

Building and Neighborhood Services

Chris Bridgewater, 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 permitting and inspection of construction 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 (construction, 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) Construction Permitting and Inspections.

Measurement/Goal	CY10	CY11	CY12	CY13 (Year to Date)
Number of Construction Inspections	16311	20,924	29,215	3959
Construction Inspection Trend	+6%	+28%	+40%	+16%
Avg. Inspections Per Day/Inspector	10	14	21	16
Days Workload above Maximum Recommended (12-15 Insp./day) {Bldg/Elect}	53 / 3	130 / 44	221 / 116	7 / 17
Plan Reviews Conducted	2819	3792	3781	849
Permits Issued	5863	8078	8225	1193
Department Revenue	\$725,549	\$1,318,725	\$1,617,066	\$868,112
Department Expenditures	\$1,857,183	\$1,852,196	\$2,319,070	\$1,849,960
Service Request Response Time				
Total Requests Received	673	713	238	110
Average Days to Inspection	9	8	4	4
Average Days to Resolution	19	15	25	10
Property Maintenance Violation Resolution Times				
Total Property Maintenance Violations	594	274	114	61

Measurement/Goal	CY10	CY11	CY12	CY13 (Year to Date)
Average Resolution Time (in days)	51	19	25	10



Sustainable Franklin

The Building and Neighborhood Services Department recycles paper, plastic bottles, and toner cartridges. An electronic plan review system has been implemented, and many of these record documents are now being archived electronically. Most of the filing cabinets in BNS have become obsolete as documents are being scanned into OnBase electronically. As vehicles are being purchased, types are selected that are much more fuel efficient.

2013-2014 Outlook

Cost Control Measure(s)

With the increases in construction activity, Building and Neighborhood Services is adding personnel to continue to provide the same level of service. Two proposed positions will not be filled immediately, but will be on 'standby' to determine if the construction activity increases through the peak months of the summer. The funding for these positions is calculated from November onward. BNS will continue to emphasize training and team-building to meet the workloads by providing a flexible and capable team able to absorb peak loads. As additional applications are made available to customers online in Hansen 8/Infor, some efficiencies will be realized.

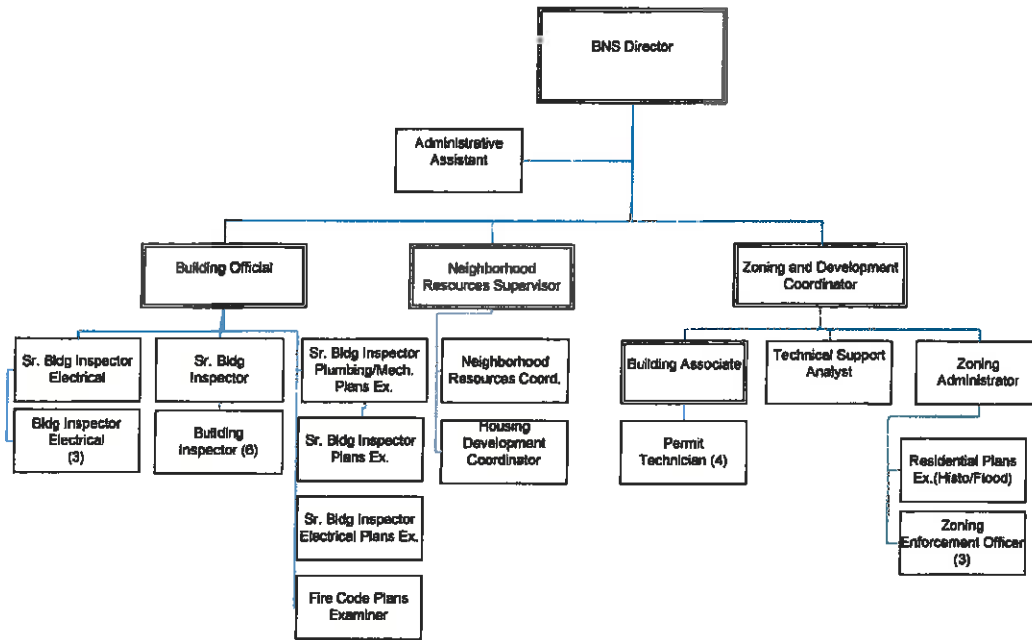
Department Goals

BNS is continuing to improve utilization of newly deployed software packages, Hansen 8/Infor and IDT. Using these two technologies and electronic payment methods, BNS will offer online applications for many processes. 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.

