



City of Tacoma

City Council Study Session Minutes

747 Market Street, Tacoma, WA 98402, Council Chambers

Dial: 253-215-8782 Meeting ID: 894 9617 1192

Webinar Link: www.zoom.us/j/89496171192 Passcode: 896569

July 25, 2023

12:00 PM

Call to Order

Mayor Woodards called the study session to order at 12:00 p.m.

Roll Call

Present: 7 - Blocker, Bushnell, Daniels, Diaz, Hines, Rumbaugh and Mayor Woodards

Absent: 2 - Ushka and Walker

Deputy Mayor Walker arrived at 12:00 p.m.

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Deputy Mayor Walker arrived here, at 12:00 p.m.

Briefing Item

1. [23-0762](#) Tacoma FIRST 311 Update

At approximately 12:01 p.m., La'Toya Mason, Customer Service Manager and Morgan Medley, Customer Service Analyst, City Manager's Office, presented an update on the Tacoma FIRST 311 system, including an agenda; background, noting public access, service, and security initiative; Customer Support Center; how Tacoma FIRST 311 works; why people should utilize the system; and transactions from 2013 to 2023. Medley concluded with the GovQA and SeeClickFix (SCF) top ten requests; first year of SCF trends; Council District breakdown by GovQA and SCF; data from 2013 through 2022, noting popular request categories, sources, and totals; and improvements, noting mobile improvements.

Discussion ensued regarding the ten-year anniversary; feedback, including calls for debris, garbage, and homeless encampments; communication with departments, noting active reporting per department, jurisdictional processes, geofencing, and data filtering; service levels and departmental accountability; specifics on parking issue requests; average request close-out time and

process; public and privatized requests; permit dashboard; community outreach and QR codes; next steps and future options; and emergency management collaboration.

Other Items of Interest

There were no other items of interest.

Committee Reports

There were no committee reports given.

Agenda Review and City Manager's Weekly Report

2. [23-0764](#) Weekly Report to the Mayor and City Council, July 20, 2023

City Manager Elizabeth Pauli stated there are two ceremonials on tonight's meeting agenda, proclaiming Wednesday, July 26, 2023, as National Disability Independence Day, and proclaiming July 24-31, 2023, as Summer Meals Week; no changes are expected to tonight's agenda; and that tonight's meeting includes Community Forum.

Adjournment

On proper motion, the study session was adjourned at 12:57 p.m.

Victoria R. Woodards, Mayor

Susan Haigh, Interim City Clerk