



TO: Elizabeth Pauli, City Manager
FROM: Linda Stewart, Director, Neighborhood and Community Services
COPY: Community Vitality and Safety Committee
PRESENTER: Keith Williams, Code Compliance Supervisor, Neighborhood and Community Services
SUBJECT: Neighborhood and Community Services (NCS) Code Compliance Pilot Project
DATE: March 14, 2019

PRESENTATION TYPE:

Informational Briefing

SUMMARY:

The Neighborhood and Community Services Department launched in June of 2018 a proactive code compliance project, focused in Council Districts 4 and 5. This briefing will detail pilot program accomplishments, the 2019 work plan and recommendations for expansion.

BACKGROUND:

In June 2018, Code Compliance deployed a pilot project in Council Districts 4 and 5 in order to:

- 1) Increase property owner and community understanding of Code Compliance requirements.
- 2) Increase the rate and number of successful case closures.
- 3) Decrease the number of reported concerns and cases opened.
- 4) Maximize effective use of resources.
- 5) Build community confidence in compliance efforts.

2018 project successes:

- Dedicated compliance inspector to lead pilot project.
- Resolved five of the 'Top 10' cases in the pilot area.
- Utilized House Bill (HB 2057) to hold banks accountable for nuisance conditions on four properties in the foreclosure process.
- Implemented the Yard and Resources for Elderly and Disabled (YARD) program to help qualifying low-income residents resolve their code violations and connect to ongoing support. The program served four clients in 2018.
- Eliminated backlog of 1030 code compliance complaints in the TacomaFirst311 system.
- Provided resources by mail to approximately 600 property owners at-risk of violation.
- Revised the Tacoma Municipal Code to allow the use of receivership as an option for addressing derelict properties.
- Submitted monthly written reports to Councilmembers on pilot program progress and a monthly case status by Council District report.



ISSUE:

Recommendations include:

- Continue emphasis in Council District 4 and 5
- Program expansion based on number of open cases
- Implement Program Enhancements:
 - Increase early notification and community resource options for property owners at risk of violation
 - Make the YARD program a permanent resource for qualifying low-income residents
 - Nuisance mapping
 - Receivership

ALTERNATIVES:

This is an information briefing only. There are no alternatives presented.

FISCAL IMPACT:

NCS has undertaken this Pilot Project utilizing existing resources. There is no fiscal impact.

RECOMMENDATION:

Implement program expansion and enhancements as detailed in this presentation.