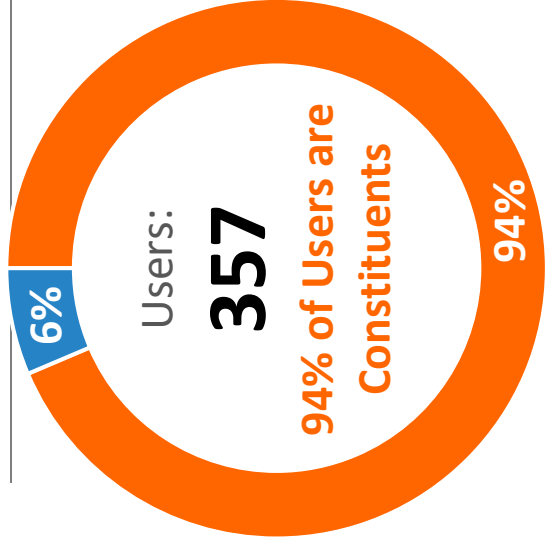


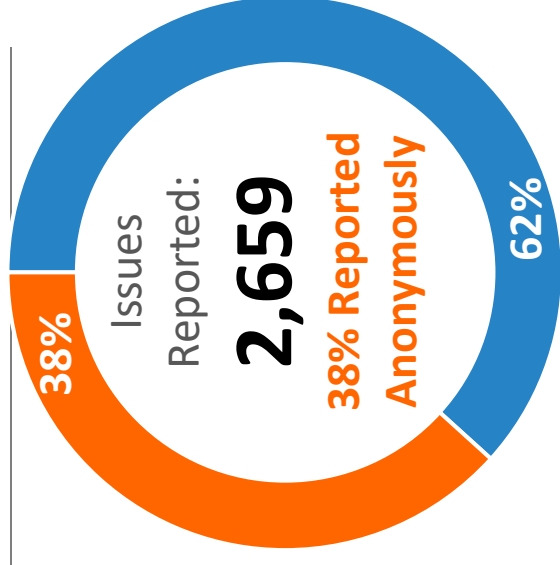


PROGRAM UPDATE
COMMUNITY DEVELOPMENT AND NEIGHBORHOODS COMMITTEE
SEPTEMBER 11, 2018

