

City of Alexandria, Virginia
FY 2027 Proposed Operating Budget & CIP
Budget Questions & Answers

April 7, 2026

Question:

What would it cost to upgrade equipment in installments for remote technology? What is the number of calls received by language? What technology do we have and what technology do we need to track that data?

Response:

The estimated cost to upgrade equipment supporting remote technology is approximately \$70,000 per unit, with each unit supporting one employee's remote capabilities. At this time, staff do not recommend pursuing a phased or installment-based investment in this technology, as the current system is nearing end-of-life and would not provide a sustainable long-term solution. Staff is currently preparing a comprehensive update on the status of public safety communications systems, including recommended modernization strategies, which will be available by the Fall.

DECC currently does not have a single unified system to track data from its 311 platform and multiple 911 platforms. With multiple systems in use, each with its own data structure, reporting tools, and proprietary data, a single unified technology solution has not been identified. The chart below reflects the number of language interpretation calls received along with the total number of minutes for calendar year 2024 and 2025. The chart shows an 83% increase in call volume for 2025, an increase of 1,697 calls over the previous year, reflecting a steady rise in the demand for interpretation services. Despite this significant increase in language interpretation needs, calls continue to be handled efficiently by both 911 and 311 call takers.

Language Description	Calendar Year 2024		Calendar Year 2025	
	# of Calls	# of Minutes	# of Calls	# of Minutes
Amharic	35	329	75	643
Arabic	72	547	200	1,423
Dari (Afghanistan)	50	451	116	1,039
Spanish	1,807	11,311	3,187	19,369
Other Languages with 30 or less calls (Akan, Azerbaijani, Bengali, Bosnian, Burmese, Cantonese, Czech, Farsi (Persian), French, Haitian Creole, Hindi, Italian, Khmer, Korean, Mandarin, Mongolian, Moroccan Arabic, Nepali, Pashto (Afghanistan), Russian, Serbian, Slovak, Somali, Swahili, Tigrigna (Eritrea), Turkish, Urdu, Uzbek, Vietnamese)	87	1,043	170	1,353
Totals	2,051	13,681	3,748	23,827