



**JEFFERSON COUNTY
BOARD OF COUNTY COMMISSIONERS**

AGENDA REQUEST

TO: Board of County Commissioners
Mark McCauley, County Administrator

FROM: Pinky Mingo, Director of Environmental Public Health
Josh Peters, Director of Dept. of Community Development
Ariel Speser, Philip Hunsucker, Prosecuting Attorney's
Office

DATE: November ¹² 2024

SUBJECT: In the Matter of Repealing Resolution No. 42-03 and
Adding a Resolution Adopting Code Compliance Rules of
Procedure Pursuant to Chapter 19.05.020(1) JCC

STATEMENT OF ISSUE:

In a joint effort to best serve Jefferson County's code compliance and enforcement needs, Environmental Health, Department of Community Development, and the Prosecuting Attorney's Office have collaborated on developing Code Compliance Rules of Procedure to further assist county departments in implementing Title 19 JCC.

On July 28, 2003, the Board of County Commissioners adopted Resolution 42-03—In the Matter of re-establishing the County Policy on Complaint Review and Enforcement, which guided the County's compliance and enforcement.

With the adoption of Title 19 JCC—Compliance Code on December 10, 2020, Resolution 42-03 was impliedly repealed. To avoid lingering concerns by county employees about whether Resolution 42-03 remains in effect, Resolution 42-03 should be expressly repealed.

ANALYSIS:

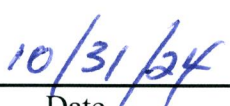
Developing and implementing a consistent approach to code compliance and enforcement is desired by the public, the Board of Commissioners, Public Health, DCD and other Jefferson County Departments working code compliance cases.

Staff respectfully request that the Board of Commissioners/Board of Health Repeal Resolution 42-03 and adopt a Resolution Adopting Code Compliance Rules of Procedure Pursuant to Chapter 19.05.020(1) JCC.

Fiscal Impacts

No fiscal impacts at this time.

REVIEWED BY:

Mark McCauley, County Administrator Date

**STATE OF WASHINGTON
COUNTY OF JEFFERSON**

In the Matter of Repealing Resolution No. 42-03 and Adding a Resolution Adopting Code Compliance Rules of Procedure Pursuant to Chapter 19.05.020(1) JCC

RESOLUTION NO.

WHEREAS, Article XI, section 11 of the Washington Constitution, confers upon county legislative authorities a direct and extensive delegation of the police power to adopt such local police, sanitary and other regulations as are not in conflict with general laws; and,

WHEREAS, RCW 36.32.120(7) provides that the county legislative authorities shall make and enforce, by appropriate resolutions or ordinances, all such police and sanitary regulations as are not in conflict with state law; and,

WHEREAS, RCW 36.32.120(10) provides the county legislative bodies have the power to declare by ordinance what shall be deemed a nuisance within the county; to abate a nuisance at the expense of the parties creating, causing, or committing the nuisance; and to levy a special assessment on the land or remises on which the nuisance is situated to defray the cost, or to reimburse the county for the cost of abating it; and,

WHEREAS, police power is that inherent and plenary power which enables prohibition of all things hurtful to the comfort, safety and welfare of society; and,

WHEREAS, the scope of police power is broad, encompassing all those measures which bear a reasonable and substantial relation to promotion of the general welfare of the people; and,

WHEREAS, developing code compliance policy and procedure for enforcement has been a long-term goal of Jefferson County, as reflected in Resolution 29-03 In the Matter of establishing a Policy on the Complaint Review and Enforcement adopted June 23, 2003, and Resolution 42-03 In the Matter of re-establishing the County Policy on the Complaint Review and Enforcement adopted July 28, 2003; and,

WHEREAS, on December 10, 2020, Jefferson County Board of Health and Jefferson County Board of Commissioners adopted Ordinance No 09-1210-20 on Code Compliance in Unincorporated Areas of Jefferson County, codified in Title 19—Code Compliance; and,

WHEREAS, Jefferson County departments are tasked with implementing Title 19 of the Jefferson County Code (“JCC”); and,

WHEREAS, it is efficient for Jefferson County to have Code Compliance Rules of Procedure for all departments that is consistent, reasonable, and legally sound; and,

WHEREAS, Chapter 19.05.020(1) JCC authorizes Code Compliance Rules of Procedure; and,

WHEREAS, Chapter [19.05.020](#)(2) JCC authorizes amendments to Code Compliance Rules of Procedure through a motion by the Board of Commissioners and Board of Health; and,

WHEREAS, Department of Community Development and Environmental Public Health have worked together, with assistance from the Prosecuting Attorney's Office, to develop Code Compliance Rules of Procedure in compliance with Title [19](#) JCC to further implement the intended goal of compassionate and effective code enforcement (Attachment A); and,

WHEREAS, throughout Title [19](#) JCC, and particularly in Chapter [19.10.05](#) JCC, voluntary compliance is emphasized; and

WHEREAS, Chapter [19.30.025](#) JCC authorizes department directors and their designees to enter into settlement agreements, including but not limited to: deferring penalty payments for up to three years and cancelling a portion of the penalty debt based on sustained and prolonged compliance when appropriate; and,

WHEREAS, Chapter [19.30.030](#) JCC authorizes an Enforcement Fund for cost associated with abatements and code compliance enforcement; and,

WHEREAS, Jefferson County recognizes that barriers to code compliance enforcement exist, and when those barriers are small and removing them is beneficial to the public, the departments are authorized to use enforcement funds for vouchers; and,

NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS AND BOARD OF HEALTH OF JEFFERSON COUNTY, STATE OF WASHINGTON:

Section 1. Findings of Fact. The Jefferson County Board of Commissioners hereby adopts the above "Whereas" clauses as Findings of Fact.

Section 2. Purpose. The purpose of this Resolution is to repeal Resolution No. [42-03](#) and Add a Resolution Adopting Code Compliance Rules of Procedure Pursuant to Chapter [19.05.020](#)(1) JCC to further implement Title [19](#) JCC as reflected in [Appendix A](#).

Section 3. Repealing Resolution No. [42-03](#). The Board of Commissioners repeals Resolution No. [42-03](#) and adds Resolution _- 24, adopting Code Compliance Rules of Procedure pursuant to Chapter [19.05.020](#)(1) JCC.

Section 4: Adoption of Resolution – 24 Code Compliance Rules of Procured. The Code Compliance Rules of Procedure pursuant to Chapter [19.05.020](#)(1) JCC, attached as [Appendix A](#), are hereby adopted.

Section 5: Effective Date. This resolution shall take effect immediately upon adoption.

Section 6: Severability. If any one or more section, subsections, or sentences of this resolution are held to be unconstitutional or invalid, such decision shall not affect the validity of the remaining portion of this resolution and the same shall remain in full force and effect.

Section 7: SEPA Compliance. This resolution is categorically exempt from the threshold determination and Environmental Impact Statement requirements of the State Environmental Policy Act under WAC [197-11-800\(19\)](#).

(SIGNATURES APPEAR ON THE NEXT PAGE)

APPROVED and ADOPTED this _____ day of _____, 2024.

JEFFERSON COUNTY
BOARD OF COMMISSIONERS

SEAL:

Kate Dean, Chair

Greg Brotherton, Member

ATTEST:

Heidi Eisenhour, Member

Carolyn Gallaway, Date
Clerk of the Board

Approved as to form only:

Philip C. Hunsucker, Date
Chief Civil Deputy Prosecuting Attorney

APPROVED and ADOPTED this ____ day of _____, 2024.

