2027 STATEMENT OF LEGISLATIVE INTENT

SDCI-___S-A

Request that SDCI establish linked housing-enforcement records and public performance reporting

SPONSORS

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CENTRAL STAFF SUMMARY

This Statement of Legislative Intent (SLI) requests that the Seattle Department of Construction and Inspections (SDCI) report to Council on establishment of a public housing-enforcement accountability system that links records across City systems and establishes standard fields for complaint intake, inspection, enforcement, compliance, and closure. The report should identify or establish a persistent property or site identifier and a related-record linkage method so that complaints, Rental Registration and Inspection Ordinance (RRIO) registration and inspection records, notices of violation, citations, tenant-relocation records, permits, emergency orders, follow-up records, and compliance records can be associated without reliance on address text alone.

The report should also establish standard event dates and disposition fields; define administrative closure, no contact, closed, completed, and related statuses; identify the data required for routine public reporting; and provide a public dashboard and downloadable data. The 2027 Proposed Budget adds 3.0 FTE to implement and enforce Ordinance 127497. The ordinance becomes effective July 1, 2027. Council should have baseline workload and performance measures before implementation.

Background

Seattle publishes Code Complaints and Violations data and provides additional information through the Seattle Services Portal, RRIO, permitting systems, inspection records, and related enforcement records. Records concerning the same property or enforcement matter may be maintained under separate identifiers. This limits the ability of Council and the public to follow a complaint through inspection, enforcement, compliance, and closure.

Public records may also use statuses such as Closed, Completed, or Admin Closure without a structured public field that consistently states the reason for closure or whether compliance was verified. Public inspection fields may also be blank. Missing public information should not be treated as proof that an inspection, correction, or other event did not occur.

SDCI Accela record reports contain additional structured information not reflected in the public Code Complaints and Violations dataset, including public and internal record identifiers, workflow history, activity history, staff actions, inspection records, record relationships, parcel information, compliance fields, and closure events. The report requested by this SLI should identify which source-system fields are authoritative, which are populated consistently, and which are omitted, transformed, summarized, or otherwise not exposed through the public dataset.

Accela reports also demonstrate that the same record can contain different kinds of status information at the same time. An inspection object may be marked Completed while its result comment documents failed housing violations, and a separate report section may state No Data on the Record. The requested crosswalk should therefore distinguish record status, workflow status, inspection status, inspection outcome, result comments, and section-specific null or no-data displays rather than treating any one of them as a substitute for the others.

Council requests that SDCI provide the following information and work products using existing systems where possible and identify any system, staffing, procedural, or legislative change required where the information is not currently available.

1. Persistent property and related-record identifiers

- Identify or establish a stable, non-sensitive property or site identifier for applicable SDCI records. The identifier should permit records concerning the same rental property or building to be linked across programs. Address text alone should not serve as the primary linkage method.
- Retain each system's native record number and publish the stable property or site identifier on applicable public records and downloadable datasets.
- Identify or establish a related-record key or relationship table sufficient to connect complaint, notice of violation, citation, tenant-relocation, RRIO registration and inspection, permit, emergency order, follow-up, and compliance records when they concern the same property or enforcement matter.
- Where one complaint results in multiple related records, or one enforcement record relates to multiple complaints, preserve each record and each relationship. Do not reduce the record history to a single status.

- If an existing City parcel, site, registration, or other identifier can perform this function, identify the identifier and its coverage and limitations. If no existing identifier is sufficient, identify a technical option for a stable public identifier and provide an implementation date.

2. Accela source-system and public-data crosswalk

For complaint-based housing enforcement, identify the authoritative Accela or successor-system field, table, object, or report source for each material enforcement event and identifier, and identify whether the information is included in the City Open Data publication or another public interface.

At minimum, the crosswalk should address public record number, internal record ID, record type, opened and closed dates, workflow task and status, status date, assigned staff or department, action by or modified by, activity number and activity description, consolidated record activities, inspection record ID, scheduled inspection date, actual inspection date, inspection type, inspection status, required or optional designation, request comment, result code or result comment, finding or violation status, notice or order workflow, correction and extended compliance due dates, parcel or site identifier, related-record relationship, documents, photographs or attachments, conditions, communications, fee or payment fields, and other fields used to determine enforcement outcome or closure.

