
MEMORANDUM

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

We have a total of 1049 submissions for June 2026, with a total of 29234 since we began. The system is fully functional and very user friendly. We can 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 can 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. Meeting with Mission Manor HOA and our EOC staff discussing hurricane preparedness
2. Meeting with residents along the Bryan Rd project.
3. Started with the delivery of sandbags for the elderly

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 05/26/2026 Through 06/24/2026

Topic	Count
Animal Control	
Animal Control	664
Bee Complaint	19
Total - Animal Control	683
Code Enforcement	
Accumulation of Items	5
Commercial Parking Lot Maintenance	3
Demolition For Unsafe Buildings	0
Double Occupancy/Hooked RV	0
Health & Sanitation (Nuisance)	14
Home Occupation (Business in a Residential)	1
Illegal Dumping	8
Illegal Signs (Right of Ways, Bandit, Telephone and Garage)	0
IPMC Violations (Property Maintenance)	5
Junked Vehicle on private property	2
No Garage Sales Permit	1
Non Residential Parking/Semi-Truck	0
Parking on Lawn - Grass	6
Sight Obstruction/Sidewalks/Right of Way/Driveway	4
Storage of Vehicles/Boats/Trailers	1
Unsafe/Unsecured Building	3
Weedy Lot	184
Total - Code Enforcement	237
Health	
Food Complaint	0
Food Truck Complaint	0
Grease Trap Complaint	0
Mosquitoes	20
Total - Health	20
Obstructions -Tree/Branches	
MOWING	12
Total - Obstructions -Tree/Branches	12
Parks & Rec	
Graffiti	0
Parks	7
Restrooms	0
Right of way (mowing)	5
Trails	0
Total - Parks & Rec	12
Planning	
Commercial Landscaping	1
Construction Concerns	3
No Business License	0
No Conditional Use Permit	0
P&Z Zoning Violations/Subdivision	0
Total - Planning	4
Police Department	
Illegal Parking	12
Junk/Abandon Vehicle on street	5
Total - Police Department	17
Public Works	
Flooded area/Roadway and streets	0
Foul smell	1
Lift Station	0
Low Water Pressure	1
Mowing (Drainage & Alleys)	9
Obstruction Tree Signs/Tree Trimming	2
Pot Holes	11
Sandbag (Elderly And Disabled)	0
Sewer Concerns	0
Side Walk	1
Street Light	9
Streets/Signs	2
Tires	4
Traffic Signals	2
Water Leaks	4

6/24/26, 8:46 AM

Reports

Total - Public Works	46
Sanitation	13
Brush	3
Bulky Items	0
Garbage	0
Obstruction/ Brush	2
Trash	18
Total - Sanitation	
All Topics	1049
Total All Topics	

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



1. Mission Fire Department has an entry level examination on June 10, 2026. We had 71 applicants with 58 participants-47 passed. Physical agility exams on going and hiring process will begin immediately.
2. Mission Fire Department has eight (8) openings that need to be filled.
3. Mission Police Department has seven (8) openings. They have an active eligibility list.

1. FF Randy Alvarez-Indefinite Suspension-Requested to hold hearing after the disposition of criminal case-returned to work
2. FF Enrique Lozano-Indefinite Suspension-Requested to hold hearing after disposition of criminal case-we accepted the delay with no back pay.
3. FF (ENG) Jessica Quintanilla-Indefinite Suspension-started process for hearing with Third Party Hearing Examiner
4. PO Javier Lara-Indefinite Suspension-started process for hearing with Third Party Hearing Examiner-hearing set for August 6-7, 2026

THANKS



Information Technology

Departmental Report June 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.

Work Orders

IT goal is to address tickets within 12 business hours. Priority work orders are worked on first. About 450 Work orders closed June 2026.

Technology Equipment and Application Inventory

Confirm all technology inventory city wide. In progress

Phone Message Archive

In progress

Mobile Device Management

In progress

Data Integrity

Review accounts on all systems. In progress

IT Policies and Procedures

Review and introduce new policies as needed. In progress.

