



- Close Window
- Print This Page
- Expand All | Collapse All

Case: 25-00042625

Case Owner	All Members COUNCIL	Service Request Id	25-00042625
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	Let's pay our Police officers fairly, so we don't keep training new recruits for other jurisdictions.	Post Tags	
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 4:08 PM	Date/Time Opened	12/8/2025 4:08 PM
Expected Date/Time	12/15/2025 4:08 PM	Updated Date/Time	12/8/2025 4:08 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Bob Gronenberg	Contact Phone	+1 (202) 247-0017
Account Name	Customer	Contact Email	bob2@comcast.net

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
Problem Code
Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 4:08 PM	Service Type Version	SRTV-00000094
Last Modified By	CRM.PROD Administrator, 12/8/2025 4:08 PM	Service Type Version Code	CTYCNCL
Last Expected Date	12/15/2025	ThreadId	ref:_00DJxtpPp_500Jx1C5Nvv:ref
Validated SLA Status	On Time	Thread Token	thread::2M64EnlgGouex7hlINA1uSA::
Override SLA Calc			
isCaseEscalated		Comment	
Survey Link			

Contact Information

Name	Bob Gronenberg	Account Name	Customer
Phone	+1 (202) 247-0017	Email	bob2@comcast.net
Mobile		Is Email Bounced	
Description	old LastName values: "Groneneberg", "Gronedberg", old FirstName values: "Robert", "Bob Gronenberg", old Phone values: "(202) 781-0611", "202-247-007".	Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Cityworks Data-Migration	Created By	Cityworks Data-Migration, 2/7/2020 6:21 PM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 4:08 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042625 - Open

Message Date 12/8/2025 4:08 PM

Has Attachment

Email Address bob2@comcast.net

Status Sent

Subject Your Alex311 request detail: 25-00042625 - Open

Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:



Case: 25-00042624

Case Owner	All Members COUNCIL	Service Request Id	25-00042624
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	I've just heard of city council plans to shortchange our police officer raises, giving them only one percent over the next three years. Please give our more experienced officers something along the lines of the arbitrator's 4.5% for experienced officers. Our city is facing increasing need for police, and we need to pay them enough to keep them and keep our city safe. Fully funding them is your duty. Because public safety is one of the most important roles of local government.		
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 4:05 PM	Date/Time Opened	12/8/2025 4:05 PM
Expected Date/Time	12/15/2025 4:05 PM	Updated Date/Time	12/8/2025 4:05 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Linda App	Contact Phone	+1 (703) 370-7761
Account Name	Customer	Contact Email	lindaappzoom@gmail.com

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
 Problem Code
 Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 4:05 PM	Service Type Version	SRTV-00000094
Last Modified By	Customer Site Guest User, 12/8/2025 4:05 PM	Service Type Version Code	CTYCNCL
Last Expected Date	12/15/2025	ThreadId	ref_00DjxtpPp_500Jx1C4xF5:ref
Validated SLA Status	On Time	Thread Token	thread::SVU7Vju-EZm27V-YBZ9cJIA::
Override SLA Calc			
isCaseEscalated		Comment	
Survey Link			

Contact Information

Name	Linda App	Account Name	Customer
Phone	+1 (703) 370-7761	Email	lindaappzoom@gmail.com
Mobile		Is Email Bounced	
Description		Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Integration User	Created By	Customer Site Guest User, 12/8/2025 4:05 PM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 4:05 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042624 - Open

Message Date 12/8/2025 4:05 PM

Has Attachment

Email Address lindaappzoom@gmail.com

Status Sent

Subject Your Alex311 request detail: 25-00042624 - Open

Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:



Case: 25-00042628

Case Owner	All Members COUNCIL	Service Request Id	25-00042628
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	I understand the City is facing a budget shortfall in the next few years however our police officers deserve a decent pay raise. Moreover, an impartial arbitrator ruled that the raises for experienced officers should be more typically 4.5% for the next three years rather than the 1% offered by the City. Every effort should be made to provide for our officers that retains already trained personnel and allows us to attract new officers to fill vacant positions.		
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 4:16 PM	Date/Time Opened	12/8/2025 4:16 PM
Expected Date/Time	12/15/2025 4:16 PM	Updated Date/Time	12/8/2025 4:16 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Fran Vogel	Contact Phone	+1 (703) 517-0759
Account Name	Customer	Contact Email	fran.vogel@verizon.net

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
Problem Code
Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 4:16 PM	Service Type Version	SRTV-00000094
Last Modified By	CRM.PROD Administrator, 12/8/2025 4:16 PM	Service Type Version Code	CTYCNC
Last Expected Date	12/15/2025	ThreadId	ref:_00DJxtpPp_500Jx1C5hjG:ref
Validated SLA Status	On Time	Thread Token	thread::to-PGNO4HQy_54j43wxeliA::
Override SLA Calc		Comment	
isCaseEscalated			
Survey Link			

Contact Information

Name	Fran Vogel	Account Name	Customer
Phone	+1 (703) 517-0759	Email	fran.vogel@verizon.net
Mobile		Is Email Bounced	
Description		Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Cityworks Data-Migration	Created By	Cityworks Data-Migration, 2/7/2020 7:07 PM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 4:16 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042628 - Open

Message Date 12/8/2025 4:16 PM

Has Attachment

Email Address fran.vogel@verizon.net

Status Sent

Subject Your Alex311 request detail: 25-00042628 - Open

Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: 25-00042624

Case Owner	All Members COUNCIL	Service Request Id	25-00042624
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	I've just heard of city council plans to shortchange our police officer raises, giving them only one percent over the next three years. Please give our more experienced officers something along the lines of the arbitrator's 4.5% for experienced officers. Our city is facing increasing need for police, and we need to pay them enough to keep them and keep our city safe. Fully funding them is your duty. Because public safety is one of the most important roles of local government.		
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 4:05 PM	Date/Time Opened	12/8/2025 4:05 PM
Expected Date/Time	12/15/2025 4:05 PM	Updated Date/Time	12/8/2025 4:05 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Linda App	Contact Phone	+1 (703) 370-7761
Account Name	Customer	Contact Email	lindaappzoom@gmail.com

