



Memorandum

DATE: March 3, 2023

TO: John Norris, Assistant City Manager

FROM: Bob Crozier, CECRT Supervisor

RE: 2022 – Code Enforcement and Customer Response Team Year in Review

The Code Enforcement and Customer Response Team (CECRT) never had a dull moment in 2022. We are always looking for ways to do our jobs better. Continued use of our improved equipment, connectivity and support from IT makes CECRT fully field functional.

This memo gives a snapshot of what we have done in 2022. It also highlights all the hard work and effort of the entire Code Enforcement and Customer Response Team: Ryan Odegaard, Code Enforcement Officer; Rob Staveskie, CECRT Representative; Ben Hossienzadeh, CECRT Representative, and Susan Kelley-Morse, CECRT Administrative Assistant.

TRAKiT Cases - Private Property Violations

When a customer has a code enforcement inquiry, whether it be through a phone call, email or walk-in communication, staff want to be able to track and respond to the request. In 2022, CECRT created 498 Cases where a site was investigated and, if found to be valid, was guided through the code enforcement process so that the property may become compliant.

The number of Code Cases opened and closed over the last three years is as follows:

Year	Number of Code Enforcement Cases Opened	Number of Code Enforcement Cases Closed
2020	125	94
2021	225	106
2022	498	304

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 always a direct correlation of the number of cases opened and closed within the same year.

Code Enforcement Primary Case Types

Of the 498 Code Enforcement Cases opened in 2022, the largest Code Enforcement Case type is Work Without a Permit (WWOAP). This year, CECRT opened 187 WWOAP cases. To resolve their WWOAP case, property owners work through the permitting process with the Planning and Community Development Department. They are 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 2022 include the following:

- Accumulation of Refuse – 65 Cases
- Unlicensed/Inoperable, Disabled, or Junk Vehicles – 60 Cases

CityWorks Service Requests Received

CECRT also receives and tracks service requests annually for issues on public property or problems with publicly owned assets. These issues are tracked and managed in the CityWorks Asset Management system. The number of CityWorks Service Requests opened the last three years is as follows:

Year	CityWorks Service Requests Opened
2020	1,413
2021	2,530
2022	3,151

Of the 3,151 CityWorks Service Requests opened in 2022, the numbers of four the largest categories of asset-related service requests are as follows:

- Unauthorized/Abandoned Vehicles – 1,357 (more information below)
- Debris and Litter Removal – 280
- Homelessness Response for Public Property – 152 (more information below)
- Hazardous Condition – 105

Unauthorized Vehicles in the Right-of-Way

As is noted above, in cooperation with the Shoreline Police Department (SPD), CECRT responded to 1,357 calls for service to tag unauthorized vehicles in the right-of-way in 2022. Those vehicles that were not moved by their owners through an initial tagging were forwarded onto SPD for impound and removal from the right-of-way. SPD, following secondary tagging and further investigation, impounded 83 vehicles from the City’s right-of-way in 2022 when no other resolution could be found.

Responding to Issues of Homelessness

A continuing concern within the city that CECRT addresses on an annual basis is the issue of responding to unhoused people in the community. In 2022, CECRT received and investigated 152 requests for homelessness response. This is slightly up from 136 requests in 2021 and 87 requests in 2020. Responding to requests such as this requires considerable staff time, as these requests may include posting an encampment, removal of debris left behind, and working to connect the unhoused person(s) with support services if they are interested, all in accordance with the City's Addressing Prohibited Encampments Administrative Policy. Additional time may also be needed to collect any personal property to store in accordance with City policy. However, this step was only necessary four times during this year. Most often, when individuals vacate an encampment site at the direction of staff, they will take their personal belongings and leave refuse at the site to be cleaned up by staff.

Cross-Departmental Coordination and Team Work

CECRT was designed as and continues to be a problem-solving team. CECRT takes the lead on addressing a variety of concerns without engaging other work crews, such as Public Works, Parks, or Police, except when needed. When issues arise that do require cross-Departmental coordination, CECRT will make a request for resources needed based on the issue to be addressed.

A recent example of this was the removal of a derelict boat filled with trash that had been dumped at N. 170th Street and Whitman Avenue N. This issue required CECRT, Public Works Streets Maintenance, Shoreline Police, and the King County Sheriff's Office Marine Unit to remove the boat and refuse from the right-of-way. CECRT cleaned the road where the boat had been initially dumped, restoring it to its previous state.

These types of team efforts are critical to meeting the community's expectations in a timely manner. CECRT takes great pride in working effectively across Departmental lines and supporting multiple work groups throughout the City to foster good teamwork and great outcomes for the community.