

## Building and Neighborhood Services

*Chris Bridgewater, Interim Director*

The Building and Neighborhood Services Department supports the safety and quality of life for the residents and visitors of the City of Franklin through the enforcement of building codes (including plumbing, mechanical, and electrical disciplines), property maintenance codes, and the City of Franklin Municipal Code and Zoning Ordinance. The department has multiple responsibilities including: plan review, issuing permits (building, plumbing, mechanical, electrical, sign, and tree removal), inspections, property maintenance, administration of the Community Development Block Grant program, and enforcement of other standards and regulations found in the Franklin Municipal Code and Zoning Ordinance.

There are three divisions within this department: 1) Development Services and Zoning, 2) Neighborhood Services, and 3) Building Codes Enforcement and Inspections.

Measurement/Goal	FY09	FY10	FY11	FY12 (Year to date)
Number of Building Inspections	5,212	4,014	5256	952
Percent Needing Reinspection	17.4%	16.7%	16.1%	15.2%
Number of Plumbing Inspections	3,366	2,112	3557	644
Percent Needing Reinspection	19.2%	18.5%	19.2%	19.6%
Number of Mechanical Inspections	3,307	2,293	3479	609
Percent Needing Reinspection	20.4%	25.4%	23.3%	19.4%
Number of Electrical Inspections	7,932	4,870	7617	1256
Percent Needing Reinspection	12.9%	16.5%	19.4%	16.1%
<b>Department Revenue</b>				
Department Revenue	\$1,165,332	\$725,549	\$1,318,725	\$1,094,043
<b>Department Expenditures</b>				
Department Expenditures	\$1,956,958	\$1,857,183	\$1,852,196	\$1,189,946
<b>Service Request Response Time</b>				
Total Requests Received	336	673	713	46
Average Days to Inspection	12	9	8	2
Average Days to Resolution	30	19	15	2

Measurement/Goal	FY09	FY10	FY11	FY12 <i>(Year to date)</i>
<b>Code Violation (Case) Resolution Times</b>				
Total Code Violation (Cases)	849	594	274	44
Average Resolution Time (in days)	19	51	19	5



## Sustainable Franklin

The Building and Neighborhood Services Department recycles paper, plastic bottles, and toner cartridges. Our goal is to become an essentially paperless office over the next 3 years. This year, all of our document retention and archival will move to electronic storage media, and we will start transitioning to the use of e-mail instead of printing paper documents to communicate with our applicants.

This year, programmable set-back thermostats will be installed in our offices. BNS is also starting a fuel-friendly vehicle purchase program that will increase our average fuel economy from 15.8 mpg to 34.2 mpg over the next 8 years, and will include the purchase (or possibly lease) of 2 all-electric vehicles.