Strengthen Security Posture

In progress.

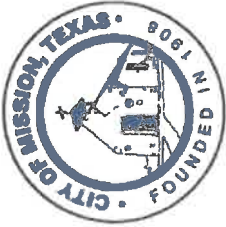
Replace End of life Computers

2025-2026 refresh cycle. Complete



RIO GRANDE VALLEY STATE VETERANS CEMETERY

MONTHLY REPORT



RGV State Veterans Cemetery

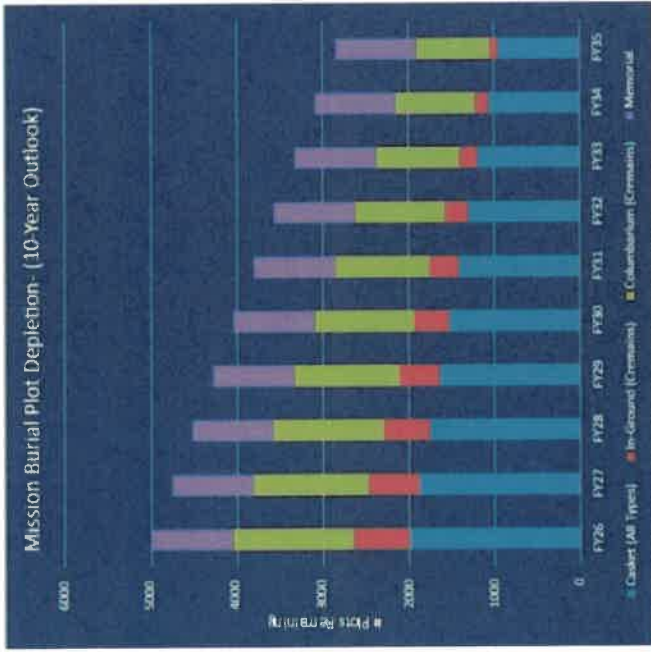
2520 South Inspiration Road • Mission, Texas 78572

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



MISSION - FY 2026			
Interment Options	As of Date	Estimated # Years	Estimated Depletion Date
Casket Burial	3/31/2026	13.64	11/16/2039
n-Ground	3/31/2026	10.95	3/16/2037
Columbarium	3/31/2026	19.37	8/10/2045
Memorial	3/31/2026	960	8/10/2985

The above data is determined using NCA's formula and will be updated quarterly.

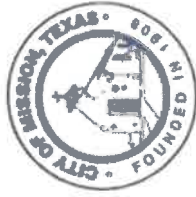


The above graph and numbers contained within are based on current cemetery workflows and have been determined by taking the average number of monthly first burials (by burial type) for the previous 12-month period. This data may be used as an additional tool to compare with the NCA model above.

Note: The graph is for informational purposes only, and is not to be used for the NCA's Annual Cemetery Data report for VCGP.

Interments June

Rio Grande Valley State Veterans Cemetery - (Miss				
June - 2026	Double Depth	Standard	Columbarium	In-Ground
Veterans		3	2	6
Spouses		4		
Family Members				
Total	0	7	2	6
Percentage of Total	0.00%	46.67%	13.33%	40.00%