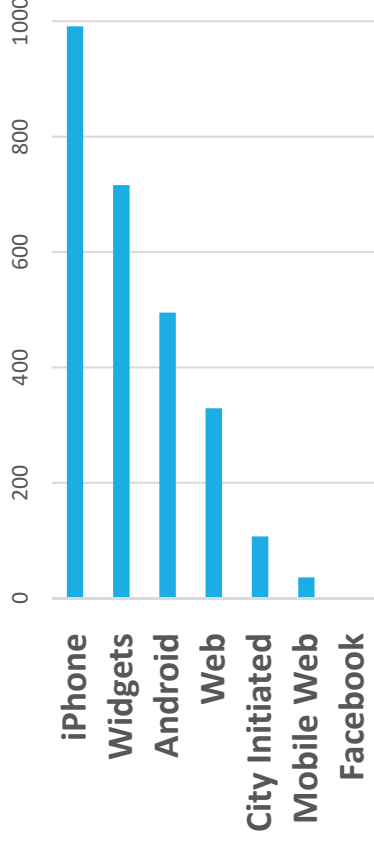
Overview – June 15 2016-August 31, 2018



70%
of users only
report 1-2
issues

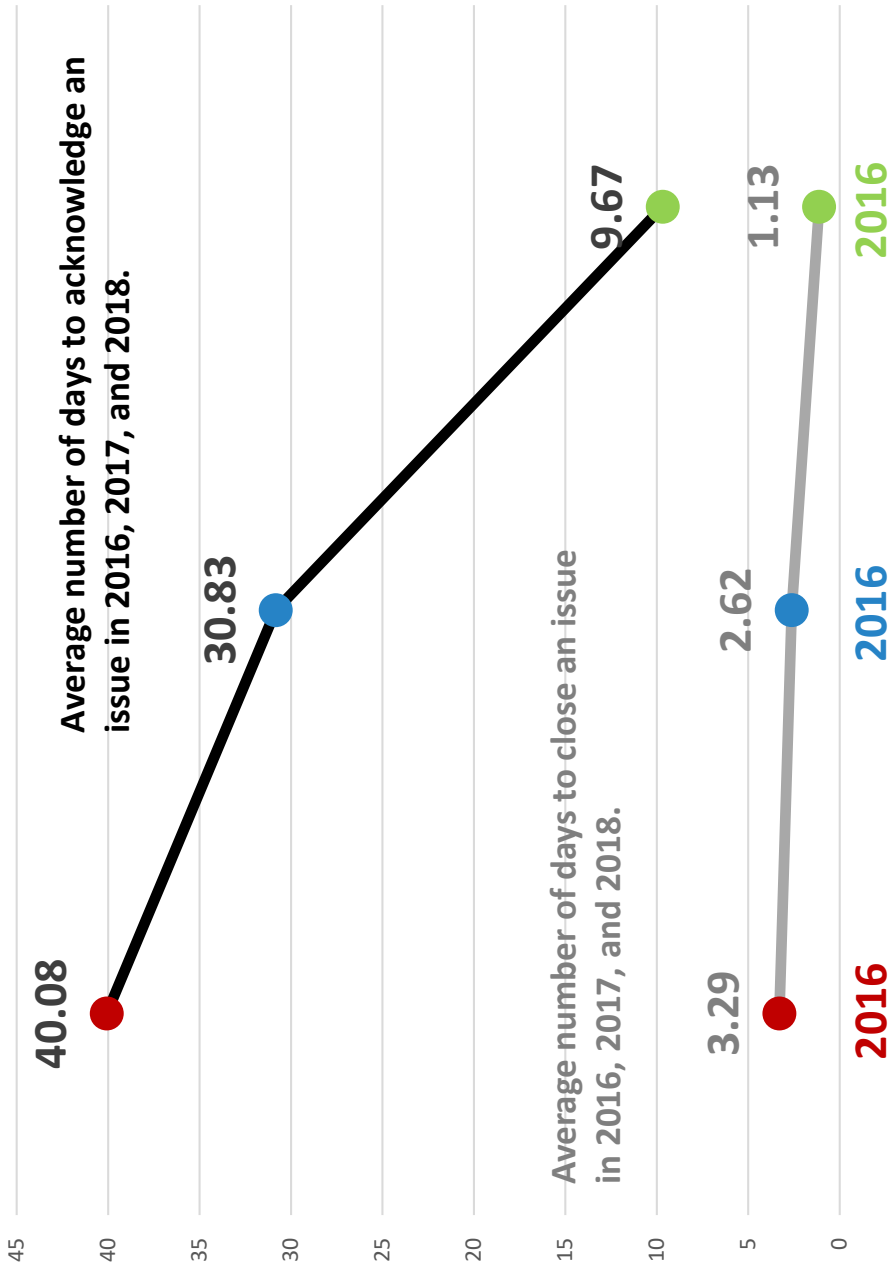


