

Building & Neighborhood Services: Performance Measures

How a community utilizes its resources must be governed in accordance with its citizens wishes and its plans for the future. Therefore, beginning in FY 2015, The City of Franklin has established **FranklinForward : A Vision for 2033**. This Strategic Plan has specific and demonstrable objectives for each department which, when achieved individually, will cohesively move Franklin forward to meet the challenges and demands of the future.

Each budget has a series of performance measures and benchmarks attached to it which demonstrate the workload, effectiveness and outcome of taxpayer support for the annual operations of the City of Franklin and its pursuit of the goals of the Strategic Plan. Together, these measures demonstrate a proper and diligent use of taxpayer dollars in the pursuit of a greater community.



FranklinForward : A Vision for 2033 | Objectives for Developing a Strategic Plan

Theme: A Safe Clean and Livable City



Franklin will have safe neighborhoods supported by high-quality police, fire, and emergency services as well as effective code enforcement.




Franklin will enhance the value and character of our community through progressive and responsive development and neighborhood services.

Goal: Franklin will reduce the number of cases and days it takes to resolve identified property maintenance violations.

Baseline: The number of cases reported for property maintenance violations in 2012 was 179 (Neighborhood Resources & Property Maintenance)

Baseline: The current number of days to respond and resolve citizen requests regarding property maintenance for service in 2012 was 21 (Neighborhood Resources & Property Maintenance)




Baseline: 70.4% percent of property maintenance cases were cleared within 10 days in 2012 (126 cases cleared out of 179 total) (Neighborhood Resources & Property Maintenance).

| | | |
|-------------|---|---|
| Key: | Strategic Plan: FranklinForward |  |
| | Sustainable Franklin |  |
| | Tennessee Municipal Benchmarking Project |  |

Workload (Output) Measures









| | 2011 | 2012 | 2013 | 2014 | 2015* |
|---|----------------|----------------|----------------|----------------|----------------|
| Total value of building and development | \$ 327,098,938 | \$ 308,800,078 | \$ 395,981,855 | \$ 568,207,950 | \$ 650,000,000 |
| Total revenue | \$ 817,361 | \$ 1,417,679 | \$ 1,074,791 | \$ 10,156,739 | \$ 5,000,000 |
| Total permits | 1,216 | 9,046 | 5,896 | 8,472 | 8,000 |
| Total construction plans reviewed | 961 | 1,296 | 904 | 896 | 800 |
| Total certificates of occupancy issued | N/A | 799 | 912 | 428 | 600 |
| Building inspections performed | N/A | 21,101 | 27,966 | 23,991 | 25,000 |
| Building code violations | N/A | 3,889 | N/C | 5,388 | 4,200 |
| Property Maintenance code inspections | N/A | 272 | 499 | 566 | 600 |
| Total property maintenance code violations | N/A | 0 | 343 | 566 | 600 |
| Inoperable auto violations | N/A | 38 | 17 | 97 | 50 |
| Overgrown lot violations | N/A | 15 | 54 | 88 | 90 |
| Dilapidated structure violations | N/A | 0 | 10 | 29 | 20 |
| Property Parcels | N/A | 24,007 | 21,379 | 21,591 | 22,000 |
| Number of building inspector / certified plan reviewer FTEs | N/A | 11 | 11 | 15 | 16 |
| Number of permit technician / administrative / support FTEs | 3 | 4 | 7 | 7 | 7 |

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| | | | | | | |
|--|--|------------|------------|--------------|------------|------------|
| | Total number of building code FTEs | N/A | 22 | 20 | 25 | 26 |
| | Property maintenance code enforcement FTE's | N/A | 2.5 | 2 | 2 | 2 |
| | Property maintenance administrative and support FTEs | N/A | 1 | 0 | 0 | 0 |
| | Property Maintenance Inspections / 1,000 Parcels | N/A | 11 | 23 | 26 | 27 |
|  | Tennessee Statewide Benchmarking Average | N/A | 53 | 123 | TBD | TBD |
| | Number of Construction Plans Reviewed per FTE (Inspectors/Reviewer FTEs Only) | N/A | N/A | 82 | 60 | 50 |
|  | Tennessee Statewide Benchmarking Average | N/A | N/A | 96 | TBD | TBD |
| | Building Inspections per FTE (Inspectors FTEs Only) | N/A | N/A | 2,542 | 1,599 | 1,563 |
|  | Tennessee Statewide Benchmarking Average | N/A | N/A | 1,911 | TBD | TBD |

*FY 2015 data estimated.




