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Code Compliance Program update

MEMORANDUM
COMMUNITY & ECONOMIC DEVELOPMENT

Date: July 14, 2022
To: PS & J Committee
cc: Evan Maxim, Director, Community & Economic Development
From: Mary Kate McGee, Building Services Manager
Subject: **Code Compliance Program**

The purpose of this memo is to provide an update to the Committee related to the Code Compliance Program. This is an informational briefing and staff is not requesting any specific action from the Committee at this time.

Background
Starting in February 2021, the Building Services Manager has provided a regular update to the PS&J committee on activities related to Code Compliance. The updates consist of a regular update on code compliance cases, and information related to the ongoing review and adjustment of the SeaTac Code Compliance program. PS&J has not met since October 2021. This update focuses on an overview of the activities since the October meeting.

Main Briefing Goals
The main goals of this briefing are:
- A look back at 2021
- Report on Code Compliance activity for the first half 2022;
- Update on first and second quarter Requests for Action
- Overview of the Code Compliance program and process
- LAMA software implementation

Update

1. Last year Code Compliance Program Coordinators closed 210 cases while they opened 212 cases. Not all cases opened during the year are closed in the same year. Closures compared to new cases opened during the year do provide a means of tracking whether there is an increasing or decreasing backlog of cases. There are several properties with long standing unresolved compliance issues remaining which may require legal action to resolve.

2. In 2021, Requests for Code Compliance Action increased 70% over 2020. In the first half of 2022, Code Compliance Program Coordinators opened 181 cases in response to citizen requests which represents a 65% increase compared to the first half of 2021. CCPC's closed 93 cases in first half of 2021. So far in 2022, CCPC's closed 146 cases.

3. Code Compliance staff are supporting the work to implement the new Code Compliance software. The software will provide better public access to case information and automate documentation tasks that are currently done manually.

4. With our new Admin Assistant on board we are now entering all Requests for Action into the system. Complaints that, upon investigation, are not violations of City codes will be closed as unfounded. Tracking this information will help us determine how to provide better information to the community regarding issues Code Compliance can address. The data collected can also let us know what issues neighborhoods are facing and provide some insight into possible code amendments or where certain types of services are needed.

CODE COMPLIANCE

July 14, 2022

CODE COMPLIANCE PROGRAM OVERVIEW

PURPOSE OF PRESENTATION

Staff to provide an update related to the Code Compliance Program

WHY IS THIS ISSUE IMPORTANT?

1. Code Compliance supports the implementation of neighborhood standards as established in the SeaTac Municipal Code.

2. Code Compliance Program Coordinators are frontline City staff and are part of the City's engagement efforts in the neighborhoods.

3. The way that the Code Compliance Program is conducted influences the way citizens view their City government.

POTENTIAL COMMITTEE ACTION

NO COMMITTEE ACTION REQUESTED

- Briefing is informational, no action needed.

REVIEWS TO DATE

- **Public Safety & Justice (PS&J) Committee:**
    - 02/11/2021
    - 04/08/2021
    - 06/10/2021
    - 10/14/2021
   - 07/14/2022(today's briefing)

Mission Statement

The City of SeaTac's Code Compliance Team is dedicated to enhancing the quality of life for the citizens of SeaTac by providing effective public service in the enforcement of Building, Business License, Nuisance and Zoning Codes. We are committed to working with both residents and businesses in a professional and effective manner to protect the values and aesthetics of properties and neighborhoods.

