

# **CITIZENS REQUEST/311**

- 1. REQUEST MANAGEMENT-ALLOWS FOR CENTRALIZATION AND ORGANIZATION OF CITIZENS REQUESTS**
- 2. BRANDED MOBILE APP-PROVIDE CITIZENS WITH A MOBILE FRONT TO ACCESS ALL NOTIFICATIONS AND IMPORTANT INFORMATION DIRECTLY FROM US**
- 3. REPORTING-MAKE DATA DRIVEN DECISIONS**
- 4. MANAGE AND ROUTE REQUESTS-REQUESTS ARE AUTOMATICALLY ROUTED TO THE CORRECT DEPARTMENT & STAFF FOR RESOLUTION. REPORTS ALLOW US TO VISUALIZE ALL ISSUES ON A MAP FOR PROBLEMATIC AREAS OR TREND SPOTTING**
- 5. ASSIGN & TRACK WORK-WORK CREWS CAN ACCESS THEIR ASSIGNMENTS IN THE FIELD, UPDATE PROGRESS, AS WELL AS TRACK LABOR & COSTS**
- 6. SERVICE PORTAL-ALLOWS FOR EASY SUBMISSION & 24/7 ACCESS TO SERVICES AND INFORMATION THRU THE FULLY SEARCHABLE BASE**
- 7. TRACK MESSAGES-CITIZENS CAN CHECK THE STATUS OF THEIR ISSUE AT THEIR CONVENIENCE. REAL TIME PUSH NOTIFICATIONS & ALERTS PROACTIVELY KEEP THEM UP TO DATE AS THEIR ISSUES ARE RESOLVED**



# My Mission 311 Mobile App



*Help us keep our city safe, clean, and beautiful!*

## See an Issue? Let us know!

Report issues such as:

- Potholes
- Street Lights
- Illegal Dumping
- Code Violations
- Weedy Lots
- Park Improvements



SCAN HERE TO  
DOWNLOAD APP



With just a few taps, you can notify the appropriate department about issues like potholes, broken streetlights, or code violations. It is an efficient and easy way to report these issues and get them resolved promptly.

**Download the FREE app today!**



# My Mission 311



## See an Issue? Let us know!

Download the My Mission 311 app now available for Android and Apple.



**Scan Here to download  
the app now!**

### → Report Issues such as:

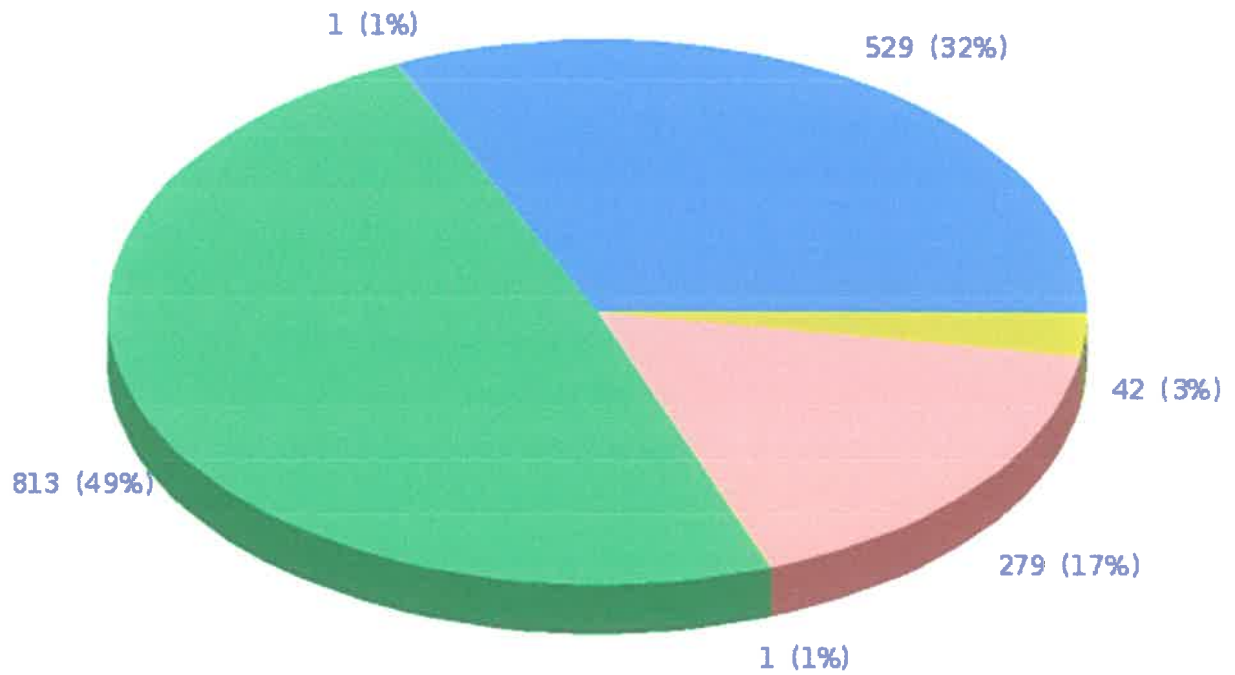
- Potholes
- Streets Lights
- Illegal Dumping
- Code Violations
- Weedy Lots
- Park Improvements

