



PROGRAM UPDATE

COMMUNITY SERVICES AND SAFETY

FEBRUARY 10, 2020

Overview

- Web and app-based portal for constituents to report issues; went live June 15, 2016
- Traditional ways of reporting issues remain, phone, email, in-person, etc.
- Cost is \$12,911 for 12 months

2019 Statistics	
Acknowledged	985
Closed	1334
Open	1502
TOTAL	
Avg. Days to Acknowledge	2.6
Avg. Days to Close	28.6



Tukwila Works - Users

- 997 Total Users
- 55 City staff users
- 1502 issues were reported in 2019

Reports by Neighborhood 2019

Geography	Opened	Days to Ack	Days to Close	Percentage
Allentown	122	2.6	18.7	4.06%
Cascade View	196	2.8	20	6.52%
Duwamish	28	7.4	45.4	0.93%
Foster	151	7.4	45.4	5.03%
Foster Point	12	1.2	6.7	0.40%
Intergate	20	2.1	72.4	0.67%
Interurban Ave Corridor	54	2.3	31.8	1.80%
McMicken	158	1.5	31.6	5.26%
North Tukwila	101	3.2	14.6	3.36%
Riverton	143	2.7	28.1	4.76%
Ryan Hill	19	1.4	72.1	0.63%
Thorndyke	106	3.1	27.2	3.53%
Tukwila City Boundary	1502	2.6	28.8	50.00%
Tukwila Hill	253	2.2	29.6	8.42%
Tukwila South	9	1.6	62.4	0.30%
Tukwila Urban Center	130	2	38.2	4.33%



Issues reported 2019

Animal Control	18.00	1.19%
Camping	24.00	1.59%
Code Enforcement - Private Property	130.00	8.61%
Garbage/Debris	241.00	18.97%
Graffiti	58.00	3.84%
Illegal Parking	324.00	21.47%
Other	192.00	12.72%
Overgrown Brush/Trees	48.00	3.18%
Panhandling	40.00	2.65%
Pothole	37.00	2.45%
Public Property or Right of Away	83.00	5.50%
Rental Property	8.00	0.53%
Speeding or Traffic Complaints	25.00	1.66%
Stormwater/Sewer	19.00	1.26%
Streetlights out	51.00	3.38%
Traffic Signal/traffic sign issue	115.00	7.62%
Tukwila Park Issue	92.00	6.10%
Water Quality Concern	4.00	0.275

How people are reporting 2019

Method	2018	2019
City Website	1.7%	.75%
iPhone	.58%	.32%
Android	.13%	.23%
SeeClickFix Website	.16%	.51%
Mobile Website	0%	.6%
Total	100.00	100.00

Questions?