Cost:
\$11,712
Per Year

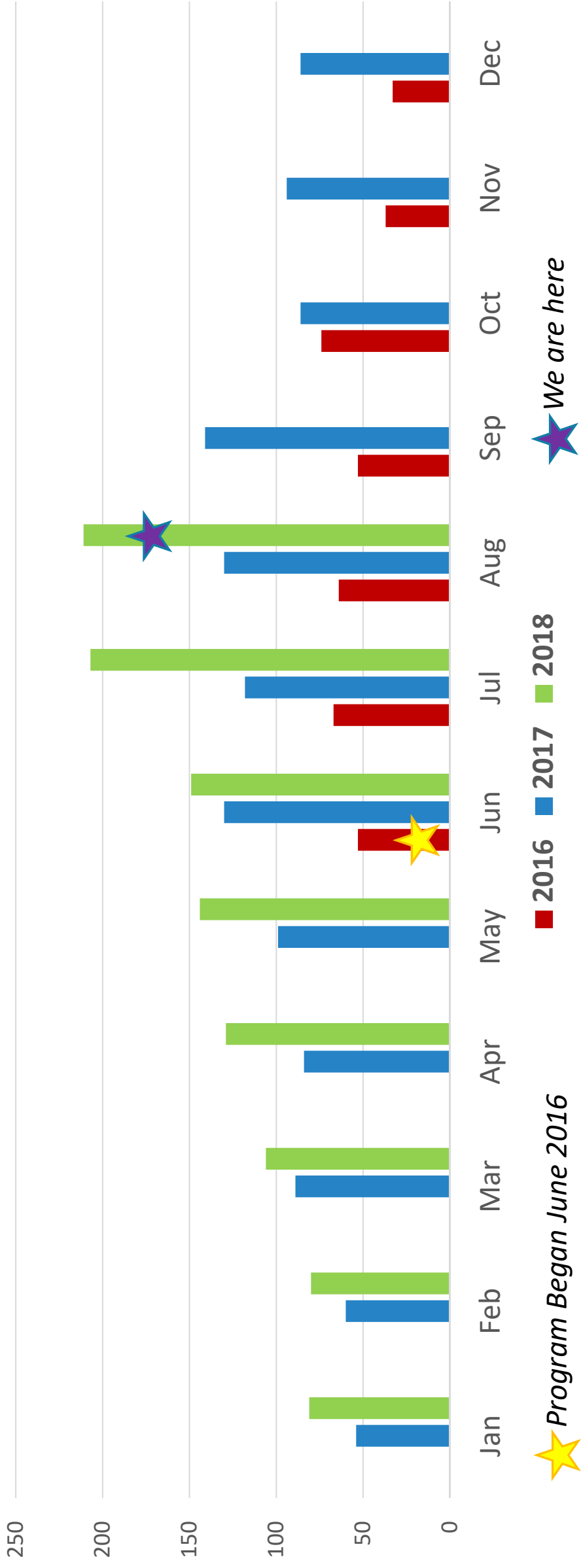


Response Times

3-Day Goal

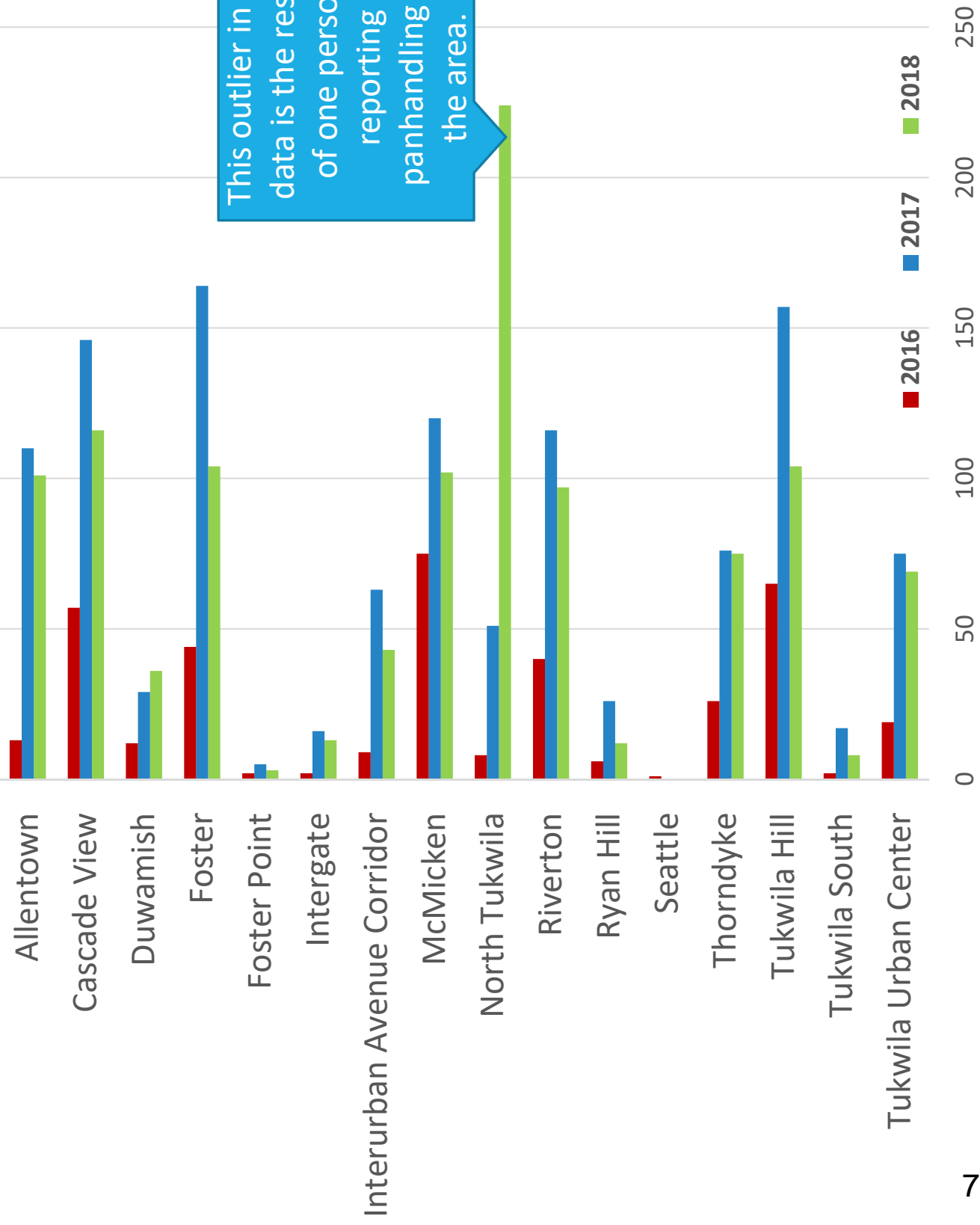


All Issues by Month and Year