*Help us keep our city safe, clean  
and beautiful!*

# How Requests Are Reported

For Date Period From 01/01/2023 Through 12/31/2023

Android Email iPhone Other Phone Web



**# OF CITIZENS THAT HAVE  
DOWNLOADED OUR APP**

**2,279**

# 2021 REPORT

One Year Analysis of Opened Internal & External Requests  
Ending December 2021

	Jan21	Feb21	Mar21	Apr21	May21	Jun21	Jul21	Aug21	Sep21	Oct21	Nov21	Dec21	Total
<b>Health</b>													
Animal Control	0	0	0	8	12	16	12	12	10	17	14	8	109
Mosquitoes	0	0	0	0	0	0	30	2	0	1	0	4	37
<b>Total - Health</b>	0	0	0	8	12	16	42	14	10	18	14	12	146
<b>Obstructions -Tree/Branches</b>													
MOWING	0	0	0	0	0	30	42	25	8	9	4	3	121
<b>Total - Obstructions - Tree/Branches</b>	0	0	0	0	0	30	42	25	8	9	4	3	121
<b>Parks &amp; Rec</b>													
Graffiti	0	0	0	0	0	0	0	1	0	0	0	1	2
Mowing	0	0	0	0	0	0	0	0	0	0	0	0	0
Parks	0	0	0	0	0	0	0	0	0	0	0	0	0
Restrooms	0	0	0	0	0	1	0	0	1	1	0	1	4
Right of way ( mowing )	0	0	0	0	0	0	0	0	0	0	0	0	0
Trails	0	0	0	0	0	2	0	2	1	0	0	1	6
<b>Total - Parks &amp; Rec</b>	0	0	0	0	0	3	0	3	2	1	0	3	12
<b>Planning</b>													
Construction Concerns	0	0	0	0	0	0	4	4	3	7	3	1	22
Dilapidated Home/Structure	0	0	0	0	0	2	1	2	0	2	1	3	11
Garage Sales	0	0	0	0	0	0	0	0	0	0	0	0	0
Health & Sanitation	0	0	0	0	0	0	0	0	0	0	0	0	0
Illegal Dumping	0	0	0	0	0	4	8	9	3	3	1	5	33
Junked Vehicle on private prop	0	0	0	0	0	0	0	0	0	0	0	0	0
Sewer Concerns	0	0	0	0	0	6	18	3	2	3	3	1	36
Unsafe Building	0	0	0	0	0	0	0	0	0	0	0	0	0
Weedy Lot	0	0	0	3	4	9	20	13	10	4	4	3	70
<b>Total - Planning</b>	0	0	0	3	4	21	51	31	18	19	12	13	172
<b>Police Department</b>													
Illegal Parking	0	0	0	0	0	0	0	7	7	10	6	5	35
<b>Total - Police Department</b>	0	0	0	0	0	0	0	7	7	10	6	5	35
<b>Public Works</b>													
Flooded area/Roadway and stree	0	0	0	0	0	0	0	0	0	0	0	0	0
Foul smell	0	0	0	0	0	0	0	0	0	0	0	0	0
Junk Vehicle	0	0	0	0	0	10	9	3	3	4	1	3	33
Lift Station	0	0	0	0	0	4	2	2	2	2	2	0	14
Low Water Pressure	0	0	0	0	0	0	0	0	1	2	1	1	5
Obstruction-Trees/Branches	0	0	0	0	0	28	25	10	16	12	2	8	101
Pot Holes	0	0	0	0	0	0	9	36	18	26	9	17	115
Sandbag ( Elderly And Disabled	0	0	0	0	0	0	0	0	0	0	0	0	0
Side Walk	0	0	0	0	0	22	6	3	5	9	1	2	48
Street Light	0	0	0	0	0	12	20	15	6	10	4	10	77
Streets/Signs	0	0	0	2	17	25	47	13	8	9	10	9	140
Tires	0	0	0	0	0	0	0	0	0	0	0	0	0
Traffic Signals	0	0	0	0	0	4	2	0	0	1	0	4	11
Water Leaks	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total - Public Works</b>	0	0	0	2	17	105	120	82	59	75	30	54	544
<b>Sanitation</b>													
Brush	0	0	0	0	0	3	36	16	10	6	7	5	83
Bulky Items	0	0	0	0	0	4	7	12	8	4	0	1	36
Garbage	0	0	0	14	12	34	6	11	8	1	5	14	105
Trash	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total - Sanitation</b>	0	0	0	14	12	41	49	39	26	11	12	20	224
<b>All Topics</b>													
<b>Total All Topics</b>	0	0	0	27	45	216	304	201	130	143	78	110	1254

One Year Analysis for All Departments  
Ending December 2021

Department	Jan21	Feb21	Mar21	Apr21	May21	Jun21	Jul21	Aug21	Sep21	Oct21	Nov21	Dec21	Total
<b>Health</b>													
Start of month	0	0	0	0	0	2	2	7	4	3	8	19	
Opened	0	0	0	8	12	16	42	14	10	18	14	12	<b>146</b>
Closed	0	0	0	8	10	16	37	17	11	13	3	14	<b>129</b>
<b>Obstructions -Tree/Branches</b>													
Start of month	0	0	0	0	0	0	15	26	36	39	41	42	
Opened	0	0	0	0	0	28	38	23	6	6	4	3	<b>108</b>
Closed	0	0	0	0	0	13	27	13	3	4	3	9	<b>72</b>
<b>Parks &amp; Rec</b>													
Start of month	0	0	0	0	0	0	3	4	1	2	0	0	
Opened	0	0	0	0	0	5	4	5	4	4	0	3	<b>25</b>
Closed	0	0	0	0	0	2	3	8	3	6	0	3	<b>25</b>
<b>Planning</b>													
Start of month	0	0	0	0	1	2	12	22	20	12	12	16	
Opened	0	0	0	3	4	21	51	31	18	19	12	13	<b>172</b>
Closed	0	0	0	2	3	11	41	33	26	19	8	14	<b>157</b>
<b>Police Department</b>													
Start of month	0	0	0	0	0	0	0	0	7	11	19	0	
Opened	0	0	0	0	0	0	0	7	7	10	6	5	<b>35</b>
Closed	0	0	0	0	0	0	0	0	3	2	25	1	<b>31</b>
<b>Public Works</b>													
Start of month	0	0	0	0	1	5	67	66	88	125	165	180	
Opened	0	0	0	2	17	105	120	82	59	75	30	54	<b>544</b>
Closed	0	0	0	1	13	43	121	60	22	35	15	99	<b>409</b>
<b>Sanitation</b>													
Start of month	0	0	0	0	5	16	48	18	31	41	35	36	
Opened	0	0	0	14	12	41	49	39	26	11	12	20	<b>224</b>
Closed	0	0	0	9	1	9	79	26	16	17	11	56	<b>224</b>
<b>Total Opened</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>45</b>	<b>216</b>	<b>304</b>	<b>201</b>	<b>130</b>	<b>143</b>	<b>78</b>	<b>110</b>	<b>1254</b>
<b>Total Closed</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>27</b>	<b>94</b>	<b>308</b>	<b>157</b>	<b>84</b>	<b>96</b>	<b>65</b>	<b>196</b>	<b>1047</b>



