Raleigh

Planning and Development

Development Stakeholders Meeting

October 9, 2020

Personnel Moves and Staffing

Key Positions (filling vacancies)
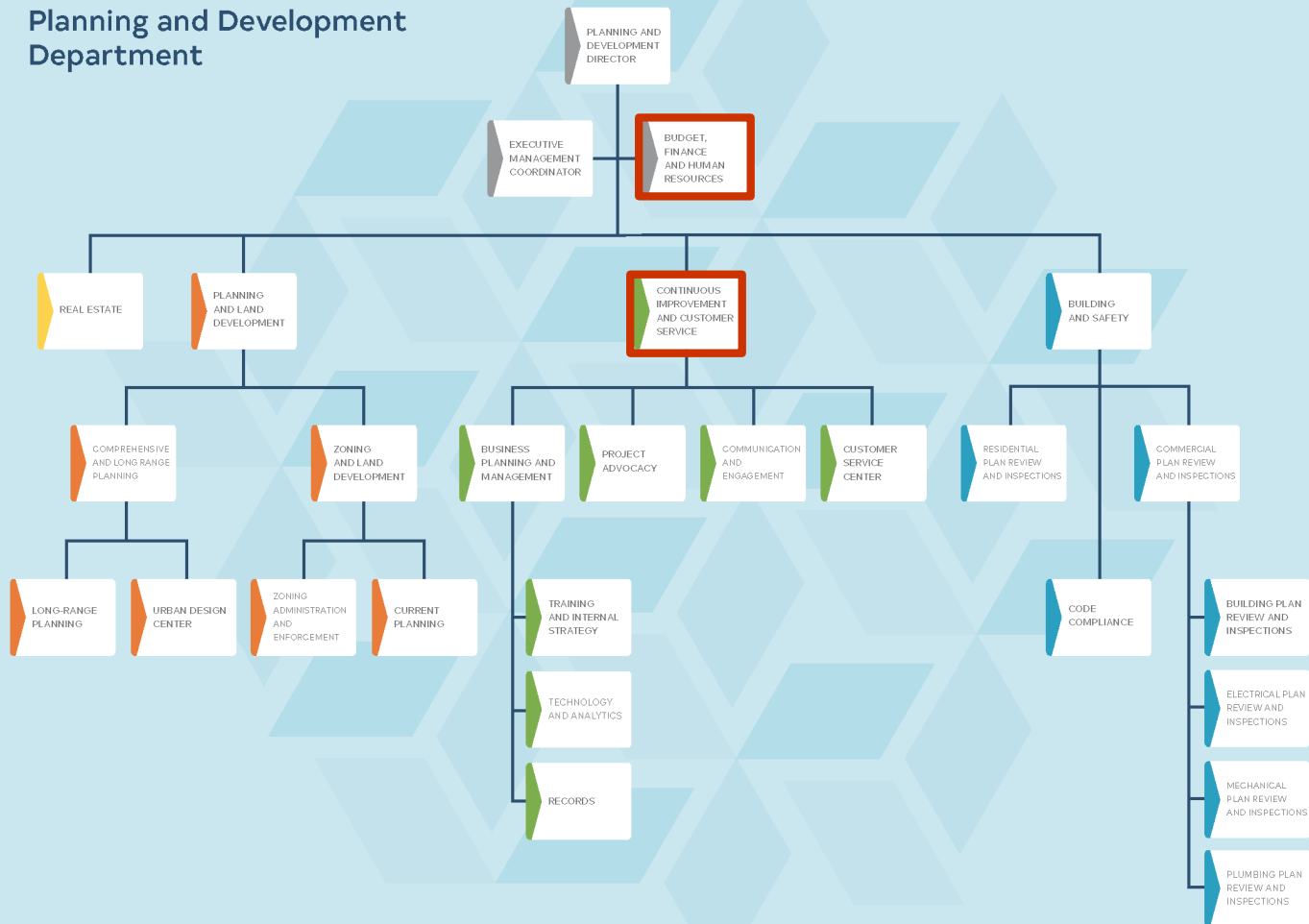
Fiscal Supervisor
Budget, Finance and HR