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
 Problem Code
 Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 4:05 PM	Service Type Version	SRTV-00000094
Last Modified By	Customer Site Guest User, 12/8/2025 4:05 PM	Service Type Version Code	CTYCNCL
Last Expected Date	12/15/2025	ThreadId	ref:_00DJxtpPp_500Jx1C4xF5:ref
Validated SLA Status	On Time	Thread Token	thread::SVU7Vju-EZm27V-YBZ9cJIA::
Override SLA Calc			
isCaseEscalated		Comment	
Survey Link			

Contact Information

Name	Linda App	Account Name	Customer
Phone	+1 (703) 370-7761	Email	lindaappzoom@gmail.com
Mobile		Is Email Bounced	
Description		Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Integration User	Created By	Customer Site Guest User, 12/8/2025 4:05 PM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 4:05 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042624 - Open

Message Date 12/8/2025 4:05 PM

Has Attachment

Email Address lindaappzoom@gmail.com

Status Sent

Subject Your Alex311 request detail: 25-00042624 - Open

Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: 25-00042623

Case Owner	All Members COUNCIL	Service Request Id	25-00042623
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	I am writing to respectfully request that you pay our city's police officers a decent and fair wage for their services. Even after arbitration proved that they deserved at least a 4.5% increase, your city manager was allowed to override that (since when is this allowed?) and is suggesting 1%. Are you serious? These people are in the line of fire every single day, serving their community. The least you all could do is provide them a decent living wage. Perhaps you could find the funds by doing away with free bus rides on DASH. Please, please reconsider this raise and show our men and women in uniform that you actually value their services.		
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 4:02 PM	Date/Time Opened	12/8/2025 4:02 PM
Expected Date/Time	12/15/2025 4:02 PM	Updated Date/Time	12/8/2025 4:02 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Laura Vogel	Contact Phone	+1 (202) 744-0393
Account Name	Customer	Contact Email	vogelle1974@yahoo.com

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
Problem Code
Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 4:02 PM	Service Type Version	SRTV-00000094
Last Modified By	CRM.PROD Administrator, 12/8/2025 4:02 PM	Service Type Version Code	CTYCNCL
Last Expected Date	12/15/2025	ThreadId	ref:_00DJxtpPp_500Jx1C56Wt:ref
Validated SLA Status	On Time	Thread Token	thread::dCgbcywYE5C2HXAN-ijPNiA::
Override SLA Calc			
isCaseEscalated		Comment	
Survey Link			

Contact Information

Name	Laura Vogel	Account Name	Customer
Phone	+1 (202) 744-0393	Email	vogelle1974@yahoo.com
Mobile		Is Email Bounced	
Description		Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Cityworks Data-Migration	Created By	Cityworks Data-Migration, 2/7/2020 8:28 PM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 4:02 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042623 - Open

Message Date 12/8/2025 4:02 PM

Has Attachment

Email Address vogelle1974@yahoo.com

Status Sent

Subject Your Alex311 request detail: 25-00042623 - Open

Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:

Request Number:

25-00042623

Request Type:

Contact Mayor, Vice Mayor and/or City Council

Request Submitted:

12/8/2025

Your Comments:

I am writing to respectfully request that you pay our city's police officers a decent and fair wage for their services. Even after arbitration proved that they deserved at least a 4.5% increase, your city manager was allowed to override that (since when is this allowed?) and is suggesting 1%. Are you serious? These people are in the line of fire every single day, serving their community. The least you all could do is provide them a decent living wage. Perhaps you could find the funds by doing away with free bus rides on DASH. Please, please reconsider this raise and show our men and women in uniform that you actually value their services.

Your request has been forwarded to the member or members of City Council you specified. If your request was addressed to the entire City Council, Alex311 staff will review it to determine if staff work is necessary. You will receive an additional email if your request is assigned to staff.

If your request does not involve staff work or was addressed to an individual member of City Council, your request will be closed in the Alex311 system but you may still be contacted by one or more members of City Council.

VIEW YOUR REQUEST

To check the status of your request at any time, or for additional assistance, please use any of the following options and refer to Request Number 25-00042623:

Visit the Alex311 online portal
Use the Alex311 mobile app for iOS or Android
Call 311 or 703.746.4311
Contact us on Twitter or Facebook at @AlexandriaVA311

We look forward to serving you.

Alex311
Connecting You to City Services

ref:_00DJxtpPp_500Jx1C56Wt:ref

Contact Us
FOIA Requests
Privacy & Legal

Connect With Us

Service Activities

Service Response

Status Not Started
Applied Outcome
Last Modified By Customer Site Guest User, 12/8/2025 4:02 PM
Expected Date/Time 12/15/2025 4:02 PM
Order 1.00
Assigned To
Finish Date
Service Activity Name SACT-00396402
Activity Outcome Response

Service Questions

Which Council Member would you like to contact?

Answer All Members

Order 3.00

What is the nature of your request?

Answer **Other**

Order 4.00

Is your request related to the upcoming public hearing or Council meeting?

Answer **Yes**

Order 5.00

Service Request Events

CE-00437076

Event Type **Create**

Notification Recipient **vogelle1974@yahoo.com**

Distribution List

Created By **Customer Site Guest User, 12/8/2025 4:02 PM**

Record Type **Notification**

Created Date **12/8/2025**

Case History

12/8/2025 4:02 PM

User **Customer Site Guest User**

Action **Changed Case Owner from Integration User to All Members COUNCIL. Created.**

Copyright © 2000-2025 salesforce.com, inc. All rights reserved.



