

311 service once again scores high marks with Edmontonians

Year after year, Edmontonians continue to report high levels of satisfaction with the City of Edmonton's 311 service.

In an [independent survey](#) of Edmontonians who had recently called 311, 87% of respondents said they are satisfied with the experience. Satisfaction has held steady at this level since the City began surveying 311 callers in 2011.

Respondents also said 311 makes it convenient for citizens to contact the City, with 95% saying they were satisfied with the ease of contacting the City. 311 agents received high marks for courtesy and professionalism with a 95% satisfaction rate. Both ratings have held steady since 2011.

"Our call-centre agents truly bring the best service they can to each call they take," says Maria Schrijvers, Acting Branch Manager of Customer Information Services. "I'm very proud of our team and they are proud to represent our organization to Edmontonians."

This study is the first 311 customer satisfaction survey that contacted participants through both home phone numbers and mobile phones. Even with this broader and more representative sample, the results are holding steady year over year.

The 311 Call Centre provides information and helps residents submit service requests, register for programs or submit their opinion on City services and issues. In 2015, Edmontonians contacted the 311 Call Centre approximately 2.1 million times. Since its inception in December of 2008, 311 has fielded nearly 14 million citizen calls.

Edmontonians have also embraced the [311 mobile app](#), which can be used to report concerns to the City from anywhere using a smart phone. The app has been downloaded more than 20,000 times and users have submitted over 12,000 service requests.

The satisfaction survey was conducted by Leger Research Intelligence Group between October 8 - 30, 2015. They contacted 400 respondents on landlines and cell phones.



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