



INFORMATIONAL MEMORANDUM

TO: Community Services and Safety Committee
CC: Mayor Ekberg
FROM: Niesha Fort-Brooks, Community Engagement Manger
DATE: March 1, 2022
SUBJECT: Tukwila Works – SeeClickFix Relaunch Reporting Tool Update

ISSUE

Staff is updating the Council on the re-launch of the SeeClickFix Tukwila Works online reporting tool and mobile phone app.

BACKGROUND

In 2020 the City disabled the Tukwila Works online reporting tool managed by SeeClickFix due to budget and staff reductions associated with the Coronavirus pandemic. To ensure the City provided the highest level of customer service, the City re-launched an internal Tukwila Works Sintel form developed by the Technology and Innovation Services Department. Residents and guest can report non-emergency issues through the City website at TukwilaWA.gov/Tukwilaworks or by going to the City’s homepage and clicking on “Report an Issue” on the righthand side of the webpage. The City continues to address issues via email to TukwilaWorks@TukwilaWa.gov or reported by phone at (206) 433-1800. Technical issues related to the Tukwila Works were addressed by City staff.

In October of 2021, staff updated the Council on the internal Tukwila Works Sintel form. The Tukwila Works Sintel reporting tool provided residents with real-time updates and guests via email with a link acknowledging that the form has been received from each City department and tracking capabilities. However, some of the functionality provided in the original Tukwila Works application were not available. Because of this, the Council asked staff to go back and assess costs to bring back the Tukwila Works.

DISCUSSION

In late fall of 2021, staff convened a series of meetings with SeeClickFix to re-launch the SeeClickFix online reporting tool. The City Council approved using American Rescue Plan Act (ARPA) funds to bring back Tukwila Works. On March 1, 2022, the SeeClickFix mobile phone app successfully re-launched. Residents and guest who previously had the Tukwila Works mobile app, must uninstall and reinstall the newest version. Once installed, residents and guests must type in the City of Tukwila. The latest version will feature the City of Tukwila’s Community Center banner and City logo. Staff will begin notifying residents and guest on the City website, social media platforms, Hazelnut and e-Hazelnut newsletter.

RECOMMENDATION

Information Only