CODE COMPLIANCE - Enforcement

October-December 2021

New Cases
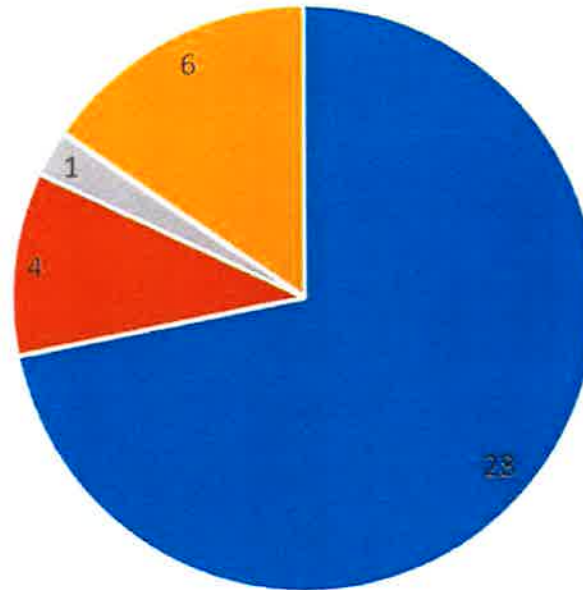
■ Residential-28   ■ Commercial-4   ▪ Vacant Land-1   ▪ Non SF Residential-6
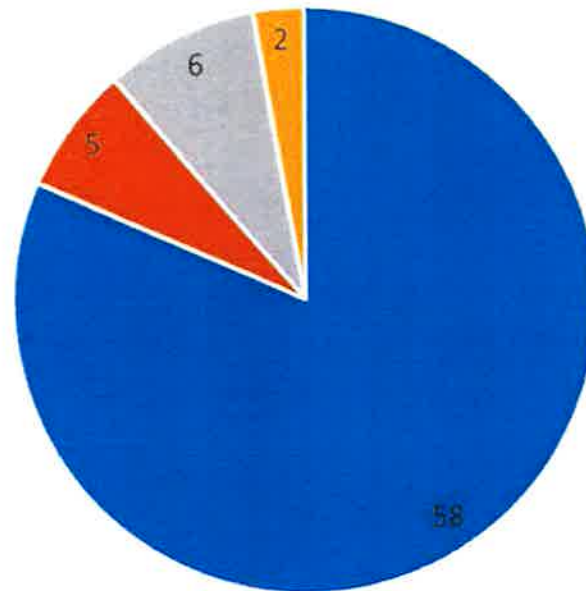
CODE COMPLIANCE - Enforcement
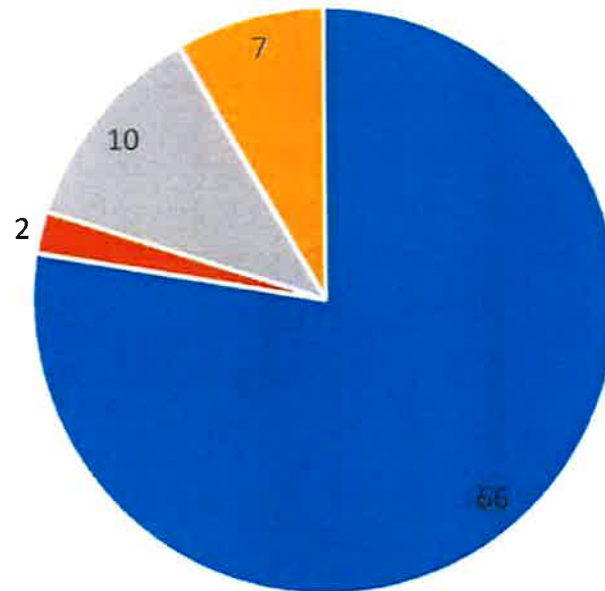
January-March 25 2022
New Cases

