



Satisfaction remains high for 311 services

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The City of Edmonton's 311 services have once again received high marks from Edmontonians.

An independent customer satisfaction survey found that 91 per cent of respondents were satisfied with their experience using 311 in 2016. Over the past five years, citizens have indicated high rates of satisfaction with the services provided by 311.

"These consistent results, year after year, show that our team is providing Edmontonians with excellent service. I am extremely proud of our team's ability to continue delivering to such a high standard," says 311 and Inside Information Director Maria Schrijvers.

Respondents were also happy with the convenience provided by the 311 Call Centre, with 98 per cent saying they were satisfied with the ease of contacting the City. Call Centre agents were also ranked highly for their courtesy and professionalism, with a 97 per cent satisfaction rate. Both of these areas have remained consistently high since the survey was first done in 2011.

The 311 service is a key engagement channel for residents to submit service requests, register for programs or submit their opinions on City services and issues. In 2016, Edmontonians contacted the 311 Call Centre approximately 1.8 million times. Residents are also able to use the 311 app, email and the website to report concerns to the City. In 2016, users submitted nearly 10,000 service requests through the app alone.

The satisfaction survey was conducted by Leger Research Intelligence Group, who contacted 400 respondents between October 7 and November 10, 2016.

As part of the Open City initiative, the survey data set is now available in the Open Data Catalogue at data.edmonton.ca.

For more information:

edmonton.ca/311

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