



**CITY OF ASTORIA  
COMMUNITY DEVELOPMENT  
DEPARTMENT**

August 26, 2014

TO: MAYOR AND CITY COUNCIL

FROM: BRETT ESTES, CITY MANAGER PRO TEM

SUBJECT: PROJECT STATUS REPORT – COMMUNITY DEVELOPMENT DEPARTMENT

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The following are summaries of Community Development Department projects and activities.

**PLANNING PROJECTS**

**Astoria Transportation System Plan Update** – (City Council Goal: Maintain Advocacy for the Astoria Bypass) – PROJECT COMPLETE

After holding public meetings, stakeholder meetings and advisory committee meetings, the TSP citizen advisory committee made a recommendation to the Planning Commission with regards to the TSP. The Planning Commission held a public hearing on February 27, 2014 and recommended approval of the draft Transportation System Plan. The City Council held a public hearing for consideration of TSP and associated code amendment adoption on April 7, 2014. At its April 21, 2014, the City Council held a second reading and adopted the ordinances completing the TSP project.

The website for the Astoria TSP update project can be found at:

[www.wix.com/dksassociates/astoriatsp](http://www.wix.com/dksassociates/astoriatsp). The website link can also be found on the City of Astoria Community Development Department webpage. The final adopted TSP will be placed on the City's web page.

Clatsop County has initiated work on the County-wide TSP. City Planner Rosemary Johnson serves as a member of the Project Advisory Committee for the County TSP. City staff will be assisting with the development and review of the County TSP over the next two years.

**Flood Insurance Maps**

Over the last few years, the Federal Emergency Management Agency (FEMA) and Department of Geology and Mineral Industries (DOGAMI) have been developing new flood zone maps for the entire nation. In 2010, new FEMA maps were adopted by the City with the knowledge that additional mapping would soon be completed by DOGAMI for coastal communities to better identify the “at risk” areas of each community. DOGAMI has completed a LIDAR survey of the entire Oregon coast, including Astoria, and had prepared a

set of maps to identify potential hazard areas and to eliminate areas that were previously thought to be a hazard based on old, less detailed information. With the LIDAR survey, the maps now can identify the specific elevation of the land in more detail thereby removing guess work from the equation.

FEMA and DOGAMI requested that the local communities enter into a Partnership Agreement. The Partnership Agreement represents a good-faith effort by all parties to share data, communicate findings, and plan mitigation activities to reduce the exposure of the citizens within the communities to hazard risk. It is intended to provide a common strategy to address hazards and increase resilience within the communities. While communities are not required to sign the Agreement, it is encouraged that all participants sign and enter into the Agreement. At their meeting on February 19, 2013, the City Council authorized the Mayor to sign the agreement.

Staff has been working with FEMA and DOGAMI to assure that the information and maps for Astoria reflect the issues and concerns specific to our community. On December 10, 2013, the City received the draft FEMA Flood Insurance Rate Maps (FIRM) for review. Prior to this draft, the adopted 2010 flood zone designations in Astoria had not changed dramatically from the 1978 FIRMs and therefore, Astoria had little concern with the new mapping. With the new drafts, there are major changes that will impact the citizens of Astoria and their ability to obtain flood insurance and/or to develop along the Columbia River and Young's Bay. At the same time as the proposed map changes, the Biggert-Waters National Flood Insurance Reform and Modernization Act (2012) was adopted which drastically increased the flood insurance rates nationwide. Staff spoke with representatives from Clatsop County, Warrenton, and Seaside to coordinate the responses from the various communities concerning the proposed changes. A letter was sent to DOGAMI identifying questions and concerns with the new mapping. A copy of the letter was sent to the City's US Senate representatives to keep them apprised of our concerns. Clatsop County and Warrenton also sent letters of concerns.

Several of the issues/concerns include the change of the Columbia River and Young's Bay to a "velocity zone" which increases the potential flood impact areas and raises the Base Flood Elevation. In addition, the draft maps use an extremely high data point from the Tongue Point Tidal Station that appears to be an anomaly and alters the Base Flood Elevation by one foot or more. The inclusion of this data in the model has a tremendous impact on not only development in these areas, but could also have an effect on insurance rates for citizens in these areas. There were several other issues noted in the letter to DOGAMI. Staff have been in contact with the US Senators who continue to monitor and work on this issue on the Federal level.

