



City of Tacoma City Council Study Session Minutes

733 Market Street Tacoma, WA 98402

Conference Room 16

August 12, 2014

12:00 PM

Call to Order

Mayor Strickland called the study session to order at 12:10 p.m.

Present: 6 - Lonergan, Mello, Thoms, Walker, Woodards and Mayor Strickland

Absent: 3 - Boe, Campbell and Ibsen

Council Member Ibsen arrived at 12:11 p.m.

Briefing Items

1. **14-0704** Public Access, Service & Security Initiative and TacomaFIRST 311 Mobile Application

Mayor Strickland announced the first study session topic is the Public Access, Service and Security (P.A.S.S.) Initiative and TacomaFIRST 311 mobile application.

Council Member Ibsen arrived here, at 12:11 p.m.

Nadia Chandler Hardy, Assistant to the City Manager, provided opening remarks and reviewed the agenda for today's presentation. Justin Davis, Facilities Division Manager, reviewed space planning and security efforts. Discussion ensued regarding outreach efforts related to building hours. Council Member Lonergan requested staff provide information regarding the new building hours to individuals with meetings that begin before the building opens.

La'Toya Mason, Customer Support Center (CSC) Manager, reviewed TacomaFIRST 311, including CSC statistics, the top ten online service requests, and the 311 mobile application. Discussion ensued regarding calls received from individuals outside the City's jurisdiction, the 311 mobile application, the response when there is a trend in complaints received, and the layout of the 311 mobile application. Mayor Strickland requested staff include the option to pay fines in the 311 mobile application.

Jack Kelanic, Information Technology Director, reviewed the open data pilot called TacomaData, including the definition of open data, best practices, program alignment, and the vision and approach. He then provided a demonstration of the system. Mayor Strickland requested additional information regarding the level of detail provided in search results, such as listing the types of homicides when searching for homicide data. Ms. Hardy concluded by reviewing next steps.

Other Items of Interest

There were no other items of interest.

Agenda Review and City Manager's Weekly Report

City Manager T.C. Broadnax stated there are no changes to tonight's agenda, and there will be Citizens' Forum and a settlement motion for Catholic Health Initiatives.

- 2. **14-0708** Weekly Report to the City Council, August 7, 2014

Adjournment

On proper motion, the study session was adjourned at 1:03 p.m.

Marilyn Strickland, Mayor

Doris Sorum, City Clerk