

City of Tacoma Operational Strategy and Administrative Committee (OSAC) Minutes

3/20/2026 | 9:30 AM 747 Market Street, Tacoma, WA 98402, Conference Room 243
SPECIAL MEETING

Call to Order

The meeting was called to order at 9:32 AM by Chair Ibsen .

Roll Call

Committee Members Present: Chair Ibsen , Committee Member Bushnell, Committee Member Scott, and Vice Chair Walker.
Committee Members Absent: None.

Welcome and Opening Remarks

Chair Ibsen opened the special meeting and introduced the sole agenda item: discussion of the draft City Manager Workplan. Staff noted this work builds on Council priorities established through the Tacoma 2035 framework and recent Council retreat discussions.

Approval of Minutes

There were no prior minutes to approve during this meeting.

Briefing Item 26-0214: City Manager Workplan

Presented by Continuous Improvement Officer Ben Thurgood and Interim City Manager Hyun Kim.

Key Discussion Points:

- **Purpose of Work Plan:** Presenters highlighted that the City Manager Workplan serves as a bridge between Council priorities and day-to-day operations to achieve our goals. It is intended to guide focus areas, ensure alignment, and support accountability, not capture all City work.

- **Building the Workplan:** The City Manager’s Office collaborated with departments to translate Council retreat outcomes into verified Council priorities and is now incorporating them into a City Manager’s Work Plan with meaningful, department-level measures.
- **Workplan feedback from OSAC members:** Emphasis was given to collecting meaningful metrics, balancing both quantitative and qualitative measures, and providing clarity on what the data means for both council and community. There was discussion about how to communicate about the plan to the community in short form, digestible ways.
- **Council input and next steps:** No decisions about the workplan were made. Interim City Manager Hyun Kim outlined that the next steps for the workplan would be to update the draft with OSAC's feedback, send that draft version to council, meet with individual council members to get their input, come back to OSAC on 03/27, and then bring it to a study session in late March/early April for discussion with the full council.

Public Comment

Public comment was taken. One speaker expressed concerns regarding homelessness policy, data accuracy, and impacts of current approaches.

Closeout

Action Items:

Action Item	By Whom	When	Communication / Decision
1. Send updated draft workplan to council	Interim City Manager Hyun Kim	03/20/26	
2. Send results/findings from the 2015-26 fiscal task for to the OSAC committee members.	Interim City Manager Hyun Kim	30/27/2026	

Adjournment

There being no further business, the meeting adjourned at 11:03 AM.

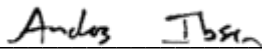
MOTION: Committee Member Bushnell moved to adjourn.

SECONDED BY: Vice Chair Walker

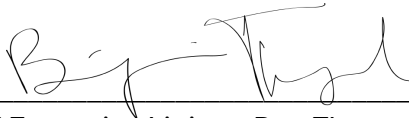
ACTION: Voice vote was taken and carried. The motion was declared adopted.

Minutes prepared by: Ben Thurgood

Date: 3/25/2026



X Chair Ibsen



X Executive Liaison Ben Thurgood