

MEMORANDUM

TO: MAYOR AND CITY COUNCIL
THROUGH: ANDY GARCIA, CO-CITY MANAGER
FROM: JESSE LERMA, 311 COORDINATOR/CIVIL SERVICE DIRECTOR
SUBJECT: 311 REPORT, JANUARY 2026
DATE: JANUARY 26, 2026



We have a total of 1266 submissions for December 13, 2025 thru January 26, 2026 with a total of 24,745 since we began. The system is fully functional and very user friendly. We are able to customize the system to meet the needs of our daily operations. Our staff have bought into the system and are working on improvements every day. We are able to find problematic areas using the system and it allows us to attend to the needs of those areas in a timely manner. We try to contact as many residents as possible and are getting feedback from them to improve the system.

1. We continue with our weekly distribution of flyers for our Bryan Rd project.
2. Met with residents pertaining to VEXUS right of way work in the Mission Manor Subdivision
3. Meeting with residents along the Bryan Rd project.

Our media department has been pushing the 311-program encouraging our citizens to utilize the program.

Thank you!

Topic Counts of Opened Requests
For Date Period From 12/13/2025 Through 01/25/2026

Topic	Count
Animal Control	
Animal Control	978
Bee Complaint	7
Total - Animal Control	985
Code Enforcement	
Accumulation of Items	10
Commercial Parking Lot Maintenance	3
Demolition For Unsafe Buildings	0
Double Occupancy/Hooked RV	0
Health & Sanitation (Nuisance)	35
Home Occupation (Business in a Residential)	6
Illegal Dumping	9
Illegal Signs (Right of Ways, Bandit, Telephone and Garage)	5
IPMC Violations (Property Maintenance)	13
Junked Vehicle on private property	8
No Garage Sales Permit	2
Non Residential Parking/Semi-Truck	2
Parking on Lawn - Grass	11
Sight Obstruction/Sidewalks/Right of Way/Driveway	8
Storage of Vehicles/Boats/Trailers	4
Unsafe/Unsecured Building	5
Weedy Lot	25
Total - Code Enforcement	146
Health	
Food Complaint	0
Food Truck Complaint	0
Grease Trap Complaint	0
Mosquitoes	3
Total - Health	3
Obstructions -Tree/Branches	
MOWING	6
Total - Obstructions -Tree/Branches	6
Parks & Rec	
Graffiti	1
Parks	6
Restrooms	0
Right of way (mowing)	2
Trails	0
Total - Parks & Rec	9
Planning	
Commercial Landscaping	0
Construction Concerns	3
No Business License	0
No Conditional Use Permit	0
P&Z Zoning Violations/Subdivision	1
Total - Planning	4
Police Department	
Illegal Parking	9
Junk/Abandon Vehicle on street	12
Total - Police Department	21
Public Works	
Flooded area/Roadway and streets	1
Foul smell	3
Lift Station	0
Low Water Pressure	5
Mowing (Drainage & Alleys)	2
Obstruction Tree Signs/Tree Trimming	5
Pot Holes	15
Sandbag (Elderly And Disabled)	0
Sewer Concerns	4
Side Walk	2
Street Light	20
Streets/Signs	4
Tires	2
Traffic Signals	2
Water Leaks	3

Total - Public Works	68
Sanitation	
Brush	8
Bulky Items	4
Garbage	3
Obstruction/ Brush	2
Trash	7
Total - Sanitation	24
All Topics	
Total All Topics	1266

MEMORANDUM

TO: MAYOR AND CITY COUNCIL
THROUGH: ANDY GARCIA, CO-CITY MANAGER
FROM: JESSE LERMA, CIVIL SERVICE DIRECTOR
SUBJECT: CIVIL SERVICE REPORT, JANUARY 2026
DATE: JANUARY 26, 2026 2026

1. Mission Fire Department conducted the physical agility exams and continues with background checks to fill their existing six (6) openings.
2. Mission Police Department exhausted their eligibility list, and we started the process to conduct an entry level examination on February 18, 2026.
3. Mission Police Department has seven (7) openings and we are accepting applications until February 9, 2026.

