



Edmonton

City's Response to 311 Requests Administration's Response

**Audit Committee
November 30, 2023**

What we Heard

What is Working

- 311 model is effective and provides simple, easy and convenient access to information for Edmontonians
- 311 and business areas have a strong commitment to working together to deliver excellent services

What We Need to Improve

- Create consistent and excellent service experiences
- Enhance processes and communication to increase satisfaction and trust
- Evolve performance measurement to enhance decision making and drive accountability

311 - An Integrated Service

Edmonton



Popular Requests and Services



Recreation Centres and Pools

Register for fitness programs, summer youth passes or swim lessons.



Roadways Snow Clearing Map

Map of the road priorities our Snow and Ice crews follow. Plow locations are updated near real-time with a fixed delay.



ETS Trip Planner

Plan your next transit trip with the ETS Trip Planner.



Outdoor Skating and Ice Rinks

Skaters can use public outdoor ice skating surfaces in major parks or Community Leagues.



Parking Complaint

Submit a complaint if a vehicle is blocking access or hasn't moved for more than 3 days (72 hours).



Encampments

If you have a concern about an encampment, submit a request with location and description.



Litter on Public Property

Help keep our parks and streets clean by reporting garbage or litter seen on public property.

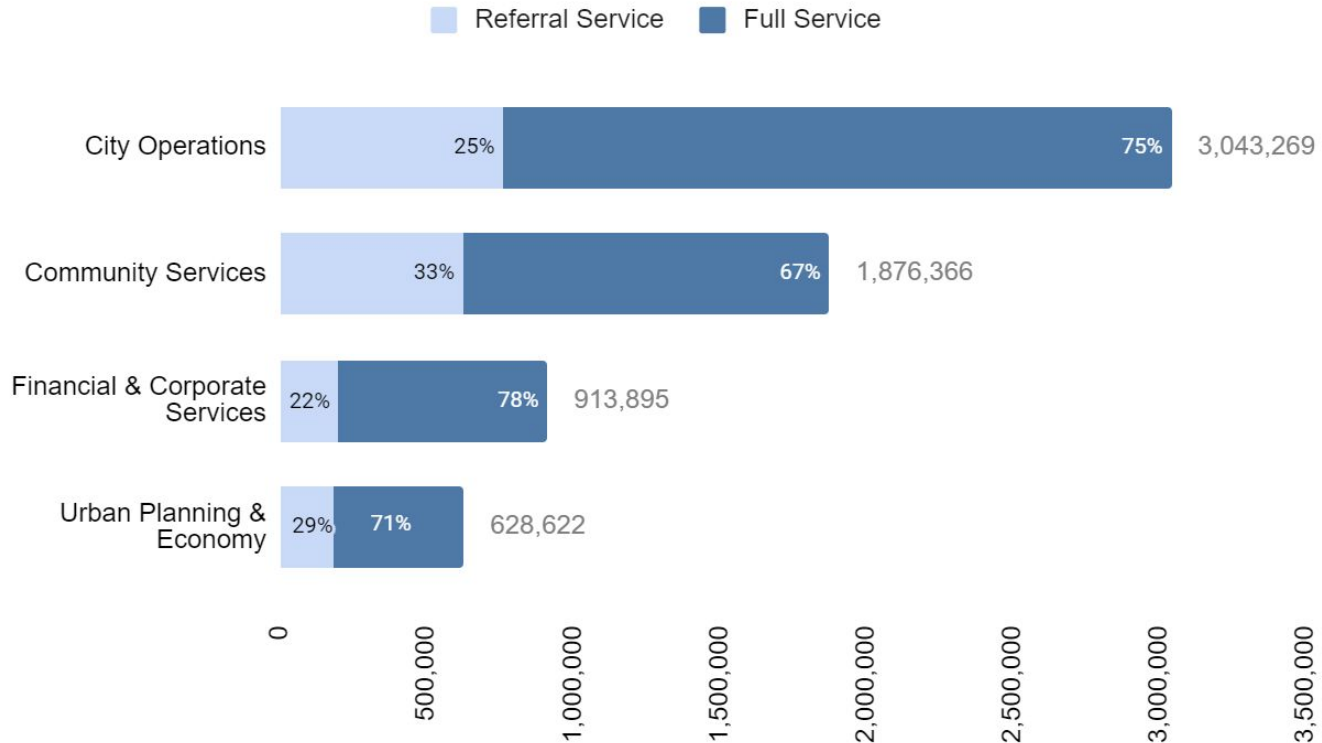


Request Not Listed?

