



Business Improvement Area

2013-2014
Annual Report



26
YEARS

OF MAKING
DOWNTOWN 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.

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 2013-2014, 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 to ratepayers upon request.

Financials

EXPENSES

SECURITY PROGRAM	\$445,571	51%
MAINTENANCE PROGRAM	\$292,936	34%
ADMINISTRATION	\$97,371	11%
COMMUNITY RELATIONS	\$34,355	4%
TOTAL	\$870,233	

REVENUE

ASSESSMENTS - HIGH RATE	\$544,012	63%
ASSESSMENTS - LOW RATE	\$255,322	29%
OTHER	\$0	0%
USE OF RESERVES	\$70,899	8%
TOTAL	\$870,233	

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 most hours to assist you. BIA security works in partnership with the Tacoma Police Department, University of Washington Tacoma Security, Pierce Transit 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 business and property owners, Tacoma Police Department, BIA patrol and concerned citizens are regular attendees of these scheduled meetings.

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
(PER EMAIL LIST)**

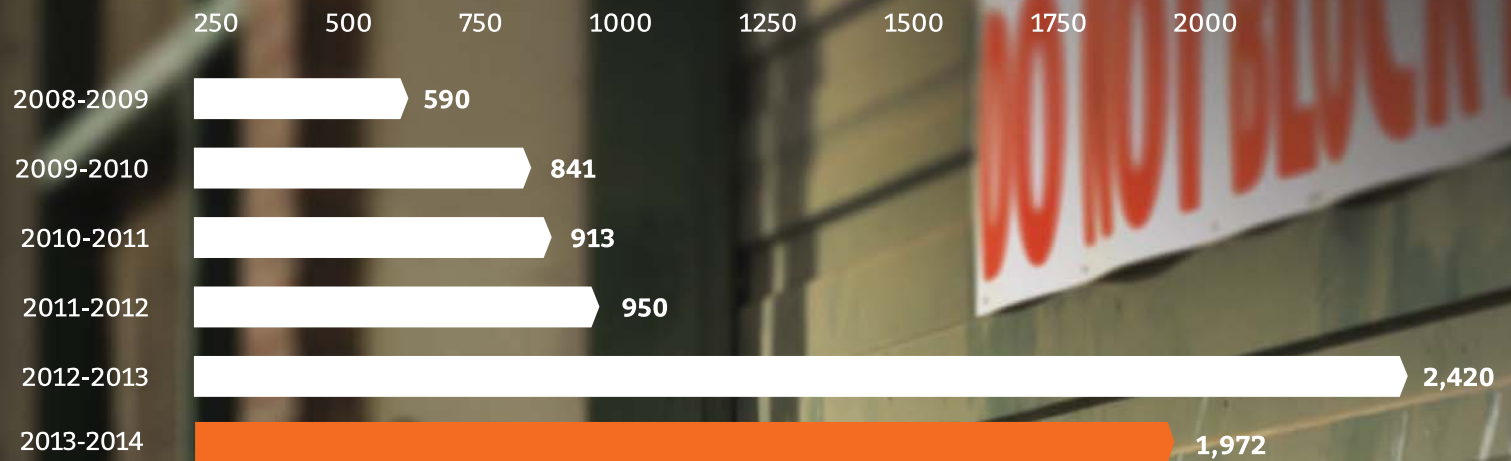
1,433

**TOTAL SECURITY
RESPONSES**

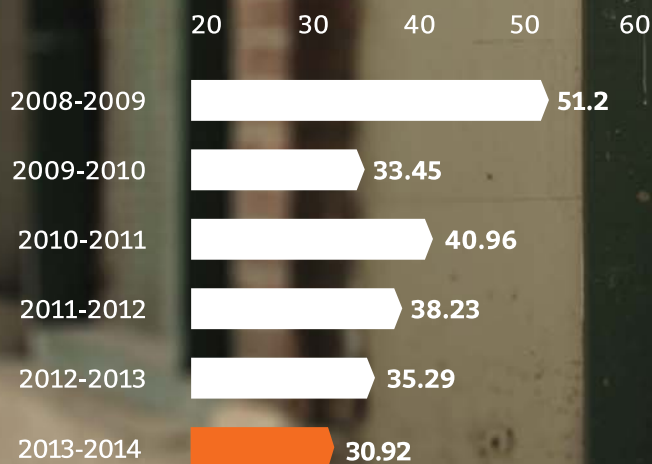
BIA Security Patrol

- 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 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

GRAFFITI SCRUBBED



DEBRIS COLLECTED (TONS)



30.9

**TONS OF DEBRIS
REMOVED**

1,972

**GRAFFITI TAGS
REMOVED**

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.

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.

Community Relations

- Maintain the BIA website (tacomabia.org) to communicate 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
- 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
- Support the implementation of a downtown wayfinding system
- Work on development of downtown planning documents
- Supported development of city-wide nuisance and graffiti response system
- Evaluated presence and impacts of subsidized and supported housing in downtown

Contact BIA Maintenance

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

A photograph of the Tacoma Narrows Bridge, showing its two tall concrete pylons and the network of white stay cables. In the background, a city skyline is visible under a clear blue sky. The bridge's deck and walkways are partially visible in the foreground.

Board of Directors

Ted Johnson, President

Simon Johnson, LLC

Tom Pierson, Vice President & Treasurer

Tacoma-Pierce County Chamber

Mike Goggi, Secretary

Courtyard by Marriott

Judee Encinias, Secretary Committee Chair

DaVita, Inc.

Kathy Grenz, Maintenance Committee Chair

Cambia Health (Regence)

Blaine Johnson, Community Relations

Committee Chair, Passages Partnership, Inc.

Richard Brandsma

Sound Credit Union

Ben Mauk

University of Washington Tacoma

Tom O'Connor

O'Connor & Associates, LLC

Dan Putnam

PCS Structural Solutions

Sandra Sloan

Neil Walter Company

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

Contact the BIA

We welcome your feedback & suggestions



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

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.



tacomabia.org
tacomadowntown.blogspot.org

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