THANKS



Information Technology

Departmental Report January 2026

Information Technology Department Overview

In partnership with other City of Mission departments, Information Technology's focus is to maintain core technologies; plan for technology evolution; promote centralized data storage and reporting; consolidate business operations on standardized applications; provide effective communication tools; and enhance local area network (LAN) and mobile connectivity in the most efficient, team oriented, and fiscally responsible manner so that City of Mission residents, businesses and visitors receive the best service possible.

Equip new and existing units with new Technology

Equip units with in new in car video system, and tablet. Pending 5 new units still in production and 6 existing units.

Work Orders

IT goal is to address tickets within 12 business hours. Priority work orders are worked on first. About 325 Work orders closed January 2026.

Technology Equipment and Application Inventory

Confirm all technology inventory city wide. About 90% Complete

Data Integrity

Review accounts on all systems. About 90% complete

Cyber Security Incident Response

Detection & analysis- Complete

Containment-Complete

Eradication & recovery-Complete

Post-incident activity- In Progress

IT Policies and Procedures

In progress.

Strengthen Security Posture

In progress.

External Pen Testing

Complete.

Backup Internet at City Hall and PD

City Hall Complete. PD in procurement process.

High Availability Firewall at City Hall and PD

Both in procurement process



RIO GRANDE VALLEY STATE VETERANS CEMETERY

MONTHLY REPORT



RGV State Veterans Cemetery

2520 South Inspiration Road • Mission, Texas 78572

Office: (956) 583-7227 • Fax: (956)-583-7887

Interments January

January - 2026	Double Depth	Standard	Columbarium	In Ground	Scatter Garden	Memorial Garden	Total
Veterans	5	12	6	6			29
Spouses	3	2	1	1			7
Family Members				1			1
Total	8	14	7	8	0	0	37
Percentage of Total	21.62%	37.84%	18.92%	21.62%	0.00%	0.00%	100.00%

Rio Grande Valley State Veterans Cemetery - Plot Availability and Utilization Report

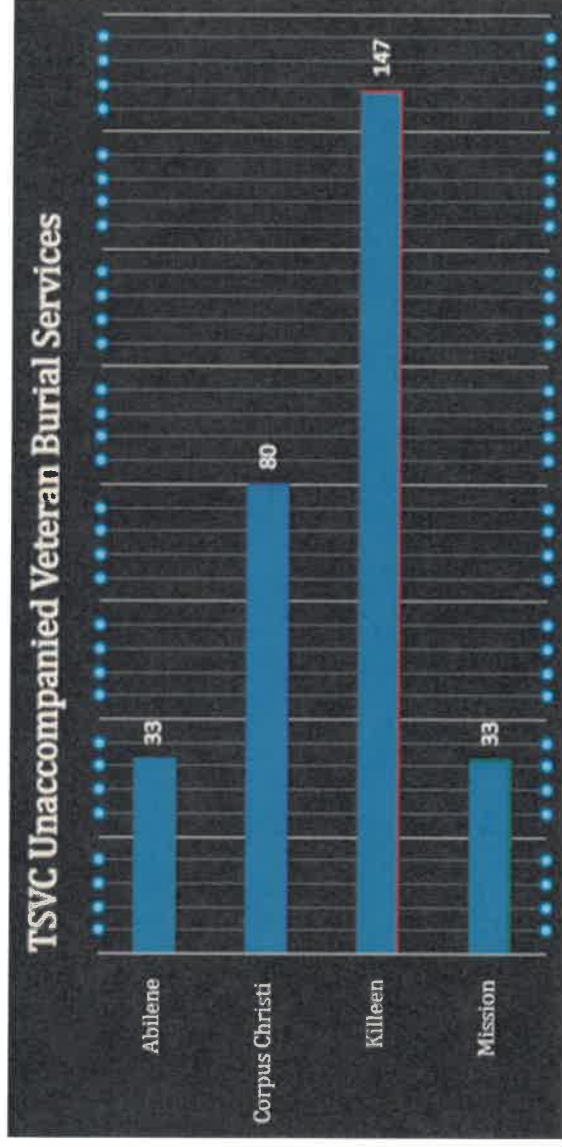
	Total Plots	Plots Utilized	Plots Available	% Utilized	% Available
Estimate of Total Plots Planned for RGVSVIC	25,090	4,411	20,679	17.58%	82.42%
RGVSVIC - Total Plots in Developed Areas	9,255	4,411	4,844	47.66%	52.34%
RGVSVIC - Availability of Casketed Burial Option in Developed Areas	Total Plots	Plots Utilized	Plots Available	% Utilized	% Available
	4,430	2,519	1,911	56.86%	43.14%
RGVSVIC - Availability of Cremation Burial Option in Developed Areas	Total Plots	Plots Utilized	Plots Available	% Utilized	% Available
	3,825	1,852	1,973	48.42%	51.58%
RGVSVIC - Availability of Memorial Plot Option in Developed Areas	Total Plots	Plots Utilized	Plots Available	% Utilized	% Available
	1,000	40	960	4.00%	96.00%



