

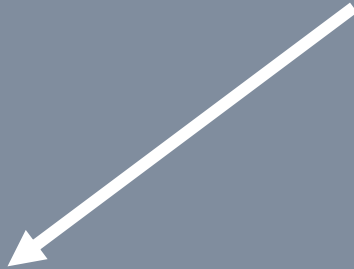
City of Alexandria

Department of Emergency and Customer
Communications

Always Ready, Proud to Serve



Emergency and Customer Communications?



911



&

311



Emergency and Customer Communications?

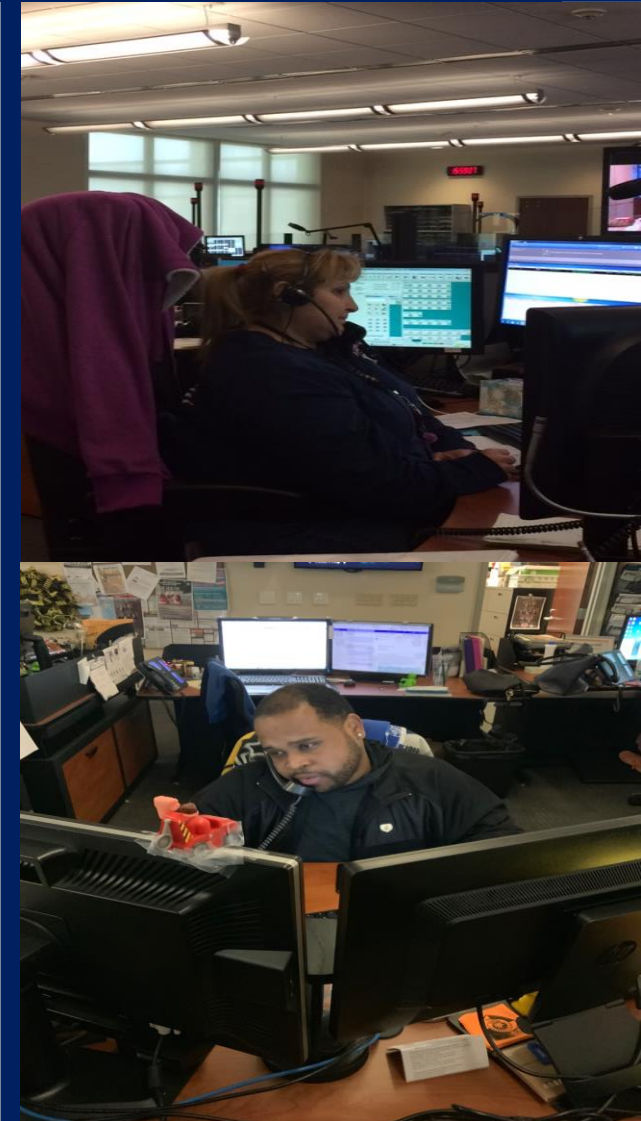
Director Renee Gordon

Assistant Director
Tenesia Wells

Deputy Director
Douglas Campbell

Assistant Director
Jeff Wobbleton