# 2022 REPORT

One Year Analysis of Opened Internal & External Requests  
Ending December 2022

	Jan22	Feb22	Mar22	Apr22	May22	Jun22	Jul22	Aug22	Sep22	Oct22	Nov22	Dec22	Total
<b>Health</b>													
Animal Control	17	5	8	12	6	19	14	7	19	11	5	9	132
Mosquitoes	0	0	0	0	6	8	0	1	0	4	0	0	19
<b>Total - Health</b>	17	5	8	12	12	27	14	8	19	15	5	9	151
<b>Obstructions -Tree/Branches</b>													
MOWING	2	3	3	7	1	11	4	3	11	5	0	3	53
<b>Total - Obstructions - Tree/Branches</b>	2	3	3	7	1	11	4	3	11	5	0	3	53
<b>Parks &amp; Rec.</b>													
Graffiti	0	0	1	0	0	0	0	0	0	0	0	0	1
Mowing	0	0	0	0	0	0	0	0	0	0	0	0	0
Parks	1	1	0	2	0	0	1	2	2	2	0	1	12
Restrooms	0	0	0	0	0	0	0	0	0	0	0	0	0
Right of way ( mowing )	1	0	1	0	0	2	1	0	1	2	0	0	8
Trails	0	0	0	0	2	0	0	1	0	0	2	0	5
<b>Total - Parks &amp; Rec</b>	2	1	2	2	2	2	2	3	3	4	2	1	26
<b>Planning</b>													
Construction Concerns	1	2	1	0	0	0	1	1	1	2	0	0	9
Dilapidated Home/Structure	0	0	1	0	0	2	1	0	2	1	0	0	7
Garage Sales	0	0	0	1	0	0	1	0	1	0	0	1	4
Health & Sanitation	0	0	0	1	1	1	2	2	0	2	0	3	12
Illegal Dumping	0	0	0	1	1	9	2	3	0	2	0	3	21
Junked Vehicle on private prop	0	1	0	0	0	2	1	0	1	0	1	1	7
Sewer Concerns	3	3	2	5	4	1	2	0	1	1	0	0	22
Unsafe Building	0	0	0	0	0	1	0	0	0	2	0	0	3
Weedy Lot	4	0	2	2	4	18	3	5	11	12	4	3	68
<b>Total - Planning</b>	8	6	6	10	10	34	13	11	17	22	5	11	153
<b>Police Department</b>													
Illegal Parking	4	2	5	10	7	9	10	13	9	5	7	8	89
<b>Total - Police Department</b>	4	2	5	10	7	9	10	13	9	5	7	8	89
<b>Public Works</b>													
Flooded area/Roadway and stree	0	0	0	0	0	0	0	0	7	1	3	1	12
Foul smell	0	0	0	0	0	1	2	0	0	0	0	1	4
Junk Vehicle	1	0	3	1	2	1	2	1	1	1	3	1	17
Lift Station	0	0	0	0	1	2	1	3	0	0	0	0	7
Low Water Pressure	0	1	0	1	2	3	8	1	1	0	0	0	17
Obstruction-Trees/Branches	0	4	1	0	2	2	8	3	1	1	1	1	24
Pot Holes	8	17	18	11	31	17	20	24	9	19	18	18	210
Sandbag ( Elderly And Disabled	0	0	0	0	0	0	0	0	0	0	0	0	0
Side Walk	0	0	2	2	2	6	1	2	0	2	0	0	17
Street Light	16	4	7	7	10	10	9	5	6	10	4	4	92
Streets/Signs	8	1	3	4	2	2	4	4	1	5	2	1	37
Tires	1	2	2	3	0	1	0	4	1	3	1	0	18
Traffic Signals	1	2	0	5	2	1	1	0	2	1	0	1	16
Water Leaks	0	1	2	4	4	1	4	17	4	7	4	2	50
<b>Total - Public Works</b>	35	32	38	38	58	47	60	64	33	50	36	30	521
<b>Sanitation</b>													
Brush	4	2	3	15	6	7	13	7	13	7	8	0	85
Bulky Items	2	0	4	3	2	2	4	4	4	0	0	4	29
Garbage	11	0	6	6	2	4	4	11	4	7	7	5	67
Trash	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total - Sanitation</b>	17	2	13	24	10	13	21	22	21	14	15	9	181
<b>All Topics</b>													
<b>Total All Topics</b>	85	51	75	103	100	143	124	124	113	115	70	71	1174

One Year Analysis for All Departments  
Ending December 2022

Department	Jan22	Feb22	Mar22	Apr22	May22	Jun22	Jul22	Aug22	Sep22	Oct22	Nov22	Dec22	Total
<b>Health</b>													
Start of month	17	9	4	3	7	11	37	23	2	15	29	34	
Opened	17	5	8	12	12	27	14	8	19	15	5	9	<b>151</b>
Closed	25	10	9	8	8	1	28	29	6	1	0	21	<b>146</b>
<b>Obstructions -Tree/Branches</b>													
Start of month	36	6	4	5	9	10	6	4	3	8	9	9	
Opened	2	3	2	7	1	9	4	3	10	5	0	3	<b>49</b>
Closed	32	5	1	3	0	13	6	4	5	4	0	11	<b>84</b>
<b>Parks &amp; Rec</b>													
Start of month	0	0	0	1	0	0	0	0	1	2	2	4	
Opened	2	1	3	2	2	4	2	3	4	4	2	1	<b>30</b>
Closed	2	1	2	3	2	4	2	2	3	4	0	0	<b>25</b>
<b>Planning</b>													
Start of month	15	4	4	3	4	5	12	5	7	8	12	2	
Opened	8	6	6	10	10	34	13	11	17	22	5	11	<b>153</b>
Closed	19	6	7	9	9	27	20	9	16	18	15	6	<b>161</b>
<b>Police Department</b>													
Start of month	4	4	6	11	19	26	35	45	55	59	63	70	
Opened	4	2	5	10	7	9	10	13	9	5	7	8	<b>89</b>
Closed	4	0	0	2	0	0	0	3	5	1	0	2	<b>17</b>
<b>Public Works</b>													
Start of month	135	38	36	34	39	55	37	63	34	24	41	60	
Opened	35	32	38	38	58	47	60	64	33	50	36	30	<b>521</b>
Closed	132	34	40	33	42	65	34	93	43	33	17	64	<b>630</b>
<b>Sanitation</b>													
Start of month	0	2	1	7	8	7	9	7	4	11	1	1	
Opened	17	2	13	24	10	13	21	22	21	14	15	9	<b>181</b>
Closed	15	3	7	23	11	11	23	25	14	24	15	3	<b>174</b>
<b>Total Opened</b>	<b>85</b>	<b>51</b>	<b>75</b>	<b>103</b>	<b>100</b>	<b>143</b>	<b>124</b>	<b>124</b>	<b>113</b>	<b>115</b>	<b>70</b>	<b>71</b>	<b>1174</b>
<b>Total Closed</b>	<b>229</b>	<b>59</b>	<b>66</b>	<b>81</b>	<b>72</b>	<b>121</b>	<b>113</b>	<b>165</b>	<b>92</b>	<b>85</b>	<b>47</b>	<b>107</b>	<b>1237</b>