Assistant Director
Continuous Improvement and Customer Service
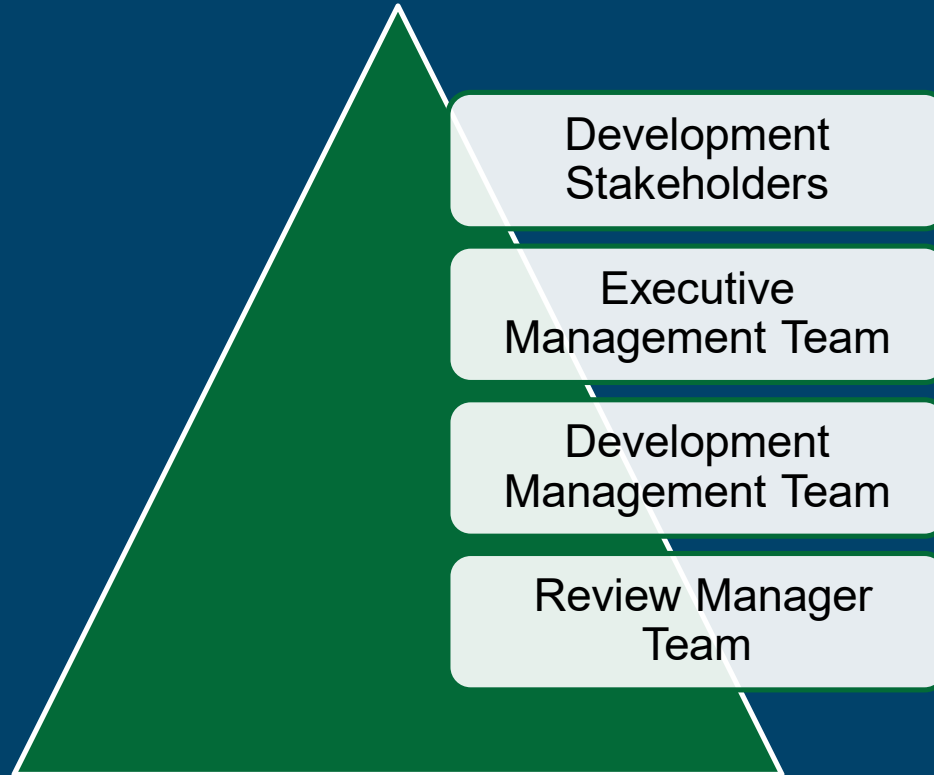
Planning and Development Department

