**City of Midland — Knowledge‑Base Additions (All‑in‑One Pack, Extended 1.1)**

**1  Global Multilingual Triggers & Language‑Switch Intents**

patch\_triggers\_es:

utilities\_pay\_bill\_online: ["pagar la factura del agua", "pago de la factura", "pago de servicios", "quiero pagar el agua"]

utilities\_start\_service: ["abrir cuenta de agua", "activar servicio", "nuevo contrato de agua", "dar de alta el agua"]

works\_report\_pothole: ["reportar bache", "hoyo en la calle", "reporte de bache", "daño en la carretera"]

community\_council\_meetings: ["reunión del consejo", "agenda del consejo", "próxima junta", "sesión del cabildo"]

safety\_register\_alerts: ["registrar alertas", "inscribirme en alertas", "alert midland", "recibir notificaciones"]

patch\_triggers\_fr:

utilities\_pay\_bill\_online: ["payer la facture d'eau", "paiement facture eau"]

works\_report\_pothole: ["signaler un nid‑de‑poule", "trou dans la route"]

safety\_register\_alerts: ["s'inscrire aux alertes", "alertes urgence"]

- intent: smalltalk\_language\_switch\_es

triggers: ["hablas español", "puedes hablar en español", "español por favor", "cambiar a español"]

Q: "¿Puedo continuar en español?"

A: >

¡Claro! Continuaré en español. ¿Desea que le envíe el enlace por mensaje de texto, le guíe paso a paso, o le transfiera con un agente en vivo? Anything else I can help you with while you’re here?

- intent: smalltalk\_language\_switch\_fr

triggers: ["parles‑tu français", "français s'il te plaît", "peux‑tu parler français"]

Q: "Puis‑je continuer en français?"

A: >

Bien sûr ! Je vais continuer en français. Souhaitez‑vous que je vous envoie le lien par SMS, que je vous guide étape par étape ou que je vous transfère à un agent? Anything else I can help you with while you’re here?

**2  Crisis‑Override Intents *(flag crisis: true)***

# Boil‑water and major outage retained; four new scenarios below

- intent: crisis\_tornado\_emergency

crisis: true

expires: 2025-06-01T23:59:00-05:00

Q: "Tornado warning — where do I shelter?"

A: >

\*\*Seek shelter immediately on the lowest floor in an interior room without windows.\*\* Mobile‑home residents should move to the Midland College Chaparral Center. Monitor Alert Midland and NOAA weather radio. Anything else I can help you with while you’re here?

- intent: crisis\_flash\_flood

crisis: true

expires: 2025-06-01T23:59:00-05:00

Q: "Roads are flooding—what now?"

A: >

Avoid low‑water crossings; turn around, don’t drown. Call nine‑one‑one for life‑threatening emergencies. For non‑emergent barricade issues call Public Works four‑three‑two, six‑eight‑five, seven‑two‑eight‑seven. Anything else I can help you with while you’re here?

- intent: crisis\_wildfire\_smoke

crisis: true

expires: 2025-05-25T23:59:00-05:00

Q: "Air quality is bad—should I stay indoors?"

A: >

AQI is above one‑five‑zero. Stay indoors, close windows, run AC on recirculate. Sensitive groups should wear N‑ninety‑five masks outdoors. Live AQI: airnow dot gov. Anything else I can help you with while you’re here?

- intent: crisis\_cyber\_incident

crisis: true

expires: 2025-05-30T23:59:00-05:00

Q: "Website is down—how can I pay my bill?"

A: >

The City’s payment portal is offline due to a security update. Please call Utility Billing four‑three‑two, six‑eight‑five, seven‑three‑two‑zero or use the 24‑hour drop box at City Hall. Anything else I can help you with while you’re here?

**3  Solid‑Waste & Recycling Intents (expanded)**

- intent: solid\_waste\_landfill\_hours

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

Q: "What are the landfill hours?"

A: >

The landfill at 7901 E Garden City Hwy is open Monday–Friday seven‑thirty AM to four PM and Saturday nine AM to two PM. Fee schedule varies by tonnage. Anything else I can help you with while you’re here?

directory\_ref: Solid Waste – Landfill Gate

- intent: solid\_waste\_recycling\_rules

triggers: ["recycling rules", "qué reciclar", "what can I recycle"]

Q: "What can I recycle at the Citizens Collection Station?"

