



Memorandum

DATE: March 11, 2025

TO: John Norris, Assistant City Manager

FROM: Bob Crozier, CECRT Supervisor

CC: Bristol Ellington, City Manager

RE: Code Enforcement, Customer Response & Parking Enforcement Team 2024 Report

The Code Enforcement, Customer Response, & Parking Enforcement Team (CECRT) responds to and resolves inquiries, concerns, suggestions and complaints regarding City infrastructure and Code enforcement on private property. The team also serves as a referral source for City services. CECRT investigates and resolves code compliance cases that arise in the community through a process of working with and educating the responsible party, providing them direction and timeframes to correct the civil code violations, and holding responsible parties accountable to achieve compliance. New in 2024, CECRT began operating the City's first dedicated Parking Enforcement program.

CECRT works hard to provide the best service to the community and strives to continuously improve wherever possible. This memo highlights the work that CECRT accomplished over 2024, and the outcomes achieved. It also highlights the hard work and effort of the entire team, including:

- Bob Crozier, Team Supervisor
- Ryan Odegaard, Code Enforcement Officer
- Rob Staveskie, CRT Representative
- Gina Kibler, CRT Representative
- Susan Kelley-Morse, CECRT Administrative Assistant II
- Fasil Berhanu, Parking Enforcement Officer
- Vacant position in the process of being filled, Parking Enforcement Officer

Community Development (CommDev) Cases - Private Property Violations

Customers have many ways to engage with CECRT. This includes contacting the City's main telephone line (206.801.2700), contacting CECRT directly via email or through social media inquiries, and sharing issues in the community through the City's SeeClickFix platform. Service request outreach can be related to issues with City infrastructure/City property and to issues on private property. When outreach occurs related to private property issues and violations, CECRT tracks and responds to these requests using the City's CommDev software system.

In 2024, CECRT opened/created 348 Cases in CommDev for potential private property code violations. When a Case is opened, the site is investigated and, if the violation is found to be valid, the site is guided through the code enforcement process in order to achieve code compliance. If the code violation is unfounded, the Case is closed. Code Cases opened and closed in CommDev over the last five years are as follows:

Year	Number of Code Cases Opened	Number of Code Cases Closed
2020	124	94
2021	225	106
2022	494	430
2023	334	412
2024	348	300

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 achieve compliance with the noted violation(s) in their case. Some case types may be open for multiple years, while proper corrective actions, such as obtaining permits, are taken by the violators. Thus, there is not always a direct correlation between the number of cases opened and closed within the same year.

Of the 300 code cases closed in 2024, the median number of days it took to investigate, address and close these cases was 53 days. This is a new performance measure that CECRT began tracking in 2024 and will continue to track in future years.

Only one (1) code case was appealed in 2024. This case is currently being addressed by the City Attorney's Office.

Code Enforcement, Work Without a Permit

Of the 348 code cases opened in 2024, one of the largest code enforcement types is Work Without a Permit (WWOAP). In 2024, CECRT opened 84 WWOAP cases, 53 of which were verified, and the remainder were closed as either not being a violation or staff was unable to verify that a violation existed. To resolve a WWOAP case, property owners work with the Planning and Community Development Department to obtain permits 'after the fact' and double fees are assessed per the Shoreline Municipal Code. WWOAP case corrective action can range from obtaining a basic building permit to far more complex critical areas violations, which take considerably more time to address and rectify.

Other Common Types of Code Enforcement Cases Opened in 2024

While there are many different code enforcement case types, in addition to WWOAP cases, the following three case types are some of the most common types opened. Here are the numbers of cases opened in 2024 by these case types:

- Graffiti – 86 Cases
- Accumulation of Refuse – 42 Cases
- Unlicensed/Inoperable vehicles – 29 Cases

Currently Open Cases and Case Status

As of the writing of this report, there are 390 open/active cases in the CommDev system. Seven (7) of these cases have been moved into a "Filed on Title" status, where the City has failed to gain compliance,

and these filings should prevent loans or sales from occurring on these properties without the code violations being addressed. All-cash sales for properties in this status do get around this, but it does not make the property code compliant; the violation(s) remain non-compliant, and the new owner has to correct the violation(s).

Additionally, 30 of the open cases are currently in the “Civil Penalty” phase of the code enforcement process, where fines for non-compliance are accruing weekly. Five (5) of these 30 properties have achieved the maximum of \$125,000 in civil penalties accrued, where penalties are no longer accruing, and the property is now lienied for that value.

