

HAMPTON VA

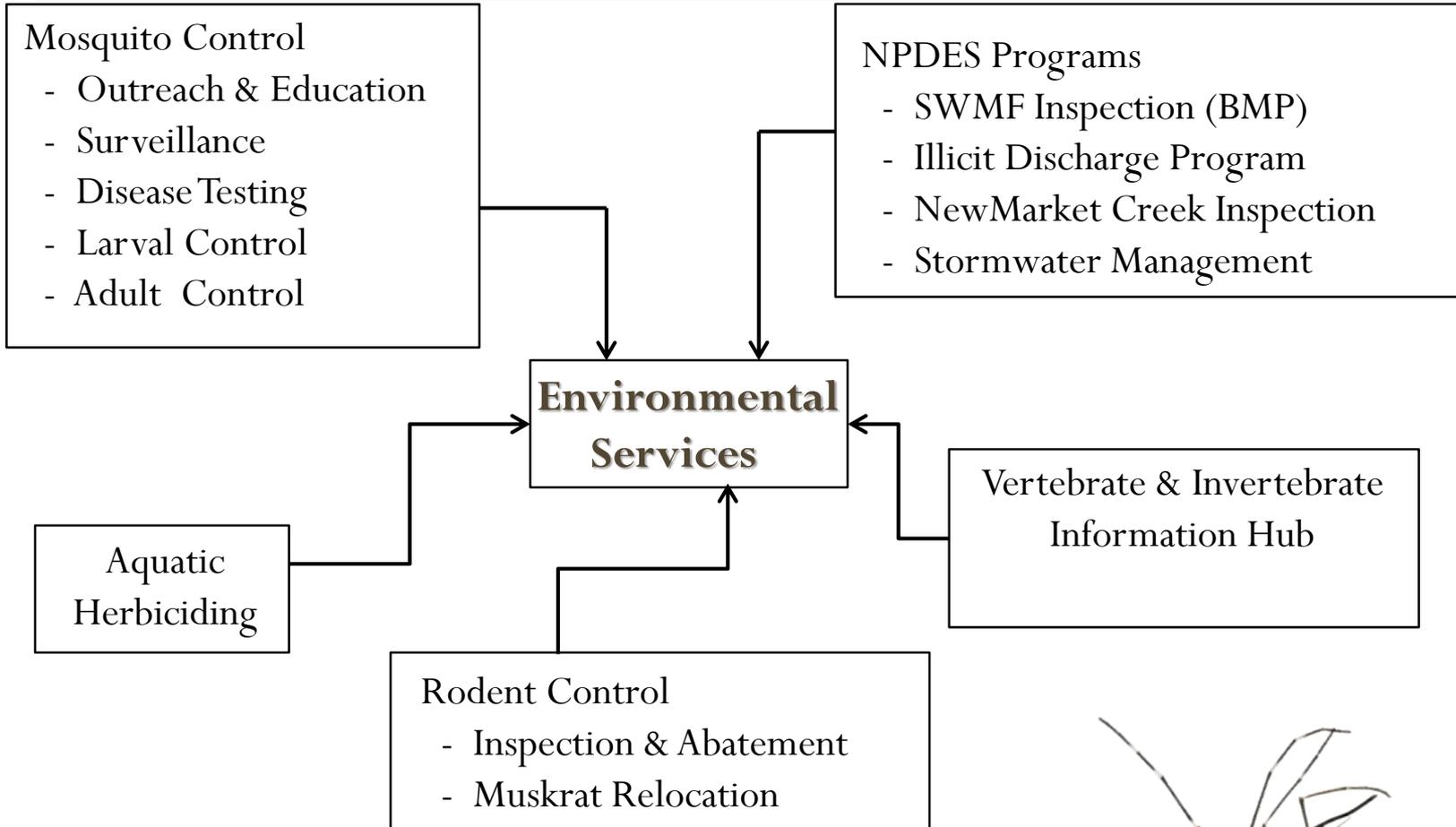


Hampton Environmental Services

**VMCA Annual Meeting
Doing a Variety Of Citizen
Requests
(AKA 311's)**

**Joshua Snyder,
Environmental Service Tech
01/28-30/2020**

Environmental Services



How Hampton Residence Can Stay Informed



3-1-1 Citizen Contact Center Ticket

10:22 AM

City of Hampton - Public Works Operations

10/3/2019

Work Request from 311 Call Center

Work Request #

19-027303

311 Case #:

00223843

Status: **New Request** 10/3/2019 10:22 AM

311 Category: Resident said there are mosquitoes in the front and back yard of home. The next door neighbor has standing water in the backyard.
311 Advocate: Joshua

Caller Information

Caller Name: _____ Business Name: _____
Address 1: **419 N ARMISTEAD AVE Hampton Va 23669**
Address 2: _____
Caller Phone: _____ Home Phone: _____ Work Phone: _____
Cell Phone: _____ Other Phone: _____
Caller Email: _____ Parcel #: _____

Location of Problem

Address 1: **701 N ARMISTEAD AVE** Address 2: _____

Phone Scripts: **CASE DETAILS**
Parent case= null
Case owner= PW - Drainage Environmental
Point of Contact Name / Phone / Email = Joshua - 757-810-0095

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= Mosquitos: 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:

Date	Time

Resolution of Problem

Date work completed: _____
Comments _____

311 Technician's Email Ticket

Archived: Thursday, October 03, 2019 10:44:17 AM
From: Z311 Internal Mail
Sent: Thursday, October 03, 2019 8:19:35 AM
To: No Reply (311 Call Center)
Cc: Daniel, Quincy; Booker, Michael; DeHart, Christopher; Lewis, Brian
Subject: Case # 00223843: Mosquitos: Spray / Survey
Importance: Normal

Case #: 00223843
Request Type: Mosquitos: Spray / Survey
Priority: Medium

Associated With: 701 N ARMISTEAD AVE, Hampton, VA 23669
Add'l 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.

Dogs 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

Hampton 311 Customer Call Center | 24-7 Non-emergency City Assistance | 3-1-1 or 757-727-8311
311@hampton.gov



Ways To Contact the Citizen

SORRY
WE MISSED YOU!