Case: 25-00042613

Case Owner	All Members COUNCIL	Service Request Id	25-00042613
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	The City Council needs to address the safety of the citizens of Alexandria. Providing our men and women in blue is essential! Fairness and a decent salary are a must.	Post Tags	
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 3:26 PM	Date/Time Opened	12/8/2025 3:26 PM
Expected Date/Time	12/15/2025 3:26 PM	Updated Date/Time	12/8/2025 3:26 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Hope Rhoads	Contact Phone	+1 (703) 370-1112
Account Name	Customer	Contact Email	rhoadshopeelaine@gmail.com

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date	
							▲
							▼

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
Problem Code
Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 3:26 PM	Service Type Version	SRTV-00000094
Last Modified By	CRM.PROD Administrator, 12/8/2025 3:26 PM	Service Type Version Code	CTYCNCL
Last Expected Date	12/15/2025	ThreadId	ref_00DJxtpPp_500Jx1C56N8.ref
Validated SLA Status	On Time	Thread Token	thread::UyCEmfUHkWjgo06JmnfkSA::
Override SLA Calc			
isCaseEscalated		Comment	
Survey Link			

Contact Information

Name	Hope Rhoads	Account Name	Customer
Phone	+1 (703) 370-1112	Email	rhoadshopeelaine@gmail.com
Mobile		Is Email Bounced	
Description		Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Integration User	Created By	Customer Site Guest User, 1/4/2022 11:00 AM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 3:26 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042613 - Open

Message Date 12/8/2025 3:26 PM

Has Attachment

Email Address rhoadshopeelaine@gmail.com

Status Sent

Subject Your Alex311 request detail: 25-00042613 - Open

Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:

Request Number:

25-00042613

Request Type:

Contact Mayor, Vice Mayor and/or City Council

Request Submitted:

12/8/2025

Your Comments:

The City Council needs to address the safety of the citizens of Alexandria. Providing our men and women in blue is essential! Fairness and a decent salary are a must.

Your request has been forwarded to the member or members of City Council you specified. If your request was addressed to the entire City Council, Alex311 staff will review it to determine if staff work is necessary. You will receive an additional email if your request is assigned to staff.

If your request does not involve staff work or was addressed to an individual member of City Council, your request will be closed in the Alex311 system but you may still be contacted by one or more members of City Council.

VIEW YOUR REQUEST

To check the status of your request at any time, or for additional assistance, please use any of the following options and refer to Request Number 25-00042613:

- Visit the Alex311 online portal
- Use the Alex311 mobile app for iOS or Android
- Call 311 or 703.746.4311
- Contact us on Twitter or Facebook at @AlexandriaVA311

We look forward to serving you.

Alex311
Connecting You to City Services

ref:_00DJxtpPp_500Jx1C56N8:ref

- Contact Us
- FOIA Requests
- Privacy & Legal

Connect With Us

Service Activities

Service Response

Status	Not Started
Applied Outcome	
Last Modified By	Customer Site Guest User, 12/8/2025 3:26 PM
Expected Date/Time	12/15/2025 3:26 PM
Order	1.00
Assigned To	
Finish Date	
Service Activity Name	SACT-00396387
Activity Outcome Response	

Service Questions

Which Council Member would you like to contact?

Answer All Members
Order 3.00

What is the nature of your request?

Answer **Other**
Order **4.00**

Is your request related to the upcoming public hearing or Council meeting?

Answer **Yes**
Order **5.00**

Service Request Events

CE-00437058

Event Type **Create**
Notification Recipient **rhadshopeelaine@gmail.com**
Distribution List
Created By **Customer Site Guest User, 12/8/2025 3:26 PM**
Record Type **Notification**
Created Date **12/8/2025**

Case History

12/8/2025 3:26 PM

User **Customer Site Guest User**
Action **Changed Case Owner from Integration User to All Members COUNCIL. Created.**



Case: 25-00042603

Case Owner	All Members COUNCIL	Service Request Id	25-00042603
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	Please support a fair and reasonable cost of living raise for the Police Dept.'s experienced officers at 4.5% as recommended in arbitration. Don't short-change our Police Dept. as you already know their salaries are below other neighboring northern VA communities, and especially since we have lost so many experienced officers. Please give them the continued support they deserve.		Post Tags
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 2:41 PM	Date/Time Opened	12/8/2025 2:41 PM
Expected Date/Time	12/15/2025 2:41 PM	Updated Date/Time	12/8/2025 2:41 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Melissa Kuennen	Contact Phone	+1 (571) 458-6588
Account Name	Customer	Contact Email	melissa.b.kuennen@gmail.com

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
 Problem Code
 Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 2:41 PM		Service Type Version	SRTV-00000094
Last Modified By	Customer Site Guest User, 12/8/2025 2:41 PM		Service Type Version Code	CTYCNC
Last Expected Date	12/15/2025		ThreadId	ref:_00DjxtpPp_500Jx1C56oY:ref
Validated SLA Status	On Time		Thread Token	thread::-GC2o8OnF6qoZGRqpgRCRIA::
Override SLA Calc				
isCaseEscalated			Comment	
Survey Link				

Contact Information

Name	Melissa Kuennen		Account Name	Customer
Phone	+1 (571) 458-6588		Email	melissa.b.kuennen@gmail.com
Mobile			Is Email Bounced	
Description			Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Integration User		Created By	Customer Site Guest User, 5/11/2022 4:19 PM
Bounced Email Address			Last Modified By	Customer Site Guest User, 12/8/2025 2:41 PM
Allow Service Activity Assignment				

Emails

Your Alex311 request detail: 25-00042603 - Open

Message Date 12/8/2025 2:41 PM

Has Attachment

Email Address melissa.b.kuennen@gmail.com

Status Sent

Subject Your Alex311 request detail: 25-00042603 - Open

Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:

Request Number:

25-00042603

Request Type:

Contact Mayor, Vice Mayor and/or City Council

Request Submitted:

12/8/2025

Your Comments:

Please support a fair and reasonable cost of living raise for the Police Dept.'s experienced officers at 4.5% as recommended in arbitration. Don't short-change our Police Dept. as you already know their salaries are below other neighboring northern VA communities, and especially since we have lost so many experienced officers. Please give them the continued support they deserve.

Your request has been forwarded to the member or members of City Council you specified. If your request was addressed to the entire City Council, Alex311 staff will review it to determine if staff work is necessary. You will receive an additional email if your request is assigned to staff.

If your request does not involve staff work or was addressed to an individual member of City Council, your request will be closed in the Alex311 system but you may still be contacted by one or more members of City Council.

VIEW YOUR REQUEST

To check the status of your request at any time, or for additional assistance, please use any of the following options and refer to Request Number 25-00042603:

Visit the Alex311 online portal
Use the Alex311 mobile app for iOS or Android
Call 311 or 703.746.4311
Contact us on Twitter or Facebook at @AlexandriaVA311

We look forward to serving you.