Reports by Neighborhood

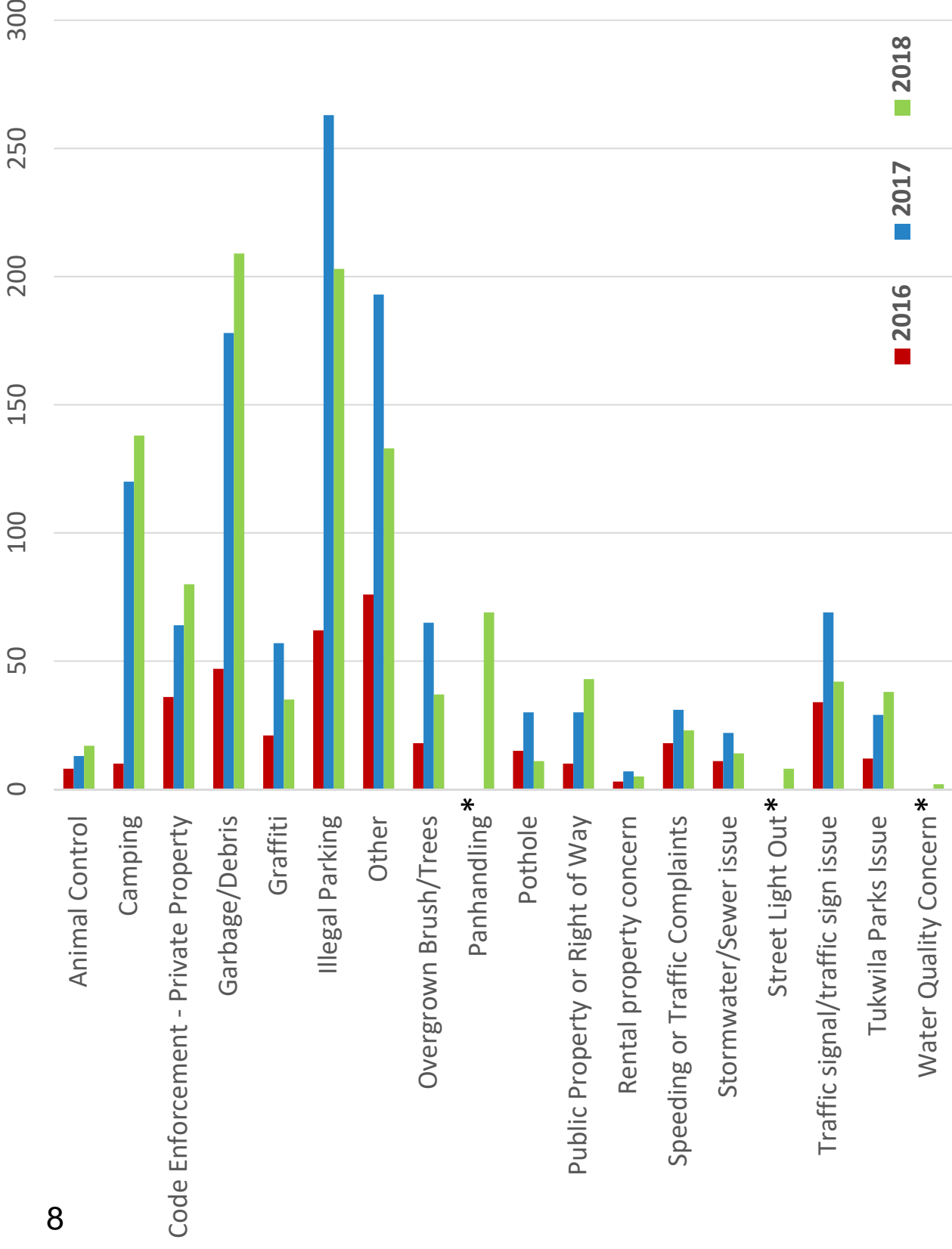
This outlier in the data is the result of one person reporting in panhandling in the area.



