

# News Release

February 05, 2015

City of Edmonton

## 86% of Edmontonians satisfied with 311: survey

The vast majority of callers to 311 were highly satisfied with the ease of contacting 311 and the information they received.

A recent survey shows that 86% of callers to 311 are satisfied overall. The survey also shows that 96% of respondents were pleased with how easy it is to contact 311 and 95% were satisfied that the agent they spoke to was courteous and professional.



"The results of the Customer Satisfaction Survey are a testament of the dedication of 311 call-centre agents to provide exceptional customer service to every caller," says Rob Klatchuk, Branch Manager of Customer Information Services.

The City of Edmonton has expanded the ways citizens can connect with the city with the Edmonton 311 App and 311 and on the City's website with 311 Online. Since its release six-months ago, more than 12,000 people have downloaded the app and nearly 4,000 reports have been filed through it.

"At 311, we continue to improve how we provide information back to callers," says Klatchuk. "Whether you call 311 or use the online or mobile service, we are here to help you."

The 311 Call Centre provides information and helps residents solve problems, submit concerns and register for City programs. In 2014, Edmontonians contacted the 311 Call Centre 2,192,863 times. Since its inception in December of 2008, 311 has fielded nearly 12 million citizen inquiries.

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