Staff has been working closely with Clatsop County and Warrenton on the above issues that impact the entire north County / Columbia River area. DOGAMI forwarded the letters to FEMA. The City received a response from FEMA in June 2014 which did not completely answer the City's concerns. There is still question as to the accuracy of the information in the new mapping and the data and model used to calculate the potential flood risks in Clatsop County. Department of Land Conservation and Development representative Patrick Wingard is assisting with the map overview and getting the answers needed to address the City's concerns. Staff will continue to work with the representatives and other local

communities on the draft maps. Staff will ultimately present the draft maps to the Planning Commission and City Council for consideration once they are finalized by FEMA and DOGAMI.

## **CODE AMENDMENTS**

**Riverfront Vision Plan Implementation** – (City Council Goal: Continue Implementation of the Riverfront Vision Plan)

In 2009 the City of Astoria adopted the Astoria Riverfront Vision Plan. The Riverfront Vision Plan describes a future vision and specific recommended implementation measures related to open space, land use, and transportation plans along the Columbia River waterfront. For purposes of the Riverfront Vision Plan, the City's riverfront was divided into four plan areas: Bridge Vista, Urban Core, Civic Greenway, and Neighborhood Greenway.

In 2011-2012 and 2012-2013, the City Council adopted a goal to: Implement the Riverfront Vision Plan on a Zone by Zone basis. In 2012-2013, the City of Astoria requested and received a Transportation and Growth Management (TGM) Code Assistance grant to develop and write updated Comprehensive Plan language, Development Code text, and map amendments to implement policies and recommendations in the City's adopted Riverfront Vision Plan for the Civic Greenway Plan Area (Phase 1) and Bridge Vista Plan Area (Phase 2). The intent of the implementation process is not to revisit or revise recommendations from the Riverfront Vision Plan which has been accepted by the Astoria City Council.

As a first step in this process to address the Civic Greenway Plan Area, the project team prepared a Code Evaluation Report summarizing development code issues to be addressed in drafting amendments. The Civic Greenway Plan Area is generally located from Columbia River Maritime Museum to east side of 41<sup>st</sup> Street at Abbey Lane and the River to Marine / Lief Erikson Drive. After reviewing the Code Evaluation Report, the Astoria Planning Commission and the project team began drafting preliminary code amendment language to address selected code issues for the Civic Greenway Pan Area. The team divided the amendments into three sections to allow for adequate review of the draft code amendments with the Planning Commission and public. The Planning Commission held five public work sessions on the draft amendments with mailed, emailed, and published notification to the general public and to anyone who has expressed interest in the Riverfront Vision Plan or implementation process. The work sessions were well attended.

Implementation of recommendations from the Riverfront Vision Plan in the Civic Greenway Plan Area will take the form of both map amendments and code amendments. The project consultant, Matt Hastie, Angelo Planning Group, gave an overview of the draft amendments as developed with the Astoria Planning Commission at the April 7, 2014 City Council. The Planning Commission held a public hearing on May 27 and June 24, 2014. At its July 22, 2014 meeting, the Planning Commission recommended that the City Council adopt the proposed ordinances. A public hearing before the City Council was held August 18, 2014. The City Council closed the hearing and held a first reading at that meeting. The draft materials are accessible on the City's web site at [www.astoria.or.us](http://www.astoria.or.us), Community Development, Projects, Riverfront Vision Plan, or they can be viewed at City Hall, 1095 Duane Street.

## **Wind Energy Amendment**

Beginning in 2010, the City saw an increase in inquiries for smaller scale wind energy facilities. Current Development Code language does not specifically address these issues. At the petitioning of a potential wind energy developer, the Planning Commission made an interpretation that wind energy facilities would be allowed similar to “utilities” in the IN Zone (Institutional) and S-2 Zone (General Development Shorelands) but that they needed to comply with the height regulations of those zones or obtain a variance.

This issue was brought back to the Planning Commission in August 2012 for a work session to continue discussions on draft ordinance language. The Planning Commission agreed that the two draft codes (wind and solar) should be addressed separately. Legislative changes in 2012 impacted how cities can regulate solar facilities and staff addressed these changes in the draft solar energy ordinance. Multiple work sessions with the Planning Commission and City Council were held and at their September 24, 2013 meeting, the Planning Commission recommended approval of the ordinance. The City Council adopted the Solar Ordinance at their November 4, 2013 meeting.

