



**WEEKLY REPORT TO THE CITY COUNCIL  
March 23, 2017**

Members of the City Council  
City of Tacoma, Washington

**Dear Mayor and Council Members:**

**ACTION REQUESTED**

1. This is a reminder that **you are required to submit** to the Public Disclosure Commission, **no later than Monday, April 17<sup>th</sup>, your “Personal Financial Affairs Statement.”** In addition, **please provide a copy of your report to the City Clerk’s Office for our records.**

**ITEMS OF INTEREST**

2. The City of Tacoma will partner with more than 30 Tacoma neighborhood groups between April 22<sup>nd</sup> and August 12<sup>th</sup> as part of the 2017 Community Cleanup program. The program accepts applications for one cleanup day per neighborhood group throughout the City. The City provides dumpsters for residential customers who live in single-family homes or duplexes on their neighborhood’s day to clean up their properties and save a trip to the Tacoma Recovery & Transfer Center. The tentative schedule is attached; however, it may change based on availability of cleanup locations. Unless noted differently on the schedule, the cleanups start at 10:00 a.m. Please contact Cindy DeGrosse if you have questions at [cindy.degrosse@cityoftacoma.org](mailto:cindy.degrosse@cityoftacoma.org) or 591-5026.

**STUDY SESSION/WORK SESSION**

3. The City Council Study Session of Tuesday, March 28, 2017, will be held in Room 16 of the Tacoma Municipal Building North, at Noon. Discussion items will include: (1) **Community Technology Survey Results**; (2) **Permit System Process Improvements**; (3) **Other Items of Interest**; (4) **Committee Reports**; and, (5) **Agenda Review and City Manager’s Weekly Report**.

To better understand how Tacoma residents use technology to communicate and retrieve information, as well as any related areas of need that might exist, the City’s Information Technology (IT) Department conducted its first Community Technology Survey in 2016. This survey was the first step in the City’s efforts to address digital divide issues and to consider how equitable access to the Internet and technology relates to employment, economic development, education, health, safety, and community engagement. At next Tuesday’s Study Session, IT staff will report back to the City Council with the results of the survey. IT Director Jack Kelanic provides the attached memorandum and summary for your review prior to the presentation. Please note the key findings and recommendations on page 15 and 16 of the summary.

As a second item on Tuesday's Study Session, Planning and Development Services staff will present a **framework for improvements to the permitting system established with the support of the Master Builders Association**. In addition, staff will introduce a discussion related to proposed revision of the fee structure focusing on cost recovery for current and enhanced levels of services. Planning and Development Services Director Peter Huffman provides the attached memorandum with additional background information.

4. The updated **Tentative City Council Forecast** and **Consolidated Standing Committee Calendars** are attached for your information.

#### **CITY COUNCIL AGENDA**

5. On Tuesday's City Council Agenda is **Ordinance No. 28422, to amend and revise Chapters 12.06 of the Tacoma Municipal Code regarding electric regulations and rates**, and approving changes to the Tacoma Power electric rates and financial policy. At the March 22<sup>nd</sup> Public Utility Board meeting, the Board made motions to amend Resolution U-10917 before adopting. Attached for your review is a memorandum with a summary of the Public Utility Board actions with motions to amend the Resolution in red. The City Clerk's Office has attached the Amended U-Board Resolution as background to the Ordinance that you will have before you for consideration.

#### **COUNCIL REQUESTS/INQUIRIES**

6. At last Tuesday's Citizens Forum, several constituents discussed **homelessness** and a request was made to know **how much the City spends addressing this issue**. Neighborhood and Community Services reports that funds are resourced from the City's General Fund, Mental Health Substance Use Disorder Fund, Emergency Shelter Grants and Community Development Block Grants as follows:

2015-2016 \$6.25 million  
2017-2018 \$10.9 million

7. **Planning and Development Services responds in the attached memorandum to two questions that arose at last Tuesday's City Council meeting related to the permit process for proposed projects in the Port of Tacoma:** 1) *Did Tote Shipping make an application for change of location related to its barge refueling infrastructure under the same SEPA [process] PSE [Puget Sound Energy] used?*; and, 2) *Was the City, in its review of the LNG proposal, aware of the contamination issues at the adjacent Occidental Chemical site?*. If you have questions or need further information, please contact Jana Magoon at [jmagoon@cityotacoma.org](mailto:jmagoon@cityotacoma.org) or 253-594-7823.



## **GRANT APPLICATIONS**

8. The City has applied for the following Grant:

- **Landscape Scale Restoration Grant** – Funding to increase the urban forest canopy in the historically underserved Tacoma Mall neighborhood area in coordination with the subarea plan process. The proposal would include a street tree inventory, a street tree management plan and opportunities for additional funding for one green stormwater infrastructure capital improvement project and one transportation capital improvement project in this area. The City is requesting \$240,000 with a \$240,000 match required, which is earmarked in the current budget.

## **MARK YOUR CALENDARS**

9. You have been invited to the following events:

- **15<sup>th</sup> Annual Sister Cities International Film Festival every Monday, March 6<sup>th</sup> through May 29<sup>th</sup>, 6:30 p.m.**, at the Grand Cinema, located at 606 Fawcett Avenue.
- **Children's Museum Symposium on Our Youngest Citizens - *What We Know, What We Do* on Tuesday, March 28<sup>th</sup>, 8:00 a.m. to Noon**, at Pantages Theater, located at 901 Broadway.
- **Community Health Care Lunch & Laughter on Wednesday, March 29<sup>th</sup>, 11:00 a.m.**, at the Hotel Murano-Bicentennial Pavilion, located at located at 1320 Broadway Plaza.
- **Lincoln District Revitalization Project Open House on Wednesday, March 29<sup>th</sup>, 4:00-6:00 p.m.**, in the Lincoln High School cafeteria, located at 701 South 37<sup>th</sup> Street.
- **A Personal Story of Immigration by Jose Antonio Vargas on Thursday, April 6<sup>th</sup>, 7:00 to 9:00 p.m.**, at the University of Puget Sound, Kilworth Memorial Chapel, located at 1500 North 18th Street,
- **The Northwest Seaport Alliance Annual Breakfast "Power of 2: New Tools for New Times" on Wednesday, April 12<sup>th</sup>, 7:30 to 9:00 a.m.**, at the Washington State Convention Center, 705 Pike Street, Seattle.
- **University of Washington Tacoma's Milgard School of Business 16<sup>th</sup> Annual Business Leadership Awards on Thursday, April 13<sup>th</sup>**, at the Greater Tacoma Convention & Trade Center, located at 1500 Broadway. Reception at 5:00 p.m. and Dinner at 6:00 p.m.

- **Citizens for a Healthy Bay Cheers to a Healthy Bay Annual Dinner and Auction on Saturday, April 15<sup>th</sup>, 5:30 to 10:00 p.m.**, at the Foss Waterway Seaport, located at 705 Dock Street.
- **Tacoma Community House 107<sup>th</sup> Annual Luncheon on Wednesday, April 19<sup>th</sup>, 11:30 a.m. to 1:00 p.m.**, at the Hotel Murano-Bicentennial Pavilion, located at 1320 Broadway Plaza.
- **United Way of Pierce County's Celebrate Our Community Breakfast on Thursday, April 20<sup>th</sup>, 7:30 a.m.**, at the McGavick Conference Center at Clover Park Technical College, located at located at 4500 Steilacoom Blvd. SE, #23, Lakewood.
- **2017 Daffodil Marine Parade VIP Yacht on Sunday, April 23<sup>rd</sup>, 9:00 a.m. to 2:00 p.m.**, at Tacoma Yacht Club, located at 5401 Yacht Club Road.
- **Graduate Tacoma 2017 Community Impact Report on Friday, April 28<sup>th</sup>, 8:00-10:00 a.m.**, at the STAR Center located at 3873 South 66<sup>th</sup> Street.
- **The Pierce County Police Chief's Association Annual Memorial Ceremony Honoring Law Enforcement Officers killed in the line of duty and those who continue to serve on Wednesday, May 3<sup>rd</sup>, 6:00 p.m.**, at the McGavick Student & Conference Center at Clover Park Technical College, located at 4500 Steilacoom Blvd. SE, #23, Lakewood.
- **REACH Center's College 5K event** to promote post-secondary opportunities for youth on **Saturday, May 13<sup>th</sup>, at 9:00 a.m.**, at Wright Park, located at 501 South I Street.

