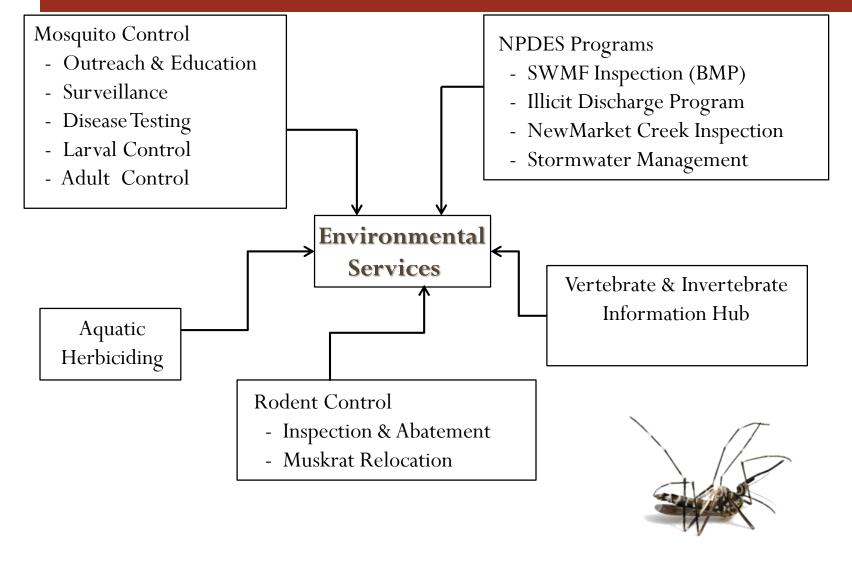


Hampton Environmental Services

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

	Work Req	Jest#			311 Case #:	1
	19-02	7303			00223843	
tus: New	Request	10/3/2	2019 10:22 AM	311 Category:	Resident said there are mosquitoes in the front	1
-	-			311 Advocate:	and back yard of home. The next door neighbor longstanding water in the backyard.	
C	aller Informatio	n			nao stanang water in the busity and	
Caller Name				Business I	Name :	
Address 1:	419 N AR	MISTEAD AV	/E Hampton Va 236	69		
Address 2:						
Caller Phone			Home Phone:		Work Phone:	
			Cell Phone:		Other Phone:	
Caller Email				Parcel #:		
	cation of Prob	om				
	cation of Frob	em				
Address 1:	701 N ARMIS	TEAD AVE	А	ddress 2:		
Phone Script	s: CASE DE Parent c					
			rainage Environment	tal		
				Joshua - 757-810-0095		
	SERVICE	REQUEST	LOCATION			
			ocation= null			
	Actual L	ocation for M	Aissing GIS Address	= null		
	ADDITIO	NALINFOR	MATION			
			nmental Services: S	tormwater System		
			e= Mosquitos: Spra	y / Survey		
		Business Da	ys /2019 10:17 AM			
		gin= Phone				
	Priority=					
		Property = fard = No	Back Yard			
			s private property = `	Yes		
	Site Acce	essible = Ye	s			
			t Customer = After 7: ing = All Day	am		
		water nearl				
		TION INFOR			l back yard of home. The next door	
			ng water in the backy		back yard of nome. The next door	
Comments:		Date	Time			
Res	olution of Prob	lem				
Date work co						
	inplotod.	<u></u>				
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) Ce: 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:

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





_ SEE NUIE UN KEVERSE SIDE

CITY OF HAMPTON PUBLIC WORKS Entomology

419 N. Armistead Ave. Hampton, VA 23669

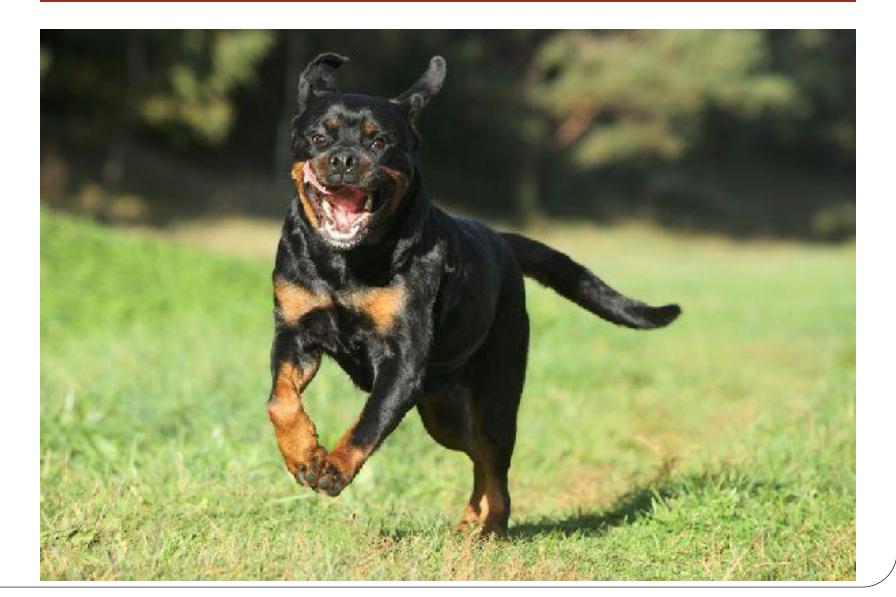
Site Visits and Field Observations



When Site Was Said To Be <u>Accessible</u>!



When the 311 Said Dog In Yard: No!



First Impressions

#311



When Talking To The Resident

People Will See You As You Present Yourself. Learn To Present Yourself Well.