JEFFERSON COUNTY BOARD OF HEALTH

Kate Dean, Chair

Amanda Grace, Vice Chair

Greg Brotherton, Member

Monica MickHager, Member

Heidi Eisenhour, Member

Kees Kloff, Member

ATTEST:

APPROVED AS TO FORM:

Karen Abbott, Date
Clerk of the Board

Philip C. Hunsucker, Date
Chief Civil Deputy Prosecuting Attorney

ATTACHMENT A

JEFFERSON COUNTY CODE COMPLIANCE RULES OF PROCEDURE



Developed October 2024



TABLE OF CONTENTS

PURPOSE3

AUTHORITY3

SEVERABILITY3

RULE 1 - COMPLAINTS3

RULE 2 - ROLE OF DEPARTMENT DIRECTORS AND STAFF4

RULE 3 - COMPLAINTS4

RULE 4 - ENFORCEMENT5

RULE 5 - SETTLEMENTS6

RULE 6 - ENFORCEMENT FUND7

RULE 7 - VOUCHERS8

RULE 8 - LIMITATIONS8

RULE 9 - AMENDMENTS AND CORRECTIONS9



PURPOSE

The purpose of these Code Compliance Rules of Procedure (Rules) is to further implement title [19 JCC](#) by providing additional guidance for compassionate and efficient code enforcement to promote and protect the general public health, safety, and environment of Jefferson County residents.

Title [19 JCC](#) provides uniform and efficient regulation for civil code violations and public nuisances.

Uniform and efficient procedures, and consistent application, is in Jefferson County's best interest to improve the delivery and cost effectiveness of code compliance services to the public.

AUTHORITY

JCC [19.05.020](#) authorizes these Rules and sets the scope and limitations on enforceability. Title [19 JCC](#) outlines certain acts to be civil violations and establishes civil enforcement procedures and penalties, and also declares certain acts to be misdemeanors, punishable by a fine of not more than \$1,000 or imprisonment in a county jail for not more than 90 days. JCC [19.10.020](#).

These Rules hereby reference and incorporate the enforcement process authorized in title [19 JCC](#).

These Rules confirm and authorize the enforcement discretion of directors to use written policies for staff to uniformly and efficiently process code compliance complaints that do not rise to the level of a rule, including the use of template documents.

SEVERABILITY

If any section, subsection, paragraph, sentence, clause, or phrase of these Rules is declared unconstitutional or invalid for any reason, such decision shall not affect the validity of the remaining parts of these Rules.

RULE 1 - COMPLAINT

Achieving code compliance is one of the primary ways Jefferson County works to promote and protect the public safety, health, and environment of Jefferson County residents.

(a) Voluntary compliance whenever possible

It is the intent of Jefferson County to seek voluntary compliance from the person responsible whenever possible as outlined in chapter [19.10 JCC](#) – Voluntary Compliance.

- (i) As reflected in chapter [19.15 JCC](#) – Voluntary Compliance, it is Jefferson County's directive to encourage compliance using education, prevention, and voluntary compliance as a first step.**



- (ii) Staff must be sensitive to the possibility that the person responsible may not be aware of regulations and give warnings prior to enforcement, unless there is potential of immediate adverse impact on the people or environment. Staff shall document warnings in writing whenever possible.

(b) Non-Compliance.

If voluntary compliance is not achieved, then staff shall move forward with enforcement escalation protocols to gain compliance pursuant to chapter [19.20 JCC](#) – Notice and Orders.

RULE 2 - ROLE OF DEPARTMENT DIRECTORS AND STAFF

(a) Department Directors and Staff

- (i) As used in these rules, the term “director” has the same meaning as defined JCC [19.10.015\(1\)](#), and includes a director’s designee.
- (ii) As used in these rules, the term “staff” means county employees engaged in code compliance under title [19 JCC](#) and includes Code Compliance Coordinators, Code Compliance Officers, Environmental Public Health Officer Designees.

(b) Code Compliance Officers and Health Officer Designees

- (i) Staff shall make every effort to project a professional demeanor, even under difficult situations, and consider the intent of regulations when seeking compliance with the regulations.
 - (ii) Staff should be fair, equitable, vigilant, and guard against the abuse of power.
 - (iii) Department directors have the responsibility of providing on-going training to ensure staff have the knowledge and skills needed efficiently and effectively carry out compassionate code compliance enforcement pursuant to title [19 JCC](#) following best practices and procedural steps consistent with these Rules.
 - (iv) Staff should engage in early intervention when responding to code compliance issues.
 - (v) Staff should create a visible and credible presence of the interests and responsibility of government in the eyes of the public. County presence may deter some individuals from further violating code requirements.
- (c) The role of directors and staff is to administer the will of the people as expressed through legislation and initiatives, and codified in state and local laws, including title [19 JCC](#).

RULE 3 - COMPLAINTS

(a) Citizen Complaints



- (i) Jefferson County does not accept anonymous complaints.
- (ii) The Citizen Concern/Code Compliance Form can be found on the Jefferson County website: <https://www.co.jefferson.wa.us/formcenter/dcd-11/complaint-form-70>

(b) Processing Complaints

- (i) All complaints shall be timely entered into an approved database for tracking purposes.
- (ii) Staff shall determine if the complaints are founded or unfounded.

RULE 4 - ENFORCEMENT

JCC [19.05.020](#)(3) provides the legal authority for these Rules to use the enforcement mechanisms listed in JCC [19.10.025](#), which says:

Jefferson County seeks to gain voluntary compliance and may...

consider using one or more of the following code compliance tools, when appropriate, and depending on the severity of a specific violation: education, voluntary compliance, notice of violation, order of abatement, one-time penalty, daily penalties, stop work order, notice to vacate, and property liens.

(a) Escalation

- (i) When a civil code violation has been established according to the provisions of JCC [19.20.010](#), and voluntary compliance efforts are unsuccessful, JCC [19.10.45](#) gives discretion to the director to escalate enforcement.
- (ii) This may include assessing per-day penalties, and putting a lien on the property for unpaid fines and recovery of county costs (staff time, attorney time, etc.).
- (iii) At each step in the escalation process, the director and staff shall provide opportunities for voluntary compliance.
- (iv) Directors maintain enforcement discretion. Nothing in these Rules prevents the director from enforcing the violation. JCC [19.10.045](#).

(b) Liens on Properties

Requirements for imposing liens on properties can be found in JCC [19.10.025\(3\)](#) – Enforcement authority and administration and JCC [19.30.020](#) JCC – Recovery of costs.

- (i) All penalties and costs shall constitute a lien against the subject property. A lien for penalties imposed shall be recorded if the monetary penalties remain unpaid for 90 days.



- (ii) The County shall place a lien for any unpaid monetary penalties imposed, the cost of any proceedings, any abatement work performed, and all other related costs against the real property on which the monetary penalty was imposed.
- (iii) Liens shall run with the land but shall be subordinate to all previously existing special assessment liens imposed on the same property and shall be superior to all other liens, except for state and county taxes, with which it shall be on a parity. JCC [19.30.020](#)(3)-(a).

RULE 5 - SETTLEMENTS

Settling a case helps provide the incentive to deter future violations and sends a message to the community that Jefferson County's goal is compliance, not the collection of penalties.

(a) Settlement Authority

- (i) Directors and staff shall work cooperatively with property owners to settle penalties whenever appropriate.
- (ii) The director or designee is authorized to settle claims for monetary penalties incurred from the actions and processes related to code violations or nuisances when such settlement is in the best interest of the County. See examples in JCC [19.15.010](#) – Voluntary compliance agreements and JCC [19.30.025](#) – Settlement of monetary penalties and costs.
- (iii) In addition, the director shall consider the following factors:
 - (A) Whether the person responsible responded to notices and cooperated to correct the code violation or nuisance;
 - (B) Whether the person responsible failed to appear at the hearing;
 - (C) Whether the code violation or nuisance was a repeat violation;
 - (D) Whether the person responsible showed due diligence or substantial progress in correcting the code violation or nuisance; and
 - (E) Any other relevant factors. JCC [19.30.025](#)(1)(a)-(e).
- (iv) The director is authorized to settle claims for monetary penalties incurred under JCC [19.30.010](#) and costs incurred under JCC [19.30.020](#) when such settlement is in the best interest of the county. JCC [19.30.025](#)(1).
- (v) In assessing violations for settlement, directors and staff shall consider the factors outlined in JCC [19.30.025](#)(1) JCC. In settling penalties, directors shall have broad discretion to defer payment of a portion of the penalty for up to three years, unless a shorter time-frame is warranted.



