2016-2017 Annual Report

YEARS OF MAKING DOWNTOWN TACOMA SAFE, CLEAN, AND WELCOMING
The key to a safe, clean & welcoming downtown

The mission of the Business Improvement Area (BIA) is to provide common services for property owners in the central commercial district, as well as to be an advocate for the general economic well-being of downtown.

Downtown Tacoma BIA

About the BIA

Downtown Tacoma’s Business Improvement Area (BIA) was formed in 1988 to provide security, maintenance and public enhancements in the central business district beyond what government provides.

BIA services are funded and directed entirely by property owners within the BIA. During fiscal year 2016-2017, assessment rates for all properties remained constant from the previous year. The high rate of 10.7 cents per square foot was charged for occupied space and the low rate of 5.3 cents per square foot was charged for parking lots and vacant land. These rates are still below the rates from a decade ago.

Accountability

The activities of the BIA are overseen and directed by a Board of Directors comprised of ratepayers. The Tacoma-Pierce County Chamber manages day-to-day activities.

In addition to monthly board meetings, the BIA holds an annual rate-payer meeting as an opportunity to provide feedback on the budget, including assessment rates. Rate Payers are welcome at any meeting of the Board or its sub committees.

The BIA contracts with Johnson Stone & Pagano, Certified Public Accountants, to annually audit the finances of the BIA. Copies of the annual audit are available to ratepayers upon request.

2017-2018

The 2017-2018 fiscal year is the final year of the 10-year charter. In addition to the initial 1988 vote, property owners have twice voted to continue the BIA—most recently in 2008 with 94% of the votes cast being in favor of renewing the charter.

This year we will be evaluating boundaries, assessments, and service levels to determine what the next 10 years of the BIA will look like. We ask you to support the renewal petition coming your way and encourage anyone who would like to learn more about our proposed renewal to contact BIA Manager, David Schroedel, at davids@tacomachamber.org, or (253) 682-1723.

Financials

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th>REVENUE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SECURITY PROGRAM</strong></td>
<td><strong>ASSESSMENTS - HIGH RATE</strong></td>
</tr>
<tr>
<td>$446,573</td>
<td><strong>ASSESSMENTS - LOW RATE</strong></td>
</tr>
<tr>
<td><strong>MAINTENANCE PROGRAM</strong></td>
<td><strong>OTHER</strong></td>
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<tr>
<td>$270,290</td>
<td>$56,153</td>
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<tr>
<td><strong>ADMINISTRATION</strong></td>
<td><strong>USE OF RESERVES</strong></td>
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<tr>
<td>$104,421</td>
<td>$56,153</td>
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<tr>
<td><strong>COMMUNITY RELATIONS</strong></td>
<td><strong>TOTAL</strong></td>
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<td>$91,494</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td></td>
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<td>$912,778</td>
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Security Responses
May 1, 2016 - April 30, 2017

- Safety Reports: 47
- Vehicle Reports: 33
- Community/Customer Service: 139
- Property Incidents: 101
- Drug/Alcohol Reports: 33
- Transient Activity: 806
- Disturbance Reports: 350
Security

One of the primary functions of the BIA is to provide an additional security presence. The radio-directed patrols are on-call most hours to assist you. BIA security works in partnership with the Tacoma Police Department, University of Washington Tacoma Security, Pierce Transit Security, Sound Transit Security, Department of Homeland Security, and other security entities to keep downtown safe.

In addition to being extra eyes on the street, the BIA patrols, in their readily identifiable yellow and black uniforms, offer security escorts to downtown residents, workers, students, and visitors.

Starting with the City government’s budget crisis in 2010, the BIA has provided matching financial support to ensure the continued presence of a downtown focused bike patrol by Tacoma Police Department.

Security Patrol Schedule

Continuous from 6 a.m. Monday to 4 a.m. Saturday; noon Saturday to 4 a.m. Sunday; and noon Sunday to 8 p.m. Sunday.

Security Advisory Committee

The Security Advisory Committee of the BIA meets monthly to address and share security concerns. The Security Advisory Committee meetings are open to the public. Security professionals, downtown businesses and property owners, Tacoma Police Department, BIA patrol, and concerned citizens are all regular attendees at these meetings.

SecureNet

SecureNet is an email listserv notification system used to alert the downtown community to security incidents and suspicious persons.

