VMCA Annual Meeting
Doing a Variety Of Citizen Requests
(AKA 311’s)
Environmental Services

Mosquito Control
- Outreach & Education
- Surveillance
- Disease Testing
- Larval Control
- Adult Control

Aquatic Herbiciding

NPDES Programs
- SWMF Inspection (BMP)
- Illicit Discharge Program
- NewMarket Creek Inspection
- Stormwater Management

Vertebrate & Invertebrate Information Hub

Rodent Control
- Inspection & Abatement
- Muskrat Relocation
How Hampton Residence Can Stay Informed

Calling 311
## Work Request from 311 Call Center

### Caller Information
- **Caller Name:** 419 N ARMISTEAD AVE Hampton Va 23669
- **Address 2:**
- **Caller Phone:**
- **Home Phone:**
- **Cell Phone:**
- **Other Phone:**
- **Caller Email:**
- **Parcel #:**

### Location of Problem
- **Address 1:** 701 N ARMISTEAD AVE
- **Address 2:**

### Phone Script
- **CASE DETAILS**
- Parent case: null
- Case owner: PW - Drainage Environmental
- Point of Contact Name / Phone / Email = Joshua - 757-910-0095
- **SERVICE REQUEST LOCATION**
- Additional or exact Location: null
- Actual Location for Missing GIS Address = null
- **ADDITIONAL INFORMATION**
- Record type= Environmental Services - Stormwater System
- Service Request Type= Mosquitoes: Spray / Survey
- SLA= 2 Business Days
- SLA Date/Time= 10/3/2019 10:17 AM
- Case Origin= Phone
- Priority= Medium
- Location Property = Back Yard
- Dogs in Yard = No
- Permission to access private property = Yes
- Site Accessible = Yes
- Best Time to Contact Customer = After 7am
- Time of day when biting = All Day
- Standing water nearby = Yes
- **DESCRIPTION INFORMATION**
- Description= Resident said there are mosquitoes in the front and back yard of home. The next door neighbor has standing water in the backyard.

### Comments

#### Resolution of Problem
- **Date work completed:**
- **Comments:**

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**3-1-1 Citizen Contact Center Ticket**
Case #: 00223843
Request Type: Mosquito Spray / Survey
Priority: Medium

Associated With: 701 N ARMISTEAD AVE, Hampton, VA 23669
Addt Location Details:
Location Property: Back Yard

Description of request: Resident said there are mosquitoes in the front and back yard of home. The next door neighbor has standing water in the backyard.

- Mosquito in yard: No
- Permission to access private property: Yes
- Site Accessible: Yes

Has Anyone Been Stung:
- Time of Day When Biting: All Day
- Standing Water Nearby: Yes
- Yard or Garden Damage:

Best Time to Contact Customer: After 7am
Customer/Org: Environmental Services
Point of contact: Joshua - 757-810-0095
Preferred phone: Secondary phone:
Email:

Created on 10/3/2019 by Johnathan Jones
Ways To Contact the Citizen

SORRY
WE MISSED YOU!

HOMEOWNERS ASSOCIATION

SEE NOTE ON REVERSE SIDE

CITY OF HAMPTON PUBLIC WORKS
Entomology
419 N. Armistead Ave.
Hampton, VA 23669
Site Visits and Field Observations
When Site Was Said To Be Accessible!
When the 311 Said Dog In Yard: No!
First Impressions

#311
Request
House
When Talking To The Resident

People Will See You As You Present Yourself. Learn To Present Yourself Well.
Doing a Variety of 311’s
Inspecting the Neighbors

Sites with more than one issue!
Control Mosquitoes
Tip 'N Toss all standing water

#1 Nuisance Mosquito!
The Asian Tiger mosquito, breeds in these containers!

Mosquitoes breed in buckets, children’s toys, clogged gutters, corrugated pipes and just about anywhere else that can hold a few teaspoons of water. Please be mindful of your property and do a bi-weekly check of anything in your yard that could be a source holding water.

For additional information please call 311 from a landline, 727-8311 by mobile or visit us at www.hampton.gov/mosquito

For additional information please call 311 from a landline, 727-8311 by mobile or visit us at www.hampton.gov/mosquito
When You Can’t Find What Is Biting You Set A Trap
Field Treatment
Closing Out The 311 Work Order Ticket

Work Order Number: 19-009802
701 N ARMSTEAD

Category: Draining
Problem: Drainage Ticket
Cause: Mainline

Main Test: Inspector Services
Status: New Work Order

Work Order Start Date/Time: 10/23/2019
Work Order End Date/Time: 10/23/2019
Location(s):
701 N ARMSTEAD AVE

Requestor Information
Name: Environmental Services
Phone: 411 N ARMSTEAD AVE

Comments from Request:

General Details
Parent Case: null
Case Reference: PWR - Drainage Environmental
Point of Contact Name / Phone / Email: Joshua - 757-810-6965

Service Request Location
Additional or usual Location: null
Actual Location for Meeting GIS Address: null

Additional Information
Record 19-04 Environmental Services: Stormwater System
Service Request Type: Maintenance: Spray / Drainage
SLA #2 Business Days
SLA Date/Times: 10/23/2019 10:17 AM
Case Due Date/Phone
Priority: Medium
Location Property / Bank Yard
Degree Days = Yes
Permit Required to Access Private Property = Yes
Site Accessible = Yes
Best Time to Contact Customer = After 7:00 PM
Type of Day when Hiring = All Day
Standing water in yard = Yes

Description Information
Description: Requested to take care of water flow running from the front to the backyard of homes. The most door neighbor has standing water in the yard.

Comments for Crew
Survey and inspect for mosquito breeding

Work Order Number: 19-009802
701 N ARMSTEAD

Task Start/End Date/Time: 10/23/2019
Task Start/End Date/Time: 10/23/2019

Task Code: 400-002
Task Description: Survey/Inspect

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Notifications:

Material Code | Material Description | Units
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Page 1
Any Questions?

HAPPY MEMORIAL DAY

PARTY STARTS 9 PM
BYOB
NO CITY EMPLOYEES
• Joshua Snyder
• Phone 757-810-0094
• Joshua.Snyder@hampton.gov
References

• Thanks to Fairfax County for the “Is Your Neighborhood Mosquito-Proof?” picture.


• Thanks to Clipart for “Public Outreach” logo.

  http://clipart-library.com/clipart/n1696842.htm
• My coworkers for support and help!
• Much appreciation and thanks to Mr. Bishop for being my role model and “teaching me the ropes” through the years.