



Raleigh

Planning and Development

# Quarterly Development Stakeholders Meeting

April 8, 2021



# Agenda

- Vacancy and New Hire Report
- Updates on Benchmarks / Review Timeframes
- Energov Updates
- Stormwater Replacement Fee
- Update on Enhanced Services
- Virtual Appointment Updates
- Text Change Portal and Webpage
- Question and Answer

# Vacancy and New Hire Report

## Daniel King





# Development Related Positions

## Current Vacancies:

- Stormwater (3 Sr. Reviewers) – Staff down 50%
- Transportation (1 Engineer, 1 Sr. Engineer)
- Continuous Improvement and Customer Service
  - Customer Service Center (2 Technicians)
  - Training Supervisor Vacancy
  - Communications Supervisor Vacancy
- Building and Safety (1 Asst Commercial Review Supervisor, 1 Multi-trade Commercial Plan Reviewer, 3 Commercial Inspectors, 1 Residential Plan Reviewer, 1 Multi-trade Residential Inspector)

## Reclassification Request:

- 1 Urban Forestry Reviewer (currently only 3 review staff)



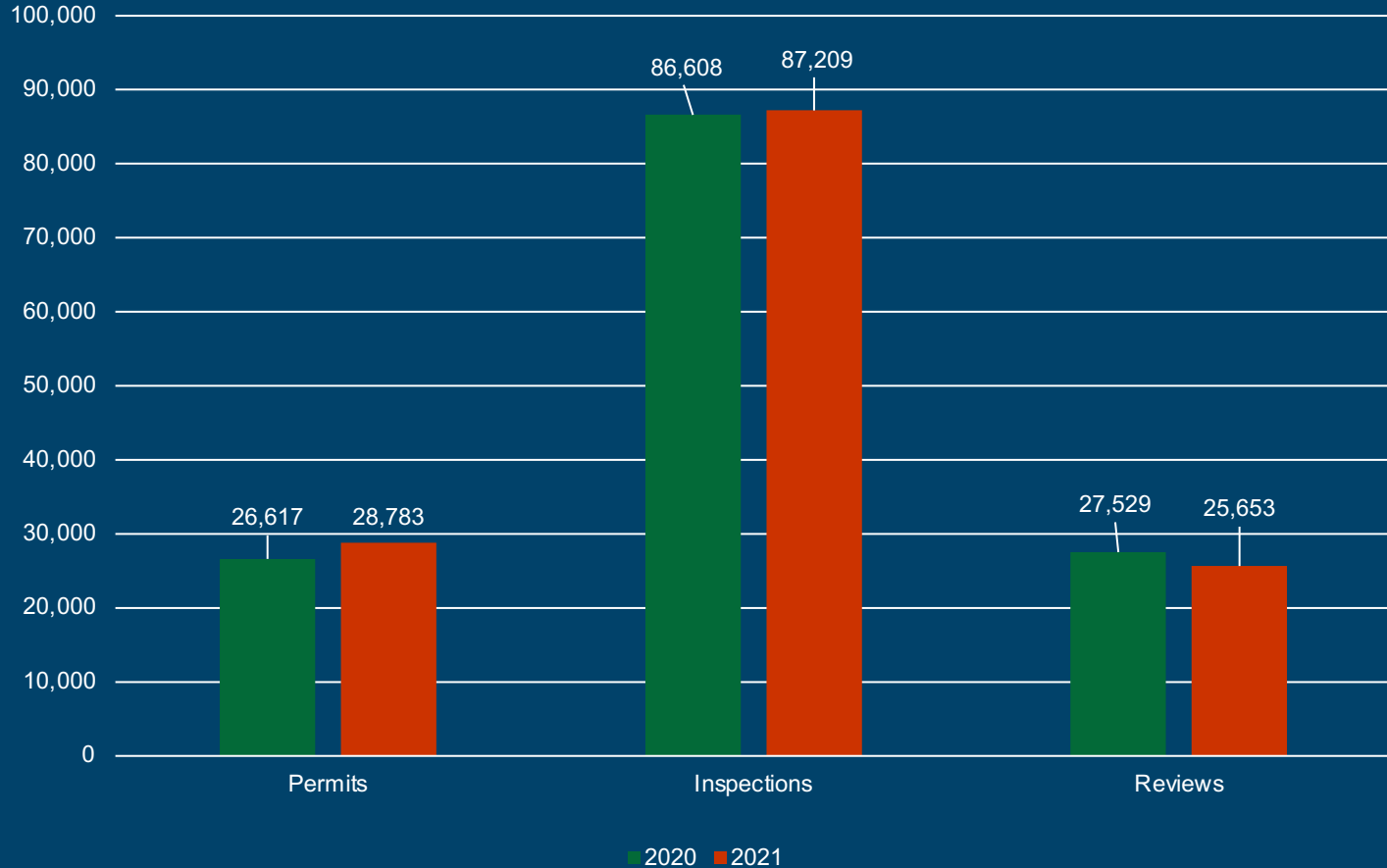
# New Hires

- Customer Service Center Supervisor – Sam Hobgood
- Customer Service Center Technicians – Kanasha Connor and Andrew Register
- Senior Planner - Cara Russell
- Planners - Emily Bacon and Kristen Boggs
  - Plat and Non-Construction Permit Review
- Plan Review Supervisor - Janet Boyer (Promoted)
- Transportation Surety Position – Dee An

# Updates on Benchmarks



# Annual Volume Comparison





Raleigh

# Benchmark Changes

*Effective Jan 4, 2021*

Review Type	Estimated Turnaround First Review (Business Days)	Estimated Turnaround Additional Reviews (Business Days)
<b>Residential uses (one- and two-family-dwellings)</b>		
Decks, driveways, fences, porches, pools, and hot tubs*	3	3
Accessory Structures <small>garages, carports, storage sheds, gazebos, greenhouses, pool houses</small>	10 7	5
One- and two-family-additions	10 7	5