**Fiscal Management, HR, CAD Manager, Accreditation
Manager, Radio Manager**

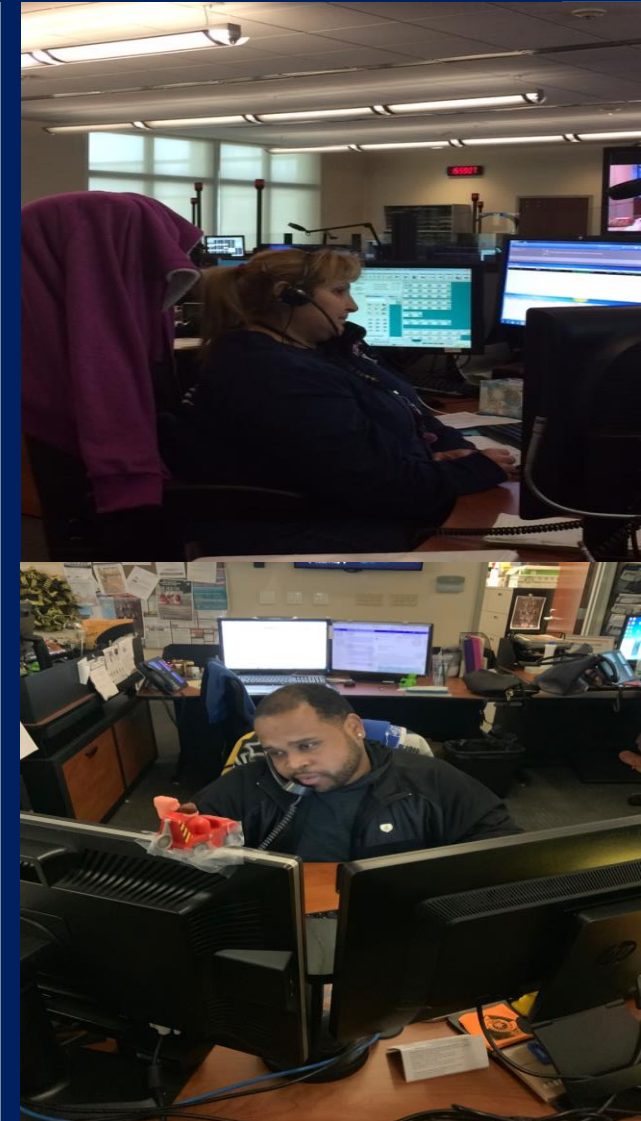


Emergency and Customer Communications

Fun and Awesome Facts

Became CALEA Accredited in April 2018 – 1 of less than 50 standalone centers in VA with the distinction

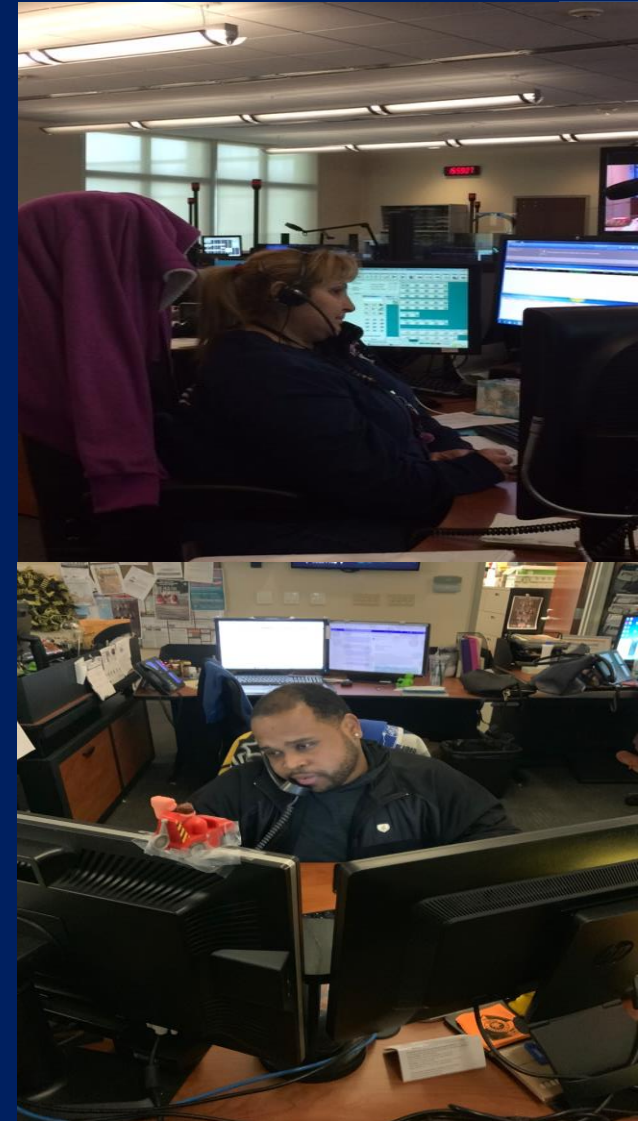
Received a Public Safety and Emergency Management, Community Resiliency of the Year Award in September 2020



