

## More than 17,000 download 311 App in first year

The Edmonton 311 App is celebrating its first birthday. Since its release on July 14, 2014, more than 17,000 people have downloaded the app and filed more than 9,000 reports.

"The 311 app is a real success story," says Maria Schrijvers, Director of Call Centre Operations. "It is so easy to use that you can report a concern to the City while on the go and within minutes.



The free app can be used to report a wide range of issues from potholes to damaged playground equipment. Earlier this year, the app was enhanced to enable two-way communication so that citizens can view the status of their request.

"Edmontonians are proud of the city they live in and, by using the Edmonton 311 App, we are working together to keep Edmonton a great place to live," says Schrijvers.

For a complete list of reporting options, go to [edmonton.ca/311](http://edmonton.ca/311). The app is one of the projects the City introduced under the banner of Open City, which is an initiative to open new channels for information to flow between citizens and the City.

To download the app, go to [edmonton.ca/311app](http://edmonton.ca/311app), 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](http://edmonton.ca/311).

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