



**Calgary**

City Auditor's Office

## **311 Response Audit**

### **Why we did this**

- To assess the effectiveness of the response process across the City in responding to citizen service requests received through 311.

### **What we concluded**

- Processes across the City in responding to citizen 311 service requests were generally aligned to the criteria supporting an effective response.
- Our sample identified variations in how service requests could be raised by a citizen, tracked and resolved, which could negatively impact response effectiveness and efficiency, and citizen experience.
- We raised five recommendations to support the future consistency of citizen response to service requests.

### **Why it matters**

- The 311 service connects Calgarians to City information and services they need.
- 311 have received in excess of 16 million citizen calls since inception in 2005.