For each field, identify whether the field is consistently populated, conditionally populated, program-specific, historical only, derived by script, available internally but not public, or unavailable. Where the public dataset publishes a single current value derived from multiple source-system events, identify the rule used to select or calculate that value.

A current status value should not substitute for source-system event history when the underlying record contains multiple workflow states, a closure and later reopening, or parallel tasks with different statuses. The public reporting design should preserve the sequence of material enforcement events and related records.

If SDCI currently generates property-level record reports that group multiple complaint and violation records by address or another key, identify the matching method used and whether that method can support the persistent property or site identifier required by Section 1.

Identify the method used to associate a property-level report address with individual record addresses, unit numbers, parcel numbers, public record numbers, and internal record IDs, including cases in which an individual record address field is blank or NULL.

For records designated as Duplicate or Duplicate Complaint, identify the record to which the duplicate is linked, preserve the duplicate record, and identify the rule used to select the controlling or related record. A duplicate designation should not sever the record from the property or enforcement history.

Identify automated, scripted, batch, or system-generated status and workflow changes separately from staff-entered actions. For each material automated change used in public reporting, identify the script or rule, the field changed, the triggering condition, and whether the change can alter Closed, Completed, inspection, violation, compliance, or other outcome fields.

For notices of violation, emergency orders, citations, or other enforcement instruments maintained in documents or generated reports, identify whether each violation item, code citation, property location or unit, correction requirement, issue date, mailing or service date, recipient, and related complaint or enforcement record are maintained as structured data. If any element exists only in document text, identify the method and schedule for making the element reportable without requiring manual document review.

For each inspection object, identify the scheduled date, actual inspection date, inspection type, inspection status, required or optional designation, inspection record ID, inspector and department, request comment, result code, and result comment as separate fields where they exist. A status such as Completed should not be reported as the substantive inspection outcome when the source record separately states a failed inspection, confirmed violation, compliance result, or other finding.

Identify the rule used to populate any public last-inspection-date or last-inspection-result field when multiple inspection objects exist. The response should specifically address records for which the public inspection field is blank but an inspection object exists in Accela, and records for which an inspection status exists without a substantive result or vice versa.

For every Accela report section that can display NULL or No Data on the Record, identify what that display means: no source record exists, the section is not applicable, the field was not populated, the report omitted the information, the information is stored elsewhere, or another condition applies. A section-level no-data display should not be treated as proof that the underlying enforcement event did not occur.

Where record-level assignment fields are NULL but inspection, workflow, activity, or consolidated-history objects identify an inspector, department, or actor, identify the authoritative staffing field for workload and performance reporting and the reconciliation rule used when those fields differ.

For photographs and other attachments, identify the metadata available to link the evidence to the property, source record, inspection, violation item, date, and enforcement stage, subject to applicable disclosure and privacy limits. The public accountability design should make it possible to determine that supporting evidence exists without requiring the public to infer that fact from a document packet.

Where a complaint record is closed, completed, duplicated, or otherwise dispositioned because the reported issues are transferred or consolidated into a separate violation or enforcement record, identify the destination record and the disposition reason. The originating complaint's closure should not be counted as verified correction unless the source record separately documents correction or compliance verification.

3. Standard enforcement event timeline

For each applicable complaint or related enforcement matter, SDCI should identify whether existing systems record separate structured fields for the following events and identify how those fields will be made available for public reporting:

- complaint received date and intake channel;
- complaint classification date and category;
- first substantive City response date and response type;
- first scheduled inspection date and first physical inspection date, if an inspection occurred;
- each subsequent scheduled inspection date, actual inspection or review date, inspection status, and substantive result or result comment;
- finding or determination date;
- notice, citation, order, referral, or other enforcement action date;
- notice, citation, order, or other enforcement instrument issuance date;
- mailing or service date and recipient, when applicable;
- original correction due date and each revised due date, including the basis for the revision;
- follow-up or reinspection date and result;
- compliance verification date and verification method;
- resolution date when a matter is resolved by telephone, document review, voluntary correction, referral, or another method that does not require physical inspection;
- closure or completion date; and
- specific closure or disposition reason.