PLANNING AND DEVELOPMENT DIRECTOR

EXECUTIVE MANAGEMENT COORDINATOR

BUDGET, FINANCE AND HUMAN RESOURCES

REAL ESTATE

PLANNING AND LAND DEVELOPMENT

CONTINUOUS IMPROVEMENT AND CUSTOMER SERVICE

BUILDING AND SAFETY

COMPREHENSIVE AND LONG RANGE PLANNING

ZONING AND LAND DEVELOPMENT

BUSINESS PLANNING AND MANAGEMENT

PROJECT ADVOCACY

COMMUNICATION AND ENGAGEMENT

CUSTOMER SERVICE CENTER

RESIDENTIAL PLAN REVIEW AND INSPECTIONS

COMMERCIAL PLAN REVIEW AND INSPECTIONS

LONG-RANGE PLANNING

URBAN DESIGN CENTER

ZONING ADMINISTRATION AND ENFORCEMENT

CURRENT PLANNING

TRAINING AND INTERNAL STRATEGY

TECHNOLOGY AND ANALYTICS

RECORDS

CODE COMPLIANCE

BUILDING PLAN REVIEW AND INSPECTIONS

ELECTRICAL PLAN REVIEW AND INSPECTIONS

MECHANICAL PLAN REVIEW AND INSPECTIONS

PLUMBING PLAN REVIEW AND INSPECTIONS

Raleigh

Development Process Improvement Structure

Development
Stakeholders

Executive
Management Team

Development
Management Team

Review Manager
Team

Key Projects and Process Improvement

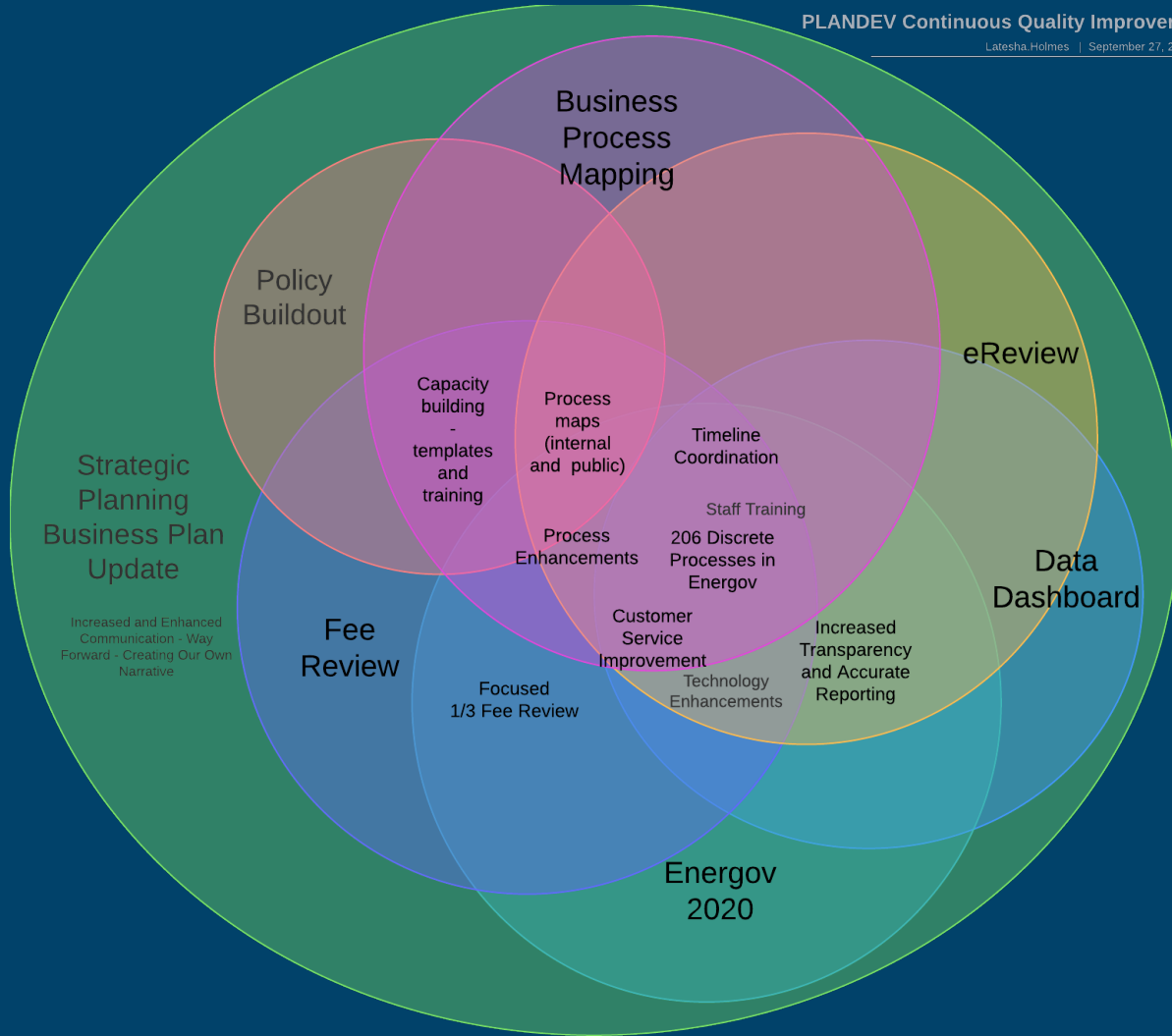# PlanDev Key Projects

Objectives

- Develop internal infrastructure as a result of reorganization

- Address key stakeholder/client concerns
    - Where are reoccurring issues?

- Clearly identify and improve process efficiency

- Develop clear and consistent communication

Energov 2020 and eReview Implementation Update

eReview

Process Identification

- 202 processes currently exist in EnerGov
  - 33 live in portal
  - 169 to be determined

- Proposed timeline: CY2021

Prioritization and Analysis

- 60 processes identified as most frequently used/priority here

- Further discussion necessary
- Additional suggestions (next slide)

Deployment

- Agile approach (waterfall process) and Internal Idea/initiative process deployment

- Deployment end date: 2nd Quarter CY 2021

Track and Adjust

- How is it working?

- Are changes necessary? (Add to deployment schedule – back in the waterfall)

Data Dashboard Development Project

Purpose and Charge

Collect all foreseeable PlanDev data points to create a library to leverage in managing our organization.

Identify gaps and look for new opportunities for data insights.

Enhance data collection and develop a dashboard.