Emergency Communications

- ✓ **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**

Non-sworn personnel available 24/7 – 365



Emergency Communications

- ✓ 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 Crime Information Network (VCIN)
 - Industry specific training – Emergency Medical Dispatch, Law Enforcement Dispatch, and Fire Dispatch
 - T-CPR (Telephone CPR)

WE NEVER KNOW WHAT THE NEXT CALL or DISPATCH WILL BE

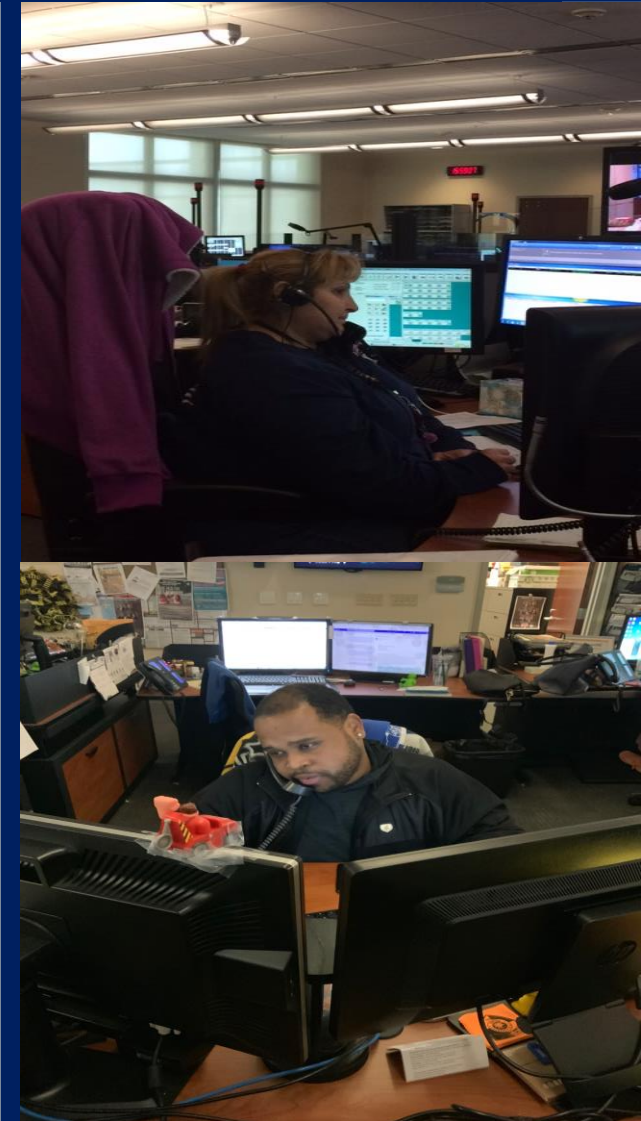
1st Call – Parking Complaint