# 2023 REPORT

One Year Analysis of Opened Requests  
Ending December 2023

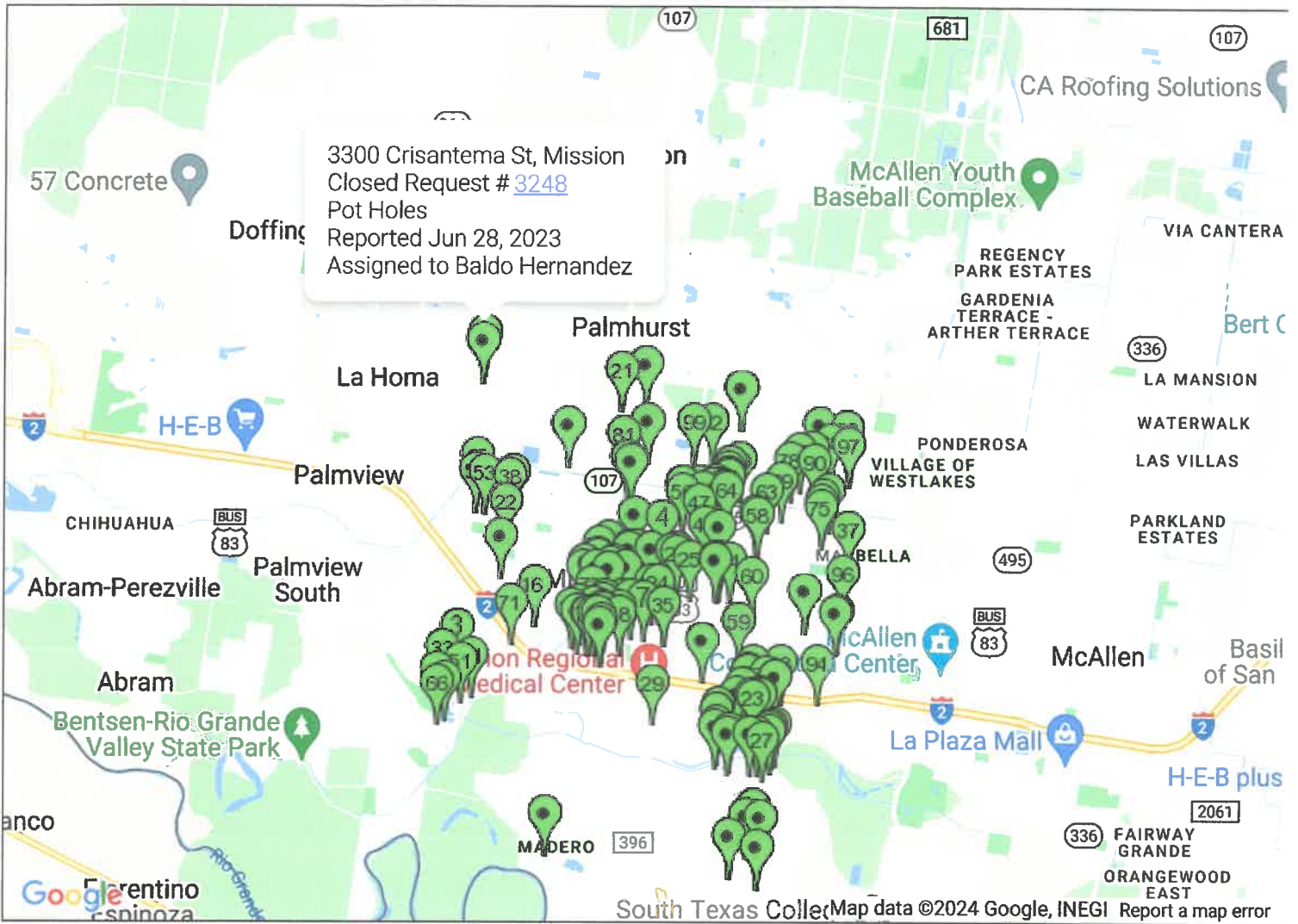
	Jan23	Feb23	Mar23	Apr23	May23	Jun23	Jul23	Aug23	Sep23	Oct23	Nov23	Dec23	Total
<b>Health</b>													
Animal Control	14	6	13	15	7	9	8	7	9	18	14	271	391
Mosquitoes	0	0	2	18	19	6	1	0	0	0	0	5	51
<b>Total - Health</b>	14	6	15	33	26	15	9	7	9	18	14	276	442
<b>Obstructions -Tree/Branches</b>													
MOWING	4	4	3	4	18	9	3	1	5	2	1	7	61
<b>Total - Obstructions - Tree/Branches</b>	4	4	3	4	18	9	3	1	5	2	1	7	61
<b>Parks &amp; Rec</b>													
Graffiti	0	0	2	0	0	0	1	0	1	0	4	0	8
Mowing	0	0	0	0	0	0	0	0	0	0	0	0	0
Parks	2	3	3	3	1	3	5	2	2	1	1	1	27
Restrooms	0	0	0	0	0	1	0	0	0	0	0	0	1
Right of way ( mowing )	0	0	0	0	2	0	1	0	1	1	0	3	8
Trails	0	0	0	0	1	0	2	0	0	0	1	0	4
<b>Total - Parks &amp; Rec</b>	2	3	5	3	4	4	9	2	4	2	6	4	48
<b>Planning</b>													
Construction Concerns	0	0	1	1	5	3	1	1	1	1	1	0	15
Dilapidated Home/Structure	0	0	1	0	2	0	1	1	1	0	0	0	6
Garage Sales	0	1	0	0	0	0	0	2	0	1	1	1	6
Health & Sanitation	0	0	1	3	2	1	1	3	0	0	1	1	13
Illegal Dumping	1	0	5	1	6	0	6	3	2	3	3	4	34
Junked Vehicle on private prop	1	3	0	1	0	0	0	0	0	0	0	1	6
Sewer Concerns	1	3	2	6	3	2	3	4	3	3	0	3	33
Unsafe Building	1	0	4	0	0	0	0	3	0	0	1	0	9
Weedy Lot	1	3	2	11	23	14	3	7	3	7	2	5	81
<b>Total - Planning</b>	5	10	16	23	41	20	15	24	10	15	9	15	203
<b>Police Department</b>													
Illegal Parking	9	12	20	9	12	12	10	10	3	6	5	4	112
<b>Total - Police Department</b>	9	12	20	9	12	12	10	10	3	6	5	4	112
<b>Public Works</b>													
Flooded area/Roadway and stree	1	0	6	3	8	1	0	1	2	0	2	2	26
Foul smell	1	1	0	3	1	0	0	0	0	0	0	1	7
Junk Vehicle	0	3	4	2	0	0	1	2	0	0	0	0	12
Lift Station	0	0	0	0	0	2	0	1	0	1	0	0	4
Low Water Pressure	1	0	1	3	1	2	0	3	0	1	2	2	16
Obstruction-Trees/Branches	1	4	5	11	25	12	4	6	4	2	0	2	76
Pot Holes	15	31	13	31	19	10	13	18	12	12	9	17	200
Sandbag ( Elderly And Disabled	0	0	0	0	0	0	0	1	0	0	0	0	1
Side Walk	2	2	2	1	1	2	3	5	0	1	2	4	25
Street Light	6	5	3	12	16	6	6	10	13	12	11	15	115
Streets/Signs	6	4	2	8	6	3	8	5	6	3	4	2	57
Tires	0	1	1	0	0	1	0	3	1	1	1	0	9
Traffic Signals	0	1	0	3	4	0	1	1	1	1	2	1	15
Water Leaks	1	1	2	4	3	0	3	4	8	7	6	2	41
<b>Total - Public Works</b>	34	53	39	81	84	39	39	60	47	41	39	48	604
<b>Sanitation</b>													
Brush	6	5	3	13	34	22	11	5	4	2	7	2	114
Bulky Items	3	0	0	2	6	7	6	5	0	2	0	1	32
Garbage	2	5	3	2	3	0	4	3	1	2	1	3	29
Trash	0	0	1	2	4	3	3	2	1	0	2	2	20
<b>Total - Sanitation</b>	11	10	7	19	47	32	24	15	6	6	10	8	195
<b>All Topics</b>													
<b>Total All Topics</b>	79	98	105	172	232	131	109	119	84	90	84	362	1665