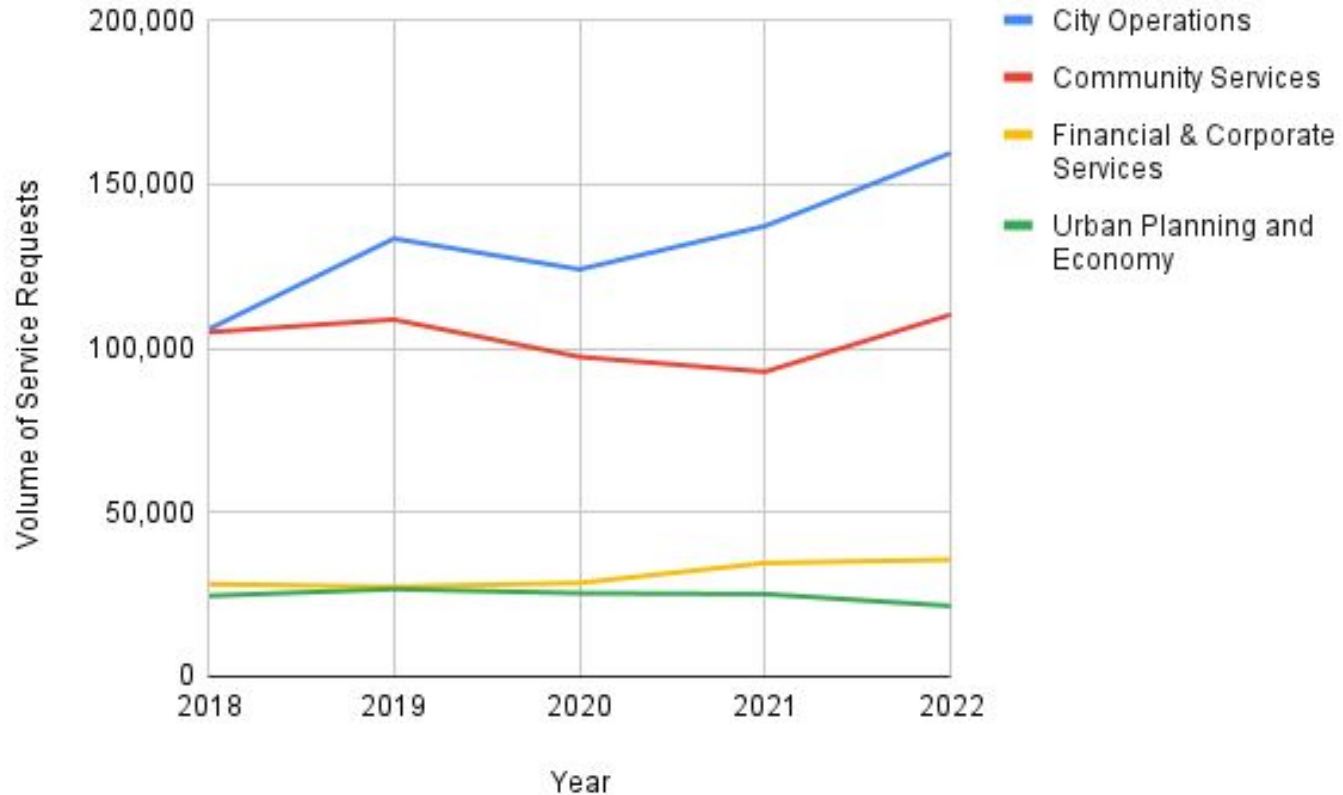
View other request types to report your issue or concern.