## 2012-2013 Outlook

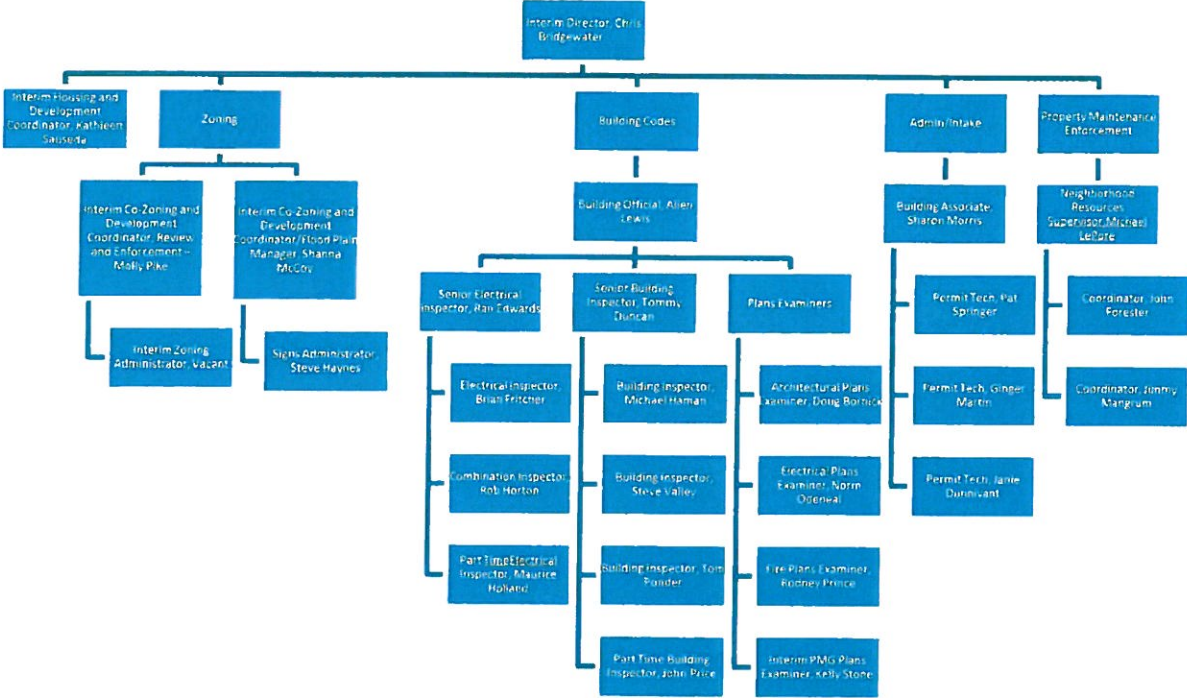
### Cost Control Measure(s)

Tasks and responsibilities will continue to be spread across the department. Instead of asking for additional personnel for building and electrical inspections, new job categories have been created that will allow this department to handle a diverse workload with the same staffing levels by lateral switches to different classifications as certifications are obtained. More money will be spent on travel and training, but this will be offset by a lower number of employees overall as inspection requests trend upward. Training opportunities will be expanded to include our Permit Tech and Neighborhood Resource Coordinator sections, which will allow them to operate more independently, freeing up time for Plans Examination and Inspection staff to concentrate on increased workloads. BNS will be shifting our methods of communication from a paper and slow-mail method, to primarily e-mail and text notifications of process completion.

### Department Goals

BNS is focusing on deployment of new software packages, Hansen 8 and IDT, that will allow digital plan submission, remote permit application, and possible implementation of new electronic payment methods. BNS is reviewing workflows and identifying efficiencies that can be gained in conjunction with deploying these software packages. With substantial completion of the City wireless network, BNS will utilize electronic devices in the field to gather information about projects and transmit inspection results to permit holders in real-time.

# Organizational Chart



## Staffing by Position

City of Franklin  
 2012-2013 Fiscal Year  
 Budget  
 General Fund - Building & Neighborhood  
 Services

### Personnel by Position

Position	HR	Pay	FY 2012			FY 2013		
	Code	Grade	Full-Time	Part-Time	Unfunded	Full-Time	Part-Time	Unfunded
Bldg & Neighborhood Svcs Director	1106	24	1	0	0	1	0	0
Building Official	1118	22	1	0	0	1	0	0
Zoning & Development Coordinator	1115	20	1	0	0	1	0	0
Housing Development Coordinator	1122	19	1	0	0	1	0	0
Neighborhood Resources Supervisor	1117	18	1	0	0	1	0	0
Sr Building Inspector	1111	18	1	0	0	1	0	0
Sr Building Inspector/Electrical	1111E	18	1	0	0	1	0	0
Building Inspector-Plans Ex Sr	1113	17	1	0	0	0	0	0
Building Inspector-Electrical Plans Ex Sr	1119	17	1	0	0	0	0	0
Building Inspector-Plumbing/Mech Plans Ex Sr	1107	17	1	0	0	1	0	0
Fire Code Plans Examiner	1422	17	1	0	0	1	0	0
Residential & Energy Plans Ex	TBD	17	1	0	1	1	0	1
Zoning Administrator	1114	17	1	0	0	1	0	0
Building Inspector-Electrical	1102E	16	2	2	0	0	2	0
Building Associate	1101	16	1	0	0	1	0	0
Building Inspector	1102	16	4	0	0	1	0	0
Combination Inspector, Grade 1	TBD	17?	0	0	0	3	0	0
Combination Inspector, Grade 2	TBD	18?	0	0	0	4	0	0
Signs/Design Standards Administrator	1116	14	1	0	0	1	0	0
Neighborhood Resources Coordinator	1110	12	2	0	0	2	0	0
Permit Technician	0015	12	4	0	0	4	0	0
		<b>TOTALS</b>	<b>27</b>	<b>2</b>	<b>1</b>	<b>27</b>	<b>2</b>	<b>1</b>