One Year Analysis for All Departments  
Ending December 2023

Department	Jan23	Feb23	Mar23	Apr23	May23	Jun23	Jul23	Aug23	Sep23	Oct23	Nov23	Dec23	Total
<b><u>Health</u></b>													
Start of month	22	4	5	7	30	4	11	15	22	5	9	6	
Opened	14	6	15	33	26	15	9	7	9	18	14	276	<b>442</b>
Closed	32	5	13	10	52	8	5	0	26	14	17	280	<b>462</b>
<b><u>Obstructions -Tree/Branches</u></b>													
Start of month	1	4	6	5	4	15	10	6	6	3	2	3	
Opened	3	3	3	4	17	7	3	1	3	1	1	5	<b>51</b>
Closed	0	1	4	5	6	12	7	1	6	2	0	3	<b>47</b>
<b><u>Parks &amp; Rec</u></b>													
Start of month	5	1	4	2	2	1	4	0	1	3	3	5	
Opened	3	4	5	3	5	6	9	2	6	3	6	6	<b>58</b>
Closed	7	1	7	3	6	3	13	1	4	3	4	5	<b>57</b>
<b><u>Planning</u></b>													
Start of month	7	2	3	5	8	9	4	5	6	5	3	0	
Opened	5	10	16	23	41	20	15	24	10	15	9	15	<b>203</b>
Closed	10	9	14	20	40	25	14	23	11	17	12	12	<b>207</b>
<b><u>Police Department</u></b>													
Start of month	76	82	87	102	107	113	116	117	122	123	125	129	
Opened	9	12	20	9	12	12	10	10	3	6	5	4	<b>112</b>
Closed	3	7	5	4	6	9	9	5	2	4	1	1	<b>56</b>
<b><u>Public Works</u></b>													
Start of month	26	37	53	50	62	80	55	29	42	26	26	38	
Opened	34	53	39	81	84	39	39	60	47	41	39	48	<b>604</b>
Closed	23	37	42	69	66	64	65	47	63	41	27	42	<b>586</b>
<b><u>Sanitation</u></b>													
Start of month	7	15	25	31	9	45	35	21	16	9	3	8	
Opened	11	10	7	19	47	32	24	15	6	6	10	8	<b>195</b>
Closed	3	0	1	41	11	42	38	20	13	12	5	7	<b>193</b>
<b>Total Opened</b>	<b>79</b>	<b>98</b>	<b>105</b>	<b>172</b>	<b>232</b>	<b>131</b>	<b>109</b>	<b>119</b>	<b>84</b>	<b>90</b>	<b>84</b>	<b>362</b>	<b>1665</b>
<b>Total Closed</b>	<b>78</b>	<b>60</b>	<b>86</b>	<b>152</b>	<b>187</b>	<b>163</b>	<b>151</b>	<b>97</b>	<b>125</b>	<b>93</b>	<b>66</b>	<b>350</b>	<b>1608</b>