Alex311
Connecting You to City Services

ref:_00DJxtpPp_500Jx1C56oY:ref

Contact Us
FOIA Requests
Privacy & Legal

Connect With Us

Service Activities

Service Response

Status	Not Started
Applied Outcome	
Last Modified By	Customer Site Guest User, 12/8/2025 2:41 PM
Expected Date/Time	12/15/2025 2:41 PM
Order	1.00
Assigned To	
Finish Date	
Service Activity Name	SACT-00396372

Activity Outcome Response

Service Questions

Which Council Member would you like to contact?

Answer All Members

Order 3.00

What is the nature of your request?

Answer **Other**
Order **4.00**

Is your request related to the upcoming public hearing or Council meeting?

Answer **Yes**
Order **5.00**

Service Request Events
CE-00437034

Event Type **Create**
Notification Recipient **melissa.b.kuennen@gmail.com**
Distribution List
Created By **Customer Site Guest User, 12/8/2025 2:41 PM**
Record Type **Notification**
Created Date **12/8/2025**

Case History
12/8/2025 2:41 PM

User **Customer Site Guest User**
Action **Changed Case Owner from Integration User to All Members COUNCIL. Created.**

Copyright © 2000-2025 salesforce.com, inc. All rights reserved.



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: 25-00042602

Case Owner	All Members COUNCIL	Service Request Id	25-00042602
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	Please overturn the city manager's decision to reduce the raises for Alexandria's police officers. Our police department is already underpaid relative to other surrounding jurisdictions -- that last thing we need to do is further underpay our officers and incentivize them to leave.		Post Tags
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 2:24 PM	Date/Time Opened	12/8/2025 2:24 PM
Expected Date/Time	12/15/2025 2:24 PM	Updated Date/Time	12/8/2025 2:25 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Aleck Johnson	Contact Phone	+1 (202) 352-5364
Account Name	Customer	Contact Email	asjohnson@gmail.com

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
 Problem Code
 Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 2:24 PM	Service Type Version	SRTV-00000094
Last Modified By	CRM.PROD Administrator, 12/8/2025 2:25 PM	Service Type Version Code	CTYCNC
Last Expected Date	12/15/2025	ThreadId	ref:_00DJxtpPp_500Jx1C50pZ:ref
Validated SLA Status	On Time	Thread Token	thread::8SZWpvEqHEWGPuRA8lx_9CA::
Override SLA Calc		Comment	
isCaseEscalated			
Survey Link			

Contact Information

Name	Aleck Johnson	Account Name	Customer
Phone	+1 (202) 352-5364	Email	asjohnson@gmail.com
Mobile		Is Email Bounced	
Description	old Phone values: "(703) 823-0303".	Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Cityworks Data-Migration	Created By	Cityworks Data-Migration, 2/7/2020 7:36 PM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 2:24 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042602 - Open

Message Date 12/8/2025 2:25 PM
 Has Attachment
 Email Address asjohnson@gmail.com
 Status Sent
 Subject Your Alex311 request detail: 25-00042602 - Open
 Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:

Request Number:

25-00042602

Request Type:

Contact Mayor, Vice Mayor and/or City Council

Request Submitted:

12/8/2025

Your Comments:

Please overturn the city manager's decision to reduce the raises for Alexandria's police officers. Our police department is already underpaid relative to other surrounding jurisdictions -- that last thing we need to do is further underpay our officers and incentivize them to leave.

Your request has been forwarded to the member or members of City Council you specified. If your request was addressed to the entire City Council, Alex311 staff will review it to determine if staff work is necessary. You will receive an additional email if your request is assigned to staff.

If your request does not involve staff work or was addressed to an individual member of City Council, your request will be closed in the Alex311 system but you may still be contacted by one or more members of City Council.

VIEW YOUR REQUEST

To check the status of your request at any time, or for additional assistance, please use any of the following options and refer to Request Number 25-00042602:

Visit the Alex311 online portal
Use the Alex311 mobile app for iOS or Android
Call 311 or 703.746.4311
Contact us on Twitter or Facebook at @AlexandriaVA311

We look forward to serving you.

Alex311
Connecting You to City Services

ref:_00DJxtpPp_500Jx1C50pZ:ref

Contact Us
FOIA Requests
Privacy & Legal

Connect With Us

Service Activities

Service Response

Status Not Started

Applied Outcome

Last Modified By Customer Site Guest User, 12/8/2025 2:24 PM

Expected Date/Time 12/15/2025 2:24 PM

Order 1.00

Assigned To

Finish Date

Service Activity Name SACT-00396371

Activity Outcome Response

Service Questions

Which Council Member would you like to contact?

Answer All Members

Order 3.00

What is the nature of your request?

Answer **Other**
Order **4.00**

Is your request related to the upcoming public hearing or Council meeting?

Answer **Yes**
Order **5.00**

Service Request Events
CE-00437029

Event Type **Create**
Notification Recipient **asjohnson@gmail.com**
Distribution List
Created By **Customer Site Guest User, 12/8/2025 2:25 PM**
Record Type **Notification**
Created Date **12/8/2025**

Case History

12/8/2025 2:24 PM

User **Customer Site Guest User**
Action **Changed Case Owner from Integration User to All Members COUNCIL. Created.**

Copyright © 2000-2025 salesforce.com, inc. All rights reserved.



Case: 25-00042596

Case Owner	All Members COUNCIL	Service Request Id	25-00042596
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	Relative to Alexandria Police Pay. I support the arbitrator's recommendation of increasing police officer pay to be consistent with neighboring jurisdictions. We are already severely understaffed and lost 10 officers since November 1st. Without pay parity, we will continue to experience attrition at an unsustainable pace. Given the 23% property assessment increase that my neighbors and I bore, I do not see how funds are not available.		Post Tags
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 1:29 PM	Date/Time Opened	12/8/2025 1:29 PM
Expected Date/Time	12/15/2025 1:29 PM	Updated Date/Time	12/8/2025 1:29 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	George Bavin	Contact Phone	+1 (703) 212-7263
Account Name	Customer	Contact Email	billbavin@gmail.com

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
 Problem Code
 Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 1:29 PM	Service Type Version	SRTV-00000094
Last Modified By	Customer Site Guest User, 12/8/2025 1:29 PM	Service Type Version Code	CTYCNCL
Last Expected Date	12/15/2025	ThreadId	ref_00DJxtpPp_500Jx1C4XkN:ref
Validated SLA Status	On Time	Thread Token	thread::5GPA1cXnGleyTjuBsbHbICA::
Override SLA Calc			
isCaseEscalated		Comment	
Survey Link			