Edmonton

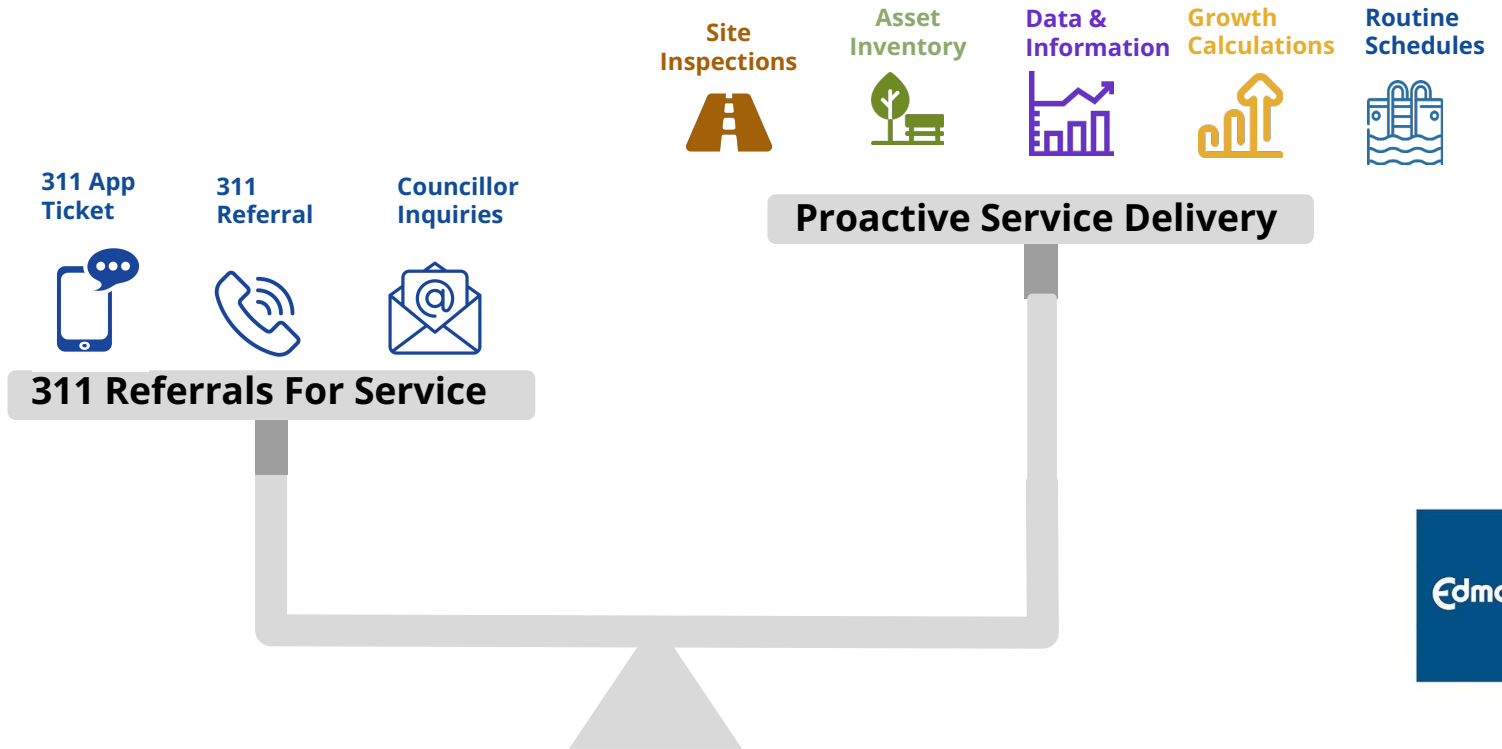
5 Year Volumes & Referral by Department



Annual Service Request Volumes by Department



An Ongoing Balancing Act



Service Evolution



Next Steps & Expected Results

	Actions	Results
Enhancing Service Experiences	<ul style="list-style-type: none">● Define and publish the definition of closure● Centralize all service requests	<ul style="list-style-type: none">● Build trust amongst those we serve
Enhancing Processes & Communication	<ul style="list-style-type: none">● Adjust remaining business processes with alignment of service completion● Enhance joint working model	<ul style="list-style-type: none">● Achieve alignment across all services● Collaboration that drives improvements
Performance Analysis	<ul style="list-style-type: none">● Review measurement● Establish targets● Document & report	<ul style="list-style-type: none">● Enhanced decision making● Accountability for results

Questions