2nd Call – Apartment Fire

5th Call – Message for an Officer

3rd Call – Unresponsive, not breathing

4th Call – Dog Barking



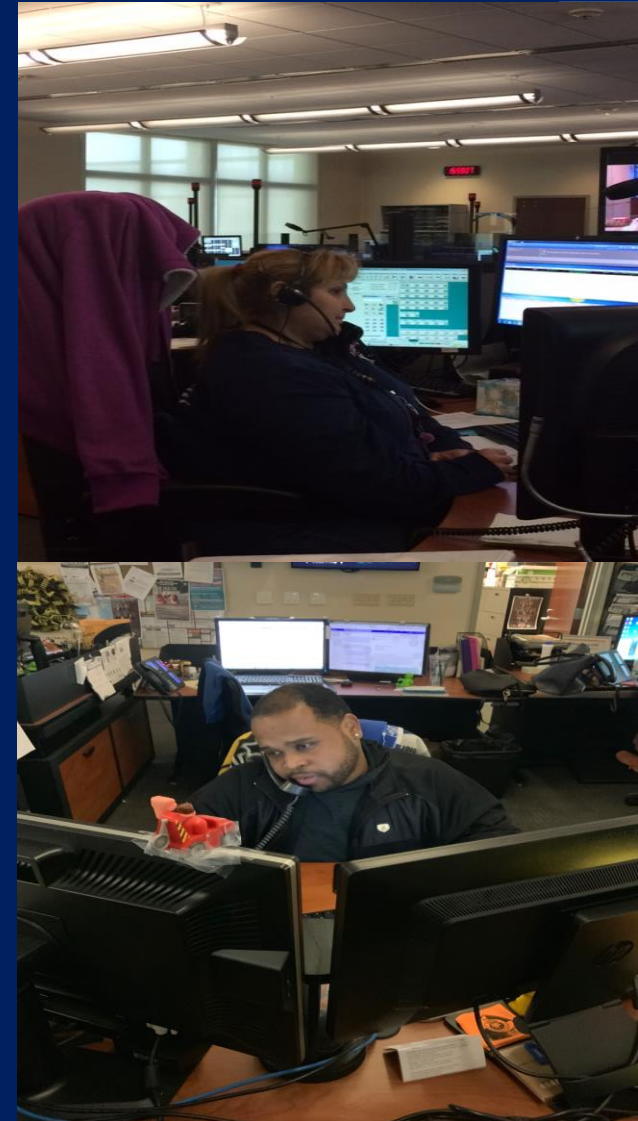
Emergency Communications

What to Provide During a Call for Service

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

BE PREPARED FOR US TO ASK QUESTIONS

In most cases, it does not slow the needed response

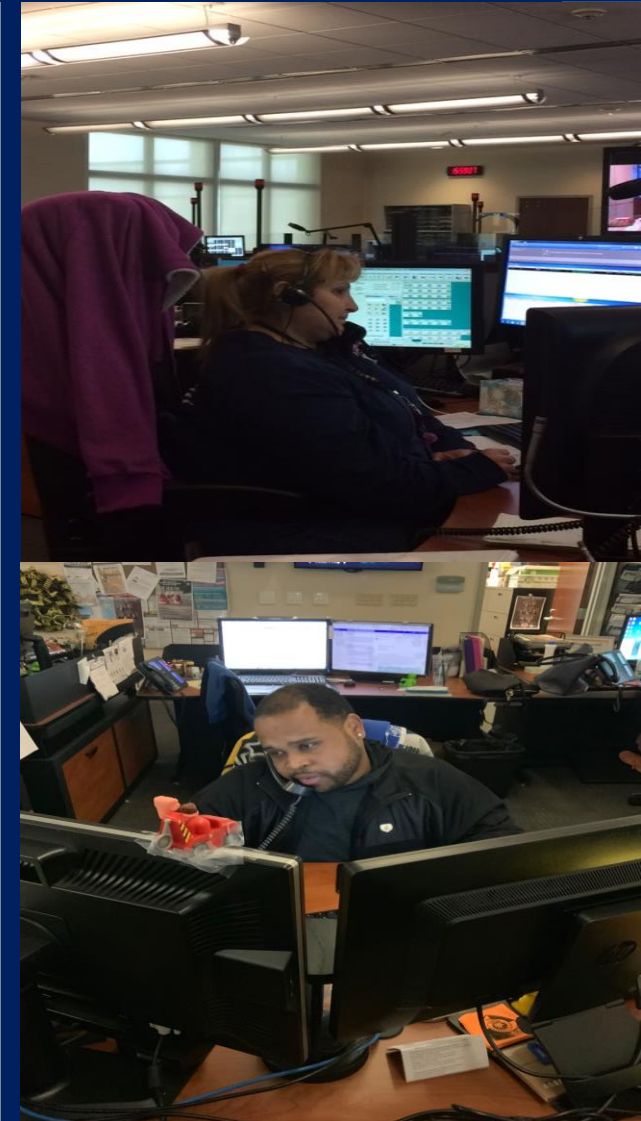


Customer Communications – Alex311

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!