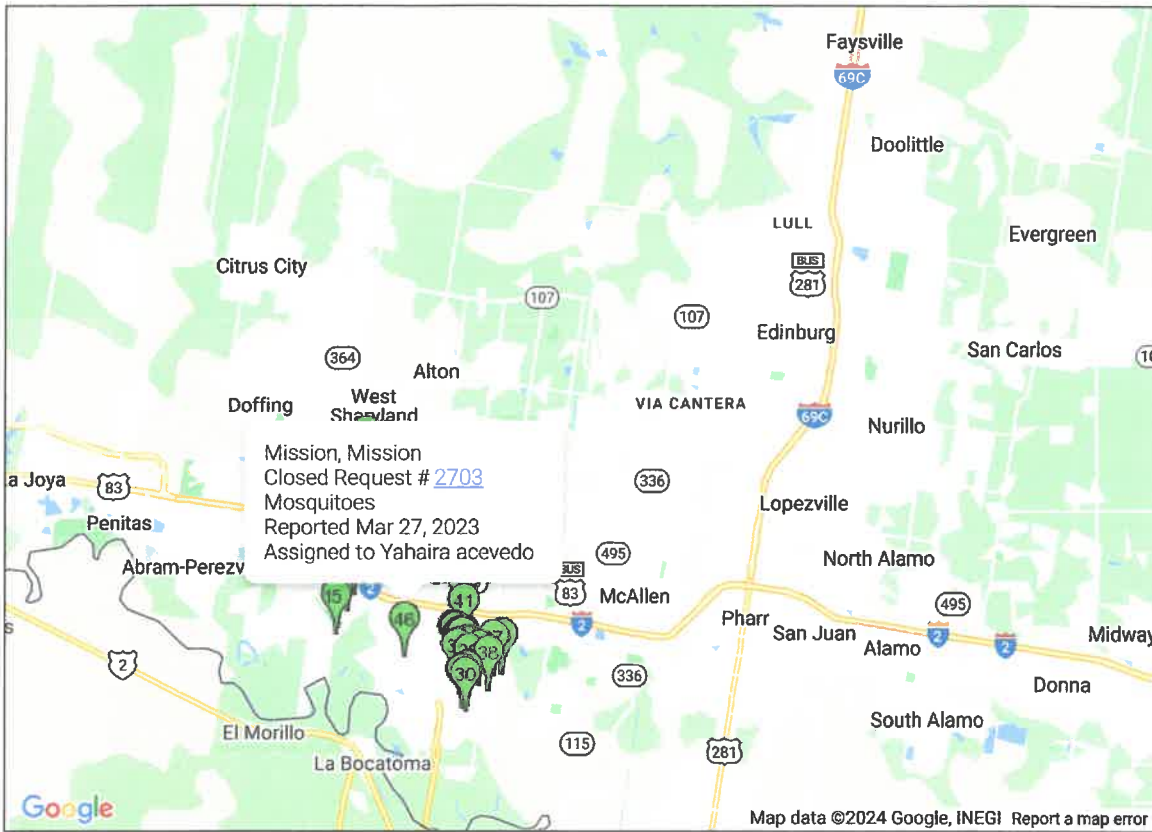
# MONTHLY REPORTS

# Pot Holes



- 1 1001 North Francisco Avenue, Mission
- 2 1002 North Stewart Road, Mission
- 3 1007 Lake View Dr, Mission
- 4 1008 Pamela Dr, Mission
- 5 101 Sabine Ct, Mission
- 6 101 San Jacinto Street
- 7 1015 East 1st Street, Mission
- 8 1026 Rio Grande Dr, Mission
- 9 105 East 5th Street, Mission
- 10 106 South Francisco Avenue, Mission





- 1 1201 E 8th St
- 2 1215 Hunter Street, Mission
- 3 1303 Reynosa St, Mission
- 4 1312 Ramirez St, Mission
- 5 1465-1487 S One Mile Rd, Mission
- 6 1504 Garden Dr, Mission
- 7 1603 Alexa Marie Street, Mission
- 8 1609 East 21st Street, Mission
- 9 1620 E Gastel Cir, Mission
- 10 1703 West 21st Street, Mission
- 11 1705 Merlin Drive, Mission
- 12 1811 Meadow View Drive, Mission
- 13 2102 Turtle Lane, Mission
- 14 2105 Lake Front Drive, Mission
- 15 2125 Lake View Dr, Mission
- 16 2313 Nicole Drive, Mission

# EXAMPLES OF CONVERSATIONS

# Add/Edit Request

Update & Exit    Update    Cancel  
Old    New Look

Print    Audit Trail

Assigned to: Jesus Vela    Request: 5376    Entered on: 02/28/2024 08:47 AM    By: Griselda Cantu Garza

Long form

(1 followup items below)

**Customer Information**    Create another request for customer

Last name:     First name:     Phone:     Alt phone:   
Address:     City:     State:     Zip code:   
Email:     *(1 other record for customer)*

\* Topic:   
Request type:   
Entered via:   
Problem Locati:



Animal Shelter - Animal Type:   
Dog Type:   
Cat Type:   
Wild Life:

Assigned to:     Leave blank for automatic routing  
Status:   
Priority:   
IP Address: 64.88.195.125,

Attachments:

Delete?	Attachment Description (defaults to file name)	<input type="checkbox"/> Send to Customer when Closed?	Date	File
<input type="checkbox"/>	Screenshot 2024-02-28 084659.png	<input type="checkbox"/>	02/28/2024	
<input type="checkbox"/>		<input type="checkbox"/>		File name: <input type="text" value="Choose Files"/> No file chosen

\* Description: wed / am- excess dogs, multi kennels IN HM  
pd did house call yesterday, wellnss ck, thnx

Reason closed: Thank you for reporting this concern. The Animal Welfare Officer made contact with the owners of the animal (s) and provided city ordinance education for the "neglect" violation. If the issue persists, please submit another concern on the City of Mission 311 Mobile APP or by calling our city offices at 956-580-8741 to discuss other resources. Best Regards.

Due Date: 03/14/2024  
Date Closed: 02/28/2024 12:07 PM    By: Jesus Vela

Update & Exit    Update    Cancel    Delete

### Collaboration Area (internal notes, email correspondence)

1: Added internal information  
Jesus Vela    Spoke to resd at home and she allowed me to check home. Only 3 kennels inside resd and only two small dogs inside house. She has an additional two dogs outside which are leashed up. Dogs looked healthy  
02/28/2024 12:07 PM

To add notes or send emails about this Request, enter message below or insert message  , then press the appropriate button.