Sincerely,



Elizabeth A. Pauli  
Interim City Manager



**Neighborhood and Community Services Department  
2017 Community Cleanup Schedule**

Month	Council District	Group	Proposed Location
<b>April</b>			
22	3 and 5	Edison	Edison Elementary (5830 S. Pine St.)
29	4	Lincoln South, LAWGs, East Abes, Whitman	Lincoln High School (701 S. 37th St.)
<b>May</b>			
6	4 and 5	South Tacoma	Bates Technical College - South Campus (2201 S. 78th St.)
6	3	Tacoma Mall Neighborhood	Madison Middle School (3101 S. 43rd St.)
13	3	Capital Heights/Inspire & Tacoma Central	Franklin Elementary (1402 S. Lawrence)
13	4	Stewart, Spring Hill, Mann & Tanglewood	Mann Elementary (1002 S. 52nd)
20	1 and 2	Jefferson	N. 11th and N. Union
20	4	Lincoln West, Jennie Reed, Giaudrone, HAWCs, N&S Wapato	Jennie Reed Elementary (1802 S. 36th St.) - REQUESTED 9:00 START TIME
<b>June</b>			
3	4	DomeTop, First Creek, West McKinley and New Tacoma	Tacoma Dome Parking Lot (2727 East D)
10	4 and 5	4-2/Champions	Champions Church (1819 E. 72nd St.) - REQUESTED 9:30 START TIME
17	2	NE Tacoma	Meeker Middle School (4402 Nassau Ave NE)
24	5	Park Ave., Pak Yak, Alling, E. Wapato	St. Anne's Church (7025 S. Park)
<b>July</b>			
15	2 and 3	Hilltop Action Coalition	Tacoma Evergreen Campus (1201 6th Ave.)
22	5	Birney Baker, Pac West, Shaska	South Lakeshore Christian Church (1740 S. 84th St.)
29	5	Spooner's Tract, Fern Hill, Blueberry Park & Larchmont	Larchmont Elementary (8601 East B St.)
<b>August</b>			
5	1	West End Neighborhood Council	Pierce Transit Park 'N Ride Lot (7201 6th Ave.)
12	2	North Slope Historic District	Jason Lee Middle School (602 N. Sprague Ave.)

\*Please note: This schedule is subject to change based on availability of cleanup locations. Please contact Cindy DeGrosse at 253-591-5026 if you have questions.



Information Technology  
Department

Memorandum

**TO:** Elizabeth Pauli, Interim City Manager  
**FROM:** Jack Kelanic, Director of Information Technology *JK*  
**SUBJECT:** Community Technology Survey Results  
**DATE:** March 23, 2017

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The 2016 Community Technology Survey is complete and results are documented in the Preliminary Technical Report dated March 23, 2017. Information Technology Department staff and consultants will brief City Council at the study session on March 28, 2017 regarding insights gained.

Given the detailed nature of the report, key excerpts are attached herewith to frame the study session discussion and summarize preliminary findings. The complete report will be posted on the City's website.

Please let me know if you any questions or concerns.

Attachment



# **Residential Technology Access in Tacoma 2016**

## **Preliminary Technical Report**

Department of Information Technology  
City of Tacoma

Lead Researcher: Elizabeth Moore, Applied Inference

With Andrew Gordon, University of Washington Evans School

Project Leader: Jack Kelanic, Director of Information Technology, Tacoma

March 23, 2017

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## Background

The City of Tacoma Information Technology Department engaged Pacific Market Research, Inc. and Applied Inference, LLC to conduct a study of residents regarding their access and use of technology.

This study was designed to help the City understand current digital divide issues in the community, and will be used to inform the City's Digital Equity Program going forward.

The City's interest in a Digital Equity Program was established in 2015-16 as a direct outcome of the City Council's strategic planning efforts. At that time, the City was completing its 10-year strategic visioning exercise (Tacoma 2025) and it became clear that digital equity aligned with the City's five focus areas of:

- Access & Equity
- Civic Engagement
- Livability
- Economy/Workforce
- Education

Tacoma's 2016 Community Technology Survey is the City's first study of this kind. Other data sources were examined, but deemed insufficient to draw meaningful conclusions for this specific purpose. Such data sources – along with inputs from other leading cities and local stakeholders – were factored in to Tacoma's study.

## Methods

### Mail and community surveys

City staff and consultants developed an eight-page paper survey which was mailed to 150 randomly selected pilot households in August 2016, with 37% returned. A slightly revised survey, with a \$2 bill attached, was mailed to the remaining 1100 randomly selected Tacoma addresses in the sample in mid-September 2016. Fifty-eight of the envelopes were returned as undeliverable, indicating that 1192 surveys were mailed to a valid Tacoma addresses. Forty-one percent of those sampled completed the survey, for a total of 484 responses.

The mail survey sampling was done to produce a sample as close to the City demographics as possible. The mail survey was available in English, and speakers of Spanish, Russian, Vietnamese, Korean, and Khmer were invited to call to be interviewed in their language.

In addition to the "mail survey," an abbreviated survey (the "mini-survey") was created and administered online and on paper at community events, libraries, senior centers, and through Tacoma Public Schools. 533 individuals responded to this survey. (See Appendix I for both surveys.)

Despite efforts to reach a representative sample of Tacoma residents in the mail survey and despite the high response rate, the resulting dataset over-represented some demographic groups and under-represented others. To produce a better balanced picture of Tacoma residents, weights were calculated for the datasets with the aim of producing results that reflect the population of Tacoma in terms of gender, age, education, and race/ethnicity. Overall, survey respondents "speak for" themselves as well as others in their community. Heavier weights are assigned to respondents who are members of groups

under-represented in survey responses to enable them to "speak for" themselves and even more of the residents in their under-represented demographic. Lighter weights are assigned to those who are members of groups over-represented in the survey so that their voices do not dominate the survey results.

The mini-survey sampling was not random. It was done in an effort to gather information from parts of the city or from demographic groups that might be under-represented in the mail survey and about which the City of Tacoma needed more representative information. Thus this survey was administered to convenience samples online, at events, and in community centers and libraries. Because of this, it cannot be used to reliably estimate population values, however, weights were created to balance the demographic categories listed above.

### Who participated in the study?

Table 1 presents the unweighted and weighted distribution of survey respondents, both by the full random mail survey and online/ event-based brief survey, with the corresponding Tacoma distributions based on the U.S. Census.