The focus this year will be on team building and customer service. ICMA has a Local Government Customer Service workshop that can be taught here for up to fifty personnel. Other training opportunities that focus on giving personnel additional tools for working with the public will be sought out.

In order to reduce bottlenecks in the Zoning section level of service, additional personnel are proposed to relieve the Zoning Administrator of enforcement and construction inspection duties, and allow more focus on plan review and customer service issues.

Organizational Chart



Staffing by Position

City of Franklin
 2013-2014 Fiscal Year Budget
 General Fund - Building & Neighborhood Services
 Personnel by Position

Position	HR Code	Pay Grade	FY 2013			FY 2014		
			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
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
Housing Development Coordinator	1122	17	1	0	0	1	0	0
Building Inspector-Plans Ex Sr	1113	17	1	0	0	1	0	0
Building Inspector-Electrical/Plans Ex Sr	1119	17	1	0	0	1	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 Plans Ex	TBD	17	1	0	1	1	0	0
Zoning Administrator	1114	17	1	0	0	1	0	0
Building Inspector-Electrical	1102E	16	3	0	0	3	0	0
Building Associate	1101	16	1	0	0	1	0	0
Building Inspector	1102	16	5	0	0	6	0	0
Technical Support Analyst	2006	15	0	0	0	1	0	0
Combination Inspector, Grade 1	TBD	TBD	0	0	0	0	0	0
Combination Inspector, Grade 2	TBD	TBD	0	0	0	0	0	0
Zoning Enforcement Officer	TBD	TBD	1	0	0	3	0	0
Signs/Design Standards Administrator	1116	14	1	0	0	0	0	0
Neighborhood Resources Coordinator	1110	12	1	0	0	1	0	0
Permit Technician	0015	12	4	0	0	4	0	0
Administrative Assistant	0016	12	1	0	0	1	0	0
TOTALS			30	0	1	33	0	0

Narrative of Personnel Changes	New Position		Reclassification		Pay Grade (if reclassification creates new job title)
	Title	Pay Grade	From Job Title	To Job Title	
Fund Residential Plans Examiner and reclassify to include review of historical and flood zoning issues. Title changed from Residential and Energy Plans Ex.					
Add 1 Building Inspector (DOH Nov)					
Add 1 Zoning Enforcement Officer					
Add 1 Permit Technician (DOH Nov)					
Reclassify 1 Signs/Design Standards Admin to 1 Zoning Enforcement Officer					
Reclassify 1 Permit Tech to 1 Technical Support Analyst					
Reclassify Zoning Administrator to include supervisor duties					

Budget Notes/Objectives

Building & Neighborhood Services

Personnel

- The Residential Plans Examiner (Historic/Flood) is proposed to be funded this year. With the increase in workload, reviewing residential plans will be shifted from the Building Official, and this position will also be assigned duties for plans examination and inspection for the Flood and Historic Overlays. This will require changes to the job description.
- An additional Permit Tech and Building Inspector position is requested in anticipation of further increases to workloads in the coming year. It is unknown how much of an increase will occur, and these positions are proposed to be activated as needed.
- Comparing inspection peak workloads to 2012 (+16%), addition of an inspector position will reduce days above maximum workload to 102 and 84 (Building and Electrical inspections, respectively)
- A Permit Tech position is proposed to be reclassified as a Technical Support Analyst. This position will provide in-house tech support for the IDT plan review software and the Hansen 8/Infor software, as well as managing deployment of new technology within BNS. This position will still provide direct support to the Permitting section.
- An additional Zoning Enforcement Officer is proposed to handle enforcement of landscaping inspection and tree permitting issues. There are two existing Zoning Enforcement Officers that administer Signs and General Zoning violations.
- Reclassification of Zoning Administrator job description to include supervisory duties.

Operations

BNS has proposed increases in the following areas:

- Adoption of the 2012 ICC Code cycle to increase uniformity with the State and surrounding communities. This would allow contractors to work in the Middle Tennessee area and use the same nationally recognized, minimum construction codes. The expense is in purchasing code books for the entire staff.
- Replacement of an aging copier. Copier has experienced mechanical failures several times this year.
- ICMA Local Government Customer Service Workshop
- Housing Study
- The cellular bill is significantly increased to account for both phones for new personnel and to pay fees on the wireless cards for field inspector laptops.

