

Compliance Office

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 worked on approximately 53 projects/investigations in 2011, including:

- 38 zoning cases, including investigations,
- 2 Road and Bridge case investigations
- 1 Gravel Pit investigation
- 2 Floodplain investigations
- 8 Community decay investigations
- 2 Wastewater/zoning case investigations

The Compliance Department in conjunction with the County Attorney's Office and the Planning Department has revised the complaint response procedure to better respond to Gallatin County resident needs. In addition to complaint response, the Compliance Department has continued to work on amending the Administration and Enforcement language for 101 zoning districts.

The Compliance Department recently went through a staffing change and the position was vacant until January 2011. The Compliance Department is committed to fulfilling the enforcement needs of the county with respect to all areas that are currently under its purview.

Department Goals

- To help maintain and improve the quality of the Gallatin County community by administering a fair and unbiased compliance program to correct issues of codes and land use requirements.
- To provide reliable compliance assistance to all Gallatin County departments
- To maintain complete & accurate record of compliance files & database files
- Establish investigation strategy within 30 days of receiving valid complaint
- Develop professional relationships with other county code compliance agents
- Develop compliance program to help property owners mitigate community decay violations
- Improve enforcement/administrative language for 101 districts

Recent Accomplishments

- Worked with Planning Department and County Attorney's Office to establish a 101 Zoning Compliance Response procedure
- Revised Department goals and composed new department mission statement
- Closed 29 outstanding complaints since January 2011.
- Continue to work with Planning Department and County Attorney to revise the Administrative and Enforcement language for 101 Zoning Districts.
- Created and maintains an excel spreadsheet used to communicate complaint investigation status to Planning and zoning commission
- Provided assistance to the public regarding county regulations.
- Continue to investigate complaints and achieve compliance on violations.

GENERAL GOVERNMENT

Compliance Office

Department Budget

Object of Expenditure	Actual FY 2010	Final FY 2011	Actual FY 2011	Request FY 2012	Preliminary FY 2012	Final FY 2012
Personnel	\$ 72,900	\$ 80,845	\$ 59,002	\$ 71,838	\$ 73,473	\$ 72,902
Operations	7,193	9,462	6,743	9,630	9,630	9,630
Debt Service	-	-	-	-	-	-
Capital Outlay	-	-	-	-	-	-
Transfers Out	-	-	-	-	-	-
Total	\$ 80,093	\$ 90,307	\$ 65,745	\$ 81,468	\$ 83,103	\$ 82,532

Budget by Fund Group

General Fund	\$ 80,093	\$ 90,307	\$ 65,745	\$ 81,468	\$ 83,103	\$ 82,532
Special Revenue Funds	-	-	-	-	-	-
Debt Service Funds	-	-	-	-	-	-
Capital Project Funds	-	-	-	-	-	-
Enterprise Funds	-	-	-	-	-	-
Internal Service Funds	-	-	-	-	-	-
Trust & Agency Funds	-	-	-	-	-	-
Total	\$ 80,093	\$ 90,307	\$ 65,745	\$ 81,468	\$ 83,103	\$ 82,532

Funding Sources

Tax Revenues	\$ 42,797	\$ 48,449	\$ 46,027	\$ 44,142	\$ 44,142	\$ 44,142
Non-Tax Revenues	33,947	39,426	38,243	26,208	26,208	26,208
Cash Reappropriated	3,349	2,432	(18,525)	11,118	12,753	12,182
Total	\$ 80,093	\$ 90,307	\$ 65,745	\$ 81,468	\$ 83,103	\$ 82,532

Department Personnel

No. of Positions	FT/PT	Title	FTE
1	Full-Time	Compliance Specialist	1.00
1	Part-Time	Planning Tech	.10
Total Program			1.10

Compliance Office

2012 Budget Highlights

Personnel

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Operations

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Capital

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County Commission Goals/Department Response

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

Exceptional Customer Service

- Work products and activities are consistent with job-specific procedures, methods, and concepts. 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.
- Quality of work products resulting from project reviews reflects the effective application of technical skills. Major revisions to work products are rarely necessary. Public presentations are conducted in a professional manner.
- Interact with difficult customers in a professional manner.
- Maintains database to effectively record and track alleged violations. Project files are kept organized and up-to-date.

Be Model for Excellence in Government

- Manages operations within budget and exercises good judgment in optimizing the use of County resources.
- Promotes and models honesty, fairness, and equity in all aspects of professional life.
- Maintains a substantial workload effectively as well as operating efficiently, effectively, and delivering results in a timely manner.

Improve Communications

- Communicate clearly and concisely to convey information in an effective manner.
- Teamwork with County departments to assure productivity and enhance performance.
- Maintain positive relationships and decorum with stakeholders despite the challenging demands involved with enforcement actions.
- Communicates honestly and openly.
- Create an environment that promotes the active sharing of information and ideas.
- Responsive to feedback from stakeholders to improve personal and organizational effectiveness.
- Provide accurate record of current case work to all interested commissions and boards on regular basis. Record is also available to the public upon request.

Compliance Office

WORKLOAD INDICATORS / PERFORMANCE MEASURES

Workload Indicators		Actual	Actual	Actual	Projected
Indicator		FY 2009	FY 2010	FY 2011	FY 2012
1.	# of public phone calls/meetings with the public per year	1,200	1,200	1,200	1,200
2.	# of Investigations per year	56	55	55	55
3.	Investigations/work products completed on time	85%	85%	85%	95%
4.	# of new complaints filed			34	50
5.	# of Investigation & warning letters				100
6.	# of Violation letters				5

Performance Measures		Actual	Actual	Actual	Projected
Measure		FY 2009	FY 2010	FY 2011	FY 2012
1.	# of closed complaints				30
2.	# of cases where an investigation strategy is established within 30 days from receipt of complaint				45
3.	Respond to public inquiry within 5 days				100%
4.	Cases that achieve compliance without formal enforcement	90%	90%	90%	90%
5.	Written work products completed on time	100%	100%	100%	100%

Comments

The Compliance Department recently went through a staffing change. New staff did not start until January 2011. Due to the staffing change, workload indicators and performance measures were changed.