Issues reported

*New categories in 2018:

- Panhandling
- Street Light Out
- Water Quality Concern



Trends

- Reporting is going up significantly.
- All neighborhoods have seen an increase in reporting. The increase in North Tukwila Reporting is an outlier.
- Top issues are garbage/debris and illegal parking.
- Significant increases over 2017 in animal control, camping, code enforcement, garbage/debris, public property/right of way, and parks reports.
- More reporting in summer months.

Next Steps...

Integrations

- **Lucity (in process)**

LucityAM is a comprehensive suite of software solutions for Public Works that enables agencies to meet their demands for management of assets, customer requests and work orders, preventive maintenance, resources and inventory, best practices and regulatory compliance.

- **ArcGIS/ESRI (under consideration)**

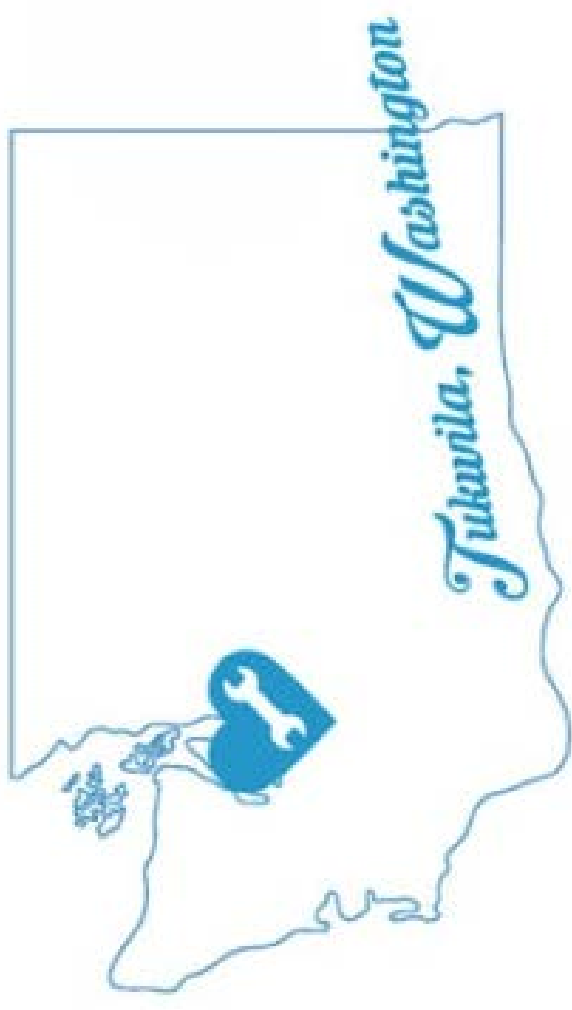
This would allow us to sync our service request data directly into our GIS system.

Continual education and outreach to Tukwila residents and businesses

SeeClickFix Summer Workshop

September 18-19, 2018

Tukwila Community Center



SeeClickFix
SUMMER WORKSHOP



Questions?
