

# Your Link to City Services & Information

April 24, 2024



Alex311 encompasses everything the City has to offer including over 25 City departments (Council included!) We provide almost 120 different topics that customers can ask questions about and countless other services about City activities that customers may seek guidance on.

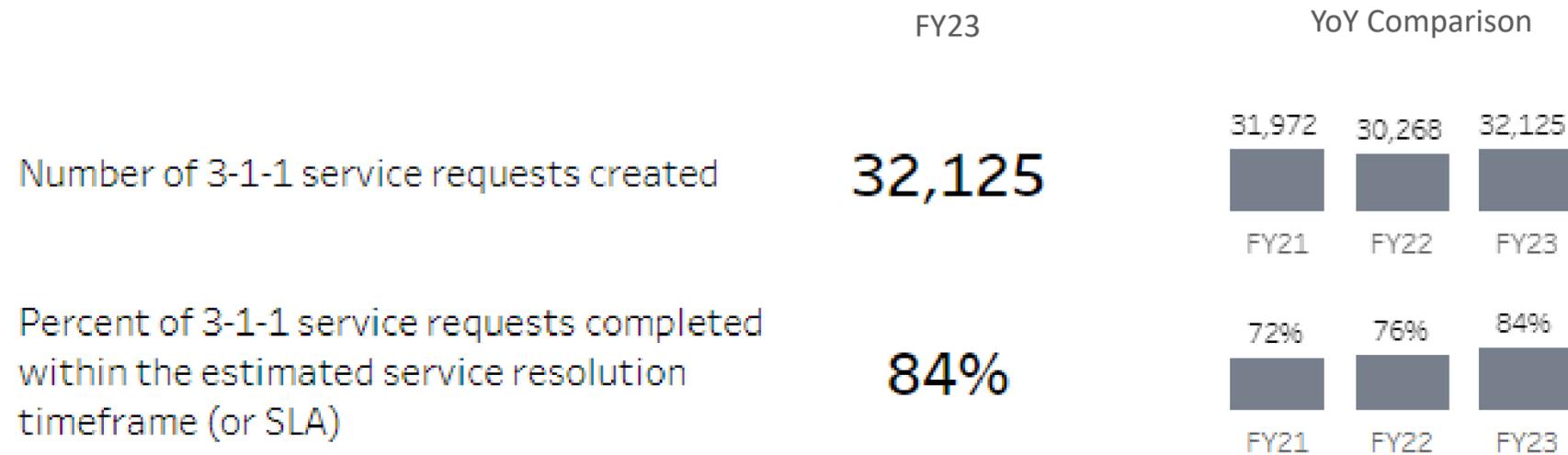
It takes the work of us all to deliver excellent service. We are over 2,700 employees strong!



*Professional, Accountable, Responsive*



# Citywide FY23 (Departments)



"Great things in business are never done by one person; they're done by a team of people." – Steve Jobs