Contact Information

Name	George Bavin	Account Name	Customer
Phone	+1 (703) 212-7263	Email	billbavin@gmail.com
Mobile		Is Email Bounced	
Description		Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Integration User	Created By	Customer Site Guest User, 5/15/2025 9:15 AM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 1:29 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042596 - Open

Message Date 12/8/2025 1:29 PM

Has Attachment

Email Address billbavin@gmail.com

Status Sent

Subject Your Alex311 request detail: 25-00042596 - Open

Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:

Request Number:

25-00042596

Request Type:

Contact Mayor, Vice Mayor and/or City Council

Request Submitted:

12/8/2025

Your Comments:

Relative to Alexandria Police Pay, I support the arbitrator's recommendation of increasing police officer pay to be consistent with neighboring jurisdictions. We are already severely understaffed and lost 10 officers since November 1st. Without pay parity, we will continue to experience attrition at an unsustainable pace. Given the 23% property assessment increase that my neighbors and I bore, I do not see how funds are not available.

Your request has been forwarded to the member or members of City Council you specified. If your request was addressed to the entire City Council, Alex311 staff will review it to determine if staff work is necessary. You will receive an additional email if your request is assigned to staff.

If your request does not involve staff work or was addressed to an individual member of City Council, your request will be closed in the Alex311 system but you may still be contacted by one or more members of City Council.

VIEW YOUR REQUEST

To check the status of your request at any time, or for additional assistance, please use any of the following options and refer to Request Number 25-00042596:

- Visit the Alex311 online portal
- Use the Alex311 mobile app for iOS or Android
- Call 311 or 703.746.4311
- Contact us on Twitter or Facebook at @AlexandriaVA311

We look forward to serving you.

Alex311
Connecting You to City Services

ref:_00DJxtpPp_500Jx1C4XkN:ref

- Contact Us
- FOIA Requests
- Privacy & Legal

Connect With Us

Service Activities

Service Response

Status	Not Started
Applied Outcome	
Last Modified By	Customer Site Guest User, 12/8/2025 1:29 PM
Expected Date/Time	12/15/2025 1:29 PM
Order	1.00
Assigned To	
Finish Date	
Service Activity Name	SACT-00396364
Activity Outcome Response	

Service Questions

Which Council Member would you like to contact?

Answer All Members

Order 3.00

What is the nature of your request?

Answer **Legislative or Policy Issues**
Order **4.00**

Is your request related to the upcoming public hearing or Council meeting?

Answer **Yes**
Order **5.00**

Service Request Events
CE-00437009

Event Type **Create**
Notification Recipient **billbavin@gmail.com**
Distribution List
Created By **Customer Site Guest User, 12/8/2025 1:29 PM**
Record Type **Notification**
Created Date **12/8/2025**

Case History

12/8/2025 1:29 PM

User **Customer Site Guest User**
Action **Changed Case Owner from Integration User to All Members COUNCIL. Created.**

Copyright © 2000-2025 salesforce.com, inc. All rights reserved.



- Close Window
- Print This Page
- Expand All | Collapse All

Case: 25-00042581

Case Owner	All Members COUNCIL	Service Request Id	25-00042581
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	I support the Police Department collective bargaining factfinder's recommendations for pay increases for our police officers. The city's offer is unrealistic and will lead to further turnover at a time when we need to get to full staffing levels.	Post Tags	
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 12:24 PM	Date/Time Opened	12/8/2025 12:24 PM
Expected Date/Time	12/15/2025 12:24 PM	Updated Date/Time	12/8/2025 12:25 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Bill Rossello	Contact Phone	+1 (703) 587-8080
Account Name	Customer	Contact Email	bill.rossello@gmail.com

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
 Problem Code
 Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 12:24 PM	Service Type Version	SRTV-00000094
Last Modified By	CRM.PROD Administrator, 12/8/2025 12:25 PM	Service Type Version Code	CTYCNCL
Last Expected Date	12/15/2025	ThreadId	ref_00DJxtpPp_500Jx1C3VWA:ref
Validated SLA Status	On Time	Thread Token	thread::8MNFgtcBG2qScLzUrZXORCA::
Override SLA Calc		Comment	
isCaseEscalated			
Survey Link			

Contact Information

Name	Bill Rossello	Account Name	Customer
Phone	+1 (703) 587-8080	Email	bill.rossello@gmail.com
Mobile		Is Email Bounced	
Description	old FirstName values: "William".	Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Cityworks Data-Migration	Created By	Cityworks Data-Migration, 2/7/2020 6:36 PM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 12:24 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042581 - Open

Message Date 12/8/2025 12:25 PM

Has Attachment

Email Address bill.rossello@gmail.com

Status Sent

Subject Your Alex311 request detail: 25-00042581 - Open

Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:

Request Number:

25-00042581

Request Type:

Contact Mayor, Vice Mayor and/or City Council

Request Submitted:

12/8/2025

Your Comments:

I support the Police Department collective bargaining factfinder's recommendations for pay increases for our police officers. The city's offer is unrealistic and will lead to further turnover at a time when we need to get to full staffing levels.

Your request has been forwarded to the member or members of City Council you specified. If your request was addressed to the entire City Council, Alex311 staff will review it to determine if staff work is necessary. You will receive an additional email if your request is assigned to staff.

If your request does not involve staff work or was addressed to an individual member of City Council, your request will be closed in the Alex311 system but you may still be contacted by one or more members of City Council.

VIEW YOUR REQUEST

To check the status of your request at any time, or for additional assistance, please use any of the following options and refer to Request Number 25-00042581:

- Visit the Alex311 online portal
- Use the Alex311 mobile app for iOS or Android
- Call 311 or 703.746.4311
- Contact us on Twitter or Facebook at @AlexandriaVA311

We look forward to serving you.

Alex311
Connecting You to City Services

ref:_00DJxtpPp_500Jx1C3VWA:ref

- Contact Us
- FOIA Requests
- Privacy & Legal

Connect With Us

Service Activities

Service Response

Status **Not Started**

Applied Outcome

Last Modified By **Customer Site Guest User, 12/8/2025 12:24 PM**

Expected Date/Time **12/15/2025 12:24 PM**

Order **1.00**

Assigned To

Finish Date

Service Activity Name **SACT-00396341**

Activity Outcome Response

Service Questions

Which Council Member would you like to contact?