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Current interments as of January 2026 -5304



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Events and Ceremonies Information:
Memorial Day Event May 25, 2026, TBD

Upcoming Events:
Memorial Day Event May 25, 2026, TBD



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Completed Projects:

- Irrigation Audit for January 2026 completed
- 2020 File Migration Completed- pending VLB direction
- 2021 File Migration Completed- pending VLB direction
- Water Conservation Action Plan –On-going 4/2024
- Electronic Reporting on IPADs- for all staff (7)
- Working on Section 31-Realignment & Resetting
- CSR in training for 180 days-

Ongoing Projects Pending- VLB OAR- Funded:

- Power washing areas with mold with the cemetery
- Maintenance Tech II in training for 180 days-Training Plan
- Winterization Plan Pending approval City of Mission
- Working on Section 35-Realignment & Resetting
- Removal of 30% non-usable equipment 11/24/2023
- Prepping for NCA inspection 2/2026**
- Roof construction to commence –10/6/2025**

Ongoing Projects Pending:

- Monthly Irrigation Audit-replace broken lines/equipment
- 100% Pre-registration eligibility review-on going project
- Headstone setting vehicle – revamp 4/2024 in use
- Staff cross-training -2026
- Clearing/Mowing of 43.17 acres on the NW side-48% done
- Digital reporting option (for staff)- currently using this method
- 2023 File Migration pending completion 1/2026
- Water Conservation Action Plan –On-going 1/2026
- Irrigation Audit for September 2025 on-going
- Maintenance Plan for 2026 on-going
- Electronic Reporting on IPADs- PM Reporting for equipment
- Current interments 5304 as of January 28, 2026**

VLB Funded (In-Progress)

- Re-alignment on 44 Flat Marker/ Headstone
- 100% Eligibility Review-Headstone 80% Completed
- Construction on Roof/Gates/Service Seals till 3/2026**

VLB Funded (Pending)

- Addition of New Space Force Military Branch of Service Seal and Flag in Assembly Area

Casket Transport Vehicle Hearse (Flat)

Automatic Gate

Water Station – on Cemetery Grounds

VLB Funded (Approved)

- Bobcat Tool Cat UW56 -2
- New Privacy Fence Slats Completed
- Electrical Services for Garrison Flag and offices 8/24-Completed 2025-2026 Budget Approved
- Administration Building Roofing Replacement Insurance approved
- Administration Building Roofing Replacement 11/2025 on-going
- Installation of Automatic and Remotely Controlled Entry Gate 11/2025

VLB Funded (Received)

- Administration Building Roofing Replacement 11/2025 on-going
- Installation of Automatic and Remotely Controlled Entry Gate 11/2025

VA Grant Applications Pending:

- Public Water Fountains Installed Throughout Grounds
- Remotely Controlled Public Digital Display Board for Schedules and Events