PlanDev Fee Review Project

Purpose and Charge

Identify and review all fees collected in Energov to determine system, organizational and matrix department collaboration improvements.

Identify gaps and areas of improvement.

Engage in business process mapping to identify fee collection points.

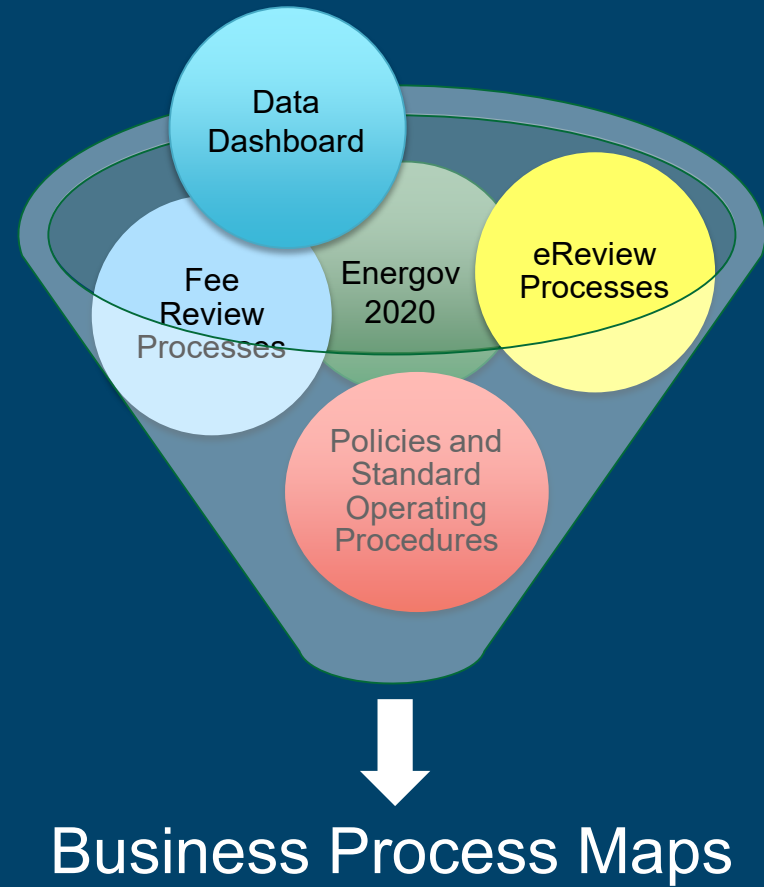# PlanDev Fee Review Project

Purpose and Charge

Increase and enhance opportunities for analysis, improve fee collection process and accuracy.

Share information across the organization and to relevant stakeholders.

Business Mapping and Process Improvement

Data Dashboard

Fee Review Processes

Energov 2020

eReview Processes

Policies and Standard Operating Procedures

Business Process Maps

Residential Building Permit Process Current Conditions

Pilot: Demonstrates convergence of multiple projects

- Process mapping

- Data review and analysis

- City staff collaboration

- Improved stakeholder communication

- Process improvement identification

- Timeline and implementation

Current Conditions, Analysis, and Process Enhancements

Map current residential permitting process and identify opportunities for improvement; including data collection process to support time it takes to complete each step.

Discuss areas of improvement with partner departments via DMT meetings or special offline meetings.

Collaboratively map future, enhanced residential permitting process inclusive of projected timelines and areas of improvement.