Answer **All Members**

Order **3.00**

What is the nature of your request?

Answer **Other**
Order **4.00**

Is your request related to the upcoming public hearing or Council meeting?

Answer **Yes**
Order **5.00**

Service Request Events
CE-00436987

Event Type **Create**
Notification Recipient **bill.rossello@gmail.com**
Distribution List
Created By **Customer Site Guest User, 12/8/2025 12:25 PM**
Record Type **Notification**
Created Date **12/8/2025**

Case History
12/8/2025 12:24 PM

User **Customer Site Guest User**
Action **Changed Case Owner** from Integration User to **All Members COUNCIL**. Created.

Copyright © 2000-2025 salesforce.com, inc. All rights reserved.



- [Close Window](#)
- [Print This Page](#)
- [Expand All | Collapse All](#)

Case: 25-00042628

Case Owner	All Members COUNCIL	Service Request Id	25-00042628
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	I understand the City is facing a budget shortfall in the next few years however our police officers deserve a decent pay raise. Moreover, an impartial arbitrator ruled that the raises for experienced officers should be more typically 4.5% for the next three years rather than the 1% offered by the City. Every effort should be made to provide for our officers that retains already trained personnel and allows us to attract new officers to fill vacant positions.		
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 4:16 PM	Date/Time Opened	12/8/2025 4:16 PM
Expected Date/Time	12/15/2025 4:16 PM	Updated Date/Time	12/8/2025 4:16 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Fran Vogel	Contact Phone	+1 (703) 517-0759
Account Name	Customer	Contact Email	fran.vogel@verizon.net

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
Problem Code
Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 4:16 PM	Service Type Version	SRTV-00000094
Last Modified By	CRM.PROD Administrator, 12/8/2025 4:16 PM	Service Type Version Code	CTYCACL
Last Expected Date	12/15/2025	ThreadId	ref:_00DJxtpPp_500Jx1C5hjG:ref
Validated SLA Status	On Time	Thread Token	thread::to-PGNO4HQy_54j43wxellA::
Override SLA Calc		Comment	
isCaseEscalated			
Survey Link			

Contact Information

Name	Fran Vogel	Account Name	Customer
Phone	+1 (703) 517-0759	Email	fran.vogel@verizon.net
Mobile		Is Email Bounced	
Description		Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Cityworks Data-Migration	Created By	Cityworks Data-Migration, 2/7/2020 7:07 PM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 4:16 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042628 - Open

Message Date 12/8/2025 4:16 PM
 Has Attachment
 Email Address fran.vogel@verizon.net
 Status Sent
 Subject Your Alex311 request detail: 25-00042628 - Open
 Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:

Request Number:

25-00042628

Request Type:

Contact Mayor, Vice Mayor and/or City Council

Request Submitted:

12/8/2025

Your Comments:

I understand the City is facing a budget shortfall in the next few years however our police officers deserve a decent pay raise. Moreover, an impartial arbitrator ruled that the raises for experienced officers should be more typically 4.5% for the next three years rather than the 1% offered by the City. Every effort should be made to provide for our officers that retains already trained personnel and allows us to attract new officers to fill vacant positions.

Your request has been forwarded to the member or members of City Council you specified. If your request was addressed to the entire City Council, Alex311 staff will review it to determine if staff work is necessary. You will receive an additional email if your request is assigned to staff.

If your request does not involve staff work or was addressed to an individual member of City Council, your request will be closed in the Alex311 system but you may still be contacted by one or more members of City Council.

VIEW YOUR REQUEST

To check the status of your request at any time, or for additional assistance, please use any of the following options and refer to Request Number 25-00042628:

- Visit the Alex311 online portal
- Use the Alex311 mobile app for iOS or Android
- Call 311 or 703.746.4311
- Contact us on Twitter or Facebook at @AlexandriaVA311

We look forward to serving you.

Alex311
Connecting You to City Services

ref:_00DJxtpPp_500Jx1C5hjG:ref

- Contact Us
- FOIA Requests
- Privacy & Legal

Connect With Us

Service Activities

Service Response

Status **Not Started**

Applied Outcome

Last Modified By **Customer Site Guest User, 12/8/2025 4:16 PM**

Expected Date/Time **12/15/2025 4:16 PM**

Order **1.00**

Assigned To

Finish Date

Service Activity Name **SACT-00396409**

Activity Outcome Response

Service Questions

Which Council Member would you like to contact?

Answer **All Members**

Order **3.00**

What is the nature of your request?

Answer **Other**
Order **4.00**

Is your request related to the upcoming public hearing or Council meeting?

Answer **Yes**
Order **5.00**

Service Request Events
CE-00437081

Event Type **Create**
Notification Recipient **fran.vogel@verizon.net**
Distribution List
Created By **Customer Site Guest User, 12/8/2025 4:16 PM**
Record Type **Notification**
Created Date **12/8/2025**

Case History
12/8/2025 4:16 PM

User **Customer Site Guest User**
Action **Changed Case Owner from Integration User to All Members COUNCIL. Created.**

Copyright © 2000-2025 salesforce.com, inc. All rights reserved.



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: 25-00042628

Case Owner	All Members COUNCIL	Service Request Id	25-00042628
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	I understand the City is facing a budget shortfall in the next few years however our police officers deserve a decent pay raise. Moreover, an impartial arbitrator ruled that the raises for experienced officers should be more typically 4.5% for the next three years rather than the 1% offered by the City. Every effort should be made to provide for our officers that retains already trained personnel and allows us to attract new officers to fill vacant positions.		
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 4:16 PM	Date/Time Opened	12/8/2025 4:16 PM
Expected Date/Time	12/15/2025 4:16 PM	Updated Date/Time	12/8/2025 4:16 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Fran Vogel	Contact Phone	+1 (703) 517-0759
Account Name	Customer	Contact Email	fran.vogel@verizon.net

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
 Problem Code
 Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 4:16 PM	Service Type Version	SRTV-00000094
Last Modified By	CRM.PROD Administrator, 12/8/2025 4:16 PM	Service Type Version Code	CTYCNC
Last Expected Date	12/15/2025	ThreadId	ref:_00DJxtpPp_500Jx1C5hjG:ref
Validated SLA Status	On Time	Thread Token	thread::to-PGNO4HQy_S4j43wxeliA::
Override SLA Calc		Comment	
isCaseEscalated			
Survey Link			