SEE NOTE ON REVERSE SIDE

CITY OF HAMPTON PUBLIC WORKS

Entomology

419 N. Armistead Ave.

Hampton, VA 23669

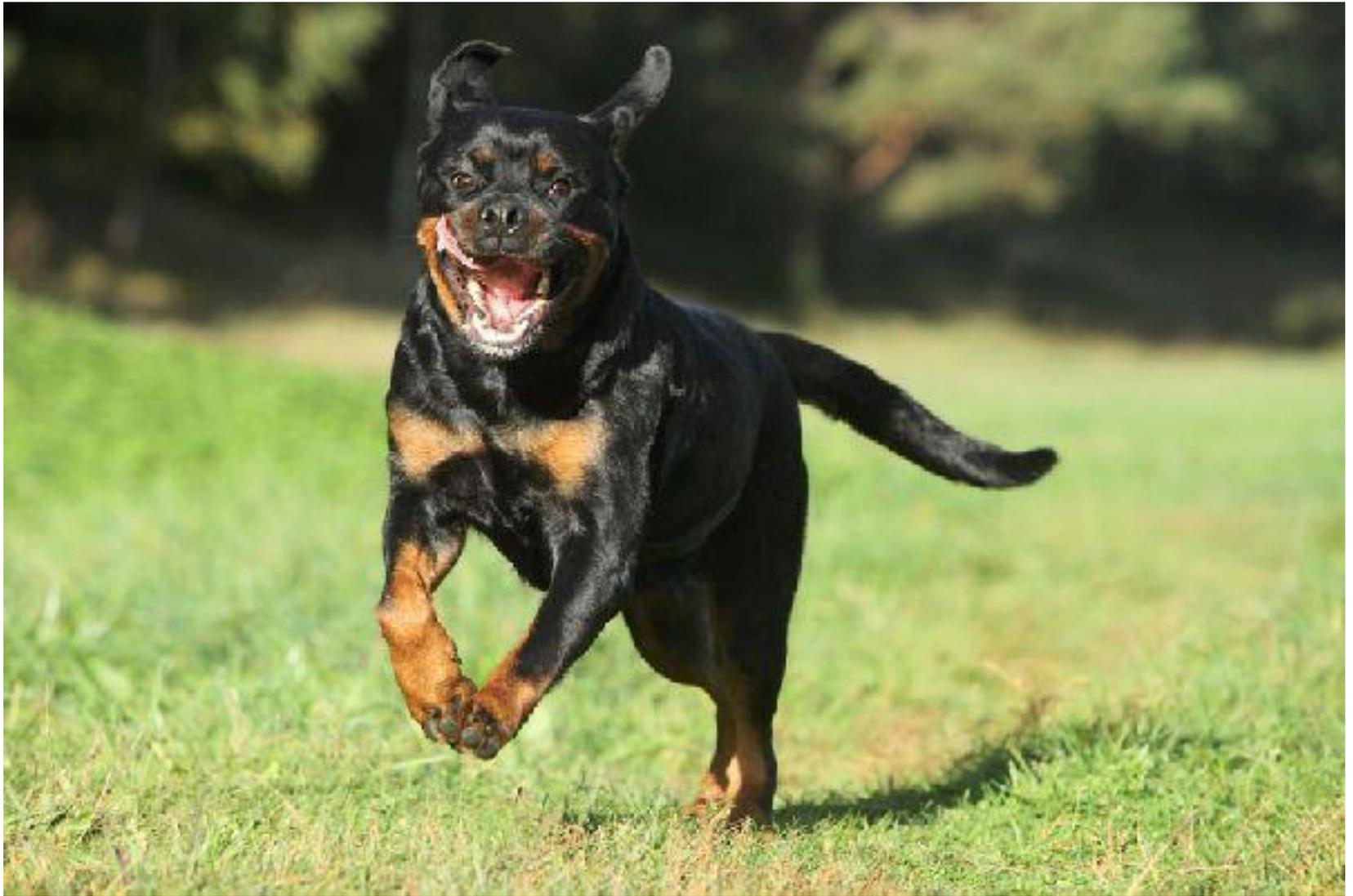
Site Visits and Field Observations



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!



Public Outreach & Education

HAMPTON VA



Hampton Door To Door Public Outreach Flyer

HAMPTON VA



Control Mosquitoes
**Tip 'N Toss all
standing water**



#1 Nuisance Mosquito!

**The Asian Tiger mosquito,
breeds in these containers !**



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

HAMPTON VA



Don't forget to
wear repellent!

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.