Narrative of Personnel Changes		New Position		Reclassification		
		Title	Pay Grade	From Job Title	To Job Title	Pay Grade (if reclassification creates new job title)
Residential and Energy Plans Examiner - in the coming year, the needs of this position will be met by 2 newly promoted Combination Inspector - Grade 2 personnel. Once all of the interim and temporary positions are settled, this position will be requested in future budgets.	TBD					
In lieu of hiring additional inspectors to meet a diverse inspection load, in place changes in grade will be approved for those who obtain the necessary certifications	TBD			Building/Electrical Inspector	Combination Inspector, Grade 1	17?
This grade will contain those able to perform all types (BPM and E) of building inspections and 2 different types of plan reviews. Plans Examiners will also be eligible for promotion to this grade.	TBD			Building/Electrical Inspector	Combination Inspector, Grade 2	18?

Departmental Career Development Path	Pay Grade	Requirements		
		Degree	Experience	Certifications

## Notes/Objectives

### *Building & Neighborhood Services*

#### **Personnel**

- The number of positions has changed from 28, to 27 with 2 part-time inspection personnel.
- Residential and Energy Plans Examiner position will remain unfunded in the upcoming budget year.
- Lateral changes in grade for 7 inspectors have been proposed to increase workload flexibility, meet State certification requirements, and reduce overall need for inspection personnel.
- BNS has a total of six interim positions, 2 part-time inspectors, and will have one temporary permit tech position for one year. Our actual personnel count is 24 personnel plus the 2 part-time inspectors. We have one position posted (Zoning Administrator) which will be filled for one year until Tom Marsh returns from his overseas deployment.

#### **Operations**

Overall there is an increase of \$64,000, or 35%, in the proposed operations budget. The major increases are in the following areas:

- Notices, subscriptions, and Publicity increases from \$10,000 to \$20,000
  - The amount of money for certification testing has been increased to \$9,000.
  - Opportunities for Permit Techs and Neighborhood Resource Coordinators to obtain professional memberships and develop fruitful relationships with their peers have been provided.
- Professional Development/Travel increases from \$11,000 to \$21,000 – Department has 15 employees that must maintain professional certifications, including 2 registered architects. Training and certification opportunities are being provided to the whole department to reduce the overall need for additional employees.
  - An additional \$5,000 has been placed in Other Travel expenses to accommodate moving the Housing Development Coordinator's expenses from Planning to BNS. Some of these travel expenses will be re-imbursed by grant programs and scholarships.
- 3 new vehicles at \$77,000. First vehicle purchase in 4 years.
- Proposed \$3,000 to develop an app for BNS
- Fuel increased to \$26,000 due to increasing operational tempo and rising gas prices.
- Computer hardware purchases – 5 desktop systems and 5 laptops need replacement.
- Last year money was approved for potential demolitions. Requesting that these funds be placed in an account to remain available for future need.

#### **Capital**

- Purchase of an all-electric Leaf for \$37,652 is proposed. Lease options are also being evaluated, with a potential for \$10,000 in rebates.