These dates should remain separate. An inspection date, resolution date, compliance verification date, and closure date should not be substituted for one another because only one date is available in a public field.

4. Administrative closure and no contact

- For records closed as Admin Closure, identify a standardized closure reason and the event and date supporting the closure.
- For records closed or dispositioned as No Contact, identify the person or role that could not be reached, the dates and methods of attempted contact, and any other contact or verification steps taken.
- For complaints concerning conditions that appear building-wide or involve common systems or common areas, including heat, water, elevators, entry or security systems, or utilities, inability to contact the complainant alone should not be used as the sole basis for closing the record. SDCI should identify whether owner, registered agent, or property manager contact information available through RRIO or other City records was used and whether another lawful inspection or verification method was available.
- If SDCI determines that no further action is warranted, the public record should state the specific disposition reason rather than use No Contact as a substitute for the outcome.

5. Definitions and outcome standards

- Provide authoritative definitions for Closed, Completed, Admin Closure, No Violation, Violation Confirmed, Voluntary Compliance, No Contact, Unable to Gain Access, Referred, Duplicate, Withdrawn, Compliance Achieved, and other status or outcome values used in complaint-based housing enforcement.
- Distinguish closure of a City record from correction of the reported condition. A Closed or Completed status should not be reported as verified correction unless the record identifies the basis and method of verification.
- Distinguish a missing public field from an event that did not occur. For example, a blank public inspection date should not be reported as no inspection unless the City can establish that no inspection occurred.
- For matters resolved by telephone or document review, record the resolution method, responsible staff function, resolution date, and the evidence or representation relied upon.

6. Public reporting measures

Using the linked record structure described above, SDCI should establish a public dashboard and downloadable data that report, at minimum, the following measures:

- complaints and major enforcement record types by year, Council district, issue category, and status;
- complaint volume compared with notices of violation, citations, orders, referrals, and other enforcement actions, with the denominator stated for each rate or percentage;
- response time from complaint receipt to first substantive response and, where applicable, inspection;
- open-case aging at 30, 60, 90, 180, and 365 days;
- inspection activity, inspection results, and completeness of public inspection date and result fields;
- findings, correction requirements, deadlines, extensions, follow-up activity, and compliance verification;
- notice, order, citation, mailing or service activity, and enforcement-instrument item counts where those data are maintained;
- duplicate-complaint counts and the related controlling or linked record;
- automated or scripted status changes that materially affect published status, timing, or outcome measures;
- closure and disposition reasons, including administrative closure subcategories;
- repeat complaints, repeat violations, and repeat enforcement at the same property using the stable property or site identifier;
- RRIO registration and inspection history alongside complaint and enforcement activity where records can be lawfully linked;
- staffing and workload measures used to support housing-enforcement staffing and budget requests; and
- data quality measures identifying missing, inconsistent, unlinked, or technically unreliable fields.

7. Required response matrix

SDCI should complete Attachment A for each requested identifier, event field, measure, and public reporting element. A narrative response may supplement the matrix but should not replace it.

For each requested element, SDCI should classify the item in one of the following categories:

A. Recorded consistently and already public.

B. Recorded consistently but not currently public.

C. Recorded only for some records, programs, years, or staff workflows.

D. Not currently recorded in a structured form.

E. Recorded or derivable, but not technically reliable enough for routine reporting without corrective work.

For items in categories B through E, SDCI should identify the action required, the responsible owner, and the date by which the item can be made consistently reportable. If historical information cannot be reconstructed, SDCI should state that the information is unavailable and should not infer an event that cannot be established from the record.

8. Deliverables and implementation schedule

- By the SLI due date, submit the completed response matrix, data dictionary, property identifier and related-record linkage design, baseline measures available from existing systems, and a public prototype of the dashboard and reporting product.
- Publish the non-exempt downloadable data used to calculate the baseline measures, together with the calculation rules and denominators.
- Identify any additional system work required and provide implementation dates. Existing data gaps or system limitations should not delay submission of the matrix and baseline measures that can be produced from current information.
- Begin routine quarterly publication no later than June 30, 2027, for measures that can be produced from existing systems. Measures requiring additional system work should be implemented according to the schedule submitted to Council, with implementation sufficient to measure enforcement of Ordinance 127497 beginning July 1, 2027.

