



TO: Elizabeth A. Pauli, City Manager
FROM: Lewis Griffith, P.E., Division Manager, Solid Waste Management
Geoffrey M. Smyth, P.E., Interim Director, Environmental Services
COPY: City Council and City Clerk
SUBJECT: Ordinance - Amending Tacoma Municipal Code 12.09.120 related to Commercial Services – April 15, 2025
DATE: March 25, 2025

Initial
GMS

SUMMARY AND PURPOSE:

An ordinance amending Section 12.09.120 of the Tacoma Municipal Code related to Commercial Services, to increase the fee for commercial Call-2-Haul pick up to \$115.00, to allow Solid Waste Management to charge a rate that more closely reflects the cost-of-service effective June 1, 2025.

BACKGROUND:

This Department's Recommendation is Based On: In 2014, the City Council passed Ordinance No. 28262 which established Tacoma Municipal Code (TMC) Subsection 12.09.120 W - Commercial Services. This subsection added the opportunity for commercial customers to participate in the Call-2-Haul (C2H) program for \$75.00 per pick up.

In the 2025-2026 biennial budget, the City Council approved a pilot education and outreach pilot program aimed at gaining a better understanding of the bulky item removal needs of multifamily residents. Over the next two years, Solid Waste Management (SWM) will collaborate with residents and property managers to assess the needs and evaluate potential solutions. Based on this information, SWM will propose a recommendation to the City Council regarding the multifamily C2H program.

Currently, SWM rate structures categorize customers into two classes: residential (up to two units) and commercial (all other properties, such as stores and multifamily buildings). Residential customers pay a bundled rate that includes garbage, recycling, yard waste, and two C2H pickups annually. In contrast, commercial customers are charged an a lá carte rate, providing them with flexible service options that better reflect their specific needs and usage levels.

COMMUNITY ENGAGEMENT/ CUSTOMER RESEARCH:

Initial outreach was conducted as part of proposal development for the education and outreach multifamily pilot project. Throughout the next two years SWM staff will work with residents and property managers to determine service levels for multifamily residents.

2025 STRATEGIC PRIORITIES:

Equity and Accessibility:

The proposed amendment to increase the commercial C2H pickup fee aims to achieve several important outcomes. First, by reducing the subsidization of the commercial C2H program by other customer classes, the amendment fosters a more equitable distribution of costs. Commercial customers will contribute more fairly to the cost of services they use, ensuring that residential customers do not bear an undue financial burden. This change promotes fairness within the system and ensures that each customer class pays for the level of service they receive.

Livability: Equity Index Score: Moderate Opportunity

Increase positive public perception of safety and overall quality of life.



Explain how your legislation will affect the selected indicator(s).

In addition to fostering a more equitable distribution of costs, the increase in the commercial C2H fee is expected to positively impact public perception by enhancing the overall quality of service. With more equitable funding, SWM can improve program efficiency and expand service offerings. This improvement, in turn, can foster a greater sense of safety and community well-being, as the City will be better able to maintain clean and accessible spaces, particularly in commercial and multifamily areas.

ALTERNATIVES:

Alternative(s)	Positive Impact(s)	Negative Impact(s)
1. Status Quo- No amendment	Rates will remain low and may incentivize more usage	C2H services remains subsidized by other lines of business
2. Increase Fee to \$145.00	Rates will cover cost of service.	Commercial customers may be less inclined to use SWM services.

EVALUATION AND FOLLOW UP:

Prior to the 2027-2028 biennial budget process, SWM staff will review and present the results of the outreach and education pilot relating to multifamily C2H.

STAFF/SPONSOR RECOMMENDATION:

Environmental Services Department, SWM, recommends amending Section 12.09.120 of the Tacoma Municipal Code to increase the commercial services Call-2-Haul rate to \$115.00 per pick up.

FISCAL IMPACT:

Adjusting the commercial C2H rate will increase revenue in the Solid Waste Enterprise Fund.

Fund Number & Name	COST OBJECT (CC/WBS/ORDER)	Cost Element	Total Amount
1. 4200 – Solid Waste Management	512000	4343730	(\$5,400)
TOTAL			(\$5,400)

What Funding is being used to support the expense?

N/A

Are the expenditures and revenues planned and budgeted in this biennium's current budget?

NO, PLEASE EXPLAIN BELOW

Additional revenues are not planned in this biennium's budget.

Are there financial costs or other impacts of not implementing the legislation?

YES

Will the legislation have an ongoing/recurring fiscal impact?

YES



City of Tacoma

City Council Action Memorandum

Will the legislation change the City's FTE/personnel counts?

No

ATTACHMENTS:

- TMC 12.09.120 draft language