Account	Label	A2010 Actual 2010	A2011 Actual 2011	B2012 Budget 2012	A2012 YTD @ 3/05/12	EA2012 Estid 2012	B2013 Budget 2013	F2014 Forecast 2014	F2015 Forecast 2015
	<b>Personnel</b>								
=	81110 REGULAR PAY	1,124,694	1,174,305	1,235,120	809,403	1,271,800	1,327,239	1,390,430	1,421,840
1	81120 OVERTIME PAY	6,218	3,309	5,000	8,613	14,100	14,100	14,100	14,100
	81150 TEMPORARY WORK BY NON-CITY EMPLOYEES		3,000	3,000					
	81199 VACANCY ADJUSTMENT		(43,229)	(43,229)			(46,808)	(49,315)	(49,764)
=	XWAGE TOTAL WAGES	1,130,912	1,177,614	1,199,891	818,016	1,285,900	1,294,432	1,346,215	1,386,176
=	81410 FICA (EMPLOYER'S SHARE)	83,728	86,627	94,487	57,279	61,300	101,531	105,610	108,750
=	81420 MEDICAL PREMIUMS	285,644	264,154	259,322	161,261	278,300	278,798	293,850	302,670
=	81430 GROUP INSURANCE PREMIUMS	23,201	22,778	23,425	16,022	16,300	25,167	26,300	27,190
=	81440 EMPLOYEE INSURANCE CONTRIBUTIONS	(57,520)	(51,677)	(52,627)	(35,626)	(54,700)	(55,338)	(57,810)	(59,540)
	81450 RETIREMENT CONTRIBUTIONS	224,246	207,895	176,765	88,912	176,200	181,490	186,910	192,540
	81455 DEFERRED COMP MATCH		1,023	1,971	1,260	2,100	2,163	2,228	2,295
	81470 WORKERS COMPENSATION PREMIUMS	18,774	(53)		(1,637)	(1,700)	412	424	437
	81475 WORKERS COMPENSATION CLAIMS		180	1,000	305	400	2,400	557,632	574,372
=	81482 CAR ALLOWANCE	1,015	529,925	504,443	287,776	508,200	536,626	557,632	574,372
=	XPER TOTAL PERSONNEL	1,710,000	1,707,539	1,704,334	1,105,792	1,794,100	1,831,057	1,903,847	1,960,548
	<b>Operations</b>								
1	82110 MAILING & OUTBOUND SHIPPING SERVICES	2,098	3,455	2,500	1,255	1,900	2,590	2,660	2,740
	82120 FREIGHT FOR INBOUND PURCHASED ITEMS	13	180	180	5	180	180	180	180
	82130 VEHICLE LICENSES & TITLES	180	180	200		200	200	200	200
=	XTRC TOTAL TRANSPORTATION CHARGES	2,291	3,635	2,880	1,260	2,080	2,960	3,040	3,120
	82210 PRINTING & COPYING SERVICES, OUTSOURCED	2,763	1,346	2,000	1,376	2,000	1,500	1,500	1,500
	82250 TESTING & PHYSICALS	214	809	300	326	326	350	350	350
=	XOPSV OTHER OPERATING SERVICES	2,977	2,155	3,050	1,702	2,326	2,350	2,350	2,350
1	82310 LEGAL NOTICES		1,671	2,500	447	1,000	1,800	1,800	1,800
+ 32350	DUES FOR MEMBERSHIPS	1,700		3,642		3,062	4,032	4,212	4,212
1	11 Tennessee Building Officials Association (TBOA)	100		100		100	100	100	100
11	National Fire Protection Association (NFPA)	4,600		190		1,100	1,500	1,500	1,500
12	ACCA	190				100	100	100	100
13	Various	1,700							
14	Permit Tech Membership Fees					200	200	206	206
15	Neighborhood Resource Coordinator Membership Fees			100		100	100	100	100
2	Middle Tennessee Code Officials Association (MTCOA)			225		225	225	225	225
3	International Code Council (ICC)			550		550	700	700	700
4	International Association of Electrical Inspectors (IAEI)			50		50	50	50	50
5	TN Plumbing & Mechanical Inspectors Association (TPMA)			422		422	422	422	422
6	Wholesale Business Membership (Sams Club)			15		15	35	35	35
7	American Society of Landscape Architects (ASLA)			430		430	430	430	430
8	American Planning Association (APA - Marsh & Pike)			150		150	150	150	150
9	ASHRAE								
	Amount missing from detail								
+ 82355	PROFESSIONAL STANDARDS / ACCREDITATION	7,560		3,100		10,945	10,445	10,445	10,445
1	ICC Testing			250		9,000	9,000	9,000	9,000
2	State certifications - 3			750		750	750	750	750

