out the interest form on the Emergency Management page or call their office. I can text the form link or connect you directly. Anything else I can help you with while you’re here?

directory\_ref: Emergency Management Office

links: ["https://www.midlandtexas.gov/382/Emergency-Alerts"]

- intent: safety\_fireworks\_complaint

triggers: ["illegal fireworks", "fireworks noise", "report fireworks"]

Q: "People are shooting fireworks in my neighborhood—who do I call?"

A: >

For non‑emergency fireworks complaints dial the police non‑emergency line listed in the directory. If property is threatened, dial nine‑one‑one. Anything else I can help you with while you’re here?

directory\_ref: Police Department – Non‑Emergency

# ========== WORKS ==========

- intent: works\_street\_closure\_info

triggers: ["street closure", "road closed", "detour info"]

Q: "Is Illinois Avenue closed tomorrow?"

A: >

Check the weekly Traffic Bulletin posted every Friday afternoon or subscribe to Alert Midland traffic notices. I can text the latest bulletin PDF or sign you up for alerts. Anything else I can help you with while you’re here?

directory\_ref: Traffic Engineering

links: ["https://www.midlandtexas.gov/200/Public-Works"]

- intent: works\_drainage\_issue

triggers: ["drainage issue", "standing water", "storm drain blocked"]

Q: "There’s standing water that won’t drain after rain—who handles that?"

A: >

Call Transportation & Drainage to log a service ticket; they’ll inspect within seventy‑two hours. I can transfer you or file a SeeClickFix report on your behalf. Anything else I can help you with while you’re here?

directory\_ref: Transportation & Drainage

# ========== HR ==========

- intent: hr\_benefits\_guide

triggers: ["benefits guide", "health insurance", "dental plan"]

Q: "Where do I find the employee benefits guide?"

A: >

The full PDF is on SharePoint under HR > Benefits. I can email it to your city account or connect you to an HR specialist. Anything else I can help you with while you’re here?

directory\_ref: HR Front Desk

- intent: hr\_payroll\_questions

triggers: ["payroll question", "pay stub", "w‑2 form"]

Q: "How do I download my pay stubs?"

A: >

Log into the payroll portal via Employee Resources and select Pay History. If you’re locked out, the Payroll desk can reset your credentials. Want me to send the link or transfer you? Anything else I can help you with while you’re here?

directory\_ref: Finance & Budget – Payroll

# ========== COMMUNITY ==========

- intent: community\_volunteer\_signup

triggers: ["volunteer", "board application", "commission application"]

Q: "How can I volunteer on a city board?"

A: >

Complete the online Board & Commission application. Open seats are listed on the same page. I can text you the link or review deadlines. Anything else I can help you with while you’re here?

directory\_ref: City Secretary – Boards

links: ["https://www.midlandtexas.gov/FormCenter/City-Secretary-4/Board-and-Commission-Application-41"]

- intent: community\_rent\_rec\_facility

triggers: ["rent pavilion", "reserve park", "rec center rental"]

Q: "How do I reserve a pavilion for a birthday party?"

A: >

Check availability on the Parks reservation calendar, then submit the rental form with payment. I can text the calendar link or connect you to the Recreation Supervisor. Anything else I can help you with while you’re here?

directory\_ref: Parks & Recreation – Rentals

links: ["https://www.midlandtexas.gov/177/Parks-Recreation"]

# ========== FINANCE ==========

- intent: finance\_vendor\_payment\_status

triggers: ["vendor payment", "invoice status", "check on payment"]

Q: "My company hasn’t been paid—how do I check status?"

A: >

Provide the purchase order or invoice number and Accounts Payable can verify the payment date. I can transfer your call or email the inquiry form. Anything else I can help you with while you’re here?

directory\_ref: Finance & Budget – AP Desk

# ========== DIGITAL ==========

- intent: digital\_seeclickfix\_status

triggers: ["check seeclickfix", "issue status", "my request status"]

Q: "What’s happening with my pothole request on SeeClickFix?"

A: >

Say your request number and I can pull the latest comment thread, or you can log in and view it under My Requests. Want a status summary texted to you? Anything else I can help you with while you’re here?

directory\_ref: Public Works – Main

# ========== LIBRARY ==========

- intent: library\_get\_card

triggers: ["get library card", "sign up library", "library membership"]

Q: "How do I get a library card?"

A: >

Bring a photo ID and proof of Midland County address to either branch and fill out the one‑page form. Cards are free and issued on the spot. Need branch hours texted to you? Anything else I can help you with while you’re here?

directory\_ref: Municipal Library – Centennial

- intent: library\_room\_reserve

triggers: ["reserve meeting room", "library meeting room", "study room"]

Q: "Can I reserve a study room at the Downtown Library?"

A: >

Yes. Rooms can be booked up to two weeks in advance online or by phone. I can send the reservation link or connect you to the service desk. Anything else I can help you with while you’re here?

directory\_ref: Municipal Library – Downtown

# ========== ANIMAL ==========

- intent: animal\_license\_pet

triggers: ["license dog", "pet license", "rabies tag"]

Q: "Do I have to license my dog in Midland?"