The Planning Commission will continue work on the wind energy ordinance following completion of / or between gaps in work on the Riverfront Vision Plan implementation project. Once the Planning Commission has held a public hearing(s) on this code language, it will be forwarded to City Council for final consideration.

## **Hillside Development Ordinance Amendment**

In order to better address construction in geologic hazard and/or steep hillside areas, staff has been developing possible Development Code revisions to address this issue. Staff initiated this process several years ago but it was not finalized anticipating the integration of LIDAR study results. However, a preliminary draft was circulated among professionals in the field, the Planning Commission, City Council, and staff for review and comment. The LIDAR survey completed by the State Department of Geology and Mineral Industries (DOGAMI) to identify areas of past slides and weak soil areas was completed. Staff has integrated comments received from the earlier draft and has been coordinating with DOGAMI to find the best way to integrate LIDAR information into the draft code language. With this new information/data, it was determined that it would be beneficial to establish “hazard zones” that could be addressed individually based on the severity of the hazard and the nature of the proposed work within the City. Work between the Planning and Engineering Departments continues on the draft ordinance. The Engineering Department is in the process of hiring a geologist to map the known landslide areas to be entered into the City’s GIS mapping system. This additional information will further assist in development of the Hillside Development Ordinance language.

## **URBAN RENEWAL**

### **Garden of Surging Waves** – (City Council Goal: Complete the Garden of Surging Waves) – PROJECT COMPLETE

On February 19, 2013, City Council authorized the award of a construction contract to Robinson Construction Company for the first sequence of the Garden of Surging Waves (GSW). With additional donations, the City was able to continue with the subsequent sequences to complete the GSW. The majority of construction at the GSW site was completed in March 2014. A formal dedication was held on Saturday, May 17, 2014. This project is now complete.

### **Heritage Square**

With the completion of the Garden of Surging Waves, the City will be continuing with the next phase of improvements to Heritage Square including the gathering area for concerts and community festivals, and to provide a permanent space for the Sunday Market.

In 2012, the US Environmental Protection Agency (EPA) awarded the City of Astoria a Brownfields Multi-Purpose Grant. The grant consists of \$200,000 for assessment and \$200,000 for cleanup of the Heritage Square property. This grant assisted in testing top soil from the Garden of Surging Waves and will address brownfield contamination issues required to be addressed prior to construction on the next phase of the Square. Prior to receiving the grant, several environmental investigations had been conducted at the property. These investigations determined that there are multiple contaminants on the site from past uses of the property which included an automobile repair garage and paint shop, a car sales business, a dry cleaning establishment, a newspaper printing company.

A public meeting on this project was held on May 21, 2014. An informational sign concerning the environmental work on Heritage Square has been developed and was installed on the east side of the Garden of Surging Waves. Additional soil samples funded by the EPA grant were taken in June. A report is currently being prepared by project consultants and will be presented to the City Council in September or October 2014.

### **Astor-West Incentive Program for Development / Redevelopment**

In order to address the 2012-2013 City Council goal on this issue (Develop an Incentive Program to Promote Development and Redevelopment within the Boundaries of the Astor-West Urban Renewal District, with a Focus on Properties Along the West Marine Drive Corridor), staff has been collecting and reviewing information on City urban renewal programs for building facade grant and/or loan programs. Staff has also been talking to the staff of these Oregon communities to understand what has worked well in their respective cities. Starting in 2013, staff worked with City urban renewal consultant Elaine Howard to develop a program for the Astor-West District. Design guidelines need to be established for this project. Code implementation of the Bridge Vista Area of the Riverfront Vision Plan is anticipated to begin in fall 2014. Design Guidelines for the Astor West Urban Renewal District could be a part of that project. The draft program and process/guidelines will be submitted to the Development Commission for consideration this fall / winter.