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Account	Label	Actual 2010	Actual 2011	Budget 2012	YTD @ 3/05/12	Est'd 2012	Budget 2013	Forecast 2014	Forecast 2015
3	Testing for 4 inspectors, 2 others in AICP	7,580		2,100					
4	Various								
5	AICP Test - Molly						500		
6	Council of Landscape Architects Registration Board						155	155	155
7	State of Tennessee - Molly						140	140	140
8	Tennessee Professional Privilege Tax						400	400	400
1	Amount missing from detail								
82360	PUBLIC RELATIONS & EDUCATION (CITY SPONSORED)	189	556	300			250	250	250
82370	PROMOTIONS & SPECIAL EVENTS (NOT CITY SPONSORED)			250			250	250	250
82371	EMERGENCY RELIEF	345							
1	PUBLICATIONS, NON-TRAINING	512	225	250			3,500	500	500
=	TOTAL NOTICES, SUBSCRIPTIONS, PUBLICITY	10,286	2,452	10,042	447	4,062	20,777	17,457	17,457
82435	SOLID WASTE SERVICE		40						
82450	TELEPHONE SERVICE	3,749	3,041	2,000	72	72	2,080	2,120	2,180
82451	800 KHZ ACCESS LINE SERVICE	567	526	750	399	399	770	790	810
82455	CELLULAR TELEPHONE SERVICE	7,714	7,469	7,500	3,401	7,500	7,730	7,960	8,200
82470	INTERNET & RELATED SERVICES	2,824	3,278	3,000	2,201	3,300	3,090	3,180	3,280
82490	REIMBURSABLE UTILITIES	595							
=	TOTAL UTILITIES	15,449	14,354	13,250	8,302	13,871	13,650	14,050	14,470
+ 82510	COMPUTER SERVICES								
1	Fee for creating a DNS map						3,000	3,000	3,000
2	Various						3,000	3,000	3,000
*	Amount missing from detail								
82580	CONSULTANT SERVICES		660				200	200	200
82570	OTHER CONSULTANT / PASS THROUGH	2,613	12,942	2,500			8,000	8,000	8,000
+ 82599	OTHER CONTRACTUAL SERVICES	21,853		23,000			8,000	8,000	8,000
1	Property Maintenance			8,000					
2	Demolition of structures			15,000					
3	Various	21,853							
*	Amount missing from detail								
=	TOTAL CONTRACTUAL SERVICES	24,466	13,602	25,500			11,200	11,200	11,200
82610	VEHICLE REPAIR & MAINTENANCE SERVICES	8,817	6,077	9,000	1,090	2,000	9,270	9,550	9,840
82620	EQUIPMENT REPAIR & MAINTENANCE SERVICES	2,600	3,490	2,000	1,999	2,500	2,080	2,120	2,180
=	TOTAL REPAIR & MAINTENANCE SERVICES	11,417	9,567	11,000	3,089	4,500	11,330	11,670	12,020
82750	EMPLOYEE RECOGNITION/RECEPTIONS	(35)		400	55	55	400	400	400
82780	TRAINING, OUTSIDE	1,245	1,426	3,000	205	3,000	2,500	2,500	2,500
82790	TRAINING, IN-HOUSE	87		250		250	100	100	100
=	TOTAL EMPLOYEE PROGRAMS	1,297	1,426	3,650	260	3,305	3,000	3,000	3,000
+ 82810	REGISTRATIONS	1,595		3,405		1,000	4,955	5,200	5,200
1	ICC National Conference			1,000			1,500	1,500	1,500
10	Various	1,595							
11	IAEI Regional Conference			500		500	200	200	200
2	IFDA Regional Conference			500		500	500	500	500
5	Local Training Opportunities - Continuing Education			1,200			2,000	2,000	2,000
4	APA National Conf #1			135			155		
5	ASLA National Conference			150			150		
6	ASLA cont #1			180			150		
8	NRC Conference			250			300		
9	Permit Training conf - 1								
*	Amount missing from detail								
82820	GROUND TRANSPORTATION (OUTSIDE WILLIAMSON COUNTY)	58	293	400	148	148	400	400	400
+ 82830	AIR TRAVEL	279		1,300			2,500	2,000	2,000