- (vi) All Voluntary Compliance Agreements shall fully comply with the necessary terms and conditions for Settlement Agreements as outlined in JCC [19.15.015](#).
 - (vii) When a Settlement Agreement is entered into, staff and directors shall determine a reasonable and flexible compliance timeline. JCC [19.15.015](#).
 - (viii) The director shall make an annual report to the Jefferson County Board of Commissioners regarding all settlements under title [19](#) JCC. JCC [19.30.025](#)(2).
- (b) Costs that cannot be settled
- (i) The director shall not waive any assessed costs of code compliance or actual abatement costs incurred by the County, including associated interest thereon.
 - (ii) Actual abatement costs are funds spent by the County to achieve physical abatement of the code violation or nuisance. JCC [19.30.025](#).

RULE 6 - ENFORCEMENT FUND

Title [19](#) JCC authorizes an Enforcement Fund.

(a) Enforcement Fund Authorized Uses

- (i) Assessed penalties collected in relation to code enforcement efforts shall be deposited into the Enforcement Fund.
- (ii) All monies collected from the assessment of civil penalties, abatement costs, or other costs recovered for the work relating to civil code or nuisance enforcement shall be allocated to support expenditures for enforcement and abatement and shall be accounted for through the creation of an account in the fund for civil code enforcement and abatement costs or other appropriate accounting mechanisms. JCC [19.30.030](#)..
- (iii) The Enforcement Fund is administered by Jefferson County Environmental Public Health with a specific accounting for each department that contributes to the Enforcement Fund.
- (iv) Monies from the Enforcement Fund shall be used to support code compliance enforcement and abatement, including but not limited to, staff training, abatements, supplies, education and outreach, community clean up events, vouchers for fees and inspections, and recording fees related to code compliance enforcement.
- (v) Use of the Enforcement Fund must be approved by a director.
- (vi) Any disagreement between departments about the use of Enforcement Fund monies shall be resolved by a meeting between the respective department directors.



- (vii) If the directors cannot reach an agreement, the impasse shall be brought to the County Administrator.
- (viii) After hearing from all respective departments involved, the County Administrator shall make the final decision regarding how the specific Enforcement Fund monies in dispute should be dispersed.

RULE 7 - VOUCHERS

Vouchers may be authorized in certain circumstances when it is believed in good faith to be the quickest and most expedient way to gain compliance.

(a) Authority for vouchers

Vouchers shall only be issued after consultation with the department's director or designee.

(a) When vouchers are appropriate

Vouchers may be appropriate when working with properties where the owners lack financial resources, the property is a victim of illegal dumping, the problem is relatively small and contained, the property is in probate, or other extenuating circumstances that warrant reducing the barrier to compliance.

(b) Limitations on vouchers:

- (i) Vouchers are limited to one household every three years;
- (ii) Annual voucher expenditures shall not exceed \$5,000;
- (iii) Vouchers have a limit of \$250.00; and,
- (iv) Vouchers are not guaranteed and subject to budget constraints.

RULE 8 - LIMITATIONS

(a) No Additional Legal Rights

These Rules do not create legal rights beyond those obligations and rights created by statute or other laws binding on Jefferson County.

(b) Legal Requirements and Best Practices

- (i) The provisions of state law and title [19](#) JCC control, if there is any conflict with these Rules.
- (ii) These Rules include both statutory requirements and best practices.

(c) No Additional Duty That is Not Already Imposed by Law



No provision nor any term used in these Rules is intended to impose any duty whatsoever upon Jefferson County or any of its officers or employees, not already imposed by law.

(d) No Basis for Liability

These Rules are not intended to and shall not be construed to create or form the basis of any liability on the part of Jefferson County, or its officers, staff, or agents, for any injury or damage resulting from any action or inaction on the part of Jefferson County related in any manner to the enforcement of these Rules by its elected officials, officers, staff, or agents.

RULE 9 - AMENDMENTS AND CORRECTIONS

- (a) Amendments and corrections to these Rules shall be made in accordance with JCC [19.05.020](#)(2).
- (b) The Clerk of the Board of County Commissioners is authorized to make necessary technical, non-substantive corrections to these Rules including, but not limited to, the correction of scrivener's or clerical errors, references, numbering, section/subsection numbers and any references to them.

CODE COMPLIANCE

By Department of Community Development &
Environmental Public Health
November 2024

11/4/2024

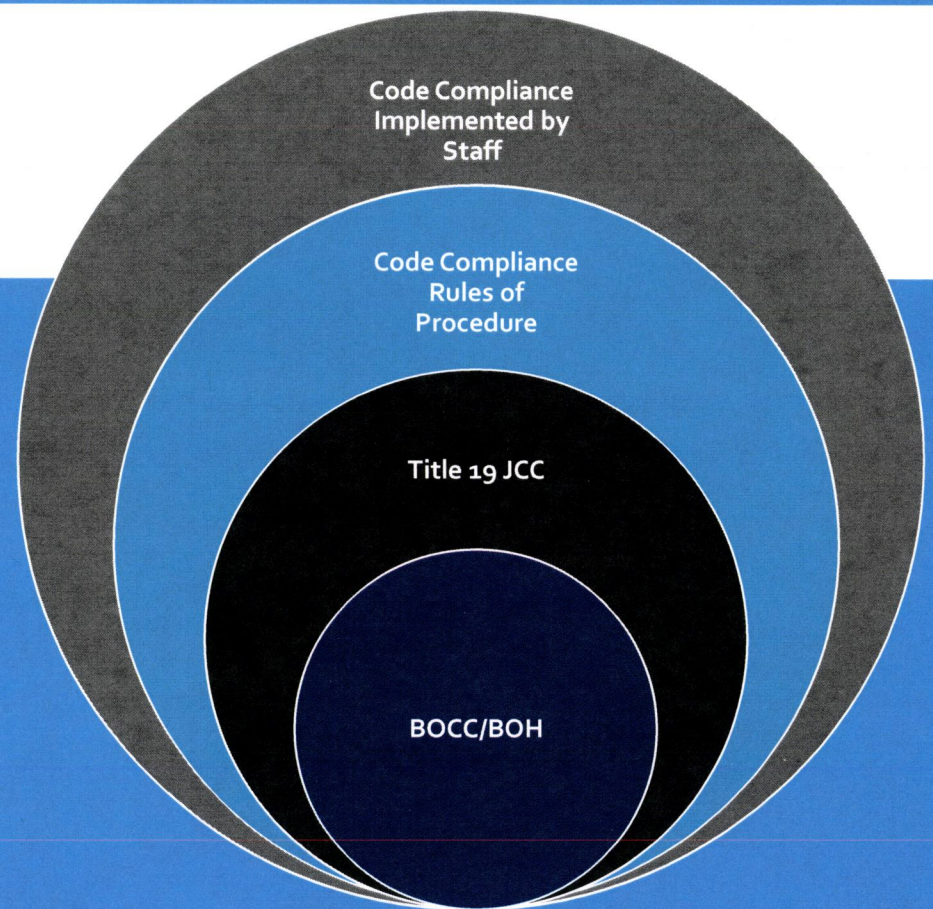


Jefferson County
Washington



OVERVIEW

- **Title 19 JCC**
 - Code Compliance Rules of Procedure
- **Code Enforcement**
 - Voluntary Compliance
 - Enforcement Options
- **Alternative Enforcement Program**
 - Social Services Support