## **OTHER PROJECTS**

### **Senior Center Remodel**

In April 2013, the City of Astoria received a \$1.5 million Community Development Block Grant (CDBG) to renovate the Astoria Senior Center. Astoria Senior Center members partnered with the City by providing cash match for the renovation. CDBG funding comes from the US Department of Housing and Urban Development (HUD), administered by Business Oregon. Use of CDBG funding requires meeting multiple HUD special conditions and requirements:

- Completion of a Section 3 Plan describing the activities and tasks the City of Astoria will follow to ensure contractors hired by the City make a good faith effort to provide equal employment opportunity. The Plan was completed and approved by the City Council on October 21, 2013.
- Completion of a Limited English Proficiency Plan describing activities the City undertakes to ensure persons with limited English proficiency are provided meaningful access to, and participation in, programs and services provided by the City. The Plan was completed and approved by the City Council on October 21, 2013.
- Completion of an Updated 504 Checklist—Current inventory of all City public facilities and their accessibility by persons with disabilities. The Update was completed on January 31, 2014.
- Completion of an Environmental Review/Assessment of the Senior Center— The Assessment includes 50 different factors that relate to the Senior Center’s potential impact on the local environment. Due to changes in the CDBG grant process, the Assessment was approved until June 2014. The project could not go out to bid until the Environmental Assessment was complete and approved.

Concurrent with completion of the CDBG pre-construction activities, an architectural firm (Scott Edwards Associates) and Al Jaques, construction manager, were hired in June 2013. Public meetings were held at the Senior Center in July and October 2013 to receive feedback on preferences/needs for the renovated facility.

- Architectural drawings were completed in March 2014.
- The construction budget is 95% finalized, including an additional \$75,000 in matching funds providing by members of the Senior Center.
- Preliminary bid documents have been completed and are under review by Business Oregon.

Two additional activities have been completed:

- Identification of an out-of-service underground fuel tank outside the front door of the Center, which will be decommissioned Summer 2014 prior to the onset of the renovation; and
- Identification of asbestos found in the Center’s ceiling and floor tiles and a plan for removal and disposal of the tiles.

Due to the delay in obtaining the Environmental Assessment review, renovation of the Center was delayed. At its July 7, 2014 meeting, Construction Manager Al Jaques made a presentation to City Council concerning the construction delay. The Board of the Astoria

Senior Center supported the delay to avoid potential higher construction costs which would be anticipated should the project go out to bid in the summer. The City Council concurred with a proposal to initiate the bidding project in December 2014. The project is proposed to be completed in August / September 2015. The Senior Center activities have moved to the Astoria Yacht Club and will share the facility with the Parks and Recreation Department until the construction is completed.

**Downtown Mainstreet Program** – (City Council Goal: Support the Astoria Downtown Historic District Association in Development and Implementation of a Downtown Master Plan and in Promotion of the Arts) (City Council Goal: Maintain Advocacy for Business Development/Expansion through the Astoria Downtown Historic District Association Business Development Committee)

Staff has been working with the Astoria Downtown Historic District Association (ADHDA) on various items identified in the Building Blocks for a Successful Downtown plan. Planner Rosemary Johnson serves on the Design Committee as a liaison to the City. The Design Committee reviews and suggests ways to improve the aesthetics of the downtown. This committee manages the spring downtown clean up, and was instrumental in getting merchants to adopt planters which were installed with the Downtown Streetscape project.

In conjunction with the City of Astoria, a wayfinding sign project for the River Trail and downtown area has been initiated. A stakeholder group (comprised of representatives from ADHDA Design Committee, Chamber, Trolley Association, and Cruise Hosts) have been reviewing draft designs from the consultants. A public meeting on this project to receive community feedback was held on August 19, 2014. Comments from the public are currently being reviewed and addressed. This project is anticipated to be completed Fall 2014.

Additionally, the Design Committee has been working with City Manager Pro Tem Brett Estes and City Engineer regarding new street signs for the downtown intersection that indicate that it is a National Register Historic District. These would replace the current signs and “toppers” presently used. They have been working closely with ODOT on what is permissible and determining if any funding could be provided by the State. ODOT is currently working on a mockup of a possible sign design so it could be reviewed by the City and ADHDA.

City Manager Pro-Tem Brett Estes serves on the Business Development Committee which assists business owners in developing and / or growing their operations. The Business Development Committee has been working on strategies to fill vacant spaces and has been working to have tours oriented to locals which showcase downtown success stories. John Goodenberger and Mr. Estes hosted a tour in June which was at capacity and plans are being made for another tour this fall.

## **Certified Local Government Grant**

In alternating years, Certified Local Government (CLG) cities are eligible to submit grant applications to the State Historic Preservation Office (SHPO) for historic preservation related work. On April 7, 2014, the City Council accepted a grant to provide a “pass-through” grant to both commercial and residential property owners for facade renovations. The City has had this grant program in past years and has initiated the program for this year. The availability of the grant funds for facade restoration was advertised widely to make the public aware of the opportunity. Individual grants would be processed by staff and reviewed by the Historic Landmarks Commission, if necessary. Grants would be limited to a maximum of \$3,000 and the grant would be matched by the property owner. For example, if an owner wanted to replace non-original aluminum windows on the front of the structure with wood or steel windows, and the cost to purchase and install the windows was \$4,200, the Facade Restoration Grant would provide \$2,100 toward the work. The grant would be a reimbursement only, and work done before the grant application would not be eligible.

