

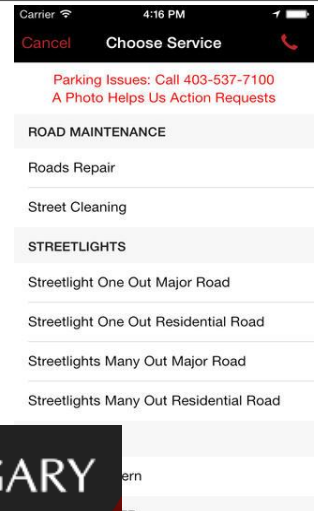
Mobile app by the City of Calgary which allows citizens to submit service requests to the authorities directly, enabling better efficiency in responding to citizen services requests

Situation

- Citizens can use this app to submit service request to 311, along with the functionality to attach photos with the request
- The app in turn helps the City of Calgary to assess, prioritise, and efficiently respond to citizen's requests
- **Developed by:** City of Calgary
- **Organisation type:** Government
- **Contact:**
The City of Calgary
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Canada



Public sector

Challenge/Opportunity

- The app provides more transparency to the functioning of local government in Calgary, allowing authorities to collect citizen requests and process them accordingly

Approach/Solution/Business model

- Free
- mGovernment app
- **Type:** App based reuse

Open data used

- Citizen volunteered requests and information

Benefits

- Accessibility
- Citizen services
- Efficiency