



**Customer Support Center TF311
System Upgrade -SeeClickFix**
City of Tacoma | CMO Customer Support Center

La'Toya Mason,
Customer Support Center Manager
May 24th, 2022

ITEM #



 **Agenda**



- Customer Support Center Overview
- TF311 System Replacement
- SeeClickFix 311
 - Improvements
 - Implementation
- Next Steps



Customer Support Center Overview

Means of managing public service requests:

- Admin/Staff
 - Customer Support Center: phone lines, email, walk-ins
 - City/field personnel
- Customers
 - Web (cityoftacoma.org)
 - Phone call (311)
 - Mobile Application
- Since opening in October 2013, the Customer Support Center has processed over 500K customer transactions.

Customer Support Center - Requests

JAN 2020 – MAY 2022 TOP TEN REQUESTS

Rank	Request Type	Count of Reference No.
1	Abandoned Vehicle On Street	15,366
2	Illegal Dumping, Garbage & Debris Request PUBLIC PROPERTY	8,809
3	Homeless Encampment and Requests for Outreach	7,082
4	Someone Living on PUBLIC PROPERTY in Motor Home/Vehicle	5,349
5	Garbage, and / or Debris on PRIVATE PROPERTY	3,321
6	Parking Issues	3,266
7	Noise Complaint Request	2,969
8	Pothole / Street Repair or Maintenance	2,896
9	General Complaint for Police Issue	2,594
10	Landlord-Tenant Intake Form	2,522



Tacoma FIRST (TF311) Replacement

- The TF311 replacement project is to retire TF311 (GovQA) and deploy a new solution with SeeClickFix
- Why? - Current System GovQA is no longer supporting a mobile app
- SeeClickFix has robust mobile and GIS mapping capabilities

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SeeClickFix System Improvements

• Improvements & Capabilities

- Mapping & Locational Data
 - System can accurately pull data from mapping system with ease (very important)
 - Linked with DartMap – increased locational accuracy across all requests
- Speed
 - City staff and customers will experience significant increases in speed & reliability
- Duplicates
 - System automatically monitors incoming requests for duplicates – alleviating substantial staff time needed to comb/review all submitted requests for duplicates, across all departments

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•Improvements & Capabilities

▪ Customer Communication

- Simple, easy, and effective means for staff to communicate with customers and inter-departmentally
- 10+ different language/translation options

▪ Cross-Platform Communication

- Can receive and deliver communications from SAP and other 3rd party systems

▪ Neighboring Jurisdictions' Communication

- Can communicate with neighboring jurisdictions from a single system
- Pierce County, King County and multiple nearby cities have implemented SeeClickFix

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Demo

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SeeClickFix Implementation



- Go live date 06/20/2022
 - Mobile app will be available in both Apple and Android stores
 - Migrating data from current system to new system

- Communication
 - External & Internal support through Media & Communications Department
 - Internal notices provided throughout the project since March 2022
 - External two weeks before go live date

- Training
 - Internal information sessions 5/18 & 5/23
 - Department user training

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NEXT STEPS



- SeeClickFix Go live June 20th, 2022 tentative
- Internal Department training May 2022
- Community communication and outreach June 2022

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