Efficiency Measures

| | | 2011 | 2012 | 2013 | 2014 | 2015* |
|--|---|------------|------------------|------------------|------------|------------|
| | Building Code Enforcement Program Cost per Capita | N/A | N/A | \$ 32 | \$ 29 | \$ 30 |
|  | Tennessee Statewide Benchmarking Average | N/A | N/A | \$ 14 | TBD | TBD |
| | Building Code Inspectors/Certified Plan Reviewer FTE per 1,000 Population | N/A | N/A | 0.18 | 0.22 | 0.23 |
|  | Tennessee Statewide Benchmarking Average | N/A | N/A | 0.10 | TBD | TBD |
| | Property Maintenance Code Enforcement Program Cost per Capita | N/A | N/A | \$ 6 | \$ 7 | \$ 7 |
|  | Tennessee Statewide Benchmarking Average | N/A | N/A | \$ 4 | TBD | TBD |
| | Property Maintenance Inspections per Property Maintenance Inspector FTEs | N/A | N/A | 250 | 283 | 300 |
|  | Tennessee Statewide Benchmarking Average | N/A | N/A | 898 | TBD | TBD |
| | Property Maintenance Code Enforcement Program Cost per Parcel | N/A | N/A | \$ 16 | \$ 23 | \$ 23 |
|  | Tennessee Statewide Benchmarking Average | N/A | N/A | \$ 10 | TBD | TBD |
| | Revenue per Permit Issued | N/A | N/A | \$ 182 | \$ 1,199 | \$ 625 |
|  | Tennessee Statewide Benchmarking Average | N/A | N/A | \$ 229 | TBD | TBD |
| | Building Code Enforcement cost per permit issued | N/A | \$ 207.47 | \$ 338.00 | \$ 234.07 | \$ 262.50 |
|  | Tennessee Statewide Benchmarking Average | N/A | \$ 570.29 | \$ 444.00 | TBD | TBD |
| | Total building code enforcement cost per building inspection | N/A | \$ 88.94 | \$ 71.00 | \$ 82.66 | \$ 84.00 |
|  | Tennessee Statewide Benchmarking Average | N/A | \$ 103.89 | \$ 100.00 | TBD | TBD |

*FY 2015 data estimated.

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Outcome (Effectiveness) Measures

| | | 2011 | 2012 | 2013 | 2014 | 2015* |
|--|---|-----------------------|--------------|---------------------|--------------|--------------|
|  | Reduce the number of cases and days it takes to resolve identified property maintenance violations. | | | | | |
| | # of cases reported for property maintenance violations | Measure did not exist | 179 | 343 | 566 | 600 |
| | Target | | 179 | 179 | 179 | 179 |
| | Meets Target? | | Yes | No | No | No |
| | # of days to respond and resolve citizen requests regarding property maintenance for service | 14 | 21 | N/C | 21 | 21 |
| | Target | 21 | 21 | 21 | 21 | 21 |
| | Meets Target? | Yes | Yes | N/A | Yes | Yes |
| | % of property maintenance cases cleared within 10 days | Measure did not exist | 70.4% | Data being compiled | | |
| | Target | | 70.4% | 70.4% | 70.4% | 70.4% |
| | Meets Target? | | Yes | TBD | TBD | TBD |
| | Average number of days from complaint to first inspection | 6 | 3 | N/C | 2 | 2 |
| | Cases brought into compliance | 1011 | 210 | 325 | 580 | 600 |
| | Number of Property Maintenance Cases Brought Into Compliance per 1,000 Population | N/A | 3 | 5 | 8 | 9 |
|  | Tennessee Statewide Benchmarking Average | N/A | 25 | 26 | TBD | TBD |
| | % of all Property Maintenance Violations Brought into Compliance | N/A | N/A | 95% | 102% | 100% |
|  | Tennessee Statewide Benchmarking Average | N/A | N/A | 92% | TBD | TBD |

*FY 2015 data estimated.

Note:

Revenue and value of building estimates for FY 2015 are estimates and require further refinement.