

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE:	Review of Draft Code Enforcement Policy & Procedure Manual
DEPARTMENT:	Planning & Development Services
PRESENTED BY:	Tim Stewart, Director of Planning & Development Services Sherri Dugdale, Code Enforcement Officer <i>SD</i>

EXECUTIVE SUMMARY

Your Council's 1999-2000 Workplan includes Goal #8, "Develop a code enforcement program reflective of City values". To that end, on July 19, 1999, Staff presented a project outline to City Council for the development of the code enforcement program. The project itself was divided into three phases: a Planning Phase (Phase I), a Program Development Phase (Phase II), and an Implementation Phase (Phase III). Your Council's approval of the Project Plan and selection of a "Proactive Three Strikes" enforcement strategy signaled the successful completion of Phase I.

In Phase II (Program Development), Staff has initiated a dialog between the City and the citizens of Shoreline in an effort to better define "community values" and to set the stage for future collaborative, proactive projects for community and neighborhood improvement. To help determine priorities in the enforcement of City codes; Staff requested feedback from Shoreline residents and business owners in the form of a survey. The results of this survey, as well as a proposal for year 2000 code enforcement projects, will be presented to Council in Phase III (Implementation).

The second key element of Phase II, as well as a goal of the overall project, is the adoption of a Policy and Procedure manual. It was agreed that the manual must be completed before intensifying enforcement efforts in order to provide the foundation, authority, and guidelines for the code enforcement program. A request for the formal adoption of the Code Enforcement Policy and Procedure Manual will follow Council's adoption of the new development code, as some of the procedures may change with the revised enforcement chapter.

The attached Policy and Procedure Manual (Attachment A) was developed cooperatively by an inter-departmental team made up of representatives from Planning and Development Services, Public Works, Shoreline Police, the City Attorney, Community and Government Relations, and the City Manager's office. Staff now presents it to City Council for review and feedback – no other action is required at this time. Your Council's formal adoption of the Policy and Procedure Manual will be requested after the new development code is passed.

Approved By: City Manager *LB* City Attorney *N/A*

BACKGROUND/ANALYSIS

The attached Policy and Procedure Manual was distributed to staff on December 15, 1999 as internal guidance. When the new development code is adopted, it will trigger some changes and additions to the manual – mostly having to do with Strike Three enforcement actions and legal procedures. During the interim period, we will have the opportunity to “test drive” the procedures and fine-tune any that need adjustment, while continuing to add to sections that are either pending further research, or have not yet been addressed. This document is intended to offer structure and guidance to the program, while allowing enough flexibility so that enforcement may be tailored to each individual case.

The interim manual is divided into seven chapters, each of which will be discussed individually:

Chapter 1 – Introduction

This chapter provides a roadmap for the program by presenting the basic philosophies that guide the program, listing the scope of the codes enforced within the program, and by defining some terms. Any successful program should have, at its core, a mission statement that conveys the underlying values of the program. The mission of the City of Shoreline's Code Enforcement Program is, “to provide quality, professional enforcement of City codes, reflective of community values, in order to improve the quality of life in Shoreline”.

Chapter 2 – Administrative Process

The second chapter offers a “big picture” view of a code enforcement case, beginning with the origination and following through to the closure. Generally speaking, the Customer Response Team (CRT) will be responsible for complaint intake, recording, and initial investigation and enforcement (Strike 1 - as they are currently doing) or for referring the case to another department or agency. If compliance is not achieved with initial education and enforcement, CRT will refer the case file to the Code Enforcement Officer for Strike 2 level enforcement. If compliance is still not achieved, the Code Enforcement Officer will initiate Strike 3 actions that may involve referring the file to the City Attorney for prosecution or other legal action (see page 5 of the manual for a visual model of the process). The specifics of each Strike are discussed in Chapter 4 – Enforcement.

Priority level guidelines are provided to aid the investigator in determining the initial response time, as well as the appropriate level of initial enforcement. We recognize that each code enforcement case will likely be unique and offer the guidelines for some degree of uniformity, but also realize that, ultimately, investigators must use their best judgement and combine *all* factors to determine the appropriate response and level of enforcement.

Also addressed in this chapter are some violation-specific procedures for issues such as junk vehicles, which require adherence to certain state laws. This section will likely be expanded as the program develops, so that enforcement of issues such as the accumulation of garbage and debris, or the abatement of drug houses is somewhat “standardized”.

The compliance monitoring discussed on page 9 of the manual is an example of a “proactive” approach to code enforcement. This allows us to monitor a site for continued compliance after a violation is corrected. An excellent candidate for compliance monitoring is the case previously brought to the attention of Council where a residential site had become so cluttered with junk cars and debris that it took the City four days to remove 28 vehicles, 16 tons of garbage, and 9 tons of metal debris. We continue to monitor this site in order to prevent a similar accumulation

of junk in the future. In this way, repeat violations are met with quick action and stiffer enforcement, thus encouraging continued compliance.