TITLE 19 JEFFERSON COUNTY CODE

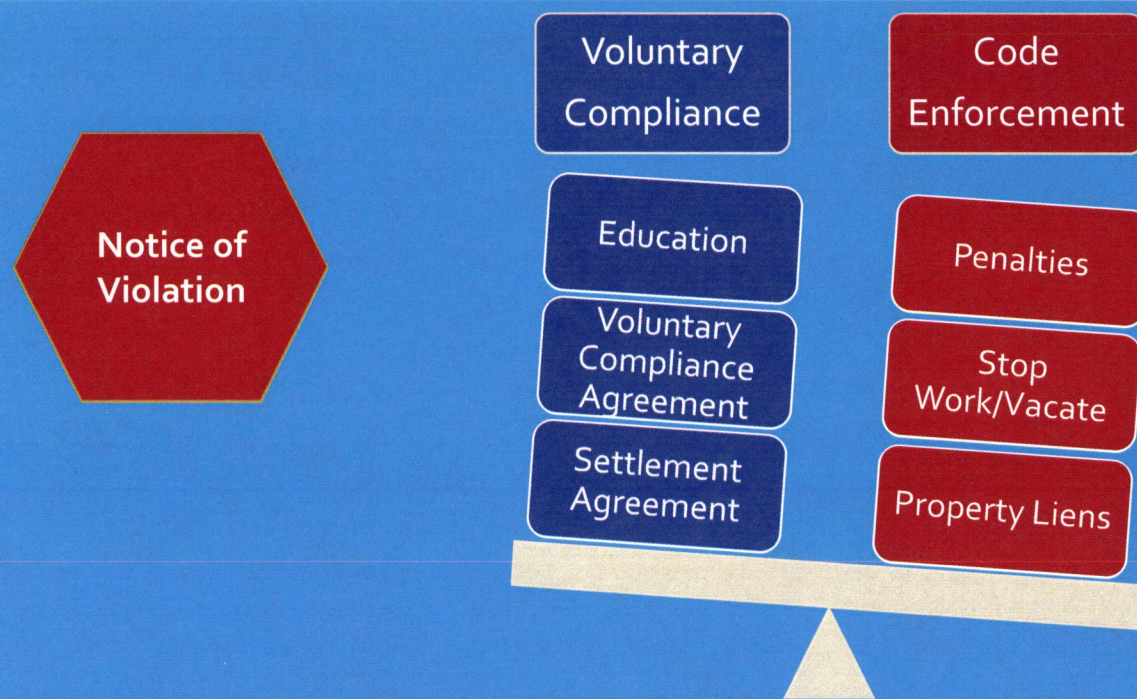
Title 19 CODE COMPLIANCE

Chapters:

- 19.05 Introductory Provisions
- 19.10 General Provisions
- 19.15 Voluntary Compliance
- 19.20 Notice and Orders
- 19.25 Vehicle and Public Right-of-Way Nuisances
- 19.30 Penalties, Costs, and Settlements
- 19.35 Administrative and Hearing Examiner Appeals for Civil Code Violations
- 19.40 Hearing Examiner Appeals for Nuisances

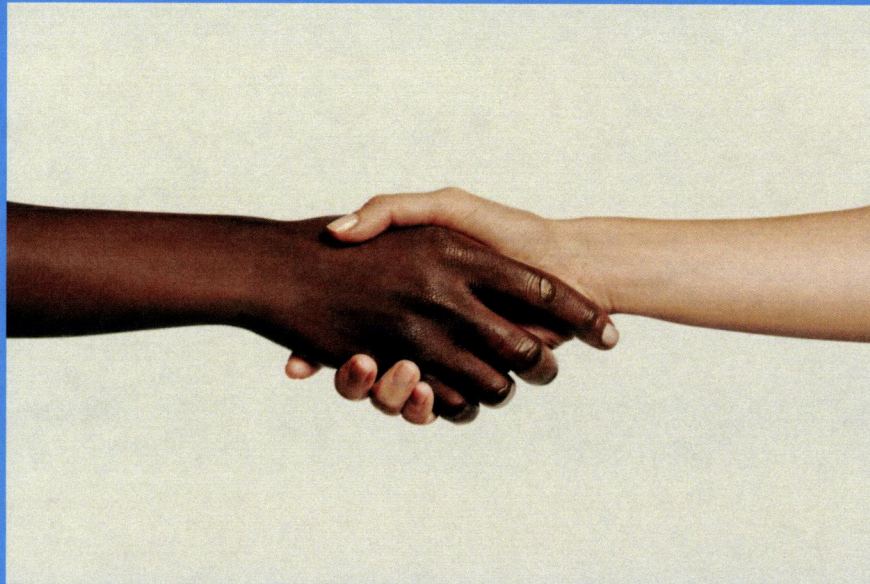


ENFORCEMENT OPTIONS



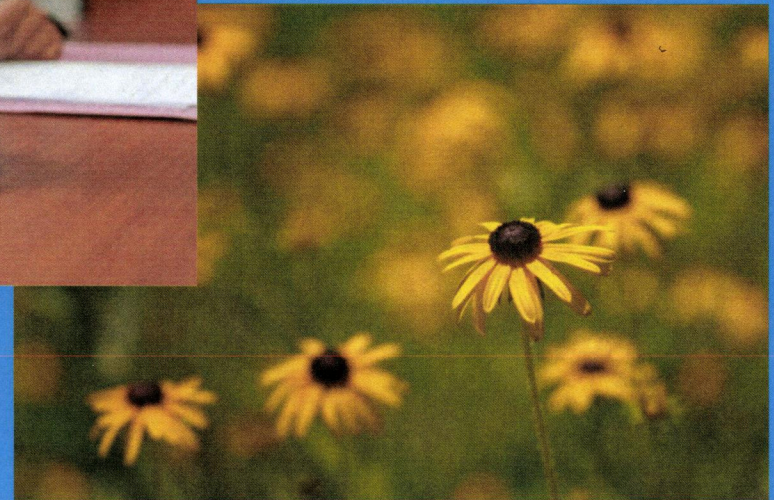
VOLUNTARY COMPLIANCE AGREEMENTS & SETTLEMENT AGREEMENTS

- Reduces penalties
- Maintains compliance
- Effective



2024 HIGHLIGHTS

- Positive Outcomes
 - Hearing Examiner
 - Behavior Changes



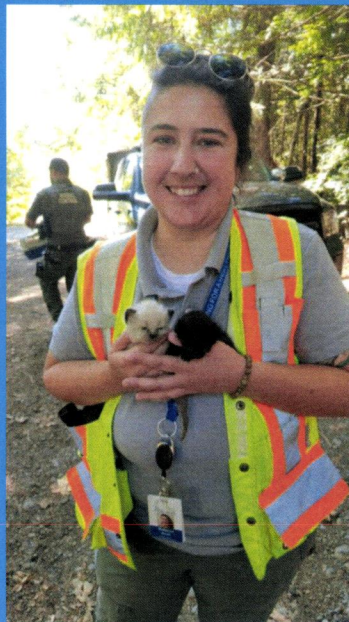
PRINCIPLES & PHILOSOPHY

- Treat people with respect and dignity
- Treat people fairly and equitably
- To be reasonable, professional, and courteous
- To guard against the abuse of power and authority
- To respect legal rights
- Education
- Voluntary Compliance
- Lean Principals



WHAT'S NEW?

- Enforcement Fund
- Vouchers



JEFFERSON COUNTY CODE COMPLIANCE SUCCESS STORIES

Before



After



11/4/2024



Jefferson County
Washington



Before



After



Before



After



Jefferson County
Washington



Before



After



11/4/2024



Jefferson County
Washington



Before

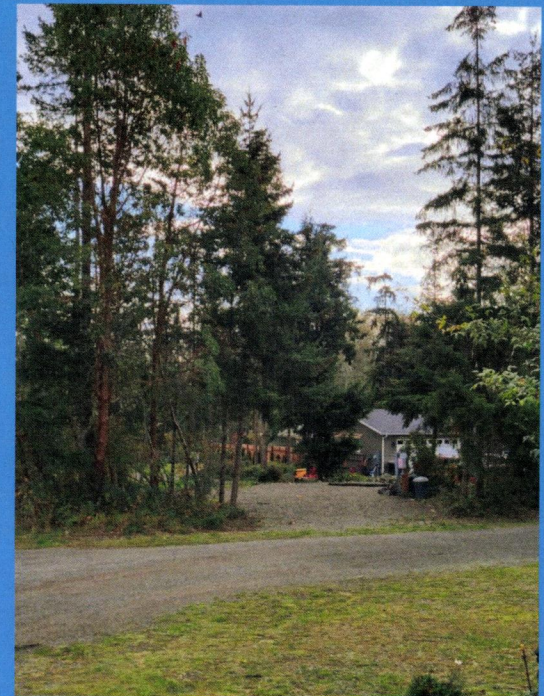


After



DCD

- Resolved “Hip Camp” near Kala Point
- RV Park Marrowstone Island
- Flagler Road filing a lien \$146,500.
- Discovery Ridge building without permits stop work order
 - Pre-Application



SUMMARY: BUILDING A SUCCESSFUL CODE COMPLIANCE PROGRAM

Legal Authority

- **Title 19 JCC**
 - Code Compliance Rules of Procedure – **New!**
 - Requires BOCC & BOH Approval
- **People-Focused**
 - **Alternative Enforcement Program**
 - Includes Social Service Professional Referrals
 - Encourages Voluntary Compliance
 - Compassionate Code Enforcement
- **Responsible Stewardship of Resources**
 - Enforcement Fund
 - Effectively Removing Barriers through Vouchers



THANK YOU

Questions?