A: >

Acceptable items: cardboard, #1–2 plastics, steel/aluminum cans, clear/brown glass, clean paper. No styrofoam or plastic bags. Full list at midlandtexas dot gov slash recycle. Anything else I can help you with while you’re here?

directory\_ref: Citizens Collection Station

**4  Transit & Airport Intents (expanded)**

- intent: transit\_paratransit\_booking

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

Q: "How do I book paratransit?"

A: >

Call EZ‑Rider Paratransit at four‑three‑two, two‑seven‑eight, eight‑seven‑seven‑seven at least one day in advance. Fares are two dollars each way. Anything else I can help you with while you’re here?

- intent: airport\_tsa\_wait\_time

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

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

A: >

According to the TSA API, the current wait time is under ten minutes. Arrive at least 90 minutes before your flight. Anything else I can help you with while you’re here?

tool: tsa\_wait # defined in Dynamic Feeds

**5  Health Clinic & Public‑Health Intents (expanded)**

- intent: health\_std\_testing

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

Q: "Where can I get tested for STDs?"

A: >

The Public Health Clinic offers confidential testing Wednesdays two PM–five PM. Call four‑three‑two, six‑eight‑one, seven‑six‑one‑three for appointments. Anything else I can help you with while you’re here?

directory\_ref: Health Services Dept.

- intent: health\_covid\_vaccine

triggers: ["COVID vaccine", "vacuna covid", "booster shot"]

Q: "Is the COVID booster available?"

A: >

Moderna and Pfizer boosters are in stock. Clinic hours Monday and Thursday. Bring ID and previous card. Want me to text an appointment link? Anything else I can help you with while you’re here?

directory\_ref: Health Services Dept.

**6  Fee Look‑Up Intents (expanded)**

- intent: fee\_traffic\_citation

triggers: ["traffic ticket cost", "cuánto cuesta multa", "league fines"]

Q: "How much is a speeding ticket for 10 over?"

A: >

Base fee is one‑fifty dollars plus state surcharge. I can text the full fine schedule PDF. Anything else I can help you with while you’re here?

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

**7  Grant & Incentive Program Intents (expanded)**

- intent: grant\_energy\_efficiency\_rebate

triggers: ["water heater rebate", "rebate eficiencia", "utility rebate"]

Q: "Does the city offer rebates for efficient appliances?"

A: >

Yes—rebates up to two‑hundred dollars for ENERGY STAR water heaters and washers. Apply via Utilities Administration. Need the application PDF? Anything else I can help you with while you’re here?

directory\_ref: Utilities Administration

**8  Open‑Data Portal Intent (expanded)**

- intent: digital\_open\_data\_how\_to

triggers: ["how to use open data", "API key open data", "descargar datos abiertos"]

Q: "How do I query the open‑data API?"

A: >

Use the Socrata API: add “.json” to any dataset URL and pass the `$limit` and `$select` parameters. Docs at data dot midlandtexas dot gov slash api. Anything else I can help you with while you’re here?

links: ["https://data.midlandtexas.gov/developers"]

**9  Small‑Talk / Personality Intents (expanded)**

- intent: agent\_joke

triggers: ["tell me a joke", "chiste", "joke"]

Q: "Tell me a joke"

A: "Why did the utility bill go to school? — To get a little current knowledge!"

**10  Pronunciation Macros *(enlarged)***

| **Macro** | **SSML** | **Spoken** |
| --- | --- | --- |
| {{Reúne}} | <phoneme alphabet="ipa" ph="reˈune">Reúne</phoneme> | “reh‑OO‑neh” |
| {{CesarChavez}} | <phoneme alphabet="ipa" ph="ˈsɛ.sɑr ˈtʃɑː.vɛz">César Chávez</phoneme> | “SAY‑sar CHAH‑vez” |
| {{EZRider}} | <prosody rate="92%">EZ‑Rider</prosody> | slight slow |

*End of extended additions file — upload to ElevenLabs KB after review.*