To add an internal note, or send a message to another employee about this request, enter your message here (at least four characters) and then press one of the buttons to the right. You will not be able to email the customer as there is no way to notify the customer.

# Add/Edit Request

Update & Exit    Update    Cancel  
Old    New Look

Print    Audit Trail

Assigned to: Yvette Villarreal

Request: 5356    Entered on: 02/27/2024 12:57 PM

Long Save

(3 followup items below)

### Customer Information

Create another request for customer

Last name:     First name:     Phone:     Alt phone:   
Address:     City:     State:   
Email:

(10 other records for customer)

\* Topic:

Request type:

Entered via:

Problem Locat:

Assigned to:     Leave blank for automatic routing

Status:

Priority:

IP Address:



Attachments:

Delete?	Attachment Description (defaults to file name)	<input type="checkbox"/> Send to Customer when Closed?	Date	File
<input type="checkbox"/>	IMG_4278.jpg	(Customer sent attachment)	02/27/2024	
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	File name:	<input type="button" value="Choose Files"/> No file chosen

\* Description:

Reason closed:

Due Date: 02/29/2024

Date Closed: 02/29/2024 08:52 AM    By: Yvette Villarreal

Update & Exit    Update    Cancel

Delete

### Collaboration Area (internal notes, email correspondence)

- 3: Message sent to customer  
by Yvette Villarreal    LETTER HAS BEEN MAILED OUT TO PROPERTY OWNER. THANK YOU  
02/29/2024 08:52 AM
- 2: Message sent to customer  
by Jesse Lerma    THANKS FOR YOUR SUBMITTAL..CODE ENFORCEMENT WILL MAKE ASSESSMENT  
02/27/2024 3:40 PM
- 1: Message sent to customer  
by Yvette Villarreal    CODE OFFICER WILL ASSESS PROPERTY. THANK YOU  
02/27/2024 3:15 PM

To add notes or send emails about this Request, enter message below or insert message  , then press the appropriate button.

To add an internal note, or send a message to the customer or another employee about this request, enter your message here (at least four characters) and the buttons to the right will enable. Then press one of the buttons.

Send to Customer

Add Internal Note

Send to Employee(s)...

# Add/Edit Request

Update & Exit    Update   

Assigned to: Baldo Hernandez

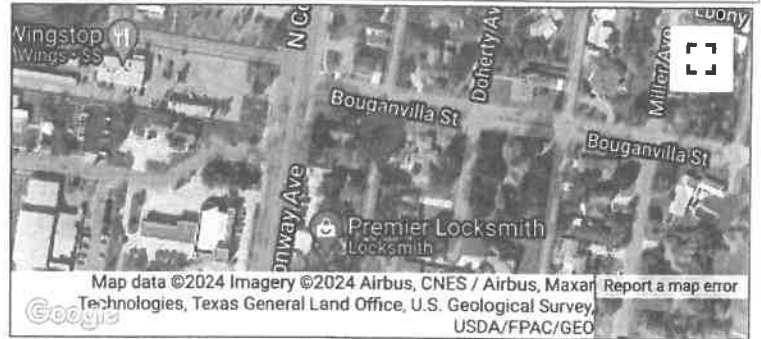
Request: 5400    Entered on: 02/28/2024 9:29 PM

(4 followup items below)

### Customer Information

Last name:     First name:     Phon:     Alt phone:   
 Address:     City:  Mission, Tx    State:     Zip code:   
 Email:     *(18 other records for customer)*

\* Topic:  Pot Holes  
 Request type:  Problem  
 Entered via:  iPhone  
 Problem Location:   
*(to enter records at this location)*  
 Assigned to:  Baldo Hernandez    *Leave blank for automatic routing*  
 Status:  Open  
 Priority:  Normal  
 IP Address:



### Attachments:

\* Description:  the ally way behind Pollos Nortenos has a lot of traffic, heavy delivery truck traffic. the delivery trucks and vehicular traffic have worn down the asphalt and made deep ruts on the dirt way. need some caliche fill dirt and asphalt. thank you.

Reason closed:  This must be filled in to close the request. Contents of field, and attachments that are marked as Send to Customer when Closed, are e-mailed for customer notification.

Due Date:  03/04/2024    *Leave blank for automatic calculation*   

Update & Exit    Update       

### Collaboration Area (internal notes, email correspondence)

4: Message sent to customer  
 by Jesse Lerma  
 03/01/2024 5:16 PM

THANKS FOR YOUR HELP...

3: Message sent to customer  
 by Baldo Hernandez  
 02/29/2024 2:30 PM

Your welcome

Hello, thank you so much! that was super fast service. looks very good I hope the delivery trucks don't mess it up too soon.  
 Spoke to the crew. they are nice folks.  
 thanks again. we appreciate it.

2: Message from customer  
 02/29/2024 2:01 PM

1: Message sent to customer  
 by Baldo Hernandez  
 02/29/2024 06:51 AM

We have your request, we will get to it as soon as possible.

To add notes or send emails about this Request, enter message below or insert message  (Select message from list) , then press the appropriate button.

To add an internal note, or send a message to the customer or another employee about this request, enter your message here (at least four characters) and the buttons to the right will enable. Then press one of the buttons.

# Add/Edit Request

Update & Exit | Update | Cancel  
Old | New Look

Print | Audit Trail

Assigned to: Yahaira acevedo

Request: 5295 Entered on: 02/23/2024 2:11 PM

Log form

(4 followup items below)

### Customer Information

Create another request for customer

Last name:  First name:  Phone:  Alt phone:   
 Address:  City:  State:  Zip code:   
 Email:

(19 other records for customer)

\* Topic: Street Light

Request type: Problem

Entered via: iPhone

Problem Location: 2300 N Conway Ave, Mission

Assigned to: Yahaira acevedo *Leave blank for automatic routing*

Status: Closed

Priority: Normal

IP Address:



Attachments: [Add Attachments](#)

\* Description: All 4 corners of the street on Conway and 495. lights are not turning on at night. Nw corner, NE corner, SE Corner and SW corner. Thank you.