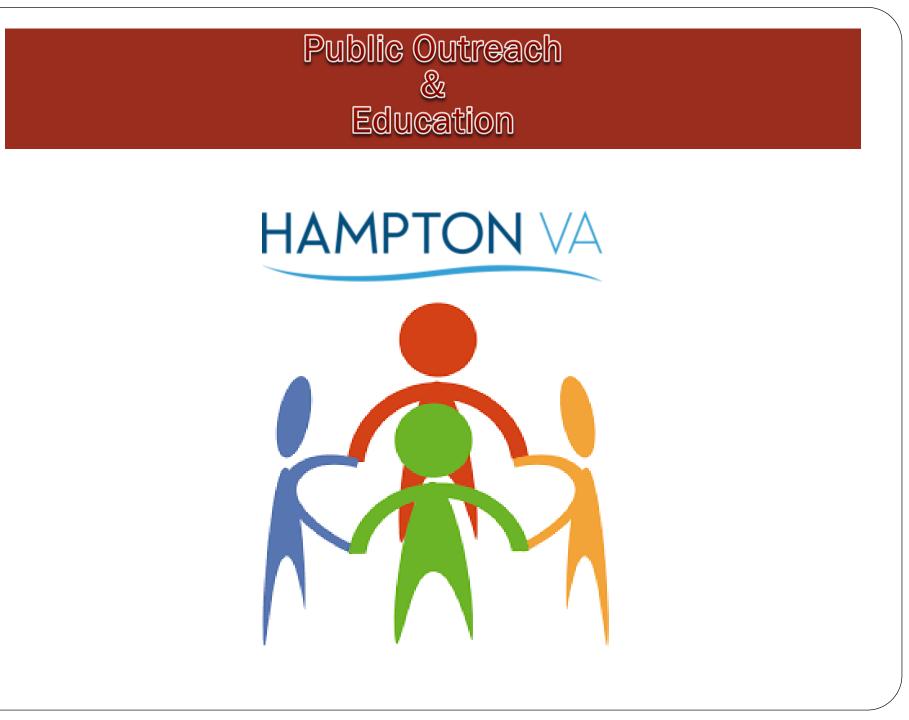


Doing a Variety of 311's



Inspecting the Neighbors





Hampton Door To Door Public Outreach Flyer

HAMPTON VA





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



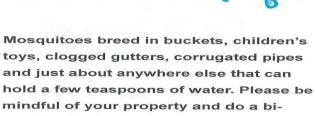




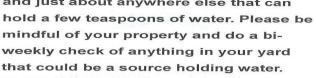


For additional information please call 311 from a landline, 727-8311 by mobile or visit us at www.hampton.gov/mosquito

HAMPTON



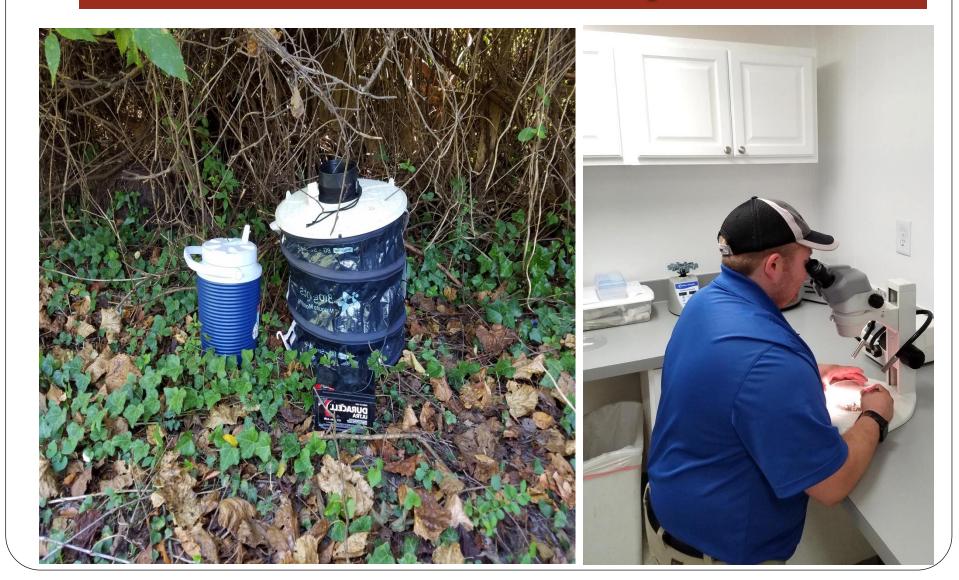
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For additional information please call 311 from a landline. 727-8311 by mobile or visit us at www.hampton.gov/mosquito

When You Can't Find What Is Biting You Set A Trap



Field Treatment





Closing Out The 311 Work Order Ticket

701 N ARMISTEAD Work Type: City 2ategory: Entomology Priority: High Problem: Drainage 311 Ticket Crew: 2ause: Masquitless Supervisor: DEHART, CHRISTOPHER W. Main Task: Impocion Services Status: New Work Order Depth:	Work	Order Number: 19-009892			10/3/2019		
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backyard.	backyard.						
Comments for Crew							

701 N ARMIST	mber: 19-0098 EAD	92				Work Type:City	10/3/2019 10:23 AM
Task Start Date/Time:	10/3/2019			Task End Date/Time:		10/3/2019	
Task Code:	460-0003		Task Description:		Survey/Inspect		
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	Contractor		· <u>·····</u> ·	Total Cost			
Material Code			Material Des	riplion	_	Units	

Any Questions?





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

References

• Thanks to Fairfax County for the "IsYour Neighborhood Mosquito-Proof ?" picture.

https://www.fairfaxcounty.gov/news2/your-fieldguide- 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.