Emergency and Customer Communications

“Always Ready, Proud to Serve”
Looking ahead…

- Virtual Tour
- Who we are
- Team strength
- Emergency Communications
- Customer Communications
- Let’s engage
Virtual Tour
Who we are...

2011 911

2017 311

2020
Team Strength – Non-Sworn

Public Safety Communications Officers
Customer Engagement Liaisons

Director Renee Gordon
Deputy Director Douglas Campbell
Assistant Director Jeff Wobbleton

Fiscal Officer HR Liaison CAD Manager
Accreditation Manager Radio Manager
Awesome Facts

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.

Director Gordon became one of 21 Commissioners for CALEA in September 2020.

We pride ourselves on being ready and serving the public!
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
Receive extensive initial and ongoing training to stay proficient in an ever-evolving industry

- NOVA Criminal Justice Academy Dispatch School
- National Incident Management System (FEMA)
- Virginia Criminal Information Network (VCIN)
- Industry specific training – Emergency Medical Dispatch, Law Enforcement Dispatch, and Fire Dispatch
- T-CPR (Telephone CPR)
Emergency Communications - 911

WE NEVER KNOW WHAT THE NEXT CALL or DISPATCH WILL BE

1\textsuperscript{st} Call – Parking Complaint
2\textsuperscript{nd} Call – Unresponsive, not breathing
3\textsuperscript{rd} Call – Apartment Fire
4\textsuperscript{th} Call – Dog Barking
5\textsuperscript{th} Call – Message for an Officer
Emergency Communications - 911

What to Provide During a Call for Service

- Location, Location, Location!!
- Signs, Landmarks, Cross Streets
- Name
- Phone Number
- Problem
- Injuries
- Scene Safety

BE PREPARED FOR US TO ASK QUESTIONS

In most cases, it does not slow the needed response
Customer Communications - 311

Alex311 is the City of Alexandria’s customer service platform that connects customers to more than 175 City services in a variety of convenient ways.

- Alex311 online
- Mobile app (Apple and Google)
- Social Media (Facebook and Twitter) @AlexandriaVA311
- Phone (Contact Center)

The goal is to meet customers where they are most comfortable!
Customer Communications - 311

✓ Answer all city service-related calls for the City of Alexandria
  ▪ 703.746.4311
  ▪ 703.746.4357 (HELP)
  ▪ 311

✓ Enters and assigns cases to the proper department

✓ Researches complex issues

✓ Provide answers to City related service questions

Monday – Friday 7 a.m. – 7 p.m.
Saturday 8 a.m. – Noon
Customer Communications - 311

Alex311 Online
Customer Communications - 311

✔ After case submission
  ▪ Email confirming opened case (If valid email provided)
  ▪ Case updates as it moves through resolution process
    (Reviewed, In Progress, On Hold, Closed)
  ▪ Other external notes recorded
  ▪ Survey upon case closure
The Department of Emergency and Customer Communications
Let’s Engage!