



February 25, 2020



Launch Update

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Alex311 Launch – February 24

- Provides access to more than 175 City services and information
- Attach photos and specify request location online and through mobile app
- Customers are kept informed of status through email updates
- Customers can track progress using the mobile app or website
- An experience survey requests feedback about the service received and the use of Alex311
- Replaced *Call.Click.Connect*.

Alex311 Launch – February 24

- 6 Convenient Ways to Connect:



Web – alexandriava.gov/Alex311



Mobile App – Available in the App Store or Google Play



Twitter – @AlexandriaVA311



Facebook – @AlexandriaVA311



Phone – Dial 311 or 703.746.4311

- Monday-Friday: 7 a.m. to 7 p.m.; Saturday: 8 a.m. to 12 p.m.



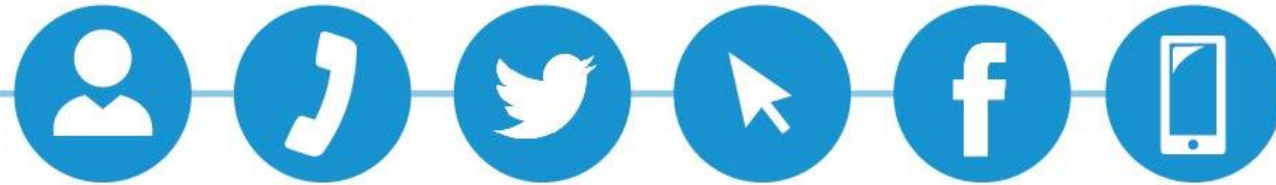
In-Person

Alex311 Launch – February 24

- Customer Service Commitment
With each interaction, we commit to being:
 - **Professional:** delivering competent and high-quality service even under pressure
 - **Accountable:** providing accurate and reliable information, keeping customers informed and honoring our service commitments
 - **Responsive:** prioritizing work appropriately and working efficiently to get it right the first time
 - **Courteous:** communicating in a respectful and productive manner



175 CITY SERVICES
15 SQUARE MILES
6 WAYS TO CONNECT
1 NUMBER



CONNECTING YOU TO CITY SERVICES

alexandriava.gov/Alex311 • [@AlexandriaVA311](https://twitter.com/AlexandriaVA311)