Responsible Council Committee(s): Housing, Arts & Civil Rights

DUE DATE: March 31, 2027

Staff: _____

ATTACHMENT A - REQUIRED SDCI RESPONSE MATRIX

SDCI should complete one row for each identifier, field, measure, and reporting element requested in this SLI. A row should not be omitted because the information is unavailable. Unavailable or unreliable information should be classified in the appropriate category and accompanied by the required implementation response.

#	Required element	Category A-E	Authoritative source or system	Existing field or ID	Public now?	Coverage	Definition or rule	Known limitation	Required action	Responsible owner	Implementation or publication date
1	Persistent property or site identifier										
2	Native record number retained										
3	Related-record linkage										
4	Complaint received date										
5	First substantive response date and type										
6	Physical inspection date(s) and result(s)										
7	Finding or determination date and outcome										
8	Enforcement action date and type										
9	Correction deadline and revisions										
10	Follow-up or reinspection date and result										
11	Compliance verification date and method										
12	Non-inspection resolution date and method										
13	Closure or completion date										
14	Standardized closure or disposition reason										
15	Admin Closure reason and supporting event										

#	Required element	Category A-E	Authoritative source or system	Existing field or ID	Public now?	Coverage	Definition or rule	Known limitation	Required action	Responsible owner	Implementation or publication date
16	No Contact person or role, attempts, and alternate verification										
17	Complaint or issue category										
18	RRIO registration and inspection linkage										
19	Repeat-property measure										
20	Response-time measure										
21	Open-case aging measure										
22	Complaint-to-enforcement measures										
23	Verified-compliance measure										
24	Staffing and workload measure used for budget decisions										
25	Public dashboard										
26	Downloadable source data										
27	Public data dictionary, methodology, and change log										
28	Accela public record number and internal record ID crosswalk										
29	Accela workflow task, task status, status date, and actor										
30	Accela activity										

#	Required element	Category A-E	Authoritative source or system	Existing field or ID	Public now?	Coverage	Definition or rule	Known limitation	Required action	Responsible owner	Implementation or publication date
	number, activity type, description, and staff action										
31	Accela consolidated record activity history										
32	Accela inspection record ID, date, result, inspector, and department										
33	Accela parcel or site identifier and property-level grouping method										
34	Accela compliance due date and extended compliance due date										
35	Accela documents, conditions, communications, fees, and payment field availability										
36	Open Data publication										

#	Required element	Category A-E	Authoritative source or system	Existing field or ID	Public now?	Coverage	Definition or rule	Known limitation	Required action	Responsible owner	Implementation or publication date
	transformation and field-selection rules										
37	Source-system event history retained when current status changes or a record is reopened										
38	Accela automated or scripted status, task, or field changes and governing rule										
39	Duplicate complaint designation, controlling or related record, and linkage rule										
40	Enforcement instrument item, code citation, location, and correction requirement										
41	Notice or order issue date, mailing or service										

#	Required element	Category A-E	Authoritative source or system	Existing field or ID	Public now?	Coverage	Definition or rule	Known limitation	Required action	Responsible owner	Implementation or publication date
	date, and recipient										
42	Property-level report grouping method when record-level address is blank or differs										
43	Relationship among public record number, internal record ID, parcel, property or site ID, address, and unit number										
44	Attachment, photo, or evidence metadata sufficient to establish whether supporting evidence exists, subject to disclosure limits										
45	Inspection scheduled date, actual date, type, status, required/optional flag,										

#	Required element	Category A-E	Authoritative source or system	Existing field or ID	Public now?	Coverage	Definition or rule	Known limitation	Required action	Responsible owner	Implementation or publication date
	record ID, request comment, and result comment										
46	Inspection status reconciled separately from substantive inspection outcome or finding										
47	Public LASTINSPDATE/LASTINSPRESULT derivation rule and reconciliation to source inspection objects										
48	Section-level NULL or No Data on the Record meaning and completeness rule										
49	Staff/department reconciliation when record assignment is NULL but inspection, workflow, or activity history										

