



**TO:** T.C. Broadnax, City Manager  
**FROM:** Nadia Chandler Hardy, Director, Neighborhood and Community Services  
**COPY:** City Council and City Clerk and Lisa Wojtanowicz, Division Manager, NCS  
**SUBJECT:** Resolution – Extending the term for a Special Project of Limited Duration for a Project Tax and License Compliance Officer – November 22, 2016  
**DATE:** November 4, 2016

**SUMMARY:**

On January 1, 2015, a special project of limited duration to establish a fair and equitable collection of business license fees and taxes was approved. The special project was valid for a two-year period. The project has been successful. The term for one Project Tax and License Compliance Officer and one Customer Service Representative, Tech (CSRT) needs to be extended for an additional two-year term beginning January 1, 2017 in order to determine the appropriate long-term staffing needs to sustain these efforts.

**STRATEGIC POLICY PRIORITY:**

- Ensure all Tacoma residents are valued and have access to resources to meet their needs.
- Foster a vibrant and diverse economy with good jobs for all Tacoma residents.
- Encourage thriving residents with abundant opportunities for life-long learning.
- Cultivate a vibrant cultural sector that fosters a creative, cohesive community.
- Assure outstanding stewardship of the natural and built environment.
- Encourage and promote an efficient and effective government, which is fiscally sustainable and guided by engaged residents.

**BACKGROUND:**

It is the desire of the City to provide for the fair and equitable collection of business license fees and taxes. There are also a large number of businesses that operated during non-standard business hours that the City had not reached out to in regards to licensing and tax requirements. Therefore, the City established a special project of limited duration in order to address unlicensed businesses, educate and outreach. The project was a success; not only did businesses come into compliance, but the program generated over \$2,100,000 in revenue. In the 2017-2018 budget the City will make two of the Tax & License Compliance positions permanent, while retaining one Compliance Officer and one CSRT position as project.

**ISSUE:**

The special project designation was valid for a two year period beginning on January 1, 2015. This term needs to be extended for an additional two-year term beginning on January 1, 2017 in order to determine the appropriate long-term staffing needs to sustain these efforts. Project staff will include one Tax & License Compliance Officer and one CSRT. Project staff will continue to perform the work needed to educate and license existing businesses of their licensing and tax requirements, collect tax and license fees from the businesses located in the City who are delinquent and continue to provide education and outreach to businesses with non-standard business hours.

**ALTERNATIVES:**

The alternative is to not extend the term of the Special Project Tax & License staff and continue our efforts with existing resources.



**RECOMMENDATION:**

Staff recommends City Council approve the Resolution as presented.

**FISCAL IMPACT:**

Revenues have been budgeted in the 2017/2018 budget. The Compliance Officer position is budgeted in the 2017/2018 budget and the CSRT position will be requested as a mid-biennium budget adjustment after staffing needs are established.

**FISCAL IMPACT TO CURRENT BIENNIAL BUDGET:** These revenues and expenditures are planned for in the 2017/2018 budget.

**ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED?** Yes