11/4/2024



Jefferson County
Washington



ATTACHMENT A

JEFFERSON COUNTY CODE COMPLIANCE RULES OF PROCEDURE



Developed October 2024



TABLE OF CONTENTS

PURPOSE3

AUTHORITY3

SEVERABILITY3

RULE 1 - COMPLAINTS.....3

RULE 2 - ROLE OF DEPARTMENT DIRECTORS AND STAFF4

RULE 3 - COMPLAINTS4

RULE 4 - ENFORCEMENT5

RULE 5 - SETTLEMENTS.....6

RULE 6 - ENFORCEMENT FUND7

RULE 7 - VOUCHERS8

RULE 8 - LIMITATIONS8

RULE 9 - AMENDMENTS AND CORRECTIONS9



PURPOSE

The purpose of these Code Compliance Rules of Procedure (Rules) is to further implement title [19 JCC](#) by providing additional guidance for compassionate and efficient code enforcement to promote and protect the general public health, safety, and environment of Jefferson County residents.

Title [19 JCC](#) provides uniform and efficient regulation for civil code violations and public nuisances.

Uniform and efficient procedures, and consistent application, is in Jefferson County's best interest to improve the delivery and cost effectiveness of code compliance services to the public.

AUTHORITY

JCC [19.05.020](#) authorizes these Rules and sets the scope and limitations on enforceability. Title [19 JCC](#) outlines certain acts to be civil violations and establishes civil enforcement procedures and penalties, and also declares certain acts to be misdemeanors, punishable by a fine of not more than \$1,000 or imprisonment in a county jail for not more than 90 days. JCC [19.10.020](#).

These Rules hereby reference and incorporate the enforcement process authorized in title [19 JCC](#).

These Rules confirm and authorize the enforcement discretion of directors to use written policies for staff to uniformly and efficiently process code compliance complaints that do not rise to the level of a rule, including the use of template documents.

SEVERABILITY

If any section, subsection, paragraph, sentence, clause, or phrase of these Rules is declared unconstitutional or invalid for any reason, such decision shall not affect the validity of the remaining parts of these Rules.

RULE 1 - COMPLAINT

Achieving code compliance is one of the primary ways Jefferson County works to promote and protect the public safety, health, and environment of Jefferson County residents.

(a) Voluntary compliance whenever possible

It is the intent of Jefferson County to seek voluntary compliance from the person responsible whenever possible as outlined in chapter [19.10 JCC](#) – Voluntary Compliance.

- (i)** As reflected in chapter [19.15 JCC](#) – Voluntary Compliance, it is Jefferson County's directive to encourage compliance using education, prevention, and voluntary compliance as a first step.



- (ii) Staff must be sensitive to the possibility that the person responsible may not be aware of regulations and give warnings prior to enforcement, unless there is potential of immediate adverse impact on the people or environment. Staff shall document warnings in writing whenever possible.

(b) Non-Compliance.

If voluntary compliance is not achieved, then staff shall move forward with enforcement escalation protocols to gain compliance pursuant to chapter [19.20](#) JCC – Notice and Orders.

RULE 2 - ROLE OF DEPARTMENT DIRECTORS AND STAFF

(a) Department Directors and Staff

- (i) As used in these rules, the term “director” has the same meaning as defined JCC [19.10.015](#)(1), and includes a director’s designee.
- (ii) As used in these rules, the term “staff” means county employees engaged in code compliance under title [19](#) JCC and includes Code Compliance Coordinators, Code Compliance Officers, Environmental Public Health Officer Designees.

(b) Code Compliance Officers and Health Officer Designees

- (i) Staff shall make every effort to project a professional demeanor, even under difficult situations, and consider the intent of regulations when seeking compliance with the regulations.
 - (ii) Staff should be fair, equitable, vigilant, and guard against the abuse of power.
 - (iii) Department directors have the responsibility of providing on-going training to ensure staff have the knowledge and skills needed efficiently and effectively carry out compassionate code compliance enforcement pursuant to title [19](#) JCC following best practices and procedural steps consistent with these Rules.
 - (iv) Staff should engage in early intervention when responding to code compliance issues.
 - (v) Staff should create a visible and credible presence of the interests and responsibility of government in the eyes of the public. County presence may deter some individuals from further violating code requirements.
- (c) The role of directors and staff is to administer the will of the people as expressed through legislation and initiatives, and codified in state and local laws, including title [19](#) JCC.

RULE 3 - COMPLAINTS

(a) Citizen Complaints



- (i) Jefferson County does not accept anonymous complaints.
- (ii) The Citizen Concern/Code Compliance Form can be found on the Jefferson County website: <https://www.co.jefferson.wa.us/formcenter/dcd-11/complaint-form-70>

(b) Processing Complaints

- (i) All complaints shall be timely entered into an approved database for tracking purposes.
- (ii) Staff shall determine if the complaints are founded or unfounded.

RULE 4 - ENFORCEMENT

JCC [19.05.020](#)(3) provides the legal authority for these Rules to use the enforcement mechanisms listed in JCC [19.10.025](#), which says:

Jefferson County seeks to gain voluntary compliance and may...

consider using one or more of the following code compliance tools, when appropriate, and depending on the severity of a specific violation: education, voluntary compliance, notice of violation, order of abatement, one-time penalty, daily penalties, stop work order, notice to vacate, and property liens.

(a) Escalation

- (i) When a civil code violation has been established according to the provisions of JCC [19.20.010](#), and voluntary compliance efforts are unsuccessful, JCC [19.10.45](#) gives discretion to the director to escalate enforcement.
- (ii) This may include assessing per-day penalties, and putting a lien on the property for unpaid fines and recovery of ~~c~~County costs (staff time, attorney time, etc.).
- (iii) At each step in the escalation process, the director and staff shall provide opportunities for voluntary compliance.
- (iv) Directors maintain enforcement discretion. ~~Nothing in these Rules prevents the director from enforcing the violation.~~ JCC [19.10.045](#).~~.~~

(b) Liens on Properties

Requirements for imposing liens on properties can be found in JCC [19.10.025\(3\)](#) – Enforcement authority and administration and JCC [19.30.020](#) JCC – Recovery of costs.

- (i) All penalties and costs shall constitute a lien against the subject property. A lien for penalties imposed shall be recorded if the monetary penalties remain unpaid for 90 days.



- (ii) The County shall place a lien for any unpaid monetary penalties imposed, the ~~cost~~ ~~of~~ ~~cost of~~ any proceedings, any abatement work performed, and all other related costs against the real property on which the monetary penalty was imposed.
- (iii) Liens shall run with the land but shall be subordinate to all previously existing special assessment liens imposed on the same property and shall be superior to all other liens, except for state and county taxes, with which it shall be on a parity. JCC [19.30.020\(3\)-\(a\)](#).

RULE 5 - SETTLEMENTS

Settling a case helps provide the incentive to deter future violations and sends a message to the community that Jefferson County's goal is compliance, not the collection of penalties.

