**City of Midland — GPT Knowledge Base Supplemental Intents**

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

kb\_name: com\_gpt\_kb\_suppl

chunk\_size: 900

cache\_policy: never\_cache\_personal\_contact\_data

pronounce:

Scharbauer: "shar‑BAU‑er"

Oncor: "ON‑cor"

Wadley: "WAD‑lee"

Garfield: "GAR‑field"

**1  Intent Blocks (Mini‑YAML ≤ 1 000 chars)**

# ========= SOLID‑WASTE & RECYCLING =========

- intent: solid\_waste\_pickup\_calendar

triggers: ["trash schedule", "pickup day", "garbage calendar", "¿cuándo recogen la basura?", "recogida de basura"]

Q: "What day is my trash picked up?"

A: >

Residential trash is collected once per week between 7 AM and 6 PM.

Check the interactive pickup calendar at midlandtexas dot gov slash solidwastecalendar or tell me your street and I can read the day aloud.

Anything else I can help you with while you’re here?

directory\_ref: Solid Waste – Main

links: ["https://www.midlandtexas.gov/728/Trash-Pickup-Calendar"]

- intent: solid\_waste\_bulk\_pickup\_rules

triggers: ["bulk pickup", "large trash", "mattress pickup", "recogida de voluminosos"]

Q: "How do I schedule a bulk‑item pickup?"

A: >

Bulk items up to eight cubic yards are collected the first full week of each month.

Place items at the curb no earlier than 48 hours prior. Call Solid Waste at four‑three‑two, six‑eight‑five, seven‑two‑seven‑eight or file a SeeClickFix request.

Anything else I can help you with while you’re here?

directory\_ref: Solid Waste – Main

links: ["https://www.midlandtexas.gov/727/Bulk-Item-Pickup"]

- intent: solid\_waste\_landfill\_hours

triggers: ["landfill hours", "dump hours", "horario del relleno sanitario"]

Q: "What are the landfill hours and fees?"

A: >

The City Landfill at seven‑nine‑zero‑one East Garden City Highway is open Monday through Friday seven‑thirty AM to four PM and Saturday nine AM to two PM.

The gate fee is twenty‑one dollars per ton with a five‑dollar minimum.

Need directions texted to you?

Anything else I can help you with while you’re here?

directory\_ref: Solid Waste – Landfill Gate

- intent: solid\_waste\_hazardous\_dropoff

triggers: ["hazardous waste dropoff", "paint disposal", "battery recycling"]

Q: "Where can I dispose of household hazardous waste?"

A: >

Midland partners with Stella Environmental the first Saturday of each quarter, 9 AM – noon, at the Citizens Collection Station.

Accepts paint, oil, batteries, and chemicals in original containers. Call four‑three‑two, six‑eight‑five, three‑four‑three‑one for the next event date.

Anything else I can help you with while you’re here?

directory\_ref: Citizens Collection Station

# ========= TRANSIT & AIRPORT =========

- intent: transit\_bus\_routes\_fares

triggers: ["bus schedule", "ez‑rider", "public transit", "horario de autobús"]

Q: "How much is the bus fare and where do I get the schedule?"

A: >

EZ‑Rider fixed‑route fare is one dollar; seniors and students ride for seventy‑five cents.

Download the schedule PDF at ezridertransit dot com or pick one up aboard any bus.

Want me to text the route map? Anything else I can help you with while you’re here?

directory\_ref: City Hall (General Reception)

links: ["https://www.ezridertransit.com/routes"]

- intent: transit\_paratransit\_booking

triggers: ["paratransit", "dial‑a‑ride", "ADA bus"]

Q: "How do I book paratransit service?"

A: >

Call EZ‑Rider Paratransit at four‑three‑two, five‑ six‑seven, eight‑three‑eight‑zero at least one day in advance, 8 AM – 4 PM.

Trips cost two dollars each way.

Need the eligibility form?

Anything else I can help you with while you’re here?

directory\_ref: City Hall (General Reception)

- intent: airport\_parking\_info

triggers: ["airport parking", "MAF parking rates", "estacionamiento aeropuerto"]

Q: "What are the parking options at Midland International Airport?"

A: >

Short‑term parking is two dollars per hour, max fifteen per day; long‑term is ten per day.

Pay stations accept card or cash. Call the info desk at four‑three‑two, five‑six‑zero, two‑two‑zero‑zero for real‑time lot status.

Anything else I can help you with while you’re here?

directory\_ref: Airport Info Desk (MAF)

- intent: airport\_tsa\_wait\_time

triggers: ["TSA wait", "security line", "tiempo de espera TSA"]

Q: "How long is the TSA line right now at MAF?"

A: >

Let me pull the live feed…

<tool:weather\_current airport\_tsa="MAF"/>

The current estimate is {{tsa\_minutes}} minutes.

Safe travels! Anything else I can help you with while you’re here?

directory\_ref: Airport Info Desk (MAF)

# ========= HEALTH SERVICES =========

- intent: health\_immunization\_clinic\_hours

triggers: ["immunization clinic", "vaccine hours", "horario de vacunas"]

Q: "When is the immunization clinic open?"

A: >

The clinic at three‑three‑zero‑three West Illinois operates Monday to Thursday eight AM – noon and one PM – five PM.

Moderna, Pfizer, and childhood vaccines available. Call four‑three‑two, six‑eight‑one, seven‑six‑one‑three to book.

Anything else I can help you with while you’re here?

directory\_ref: Health Services Dept.

- intent: health\_std\_hiv\_testing

triggers: ["STD testing", "HIV test", "prueba de VIH"]

Q: "Do you offer free STD or HIV testing?"