Please email davids@tacomachamber.org to be added to SecureNet.

BIA Security Patrol

- Readibly identifiable community service representatives patrol downtown areas on foot and on bikes
- Direct communication is coordinated between downtown security organizations
- BIA patrol provides security escorts and walk to car services for downtown employees, residents, visitors and students
- Email alert system notifies property owners and managers of security incidents in downtown Tacoma
Maintenance

The BIA maintenance team picks up debris from sidewalks and streets throughout the entire BIA at least once per week. The maintenance crew is active and ready to respond to immediate needs every day from 6 am to 2:30 pm, Monday through Friday.

In addition to the regular weekly clean-up throughout downtown, the team pressure washes sidewalks to remove dirt and moss and sprays and disinfects doorways. Upon request, the crew will clean graffiti within arms reach of the sidewalk.

Recently, graffiti removal became a significant part of the program with an increase in incidents to 2,420. As a result of this substantial increase, the BIA and local government partners developed and implemented improved graffiti response systems City-wide. The results of this partnership are seen in the reduced number of incidents, and prosecutions of known offenders.

Community Relations

- Maintain the BIA website (tacomabia.org) to communicate with ratepayers and the public about BIA services and activities
- Publish a quarterly BIA Newsletter as a resource for information on downtown activities.
- Coordinate strategies with the City of Tacoma and other civic and business organizations to more efficiently promote common interests in downtown Tacoma
- Help fund the design and installation of downtown banners that highlight the activities and features of downtown
- Purchase flower baskets to enhance the beauty of downtown areas
- Hang downtown holiday decorations
- Implementation of downtown wayfinding system
- Work on development of downtown planning documents
- Support development of city-wide nuisance and graffiti response system
- Evaluated presence and impacts of subsidized and supported housing in downtown
- Compensate Sound Transit for lost revenue in order to keep the Link fare free

Contact BIA Maintenance

Feel free to contact the BIA Cleaning Services regarding any maintenance issues or concerns at (253) 682-1731.

32.24 TONS OF DEBRIS REMOVED

1,259 GRAFFITI TAGS REMOVED
GRAFFITI SCRUBBED

- 2008-2009: 590
- 2009-2010: 841
- 2010-2011: 913
- 2011-2012: 950
- 2012-2013: 2,420
- 2013-2014: 1,972
- 2014-2015: 1,294
- 2015-2016: 1,350
- 2016-2017: 1,259

DEBRIS COLLECTED (POUNDS)

- 2008-2009: 102,400
- 2009-2010: 66,900
- 2010-2011: 81,920
- 2011-2012: 76,460
- 2012-2013: 70,580
- 2013-2014: 61,840
- 2014-2015: 67,500
- 2015-2016: 59,520
- 2016-2017: 64,680
The boundaries of the 84-block district are roughly South 7th Street to South 21st Street and "A" Street to Court "D".
Board of Directors

Catherine Espel-Logan, President
State Farm Insurance

Tom Pierson, Vice President & Treasurer
Tacoma-Pierce County Chamber

Ben Mauk, Secretary
University of Washington Tacoma

Judee Encinias, Security, Committee Chair
DaVita, Inc.

Blaine Johnson, Community Relations Committee Chair
Passages Partnership, Inc.

Melissa Broom
Neil Walter

Danielle Cavoto
Courtyard Marriott Tacoma Downtown

Ted Johnson
Simon Johnson, LLC

Tom O’Connor
O’Connor & Associates, LLC

Dan Putnam
Pacific Plaza

Rane Shaub
Shaub Ellison

Jason Whalen
Ledger Square Law

Staff
David Schroedel, BIA Manager
davids@tacomachamber.org

Jim Burgess, BIA Maintenance Crew Supervisor
jimb@tacomachamber.org

Designated City Official
Debbie Bingham, Community and Economic Development Department, City of Tacoma
The BIA continually seeks to support ratepayer’s desire to enhance property values and quality of life by highlighting and enhancing downtown as a desirable place to live, work, shop, and play.

Contact the BIA

We welcome your feedback & suggestions
Contact the BIA

Emergency / In-Progress Crime
911

BIA Bike Security
(253) 383-1131

BIA Cleaning
(253) 682-1731

Tacoma Police Non-Emergency
(253) 798-5891

BIA Administration
(253) 627-2175

BIA Assessments & Billing
(253) 591-5856