Reason closed: PD CHECKED LOCATION ..ALL LIGHTS WORKING

Due Date: 02/28/2024

Date Closed: 02/25/2024 8:16 PM By: Jesse Lerma

Update & Exit | Update | Cancel | Delete

### Collaboration Area (internal notes, email correspondence)

- 4: Message sent to Jesse Lerma from Yahaira acevedo 02/26/2024 08:25 AM  
Thank you Mr. Lerma, I will contact resident directly and inform of the findings.
- 3: Message sent to Yahaira acevedo from Jesse Lerma 02/23/2024 8:53 PM  
YAHAIRA PD CHECKED AT 8:45 PM FRIDAY AND THEY ARE WORKING IF I HEAR SOMETHING ELSE ILL LET YOU KNOW THANKS
- 2: Message sent to customer by Jesse Lerma 02/23/2024 8:52 PM  
POLICE SUPERVISOR IS ADVISING ME THAT THEY ARE WORKING NOW 8:45PM....WE WILL SWING BY AFTER MIDNITE TO CHECK AGAIN
- 1: Message sent to customer by Jesse Lerma 02/23/2024 5:34 PM  
THANKS FOR YOUR SUBMITTAL..WE WILL CHECK THEM OUT TONITE AND REPORT THEM TO OUR PROVIDER

To add notes or send emails about this Request, enter message below or insert message (Select message from list), then press the appropriate button.

To add an internal note, or send a message to the customer or another employee about this request, enter your message here (at least four characters) and the buttons to the right will enable. Then press one of the buttons.

- Send to Customer
- Add Internal Note
- Send to Employee(s)...

# Add/Edit Request

[Update & Exit](#) [Update](#)  
[Cancel](#) [Old](#) [New Look](#)

[Print](#) [Audit Trail](#)

Assigned to: Yahaira acevedo

Request: 5365 Entered on: 02/27/2024 7:34 PM

[Long form](#)

(5 followup items below)

## Customer Information

[Create another request for customer](#)

Last name:  First name:  Phone:  Alt phone:   
Address:  City:  State:  Zip code:   
Email:

(19 other records for customer)

\* Topic:

Request type:

Entered via:

Problem Location:   Same as customer

Assigned to:  *Leave blank for automatic routing*

Status:

Priority:

IP Address:

Attachments: [Add Attachments](#)

\* Description:

Reason closed:

Due Date:  *Leave blank for automatic calculation*

[Update & Exit](#) [Update](#) [Cancel](#) [Delete](#)

## Collaboration Area (internal notes, email correspondence)

- 5: Message sent to customer by Jesse Lerma 03/03/2024 8:45 PM MR RUIZ SORRY FOR THE MISCOMMUNICATION ON OUR END ...LIGHTS ARE OUT..WE WILL NOTIFY PROVIDER...THANKS AND IT WAS GOOD TALKING TO YOU TODAY..PLEASE SAVE MY NUMBER IF WE CAN HELP YOU IN THE FUTURE
- 4: Message sent to Yahaira acevedo from Jesse Lerma 03/03/2024 8:43 PM YAHAIRA JUST COMFIRMED LIGHTS ARE NOT WORKING PLEASE REPORT..THANKS
- 3: Message sent to Yahaira acevedo from Jesse Lerma 03/01/2024 9:35 PM YAHAIRA HAVING PD CHECK OUT LOCATION AGAIN TONITE AND ILL LET YOU KNOW
- 2: Message sent to customer by Jesse Lerma 03/01/2024 9:34 PM PD CHECKING ON LIGHTS NOW...WE WILL GET A REPORT AND SUBMIT ACCORDINGLY

1: Message sent to customer

by Jesse Lerma

03/01/2024 5:10 PM

THANKS AGAIN...WE WILL HAVE SUPERVISOR CHECK TONITE

To add notes or send emails about this Request, enter message below or insert message

(Select message from list)

, then press the appropriate button.

To add an internal note, or send a message to the customer or another employee about this request, enter your message here (at least four characters) and the buttons to the right will enable. Then press one of the buttons.

Send to  
Customer

Add Internal  
Note

Send to  
Employee(s)...





# Add/Edit Request

[Update & Exit](#) [Update](#) [Cancel](#)

[Print](#) [Audit Trail](#)

Old [New Look](#)

Assigned to: Yaritza Pena

Request: 5615 Entered on: 03/04/2024 3:28 PM

[Long form](#)

(1 followup items below)

### Customer Information

[Create another request for customer](#)

Last name:  First name:  Phone:  Alt phone:   
Address:  City:  State:  Zip code:   
Email:

(3 other records for customer)

\* Topic:   
Request type:   
Entered via:   
Problem Location:   
(4 other records at this location)  
Assigned to:  *Leave blank for automatic routing*  
Status:   
Priority:   
IP Address:



### Attachments:

Delete?	Attachment Description (defaults to file name)	<input type="checkbox"/> Send to Customer when Closed?	Date	File
<input type="checkbox"/>	image_picker_98326D6F-70CA-4C7B-9784-C3F7E8CF4	(Customer sent attachment)	03/04/2024	
<input type="checkbox"/>	image_picker_3FF72278-3040-4883-BC32-2118ECCAB/	(Customer sent attachment)	03/04/2024	
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	File name:	<input type="text" value="Choose Files"/> No file chosen

\* Description: los árboles tapan la visibilidad al transitar por el callejón

Reason closed: This must be filled in to close the request. Contents of field, and attachments that are marked as Send to Customer when Closed, are e-mailed for customer notification.

Due Date:  *Leave blank for automatic calculation*

Insert Reason Closed:

[Update & Exit](#) [Update](#) [Cancel](#)

[Delete](#)

### Collaboration Area (internal notes, email correspondence)

1: Message sent to customer by Jesse Lerma 03/06/2024 6:34 PM  GRACIAS POR SUS ATENCIONES....SU PROBLEMA SERA DIRIJIDO AL PROPIO DEPARTAMENTO

To add notes or send emails about this Request, enter message below or insert message  , then press the appropriate button.

To add an internal note, or send a message to the customer or another employee about this request, enter your message here (at least four characters) and the buttons to the right will enable. Then press one of the buttons.

[Send to Customer](#)

[Add Internal Note](#)

[Send to Employee\(s\)...](#)