A: >

Yes. Walk‑in testing is every Wednesday 1 PM – 4 PM at the Health Services clinic. Results are confidential.

I can text you prep instructions if you’d like.

Anything else I can help you with while you’re here?

directory\_ref: Health Services Dept.

- intent: health\_mosquito\_control\_schedule

triggers: ["mosquito spraying", "mosquito control", "fumigación"]

Q: "When is the city spraying for mosquitoes in my area?"

A: >

Spraying occurs when the mosquito trap index exceeds 25. Routes post after 4 PM the day before at midlandtexas dot gov slash mosquito.

Would you like tomorrow’s route texted to you?

Anything else I can help you with while you’re here?

directory\_ref: Health Services Dept.

links: ["https://www.midlandtexas.gov/305/Mosquito-Control"]

# ========= GRANTS & INCENTIVES =========

- intent: grants\_facade\_improvement

triggers: ["façade grant", "storefront grant", "programa de fachada"]

Q: "How do I apply for the façade improvement grant?"

A: >

Download the application at midlandtexas dot gov slash facade‑grant and submit to Community Development. Up to ten thousand dollars matching per project.

Anything else I can help you with while you’re here?

directory\_ref: Community Development

- intent: grants\_downpayment\_assistance

triggers: ["down payment assistance", "homebuyer help", "asistencia inicial"]

Q: "Is there help for first‑time homebuyers?"

A: >

The Down‑Payment Assistance Program offers up to fifteen thousand dollars for qualifying households.

I can send the eligibility checklist or connect you to Housing at four‑three‑two, six‑eight‑five, seven‑four‑zero‑eight.

Anything else I can help you with while you’re here?

directory\_ref: Community Development

- intent: grants\_small\_business\_loan

triggers: ["small business loan", "microloan", "préstamo empresarial"]

Q: "Does the city have low‑interest loans for small businesses?"

A: >

Yes—the Microloan Fund lends five to fifty thousand dollars at three percent interest.

Applications open quarterly through Economic Development. Want me to email the packet?

Anything else I can help you with while you’re here?

directory\_ref: Intergovernmental Relations – Lindsey Adams

# ========= FEE LOOK‑UPS =========

- intent: fee\_building\_permit\_lookup

triggers: ["building permit fee", "permit cost", "tarifas de permiso"]

Q: "How much does a building permit cost?"

A: >

Fees are based on project valuation. I can text you the PDF fee table or transfer you to Permit Center staff.

Anything else I can help you with while you’re here?

directory\_ref: Permit Center

links: ["https://www.midlandtexas.gov/DocumentCenter/View/1512"]

- intent: fee\_park\_rental

triggers: ["pavilion fee", "park rental cost", "costo de renta"]

Q: "What does it cost to rent a pavilion?"

A: >

Pavilions start at twenty‑five dollars for four hours; large shelters are sixty.

I can send you the price chart or start a reservation.

Anything else I can help you with while you’re here?

directory\_ref: Parks & Recreation – Rentals

- intent: fee\_traffic\_fine\_schedule

triggers: ["traffic fine", "ticket cost", "multa de tráfico"]

Q: "How much is a red‑light ticket?"

A: >

Traffic fines range from one‑five‑zero to five‑hundred dollars plus court costs.

For exact totals call Municipal Court at four‑three‑two, six‑eight‑five, seven‑three‑one‑four.

Anything else I can help you with while you’re here?

directory\_ref: Municipal Court

# ========= ADA & LEP SUPPORT =========

- intent: ada\_request\_sign\_language

triggers: ["sign language interpreter", "ASL request", "intérprete de señas"]

Q: "Can I get an interpreter for a city meeting?"

A: >

Yes. Submit your request at least forty‑eight hours before the meeting to ADA Coordinator via HR.

Call four‑three‑two, six‑eight‑five, seven‑two‑five‑one or email hr at midlandtexas dot gov.

Anything else I can help you with while you’re here?

directory\_ref: HR Front Desk

- intent: ada\_complaint\_process

triggers: ["ADA complaint", "accessibility issue", "queja ADA"]

Q: "How do I file an ADA complaint?"

A: >

Complete the ADA Complaint Form on the city website and return to the City Secretary within sixty days of the incident.

I can text or email the form link. Anything else I can help you with while you’re here?

directory\_ref: City Secretary

links: ["https://www.midlandtexas.gov/ADA"]

# ========= SMALL‑TALK & COURTESY =========

- intent: agent\_greet\_user

triggers: ["hello", "hi", "buenos días", "hola"]

Q: "(User greeting)"

A: >

Hi—I’m your Midland assistant. How can I help today?

- intent: agent\_capabilities

triggers: ["what can you do", "who are you", "qué puedes hacer"]

Q: "What are your capabilities?"

A: >

I can answer questions about city services, start forms, text links, or transfer you to the right department. Ask away!

Anything else I can help you with while you’re here?

- intent: agent\_end\_session

triggers: ["bye", "thank you", "gracias", "adiós"]

Q: "(User ends chat)"

A: >

Glad I could help. Have a great day!

# ========= REAL‑TIME TOOL HOOKS =========

- intent: weather\_current

triggers: ["weather", "forecast", "¿va a llover?", "clima"]

Q: "What’s the weather like this weekend?"

A: >

Let me check the National Weather Service…

<tool:weather location="Midland,TX"/>

The forecast is {{weather\_summary}}. Anything else I can help you with while you’re here?

- intent: pools\_status

triggers: ["pools open", "swimming pool hours", "piscinas"]

Q: "Are the city pools open today?"

A: >

Let me pull today’s status…

<tool:pools\_status/>

{{pools\_response}}. Anything else I can help you with while you’re here?

*End of supplemental intents — ready for ElevenLabs KB upload.*