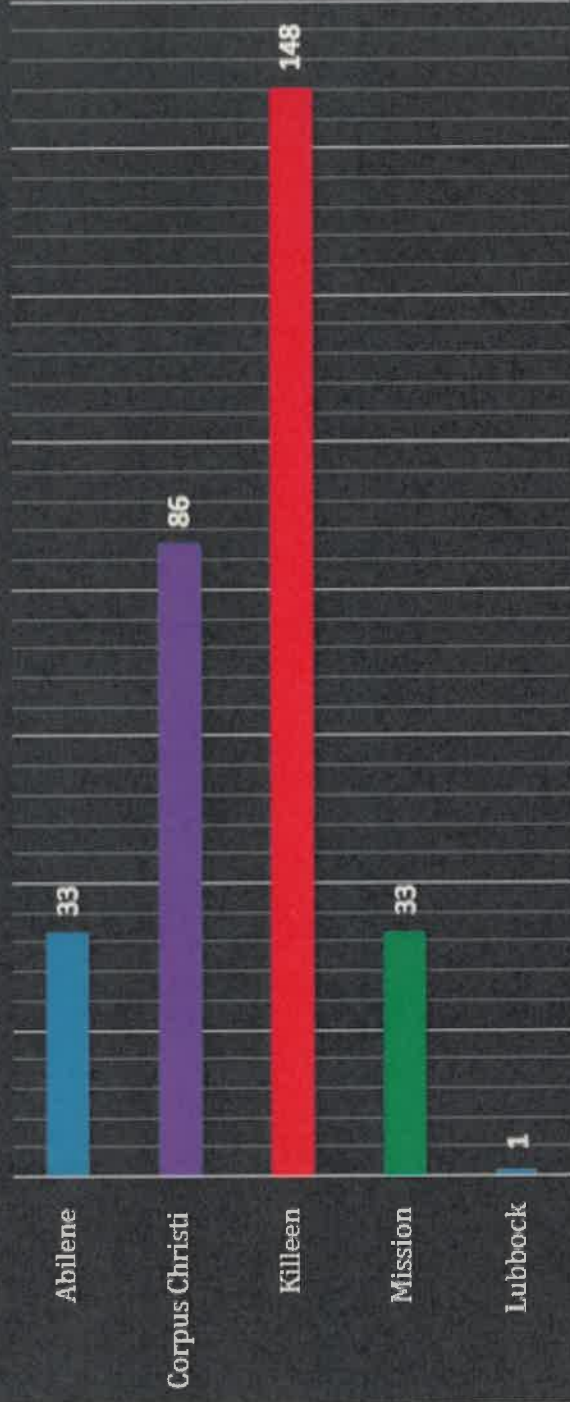
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TSVC Unaccompanied Veteran Burial Services



Current interments as of June 2026 -5422



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Events and Ceremonies Inform
Veterans Day Event November

Upcoming Events:

Wreath Across America Event,



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Completed Projects:

Irrigation Audit for June 2026 completed

2020 File Migration Completed- pending VLB direction

2021 File Migration Completed- pending VLB direction

2022 File Migration Completed- pending VLB direction

2023 File Migration Completed- pending VLB direction

2024 File Migration Completed- pending VLB direction

Water Conservation Action Plan –On-going 4/2024

Electronic Reporting on IPADs- for all staff (7)

Roof construction to commence –10/6/2025-Completed

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 2/2029

Budget Review and Approval for 2026-2027

Ongoing Projects Pending:

Monthly Irrigation Audit-replace broken lines/equipment

100% Pre-registration eligibility review-on going project

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

2025 File Migration pending completion 10/2026

Water Conservation Action Plan –On-going 1/2026

Irrigation Audit for 2026 on-going

Maintenance Plan for 2026 on-going

Electronic Reporting on IPADs- PM Reporting for equipment

Current interments 5422 as of June 23, 2026

VLB Funded (In-Progress)

Re-alignment on 44 Flat Marker/ Headstone

100% Eligibility Review-Headstone 80% Completed

Construction on Roof/Gates/Service Seals Completed

Fertigation System installed 6/2026- pending additional

VLB Funded (Pending)

Addition of New Space Force Military Branch of Service Seal Assembly Area

Casket Transport Vehicle Hearse or truck (Flat)

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-Complete

2025-2026 Budget Approved

Administration Building Roofing Replacement Insurance app

Administration Building Roofing Replacement 11/2025 on-g

Installation of Automatic and Remotely Controlled Entry Gat

VLB Funded (Received)

Administration Building Roofing Replacement 11/2025 on-g

Installation of Automatic and Remotely Controlled Entry Gat

VA Grant Applications Pending:

Public Water Fountains Installed Throughout Grounds

Remotely Controlled Public Digital Display Board for Schedule Events