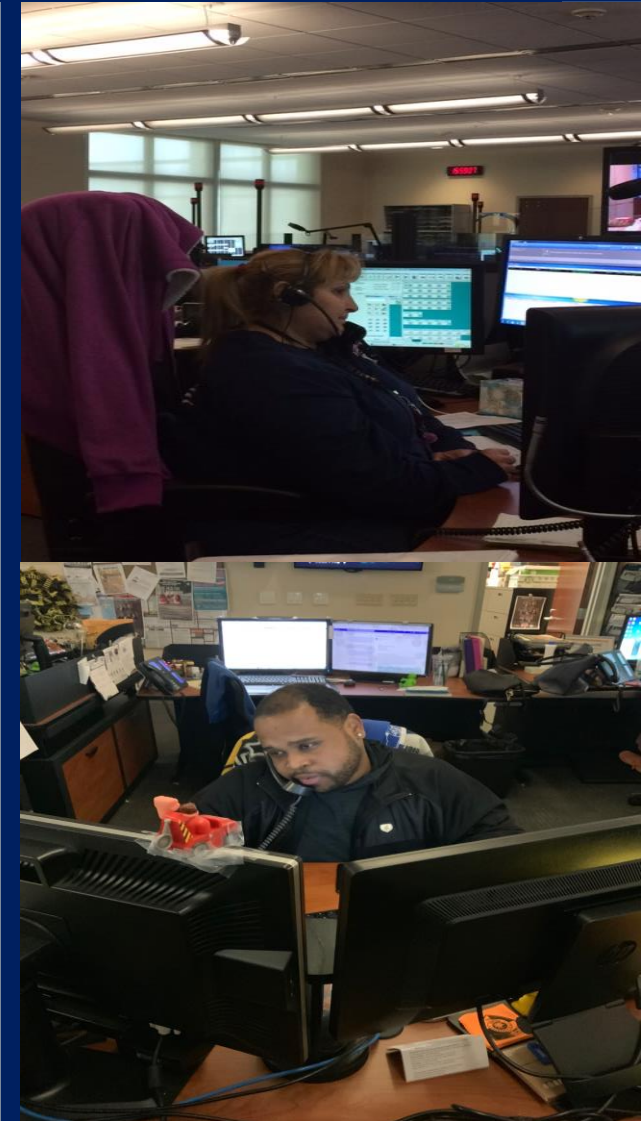


Customer Communications – Alex311

- ✓ 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.

