



Business Improvement Area

2012-2013
Annual Report



25
YEARS

OF SAFE, CLEAN
& 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 properties.

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 districts beyond what city government provides.

BIA services are funded and directed entirely by property owners within the BIA. During fiscal year 2012-2013, assessment rates for all properties remained constant from the previous year. The high rate of 10.39 cents per square foot was charged for occupied space and the low rate of 5.08 cents per square foot was charged for parking lots, vacant land and warehouse space. These rates are more than 5% below the rates from a few years ago.

The activities of the BIA are overseen by a Board of Directors comprised of ratepayers. The 10-member Board meets monthly to provide oversight. The Board is responsible for addressing ratepayer concerns, directing BIA activities and developing an annual work plan, rates and budget, which are reviewed by the City Council prior to approval.

Three committees – Community Relations, Maintenance and Security – are chaired by board members who report monthly to the Board of Directors. The committees make recommendations to the Board, monitor activities and coordinate with other entities

Accountability

The Tacoma-Pierce County Chamber is contracted by the BIA to manage day-to-day activities and provide administrative support to the Board.

Annually, the BIA holds a rate-payer meeting as an opportunity to provide feedback on the next year’s budget, including assessment rates. This budget is then presented to the Tacoma City Council where ratepayers again have the opportunity to weigh in.

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

Financials

EXPENSES

SECURITY PROGRAM	\$442,327	53%
MAINTENANCE PROGRAM	\$272,867	32%
ADMINISTRATION	\$95,806	11%
COMMUNITY RELATIONS	\$30,214	4%
TOTAL	\$844,213	

REVENUE

ASSESSMENTS - HIGH RATE	\$544,012	64%
ASSESSMENTS - LOW RATE	\$255,322	30%
OTHER	\$0	0%
USE OF RESERVES	\$44,879	5%
TOTAL	\$844,213	

DOWNTOWN
TACOMA



10M
SQUARE FEET

*The boundaries of the 84-block
district are roughly South 7th
Street to South 21st Street and
"A" Street to Court "D".*



SECURITY RESPONSES



Security

One of the primary functions of the BIA is to provide an additional security presence. The radio-directed patrols are on-call 24 hours a day on weekdays and most weekend hours. BIA security works in partnership with the Tacoma Police Department, University of Washington Tacoma Security, Pierce Transit Security and other private 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 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 business and property owners, Tacoma Police Department, BIA patrol and concerned citizens are regular attendees of these scheduled meetings.

When: First Thursday of each month
Time: 1:30-2:30 p.m.
Location: Tacoma-Pierce County Chamber
950 Pacific Avenue, Third Floor

SecureNet

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

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

24

**HOURS A DAY
ON WEEKDAYS**

518

**TOTAL SECURITY
RESPONSES**

BIA Security Patrol

- Readily 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 for downtown employees, residents, visitors and students
- Email alert system notifies property owners and managers of security incidents in downtown Tacoma

35.3

**TONS OF DEBRIS
REMOVED**

2,420

**GRAFFITI TAGS
REMOVED**

Community Relations

- Maintain the BIA website (tacomabia.org) to sustain communications with ratepayers and the public about BIA services and activities
- Continue the BIA blog (tacomadowntown.blogspot.org) as a resource for information on downtown activities and developments
- Co-Sponsor the Tacoma+ Map
- 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

Maintenance

The BIA maintenance crew pressure washes sidewalks and picks up debris from sidewalks and gutters 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 a.m. to 2:30 p.m., Monday through Friday.

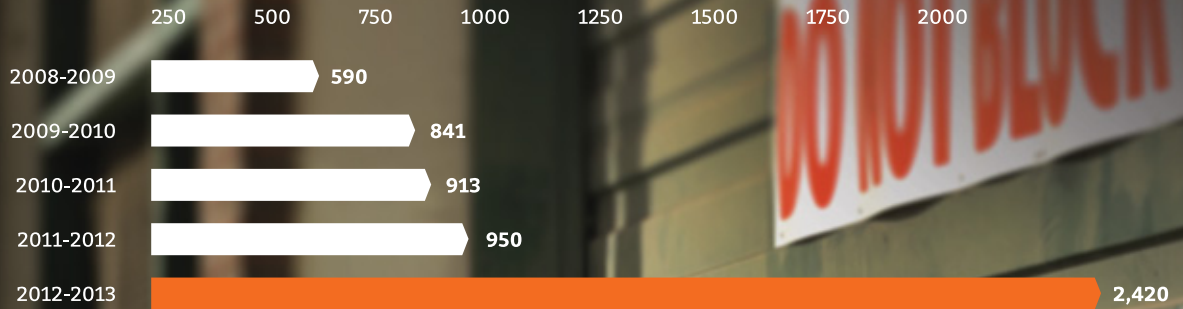
In addition to the regular weekly clean-up throughout downtown, the maintenance crew pressure washes sidewalks to remove dirt and moss and sprays and disinfects doorways. Upon request, the BIA Maintenance crew will clean graffiti within arms reach of the sidewalk.

In the 2012-13 year, graffiti removal became a significant part of the program with an increase in incidents of more than 150 percent 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.

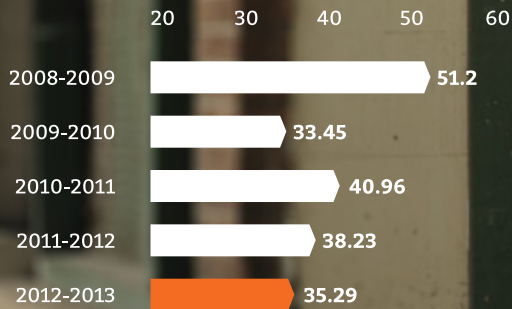
Contact BIA Maintenance

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

GRAFFITI SCRUBBED



DEBRIS COLLECTED (TONS)



Contact the BIA

We welcome your feedback & suggestions



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

Emergency / In-Progress Crime

911

BIA Bike Security

(253) 383-1131

BIA Cleaning

(253) 682-1731

Tacoma Police Non-Emergency

(253) 798-5891

Administration

(253) 627-2175

Assessments & Billing

(253) 591-5856



tacomabia.org
tacomadowntown.blogspot.org

950 Pacific Avenue, Suite 300
PO Box 1933
Tacoma, WA 98401



2012-2013 Board of Directors

Ted Johnson, President
Simon Johnson, LLC

Herb Brooks, Vice President & Treasurer
Neil Walter Company

Mike Gommi, Secretary
Courtyard by Marriott

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Committee Chair, Passages Partnership, Inc.

Judee Encinia, Secretary Committee Chair
DaVita, Inc.

Kathy Grenz
Regence BlueShield

Richared Brandsma
Sound Credit Union

Tom Pierson
Tacoma-Pierce County Chamber

Ben Mauk
University of Washington Tacoma

Designated City Official
Bob Levin, Community and Economic
Development Department, City of Tacoma

Staff
David Schroedel, BIA Manager
davids@tacomachamber.org

Jim Burgess, BIA Maintenance Crew Supervisor