In addition, the CLG grant includes \$1,000 in architectural assistance funds for historic buildings. The architectural assistance funds are used to hire an architect or historic building designer to assist property owners in rehabilitating the exteriors of their buildings. Over the years, the City has retained John Goodenberger as a temporary employee to serve in this capacity. The City has provided this service each year under the CLG Grant program. The grant funds of \$1,000 will provide approximately 15 hours of design time to approximately 15 property owners.

## **Historic Design Guidelines**

Staff has been working with John Goodenberger to develop a set of residential design guidelines which would assist owners of historic properties with their restoration projects. The guidelines identify best practices, not regulations. They provide examples of good design features and materials that should be used or implemented when working on historic properties and will assist citizens through the historic design review process. It is intended as a tool for property owners to use when planning their projects. The Historic Landmarks Commission reviewed and accepted the guidelines at their February 18, 2014 meeting. The design guidelines, “Rehab Astoria Right: A guide to working with Astoria’s historic residences”, has been completed and is available to the public at City Hall and on the City’s web site. Staff is now working on a new set of design guidelines for commercial properties which are anticipated to be completed during this two-year grant cycle.

## **City Hall Facade Renovation**

City Hall interior renovation was completed in 2012. Several exterior features were not addressed during the previous renovations. Windows are steel and many are rusting and need to be reglazed. The front entry to City Hall has some rust and deterioration including one metal panel that was replaced with a wood panel many years ago. Staff got an estimate for repair of the first floor windows and the front entry doorway of \$14,250. At their September 24, 2013 meeting, City Council authorized submittal of two grant applications to help fund this project. One grant was received from the Kinsman Foundation for \$5,000. The Public Works Department hired a local metal worker as a temporary employee to

complete the restoration work. He has completed most of the windows and continues to work on the remaining ones and the front door. The project should be completed by fall.

### **US Coast Guard Housing**

Over the last three years, the City has been working with the US Coast Guard (USCG) concerning potential expansion of their existing housing area on the South Slope. The property was sold by the City to the USCG in 1991 with a Memorandum of Agreement concerning development of the site. The Community Development Department received the Governor's Livability Award in 1995 for the existing housing area and its integration into the community. The USCG proposes to build approximately 50 housing units in two-family, three-family, and multi-family dwellings in two phases. The housing is proposed for the area north of the existing houses and would be accessed from Klaskanine Avenue. The USCG and staff have met several times over the last year to assure that the new development will comply with the intent of the Memorandum of Agreement and meet the requirements of the USCG. Part of the process included a street vacation for the unimproved Niagara Avenue which is located in the northern portion of the USCG property and a zone change to allow multi-family dwellings (approved 11-5-12). At its June 2, 2014 meeting, the City Council approved a street vacation for the USCG allowing for the proposed construction. The USCG has awarded a construction contract and will be scheduling a public informational meeting in the next few months. Once the meeting has been set by the Coast Guard, they will notify City staff so the City could pass the information on to interested parties. The USCG anticipates construction of Phase I of these houses in 2015.

**Business Development** – (City Council Goal: Maintain Advocacy Business Development/Expansion through Columbia Pacific Economic Development District (Col-Pac), and Clatsop Economic Development Resources (CEDR))

City Manager Pro Tem attends Col-Pac committee meetings with City Councilor Warr to coordinate the efforts of the region for business development. Additionally, City Manager Pro Tem serves on the CEDR Board of Directors to address economic development issues in Clatsop County. Staff regularly meets and works with CEDR staff concerning assistance for new businesses to the area. New Business License applicants are referred to CEDR for assistance and CEDR provides them with information on how to work through the required City processes and other needed State and Federal permits.