#	Required element	Category A-E	Authoritative source or system	Existing field or ID	Public now?	Coverage	Definition or rule	Known limitation	Required action	Responsible owner	Implementation or publication date
	identifies an actor										
50	Photo/attachment metadata linked to property, source record, inspection, violation item, date, and enforcement stage										
51	Complaint-to-violation consolidation or transfer relationship and disposition reason for the originating complaint record										

ATTACHMENT B - MINIMUM PUBLIC DEFINITIONS

Persistent property or site identifier: A stable identifier assigned to the same property or site across applicable SDCI records and datasets. The identifier should remain stable despite changes in address formatting, record type, program, or case status. SDCI should document the source, coverage, and mapping rules for the identifier.

Related-record linkage: A structured relationship showing that two or more City records concern the same property or enforcement matter. The relationship should preserve each native record number and identify the relationship type.

First substantive response: The first documented City action that advances review or resolution of the reported condition. An automated acknowledgment should not be counted as the first substantive response unless it is reported separately as an intake measure.

No Contact: A disposition or event indicating that a specifically identified person or role could not be reached after documented attempts. The record should identify who could not be contacted, the dates and methods of the attempts, and any alternative verification method considered or used.

Administrative Closure: A case disposition that includes a standardized closure reason and the event and date supporting closure. Admin Closure alone is not a sufficient public explanation of the disposition.

Inspection Date: The date a physical inspection occurred. An inspection date is not a closure date, resolution date, or compliance verification date unless the City separately records that those events occurred on the same date.

Resolution Date: The date the City determined that the matter was resolved through an identified method, including telephone contact, document review, voluntary correction, referral, or another method that does not require physical inspection.

Compliance Verification Date: The date the City documented that required correction was verified, together with the verification method and source record.

Closure or Completion Date: The date the City closed or completed the case record. Closure of a record is not, by itself, a finding that the reported condition was corrected.

Missing Public Field: A field that is blank, unavailable, or not published. Missing information should not be converted into a substantive conclusion that the underlying event did not occur.

Automated or scripted status change: A status, task, field, or workflow change made by a script, batch process, automation, or system rule rather than a direct staff entry. Public reporting should identify material automated changes that affect timing, status, inspection, violation, compliance, or closure measures.

Duplicate Complaint: A complaint record designated as duplicative of another record. The duplicate record should remain traceable to the property and should identify the controlling or related record and the rule used for the duplicate designation.

Enforcement instrument item: A discrete violation, correction requirement, code citation, location, or other enforceable item contained in a notice of violation, emergency order, citation, or similar enforcement document. Where the item exists only in document text, SDCI should identify that limitation and the method required to make the item reportable.

Property-level record grouping: The method used by SDCI to assemble multiple complaint, violation, inspection, permit, or other records into a property-level report or view. The method should identify the fields or matching rules used when record-level address information is incomplete or blank.

Source-system to public-data crosswalk: A field-level mapping that identifies the authoritative source-system field or object, the corresponding public field if one exists, the publication or transformation rule, coverage, known limitations, and whether information is omitted from public reporting.

Inspection Status: The procedural state of an inspection object, such as Scheduled or Completed. Inspection status is not the substantive inspection result or finding unless the City expressly defines and documents it as such.

Inspection Result or Result Comment: The substantive outcome recorded for an inspection or review, including a failed inspection, violation finding, compliance determination, no-violation determination, or other result. A result comment should be preserved separately from inspection status.

Section-Level No Data Display: A NULL, blank, or No Data on the Record display within a particular Accela report section. The display should be interpreted only according to the documented semantics of that section and should not be generalized to mean that no inspection, document, condition, communication, fee, or other event exists elsewhere in the record.

Public Last Inspection Field: Any public field that presents a single last inspection date or result derived from one or more source-system inspection objects. SDCI should document the selection rule, tie-breaking rule, excluded inspection types, and treatment of blank or conflicting source values.

Complaint-to-Enforcement Consolidation: A structured relationship in which one or more complaint records are transferred, consolidated, duplicated, or otherwise associated with a separate violation or enforcement record. The originating complaint should remain traceable and should identify the related enforcement record and disposition reason.