■ Residential-58　■ Commercial-5　▨ Vacant Land-6　■ Non SF Residential-2

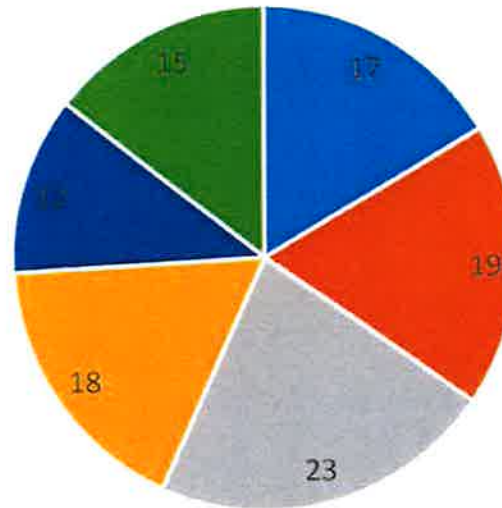# CODE COMPLIANCE - Enforcement

April-June 2022
New Cases

■ Residential- 66   ■ Commercial- 2   ▧ Vacant Land- 10   ▧ Non SF Residential- 7
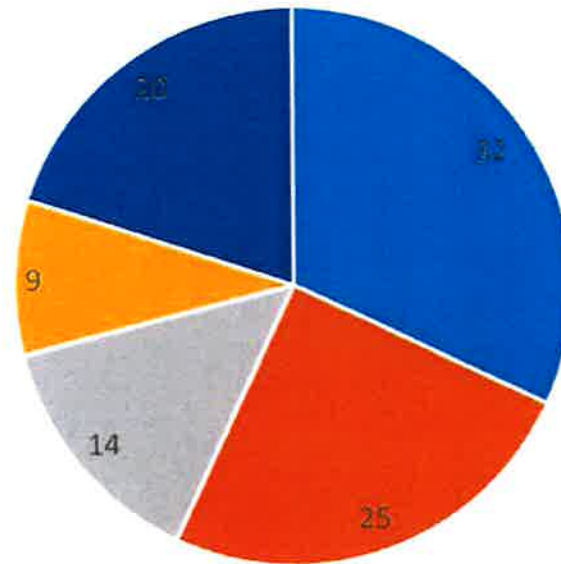
CODE COMPLIANCE - Enforcement

January - March 2022
Top Requests for Action

- ■ Junk/Trash-32
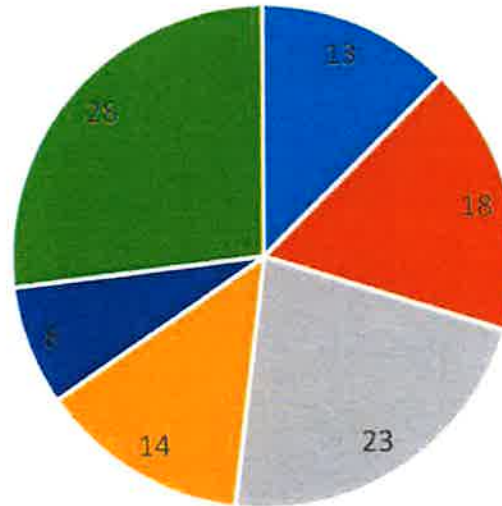- ■ Parking-unapproved surface-25
- ■ Junk Vehicles/Car parts-14
- ■ Vacant/Unfit structures-9
- ■ All others-20

CODE COMPLIANCE - Enforcement

April-June 2022
Top Requests for Action

■ Overgrown Vegetation/Berry Vines- 13   ■ Parking-unapproved surface- 18

■ Junk/Trash- 23   ■ Junk Vehicles- 14

■ Duty to Maintain- 8   ■ All others- 28

CODE COMPLIANCE-Communication Policy

- Communication policy basics:

  ○ Whenever possible, first contact is in person contact
  ○ Door hanger "Sorry We Missed You"
  ○ First written contact is a Courtesy Notification in most circumstances
  ○ Detailed procedure for maintaining contact with both complainant and person responsible for violation