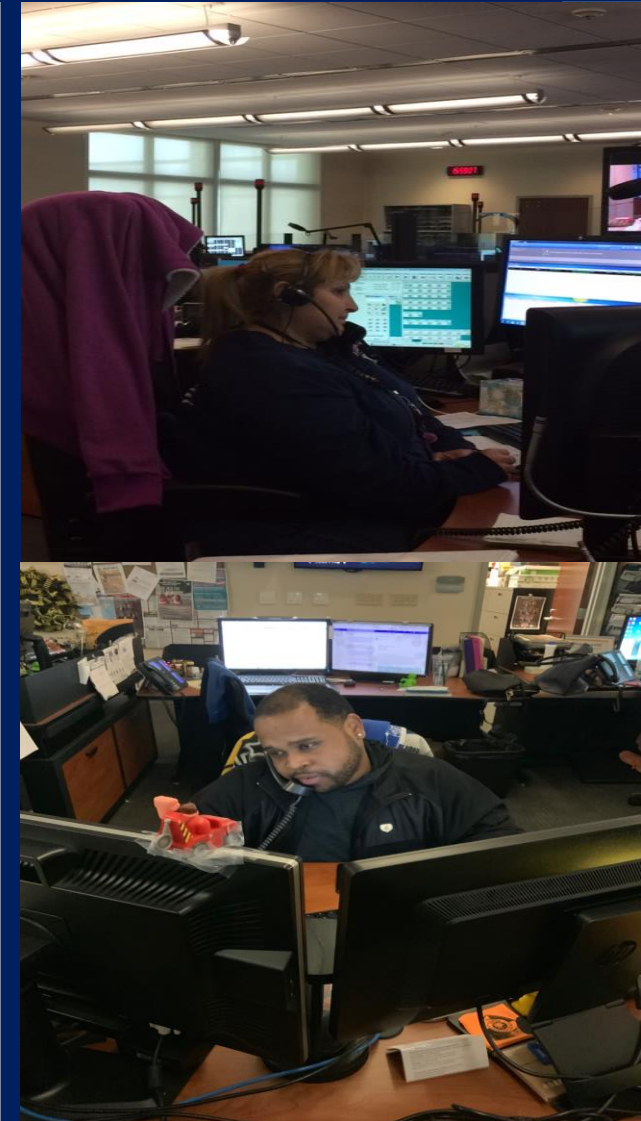
Saturday 8 a.m. – Noon



Customer Communications – Alex311

Frequently Requested Service Request

- Mayor, Vice-Mayor and Council
- Potholes
- Trash & Recycling Containers
- Trees
- Street Cleaning
- Yard Waste / Bulky Items Pickup
- Code Enforcement
- Street Lights
- Park Maintenance



