









# Emergency and Customer Communications

*“Always Ready, Proud to Serve”*





# Looking ahead...

-  Who We Are
-  Primary Divisions
  -  911
  -  Alex311
-  Virtual Tour
-  Let's Chat...





WE are...





Highly trained, passionate, non-sworn professionals,  
answering all public safety and city service related calls for the  
City of Alexandria. We also dispatch police, fire and medical  
services.

We have several divisions: 911, 311, Radio/Technology and  
Administration.










# WE do cool things....

-  Became CALEA Accredited in April 2018 – 1 of less than 50 standalone centers in VA with the distinction.
-  Received a Public Safety and Emergency Management, Community Resiliency of the Year Award in September 2020.
-  Launched Alex311 in February 2020.
-  Recognized as industry leaders in innovation.





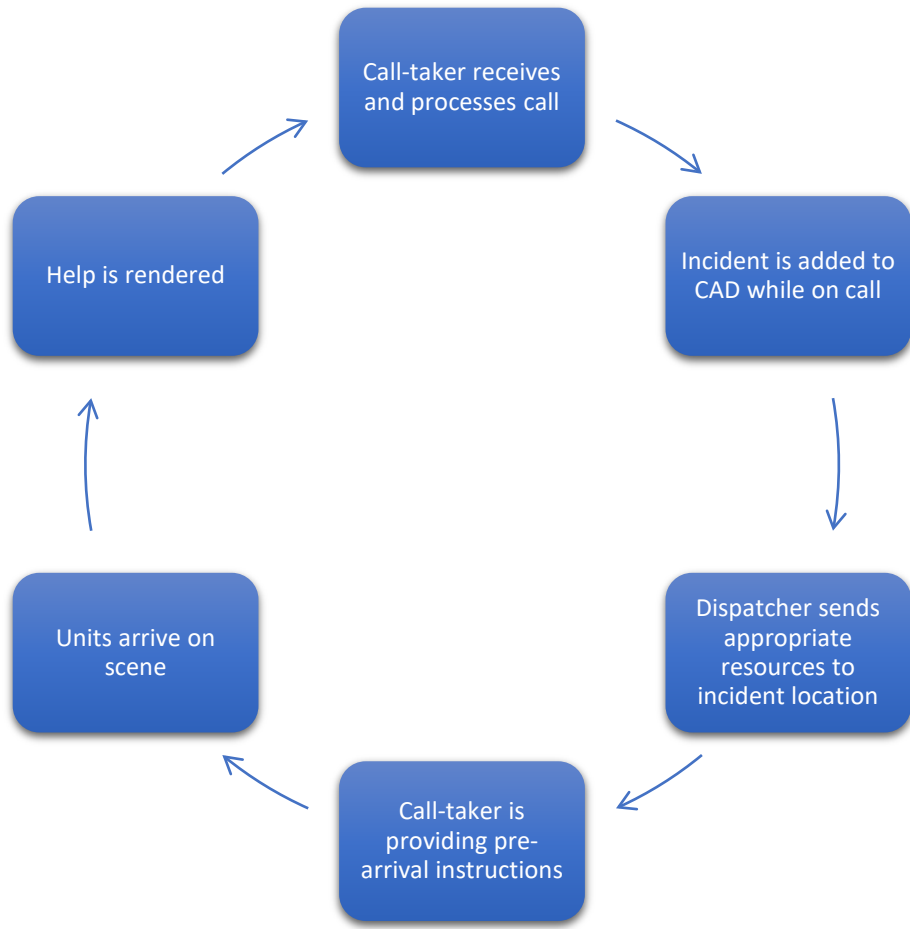
# Emergency Communications - 911

-  Primary Public Safety Answering Point (PSAP) for the City of Alexandria
-  Answer all 9-1-1 calls
-  Answer all non-emergency calls for Police, Fire/EMS, Parking Enforcement and Animal Control (703.746.4444)
-  Dispatch Police, Fire/EMS, Sheriff's personnel and Animal Control
-  Available 24/7 – 365





# Emergency Communications – 9-1-1





# Emergency Communications – 9-1-1



## RapidSOS



- Obtains the location directly from smartphones – uses best available technology (GPS, WiFi, beacons) to provide highly accurate location. During the call you can click the “REFRESH” button to keep an accurate, updated caller location.



## Smart911



- Allows residents to provide important additional details that 9-1-1 call takers may need in order to assist them during an emergency.





# Emergency Communications – 9-1-1



## Text to 9-1-1



- Used to communicate with individuals who are deaf, hard-of-hearing, has a speech disability or for someone who is in a situation where it is not safe to place a voice call to 9-1-1. Call if you can, Text if you can't!







# Customer Communications – 3-1-1

Alex311 is the City's customer service platform that connects customers to City services in a variety of convenient ways.

- ~~The goal is to meet customers where they are most comfortable!~~  
Alex311 Online, Mobile app (Apple and Google), Social Media (Facebook and Twitter) @AlexandriaVA311; and Phone (Contact Center)
- Contact Center – Answer all city service-related calls and manages the 311 social media accounts

Monday – Friday 7 a.m. – 7 p.m.  
Saturday 8 a.m. – Noon





# Customer Communications – 3-1-1

Let's tour [Alex311!](#)

- 🛡️ Copy of service request
- 🛡️ Email confirming opened case (If valid email provided)
- 🛡️ Case updates as it moves through resolution process
- 🛡️ Survey upon case closure
  - 🛡️ Feedback is important and how we improve!





# Putting up Numbers...

309K

911 AND NON-EMERGENCY CALLS

39

TEAM

78K

ALEX311 CALLS









# The Department of Emergency and Customer Communications





# Let's Engage!