**Table 1. Demographic description of survey respondents with and without weights**

	City Pop	Random Mail Survey (valid n=484)				Online and Event Brief Survey (valid n=533)			
		Unweighted		Weighted		Unweighted		Weighted	
	%	#	%	#	%	#	%	#	%
<b>Race/Ethnicity</b>									
African American/black	11%	24	5.7	46	11.1	31	7.1	43	10.1
Asian/Pacific Islander	9%	27	6.5	39	9.3	14	3.2	30	7.1
Caucasian/white	61%	331	79.2	243	57.8	322	73.3	256	59.8
Hispanic/Latino	11%	14	3.3	56	13.4	39	8.9	56	13.2
Native Amer/AK Native	2%	6	1.4	8	1.8	5	1.1	6	1.5
Two or more	7%	16	3.8	28	6.7	28	6.4	35	8.3
Refused		66		64		94		105	
<b>Total</b>		<b>484</b>		<b>484</b>		<b>533</b>		<b>533</b>	
<b>Age</b>									
18 to 24	13%	7	1.5	50	10.6	15	3.1	62	13.1
25 to 34	21%	65	14.0	88	18.9	92	19.2	102	21.7
35 to 50	28%	118	25.4	136	29.1	170	35.4	127	26.8
51 to 64	22%	150	32.3	113	24.3	129	26.9	115	24.3
65 to 75	10%	78	16.8	46	9.9	61	12.7	36	7.6
76+	7%	46	9.9	34	7.3	13	2.7	30	6.4
Refused		20		18		53		60	
<b>Total</b>		<b>484</b>		<b>485</b>		<b>533</b>		<b>533</b>	





	City Pop	Random Mail Survey (valid n=484)				Online and Event Brief Survey (valid n=533)			
		Unweighted		Weighted		Unweighted		Weighted	
	%	#	%	#	%	#	%	#	%
<b>Employment</b>									
Employed full time		231	49.4	236	50.5				
Employed part time		44	9.4	58	12.5				
Self-employed		26	5.6	30	6.4				
Unemployed looking		6	1.3	15	3.2				
Unemployed not looking		6	1.3	15	3.2				
Student		17	3.6	18	3.8				
Retired		150	32.1	101	21.6				
Disabled		39	8.3	49	10.4				
Stay-at-home		21	4.5	21	4.5				
Refused		16		16					
<b>Total</b>		<b>484</b>		<b>484</b>					
<b>Disability</b>									
Yes		55	12.5	53	11.9				
No		386	87.5	390	88.1				
Refused		43		41					
<b>Total</b>									
<b>Living situation</b>									
THA Resident		9	1.9	10	2.1				
Home owner		304	64.1	285	59.6				
Renter		158	33.3	175	36.6				
Other		2	0.4	6	1.2				
Refused		10		7					
<b>Total</b>		<b>484</b>		<b>484</b>					
<b>Years in Tacoma</b>									
Refused		24		21					
<b>Median income of ZIP</b>									
\$31,000 to 45,900						199	37.3	208	39.0
\$46,000 to 54,000						59	11.1	70	13.1
\$58,000 to 83,000						67	12.6	39	7.3
Not a Tacoma ZIP code						182	34.1	192	36.0
No ZIP code info						26	4.9	24	4.5
<b>Total</b>						<b>533</b>		<b>533</b>	

### Weights

Table 1 shows how the sample of 484 Tacoma residents who returned the mail survey and the sample of 533 Tacoma residents who completed the mini-survey compare with the entire population of the City (according to the 2010 U.S. Census). The ideal outcome is that the distribution of the demographic characteristics of the samples closely match those of the population. However, because certain groups



are more or less likely to respond to surveys, this is rarely the case. For example, about one-third of Tacoma's population is younger than 35 years of age and about 40% is older than 50. Younger people are often under-represented in population surveys and older people are often over-represented. That was the case in this survey in which 16% were younger than 35 and about 60% were 51 and older. When estimating population figures based on a survey, members of the sample are representing others in their community. In this survey, each respondent is representing about 400 other Tacoma residents. We have learned from other research that some demographic variables, such as age, income, and education are often related to technology use. Suppose that seniors are less likely to use a mobile device. If seniors dominated the survey, we might underestimate the actual use of mobile devices in Tacoma. One solution to that is to calculate weights to be applied to each respondent so that he or she will represent more people or fewer people. In the case of age, the younger participants may be counted double so that they each represent 800 people and the older participants may be given a two-thirds weight so that each respondent in this age range represents only 270 people. The amount by which each respondent is asked to represent more or fewer people in his or her group is his or her weight, a value that is calculated based on the respondents' demographic responses to create a sample reasonably representative of the target population in demographic characteristics thought to be relevant.

As a result of the weighting process in this study, two-thirds of the respondents were assigned a weight between .25 and .99 so that they represented between about 100 and 400 residents and the other one-third were assigned a weight between 1.01 and 10.4 (a young man who has completed some college) so that they represented between 400 and 4000 residents.

Responses to the mini-survey were also weighted by the demographic factors as reported in the survey. This was deemed reasonable because participants in each demographic group could reasonably be expected to have the opportunity to participate, regardless of which events, activities, or organizations were involved in survey administration. However, no attempt was made to weight responses to overcome location, the primary way in which survey administration was non-random. To the extent that the locations at which the survey was administered were not representative of the entire City, the resulting estimates can be expected to be skewed in favor of the responses of residents living in or attending events in the more heavily sampled regions. In an effort to assess the effect of regional sampling, three grouping categories were created based on the 2010 median income of the respondent's ZIP code. Respondents who did not provide their ZIP code or who gave ZIP codes outside Tacoma were excluded from some of these analyses.

### Limitations of the study

If the target population or sub-population is largely the same in the variables of interest, residents can accurately represent each other, whether they are asked to represent a few dozen or a few thousand. If the target (sub)population varies quite a bit, a larger sample is needed to fully represent the variety in the community. If the handful of people representing a specific cross-section of the population is not representative of the others in that cross-section, when a heavy weight is applied, it will be as if all the people in that cross-section had those unusual characteristics. For example, education has been shown to affect technology use. When it comes to technology use, a person with less than a high school diploma because he or she is still in high school might not be truly representative of others with less than a high school diploma. When their responses are magnified, it might appear as if people with less education are especially comfortable with technology.

Another limitation of this study is that people with an interest in technology and computer use might have been more interested in completing it. Since it was a fairly lengthy survey, it might be reasonable to keep that possibility in mind, realizing that it might provide an inflated estimate of Tacoma's technology adoption. At the same time, we can have some confidence in the results of explorations of the relationship between demographic and other factors and the adoption of technology.

Finally, aside from a bias related to the topic of technology, certain subgroups of residents may not be represented at all in this survey. For example, residents who are not comfortable with English may have been less likely to complete the survey. Also, those who are not comfortable with reading and writing or who may be unfamiliar with surveys may be underrepresented. It is important to keep in mind the voices that are not represented in such a survey, and when possible, incorporate strategies that are more likely to reach those underserved groups.

## Summary

Of the 484 people who responded to the survey, 94% of them have some type of working computer or other internet device at home. Nearly all of the people who use the internet – more than 90% of the people who responded to the survey – have some type of home internet access. Most people were internet users and those who weren't most often said it was because they didn't know how. The mini-survey respondents who don't use the internet gave the same reason.

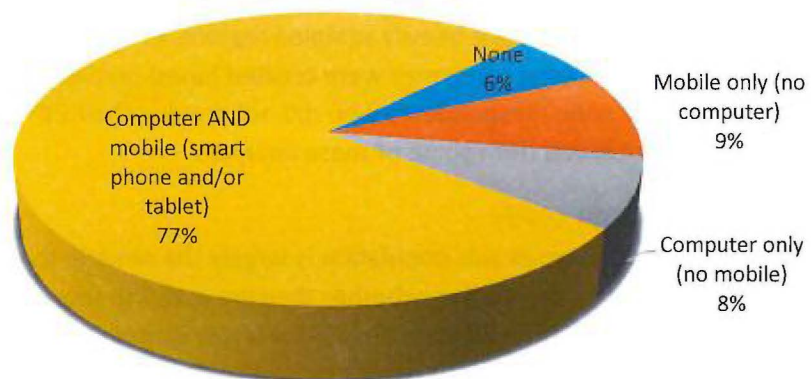
43% said that their home computer is where they get on the internet most often and 40% said it's the most important way they access the internet. Interestingly, 41% said that they use their mobile device most often to get online, *but 51% said it's their most important device for getting online.*

Nearly all households with home internet access have wired access, mostly by Comcast (53%). Two-thirds have mobile access, and Figure S-1 shows that most have both.

Only 15% said that their internet access wasn't good enough for them – mostly respondents said it is too slow or unreliable. More – at least a quarter – say they don't have the

technology they need at home. For half, this is an up-to-date computer and for another 15%, it's *any* working computer. About one third each checked the boxes for a printer and better internet access. The main barrier was cost, but for some, though, it's because they just don't know how to get started.

