



# City of Tacoma Committee of the Whole Minutes

747 Market Street Tacoma, WA 98402

9th Floor Visibility Center

September 17, 2013

3:00 PM

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## Call To Order

Mayor Strickland called the meeting to order at 3:24 p.m.

**Present:** 8 - Ibsen, Woodards, Mello, Strickland, Campbell, Boe, Lonergan and Walker

**Absent:** 1 - Thoms

Council Member Thoms arrived here, at 3:26 p.m.

## Briefing Items

### 1. 13-0106 Customer Support Initiative

Nadia Chandler Hardy, City Manager's Office, provided background information on the Public Access Service Security (PASS) Initiative, space planning for the Tacoma Municipal Building (TMB) and TMB North buildings, centralized cross-counter services, the new Customer Support Center (CSC), building security and awareness, and other customer service efforts.

Jeff Jenkins, Public Works Facilities Division Manager, reviewed the space planning portion of the PASS Initiative, including centralizing customer support functions, staff consolidation and relocation, and elevator access card readers.

Ms. Chandler Hardy stated the CSC is scheduled to open on October 1, 2013 and will include a new Fast Information Resource Team staffed by individuals from certain City departments and which will also include multi-modal access to City services. Jack Kelanic, Information Technology Director, reviewed the new telephonic and online access systems that will be part of the CSC.

Ms. Chandler Hardy then reviewed upcoming enhanced security features, including two additional security personnel located at kiosks on the first and second floors of TMB from 7:00 a.m. to 7:00 p.m., Monday through Friday, in addition to the current roving security services; card access for elevators traveling above the third floor; and employee and visitor badge requirements.

Joy St. Germain, Human Resources Director, reviewed other initiatives planned for implementation in 2014, including business dress standards and uniforms for select departments and divisions. Ms. Chandler Hardy concluded with next steps, including CSC staff training; communications with Council, staff, and Joint Labor; employee and resident communication; CSC setup; activation of the new 311 telephone system; employee badge issuance and education; and elevator security implementation.

## **Council Consideration Requests**

None.

## **Committee Reports**

Council Member Mello requested Council Members show their support for funding of the flood wall for the sewer treatment plant, a project currently ranked as a No. 2 priority by the Pierce County Flood Control Zone District Task Force. He then stated the first meeting of the newly established Transportation Commission is tomorrow, Wednesday, September 18, 2013 and he will be attending.

Council Member Lonergan reported on a recent Zoo Trek Authority meeting held at NW Trek. He then stated the South Sound 911 Policy Board has been touring call center facilities for design concepts for a new consolidated center.

Council Member Boe reported on the Puget Sound Regional Council Transportation Policy Board. He then noted the Cross District Association will hold their auction on October 19, 2013 at the University of Puget Sound; and Forever Green Trails will hold their Trails Conference on October 30, 2013.

Council Member Ibsen reported on the last Joint Municipal Action Committee meeting, stating the main topic was the Eastside Community Center, and noted a coyote problem in the northeast area of the city was also discussed.

Deputy Mayor Campbell stated the Safe Streets annual breakfast is tomorrow morning at the Landmark Convention Center. He also noted a resolution will be coming forward next week from his assistant to sponsor the Tacoma-Pierce County Health Department's application for enrollment to join the Association of Washington Cities Employee Benefit trust.

Mayor Strickland stated the US Conference of Mayors is going to pass a 10 point anti-racism plan and Tacoma, along with 49 other cities in the country, have signed up so far.

## **Other Items of Interest**

None.

## **Adjournment**

There being no further business, the meeting was adjourned at 4:06 p.m.

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Marilyn Strickland, Mayor

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Doris Sorum, City Clerk