

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 29 new complaints and closed 81 outstanding complaints between May 2013 and May 2014. The new complaints filed include:

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

It is important to consider that while the Compliance Department received 29 new complaints during the 2013 fiscal year, the Department continues to actively investigate 45 outstanding complaints filed with the County since 2003.

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 81 outstanding complaints.
- Completed grant application to establish a Septic System Repair Assistance Program for Gallatin County.

GENERAL GOVERNMENT

Compliance

Department Budget

Object of Expenditure	Actual	Final	Actual	Request	Preliminary	Final
	FY 2013	FY 2014	FY 2014	FY 2015	FY 2015	FY 2015
Personnel	\$ 76,021	\$ 76,784	\$ 76,061	\$ 79,441	\$ 82,286	\$ 82,286
Operations	8,307	8,417	6,411	8,507	8,507	8,507
Debt Service	-	-	-	-	-	-
Capital Outlay	-	-	-	-	-	-
Transfers Out	-	-	-	-	-	-
Total	\$ 84,328	\$ 85,201	\$ 82,472	\$ 87,948	\$ 90,793	\$ 90,793

Budget by Fund Group

General Fund	\$ 84,328	\$ 85,201	\$ 82,472	\$ 87,948	\$ 90,793	\$ 90,793
Special Revenue Funds	-	-	-	-	-	-
Debt Service Funds	-	-	-	-	-	-
Capital Project Funds	-	-	-	-	-	-
Enterprise Funds	-	-	-	-	-	-
Internal Service Funds	-	-	-	-	-	-
Trust & Agency Funds	-	-	-	-	-	-
Total	\$ 84,328	\$ 85,201	\$ 82,472	\$ 87,948	\$ 90,793	\$ 90,793

Funding Sources

Tax Revenues	\$ 42,157	\$ 45,342	\$ 44,435	\$ 49,416	\$ 51,014	\$ 46,627
Non-Tax Revenues	27,233	24,508	24,508	26,391	25,130	27,244
Cash Reappropriated	14,938	15,350	13,529	12,142	14,649	16,922
Total	\$ 84,328	\$ 85,200	\$ 82,472	\$ 87,948	\$ 90,793	\$ 90,793

Department Personnel

No. of Positions	FT/PT	Title	FTE 2013	FTE 2014	FTE 2015
1	Full-Time	Compliance Officer	1.00	1.00	1.00
1	Part-Time	Program Assistant	0.10	0.10	0.10
2		Total Program	1.10	1.10	1.10

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2015 Budget Highlights

Personnel

- No changes to personnel

Operations

- No significant changes to operations

Capital

- No capital requests

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

- Evolve process & procedures to incorporate customer needs as they are communicated.
- Manage operations within budget and exercise good judgment in optimizing the use of resources.

Adhere to long-term plans

- Participate in regular meetings with County Departments to identify ways the Compliance Department can provide support.
- Adhere to policy requirements as established by the County Commission.

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.
- 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		Actual	Actual	Actual	Projected
Indicator		FY 2012	FY 2013	FY 2014	FY 2015
1.	Number of new complaints filed	50	66	29	40
2.	Number of active complaints		95	45	60
3.	Number of Violation Letters		4	15	15
4.	Number of Appeal Hearings		3	2	5
5.	Number Zoning complaints filed		30	23	30
6.	Number of other complaints		36	6	10

Performance Measures		Actual	Actual	Actual	Projected
Measure		FY 2012	FY 2013	FY 2014	FY 2015
1.	Number of closed complaints	52	66	81	20
2.	Number of closed complaints filed in current fiscal year			18	25
3.	Percentage of violations appealed to County or Planning & Zoning Commission		6%	3%	5%
4.	Percentage of case work zoning related		45%	80%	75%
5.	Number of active complaints received after 2011		30	27	25

Comments

Workload indicators and performance measures were revised May 2014.