Upon agreement, implementation inclusive of internal training, external communication to development community, track and adjust as necessary.
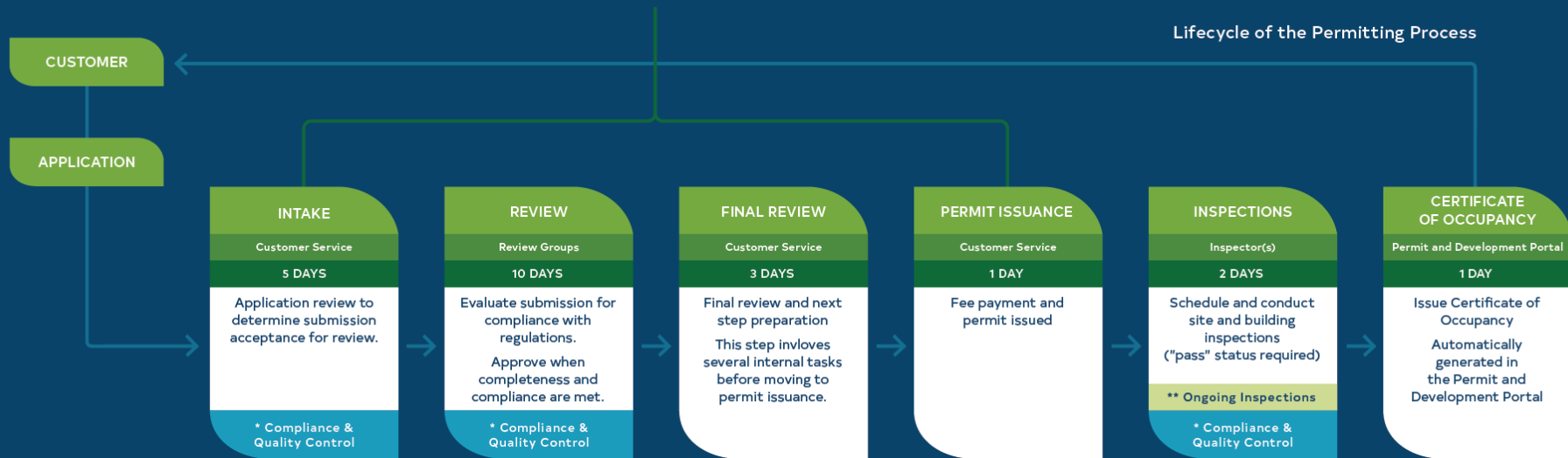
Residential Building Permit Process Current Conditions

Raleigh

Permit goes to the Customer: 19 Days

Lifecycle of the Permitting Process

CUSTOMER

APPLICATION

INTAKE	REVIEW	FINAL REVIEW	PERMIT ISSUANCE	INSPECTIONS	CERTIFICATE OF OCCUPANCY
Customer Service	Review Groups	Customer Service	Customer Service	Inspector(s)	Permit and Development Portal
5 DAYS	10 DAYS	3 DAYS	1 DAY	2 DAYS	1 DAY
Application review to determine submission acceptance for review.	Evaluate submission for compliance with regulations. Approve when completeness and compliance are met.	Final review and next step preparation. This step invloves several internal tasks before moving to permit issuance.	Fee payment and permit issued	Schedule and conduct site and building inspections ("pass" status required)	Issue Certificate of Occupancy. Automatically generated in the Permit and Development Portal
* Compliance & Quality Control	* Compliance & Quality Control			** Ongoing Inspections / * Compliance & Quality Control	

* During this step, information undergoes review for completeness and compliance.
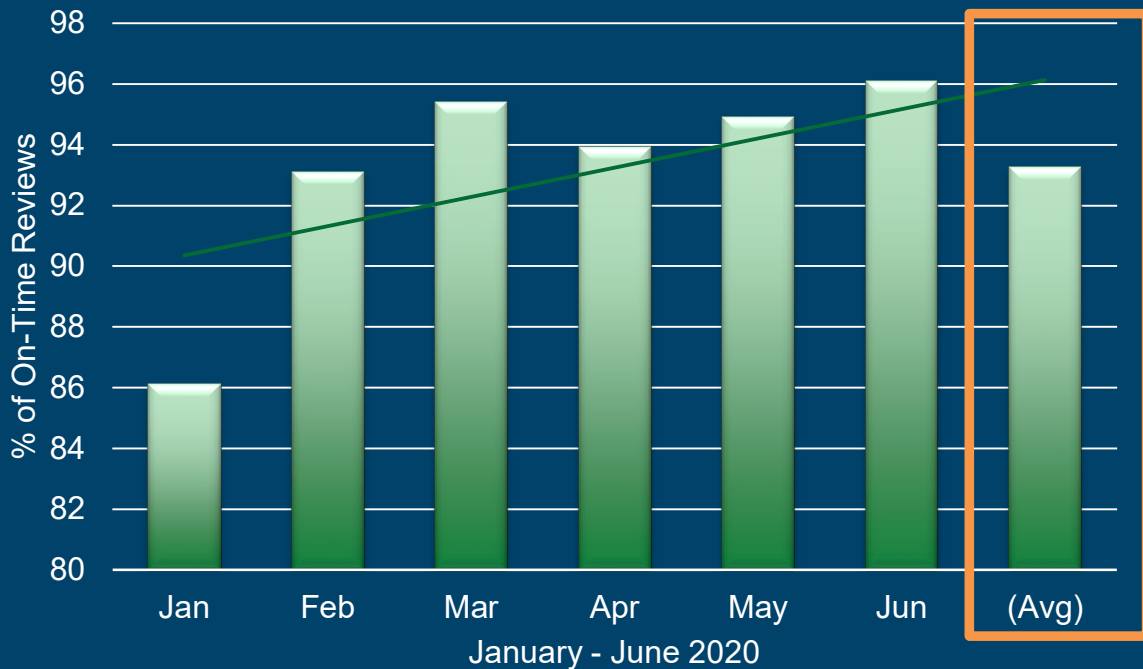   Customers may be asked to review and resubmit information, which can impact project timelines.