Grant Programs

- Funding a Housing Study is proposed as the first step in developing a long-term strategy by the Housing Commission.

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Account	Label	Actual 2011	Actual 2012	Budget 2013	Estid 2013	Budget 2014	Forecast 2015	Forecast 2016
	PERSONNEL							
=	REGULAR PAY	1,174,305	1,248,063	1,327,239	1,180,876	1,458,898	1,502,665	1,547,745
	OVERTIME PAY	3,309	19,942	14,100	35,000	36,050	37,131	38,245
1	TEMPORARY WORK BY NON-CITY EMPLOYEES							
=	VACANCY ADJUSTMENT			(46,453)		(51,061)	(52,563)	(54,171)
	TOTAL WAGES	1,177,614	1,268,025	1,294,886	1,215,876	1,443,887	1,487,203	1,531,819
=	FICA (EMPLOYER'S SHARE)	85,627	90,290	101,534	101,534	111,606	114,854	118,403
=	MEDICAL PREMIUMS	284,154	270,776	278,798	278,798	322,032	331,893	341,644
=	GROUP INSURANCE PREMIUMS	22,776	24,559	25,167	25,167	27,553	28,380	29,231
=	EMPLOYEE INSURANCE CONTRIBUTIONS	(51,677)	(55,003)	(55,336)	(55,336)	(58,905)	(60,569)	(62,386)
	RETIREMENT CONTRIBUTIONS	207,895	176,171	181,490	181,490	199,493	205,478	211,643
	DEFERRED COMP MATCH	1,023	2,043	2,163	2,163	2,163	2,228	2,295
	UNEMPLOYMENT CLAIMS	(53)	(1,637)	2,705	2,705	2,705	2,786	2,870
	WORKERS COMPENSATION PREMIUMS	180	305	2,400	2,400	2,472	2,546	2,622
	WORKERS COMPENSATION CLAIMS		1,108					
	CAR ALLOWANCE			538,919	538,919	609,219	627,496	646,322
=	TOTAL BENEFITS	528,925	508,612	1,833,805	1,754,795	2,053,106	2,114,699	2,178,141
=	TOTAL PERSONNEL	1,707,539	1,776,637	1,833,805	1,754,795	2,053,106	2,114,699	2,178,141
	Operations							
1	MAILING & OUTBOUND SHIPPING SERVICES	3,455	2,023	2,580	2,023	2,657	2,737	2,819
	FREIGHT FOR INBOUND PURCHASED ITEMS		5		250			
82130	VEHICLE LICENSES & TITLES	180	180	180	180	185	191	197
82140	VEHICLE TOW-IN SERVICES			200		206	212	218
=	TOTAL TRANSPORTATION CHARGES	3,635	2,208	2,960	2,453	3,048	3,140	3,234
	PRINTING & COPYING SERVICES, OUTSOURCED	1,346	2,371	1,500	2,100	2,100	2,183	2,228
82250	TESTING & PHYSICALS	809	885	350	800	800	824	848
82260	UNIFORM RENTAL & SERVICES		30					
82299	OTHER OPERATING SERVICES			500	500	515	530	546
=	TOTAL OPERATING SERVICES	2,155	3,286	2,350	3,400	3,415	3,517	3,622
1	LEGAL NOTICES	1,871	1,869	1,800	1,800	1,854	1,908	1,967
+	DUES FOR MEMBERSHIPS	2,322	3,612	2,982	2,081	2,802	4,318	2,737
1	Tennessee Building Officials Association (TBOA)			100	100	103	106	109
11	National Fire Protection Association (NFPA)			100	100	103	106	109
12	ACCA			100	100	103	106	109
13	Various	2,322						
14	Permit/Tech Membership Fees							
15	Neighborhood Resource Coordinator Membership Fee			200	200	203	206	209
16	ASHPM			200	150	150	155	159
2	Middle Tennessee Code Officials Association (MTCOA)			200	200	220	232	240
3	International Code Council (ICC)			100	100	103	108	109
4	International Association of Electrical Inspectors (IAEI)			225	225	232	239	246
5	TN Plumbing & Mechanical Inspectors Association (TPMIA)			700	204	714	735	757
6	Whisper Business Membership (Sam's Club)			50	50	52	53	55
7	American Society of Landscape Architects (ASLA)			35	30	31	31	33

