



APPROVED 6-29-22

MINUTES  
City of Tacoma  
Public Utility Board Meeting  
June 8, 2022  
6:30 p.m.

Chair Patterson called the Public Utility Board meeting to order at 6:30 p.m.

**Present:** Mark Patterson, Chrissy Cooley, John O'Loughlin, Carlos Watson

**Excused:** Holland Cohen

The meeting was quorate.

**Minutes of the Previous Meetings**

Ms. Cooley moved that the minutes of the previous meetings be adopted; seconded by Mr. Watson. Voice vote was taken and carried. The minutes were declared adopted.

**Comments by the Public**

There were no comments by the public.

**Regular Agenda**

C-1 Resolution U-11324– Award contracts and approve purchases:

1. Award two-year contract to i3-Milestone, LLC, assignee of the contracts of Milestone Utility Services, Inc., for phase three implementation of the customer engagement portal project (\$1,256,705, includes option to renew for one additional year, plus applicable taxes) [Treena Colby, Program Development Mgr.];

Ms. Cooley moved to adopt the resolution; seconded by Mr. Watson.

In response to a Board inquiry about any correlation with this contract and the Advance Meter Project delay, Treena Colby, Program Development Manager, explained that this is separate from the Advanced Meter Project and not related to any project delay.

Voice vote was taken and carried. The resolution was adopted.

C-2 Motion 22-10 – That in accordance with Tacoma Municipal Code 1.06.380, the Board approves the assignment of Erik Furer to the position of Deputy City Attorney in the Department of Public Utilities legal office upon the recommendation of the City Attorney [Tom Morrill, Chief Deputy City Attorney].

Ms. Cooley moved to approve the motion; seconded by Mr. Watson.

Tom Morrill, Chief Deputy City Attorney, summarized the motion. Board Members welcomed Mr. Furer to TPU.

Voice vote was taken and carried. The motion was approved.

C-3 Resolution U-11325 – Authorize a 20-year extended land use permit to Pierce Transit for their use of 3.87 acres of the Cushman Transmission line right-of-way on the east side of Highway 16, south of the Pioneer Way exit in Gig Harbor, WA in conjunction with their operation of the Kimball Park and Ride.

Ms. Cooley moved to adopt the resolution; seconded by Mr. Watson.

Patrick Sullivan, Real Estate Officer, summarized the resolution. Tacoma Power requests approval to grant a twenty (20) year land use permit to Pierce Transit Public Transportation Benefit Area Authority Corporation (Pierce Transit), commencing on July 1, 2022, for their use of 168,393 square feet (3.87 acres) of the Cushman Transmission line right-of-way located on the east side of Highway 16, south of the Pioneer Way exit in Gig Harbor, WA in conjunction with their operation of the Kimball Park and Ride. Since 1984, Tacoma Power has authorized Pierce Transit to use portions of the Cushman transmission right-of-way, and the current twenty-five (25) year Agreement expires June 30, 2022. Although the Director is authorized under PUB Resolution U-10604 to adopt fee schedules associated with the permitted uses of TPU owned or controlled property, Section 7 of PUB Resolution No. U-10777, adopted May 20, 2015, provides that “in the event the proposed use fee to be imposed exceeds \$25,000 annually, the underlying use permit shall be brought before the Board for approval of the use and fee,” and the annual use fee imposed in the permit will be \$101,200, with three percent (3 percent) escalators, which is based upon a third-party appraisal. The permit will require fee adjustments every five (5) years throughout the term of the permit to ensure Tacoma Power continues to receive fair market value. The permit contains standard legal provisions, including revocability with ninety (90) days’ written notice, indemnity, and insurance provisions to address liability. The permit has been reviewed by the City Attorney’s Office, and approved by Tacoma Power and Real Property Services.

Voice vote was taken and carried. The resolution was adopted.

## **D. Reports of the Director**

### Covid

Director Flowers reported that Group 3 is reconstituting the workplace now. Hollie Coates-Seamster, Customer Service Supervisor reported on the status of the customer assessment forms. The purpose of form is obtain better understanding of customers’ assistance needs so that Customer Solutions knows to which agency to refer customers. TPU’s role is not to pay customer’s bills, but to apply approved funds to customer balances. When customers get referred to an agency, follow-up by the customer with those agencies is needed. Customer Solutions has received 6,098 forms so far; 5,194 of which were in direct response to outreach efforts/direct mail. Trends show that 4,749 customers who applied for assistance were renters; 1,597 were homeowners, and 3,898 were within City of Tacoma limits, 2,197 outside the City of Tacoma. To date, \$14M has been processed through Customer Solutions office since February 2022.

Strategic Directive Four (SD4, Stakeholder Engagement)

John Gaines, Community Relations Manager, provided an overview of the current outreach environment, which is a virtual and hybrid engagement. Dr. Gaines addressed the technology barriers, community priorities, and virtual attendance of these engagements. Rates engagement was then addressed. There have been presentations to neighborhood Councils and block groups (coordinated with Environmental Services). Staff is partnering with existing events of organizations as well. Presentations are being made to the Chamber of Commerce, Economic Development Board, franchise cities/local governments, key accounts, JBLM, and business districts. A budget and rates listening session was held on May 26. Feedback has surrounded rates, emergency assistance, equity, assistance programs, South Tacoma groundwater, and disconnections. All meetings and presentations are posted online with links to recordings, and on social media. There is also an online customer feedback form. Rebekah Anderson, Communication/Media Manager, reviewed communications and engagement tools that keep customers informed. These include bill inserts and bill messages, lobby screens, monthly email newsletter, quarterly print newsletter, homepage/portal messages, developing a language access strategy, and rate fact sheets.

**E. Comments by the Board**

Vice-Chair Cooley updated the Board on the Equity in Contracting committee formation efforts and will report back on the final process at a future Board meeting.

Chair Patterson announced that the June 22 PUB meetings will be rescheduled and noticed for June 29, 2022.

**F. Adjournment**

There being no further business or comments, the Public Utility Board meeting was adjourned at 7:19 p.m. until Wednesday, June 29, 2022 for a study session at 3:00 p.m. followed by a regular meeting at 6:30 p.m.

Approved:



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Mark Patterson, Chair



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Carlos Watson, Secretary