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1	ICG National Conference								
2	APA National Conf - LA			700			1,590	1,500	1,500
3	ASLA Conference - Mobly			375			500		500
4	Parml Tech Conference			225			500		500
5	Various	279							
6	IAEI Regional conference								
+	Amount missing from detail								
82840	LODGING	2,859		4,600			5,950	4,650	4,650
1	Various								
2	ASLA National Conference			1,400			1,400		
3	ICG National Conference			1,500			2,250	2,250	2,250
4	IAEI Regional Conference			400			600	600	600
5	Parml Tech Conference			300			400	400	400
6	NRC Conference			400			400	400	400
7	TBOA Regional Conference			800			800	800	800
8	ISLA Regional Conference						300	400	400
+	Amount missing from detail								
82850	MEALS (OUTSIDE WILLAMSON COUNTY)	866	486	2,100	232	232	3,000	3,000	3,000
+	OTHER TRAVEL EXPENSES								
1	Housing Coordinator Various Expenses - mostly travel						5,000	5,000	5,000
2	Various								
+	Amount missing from detail								
XPDT	TOTAL PROFESSIONAL DEVELOPMENT/TRAVEL	5,457	779	11,805	360	1,360	21,705	20,250	20,250
83110	OFFICE SUPPLIES	3,383	5,379	5,000	2,940	2,940	5,150	5,300	5,460
83120	OFFICE DECOR ITEMS (OTHER THAN FURNITURE)						300	300	300
83130	EMPLOYEE BENEVOLENCE ITEMS	131	153	500	130	130	500	500	500
83140	MEALS & FOOD (INSIDE WILLAMSON COUNTY)	1,514	1,983	1,800	1,288	1,200	1,800	1,800	1,800
=	TOTAL OFFICE SUPPLIES	5,028	7,515	7,300	4,497	4,409	7,750	7,900	8,060
1	TRAINING SUPPLIES	198	149	500			1,200	1,200	1,200
83250	SAFETY SUPPLIES			400			410	420	430
83260	UNIFORMS PURCHASED	480	2,316	1,200	285	1,200	2,500	2,500	1,320
1	UNIFORMS, SPECIALIZED								
83270	CONSUMABLE TOOLS						1,889		
1	Rechargeable High-powered flashlights						1,360		
2	Digital Cameras						500		
+	Amount missing from detail								
83299	OTHER OPERATING SUPPLIES	584	763	400	186	186	400	400	400
=	TOTAL OPERATING SUPPLIES	1,242	3,228	2,500	471	1,386	6,370	4,520	3,350
83310	GASOLINE & DIESEL FOR FLEET (INSIDE WILLAMSON COUNTY)	15,760	21,086	19,200	14,839	25,000	26,000	22,000	20,000
83320	MILEAGE (INSIDE WILLAMSON COUNTY)			75					
=	TOTAL FUEL & MILEAGE	15,760	21,086	19,275	14,839	25,000	26,000	22,000	20,000
+	FURNITURE, FIXTURES (<\$25,000)								
1	Cubicle purchase for Plates Examiner area					1,200	5,000	5,000	5,000
2	Various						5,000	5,000	5,000
+	Amount missing from detail								
83520	VEHICLES (<\$25,000)						39,280	39,280	39,280
1	Equinox 32 MFG Replacement Inspector Vehicles						39,280	39,280	39,280
2	Various								
+	Amount missing from detail								
83530	MACHINERY & EQUIPMENT (<\$25,000)			4,200					
1	Portable Printers for inspectors x10			4,200					
2	IPADS for inspectors x4								