Figure S-1. Combinations of computing/ internet devices in Tacoma households (n=484)





### How, where, and why people use the internet

Most internet users use the internet at multiple locations: at home, at work, at school, at the library, at a friend's house or anywhere if they're using a mobile device. This was especially true of people who access the internet at work, school, or the library.

This sample's most common use of the internet is communication, including email, texting, and social media. Almost as many use it to get news and information with mapping and navigation at the top of the list. A close third is entertainment. More than 60% of the respondents use the internet to watch TV shows and movies.

More than 95% of the respondents have used a computer and the internet, they've created and sent an email, sent and opened attachments in email, and opened and saved a file. Not as many – between 90% and 95% have sent and received texts, used a word processing program, and installed or updated software. Almost 90% have added an app to their smart phone, used social media and set up wi-fi at home. But if it's reasonable to think that the people who didn't answer or said they didn't know really hadn't done those tasks, these numbers drop a bit so that between 80% and 90% have set up a wi-fi, used a word processor, added an app, used social media, and installed software. Those who have done these tasks rated how comfortable they are doing the tasks. Many fewer rated themselves as "very comfortable" doing these computer tasks. For example, only 65% were "very comfortable" using a word processor – and that drops to 56% if we include the whole sample, not just the people who have actually used a word processor. Similar results can be seen for sending and opening email attachments (69% are "very comfortable," 64% overall), and others. Even fewer mini-survey respondents checked "very comfortable" for these tasks.

More residents are comfortable using email and the internet, while fewer are comfortable using a computer and manipulating files, or making changes to their technology environment (installing or updating software or a smart phone app, setting up a wi-fi).

### Are smart phones displacing computers?

Even though respondents were about as likely to have a smart phone at home as a computer, smart phones were used by more people, especially the children and other adults in the household. That means that if someone uses only one device, most often, it's a smart phone. Most people used both a computer and a mobile device, but if forced to choose for financial reasons, younger people tend to choose a smart phone, while older people might decide not to have any device.

The increasing use of smart phones for accessing the internet may mean less time spent using, practicing with, and exploring a computer and the software it runs. This could result in less comfort performing computer tasks that may be important for success in school and work.

### Is access important?

**Tacoma says yes!** Participants were asked how important it is for children and adults to have access to computers and the internet, whether it's important for people's success, how Tacoma is doing in helping people get connected and what else the City should do about it. The great majority of respondents rated adult's and children's access to computers, free or low cost training in how to use them, and household access to high-speed internet as "very important" or "important". The weakest endorsement in the mail survey was 54% saying access to free or low cost training was "very important" and another 30% saying



it was “important.” These responses were even more positive among the mini-survey respondents, especially in relation to the question of training.

Eight in ten respondents believe that computer and internet access are important for success, and that the City has a role to play in making sure that residents have access to the resource, whether in partnership with the public libraries or some other organization. Participants agreed moderately strongly that the library provides sufficient access to computers and the internet, and that patrons can get the help they need at the library. The sticking point seems to be just insufficient resources. Respondents expressed concern that the waits are too long and the time limits for computer use too short. It seems that the library has the potential to address much of the need for public access computing, but may need more resources to do so. Overall, 90% of respondents approve of using public libraries to provide needed access and training.

Nearly everyone agreed that the City should be involved in increasing access to the internet for households that don’t have it. Three-fourths say to increase access by making sure people are aware of current programs (something that 84% of the respondents were not aware of) and others advocate increasing the number of computers available at the public libraries and others support installing some computers at community centers, helping people get low cost computers, and providing technical assistance to people to get connected from home. About one in five people supported free wi-fi access spots around the city as did almost twice that many mini-survey respondents.

### Different perspectives

#### Gender

Differences between men and women were slight and subtle, but consistent. Men tended to have more devices at home and they connect to the internet in more locations. Although men and women were equally likely to have wired or mobile home access, men reported having more types of home access. Women were more likely than men to be Century Link customers while men, who paid more for their service than women, were more likely than women to be Comcast customers.

Men checked off more things they use the computer for, including email, watching videos and TV, surfing the web, getting information including international news, legal and consumer rights information, navigation services, and answers to computer problems. They are more likely to use the internet for job hunting, telecommuting, and doing their job, and using smart household equipment, shopping online, and using financial services.

Men and women tended to endorse with the same options for increasing computer and internet access for residents that don’t have it, but a subtle pattern emerged in which women’s choices slightly favored more home-based solutions (finding out about low-cost options for home access, checking out technology devices or wi-fi hotspots from the library) while men were somewhat more positive about solutions outside the home (more computers at the library and free wi-fi hotspots around the City). Though these differences were not dramatic – many men also endorsed the more home-based options and many women also endorsed the outside options – they were consistent and may point to the need for *a variety of solutions to meet the needs of different subgroups*.

## Age

Technology use – computers, smart phones, and internet – decreases with age. (The only exception found in this study was the use of the internet for communicating with the doctor or insurance company.) All of the respondents 50 or younger reported having home internet access, decreasing linearly across the age groups, falling to 70% of those 76 and older. Looking across ages, if this sample is representative of the rest of Tacoma, about 10,000 people overall are without access to the internet, *and 4200 of them are seniors*. For those *with* home internet access, seniors were more likely to be concerned about the cost of the service while younger respondents were more likely to be concerned with the speed and reliability.

Most (80%) of those 65 and older (and only 18% of those 35 and younger!) said mostly they use their home computer to connect to the internet. Three-fourths of the under-35s said they use their mobile device most often.

As age goes up, so does the likelihood of getting internet service through a bundle. More than two-thirds of seniors 76 and older (40% of those over 50) buy a bundled service, compared with a quarter of those 50 and younger. Respondents who pay for internet services alone pay about the same across the age range. But among those who pay for a bundle of services, *the amount paid increases with age from an average of \$91 per month in the youngest group to an average of \$157 per month in the oldest*. This may be part of the reason seniors are concerned about the cost of their service. This suggests that seniors might benefit greatly from (a) getting help to reduce the cost of their service and (b) possibly learning to use internet services to watch shows that may be the reason seniors continue to pay for expensive service.

Younger participants were more positive about the library's computer access and their ability to get help with computer-related issues. Responses became less positive as respondents got older. A similar pattern can be seen regarding the importance of computer and internet access for adults and children.

Young people more than those in other age groups promoted solutions centered on the public library for increasing computer and internet access for households without it. They were most positive about increasing the number of public access computers at the library and more positive than other age groups about technology devices for checkout at the library. This may indicate that respondents in the older age groups did not understand the jargon in this option. Older respondents were more likely to endorse a technical assistance service to help people get connected at home, and the older age groups were more likely to support more training on how to use computers. Such a service could provide the additional benefit of helping seniors save money on their internet service.

## Education

Although having a computer, a tablet or a netbook at home and using it increases with education, this effect of education is not as pronounced for smart phones. Further, *the use of the internet overall, home access to the Internet and use of smart phones specifically is not significantly related to the respondent's education*.

The number of places that respondents access the internet increases somewhat with education, and more education was strongly related to using the internet at work. Regardless of education, home internet access was high but the percentage of those who most often use their home computer to



connect declined with education from about half of those with a high school diploma down to one-third of those with at least a four year degree.

Those with less education used the more affordable unbundled Century Link internet access and overall seemed more canny about using costs-saving strategies for access such as free wi-fi and converting their mobile device into a hotspot. This group was also most likely to say that their home technology was lacking, with most (59%) attributing the gaps to the cost or to not knowing how to get started (41%).