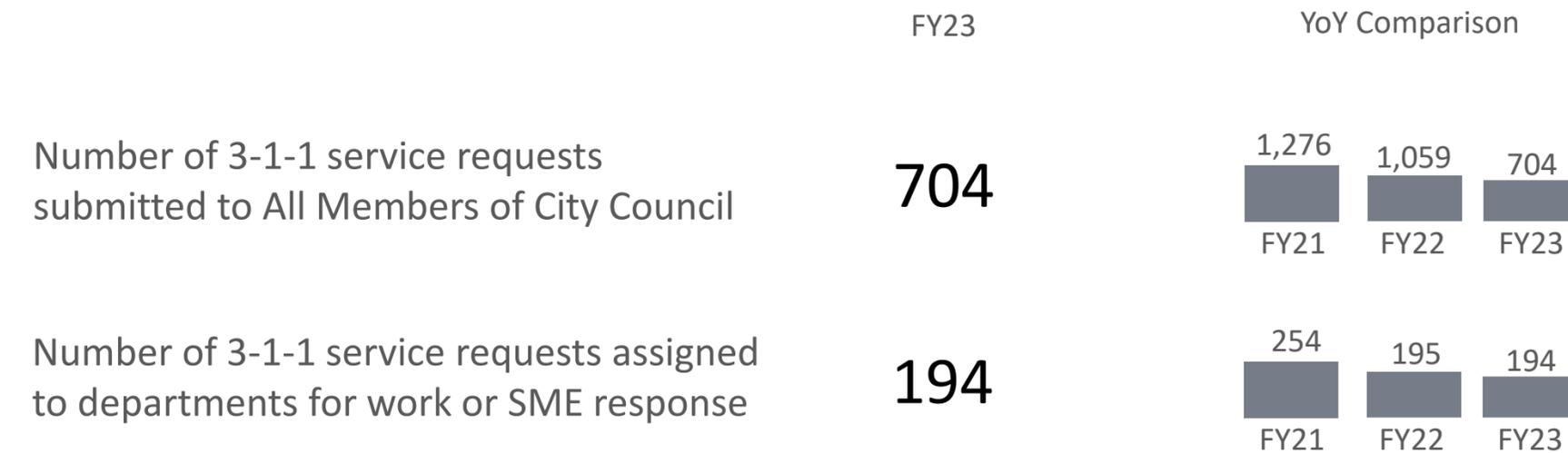
*Professional, Accountable, Responsive*

- 1 Overall, the total volume of requests submitted to departments has remained consistent over the past three fiscal years.
- 2 Service request resolution timeframe is the goal, in number of business days, for which a 3-1-1 request should be fulfilled. Differing requests types resolution time frames range from 3 to 240 business days. Performance is improving each year. Goal is 80%.



# Citywide FY23 (All Council Members)

Requests sent to All Members of Council are reviewed to determine if work or a response is needed from a department SME.

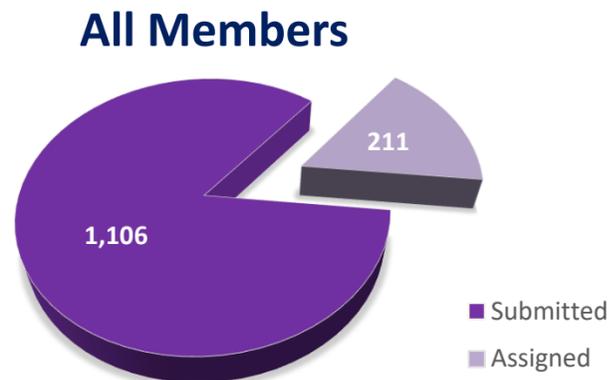
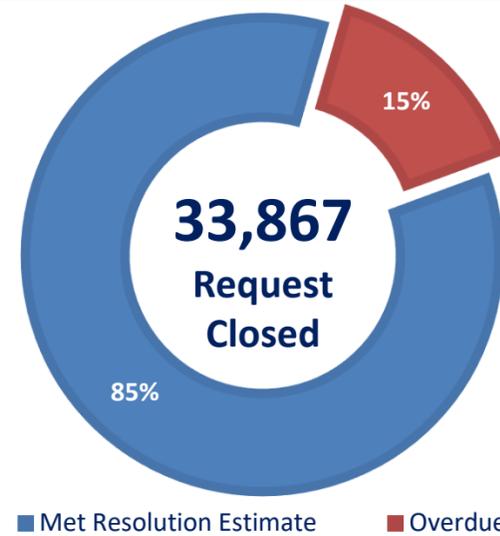


- 1 The total volume of requests submitted to All Council Members has declined over the past three fiscal years.
- 2 Despite the decline in requests, the number of requests assigned to departments is relatively consistent.

*Professional, Accountable, Responsive*



# Citywide CY23



- 1 34,762 requests created
  - 33,867 closed
  - 895 open
- 2 85% of the 33,867 closed requests were completed within their service resolution estimate.
- 3 Service resolution estimates range from 3 to 240 business days.
- 4 1,317 requests were submitted to All Members of Council. 16% (211) of those were assigned to departments for work and/or responses.

*Professional, Accountable, Responsive*



# Citywide CY23



- 1 Customer comments center around service level agreements, wanting more information – exactly what was done, public facing request transparency and the closing of requests that should be reassigned to other departments or aren't completely resolved.
- 2 New residents often express gratitude towards using City services.



# Process Improvements

How have we improved the public and City Council's experience with Alex311?

**1 360° Accountability**

Department quarterly reports and reviews promote accountability for 311 performance.

**2 Updated Request Emails**

Emailed notifications better convey “what to expect” once a service request is submitted.

**3 Website Transparency**

Staff is working to provide greater transparency on the website for requests that are searchable by the public.

*Professional, Accountable, Responsive*

“Your most unhappy customers are your greatest source of learning.” – Bill Gates



# Process Improvements

**How have we improved the public and City Council's experience with Alex311?**

## **4 City Council Liaison**

City Council now has a single point of contact to ask non-routine questions. The Liaison works with departments to develop coordinated responses within seven business days.

## **5 Weekly Reports**

In February, Council began receiving a file of all requests submitted to all members of City Council. It details the status (open, in progress, reviewed, on hold, or closed; and the most recent comment noted by department staff).

*Professional, Accountable, Responsive*

*Your most unhappy customers are your greatest source of learning. – Bill Gates*



# Thank You!



**ALEX 311**

**YOUR LINK TO CITY SERVICES & INFORMATION**

- Call 311 or 703.746.4311
- Mobile App - iOS & Android
- [@AlexandriaVA311](#)
- [@AlexandriaVA311](#)
- [alexandriava.gov/Alex311](http://alexandriava.gov/Alex311)