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8	American Planning Association (APA - Marsh & Pike)			250	250	250	250	250
9	ASHRAE							
	Amount missing from detail		3,612					
+	82355	4,002	3,683	6,945	4,689	7,478	7,689	7,931
1	PROFESSIONAL STANDARDS /ACCREDITATION			5,000	3,000	5,150	5,305	5,484
2	fCC Testing			750	790	773	796	820
3	state certifications - 3							
4	Testing for 4 inspectors 2 others in AICP							
5	various							
6	AICP Test - Molly	4,002						
7	Council of Landscape Architects Registration Board			500				
8	State of Tennessee - Molly			155	170	175	180	185
9	Tennessee Professional Privilege Tax			140	155	320	328	338
	ASFFM Testing			400	514	1,060	1,060	1,124
	Amount missing from detail		3,683					
1	PUBLIC RELATIONS & EDUCATION (CITY SPONSORED)	556	50	250	250	250	250	250
82370	PROMCTIONS & SPECIAL EVENTS (NOT CITY SPONSORED)			250		250		250
82371	EMERGENCY RELIEF							
+	82350							
1	PUBLICATIONS, NON-TRAINING	225	894	3,900		13,200	3,713	3,824
2	Adopt 2012 Code Series					12,000		
3	Routine Manual Purchases							
4	Adopt NEC 2011 Series					1,200	3,713	3,624
	Amount missing from detail	225	894	3,900				
=	XNSP	8,776	10,108	15,127	8,790	25,634	18,138	16,959
82435	SOLID WASTE SERVICE	40	82					
82450	TELEPHONE SERVICE	3,041	3,534	2,060	3,862	3,900	4,017	4,138
82451	800 MHZ ACCESS LINE SERVICE	528	621	770	770	793	817	842
82455	CELLULAR TELEPHONE SERVICE	7,469	6,998	7,730	16,000	18,000	18,540	19,096
82470	INTERNET & RELATED SERVICES	3,278	3,600	3,090	3,090	3,183	3,278	3,376
82490	REIMBURSABLE UTILITIES							
=	XUTIL	14,354	14,845	13,850	22,742	25,876	26,852	27,452
+	82510							
2	COMPUTER SERVICES							
	Various							
	Amount missing from detail							
+	82560	660				65,200	5,200	5,200
1	CONSULTANT SERVICES					60,000		
2	Housing Study					5,200	5,200	5,200
	ICMA Local Government Customer Service Workshop	660						
	Amount missing from detail	12,942	2,406	200	1,122	206	212	218
+	82570							
1	OTHER CONSULTANT / PASS THROUGH	312	16,510	8,000	72,325	8,240	8,487	8,742
2	OTHER CONTRACTUAL SERVICES			6,000	72,325	9,240	9,487	9,742
3	Property Maintenance							
4	Demolition of structures							
5	Various							
	Amount missing from detail	13,914	18,916	8,200	73,447	73,646	13,899	14,160
=	XCTS	13,914	18,916	8,200	73,447	73,646	13,899	14,160
82310	VEHICLE REPAIR & MAINTENANCE SERVICES	6,077	4,863	9,270	9,270	9,548	9,834	10,129
82520	EQUIPMENT REPAIR & MAINTENANCE SERVICES	3,491	3,711	2,060	3,280	6,000	6,000	6,000
=	XRMVS	9,568	8,574	11,330	12,550	15,548	15,834	16,129
82750	EMPLOYEE RECOGNITION/RECEPTIONS	1,426	975	400	800	800	824	824
82760	TRAINING, OUTSIDE		205	2,500	2,500	2,575	2,652	2,732