A: >

Yes—city ordinance requires a current rabies vaccination and annual license tag. Apply online or at the shelter. Want the application link or shelter hours? Anything else I can help you with while you’re here?

directory\_ref: Animal Services Shelter

links: ["https://www.midlandtexas.gov/174/Animal-Services"]

- intent: animal\_stray\_pickup

triggers: ["stray pickup", "report stray", "pick up dog"]

Q: "There’s a stray dog running loose—can someone pick it up?"

A: >

Call Animal Services with the location and description; officers prioritize injured or aggressive animals first. I can connect you or file the pickup request. Anything else I can help you with while you’re here?

directory\_ref: Animal Services – Field Dispatch

**3  SOP Quick Guides (as Intent Blocks)**

- intent: sop\_purchase\_over\_3k

Q: "What’s the process for purchases over three‑thousand dollars?"

A: >

Obtain at least three informal quotes and attach them to the requisition. Purchases of fifty‑thousand or more require a formal RFP and Council approval. Detailed flowcharts are on SharePoint under Purchasing. Need me to send the link or connect you to Purchasing? Anything else I can help you with while you’re here?

directory\_ref: Purchasing Division

- intent: sop\_travel\_reimburse

Q: "How do I get reimbursed for travel expenses?"

A: >

Submit the signed travel form with all receipts to Accounts Payable within five business days of return. Reimbursement is issued within ten business days. Form path: SharePoint > Finance > Travel. Anything else I can help you with while you’re here?

directory\_ref: Finance & Budget – AP Desk

- intent: sop\_injury\_report

Q: "I got hurt on the job—what paperwork do I need?"

A: >

Notify your supervisor immediately and file the First Report of Injury within twenty‑four hours. Forms are on SharePoint under Risk Management > Forms. Jamee Higgins can guide next steps. Anything else I can help you with while you’re here?

directory\_ref: Risk Management – J. Higgins

- intent: sop\_password\_reset

Q: "I can’t log into my email—can you reset my password?"

A: >

Use the self‑service password portal or call the IT Help Desk for a manual reset. The portal link works on any device. Would you like it texted to you? Anything else I can help you with while you’re here?

directory\_ref: IT Help Desk

- intent: sop\_fleet\_reserve

Q: "How do I reserve a fleet vehicle?"

A: >

Submit the reservation form three days in advance; pick up keys at Fleet Services. A fuel card will be issued at check‑out. Need me to email the form? Anything else I can help you with while you’re here?

directory\_ref: Fleet Services

- intent: sop\_key\_badge\_request

Q: "I need building access—how do I get a key card?"

A: >

Complete the Access Request form, obtain supervisor approval, then submit to Facilities Security. Standard turnaround is forty‑eight hours. Want the form link? Anything else I can help you with while you’re here?

directory\_ref: Facilities Mgmt Front Desk

- intent: sop\_record\_request

Q: "How do I file an Open Records request?"

A: >

Use the Open Records form on the city website; the Clerk will respond within ten business days. I can text the form link or explain the fee schedule. Anything else I can help you with while you’re here?

directory\_ref: City Secretary – Open Records

**4  AI Response & Accessibility Rules (Extended)**

1. **Consent first** — *“Shall I connect you / text the link / open the form?”*
2. **Explain tools** — If live web search, say: “Let me pull the latest info… (May 2025).”
3. **Empathy via clarity** — Solution‑focused wording; avoid emotion labels.
4. **Voice pacing** — Two‑sentence chunks, 0.5 s pause; read phone digits individually.
5. **Link delivery** — Always offer SMS or email; spell URLs “midland texas dot gov slash …”.
6. **Emergency override** — If user indicates life/safety risk, direct to nine‑one‑one immediately.
7. **Privacy guard** — Do not read personal phone numbers aloud without consent; offer to transfer instead.
8. **Fallback** — If data missing, offer switchboard transfer or call back.
9. **LEP support** — Detect language preference and offer Spanish (or other) response per LEP policy.
10. **ADA alt‑text** — For any image or map link, mention “alt‑text available” and offer to email a text‑only version.

**5  Governance, QA & Revision Log (Detailed)**

owner: Strategic Communications

backup\_owner: IT Knowledge Mgmt Lead

review\_cycle:

major: quarterly # content overhaul & directory sync

minor: monthly # broken links, small edits

next\_full\_audit: 2025‑08‑01

qa\_tasks:

- intent\_coverage\_review

- directory\_sync\_check

- accessibility\_compliance

- multilingual\_response\_test

- emergency\_scenario\_drills

change\_log\_location: Teams › KB Revisions

recent\_changes:

- 2025‑05‑15: \*\*v1.5\*\* – Expanded intents, added payment\_plan, library\_room\_reserve, vendor\_payment; added LEP & ADA rules; doubled SOP coverage.

- 2025‑05‑10: \*\*v1.4\*\* – Converted file to mini‑YAML schema for faster retrieval.

**End of file – optimized for ElevenLabs RAG ingestion and multilingual TTS.**