



# City of Tacoma

## Government Performance and Finance Committee Minutes

747 Market Street, Tacoma, WA 98402, Conference Room 248  
Dial: 253-215-8782 Meeting ID: 844 1669 0206  
Webinar Link: [www.zoom.us/j/84416690206](http://www.zoom.us/j/84416690206) Passcode: 614650

**May 07, 2024**  
**10:00 AM**

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Chair John Hines, Vice Chair Joe Bushnell, Kiara Daniels,  
Sarah Rumbaugh, Kristina Walker (alternate),  
Carlos Watson (ex officio)

### Call To Order

Chair Hines called the meeting to order at 10:03 a.m.

### Roll Call

**Present:** 4 - Bushnell, Daniels, Rumbaugh and Hines

Council Member Daniels participated virtually.

### Public Comment

There was no public comment.

### Briefing Items

1. [24-0503](#)

Short-Term Rentals Informational Briefing  
[Danielle Larson, Tax and License Manager, Finance]

At approximately 10:04 a.m., Danielle Larson, Tax and License Manager, Finance, presented the short-term rentals (STR) informational briefing, including an overview; background; why STRs matter; strategy to identify, noting discovery and compliance timeline; what other cities are doing; and next steps.

Discussion ensued regarding number of long-term rentals in the City, long term rental laws, Airbnb and traveling nurses, vendor to identify different types of renters, current regulated STRs and lodging tax, health and safety regulations and compliance, equity issues, location regulations, scope and scale of STRs in the City versus other cities, STR caps, geographics for STRs, tenant protection laws, STR timeline, conditional use permits, and Tacoma FIRST 311 complaints.

2. [24-0504](#) Updated Planning and Development Services Fee Schedule  
[Corey Newton, P.E., Division Manager, Planning and Development Services]

At approximately 10:34 a.m., Corey Newton, Division Manager, Planning and Development Services (PDS), presented the updated PDS fee schedule, including background and history; street tree permit requirements, noting pruning, planting, and removal; conflict versus non conflict trees; proposed fee schedule update, noting other right-of-way construction, new fees intended to assist the City in achieving goals related to urban forestry standards, and reduction if fees allowed as outlined in Tacoma Municipal Code Chapter 2.09; and next steps.

Discussion ensued throughout regarding the meaning of conflict versus non conflict trees, private property tree fees, City owned property versus right-of-way, where the fees are applied after collecting, who applies for the permit, loss of tree canopy, and tree banking.

**MOTION: Vice Chair Bushnell moved the proposed updated Planning and Development Services fee schedule related to Tacoma Municipal Code Title 9 Urban Forestry, to the full City Council for consideration.**

**SECONDED BY: Council Member Rumbaugh.**

**ACTION: Voice vote was taken and carried. The motion was declared adopted.**

**Ayes:** 4 - Bushnell, Daniels, Rumbaugh and Hines

3. [24-0505](#) Tacoma Public Utilities Residential Customer Satisfaction Survey Report  
[Holly Lucht, Customer Experience and External Affairs, Tacoma Public Utilities]

At approximately 10:48 a.m., Holly Lucht, Customer Experience and External Affairs, Tacoma Public Utilities (TPU), presented the TPU Residential Customer Satisfaction Survey Report, including methodology, noting the proportion of residents within the City limits versus outside; overall satisfaction, noting all TPU customers from 2021-2023; being an organization you can trust; controlling costs; promptly fixing customer problems; having knowledge and well-trained employees; offering assistance to customers in need; and being environmentally responsible. Lucht continued with electric and water service measures; providing reliable service; economic and financial sentiment; concern of paying utility bills; ability to pay bills; past due accounts trending; and national residential benchmark rankings.

Discussion ensued regarding response to affordability questions taken over

the phone versus online, demographics of customers surveyed, past due accounts, polling on water rates prior to WestRock closure, and next survey timeline.

## Topics for Upcoming Meetings

4. [24-0506](#) May 21, 2024 - Joint Audit Advisory Board Meeting; Public Utility Board Interviews; Monthly Budget Update; Moss Adams 2023 Audit Exit Conference; State Auditor's Office 2022 Accountability Audit Exit Conference; State Auditor's Office 2023 Financial Audit Entrance Conference

June 4, 2024 - Tacoma Power Rate Stabilization Fund Reserves and Policy; Civil Service Board Check-In

June 18, 2024 - Monthly Budget Update;  
Proposed Revisions to the Municipal Code  
Related to Claims Settlement;  
Long Range Financial Plans for Water and Power


D'Angelo Baker, Committee Liaison, stated the next meeting will be on May 21, 2024, and will include a joint meeting with the Audit Advisory Board, Public Utility Board interviews, monthly budget update, Moss Adams 2023 audit exit conference, State Auditor's Office 2022 accountability audit exit conference, and the State Auditor's Office 2023 financial audit entrance conference; the June 4, 2024, meeting will include Tacoma Power rate stabilization fund reserves and policy, and a Civil Service Board check-in; the June 18, 2024, meeting will include a monthly budget update, proposed revisions to the Tacoma Municipal Code related to claims settlement, and long range financial plans for water and power.

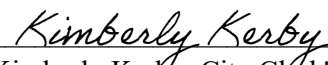
## Other Items of Interest

There were no other items of interest.

## Adjournment

There being no further business, the meeting adjourned at 11:10 a.m.

  
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John Hines, Chair

  
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Kimberly Kerby, City Clerk's Office