Contact Information

Name	Fran Vogel	Account Name	Customer
Phone	+1 (703) 517-0759	Email	fran.vogel@verizon.net
Mobile		Is Email Bounced	
Description		Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Cityworks Data-Migration	Created By	Cityworks Data-Migration, 2/7/2020 7:07 PM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 4:16 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042628 - Open

Message Date 12/8/2025 4:16 PM
 Has Attachment
 Email Address fran.vogel@verizon.net
 Status Sent
 Subject Your Alex311 request detail: 25-00042628 - Open
 Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:

Request Number:

25-00042628

Request Type:

Contact Mayor, Vice Mayor and/or City Council

Request Submitted:

12/8/2025

Your Comments:

I understand the City is facing a budget shortfall in the next few years however our police officers deserve a decent pay raise. Moreover, an impartial arbitrator ruled that the raises for experienced officers should be more typically 4.5% for the next three years rather than the 1% offered by the City. Every effort should be made to provide for our officers that retains already trained personnel and allows us to attract new officers to fill vacant positions.

Your request has been forwarded to the member or members of City Council you specified. If your request was addressed to the entire City Council, Alex311 staff will review it to determine if staff work is necessary. You will receive an additional email if your request is assigned to staff.

If your request does not involve staff work or was addressed to an individual member of City Council, your request will be closed in the Alex311 system but you may still be contacted by one or more members of City Council.

VIEW YOUR REQUEST

To check the status of your request at any time, or for additional assistance, please use any of the following options and refer to Request Number 25-00042628:

- Visit the Alex311 online portal
- Use the Alex311 mobile app for iOS or Android
- Call 311 or 703.746.4311
- Contact us on Twitter or Facebook at @AlexandriaVA311

We look forward to serving you.

Alex311
Connecting You to City Services

ref:_00DJxtpPp_500Jx1C5hJG:ref

- Contact Us
- FOIA Requests
- Privacy & Legal

Connect With Us

Service Activities

Service Response

Status	Not Started
Applied Outcome	
Last Modified By	Customer Site Guest User, 12/8/2025 4:16 PM
Expected Date/Time	12/15/2025 4:16 PM
Order	1.00
Assigned To	
Finish Date	
Service Activity Name	SACT-00396409
Activity Outcome Response	

Service Questions

Which Council Member would you like to contact?

Answer All Members
Order 3.00

What is the nature of your request?

Answer **Other**
Order **4.00**

Is your request related to the upcoming public hearing or Council meeting?

Answer **Yes**
Order **5.00**

Service Request Events
CE-00437081

Event Type **Create**
Notification Recipient **fran.vogel@verizon.net**
Distribution List
Created By **Customer Site Guest User, 12/8/2025 4:16 PM**
Record Type **Notification**
Created Date **12/8/2025**

Case History
12/8/2025 4:16 PM

User **Customer Site Guest User**
Action **Changed Case Owner from Integration User to All Members COUNCIL. Created.**

Copyright © 2000-2025 salesforce.com, inc. All rights reserved.



Case: 25-00042625

Case Owner	All Members COUNCIL	Service Request Id	25-00042625
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	Let's pay our Police officers fairly, so we don't keep training new recruits for other jurisdictions.	Post Tags	
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 4:08 PM	Date/Time Opened	12/8/2025 4:08 PM
Expected Date/Time	12/15/2025 4:08 PM	Updated Date/Time	12/8/2025 4:08 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Bob Gronenberg	Contact Phone	+1 (202) 247-0017
Account Name	Customer	Contact Email	bob2@comcast.net

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
Problem Code
Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 4:08 PM	Service Type Version	SRTV-00000094
Last Modified By	CRM.PROD Administrator, 12/8/2025 4:08 PM	Service Type Version Code	CTYCNCL
Last Expected Date	12/15/2025	ThreadId	ref:_00DjxtpPp_500Jx1C5Nvv:ref
Validated SLA Status	On Time	Thread Token	thread::2M64EnlgGouex7hllNA1uSA::
Override SLA Calc		Comment	
isCaseEscalated			
Survey Link			

Contact Information

Name	Bob Gronenberg	Account Name	Customer
Phone	+1 (202) 247-0017	Email	bob2@comcast.net
Mobile		Is Email Bounced	
Description	old LastName values: "Groneneberg", "Gronedberg". old FirstName values: "Robert", "Bob Gronenberg". old Phone values: "(202) 781-0611", "202-247-007".	Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Cityworks Data-Migration	Created By	Cityworks Data-Migration, 2/7/2020 6:21 PM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 4:08 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042625 - Open

Message Date	12/8/2025 4:08 PM
Has Attachment	
Email Address	bob2@comcast.net
Status	Sent
Subject	Your Alex311 request detail: 25-00042625 - Open
Text Body	Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:

Request Number:

25-00042625

Request Type:

Contact Mayor, Vice Mayor and/or City Council

Request Submitted:

12/8/2025

Your Comments:

Let's pay our Police officers fairly, so we don't keep training new recruits for other jurisdictions.

Your request has been forwarded to the member or members of City Council you specified. If your request was addressed to the entire City Council, Alex311 staff will review it to determine if staff work is necessary. You will receive an additional email if your request is assigned to staff.

If your request does not involve staff work or was addressed to an individual member of City Council, your request will be closed in the Alex311 system but you may still be contacted by one or more members of City Council.

VIEW YOUR REQUEST

To check the status of your request at any time, or for additional assistance, please use any of the following options and refer to Request Number 25-00042625:

- Visit the Alex311 online portal
- Use the Alex311 mobile app for iOS or Android
- Call 311 or 703.746.4311
- Contact us on Twitter or Facebook at @AlexandriaVA311

We look forward to serving you.

Alex311
Connecting You to City Services

ref:_00DJxtpPp_500Jx1C5Nvv:ref

Contact Us
FOIA Requests
Privacy & Legal

Connect With Us

Service Activities

Service Response

Status Not Started

Applied Outcome

Last Modified By Customer Site Guest User, 12/8/2025 4:08 PM

Expected Date/Time 12/15/2025 4:08 PM

Order 1.00

Assigned To

Finish Date

Service Activity Name SACT-00396404

Activity Outcome Response

Service Questions

Which Council Member would you like to contact?