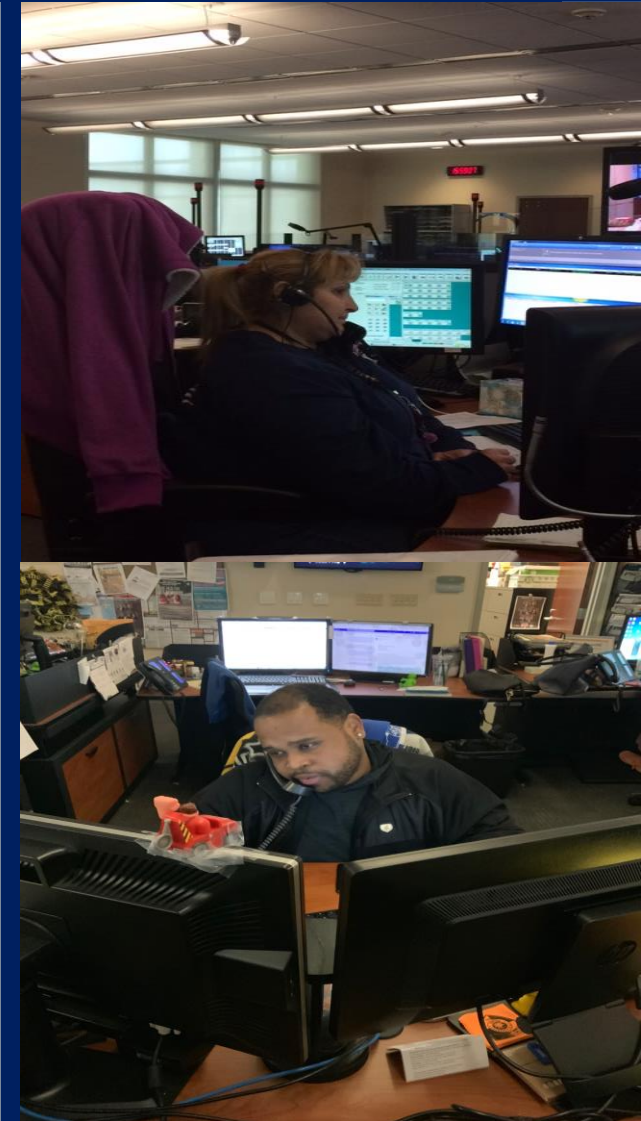
Customer Communications – Alex311

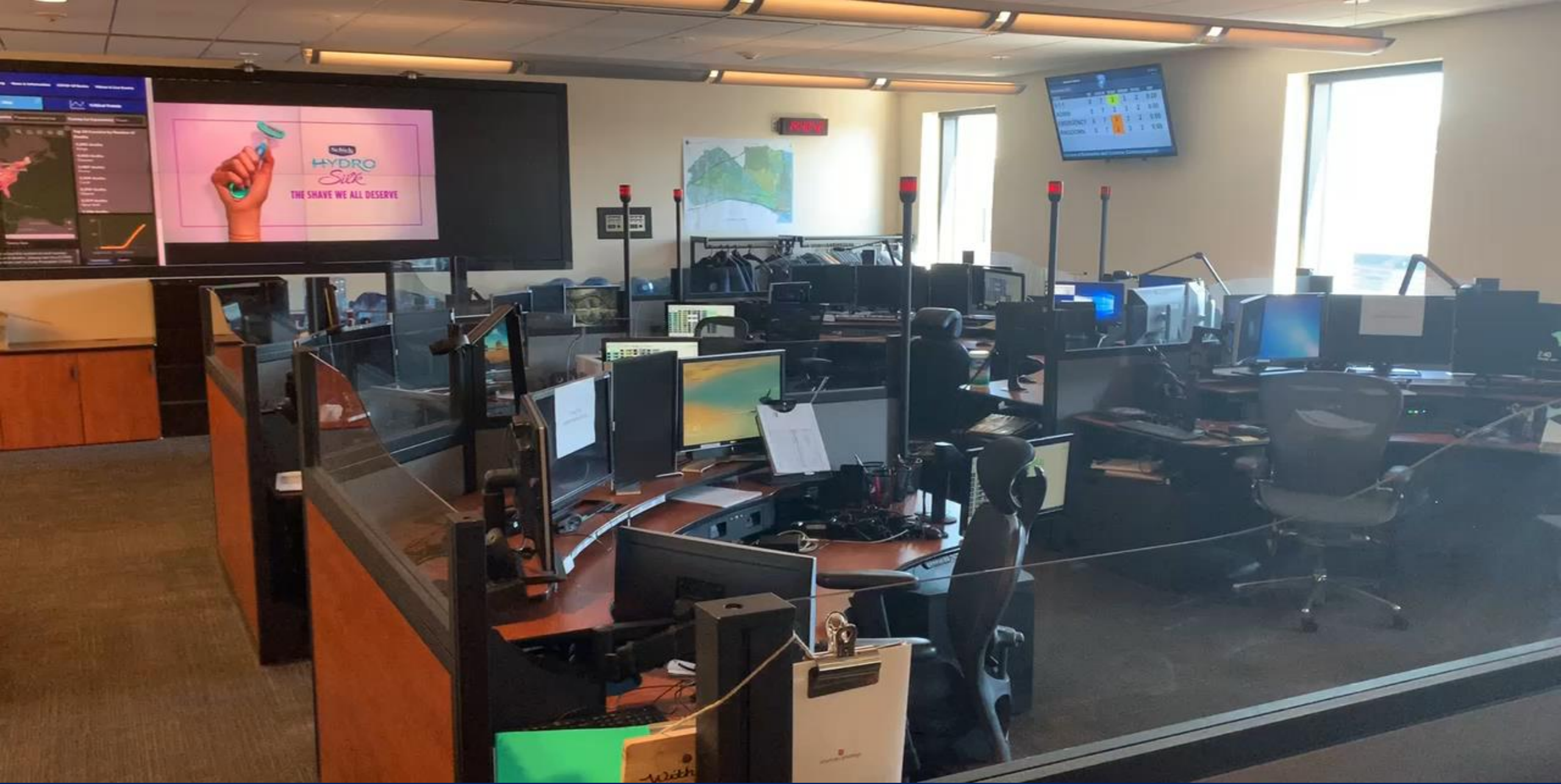
Perks of Creating an Account

- See all cases submitted through that account
- See notes from staff working case

What to expect when speaking to the Contact Center

- Professional, courteous service
- Verification of contact info
 - Name
 - Number
 - Email Address (this ensures you receive emails as your case is handled by staff – reviewed, in progress, on hold and closed).





Questions

&

Answers