(a) Settlement Authority

- (i) Directors and staff shall work cooperatively with property owners to settle penalties whenever appropriate.
- (ii) The director or designee is authorized to settle claims for monetary penalties incurred from the actions and processes related to code violations or nuisances when such settlement is in the best interest of the County. *See* examples in JCC [19.15.010](#) – Voluntary compliance agreements and JCC [19.30.025](#) – Settlement of monetary penalties and costs.
- (iii) In addition, the director shall consider the following factors:
 - (A) Whether the person responsible responded to notices and cooperated to correct the code violation or nuisance;
 - (B) Whether the person responsible failed to appear at the hearing;
 - (C) Whether the code violation or nuisance was a repeat violation;
 - (D) Whether the person responsible showed due diligence or substantial progress in correcting the code violation or nuisance; and
 - (E) Any other relevant factors. JCC [19.30.025\(1\)\(a\)-\(e\)](#).
- (iv) The director is authorized to settle claims for monetary penalties incurred under JCC [19.30.010](#) and costs incurred under JCC [19.30.020](#) when such settlement is in the best interest of the county. JCC [19.30.025\(1\)](#).
- (v) In assessing violations for settlement, directors and staff shall consider the factors outlined in JCC [19.30.025\(1\)](#) JCC. In settling penalties, directors shall have broad discretion to defer payment of a portion of the penalty for up to three years, unless a shorter time-frame is warranted.



- (vi) All Voluntary Compliance Agreements shall fully comply with the necessary terms and conditions for Settlement Agreements as outlined in JCC [19.15.015](#).
 - (vii) When a Settlement Agreement is entered into, staff and directors shall determine a reasonable and flexible compliance timeline. JCC [19.15.015](#).
 - (viii) The director shall make an annual report to the Jefferson County Board of Commissioners regarding all settlements under title [19](#) JCC. JCC [19.30.025](#)(2).
- (b) Costs that cannot be settled
- (i) The director shall not waive any assessed costs of code compliance or actual abatement costs incurred by the County, including associated interest thereon.
 - (ii) Actual abatement costs are funds spent by the County to achieve physical abatement of the code violation or nuisance. JCC [19.30.025](#)~~JCC~~.

RULE 6 - ENFORCEMENT FUND

Title [19](#) JCC authorizes an Enforcement Fund.

(a) Enforcement Fund Authorized Uses

- (i) Assessed penalties collected in relation to code enforcement efforts shall be deposited into the Enforcement Fund.
- (ii) All monies collected from the assessment of civil penalties, abatement costs, or other costs recovered for the work relating to civil code or nuisance enforcement shall be allocated to support expenditures for enforcement and abatement and shall be accounted for through the creation of an account in the fund for civil code enforcement and abatement costs or other appropriate accounting mechanisms. JCC [19.30.030](#).
- (iii) The Enforcement Fund is administered by Jefferson County Environmental Public Health with a specific accounting for each department that contributes to the Enforcement Fund.
- (iv) Monies from the Enforcement Fund shall be used to support code compliance enforcement and abatement, including but not limited to, staff training, abatements, supplies, education and outreach, community clean up events, vouchers for fees and inspections, and recording fees related to code compliance enforcement.
- (v) Use of the Enforcement Fund must be approved by a director.
- (vi) Any disagreement between departments about the use of Enforcement Fund monies shall be resolved by a meeting between the respective department directors.



- (vii) If the directors cannot reach an agreement, the impasse shall be brought to the County Administrator.
- (viii) After hearing from all respective departments involved, the County Administrator shall make the final decision regarding how the specific Enforcement Fund monies in dispute should be dispersed.

RULE 7 - VOUCHERS

Vouchers may be authorized in certain circumstances when it is believed in good faith to be the quickest and most expedient way to gain compliance.

(a) Authority for vouchers

Vouchers shall only be issued after consultation with the department's director or designee.

(a) When vouchers are appropriate

Vouchers may be appropriate when working with properties where the owners lack financial resources, the property is a victim of illegal dumping, the problem is relatively small and contained, the property is in probate, or other extenuating circumstances that warrant reducing the barrier to compliance.

(b) Limitations on vouchers:

- (i) Vouchers are limited to one household every three years;
- (ii) Annual voucher expenditures shall not exceed \$5,000;
- (iii) Vouchers have a limit of \$250.00; and,
- (iv) Vouchers are not guaranteed and subject to budget constraints.

RULE 8 - LIMITATIONS

(a) No Additional Legal Rights

These Rules do not create legal rights beyond those obligations and rights created by statute or other laws binding on Jefferson County.

(b) Legal Requirements and Best Practices

- (i) The provisions of state law and title [19](#) JCC control, if there is any conflict with these Rules.
- (ii) These Rules include both statutory requirements and best practices.

(c) No Additional Duty That is Not Already Imposed by Law



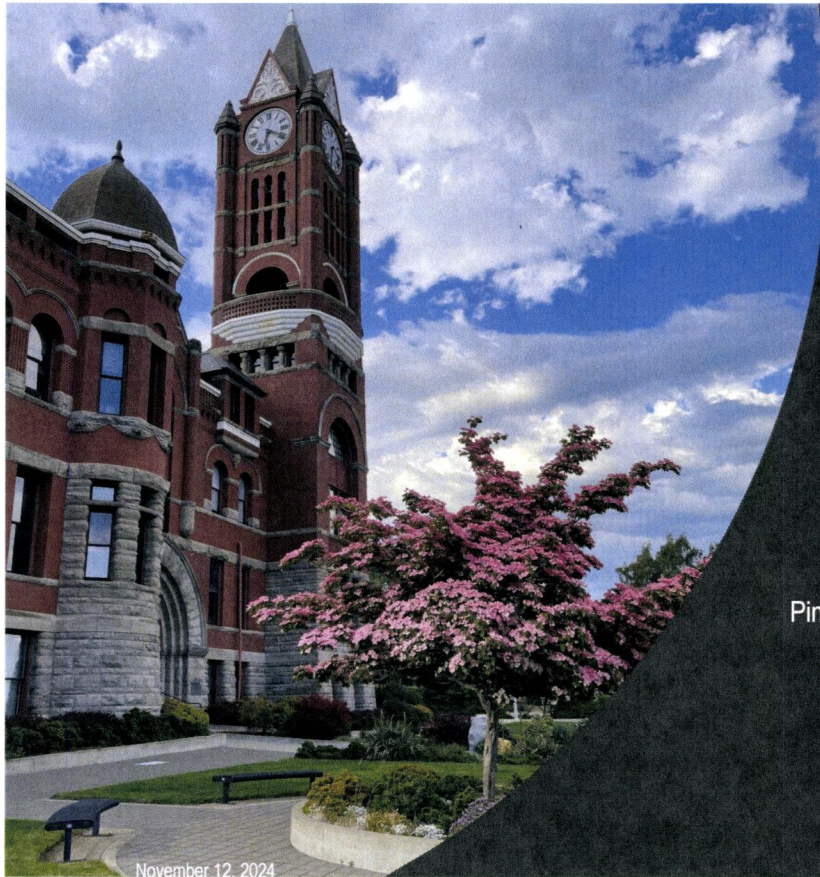
No provision nor any term used in these Rules is intended to impose any duty whatsoever upon Jefferson County or any of its officers or employees, not already imposed by law.

(d) No Basis for Liability

These Rules are not intended to and shall not be construed to create or form the basis of any liability on the part of Jefferson County, or its officers, staff, or agents, for any injury or damage resulting from any action or inaction on the part of Jefferson County related in any manner to the enforcement of these Rules by its elected officials, officers, staff, or agents.

RULE 9 - AMENDMENTS AND CORRECTIONS

- (a) Amendments and corrections to these Rules shall be made in accordance with JCC [19.05.020\(2\)](#).~~†~~
- (b) The Clerk of the Board of County Commissioners is authorized to make necessary technical, non-substantive corrections to these Rules including, but not limited to, the correction of scrivener's or clerical errors, references, numbering, section/subsection numbers and any references to them.



