



King County

Dow Constantine

King County Executive

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July 31, 2024

The Honorable Dave Upthegrove
Chair, King County Council
Room 1200
C O U R T H O U S E

Dear Councilmember Upthegrove:

This letter transmits a report on King County's website upgrade in response to Ordinance 19546, Section 122, as amended by Ordinance 19712, Section 86, Proviso P2 and a proposed Motion that would, if approved, acknowledge receipt of the report.

As called for, the enclosed report includes: a description of the process used to determine user satisfaction with the upgraded website; ongoing mechanisms by which internal county users and the public can provide website feedback; a summary of user satisfaction findings; and the steps King County Department of Information Technology (KCIT) will take to make changes to the King County website based on user feedback.

King County's website, KingCounty.gov, is the primary digital communication tool for King County government. People who live, work, and play in King County, along with the media and other governments, rely on King County's website to access vital information and services. KCIT supports underlying website technology systems; departments provide the content. Nearly every County department has public-facing online content used to communicate information relevant to their unique bodies of work.

On August 18, 2023, KCIT upgraded KingCounty.gov to a new platform. KCIT conducted customer satisfaction surveys of the general public and King County employees from May 1 – 19, 2024. Survey results show the new website design is viewed more positively by the public than employees. The majority of public website visitors – 63 percent – expressed overall favorable or neutral feelings toward the new site. However, the responding public and employees indicated that broken links, search filtering, navigation, and missing department content that hasn't yet been migrated to the new platform create issues that impact usability.

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As stated in Part 1 of the report transmitted to the Council on January 30, 2024, KCIT estimates work will continue through 2024 to fully deliver new user templates, test environments, automations, and other key features that will address several critical technical and usability issues highlighted in the survey findings. KCIT is partnering with departments to ensure departmental content is fully transitioned to the new platform by December 2024.

Thank you for consideration of this project status update. If your staff have any questions, please contact Megan Clarke, Director, Department of Information Technology at 206-477-7067.

Sincerely,



for

Dow Constantine
King County Executive

Enclosure

cc: King County Councilmembers
ATTN: Stephanie Cirkovich, Chief of Staff
Melani Hay, Clerk of the Council
Karan Gill, Chief of Staff, Office of the Executive
Dwight Dively, Director, Office of Performance, Strategy, and Budget
Penny Lipsou, Council Relations Director, Office of the Executive
Megan Clarke, Chief Information Officer, Department of Information Technology