Use of nearly all the internet functions increased with education. Some of these functions increased linearly but a few seemed to require a certain education threshold beyond which respondents used the function fairly uniformly. This pattern was seen with email, watching videos or TV online and surfing the web, finding answers to computer problems and finding social service information and assistance, online shopping and financial services, and communicating with a doctor or insurance company. *This result is especially troubling because lack of education seems to prevent individuals from increasing their knowledge and perhaps from accessing services easily.*

*Experience using a computer, using a word processing program, and opening and saving files all increased linearly with education, but experience with the other tasks – particularly those that could be performed on a smart phone - was largely unrelated to education. These include using the internet, emailing (with or without attachments), texting, using social media, and adding an app to a smart phone. However, for each task, the comfort level of those who perform it increases with education.*

Belief in the importance of computer and internet access increased with education and satisfaction with the library's program to provide that access decreased with education. That is, those who do not support the importance of access as strongly are more satisfied with current efforts to provide that access.

All education groups supported first increasing awareness of current low cost access and increasing the number of public access computers. Those with the least education supported a technical service to help people get connected at home and more time on library computers. Support for free wi-fi access spots around the city or making technology devices or wi-fi hot spots available at the library increased with education, again suggesting that the option may not have been understood by groups that are less familiar with computer technology.

### Income

Although the relationship between income and personal use of technology can be seen for computers, netbooks, and even tablets, *the use of smart phones is unrelated to income. Further, except for the lowest income level, the use of the internet is also unrelated to income.* Only 77% of those with incomes below \$20,000 a year reported using the internet, compared with more than 90% of respondents in higher income categories.

Those in the lowest income group were the least likely to have home internet access (85%), rising to 98% in households with incomes of at least \$30,000. Respondents in the lowest income category were more likely than higher income groups to use Century Link for their wired connections, and they were more likely than others to use free wi-fi and employ their mobile phones as a hotspot.

Many numbers increase with income, including the number of devices owned, the number of locations for internet access, the percentage accessing the internet at each location, the importance of the



respondent's work computer, comfort performing most computer tasks, and some numbers increase with income at least to mid-level incomes, including using technology for texting, video calling, surfing the web, streaming content, looking up news, finding answers to computer problems, working, telecommuting, and commerce.

Some numbers don't increase with income, including the use of smart phones, the use of the internet for social media, entertainment, and information or education. The few technology uses that decreased with income were playing games, selling goods or services online and starting or maintaining a business online.

Few of the computer and internet tasks such as using a computer, opening and saving a file were sensitive to income except at the lowest income level. If a household earned more than \$20,000 in a year, respondents across the income levels were about equally likely to have done the task. For most of these tasks, however, comfort performing them increased with income as mentioned above.

As income increased, respondents agreed more in the importance of computer access for adults and children and that such access can help narrow the gap between the "haves" and the "have nots." However, as income increased, respondents agreed *less* that the City of Tacoma should take steps to increase access to high-speed internet access for households without it though they did recognize that the library's program does not provide access adequate to the need.

Though most respondents did not endorse the choice that "The City should not be involved" in increasing access to computers for people without access, the highest and lowest income groups were the most likely to endorse this statement.

#### Race and ethnicity

Overall, residential technology seems to leave households of color at a disadvantage. Caucasian/white respondents most often named their mobile devices as their most important way of accessing the internet while the other groups were most likely to name their home computers. African American/black respondents are the least likely to use the internet, and the least likely to have internet access at home – and if they do, it's least likely to be a wired connection. At the same time, African American/black and Hispanic/Latino respondents are most likely to use the internet at the library.

Overall, about one-fourth of respondents indicated that they do not have the technology they want or need at home, up to 43% among the African American/black respondents who most often indicated needing some kind of internet access. Even more of the Hispanic/Latino respondents (72%) reported not having the technology they want or need at home. Although all Hispanic/Latino respondents said they have wired home access (44% with Century Link vs. 15% of the other groups), 40% of those reporting a technology gap said they needed better internet access and half say they need a smart phone.

Asian/Pacific Islander and Caucasian/white respondents were more likely to have home internet access, with most households having a wired connection. Few (10% and 17% respectively) reported not having the technology they want or need at home – for the Caucasian/white respondents, this was home internet access or better access about half the time, and working computer about a quarter of the time.

#### *How do the different groups use computers?*

**Communication:** Caucasian/white respondents were most likely to use the internet for communication, using email and texting more than other groups. African American/black respondents and

Hispanic/Latino respondents were less likely to use the internet for communication and when they did, African American/black respondents favored email while the Hispanic/Latino respondents favored social media.

**Entertainment:** Caucasian/ white respondents and African American/ black respondents used the internet for entertainment somewhat more than other groups.

**Information and education:** All groups were likely to use the internet to get information but some differences emerged in specific uses. For example, Hispanic/Latino respondents were more likely to use the internet to get information about local schools and about their neighborhood while African American/black and Asian/Pacific islander respondents were more likely to use the internet for educational purposes and to get information about their children's education.

**Business:** Asian/Pacific Islander and Caucasian/white respondents were more likely to use the internet to do their paying job. Asian/Pacific Islander respondents were also more likely to search for a job online and to telecommute.

**Community:** Caucasian/white respondents stood out for their use of the internet for community purposes, including communicating with a local group, finding local entertainment, and participating in political issues, for their willingness to participate in commerce online, and for their use of the internet for health purposes.

**Health:** Asian/Pacific Islander respondents were also more likely to use the internet to find a healthcare or insurance provider and to use a health monitoring service.

**Experience with technology:** Race and ethnicity was not strongly related to experience with technology tasks, but some group differences emerged in the level of comfort performing those tasks. Specifically Caucasian/white and Asian/Pacific Islander respondents reported more comfort performing most of the technology tasks though the Asian/Pacific Islander respondents were less comfortable with email and texting, while Hispanic/Latino respondents reported less comfort *except* when it comes to texting.

Corresponding with the earlier finding that African American/black and Hispanic/Latino are more likely to use the library computers, people of color were significantly more likely to respond to questions about the library's success in providing a public access computing program. Those who indicated "Don't know" to these questions – between a quarter and almost half of the sample – were disproportionately likely to be Caucasian/white. This suggests that the library's public access computer program may disproportionately and directly affect Tacoma's residents of color.

**Importance of computers:** Caucasian/white respondents were more likely to rate adults' computer access as "Very Important" in contrast to Hispanic/Latino respondents who were more likely to give that rating to children's access. Though still agreeing strongly, Caucasian/white respondents agreed less strongly that all Tacoma households should have high-speed internet access and that the City should take steps to increase household access or even public access while other groups, especially African American/black and Hispanic/Latino respondents agreed more strongly.

**Public access at the library:** Although African American/black respondents were positive about the library's public access computing program, this group, along with Asian/Pacific Islander respondents were less positive about using the public library to provide public access to computers, while



Hispanic/Latino respondents were more positive. Hispanic/Latino respondents were also the most positive about learning to use computer technology at the library. *These findings suggest a need to consult with Tacoma's different cultural communities and/or neighborhoods to find additional locations – perhaps community centers or parks facilities – to house additional public access technology, training, and support.*

**What the city should do:** All groups supported making people aware of low cost options as their first choice. Caucasian/white respondents most often endorsed increasing the number of public access computers at the library and community centers as their second and third choices while African American/black and Hispanic/Latino respondents were more interested in a technical assistance service to help people get connected at home and an increase in public access computers at the library. Asian/Pacific Islander respondents were more interested in having free wi-fi access spots around the city and a way to get low cost computers at home.

### Tacoma Public Schools

TPS and non TPS parents were equally likely to have home internet access, including wired access, though TPS families are more likely than others to use Century Link while non TPS families are more likely to use Comcast. TPS parents have fewer home devices than other parents, but they are more likely to be internet users (especially for purposes of their own and their children's education) and more likely to access the internet through school (74% vs. 38%) and less likely to access it via a mobile data plan (56% vs. 82%). Nearly half of the TPS parents do not have the technology they want or need at home, compared with about a quarter of the other parents. More than half of the TPS parents with a technology gap needed help with their internet access, about half need an up-to-date computer, about four in ten needs a printer, and about one-third need up-to-date software. The main barrier for these families is cost.

