



Memorandum

DATE: February 1, 2022

TO: John Norris, Assistant City Manager

FROM: Bob Crozier, CECRT Supervisor

RE: 2021 – Code Enforcement and Customer Response Team Year in Review

The Code Enforcement and Customer Response Team (CECRT) had quite a busy year in 2021. With improved processes being implemented and continuous improvement always at the forefront of staffs' minds, we worked to accomplish many of our goals this year. Staff now also have the tools (laptops, I-pads and hotspots were added to our team in November of 2020) at their disposal that allows them to operate as effectively in the field as they do in the office, providing for more efficient service delivery to the community. The following memo highlights the community requests and services provided to the community over the course of 2021. It also highlights all of the hard work and effort of the entire Code Enforcement and Customer Response Team: Ryan Odegard, Code Enforcement Officer; Rob Staveskie, CECRT Representative; Ben Hossinzadeh, CECRT Representative, and Brittany Sharp, CECRT Administrative Assistant.

TRAKiT Service Requests Received

Through untold numbers of phone calls, e-mails and SeeClickFix inquiries, in 2021, CECRT created over 628 Service Requests for resident issues identified on private property in the TRAKiT Customer Request Module (CRM) system. All of these CRM Service Requests have been managed in some way, including service request investigation, an opening of a code enforcement case, or some other level of service request response.

The number of CRM Service Requests opened the last three years is as follows:

Year	CRM Service Requests Opened
2019	1,102
2020	732
2021	628

While these CRM Service Request numbers have declined on an annual basis, this is a reflection of moving the Unauthorized/Abandoned Vehicle Program into the CityWorks Asset Management (public property) system in September of 2019. Thus, all of the service

requests associated with unauthorized or abandoned vehicles in the right-of-way are no longer reflected in these numbers, which explains the drop in requests from 2019 to 2020. A significant number of these CRM Service Requests turn into Code Enforcement cases on private property, as noted below.

Code Enforcement on Private Property

If upon investigation a CRM Service Request identifies a violation of the City’s codes on private property, a Code Enforcement case may be opened on the property. In 2021, CECRT opened and managed 225 Code Enforcement cases and resolved 106 from this year and previous years. Prior year data for opened and closed code enforcement cases is as follows:

Year	Number of Code Enforcement Cases Opened	Number of Code Enforcement Cases Closed
2019	151	101
2020	125	94
2021	225	106

The level of case closure in any given year is dependent on the complexity of cases managed and the willingness of the responsible parties to gain compliance with the noted violations in their cases. Some case types may be open for multiple years, while proper steps, such as obtaining permits, are taken by the violators. Thus, there is not a direct correlation of the number of cases opened and closed within the same year.

As of the writing of this memo, CECRT currently has **442** open Code Enforcement cases. While not all of these cases are being actively worked at any given time, this amount of open cases highlights how many ongoing violations currently exist on private property throughout the City.

Code Enforcement Primary Case Types

Of the 225 Code Enforcement cases opened in 2021, one of the largest code enforcement types is Work Without a Permit (WWOAP). This year, CECRT opened 122 WWOAP cases. To resolve their WWOAP case, property owners work through the permitting process with the Planning and Community Development Department. They required to obtain permits ‘after the fact’ if the type of development or construction is allowed on their property, and they are assessed double fees for the applicable permitting costs. WWOAP cases can range from a basic building permit, such as for adding a carport to a home, to a far more complex critical areas violation which takes considerably more time.

The two other most prevalent types of Code Enforcement Cases and the number of cases opened in 2021 include the following:

- Accumulation of Refuse – 57 Cases
- Unlicensed/Inoperbale, Disabled, or Junk Vehicles – 32 Cases

CityWorks Service Requests Received

CECRT also receives service request for issues on public property or issues with publicly-owned assets throughout the year. These issues are tracked and managed in the CityWorks Asset Management system, as noted above. The number of CityWorks Service Requests opened the last three years is as follows:

Year	CityWorks Service Requests Opened
2019	1,513
2020	1,413
2021	2,530

Of the 2,530 CityWorks Service Requests opened in 2021, the numbers of four the largest categories of asset-related service requests are as follows:

- Unauthorized/Abandoned Vehicles – 925 (more information below)
- Debris and Litter Removal – 253
- Homelessness Response for Public Property – 136 (more information below)
- Hazardous Condition – 114

Unauthorized Vehicles in the Right-of-Way

Also as noted above, in September 2019, the tracking of unauthorized vehicles in the City’s rights-of-way was moved from the TRAKiT CRM System to the CityWorks System. In cooperation with the Shoreline Police Department (SPD), CECRT responded to 925 calls for service to tag unauthorized vehicles in the right-of-way in 2021. Those vehicles that were not moved by their owners through an initial tagging were forwarded onto SPD for removal from the right-of-way. SPD, following secondary tagging and further investigation, towed 58 vehicles from the City’s right-of-way in 2021 when no other resolution could be found.

Responding to Issues of Homelessness

A prevalent problem that CECRT addresses on an annual basis is the issue of responding to unhoused people in the community camping or residing on public property. CECRT received and investigated 136 requests for homelessness response in 2021. This is a substantial increase from 87 requests in 2020 and 94 requests in 2019. Responding to requests such as this requires considerable staff time as these requests may include posting an encampment, removal of the debris left behind and also providing the unhoused person(s) with information about support services if they are interested. If staff needs to collect any personal property to store in accordance with City Policy, this can take even more time. However this step has been done by CECRT only once this year. Most often, individuals take their personal belongings and leave refuse at an encampment site to be cleaned up by staff.

Additional Information

The Public Works Streets Maintenance Division also supports CECRT’s work on CityWorks Service Requests when certain requests are beyond the scope of the Team’s equipment and abilities. CECRT also partners with Public Works in instances when the Team still retains the request but needs supplemental staff to complete our work, such as a major accidents or road closures and reciprocally with snow events.

CECRT acknowledges the challenges of working in a COVID pandemic environment and staff are not certain how this will affect service request or code enforcement case numbers in the future. As is noted in this memo, service requests and cases have been on the rise and CECRT's success is a direct result of staff dedication in making the City of Shoreline a better place to live, work, and play.