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 managed in the CityWorks Asset Management system. While CECRT is the clearing house for intake and distribution of these service requests, the numbers in the table below reflect the City’s most prevalent groups and their annual service request numbers over the last five years:

Year	Total Service Requests	CECRT	Parks Operations Division	Public Works Department
2020	2,304	1,413	245	620
2021	4,077	2,530	395	1,172
2022	5,344	3,151	307	1,677
2023	4,571	2,502	594	1,321
2024	5,629	3,063	855	1,567

Of the 5,629 CityWorks service requests received in 2024, the four largest categories of service requests are as follows:

- Graffiti/Vandalism – 1270
- Unauthorized/Abandoned Vehicles – 1,172 (more information below)
- Homelessness Response for Public Property – 240 (more information below)
- Debris and Litter Removal – 190

SeeClickFix

A large number of CityWorks service requests come in through the City’s SeeClickFix platform (both mobile and web applications). The number of SeeClickFix service requests received over the last five years are as follows: 4,289 in 2024, 3532 in 2023, 3555 in 2022, 2416 in 2021, and 1262 in 2020. This data shows a clear growing use of this customer access point. In 2024, staff began working on better aligning how SeeClickFix is configured with the City’s operation procedures and communication protocols to better serve the public and manage this powerful application. This work has continued into 2025.

Parking Enforcement

As noted above, in 2024, CECRT began operating the City’s first dedicated parking enforcement program. The Team has successfully brought on one new Parking Enforcement Officer and is in the final stages of the process to hire the second officer. In addition to staffing the program, the Team has also procured and outfitted one parking enforcement vehicle, procured and implemented the parking enforcement software system and technology to enforce violations and issue infractions, and coordinated

with King County District Court to have them adjudicate parking ticket appeals. Parking Enforcement Officers are enforcing unauthorized/abandoned vehicles throughout the city and are working to establish good relationships with Shoreline residents and businesses.

Unauthorized (Abandoned) Vehicles in the Right-of-Way

As noted above, CECRT tagged 1,172 unauthorized/abandoned vehicles in the right-of-way in 2024. These vehicles include vehicles that have not moved from the same location in the right-of-way for longer than allowed by Code, vehicles that are deemed to be inoperable, and vehicles that are not properly licensed. Once these vehicles receive an initial warning tag, they are forwarded on to the Shoreline Police Department for additional tagging, citation or potential removal from the right-of-way. Shoreline Police towed 74 vehicles from the City's right-of-way in 2024 when no other corrective action worked.

As part of the new parking enforcement program, unauthorized vehicles are tagged for removal and issued a warning in the City's parking enforcement system. Vehicles with repeated violations may receive a citation. The management of unauthorized vehicles in the right-of-way, which used to be performed by the City's two CECRT Representatives, has now shifted to the City's Parking Enforcement Officer, freeing up more time for the CECRT Representatives to focus on other code enforcement and City asset issues.

Responding to Issues of Homelessness

A continuing concern within the city that CECRT and the Parks Operations Division addresses on an annual basis is the issue of responding to unhoused people in the community. There are a variety of problems encompassing camping or residing on public property. CECRT received 240 requests for homelessness response in 2024. This is down slightly from 258 requests in 2023 and up from 167 requests in 2022. These requests require considerable staff time to review and address, as these requests often include posting an encampment, providing the unhoused person(s) with information about support services, and the removal of any debris left behind. This work often takes several trips to the encampment site. When staff collects personal property found at an encampment to store in accordance with City policy, this can take even more time. However, this step was only necessary three (3) times in 2024. Most often, individuals take their personal belongings and leave refuse at the encampment site, which is removed as waste.

Continued work with the City's homeless outreach partner, Lake City Partners, and the Shoreline Police Department continues to provide a good network of support for individuals living in encampments. While many individuals that CECRT, Parks, Police or Lake City Partners engage with are not interested in receiving services to address their homelessness or other underlying issues, some do engage with our partners to receive services. This is very challenging work, but all staff involved are dedicated to addressing this issue on an ongoing basis and supporting those who are most vulnerable in our community.

When encampments are on private property, CECRT works with property owners to take corrective action to prevent further problems. This includes having the property owners secure the structures onsite, post signs and sign trespass orders through the Shoreline Police Department, as well as the removal of any accumulation of refuse and camp debris.

Additional Information

CECRT continues to be a problem-solving team and investigates a wide variety of issues. Our goal is to solve problems as they come in and prevent them from becoming bigger concerns. When CECRT finds something that we cannot immediately solve in an initial assessment, we reach out to our internal partners for assistance.

Finally, a team made up of CECRT, Shoreline Police, the Community Services Division and the City Manager's Office meets monthly to coordinate efforts across our various functions. We bring current, relevant information to each other and focus on problem solving and supporting one another. This meeting has proven to be very effective and will continue to go forth in order to accomplish all of the work noted in this report.