TPS parents rated themselves as less comfortable installing or updating software, and using a word processing program than their non TPS counterparts. This could be significant if their children need help with these programs. Most parents in the sample said that their children use both a computer and a mobile device. If the children use only one type of device and the parents are older, that device is more likely to be a computer, and if the parents are younger, it's more likely to be a mobile device. This may need some attention as their children increasingly need to use computers for school work.

TPS parents were less positive about the importance and economic value of computer access for adults, and they were less positive that the City should work with libraries to ensure public access to computers. In response to the question, "How should the City help with access?" TPS parents focused on low cost ways of increasing home access. They first endorsed making sure people are aware of current low-cost options, they endorsed helping people access low-cost options for purchasing computers, and they supported a technical assistance program to help people get connected at home.

### Hilltop and Eastside

For the most part, Hilltop respondents reported less access overall and less convenient access to computers and the internet than respondents from other ZIP codes. Analysis also separated out East Side residents and though they sometimes tracked with Hilltop respondents (East Side and Hilltop were both significantly less likely to have a desktop or laptop computer at home and correspondingly, less likely to use one), more often their responses were more similar to those of residents in other ZIP codes.



Residents of the Hilltop area have fewer devices at home than residents of other areas of Tacoma and correspondingly were the least likely to say they have the technology they need or want at home (58%). Somewhat more of the East Side residents (69%) are satisfied with their technology at home and even more (80%) of the residents living in other ZIP codes. About one third of the Hilltop residents with a technology gap said they needed internet access (one third of the Hilltop residents with internet access are Rainier Connect customers) and about a quarter each said they needed a printer and a smart phone. Eight in ten of the East Side respondents with a technology gap said they needed a printer, seven in ten said they need better internet access, and six in ten said they need current software.

When including only the 11 people in Census tracts 061400 and 061300 in the Hilltop analysis, the findings for that neighborhood become more extreme. These respondents are less likely to have home computing or internet devices, less likely to use them, less likely to have home internet access, and overall less likely to use the internet at home or elsewhere.

The Eastside residents were more likely to use their computer for communication (telephone calling, social media, and video calling), entertainment (watching TV and playing games) getting information (local news, maps, and information about community groups), and education (school reports).

Hilltop residents stood out in their use of the internet to follow neighborhood activities, do community organizing, and use financial services.

## Key Findings and Recommendations

Residents of Tacoma engaged in the Community Technology Survey, as evidenced by the 41% participation rate. This is a higher participation rate than the City has experienced in other recent survey events, including:

- 2016 Plastic bag survey (4.6% business response rate)
- 2014 National Citizen Survey (25% residential response rate)

The project team reviewed the data presented in this report and developed the following key findings and recommendations:

**Key Finding #1: Nearly all respondents (94%) have some kind of computing or internet-enabled device in the household.** Both computers and smartphones are highly prevalent in Tacoma households, with smartphones being used slightly more than other types of devices. Age and income were the primary predictive factors, device ownership decreasing with age.

**Key Finding #2: Nearly all respondents (94%) are able to connect to the internet from home.** The most likely combination of devices and services for internet usage is “computer at home”. The second most likely combination of devices and services for internet usage is “mobile device at home”. The fixed - or wired - connection is still the most common type of connection for those households with access at home.

**Key Finding #3: Most respondents (77%) have the technology they want or need.** Satisfaction rates are higher for residents in higher income neighborhoods and lower for residents in lower income neighborhoods. For those who do not have what they want or need, 46% need more current devices, 35% need printers, and 30% need better internet service.

The main reason people do not have the technology they want or need is related to cost, and experiences vary widely based on racial/ethnic groups. For example, 57% of African American/black respondents and 28% of Hispanic/Latino respondents have the technology they want or need.

**Key Finding #4: Most respondents (85%) say that their internet service is sufficient for how they want to use it.** The average monthly payment for internet service alone (not bundled) is \$52/month.

**Key Finding #5: About one fifth of respondents (21%) connect to the internet at the public library.** Those who use public access computers at the library are almost as likely as those who don't to have home and mobile connections. African American/black and Hispanic/Latino respondents are most likely to use the internet at the library.

Moreover, 88% of the respondents agree or strongly agree that the public library is the best place to provide public access computers and the internet, and 84% agree or strongly agree that it's the best place for people to learn how to use computer technology.

**Key Finding #6: The top reason for not using the internet is lack of knowledge.** Because of the relatively small number of respondents that do not use the internet, it is recommended to gather more information from Tacoma residents who are not internet users.

**Key Finding #7: Respondents in the Hilltop (zip code 98405) and East Side (zip code 98404) neighborhoods exhibited lower technology adoption rates.** Respondents from these neighborhoods tend to have lower income, less home internet access (79%), less home technology, and less comfort performing computer tasks.

**Key Finding #8: The top three uses of internet and computers for respondents are Communications (94%), Information (91%), and Entertainment (89%).**

**Key Finding #9: Nearly all respondents (93%) believe that it is somewhat or very important for adults to have access to computers, the internet, and training to use them.**


**Key Finding #10: The City has a role to play in ensuring that residents have access to these resources. 95% of respondents agree or strongly agree that the City should work with public libraries and/or other community partners to ensure access for residents without it.** 84% of respondents were unaware of programs currently available to increase the access of low income households to the internet.

The top three ways the City should increase internet access for households that currently do not have it are:

- Make sure residents are aware of current low cost options
- More public access computers available at the library
- Provide a way for residents to get low cost computers





**TO:** Elizabeth Pauli, Interim City Manager  
**FROM:** Peter Huffman, Planning and Development Services Director   
**SUBJECT:** Permitting Process Improvements  
**DATE:** March 22, 2017

In July 2016, the Master Builders Association (MBA) submitted to Planning and Development Services (PDS) a comprehensive list of suggested permitting process improvements relating to the construction of single family homes in Tacoma. Suggested improvements ranged from improvements in customer service approaches to revisions to the Tacoma Municipal Code. City staff has worked collaboratively with the MBA since July 2016 to develop and implement a series of changes in permitting processes and proposed revisions to the municipal code. To date, several customer service improvements have been put in place at the suggestion of the MBA, including improvements to on-line electronic permitting, a fee calculator, improved staff contact information, and other services aimed at facilitating the permitting of single family dwellings.

At the March 28, 2017, Study Session, staff will present a framework for the following three improvements, also established with the support of the MBA:

- Right-of-Way Occupancy Permits
- Performance Bonds
- Fee In Lieu for Off-site Improvements

Moving forward, PDS expects to present to the City Council code changes related to the above process improvements in late April or early May.

In addition to the many process improvements, City staff have begun discussions with the MBA related to a proposed fee structure for single family development. These discussions focus on cost recovery for current and enhanced levels of services relating to the delivery of permits and will likely continue through the spring and into the summer of this year, with City Council consideration tentatively scheduled to occur through the Council Committee process beginning in May.

If you have any questions, please contact Building and Site Division Manager Steve Standley, 253-502-2159.