Chapter 3 – Investigations

The majority of this chapter describes the issues surrounding inspections and investigations on privately held property. This chapter may also be expanded in the future to include more issues specific to the investigation of code violations.

Chapter 4 – Enforcement

Chapter 4 offers a closer look at each of the "Strike" level actions and recommends initial enforcement actions based on certain situations (see chart on page 13). Voluntary compliance is encouraged at each "Strike" level, while continued non-compliance and violations that are more grievous justify stepping up the enforcement actions. Strike 3 enforcement actions are most likely to see change as a result of the new development code. The potential changes include the addition of a civil citation system (Notice of Infraction), stiffer civil penalty amounts (especially for willful violations within a critical area), and a streamlined system for general nuisance and dangerous premises abatements.

Chapter 5 – Legal

While much of this chapter deals with actions coordinated by the City Attorney or other designated legal counsel; those actions rely on the case file assembled by the Code Enforcement Officer and other investigators. The Legal chapter will be expanded to detail how criminal charges may be filed, how a search warrant may be obtained, and may eventually include guidance for those investigators who are requested to appear in court.

Chapter 6 – Operations

Because the personal safety of the investigators is paramount, Chapter 6 touches on some of the potential dangers that may be encountered while working in the field. And while there have been no drug labs encountered in Shoreline, it is common knowledge that they are becoming more numerous, and so have been included in this manual in order to educate those who have a higher risk of encountering a meth lab.

Chapter 7 – Addendum (Forms and Sample Letters)

The final chapter in the Policy and Procedure manual contains the forms and sample letters used in the new code enforcement program. The Code Enforcement Referral form (page 24) should be used for any referrals or to notify CRT of any updated information.

RECOMMENDATION

No action is required at this time. Staff seeks Council comments and feedback regarding the draft Code Enforcement Policy and Procedure Manual.

ATTACHMENTS

Attachment A: Policy and Procedure Manual – Code Enforcement Program
(Copy is available in City Clerk's office)

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE: Park Maintenance Standards Manual
DEPARTMENT: Parks, Recreation & Cultural Services
PRESENTED BY: Wendy Barry, Director *WB*
Kirk Peterson, Parks Superintendent *KP*

EXECUTIVE / COUNCIL SUMMARY

The Parks, Recreation and Cultural Services Department has developed a Park Maintenance Standards Manual for the purpose of providing guidelines that will standardize site amenities and provide park related construction guidelines within the City's park system. Because these standards will play an important role in how our parks look and feel to the park users, your Council's consensus regarding this section of the City of Shoreline Park Maintenance Standards is requested (See Attachment A).

Park site amenities and features that are the most visible to the park visitor such as benches, bleachers, bollards, trash receptacles, picnic tables, barbecues, drinking fountains, signs, athletic field features, kiosks, roofs, and tennis courts, are identified in the Park Maintenance Standards as presented for your Council review.

Staff is also developing detailed technical standards for park features that are less visible to the public such as drainage, electrical and plumbing fixtures, irrigation systems, and integrated pest and vegetation management guidelines. This will establish technical standards for our maintenance practices and those of contractors that may perform work on City property. It will also ensure that appropriate grades of materials are used for various features such as irrigation systems and that they comply with applicable codes (See Attachment B).

There are several benefits of establishing standards in the parks system:

- ◆ Maintenance efficiencies
- ◆ Improved response time for vandalism repairs
- ◆ Improved appearance
- ◆ Continuity of experience and safety for visitors in the park system
- ◆ Construction guideline standards
- ◆ Meet minimum industry standards
- ◆ Operate system in a business like manner

The Manual's standards were reviewed by the Parks, Recreation and Cultural Services Advisory Committee on January 27, 2000. The Advisory Committee unanimously voted to recommend the standards to your Council.

RECOMMENDATION

No action is required. Staff requests your Council provide staff with consensus regarding the Park Maintenance Standards Manual to be used as general guidelines for standardization of maintenance and construction activities occurring within the City's park system.

Approved By: City Manager LB City Attorney N/A

RECOMMENDATION

No action is required. Staff requests your Council provide staff with consensus regarding the Park Maintenance Standards Manual to be used as general guidelines for standardization of maintenance and construction activities occurring within the city's park system.

ATTACHMENTS

Attachment A: Parks Maintenance Standards Manual Excerpts

ATTACHMENT A

Park Maintenance Standards Excerpts

- Ballfields
- Barbecues
- Basketball Goals
- Benches
- Ballfield Bleachers & Benches
- Ballfield Dugouts
- Stationary Bollards
- Removable Bollards
- Guard Railings
- Drinking Fountains
- Gates
- Kiosks
- Color Scheme
- Signage
- Picnic Tables
- Roofing
- Trash Receptacles



