



THIRD QUARTER OF PROGRAM UPDATE
COMMUNITY DEVELOPMENT AND NEIGHBORHOODS
MARCH 27, 2017

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 \$11,712 for 12 months

Status of Issues as of March 17, 2017:

Acknowledged	59
Archived	435
Closed	33
Open	21
TOTAL	548
Avg. Days to Acknowledge	1.2
Avg. Days to Close	10.5

Users

- 160 non City staff users to date, 14 City staff users
- 191 issues were reported by anonymous users
- Top non-City staff reporter has reported 13 issues
- Most people have reported a small handful
- Some users have not reported but are commenting
- Comment threads have allowed staff to gain and share more information

Reports by Neighborhood

Neighborhood	03/2017	09/2016	Neighborhood	03/2017	09/2016
McMicken	18%	20%	Duwamish	3%	4%
Tukwila Hill	17%	17%	North Tukwila	3%	
Cascade View	13%	15%	Interurban Ave Corridor	3%	
Foster	12%	13%	Ryan Hill	2%	6%
Riverton	11%	9%	Intergate	1%	
Thorndyke	7%	6%	Tukwila South	1%	
Tukwila Urban Center	5%	4%	Foster Point	1%	
Allentown	4%	5%	TOTAL	100%	100%

Issues reported

Category	03/2017	09/2016	Category	03/2017	09/2016
Other	21%	18%	Tukwila Parks	4%	2%
Illegal Parking	16%	19%	Speeding or Traffic Complaints	4%	5%
Garbage/Debris	15%	11%	Stormwater/Sewer	3%	4%
Traffic signal/sign	8%	10%	Camping	3%	4%
Code Enforcement - Private	8%	12%	Code Enforcement – Public	2%	2%
Graffiti	6%	3%	Animal Control	2%	1%
Pothole	4%	4%	Rental Property Concern	1%	1%
Overgrown Brush/Trees	4%	4%	TOTAL	100%	100%

How people are reporting

Method	03/2017	09/2016
City website	30%	29%
iPhone	30%	28%
Android	20%	19%
City-initiated	9%	14%
SeeClickFix website	9%	8%
Mobile website	.1%	2%
TOTAL	100%	100%

What we've learned

- Successful outreach:
 - Presented at Foster HS Civics Classes
 - Positive feedback at community meetings and events
- For the future:
 - Continual need for promotion
 - Spring/summer push to attract new users

Next Steps

Quarter 2	Social Media Campaign; begin Sponsored Social Media Ads
Quarter 3	Flyering with multi-language flyer
Quarter 4	English and Spanish language videos with city officials or staff

Questions?
