



Re Code Compliance

City of Bellevue, Washington



1999-2000 Budget

(Volume I)

For the Biennium
January 1, 1999 through December 31, 2000

as adopted by the Bellevue City Council
December 7, 1998

Bellevue City Council
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Chuck Mosher, Mayor Pro Tem
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Councilmember Georgia Zumdieck, who served on the Bellevue City Council for six years, passed away on October 24, 1998 following a battle with an aggressive brain tumor.

APR 01 1999

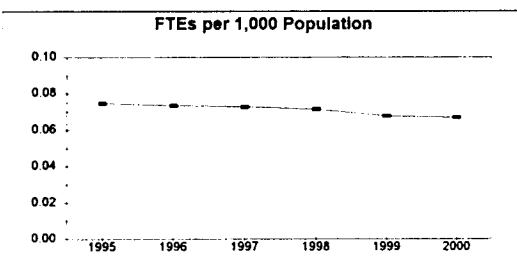
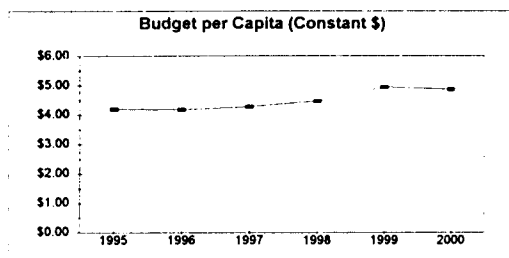
V. PROGRAM OVERVIEW - PLANNING AND COMMUNITY DEVELOPMENT

Program: Code Compliance

Description: This program investigates and resolves violations of City and State codes throughout the community. Staff respond to complaints, aid in problem solving, and work to produce positive and productive results.

- Initiatives:**
1. Increase percentage of cases resolved through conciliation and mediation.
 2. Adjust response time lines and priorities to respond to neighborhood and Council initiatives.
 3. Develop a close relationship with Neighborhood associations.

	1995	1996	1997	1998	1999	2000
Budget (\$000s)	\$428	\$445	\$478	\$519	\$597	\$614
Reserves	0	0	0	0	0	0
Total Budget	\$428	\$445	\$478	\$519	\$597	\$614
FTEs	7.6	7.6	7.6	7.5	7.2	7.2



Historical Trends

- * Budget changes since 1995 reflect typical changes in personnel costs, e.g., CPI adjustments and budgeting for GSI premiums.
- * Budget increases in 1999 reflect increased overhead allocations to the program.
- * Staffing levels remain fairly constant from 1995 to 2000.

1. Desired Program Outcomes:

- A) Resolve disputes to gain compliance with City and State codes.
- B) Use the civil violation process when needed to gain compliance.
- C) Increase neighborhood education and understanding of code requirements and enforcement processes.
- D) Provide excellent customer service by being highly responsive and by treating all citizens with fairness and respect.

V. PROGRAM OVERVIEW - PLANNING AND COMMUNITY DEVELOPMENT

2. Activities - Services provided to achieve outcomes:

- A) Proactively enforce all regulations related to public health and safety.
- B) Use voluntary compliance and the civil violation process to resolve reported violations.
- C) Use alternative dispute resolution techniques and mediation to assist in resolving conflicts without the need for formal enforcement actions.
- D) Develop relationships with Neighborhood Associations to resolve conflicts at the neighborhood level through education and assistance.

3. Performance Measures:

(Note: The letter in the first column refers to its related Desired program Outcome.)

		1995 Actual	1996 Actual	1997 Target	1997 Actual	1998 Target	1999 Target	2000 Target
<u>Effectiveness</u>								
A)	Non-violations resolved through conciliation or by referral to mediation. (Target 25%)	NA	8.6%	17.6%	9.3%	22.0%	22.0%	22.0%
A)	Violations resolved through voluntary compliance methods. (Maintain 95% or higher)	NA	95.0%	95.0%	99.1%	95.0%	95.0%	95.0%
B)	Percent of cases successfully upheld by the Hearing Examiner	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
C)	# hours attending neighborhood meetings	NA	NA	NA	NA	20	30	30
D)	Surveyed clients report being treated in a fair manner	NA	NA	75.0%	NA	85.0%	90.0%	90.0%
<u>Efficiency</u>								
D)	Percent of cases closed with initial response within target time lines	NA	NA	100.0%	98.3%	100.0%	100.0%	100.0%
All	Cases per officer	413	427	460	433	460	438	450
A)	Cost per case resolved	\$230	\$217	\$214	\$261	\$227	\$253	\$253
<u>Workload</u>								
All	Total contacts received	1,857	2,134	2,300	1,842	2,300	2,100	2,200
All	Fair Housing complaints received	6	9	5	10	3	3	3
B)	Total Civil Violation hearings held	6	4	4	10	4	10	1

4. Program Notes:

This program is structured to reflect a philosophy that tailors the enforcement approach to the severity of the problem. Public health and safety issues are responded to immediately and assertively. Voluntary compliance or conciliation is sought for the majority of non-emergency complaints and disputes. A closer association with neighborhood groups will increase code awareness through education.