NEWS RELEASE

FOR IMMEDIATE RELEASE – June 19, 2018
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COVINGTON LAUNCHES NEW CITIZEN REPORTING TOOL

Covington, WA - The City of Covington has launched a new mobile app and web platform called Covington Connects that will allow citizens to report and track quality-of-life issues and requests for city services.

To make reporting issues easier for citizens and to streamline the management process for staff, the city partnered with SeeClickFix to develop the Covington Connects platform. Citizens can now report issues and provide pictures, videos and specific descriptions via their mobile device or through the portal on the city's website. Once a report is submitted, citizens will also receive updates from staff as their report is taken from submission to completion.

Covington Connects not only allows citizens to report issues, but also to view and comment on other issue reported by their neighbors. Citizens can even create their own "watch areas" to receive notifications about the issues reported in their community, enabling them to follow the progress of all service requests — not just the ones they report.

It is important to note that the Covington Connects platform should only be used to report non-emergency and non-life threatening issues in Covington. These types of issues may include, but are not limited to, potholes, damaged signs or fences, illegal dumping, abandoned vehicles, sidewalk problems, illegal signs, trash or garbage problems, street light issues, etc.

The Covington Connects mobile app is available for download on Android and iPhone. In addition to the mobile app, citizens can send reports through the Covington Connects portal on the city's website at www.covingtonwa.gov/covingtonconnects or they can call or stop by Covington City Hall to speak with a staff person.

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