City of Tacoma 2017  
City Council Forecast

Date	Meeting	Subject	Department
March 28, 2017	Study Session	Community Technology Survey Results	IT
		Permit System Process Improvements	PDS
	City Council Meeting	Tacoma Power Regulations and Rates Ordinance	TPU-Tacoma Power
April 4, 2017	Study Session	North 21st Street Utility Pole Locations and Street Design (tentative)	PW
		Washington State Legislative Updates	GRO
	City Council Meeting		
April 11, 2017	Study Session	Opioid Epidemic Presentation	Dr. Chen TPCHD
		Billboard Update	CAO
	City Council Meeting		
April 18, 2017	Study Session	Tacoma Link Project	ST/GRO/PW
		Six-Year Transportation Improvement Program	PW
		Washington State Legislative Updates	GRO
	City Council Meeting		
April 25, 2017	Study Session	2016 Financial Year-end and 2017 1st Quarter Financial Reports	OMB
	City Council Meeting	Budget Reappropriations Ordinance	OMB
May 2, 2017	Study Session	Historic Preservation Annual Update	PDS
	City Council Meeting		
May 9, 2017	Study Session	Chronic Disease and Disparate Health Outcomes	Dr. Chen TPCHD
	City Council Meeting		
May 16, 2017	Study Session		
	City Council Meeting		
May 23, 2017	Study Session	Washington State Legislative Updates	GRO
	City Council Meeting		
May 30, 2017	CANCELLED		
June 6, 2017	Joint Utility Board Study Session	Quarterly Joint Meeting	TPU
	City Council Meeting		
June 13, 2017	Study Session		
	City Council Meeting		
June 20, 2017	Study Session		
	City Council Meeting		
June 27, 2017	Study Session		
	City Council Meeting		
July 4, 2017	CANCELLED		
July 11, 2017	Study Session		
	City Council Meeting		
July 18, 2017	Study Session		
	City Council Meeting		
July 25, 2017	Study Session		
	City Council Meeting		

Community Vitality and Safety		
<b>Committee Members:</b> Blocker (Chair), Campbell, Lonergan, Walker Lee, Alternate-Mello <b>Executive Liaison:</b> Nadia Chandler-Hardy; Staff Support - India Adams	<b>2nd and 4th Thursdays</b> <b>4:30 p.m.</b> <b>Room 248</b>	<b>CBC Assignments:</b> • Citizen Police Advisory Committee • Human Services Commission • Human Rights Commission • Housing Authority • Commission on Disabilities • Library Board • Tacoma Community Redevelopment Authority
<b>April 13, 2017</b> South Tacoma Community Policing Plan <i>[Informational Briefing]</i>	<b>Captain Shawn Stringer and Lt. Alan Roberts,</b> <b>Tacoma Police Department; Pam Duncan,</b> <b>Human Services Division Manager</b>	TPD and NCS will present on the current policing plan and highlight targeted areas of emphasis in the area. They will specifically focus on the area in proximity to the future site of the young adult drop in center (5401 S. Tacoma Way).
2017-2018 Mental Health and Substance Use Disorder (MHSUD) Funding Recommendations <i>[Requesting Recommendation to Full Council]</i>	<b>Nhan Nguyen, Management Analyst,</b> <b>Neighborhood and Community Services</b>	NCS staff will present recommendations from the HSC for the 2017-18 MHSUD HHS Funding Process. This funding process aims to address gaps in services in the Homelessness and Household Stability (HHS) Impact Area for new or expanded Mental Health and Substance Use Disorder (MHSUD) services that provide individualized behavioral health supportive services as defined in RCW 82.14.460. Total funding availability is \$850,000 and term of contract is May 1, 2017 through December 31, 2018.
<b>Future:</b>		
<b>April 27, 2017</b> Human Services Commission Interviews	<b>Doris Sorum, City Clerk's Office</b>	More information will be available closer to the date.
Innovative Grants	<b>Shari Hart, Program Development Specialist,</b> <b>Community and Economic Development Department</b>	CEDD staff will provide a summary of funding recommendations for Innovative Grant projects by Neighborhood Council districts.
Closed Captioning Initiative	<b>Sandy Davis, Human Resources and Lucas Smiraldo, Management Analyst, Office of Equity Commission on Disabilities</b>	HR and OEHR staff will present a request from the Tacoma Area Commission on Disabilities for a policy requiring closed captioning on televisions in public places in Tacoma.
<b>May 11, 2017</b>		



<b>Economic Development Committee</b>		
<b>Committee Members:</b> Campbell (Chair), Mello, Strickland, Thoms, Alternate-McCarthy <b>Executive Liaison:</b> Mark Lauzier; Staff Support - Brad Forbes	<b>2nd, 4th, and 5th Tuesdays</b> <b>10:00 a.m.</b> <b>Room 248</b>	<b>CBC Assignments:</b> •Tacoma Arts Commission •Greater Tacoma Regional Convention Center Public Facilities District •Foss Waterway •City Events and Recognition Committee
<b>CBC Assignments:</b> <ul style="list-style-type: none"> <li>• Tacoma Arts Commission</li> <li>• Greater Tacoma Regional Convention Center</li> <li>Public Facilities District</li> </ul>	<ul style="list-style-type: none"> <li>• Foss Waterway</li> <li>• City Events and Recognition Committee</li> </ul>	
<b>March 28, 2017</b> Small Business Enterprise (SBE) & Local Employment & Apprenticeship Training Program (LEAP) Update <i>[Informational Briefing]</i>	<b>Keith Armstrong, Community and Economic Development Supervisor, Community and Economic Development</b>	This presentation will discuss recent performance outcomes of these two programs and improvements that we can expect to see.
<b>Future:</b>		
<b>April 11, 2017</b> Tacoma Auto Row Update <i>[Informational Briefing]</i>	<b>Shari Hart, Program Development Specialist, Community and Economic Development</b>	Sharing stats on revenues generated by sales and B&O taxes. This discussion will include 2-3 auto dealers to discuss industry trends and their views on a LID.
<b>April 25, 2017</b> City Events and Recognitions Committee (CERC) Interviews Waterfront Update <i>[Informational Briefing]</i>	<b>Doris Sorum, City Clerk</b>  <b>Pat Beard, Project Manager, Community and Economic Development</b>	Interviews  CED staff will introduce a panel to provide updates on three major initiatives as well as a summer outlook for tourism: Festival of Sail, Dome to Defiance Trolley, and Point Defiance Park development projects

**Government Performance and Finance Committee**

**Committee Members:** Lonergan (Chair), Campbell, Ibsen, Walker Lee, Alternate-Strickland  
**Executive Liaison:** Andy Cherullo; Staff Support - David Nash-Mendez

**1st, 3rd, and 5th Wednesdays**  
**4:30 p.m.**  
**Room 248**

**CBC Assignments:** •Public Utility Board •Board of Ethics •Audit Advisory Board •Civil Service Board

**March 29, 2017 Canceled**

**Future:**

**April 5, 2017** Mobilitie Wireless Telecom Franchise Agreement  
*[Requesting Recommendation to Full Council]*

**Jeff Lueders, Cable Communications & Franchise Services Manager, Media and Communications Office**

Staff will request adoption of a franchise agreement for low powered, small cell infrastructure to operate within the right of way for 10 years. Desired schedule includes 1st reading on April 11th, Final reading May 2, and an effective date of June 5.

**2016 Open Data Report** *[Informational Briefing]*

**Katie Johnston, Principal Management Analyst, Office of Management and Budget**

Staff will provide an informational briefing on the City's Open Data program, including use of the portal, data availability, and planned improvements. The City Council's Open Data resolution, signed in 2016, stated that staff would issue an annual report to the City Council.

**2017 Radio System Access Fees and MOU**  
*[Request for MOU]*

**Jack Kelanic, Director, Information Technology Dept.**

IT will recommend to execute an MOU with South Sound 911 addressing emergency radio system access fees charged to regional public safety agencies in 2017. There is no fiscal impact for this item.