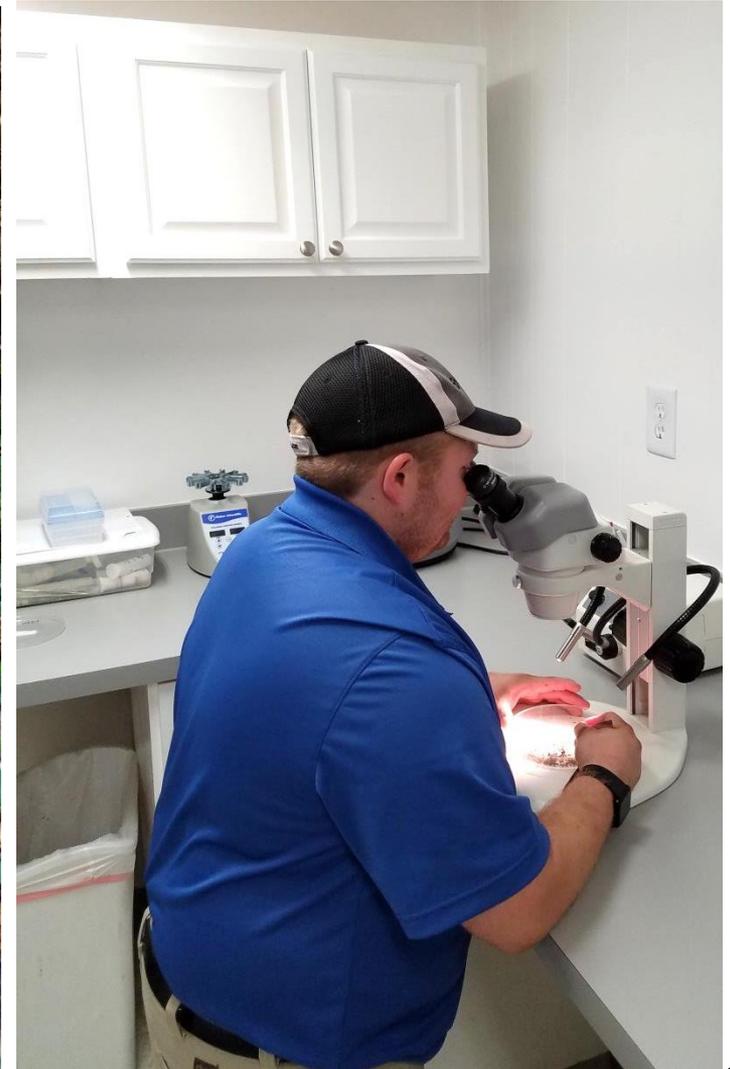


Point phone camera at code
to direct you to our website!



**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: 19-009892 10/3/2019
10:23 AM

701 N ARMISTEAD Work Type: City

Category: Entomology **Priority:** High

Problem: Drainage 311 Ticket **Crew:**

Cause: Mosquitoes **Supervisor:** DEHART, CHRISTOPHER W.

Main Task: Inspection Services **Status:** New Work Order

Depth: **Project:**

Work Order Start Date/Time: 10/3/2019 **Work Order End Date/Time:** 10/3/2019

Location (s)
701 N ARMISTEAD AVE

Requester Information										
<table style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">Name:</th> <th style="text-align: left;">Phone #:</th> <th style="text-align: left;">Address:</th> <th style="text-align: left;">Home Phone #:</th> <th style="text-align: left;">Work Phone #:</th> </tr> <tr> <td>Environmental Servis</td> <td></td> <td>419 N ARMISTEAD AVE</td> <td></td> <td></td> </tr> </table>	Name:	Phone #:	Address:	Home Phone #:	Work Phone #:	Environmental Servis		419 N ARMISTEAD AVE		
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Comments from Request

CASE DETAILS
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 Permission to access private property = Yes
 Site Accessible = Yes
 Best Time to Contact Customer = After 7am
 Time of day when biling = 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 for Crew
Survey and inspect for mosquito breeding

Work Order Number: 19-009892 10/3/2019
10:23 AM

701 N ARMISTEAD Work Type: City

Task Start Date/Time: 10/3/2019 **Task End Date/Time:** 10/3/2019

Task Code: 460-0003 **Task Description:** Survey/Inspect

Employee Name	Normal	OT	Equip Code	Equipment Description	Hours
BISHOP, EDWARD	0.00	0.00	1156	FORD F150	0.00
SNYDER, JOSHUA	0.00	0.00			

Contractor	Total Cost

Material Code	Material Description	Units

Any Questions?



Contact Info

- Joshua Snyder
- Phone 757-810-0094
- Joshua.Snyder@hampton.gov

References

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

<https://www.fairfaxcounty.gov/news2/your-field-guide-to-battle-mosquitoes/>

- Thanks to Clipart for “Public Outreach” logo.

<http://clipart-library.com/clipart/n1696842.htm>

- Thank You -

- 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.