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3	Vanous								
4	Label for evaluation								
4	Amount missing from detail								
+	COMPUTER HARDWARE (<\$25,000)	5,711		10,450		10,450	12,350	6,150	6,150
1	Desktop replacements			4,250		4,250	6,150	6,150	6,150
2	Toughbook replacement			6,200		6,200	5,000	6,150	6,150
3	Vanous	5,711							
4	32 in Monitors for personal looking at digital plans						1,200		
	Amount missing from detail								
	COMPUTER SOFTWARE (<\$25,000)			1,200		1,200	1,200	1,200	1,200
=	XAIEU TOTAL MACHINERY & EQUIPMENT (<\$25,000)	5,711		15,650		12,650	57,830	51,630	51,630
	VEHICLE PARTS & SUPPLIES			200		200	200	200	200
=	XRMIS TOTAL REPAIR & MAINTENANCE SUPPLIES			200		200	200	200	200
	GRANT PROGRAMS	26,026	34,756	34,033	22,330	34,033	45,436	36,100	37,180
=	XOPU TOTAL OPERATIONAL UNITS	26,026	34,756	34,033	22,330	34,033	45,436	36,100	37,180
85110	PROPERTY & LIABILITY INSURANCE	17,463	24,917	24,775	28,435	26,435	25,520	28,290	27,080
85120	PROPERTY DAMAGE COSTS	(147)	(1,347)						
85140	SURETY/MORTGAGE BONDS								
=	XPLC TOTAL PROPERTY & LIABILITY COSTS	17,316	23,570	24,775	28,435	26,435	25,520	26,290	27,080
85210	BUILDING & OFFICE RENTAL		1,292						
85260	VEHICLE RENTAL (INSIDE WILLIAMSON COUNTY)	317	286						
=	XRENT TOTAL RENTALS	317	1,558						
85320	STATE FEES	170		440			250	250	250
85340	RECORDING & FILING FEES		24		37	37		250	250
=	XPERM TOTAL PERMITS	170	24	440	37	37	250	250	250
	CONTRACTED SERVICES		4,950						
=	XAPP TOTAL APPROPRIATIONS		4,950						
	TOTAL OPERATIONS	145,210	144,657	186,550	84,149	135,974	256,328	231,907	231,617
	Capital								
	VEHICLES (>\$25,000)						37,652	37,652	37,652
=	XMEO TOTAL MACHINERY & EQUIPMENT (>\$25,000)						37,652	37,652	37,652
	TOTAL CAPITAL						37,652	37,652	37,652
=	XTOT TOTAL EXPENDITURES	1,855,210	1,852,196	1,889,884	1,189,941	1,930,074	2,125,037	2,173,406	2,192,165
33360	EMERGENCY SHELTER GRANT	25,944	34,756	34,033					

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		Actual 2010	Actual 2011	Budget 2012	YTD @ 3/05/12	Estd 2012	Budget 2013	Forecast 2014	Forecast 2015
=	PTHCT						2		
	PART-TIME HEADCOUNT								