

## City launches new 311 app

*Edmontonians can now use smartphones to report potholes, other problems to City*

The City of Edmonton has introduced a new mobile app to make it easier for residents to contact 311. The app is free and can be used to report potholes, damaged sidewalks, damaged trees, litter and graffiti.



"With this free mobile app citizens can be our eyes and ears," said Mayor Don Iveson. "With just a few clicks on your phone, you can let us know where there is a problem. We can work together to keep Edmonton a great place to live."

Using the app, Edmontonians can take a photo of a service issue and the GPS in the phone pinpoints the location. The photo and your short description of the problem are instantly uploaded onto the app's display. The 311 contact centre receives the information and passes it to the City department responsible for follow up.

"The Edmonton 311 App is another way that the City of Edmonton makes interacting with us easier," said Mayor Iveson.

The City will continue to update the app and hopes to increase the number of service issues that can be reported.

The app is one of the projects the City is introducing under the banner of **Open City**, which is an initiative to open new channels for information to flow between citizens and the City. The 311 mobile app is one example of a new way Edmontonians and City staff can work together on issues that matter to them.

To download the app, go to the [iTunes App Store](#) or [Google Play](#). The app is available for iPhone and Android smartphones.

Residents may also contact 311 by calling 311 or by visiting [edmonton.ca/311](http://edmonton.ca/311).

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