**April 19, 2017**



<b>Infrastructure, Planning and Sustainability Committee</b>		
<b>Committee Members:</b> Mello (Chair), Ibsen, McCarthy, Thoms, Alternate-Blocker	<b>2nd and 4th Wednesdays</b> <b>4:30 p.m.</b> <b>Room 16</b>	<b>CBC Assignments:</b> •Sustainable Tacoma Commission •Planning Commission •Landmarks Preservation Commission •Board of Building Appeals •Transportation Commission
<b>Executive Liaison:</b> Mark Lauzier; Staff Support - Rebecca Boydston		
<b>April 12, 2017</b>	<b>Sustainable Tacoma Commission Interviews</b> <i>[Request for Recommendation]</i> <b>Complete Streets Ordinance</b> <i>[Request for Recommendation]</i>	<b>Doris Sorum, City Clerk</b>  <b>Jennifer Kammerzell, Engineer, PW</b>
	<b>Transportation Commission Annual Report and Work Plan</b> <i>[Informational Briefing]</i>	<b>Jennifer Kammerzell, Engineer, PW</b>
	<b>Cushman Substation</b> <i>[Request for Recommendation]</i>	<b>Reuben McKnight, Historic Preservation Officer, PDS</b>
		Interviews for STC. 4 open adult positions, 1 youth.  current policies, guidelines, and practices to promote safe walking, biking, and transit. Request a recommendation to forward to the City Council The informational presentation will include an overview of the Transportation Commission's 2016 accomplishments and their 2017 work plan  Staff will present the nomination of the Cushman and Adams Street substations to the Tacoma Register of Historic Places, and the recommendations by staff and the Landmarks Preservation Commission. Staff will seek a recommendation from the Committee to the full Council regarding the nomination and the specific elements of the properties to include in the designating resolution, including the site, exteriors of the existing buildings, a single transmission tower, and the interior of the condenser room at Cushman.
<b>Future:</b>		
<b>April 26, 2017</b>	<b>Environmental Action Plan Update</b> <i>[Informational Briefing]</i> <b>Greenhouse Gas Inventory</b> <b>Hilltop Links to Opportunity Update</b> <i>[Informational Briefing]</i>	<b>Kristi Lynett, Sustainability Officer, ES</b>  <b>Kristi Lynett, Sustainability Officer, ES</b> <b>Ian Munce, Planner, PDS</b>
<b>May 10, 2017</b>	<b>Board of Building Appeals Interviews</b> <i>[Request for Recommendation]</i>  <b>Safe Routes to School Update</b> <i>[Informational Briefing]</i> <b>Parking Initiative Update</b> <i>[Informational Briefing]</i>	<b>Doris Sorum, City Clerk</b>  <b>Jennifer Kammerzell, Engineer, PW</b>  <b>Dana Brown, Parking Services, PW</b>

MEMORANDUM



DATE: March 23, 2017

FROM: Charleen Jacobs, Executive Assistant

SUBJECT: Public Utility Board Actions

The Public Utility Board adopted the following actions at their regular meeting on Wednesday, March 22, 2017.

Departmental

- D-1 Resolution U-10915 – Award contracts and approve purchases:
1. Increase contract to Nationwide CLEC, LLC dba CCG Consulting for professional consultant services related to the development of strategic plans and financial models for Click! Network (\$25,000, plus sales tax. Cumulative total \$205,000, plus sales tax);
  2. Increase and extend contract to Business Inc., (formerly Cash Cycle Solutions, Inc.) for Click! customer bill statement and insert printing and mailing, including postage (\$105,000, plus sales tax. Cumulative total \$707,000, plus sales tax);
  3. Increase contract to Great Lakes Data Systems, Inc., for Click! Network wholesale and retail customer management and billing services (\$452,000. Cumulative total \$1,277,000, plus sales tax);
  4. Award contract to Secoma Fence, Inc., for fence installation, maintenance, and repair for all of Tacoma Power's facilities (\$273,836.50, plus applicable sales tax);
  5. Award contract to Coast Rail, Inc., for the upgrade of approximately 1,400 lineal feet of railroad track (\$437,264.50, plus applicable sales tax).
- D-2 Resolution U-10916 – Authorize execution of a city services agreement and funding agreement relating to the joint City and Sound Transit Tacoma Link expansion project for light rail.
- D-3 Resolution U-10917 – Amend and revise Chapters 12.06 of the Tacoma Municipal Code regarding electric regulations and rates, and approving changes to the Tacoma Power electric rates and financial policy.

**This resolution had the following motions and was adopted as amended:**

***Motion to amend Exhibit A-1, page 5, under TMC 12.065.225A by correcting the effective date of the 2017 high voltage general (HVG) rate increase from April 1 to April 16 in two places, and correct the customer one step rate selection notification date from April 11 to April 21. (This motion corrects the effective date of the 2017 HVG rate increase and corresponding date for HVG customers to select the higher one-step rate option).***

***Motion to replace Exhibit A-2 with the corrected version. (This motion is to correct a clerical error where the old version of Exhibit A-2 was filed***



*with the resolution, and corrects the date associated in the HVG section done in the previous motion for 2018).*

*Motion to amend page two, line 3 after the word "residential" insert the words "and small general service" and replace exhibits A-1 and A-2 with revised exhibits that distributes the 2017 and 2018 residential and small general service rate increase across the customer and variable energy charge.*

*Resolution U-10917 as amended by the final motion was adopted.*

- D-4 Resolution U-10918 – Approve conveyance of an easement to Elbe Water and Sewer District over approximately 4.2 acres of Tacoma Power property within the Nisqually River Hydroelectric Project for \$5,000.  
***(This item held over until 4/12/17)***
- D-5 Resolution U-10919 – Authorize execution of a utility installation agreement between Tacoma Power and NewCold Seattle, LLC.
- D-6 Resolution U-10920 – Authorize transfer of approximately 1.95 acres of Tacoma Water property to the Department of Public Works for \$50,000 for the Puyallup Avenue Bridge replacement project.  
***(This item held over until 4/12/17)***
- D-7 Resolution U-10921 – Amend Section 12.10.400 of the Tacoma Municipal Code regarding temporary water service contracts.



**TO:** Elizabeth Pauli, Interim City Manager  
**FROM:** Peter Huffman, Planning and Development Services  
**SUBJECT:** Response to Questions from Citizen Forum  
**DATE:** March 23, 2017

Planning and Development Services is responding to two of the questions that arose during citizen forum at the March 22 City Council meeting.

***Did Tote Shipping make an application for change of location related to its barge refueling infrastructure under the same SEPA [process] PSE [Puget Sound Energy] used?***

No. On March 31, 2015, TOTE made a Shoreline Substantial Development Permit application (SSDP) to the City to install three in-water dolphins for breasting/mooring use at the Totem Ocean Trailer Express (TOTE) facility to enable LNG fueling of vessels from the stern. The full permit file is available (or can be summarized) upon request.

Work proposed included the following components:

- Installation of 3 breasting/mooring dolphins consisting of up to four, 30-inch steel piles, installed with a vibratory hammer (proofed with an impact hammer);
- Installation of a concrete pile cap, approximately 144 square feet, on top of each dolphin;
- Installation of 4 fender piles (concrete) a maximum of 24-inch diameter each;
- Installation of an upland mooring bit – a pile-supported concrete cap of up to 200 square feet at the top of the bank;
- Trenching and installation of electrical service to the new upland capstan;
- Removal of approximately 49 creosote-treated timber piles from a nearby site in the same watershed (more specifically, the Blair or Hylebos waterways).

The Port of Tacoma, as SEPA "lead agency" issued a SEPA Determination of Environmental Nonsignificance (DNS) effective May 6, 2015. The Port of Tacoma determined that the project was unlikely to result in any adverse environmental impacts. The SEPA checklist and DNS are attached. The City issued its decision on the SSDP on July 30, 2015.

The City took in and reviewed the building permit starting about August, 2015. It has been in "ready to issue" status since March 15, 2016.

Note: the reconfiguration of the mooring dolphins at the TOTE site is separate from the PSE project inasmuch as it could (or could have) proceeded alone without construction of the PSE plant. The configuration would have allowed fueling barges to pull to the stern of the TOTE ship and fuel from sea. In other words, this is not the same infrastructure that PSE will install as part of the LNG plant.

***Was the City, in its review of the LNG proposal, aware of the contamination issues at the adjacent Occidental Chemical site?***

Yes. Please see section 3.1 "Earth" in the Final Environmental Impact Statement (FEIS) for a description of potential contamination at the site, and how it was addressed. Further, comments related to the LNG proposal and work at the Occidental site were received from Department of Ecology staff who are working with the cleanup; these staff remain involved in review and monitoring of the project.