

City launches new services on the Edmonton 311 App

Windrows and overgrown trees among the new reporting options

The City of Edmonton has added 17 new reporting options to the Edmonton 311 App. Residents can now use the app to report winter road maintenance issues, vandalism and concerns related to litter, graffiti and traffic lights.



The City introduced the free mobile app in July to make it easier for residents to contact 311. The Edmonton 311 App now offers [28 reporting options](#).

"From the moment we launched the app, citizens have told us how easy it is to use. Now there are even more options for reporting problems," said Mayor Don Iveson. "By using the app, you can be our eyes and ears on the street. 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 their 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 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. The City will continue to increase the number of service issues that can be reported through the app.

For a complete list of reporting options, go to edmonton.ca/311.

Since its release, more than 9,635 people have downloaded the Edmonton 311 App and they have reported over 2410 service requests through the app.

To download the app, go to edmonton.ca/311, the [iTunes App Store](#) or [Google Play](#). The app is available for iPhone and Android smartphones.

Residents may also contact the City by calling 311 or by visiting edmonton.ca/311.

Media contact:

[Gary Dyck](#)
Corporate Communications
780-496-8676

3rd Floor, City Hall
1 Sir Winston Churchill Square NW
Edmonton, AB
T5J 2R7
www.edmonton.ca



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