

STATE OF ALEX311

November 25, 2025



Current State

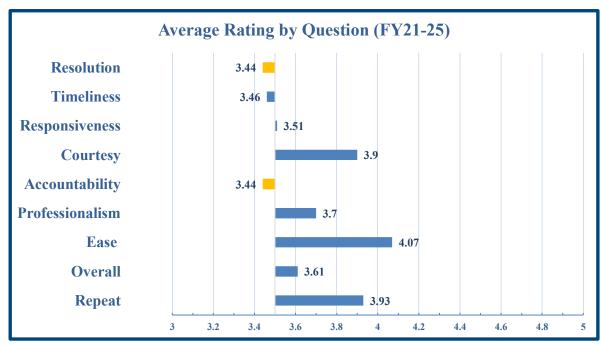
Metrics	FY21	FY22	FY23	FY24	FY25
Service requests created (Requests to Council)	31,972 (2,425)	30,268 (1,914)	<u>35,189</u> (1,209)	<u>35,891</u> (1,961)	39,245 (1,663)
Percent of service request completed within the service resolution timeframe (SLA)	72%	76%	85%	90%	90%

- > 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...



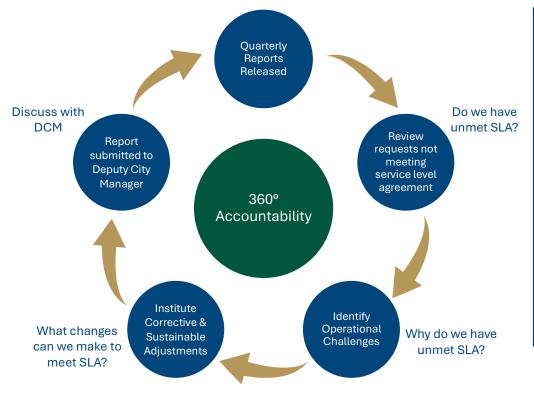
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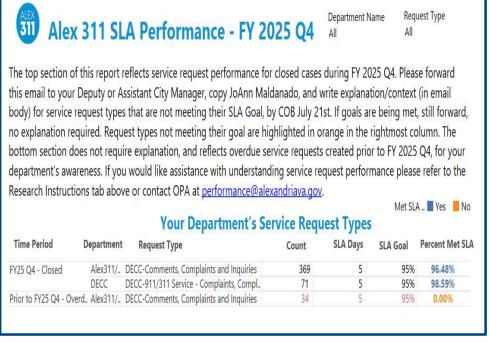


- Ease of submission and staff courtesy are praised across all years.
- > Deep desire to keep the lines of communication open.
- Despite noted frustrations with timelines and responses, there are consistent expressions of gratitude, civic pride, and trust when service is visible, responsive and professional.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

Alex311 is focusing on professionalism and resident satisfaction...

Current State

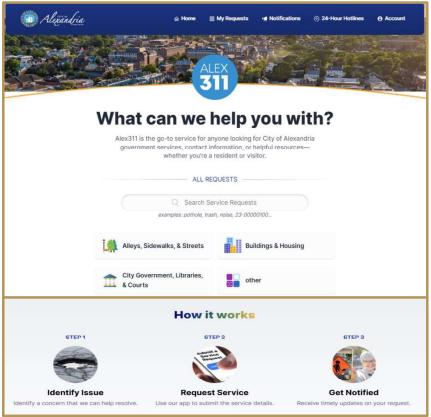




Our city is growing more accountable... one department at a time.



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...









- > 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...



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!