CODE COMPLIANCE- Workflow/Process Evaluation

A detailed analysis of Code Compliance workflow/automation needs was completed in June 2021.
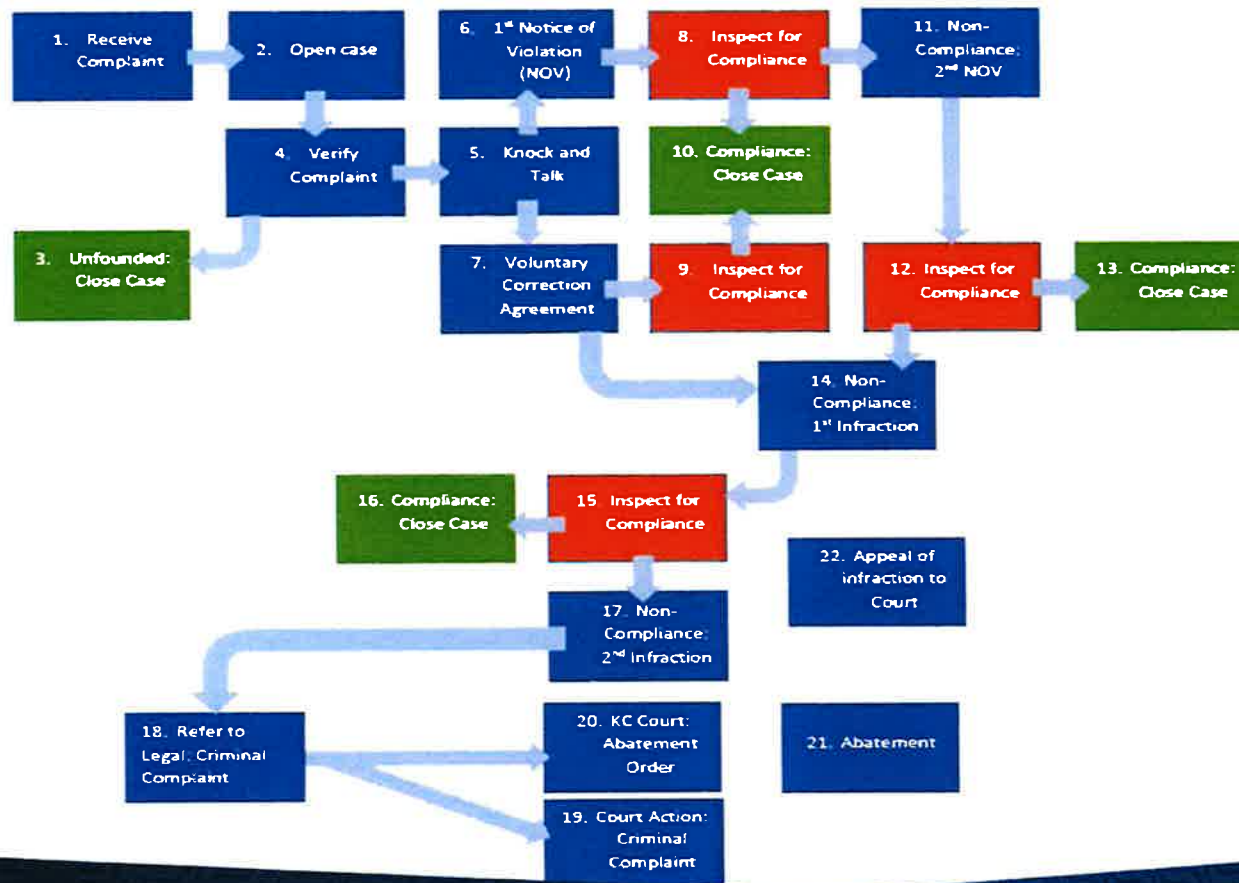
CODE COMPLIANCE- Workflow/Automation

Code Compliance Module in LAMA

Council approved a contract with the Davenport Group for the LAMA land management software at the April 26, 2022 RCM.

Implementation phase began May 5, 2022. The system is expected to Go Live March 2023.

CODE COMPLIANCE- Compliance Challenges

- On-going program evaluation has included identification of specific types of violations that are difficult, or take significant code compliance resources, to resolve.

- These challenges generally fall into three categories:
  - Difficult to verify
  - "Vicious" compliance
  - Owner occupied chronic property maintenance issues

CODE COMPLIANCE- Successes

POTENTIAL COMMITTEE ACTION

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Questions?

#5

SeaTac Municipal Court and the Port of Seattle

SeaTac Municipal Court
Port of Seattle

July 14,2022

PRESENTATION OVERVIEW

PORT OF SEATTLE AND MUNICIPAL COURT

This presentation is to give PS & J an update on how the contract with the Port of Seattle is going.

Background

City of SeaTac entered a
contract with the Port of
Seattle in October 2021.

CASE FILINGS

- **From October – December 2021**

    - ➤ **4 Traffic Infractions**
    - ➤ **24 Parking Infractions**
    - ➤ **34 Non-Traffic Criminal Citations**

- **From January – May 2022**

    - ➤ **28 Traffic Infractions**
    - ➤ **1711 Parking Infractions**
    - ➤ **2 DUI**
    - ➤ **3 Criminal Traffic Citations**
    - ➤ **226 Non-Traffic Criminal Citations**

UPDATE

Port of Seattle is keeping us very busy. We are still adjusting to the increased case load. Our biggest change or challenge has been most of their criminal cases have some type of mental health component. As of today, out of custody mental health restoration is nonexistent. For people who are incustody the wait time for restoration is 4 to 5 months.

The State funds the mental health portion of this, but the actual stay in SCORE waiting for the restoration is funded by Port of Seattle.

One issue is wild swings in volume in parking citations. One month we had 700 and the following month 50. This makes the workload hard to predict. The Port is working on moving to an electronic parking ticketing system, similar to SeaTac's.

Does anyone have any questions?

If you can't think of any questions now you can always reach out to me via email at gcannon@seatacwa.gov.

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AOC funding regarding the Blake Decision

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APEX VR Update

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Administrative Functions/changes