Hilltop Action Coalition Community Monthly Community Meeting 4/16/18

HAC Announcements

Hilltop Youth Writing Competition

311 - Latoya Mason

- Has a mobile app
- Webpage with over 70 diff types of requests you can submit
- On each service request e.g. abandoned vehicles, potholes - there’s a service level agreement. A time promise to have service completed
- Abandoned vehicle - 14 day service level agreement
  - First 7 days, vehicle is tagged - giving customer 7 day courtesy
  - Then vehicle is tagged for tow
    - Owner is not contacted - just car is tagged
    - Abandoned if not moved in 7 days
- 90% response time is the City’s goal
  - Service requested answered within service level agreements
- Sidewalks is a homeowner issue
- Top requests: abandoned vehicles, illegal dumping, garbage and debris on private property, potholes, streetlight out requests, homeless individual or encampments, living on public property on motorhome or vehicle, parking issues, noise complaint, landlord tenant intake
- Street lights changed to LED

South Sound 911 - Carolyn Mingo-Garces

- Tips for calling
- Majority of Pierce County - combined agencies because of tax dollars to do so
- 900,000 calls year
- May cut you off as you talk because looking for specific information
- Dispatch center split up with communication officers, and communication support officers that answer non-emergency lines
- Calls put into system then sent over to dispatchers: North and South dispatch units
- Documentation goes to South Sound which is attached to report - police don’t want that information
- Cell phones vs landlines: how do you know who is calling from pc
- 80% of calls come from cell phones
  - From cell tower then connects to dispatch center
  - Phase 1 - hit 1 tower in PC
    - Can retransmit to other towers around and re-triangulate
  - Phase 2 - show better area of where you are but never gives your exact location
  - Landlines- voice over internet: have to make sure address is updated if with same carrier: moved to different house may not have changed address with phone company
  - Hard residential lines - always gives correct address
Tacoma Police Department - LT Gretchen Aguirre

- 1501 MLK bus license temporarily suspended
  - Appeal by the owner was today
  - Liquor license was also suspended
    - Has until mid-september to appeal
  - People went to 14th & J St
- Suspect in attempted rape at Wright Park arrested on 4/15
- Homeless encampment at Irving Park
- Homeless Outreach = maybe 1000 homeless contacts for the year (City not County)
- Youth academy at Al Davies B&G Club
- How to deal with an aggressive panhandler
  - Don't give in if you don't want to give money
  - Say as little as possible, do not engage with person asking for money
  - Report aggressive panhandlers to police
  - Better to give money to charity than to individual