** Inspections are scheduled by the customer/contractor regularly during the life of the site and building phases until all required inspections have "passed".
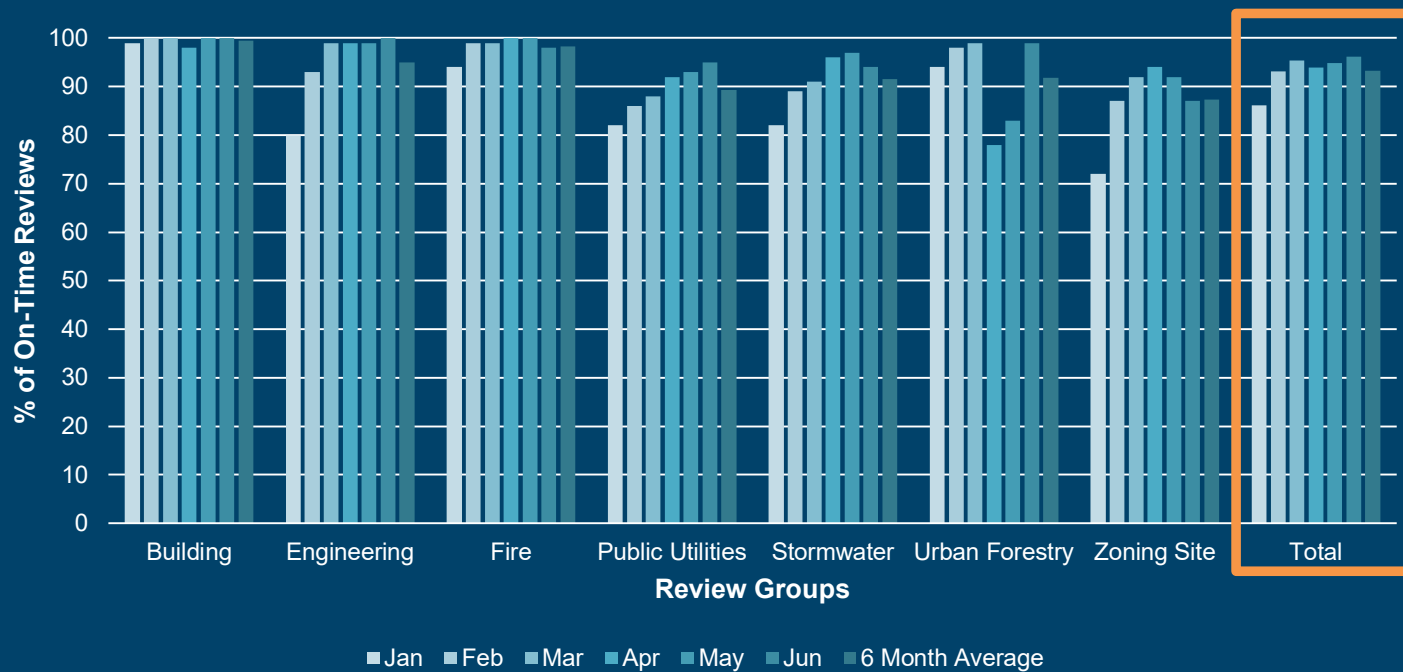
Data Analysis