Code Compliance Rules of Procedure November 12, 2024

Pinky Mingo, Environmental Public Health and Water Quality Manager

Nicki Akins, Code Compliance Coordinator for DCD

Ariel Speser, Civil DPA

November 12, 2024

Agenda



Historical Context of Code Compliance Legislation



Comparison: July 2003 Resolution to Current Proposal



Why Code Compliance Rules of Procedure?



Who Benefits?
(Spoiler: Everyone!)



Historical Context of Code Compliance Legislation

Historical Context of Code Compliance Legislation



Ordinance 09-1210-20 (Title 19 JCC Code Compliance)



Ordinance No. 07-0624-19 (Ch. 8.90 Public Nuisance)



Resolution 42-03 (Re-Establishing Policy on Complaint Review & Enforcement)



Proposed Code Compliance Rules of Procedure



Process for Future Amendments to Proposed Code Compliance Rules of Procedure

Historical Context of Code Compliance Legislation



Ordinance No. 09-1210-20 (December 2020): Adds an Entire Title to JCC on Comprehensive Code Compliance

**Adopts Title 19 JCC:
Preempts Resolution
No. 42-03
(Where Inconsistent)**

WHEREAS, Jefferson County is exercising its constitutional and statutory authority to declare what shall be deemed a nuisance in unincorporated Jefferson County and is establishing a system for addressing nuisances in the county that is consistent with state law; and,

WHEREAS, the BOH and the BoCC each have held a hearing and has received public comment on the draft ordinance proposed by staff; and,

WHEREAS, in response to the public comment and testimony, additional improvements to the draft ordinance have been made, and,

NOW, THEREFORE, be it ordained by the BOH and the BoCC as follows:

Section 1. Adding Title 19 JCC. The BoCC and the BOH have concurrent legislative authority regarding the adoption of Title 19 JCC and for the changes in the other Titles for which they have legislative authority as stated below. The BoCC and the BOH jointly adopt Title 19, as set forth in Appendix A.

Historical Context of Code Compliance Legislation



Ordinance No. 09-1210-20 (December 2020) – Comprehensive Code Compliance Ordinance

Below Are Is *Only* the *List* of Chapters

Adopts Title 19 JCC:
Preempts Resolution
No. 42-03
(Where Inconsistent)

Chapters:

- 19.05 Introductory Provisions
- 19.10 General Provisions
- 19.15 Voluntary Compliance
- 19.20 Notice and Orders
- 19.25 Vehicle and Public Right-of-Way Nuisances
- 19.30 Penalties, Costs, and Settlements
- 19.35 Administrative and Hearing Examiner Appeals for Civil Code Violations
- 19.40 Hearing Examiner Appeals for Nuisances

Historical Context of Code Compliance Legislation

Ordinance No. 09-1210-20 (December 2020)



Below Are *Some* of the Sections

**Adopts Title 19 JCC:
Preempts Resolution
No. 42-03
(Where Inconsistent)**

Sections:

- 19.05.010 Purpose.
- 19.05.015 Liberal construction.
- 19.05.020 Code Compliance Rules of Procedure authorized.
- 19.05.025 Severability.

Sections:

- 19.10.010 Applicability.
- 19.10.015 Definitions.
- 19.10.020 Declaration of public nuisance, misdemeanor.
- 19.10.025 Enforcement authority and administration.
- 19.10.030 Conference.
- 19.10.035 Guidelines regarding responses to potential violations.
- 19.10.040 Investigating potential violations.
- 19.10.045 Enforcing civil code violations.
- 19.10.050 Service of notices of voluntary compliance, notices of noncompliance, notices of violation, stop work orders, notices of violation and orders of abatement, and certificates of correction.
- 19.10.055 Right of entry.
- 19.10.060 Representation by attorney.
- 19.10.065 Certificate of correction.
- 19.10.070 Limitation of liability.
- 19.10.075 Denial of permits.
- 19.10.080 Suspension or revocation of permit.
- 19.10.090 Notice to title.

Sections:

- 19.15.010 Notice of voluntary compliance.
- 19.15.015 Voluntary compliance agreements.

Sections:

- 19.20.010 Notice of violation.
- 19.20.015 Notice of violation and order of abatement.
- 19.20.020 Stop work order.

November 12, 2024

BoCC Presentation 7

Historical Context of Code Compliance Legislation



Ordinance No. 07-0624-19 (June 2019): Adds an Entire Chapter for Public Nuisance Enforcement

Repealed and
Replaced
by Title 19 JCC

COUNTY OF JEFFERSON
STATE OF WASHINGTON

An Ordinance on Public Nuisance } ORDINANCE NO. 07-0624-19
in Unincorporated Areas of Jefferson County }

WHEREAS, Article XI, section 11 of the Washington Constitution, confers upon county legislative authorities the police power to adopt such local police, sanitary and other regulations as are not in conflict with general laws; and,

WHEREAS, Article XI, section 11 of the Washington Constitution is a direct delegation of the police power to cities and counties, and the power delegated is as extensive within their sphere as that possessed by the legislature; and,

WHEREAS, RCW 36.32.120(7) provides that the county legislative authorities shall make and enforce, by appropriate resolutions or ordinances, all such police and sanitary regulations as are not in conflict with state law; and,

WHEREAS, police power is that inherent and plenary power which enables prohibition of all things hurtful to the comfort, safety and welfare of society; and,

WHEREAS, the scope of police power is broad, encompassing all those measures which bear a reasonable and substantial relation to promotion of the general welfare of the people; and,

WHEREAS, RCW 36.32.120 (10) provides that counties have the power to declare by ordinance what shall be deemed a nuisance within the county; to abate a nuisance at the expense of the parties creating, causing, or committing the nuisance; and to levy a special assessment on the land or premises on which the nuisance is situated to defray the cost, or to reimburse the county for the cost of abating it; and,

WHEREAS, the Board of County Commissioners (BoCC) is exercising its constitutional and statutory authority to declare what shall be deemed a nuisance in unincorporated Jefferson County and is establishing a system for addressing nuisances in the county that is consistent with state law; and,

WHEREAS, on June 17, 2019, the BoCC held a hearing on and received public comment on the draft ordinance proposed by staff; and,

WHEREAS, in response to the public comment and testimony, additional improvements to the draft ordinance have been made,

NOW, THEREFORE, be it ordained by the BoCC as follows:

Section 1. Adding Chapter 8.90 JCC. Chapter 8.90 JCC shall be added as set forth in Appendix A.

Historical Context of Code Compliance Legislation

Ordinance No. 09-1210-20 (December 2020)

A graphic featuring a black zipper with a gold-colored pull tab. To the left of the zipper is a black circle with the text "Zips Codes Together" in gold. To the right of the zipper are two black rectangular boxes with gold dashed borders. The top box contains the text "Public Nuisance Chapter 8.90 JCC (Nuisance Code)" and the bottom box contains the text "New Compliance Provisions Title 19 (Compliance Code)". Below these boxes is a black rectangular box with gold text that reads "New Compliance Code:" followed by a numbered list of three items. In the bottom left corner of the graphic is the date "11/19/2020".

Zips Codes Together

Public Nuisance Chapter 8.90 JCC (Nuisance Code)

New Compliance Provisions Title 19 (Compliance Code)

New Compliance Code:

1. Based on Current Public Nuisance Code, Chapter 8.90 JCC.
2. Includes Public Nuisance Protections Now in Chapter 8.90 JCC.
3. If Adopted, Chapter 8.90 Would Be Repealed.

11/19/2020

BoCC & BOH - Compliance Code Joint Hearing Presentation 8

(from 11/19/2020 BoCC & BOH Presentation)

Historical Context of Code Compliance Legislation



Ordinance No. 09-1210-20 (December 2020):

Adds an Entire Title to JCC on Comprehensive Code Compliance

**Adopts Title 19 JCC:
Preempts Resolution
No. 42-03
(Where Inconsistent)**

WHEREAS, Jefferson County is exercising its constitutional and statutory authority to declare what shall be deemed a nuisance in unincorporated Jefferson County and is establishing a system for addressing nuisances in the county that is consistent with state law; and,

WHEREAS, the BOH and the BoCC each have held a hearing and has received public comment on the draft ordinance proposed by staff; and,

WHEREAS, in response to the public comment and testimony, additional improvements to the draft ordinance have been made, and,

NOW, THEREFORE, be it ordained by the BOH and the BoCC as follows:

Section 1. Adding Title 19 JCC. The BoCC and the BOH have concurrent legislative authority regarding the adoption of Title 19 JCC and for the changes in the other Titles for which they have legislative authority as stated below. The BoCC and the BOH jointly adopt Title 19, as set forth in Appendix A.

