



# STATE OF ALEX311

November 25, 2025





# Current State

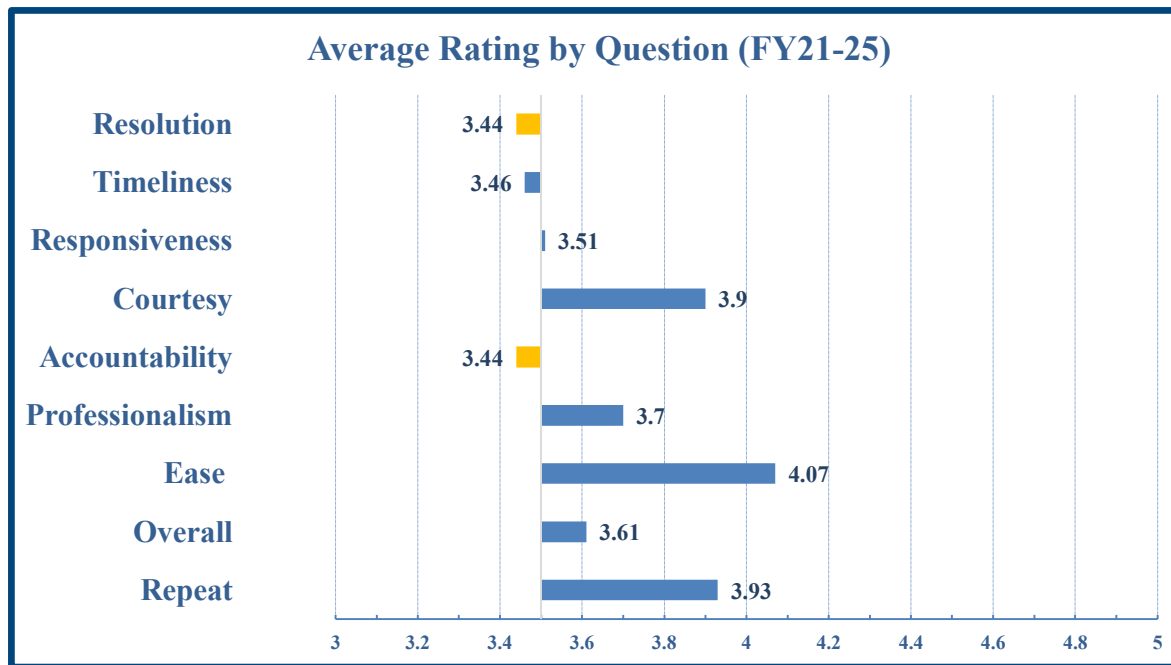
| Metrics                                                                                     | FY21                     | FY22                     | FY23                     | FY24                     | FY25                     |
|---------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Service requests created<br>(Requests to Council)                                           | <u>31,972</u><br>(2,425) | <u>30,268</u><br>(1,914) | <u>35,189</u><br>(1,209) | <u>35,891</u><br>(1,961) | <u>39,245</u><br>(1,663) |
| Percent of service<br>request completed within<br>the service resolution timeframe<br>(SLA) | 72%                      | 76%                      | 85%                      | 90%                      | 90%                      |

- Over five years, **172,565** service requests were created; **9,162** requests came in to Council. So far this tells us that we may have alternating slow and rapid periods of activities, suggesting cyclical growth rather than consistent year-over-year increases.
- Requests resolved within the estimated timeframe (SLA) rose 25% FY21 to FY25.
- 2024 Resident Survey results indicate that almost 4 in 10 residents (37.2%) report submitting a 311 requests with a heavier concentration on the East end of the City. This is in the same range as other cities surveyed.