The 6-month average turnaround for reviews was 93%

Residential Building Permit Review Turnaround
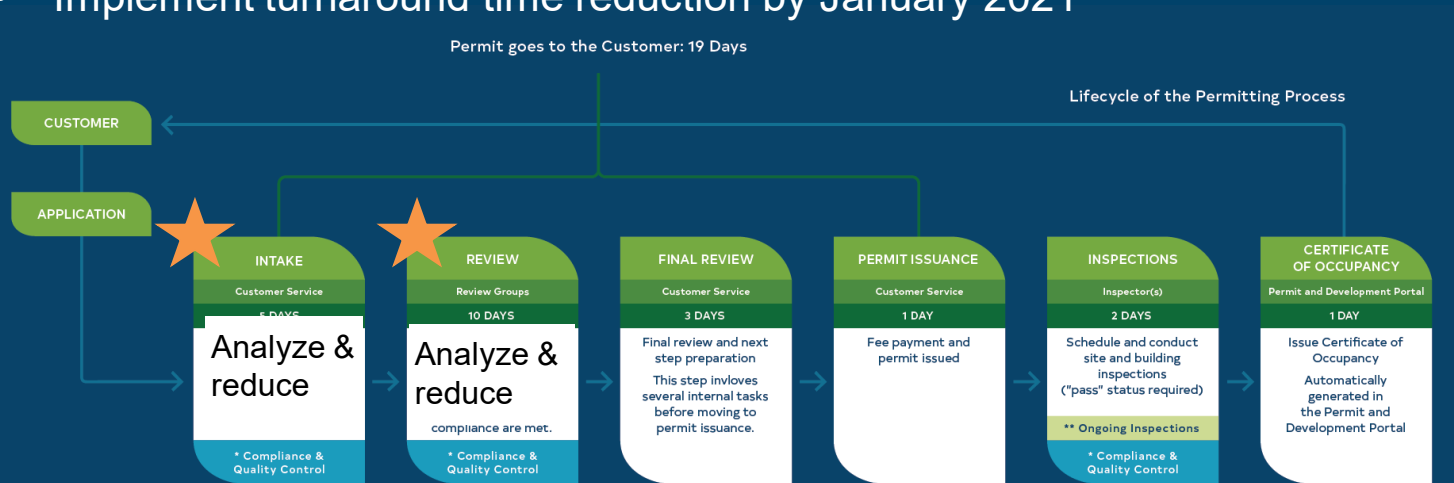**Jan. 2020 - June 2020**

Process Enhancements

Residential Permit Process Streamlining

- Reduce rereview turnaround time from 10 days to eight days
- Evaluate reducing the intake process turnaround time from five days
- Evaluate separate, shorter review turnaround based on remaining comments
- Implement turnaround time reduction by January 2021

Permit goes to the Customer: 19 Days

Lifecycle of the Permitting Process

CUSTOMER

APPLICATION

INTAKE	REVIEW	FINAL REVIEW	PERMIT ISSUANCE	INSPECTIONS	CERTIFICATE OF OCCUPANCY
Customer Service	Review Groups	Customer Service	Customer Service	Inspector(s)	Permit and Development Portal
5 DAYS	10 DAYS	3 DAYS	1 DAY	2 DAYS	1 DAY
Analyze & reduce	Analyze & reduce compliance are met.	Final review and next step preparation. This step invloves several internal tasks before moving to permit issuance.	Fee payment and permit issued	Schedule and conduct site and building inspections ("pass" status required)	Issue Certificate of Occupancy. Automatically generated in the Permit and Development Portal
				** Ongoing Inspections	
* Compliance & Quality Control	* Compliance & Quality Control			* Compliance & Quality Control	

Text Change Updates

Text Changes

- TC-17-19, Design Alternates, changes to 8.3., 8.4. and 8.5.

- TC-14-19, Site Plan/Plot Plan

- TC-4-20, Infill Setback and Building Height,

- TC-6-20, Neighborhood Transition/Senior Housing

- TC-8-20, Short Term Rental

- TC-10-20, City Council Authorization Process

- TC-11-20, Tenant Notification

- TC-12-20, Subdivision in Historic Districts

Triggers for a Site Permit Review (SPR)

- Items that previously triggered SPR:

- Public improvements such as road widening or public main extensions

- Shared stormwater devices

- Same contractor (not ownership) disturbing less than 12K SF per lot but greater than 12K SF on multiple lots not necessarily contiguous

- Any grading permit needed that went through a Development Plan

- Grading of multiple lots within "Common Plan of Development" even if disturbance area is less than 12K and under separate ownership and contractor

- Easements requiring dedication (5' Utility Placement Easement)

Future Development Stakeholder Meetings

- January 14th, 2021 9-11 AM

- April 8th, 2021 9-11 AM

- July 8th, 2021 9-11 AM

- October 14th, 2021 9-11 AM

Contact Information

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