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82790	TRAINING, IN-HOUSE		27	100	100	103	106	100
=	TOTAL EMPLOYEE PROGRAMS	1,426	1,207	3,000	3,400	3,478	3,582	3,656
+	REGISTRATIONS							
1	ICC National Conference	2,503	1,565	3,655	3,640	3,922	4,041	4,162
10	Various			1,000	1,580	1,200	1,236	1,273
11	IAEI Regional Conference	2,503						
2	TBOA Regional Conference			250	250	258	266	274
3	Local Training Opportunities - Continuing Education			500	855	500	515	530
4	APA National conf x1			1,200	750	1,236	1,273	1,311
5	ASLA National Conference							
6	TSLA conf x1			155	225	160	165	170
8	NRC Conference			150	155	155	160	165
9	Permit Tech Irng conf - 1			250	155	258	266	274
*	Amount missing from detail		1,565					
82820	GROUND TRANSPORTATION (OUTSIDE WILLIAMSON COUNTY)	293		400	905	412	424	437
+	AIR TRAVEL	652	839	1,300	1,027	1,600	1,648	1,697
1	ICC National Conference			700		200	1,236	1,273
2	APA National Conf - LA							
3	ASLA Conference - Molly			375	390	400	412	424
4	Permit Tech Conference			225				
5	Various	652			60			
6	IAEI Regional conference							
7	Cary Trp				577			
*	Amount missing from detail		839					
+	LODGING	3,073	2,920	4,800	5,242	5,149	5,303	5,493
1	Various	3,073						
2	ASLA National Conference			1,400	1,400	1,442	1,485	1,530
3	ICC National Conference			1,500	1,500	1,545	1,591	1,639
4	IAEI Regional Conference			400	579	600	618	667
5	Permit Tech Conference			300	193	400	412	424
6	NRC Conference			490	73	412	424	437
7	TBOA Regional Conference			800	747	750	773	796
9	Cary Trp							
*	Amount missing from detail		2,920					
82850	MEALS (OUTSIDE WILLIAMSON COUNTY)	486		3,000	1,144	3,090	3,183	3,276
+	OTHER TRAVEL EXPENSES							
2	Various				50			
*	Amount missing from detail				50			
=	TOTAL PROFESSIONAL DEVELOPMENT/TRAVEL	7,007	7,292	12,955	12,008	14,173	14,599	15,067
83110	OFFICE SUPPLIES	5,379	5,697	5,150	7,000	6,180	6,365	6,556
83120	OFFICE DECOR ITEMS (OTHER THAN FURNITURE)		130	300	89	1,000	300	300
83130	EMPLOYEE BENEVOLENCE ITEMS	153	155	500	87	515	530	546
83140	MEALS & FOOD (INSIDE WILLIAMSON COUNTY)	1,983	2,648	1,800	2,700	2,700	2,781	2,781
=	TOTAL OFFICE SUPPLIES	7,515	8,630	7,750	9,836	10,395	9,976	10,183
83210	TRAINING SUPPLIES	149	1,639	1,200	2,400	1,600	1,648	1,648
83250	SAFETY SUPPLIES			410	200	422	435	448
83260	UNIFORMS PURCHASED	2,316	1,687	2,500	800	2,575	2,652	2,732
+	CONSUMABLE TOOLS		19	1,360	1,360	360	371	382
1	Researchable (High-powered) as Nights			1,360	1,360	360	371	382