*Our city is growing more responsive — faster resolutions...*



# Current State

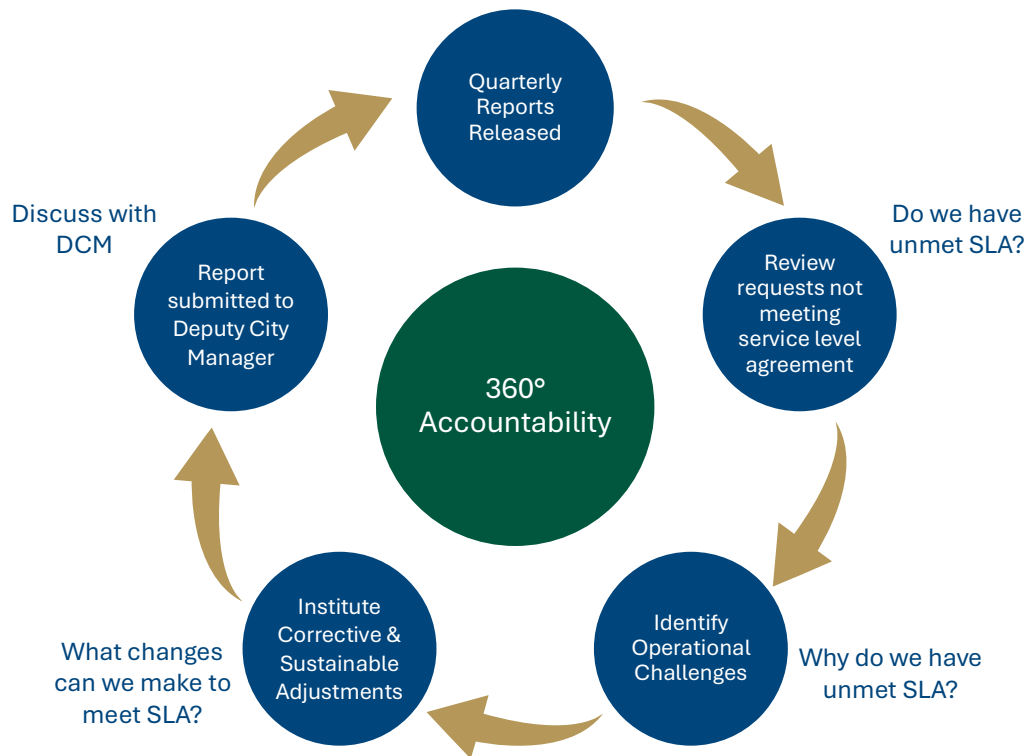


- Ease of submission and staff courtesy are praised across all years.
- Deep desire to keep the lines of communication open.
- Despite noted frustrations with timelines and responses, there are consistent expressions of gratitude, civic pride, and trust when service is visible, responsive and professional.
- Average survey response rate is 4% (5,370 surveys taken).

*Alex311 is focusing on professionalism and resident satisfaction...*



# Current State



## Alex 311 SLA Performance - FY 2025 Q4

Department Name  
All

Request Type  
All

The top section of this report reflects service request performance for closed cases during FY 2025 Q4. Please forward this email to your Deputy or Assistant City Manager, copy JoAnn Maldonado, and write explanation/context (in email body) for service request types that are not meeting their SLA Goal, by COB July 21st. If goals are being met, still forward, no explanation required. Request types not meeting their goal are highlighted in orange in the rightmost column. The bottom section does not require explanation, and reflects overdue service requests created prior to FY 2025 Q4, for your department's awareness. If you would like assistance with understanding service request performance please refer to the Research Instructions tab above or contact OPA at [performance@alexandriava.gov](mailto:performance@alexandriava.gov).