Historical Context of Code Compliance Legislation

Resolution No. 42-03 (July 2003)



In the Matter of re-establishing the
County Policy on the Complaint Review
and Enforcement

RESOLUTION NO 42-03

Title 19 JCC
(December 2020)
Preempts Resolution
No. 42-03
(Where Inconsistent)

WHEREAS, Jefferson County enacted a Complaint Review and Enforcement Policy by passage of Resolution No. 29-03 on June 23, 2003 to enforce locally adopted codes and ordinances in order to achieve compliance with the public policy; and,

WHEREAS, this policy was enacted because the County realizes that in the course of enforcement and complaint investigations, employees may encounter circumstances that require the employee to make decisions on how to proceed that could have the potential to impinge on property owner privacy and/or property rights and this policy is to provide employees with specific instructions on what is expected of them in the performance of their duties and how to conduct themselves when approaching a potential violation, conducting an investigation or responding to a citizen complaint; and,

WHEREAS, it was found that **Attachment A** which was part of Resolution No. 29-03 was not updated to incorporate changes made by the Board of Commissioners to address citizen concerns with the original document and those changes are necessary.

NOW, THEREFORE, BE IT RESOLVED, by the Board of County Commissioners that Resolution No. 29-03 (and Attachment A to it) is hereby repealed.

BE IT FURTHER RESOLVED, that the Jefferson County Policy on Complaint Review and Enforcement has been updated with the requested changes embodied in **Attachment A** which is hereby incorporated as part of this resolution.

Historical Context of Code Compliance Legislation

Resolution No. 42-03 (July 2003) – Appendix A



ATTACHMENT "A"

JEFFERSON COUNTY POLICY ON COMPLAINT REVIEW & ENFORCEMENT

POLICY STATEMENT: It is the policy of Jefferson County to enforce locally adopted codes and ordinances in order to achieve compliance with the public policy embodied within the regulation.

Jefferson County employees, in carrying out this policy, will respect the privacy and property rights of citizens and will work with the alleged violator to find an amicable administrative solution before punitive measures are initiated.

SECTION 1.0 – Subject

This policy details the policies to be followed by all Jefferson County departments when responding to complaints and enforcing provisions of Jefferson County's Regulatory Ordinances as these regulations apply to all persons, and/or entities.

SECTION 2.0 – Purpose

A policy to provide general guidelines for responding to citizen complaints, basic enforcement procedures for complaint abatement, and how to proceed in the occasional instance when the County must seek damages from an individual or other entity, if it is found that there is a clear and present violation of applicable codes.

2.1 **Goal:** Code compliance rather than punitive measures are the goal. Jefferson County intends to achieve Code compliance through education rather than punitive measures. Employees dealing with violations will seek all possible recourse BEFORE issuing a ticket for a civil infraction.

2.2 **General Guidelines:** Jefferson County commits to the following guidelines when approaching a potential violation:

- Respect the rights of private property when conducting an investigation.
- Respect "No Trespassing" notices.
- Conduct interviews concerning potential violations at a neutral site.
- Review and affirm validity of each case before beginning a full-scale field investigation. Field inspection will include, to the greatest degree possible, use of the telephone and mail in lieu of site visits.
- Use a friendly and helpful approach using good common sense and reasoning.

SECTION 3.0 – Affected Offices and Departments

3.1 Jefferson County offices and departments responsible for enforcement of Jefferson County codes, ordinances and regulations, and/or applicable State of Washington laws administered at the local level, except uniformed law enforcement personnel.

Attachment A to Resolution No. 42-03 Policy on Complaint Review and Enforcement

Page 1 of 8

ATTACHMENT "A"

SECTION 4.0 – References

- Jefferson County Code, ordinances and regulations
- Revised Code of Washington
- Washington State Administrative Code
- Washington State Constitution
- United States Constitution

SECTION 5.0 – Definitions

- Complaint:** Any written, verbal or other communication reported to the County concerning the possible violation of a code, regulation or ordinance. Said communication to be valid must comply with Section 6.1 of this policy.
 - Actionable Complaint:** Any complaint for which a code, regulation or ordinance violation has been verified or validated.
 - Emergency Complaint:** Any actionable complaint where significant damage, severe injury or death has occurred or is imminent if the situation is not corrected immediately.
- The County:** The municipal corporation known as Jefferson County, Washington State and/or its agencies, divisions, departments, employees, representatives and agents.
- Enforcement Authority:** The person(s) assigned responsibility to bring final closure to cases of documented code violation and for non-compliance with Notice and Order to Correct Violation or failure to fulfill the terms and conditions of Correction Agreements. The Enforcement Authority and the Enforcement Officer may be the same person or persons.
- Enforcement Officer:** The person(s) authorized to enforce and utilize the provisions of Title 7 RCW, any other applicable state law, state regulation or Ordinance of this County. The Enforcement Officer may also be the Enforcement Authority unless the circumstances, statutes or regulations dictate otherwise.
- Offices and Departments:** For the purpose of this policy, this shall include all Jefferson County departments, their divisions, subdivisions, ancillary offices, and employees.
- Reviewing Department:** Shall mean the department, and its employees, under whose jurisdiction and responsibility the code, ordinance or regulation, which is alleged to be violated, is administered.

SECTION 6.0 – Complaint Review and Enforcement

- Complaint or Report Receipt:** Most suspected violations are reported to County departments by telephone calls or letters. The inspector or person

Attachment A to Resolution No. 42-03 Policy on Complaint Review and Enforcement

Page 2 of 8

ATTACHMENT "A"

receiving the complaint should determine if it falls under their department's jurisdiction and if it does not, the receiving department shall take all reasonable steps to refer the reporting party to the correct agency, division or department of the County.

- Complaint must be recorded onto a sequentially numbered Jefferson County Complaint Form. Record the following information:
 - Date and time the complaint is received
 - Type of complaint
 - Name, address, zip code, and phone number of the reporting party

- Emergency and confidential complaints or reports require special consideration and handling.

- The complainant will be notified in writing of the receipt of the complaint and be given the complaint file number to facilitate their future follow-up.

- Confidential Complaints:** It is the policy of Jefferson County to accept and evaluate complaints received from confidential reporting parties.

- The name of the confidential informant or confidential reporting party must be revealed to the County employee, however, the name and information from confidential reporting parties will not be shown in the complaint file, but shall be kept in a separate data file that can be cross-referenced.

- Jefferson County shall not act on complaints received from anonymous reporting parties.

- Complaint Review and Referral:** Program staff will respond only to a reported or suspected violation of code, ordinance, or regulation within their area of jurisdiction. Certain complaints or reports will need to be referred to other agencies or County Departments with primary responsibility for that type of complaint.

- Complaint Type**
All complaints shall be reviewed and a determination made that they are a emergency, actionable or non-actionable complaint.

- Emergency Complaints or Reports** include any report of an incident where significant ecological damage, severe injury or death has occurred or is imminent if the situation is not corrected immediately.
 - If the complaint is determined to be an emergency, the supervisor will handle it.

- Actionable Complaint** is a determination by the appropriate County Department that there is a violation of code, regulation or ordinance. Such determination may include but not be limited to: acknowledgement by the reporting party and/or their representative, site inspection, photo documentation, or other such verifiable means or measures.

- If the complaint is determined to be actionable, but not of an emergency, nature it shall be processed by the Department in due course.

Attachment A to Resolution No. 42-03 Policy on Complaint Review and Enforcement

Page 3 of 8