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3	Various		24	(1,110)				
*	Amount missing from detail		(5)	1,110				
83298	OTHER OPERATING SUPPLIES	763	374	400	400	412	424	437
=	TOTAL OPERATING SUPPLIES	3,228	3,719	5,870	5,160	5,369	5,530	5,646
83310	GASOLINE & DIESEL FOR FLEET (INSIDE WILLIAMSON COUNTY)							
83320	MILEAGE (INSIDE WILLIAMSON COUNTY)	21,086	25,305	22,000	22,000	22,680	23,340	24,040
=	TOTAL FUEL & MILEAGE	21,086	25,399	22,000	22,011	22,757	23,440	24,143
+	FURNITURE, FIXTURES (<\$25,000)							
1	Cubicle purchase for Plans Examiner area		4,935	5,000	1,825	2,000	2,060	2,121
2	Various		1,904	(4,400)	1,825	2,000	2,060	2,121
*	Amount missing from detail		3,031	4,400				
+	VEHICLES (<\$25,000)							
1	Equipm. 32 MPG Replacement Inspector Vehicles		39,280	39,280	39,280	40,458	41,672	84,383
2	Various		39,280	39,280	39,280	40,458	41,672	64,383
*	Amount missing from detail							
+	MACHINERY & EQUIPMENT (<\$25,000)							
1	Computer/Tuck Mount Brackets		1,073		894	19,600	600	600
2	Various					3,600	600	600
3	Copier Replacement							
*	Amount missing from detail					16,000		
1+	COMPUTER HARDWARE (<\$25,000)	4,249	17,219	12,350	36,656	12,500	15,500	22,000
1	Desktop replacements		17,219	6,150	6,150	7,000	10,000	6,800
2	Toughbook replacement			5,000	5,000	5,500	5,500	15,400
3	Various	4,249			208			
4	32 in Monitors for personnel looking at digital plans			1,200	1,009			
5	Conference Room Displays from previous budget			15,766	15,766			
6	Notebooks authorized for field personnel			10,425	10,425			
*	Amount missing from detail		17,219					
83550	COMPUTER SOFTWARE (<\$25,000)			1,200	149	1,200	1,200	1,200
=	TOTAL MACHINERY & EQUIPMENT (<\$25,000)	4,249	23,227	57,830	80,804	75,758	61,032	90,304
83610	VEHICLE PARTS & SUPPLIES			200	200	3,800	206	209
83620	EQUIPMENT PARTS & SUPPLIES		86		1,717			
=	TOTAL REPAIR & MAINTENANCE SUPPLIES		86	200	1,917	3,800	206	209
+	GRANT PROGRAMS							
1	Emergency Shelter Grant	34,756	40,340	1,079,470		45,436	45,436	45,436
2	Hazard Mitigation Program Ph 1	34,756	26,310	45,436		45,436	45,436	45,436
3	Hazard Mitigation Program Ph 2			1,034,034				
*	Amount missing from detail		12,030					
=	TOTAL OPERATIONAL UNITS	34,756	40,340	1,079,470		45,436	45,436	45,436
85110	PROPERTY INSURANCE				6,034	6,034	6,215	6,401
85111	FRAUD INSURANCE	24,917	26,435	8,834	189	189	195	201
85112	INLAND MARINE INSURANCE				2,693	2,693	2,774	2,857
85113	AUTO PHYSICAL DAMAGE				1,049	1,049	1,080	1,113
85115	LIABILITY INSURANCE			21,864	5,102	5,102	5,255	5,413
85116	E&O LIABILITY INSURANCE			3,964	3,964	3,964	4,083	4,205
85117	VEHICLE LIABILITY INSURANCE				6,256	6,256	6,444	6,637
85118	LAW ENFORCEMENT LIABILITY INSURANCE				5,247	5,247	5,404	5,567

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85119	UMBRELLA LIABILITY				1,903	1,903	1,960	2,019
85120	PROPERTY DAMAGE COSTS	(1,347)						
85140	SURETY/NOTARY BONDS		100					
=	TOTAL PROPERTY & LIABILITY COSTS	23,570	26,535	30,698	32,437	32,437	33,410	34,413
85210	BUILDING & OFFICE RENTAL	1,292						
85280	VEHICLE RENTAL (INSIDE WILLIAMSON COUNTY)	266						
=	TOTAL RENTALS	1,558						
85310	PERMITS							
85320	STATE FEES			250	250	250	250	250
85340	RECORDING & FILING FEES	24	76					
=	TOTAL PERMITS	24	76	250	250	250	250	250
85580	LATE CHARGES							
=	TOTAL FINANCIAL FEES							
85980	MISCELLANEOUS							
85991	MISCELLANEOUS-DONATIONS		(13,157)					
=	TOTAL OTHER BUSINESS EXPENSES		(13,157)					
86600	LEASE/LOAN PRINCIPAL			6,000				
86700	LEASE/LOAN INTEREST			1,000				
=	TOTAL DEBT SERVICE			7,000				
87110	CONTRACTED SERVICES	4,950						
=	TOTAL APPROPRIATIONS	4,950						
=	TOTAL OPERATIONS	161,771	181,491	1,280,640	291,205	361,020	278,643	310,863
	Capital							
88110	LAND ACQUIRED							
88120	EASEMENTS ACQUIRED		360,942		245,483			
=	TOTAL LAND		360,942		264,555			
89220	BUILDING DESIGN & CONSTRUCTION				510,018			
=	TOTAL BUILDINGS				32,700			
					32,700			
=	VEHICLES (>\$25,000)							
=	TOTAL MACHINERY & EQUIPMENT (>\$25,000)							
=	TOTAL CAPITAL		360,942		542,718			
=	TOTAL EXPENDITURES	1,869,310	2,319,070	3,114,445	2,588,718	2,414,126	2,393,342	2,489,004