Met SLA .. ☒ Yes ☐ No

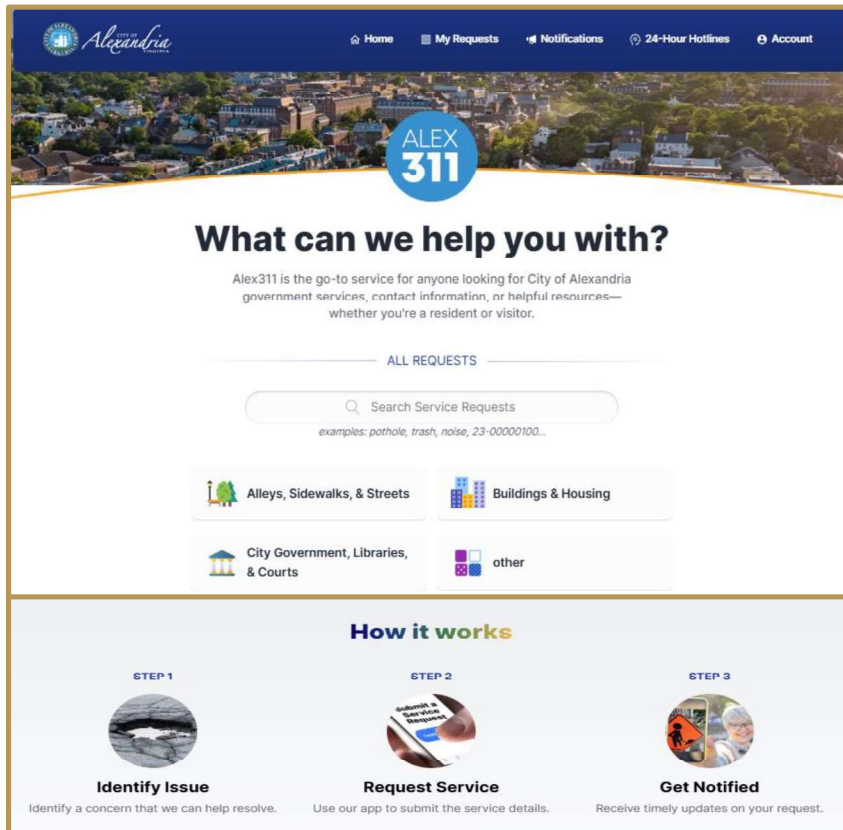
### Your Department's Service Request Types

| Time Period                | Department | Request Type                               | Count | SLA Days | SLA Goal | Percent Met SLA |
|----------------------------|------------|--------------------------------------------|-------|----------|----------|-----------------|
| FY25 Q4 - Closed           | Alex311/.. | DECC-Comments, Complaints and Inquiries    | 369   | 5        | 95%      | 96.48%          |
|                            | DECC       | DECC-911/311 Service - Complaints, Compl.. | 71    | 5        | 95%      | 98.59%          |
| Prior to FY25 Q4 - Overd.. | Alex311/.. | DECC-Comments, Complaints and Inquiries    | 34    | 5        | 95%      | 0.00%           |

*Our city is growing more accountable... one department at a time.*



# Future State



## Fresh, Modern Look

- Visually enhanced web and mobile-friendly design.
- Clear, concise directions for use.
- Gateway to integrated, advanced tools:
  - ▶ Chatbots & Virtual Agents — Provide faster, 24/7 responses.
  - ▶ Multilingual Capabilities — Ensure inclusive access for all users.
- Adjusted survey to increase responses that guide changes.

*Modernizing our site, opening possibilities...*



# Future State



- 24 outreach events since 2023, including community cookouts, pop-up events, National Night Out, and the City's Birthday Celebrations. However, a more targeted approach is needed to bolster community awareness and usage.
- Collaborating with departments and other agencies to attend specific meetings/events impacting the community. (Healthy Homes Initiative)
- Focused outreach in underserved communities.

*Alex311 enjoys engaging and will meet you wherever you are...*



# Future State

Building on five years of progress, Alex311 will:



Leverage data to improve citywide service delivery.



Integrate online tools that improve the customer experience.



Deepen community partnerships and be proactive members of the community.  
(Are we good neighbors?)

Alex311 evolves through data supported decisions, partnerships and connections, and system improvements.



# Thank you!

