

Compliance

Department Overview

The Compliance Department was created in November 2003. The Office promotes the health, safety, and welfare of Gallatin County residents through the administration and enforcement of County Codes. The Department provides enforcement support to the Planning, Road and Bridge, Environmental Health Departments, and Park Commission.

The Code Compliance Officer received 66 new complaints and closed 66 outstanding complaints between May 2012 and May 2013. The new complaints filed include:

- 30 zoning cases, including investigations
- 36 other complaints (Health Code, Community Decay, Encroachment, etc.)

It is important to consider that while the Compliance Department received 66 new complaints during the 2013 fiscal year, the Department continues to actively investigate 95 outstanding complaints filed with the County since 2003.

The Compliance Department currently has 95 open complaint files. The Compliance Department continues to work closely with the County Attorney's office, the Planning Department, the Gallatin City-County Health Department and the Gallatin County Road and Bridge Department to improve and strengthen the County's regulatory enforcement. Together, we are building a Compliance Department that meets the needs of the County's legal staff, programs, and citizens. This year the Compliance Department maintained its regular communication with the Planning and Zoning Commission as well as initiated a similar updating method with the Big Sky Advisory Committee.

Department Goals

- Maintain and improve the quality of the Gallatin County community by administering a fair and unbiased compliance program to correct issues of code and land use violations.
- Provide reliable compliance assistance to all Gallatin County departments.
- Create and maintain a County Compliance Department that is effective and known for fairness and consistency.
- Increase compliance with County codes and regulations through improved public awareness and understanding of County codes and regulations.

Recent Accomplishments

- Closed 54 outstanding complaints.
- Improved database management to include consistent data standards, queries, record completion.
- Improved file/record management.
- Initiated review of outstanding complaints filed with the Compliance Department beginning in 2003.
- Maintains an excel spreadsheet used to communicate complaint investigation status to Planning and zoning commission.
- Provided assistance to the public regarding county regulations.
- Developed new photo log and field investigation report to document and summarize field investigations.

GENERAL GOVERNMENT

Compliance

Department Budget

Object of Expenditure	Actual FY 2012	BUDGET FY 2013	Actual FY 2013	Request FY 2014	Preliminary FY 2014	BUDGET FY 2014
Personnel	\$ 67,363	\$ 76,311	\$ 76,021	\$ 76,117	\$ 77,846	\$ 76,784
Operations	9,189	9,656	8,416	8,589	8,417	8,417
Debt Service	-	-	-	-	-	-
Capital Outlay	-	-	-	-	-	-
Transfers Out	-	-	-	-	-	-
Total	\$ 76,552	\$ 85,967	\$ 84,437	\$ 84,706	\$ 86,263	\$ 85,201

Budget by Fund Group

General Fund	\$ 76,552	\$ 85,967	\$ 84,437	\$ 84,706	\$ 86,263	\$ 85,201
Special Revenue Funds	-	-	-	-	-	-
Debt Service Funds	-	-	-	-	-	-
Capital Project Funds	-	-	-	-	-	-
Enterprise Funds	-	-	-	-	-	-
Internal Service Funds	-	-	-	-	-	-
Trust & Agency Funds	-	-	-	-	-	-
Total	\$ 76,552	\$ 85,967	\$ 84,437	\$ 84,706	\$ 86,263	\$ 85,201

Funding Sources

Tax Revenues	\$ 38,425	\$ 42,583	\$ 42,157	\$ 42,200	\$ 45,937	\$ 45,372
Non-Tax Revenues	27,522	26,963	27,233	27,298	24,830	24,524
Cash Reappropriated	10,605	16,421	15,047	15,208	15,496	15,305
Total	\$ 76,552	\$ 85,967	\$ 84,437	\$ 84,706	\$ 86,263	\$ 85,201

Department Personnel

No. of Positions	FT/PT	Title	FTE 2012	FTE 2013	FTE 2014
1	Full-Time	Compliance Specialist	1.00	1.00	1.00
1	Part-Time	Planning Tech	0.10	0.10	0.10
Total Program			1.10	1.10	1.10

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2014 Budget Highlights

Personnel

-

Operations

-

Capital

-

County Commission Goals/Department Response

The County Commission established a set of overarching goals for the county government. Listed below are the goals, followed by the methods by which the Department is striving to fulfill those goals.

Align community needs with budgetary decisions

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Adhere to long-term plans

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Demonstrate exceptional Customer Service

- Advice and services provided are timely, technically sound, and in accordance with established laws, regulations, policies, and ethical standards.
- Enforcement recommendations are fully supported with statutory elements of proof documented in the project file, staff report, and fine calculations.
- Development of cases occurs in an accurate, thorough, and timely fashion, and is coordinated with the County Attorney's office and other departments as necessary.
- Response to public inquiries is conducted in a consistent and timely manner.
- Interaction with difficult customers is professional.
- Project files are kept organized and up-to-date.
- Process & procedures evolve to incorporate customer needs as they are communicated.

Serve as a Model for Excellence in Government

- Manage operations within budget and exercise good judgment in optimizing the use of County resources.
- Implement procedures to foster & prioritize transparent decision making.
- Maintain consistent, accessible and predictable approach to reach resolutions.
- Emphasis on delivering quality customer service to other County Departments and the regulated community.

Improve communication within county government, other jurisdictions and our public

- Conduct regular meetings with County departments to promote teamwork, assure productivity and enhance performance.
- Engage stakeholders in discussion before actions are taken.
- Maintain positive relationships and decorum with stakeholders despite the challenging demands involved with enforcement actions.
- Create an environment that promotes the active sharing of information and ideas.
- Responsive to feedback from stakeholders to improve personal and organizational effectiveness.

Compliance

Workload Indicators / Performance Measures

Workload Indicators				
Indicator	Actual FY 2011	Actual FY 2012	Actual FY 2013	Projected FY 2014
1. # of new complaints filed		50	66	70
2. # of active complaints			95	90
3. # of Violation Letters			4	5
4. # of Appeal Hearings			3	4
5. # Zoning complaints filed			30	35
6. # of other complaints			36	35

Performance Measures				
Measure	Actual FY 2011	Actual FY 2012	Actual FY 2013	Projected FY 2014
1. # of closed complaints		52	66	60
2. # of closed complaints which were filed after 2011			51	50
3. % of complaints resolved informally			94%	95%
4. % of violations appealed to County or Planning & Zoning Commission			6%	5%
5. % of case work zoning related			45%	50%
6. # of active complaints received after 2011			30	35

Comments

Workload indicators and performance measures were revised May 2013.