Answer All Members

Order 3.00

What is the nature of your request?

Answer **Other**
Order **4.00**

Is your request related to the upcoming public hearing or Council meeting?

Answer **Yes**
Order **5.00**

Service Request Events
CE-00437078

Event Type **Create**
Notification Recipient **bob2@comcast.net**
Distribution List
Created By **Customer Site Guest User, 12/8/2025 4:08 PM**
Record Type **Notification**
Created Date **12/8/2025**

Case History

12/8/2025 4:08 PM

User **Customer Site Guest User**
Action **Changed Case Owner from Integration User to All Members COUNCIL. Created.**

Copyright © 2000-2025 salesforce.com, inc. All rights reserved.



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: 25-00042624

Case Owner	All Members COUNCIL	Service Request Id	25-00042624
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	SR Ext ID	
Priority	Standard	Status	Open
Case Origin	API	Service Request Source	Web
Service Department	Mayor & City Council	Service Request Comments	
Description	I've just heard of city council plans to shortchange our police officer raises, giving them only one percent over the next three years. Please give our more experienced officers something along the lines of the arbitrator's 4.5% for experienced officers. Our city is facing increasing need for police, and we need to pay them enough to keep them and keep our city safe. Fully funding them is your duty. Because public safety is one of the most important roles of local government.		
Selected Location			
Sub-Status			

SLA Information

Expected Start Date	12/8/2025 4:05 PM	Date/Time Opened	12/8/2025 4:05 PM
Expected Date/Time	12/15/2025 4:05 PM	Updated Date/Time	12/8/2025 4:05 PM
SLA Detail	5 Business Days	Date/Time Closed	
SLA Status	On Time		

Contact Information

Contact Name	Linda App	Contact Phone	+1 (703) 370-7761
Account Name	Customer	Contact Email	lindaappzoom@gmail.com

311 Files

[Upload File](#)

File Links

Filename	Label	Description	Tags	Is Private?	URL	Created Date
----------	-------	-------------	------	-------------	-----	--------------

[Upload File](#)

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

No layers information available

Name	Value
------	-------

Related Parent Requests

Parent Case	Duplicate Parent
	Transfer Parent

Legacy Information

LegacyId
Problem Code
Problem Description

System Information: Service Request Layout - Read Only

Created By	Customer Site Guest User, 12/8/2025 4:05 PM	Service Type Version	SRTV-00000094
Last Modified By	Customer Site Guest User, 12/8/2025 4:05 PM	Service Type Version Code	CTYCNCL
Last Expected Date	12/15/2025	ThreadId	ref_00DJxtpPp_500Jx1C4xF5:ref
Validated SLA Status	On Time	Thread Token	thread::SVU7Vju-EZm27V-YBZ9cJiA::
Override SLA Calc		Comment	
isCaseEscalated			
Survey Link			

Contact Information

Name	Linda App	Account Name	Customer
Phone	+1 (703) 370-7761	Email	lindaappzoom@gmail.com
Mobile		Is Email Bounced	
Description		Sprout Social Persona	

Address Information

Mailing Address

System Information

Contact Owner	Integration User	Created By	Customer Site Guest User, 12/8/2025 4:05 PM
Bounced Email Address		Last Modified By	Customer Site Guest User, 12/8/2025 4:05 PM
Allow Service Activity Assignment			

Emails

Your Alex311 request detail: 25-00042624 - Open

Message Date 12/8/2025 4:05 PM

Has Attachment

Email Address lindaappzoom@gmail.com

Status Sent

Subject Your Alex311 request detail: 25-00042624 - Open

Text Body Dear Alex311 Customer,

Thank you for submitting the following request to the City of Alexandria:

Request Number:

25-00042624

Request Type:

Contact Mayor, Vice Mayor and/or City Council

Request Submitted:

12/8/2025

Your Comments:

I've just heard of city council plans to shortchange our police officer raises, giving them only one percent over the next three years. Please give our more experienced officers something along the lines of the arbitrator's 4.5% for experienced officers. Our city is facing increasing need for police, and we need to pay them enough to keep them and keep our city safe. Fully funding them is your duty. Because public safety is one of the most important roles of local government.

Your request has been forwarded to the member or members of City Council you specified. If your request was addressed to the entire City Council, Alex311 staff will review it to determine if staff work is necessary. You will receive an additional email if your request is assigned to staff.

If your request does not involve staff work or was addressed to an individual member of City Council, your request will be closed in the Alex311 system but you may still be contacted by one or more members of City Council.

VIEW YOUR REQUEST

To check the status of your request at any time, or for additional assistance, please use any of the following options and refer to Request Number 25-00042624:

- Visit the Alex311 online portal
- Use the Alex311 mobile app for iOS or Android
- Call 311 or 703.746.4311
- Contact us on Twitter or Facebook at @AlexandriaVA311

We look forward to serving you.

Alex311
Connecting You to City Services

ref:_00DJxtpPp_500Jx1C4xF5:ref

Contact Us
FOIA Requests
Privacy & Legal

Connect With Us

Service Activities

Service Response

Status Not Started

Applied Outcome

Last Modified By Customer Site Guest User, 12/8/2025 4:05 PM

Expected Date/Time 12/15/2025 4:05 PM

Order 1.00

Assigned To

Finish Date

Service Activity Name SACT-00396403

Activity Outcome Response

Service Questions

Which Council Member would you like to contact?

Answer All Members

Order 3.00

What is the nature of your request?

Answer **Other**
Order **4.00**

Is your request related to the upcoming public hearing or Council meeting?

Answer **Yes**
Order **5.00**

Service Request Events
CE-00437077

Event Type **Create**

Notification Recipient **lindaappzoom@gmail.com**

Distribution List

Created By **Customer Site Guest User, 12/8/2025 4:05 PM**

Record Type **Notification**

Created Date **12/8/2025**

Case History

12/8/2025 4:05 PM

User **Customer Site Guest User**

Action **Changed Case Owner from Integration User to All Members COUNCIL. Created.**

Copyright © 2000-2025 salesforce.com, inc. All rights reserved.