### **Climate Change Adaptation**

Staff has met with the State of Oregon Department of Land Conservation and Development (DLCD) and other Clatsop and Tillamook County jurisdictions regarding a DLCD led initiative for planning for climate change for this region. DLCD has organized several meetings over the next few months with local, State, and Federal agencies to work with local jurisdictions concerning what actions may be needed and how to develop a regional-scale adaptation plan or framework. Planning and Engineering staff have begun to address questions identified by DLCD. These deal with factors which could potentially affect City facilities, analyzing risks and vulnerabilities, and will then begin to prioritize a management plan for consideration. Staff will continue to work with DLCD on this issue over the next few months.

## **BUILDING CODES**

At their March 24, 2014 meeting, City Council adopted a resolution which provided an increase in fees for the Astoria Building Division. In addition to addressing budget issues, the new fee structure now meets current State requirements and allows the City to start implementation of the Statewide E-permitting program. At its July 7, 2014 meeting, the City Council adopted the updates to the Building Codes Division Operational Plan as required by the State.

The State of Oregon assesses a surcharge on all building permits which funds this program. The City of Astoria has been collecting the required fee for several years and is now moving forward to start using the permit tracking software provided. The cost of the software is covered by the surcharge collected by the State. The Building Division has been told that installation of software and training will begin fall 2014.

This new software will allow the Building Department to transition from a paper-based tracking system to a computer-based system and will provide internal efficiencies for review / issuance of permits. Additionally over time, E-permitting will allow contractors to buy simple, non-plan review building permits online and will provide our customers a virtual 24 hour service counter for these types of permits. It will also allow contractors to schedule inspection and review results of field inspections online. It is anticipated that the time frame to get the program running will likely take around 6 months with implementation, testing, and training.

## **CODE ENFORCEMENT**

**Derelict Building Ordinance Enforcement** – (City Council Goal: Continue Enforcement of the Derelict Building Ordinance)

Community Development staff continues to address nuisance, property maintenance, and derelict building violations. Staff regularly attends community meetings and events to get the word out and answer questions about code enforcement. An update on specific code enforcement efforts is included below.

1. Enforcement progress continues with the downtown commercial properties (904-936 Commercial and 905-943 Commercial) and house (627 15th) owned by Mary Louise Flavel. City staff has been working with the City Attorney in 2013-2014 to file liens and foreclose on existing liens for these properties. The City now has three judgments for \$456,000, \$474,000 and \$474,000. On March 20, 2014, the City Attorney and Community Development staff attended a Municipal Court hearing to have the judge sign an order approving the Sherriff's sale of the properties and affirming the house is not a "homestead" property. A judgment was then entered against Ms. Flavel. The Sheriff's property sale was scheduled for July 22, 2014; however, prior to the sale, the City received correspondence from Ms. Flavel's attorney requesting a delay to September 2014 as the Washington County Circuit Court was appointing a conservator for the Flavel estate who would then be working with the City on the necessary repairs to the properties. City Attorney Blair Henningsgaard is working with the attorney and conservator on the conditions of the City's approval of the delay of

the Sheriff's sale. The conservator has begun cleanup of the house and will preparing the house and property on the north side of Commercial Street for sale with the proceeds from the sale to be used for the needed repairs to the property on the south side of Commercial Street. Enforcement continues on this matter and staff will be working on the next steps with Council.

2. The property at 4867 Birch Street has been the subject of numerous code violations and enforcement actions since 2005. The derelict condition of this property was brought to the City's attention again during the process for the proposed sale of adjacent City-owned land. Staff sent letters to and attempted to contact the property owner several times in May and June. The property owner, M LeRoy Olvey, responded by mail that he was seeking legal actions against several government agencies, including the City of Astoria, and that he could not comply with the order to clean up the property. A citation was issued and Mr. Olvey did not appear at the Municipal Court date on July 14, 2014. He was fined \$1,000 each for three separate offenses. The Court set Mr. Olvey up on a payment contract but has advised him that his payment is delinquent. Mr. Olvey has begun cleanup of the site. Staff is continuing to monitor the situation to insure that progress continues to be made.

Each spring and summer, the City receives a large number of grass and vegetation complaints amounting to around 40% of all complaints. Many of these cases are resolved right away with placing a notice at the door and providing a warning and the owner quickly addressing the issue. These take most of the code enforcement available time to monitor, inspect, write letters and citations and attend court if needed. Repeat offenders will likely be cited for continued violations. Staff routinely inspects these and other sites to ensure that progress continues to be made. The complaint form is now available on the City's web site to make the complaint process much easier for citizens to access.

By: \_\_\_\_\_  
Rosemary Johnson, Planner