New residential single-family or duplex	10	10 5
Revisions to residential building plans	5	5
<b>Land Development Review Types</b>		
Administrative site review	20	15
Preliminary subdivision	20	15
Recorded maps (plat review)	Single track: 5	Additional: 5 Mylar: 5
	Multi-track: 10	Additional: 10 Mylar: 5
Site Plan Review <small>combined construction level review of land disturbance, infrastructure design, stormwater treatment design, tree conservation area, etc.</small>	15	10
Mass grading	10 7	10 7
Legal document review of City locked forms	10	10
<b>Non-Residential Building Review Types</b>		
Commercial standard review <small>new buildings, additions, and/or change of use</small>	15	10
Townhomes	15 10	10 5
Alterations & repairs, interior fit-ups	10	5
Revisions to non-residential building plans	5	5
"Other" non-residential work types	5	5
Shop drawings	5	5
Stand-alones	5	5





# Updated Benchmark Review

	<b>Goal Met</b>	<b>1-2 Days Late</b>	<b>3-4 Days Late</b>	<b>5+ Days Late</b>	<b>Others</b>	<b>Total</b>
<b>2021 (Jan 1 – Mar 31)</b>	<b>15,154</b>	<b>1,014</b>	<b>491</b>	<b>341</b>	<b>217</b>	<b>10,306</b>
		<b>6.7%</b>	<b>3.2%</b>	<b>2.3%</b>	<b>1.4%</b>	<b>68.0%</b>
<b>2020 (Jan 1 – Mar 31)</b>	<b>11,568</b>	<b>1,142</b>	<b>413</b>	<b>358</b>	<b>4</b>	<b>13,485</b>
		<b>9.9%</b>	<b>3.6%</b>	<b>3.1%</b>	<b>0.0%</b>	<b>116.6%</b>

# Energov Updates

## Gary Stambaugh



New SFD Submittal in Portal



# Portal Upgrade Features

April 2021



Application Templates  
Drafts  
Forgot Username  
My Certifications  
Review Enhancements  
My Work Enhancements  
Contact Manager: Sub Contacts



### Apply for Permit - Co-locate/Small Cell (Inside Right of Way) REQUIRED

Progress: 1. Locations (✓) 2. Type (✓) 3. Contacts (✓) 4. More Info (✓) 5. Attachments (5) 6. Review and Submit (6)

#### Attachments

Please upload all required attachments as shown in the attachment cards below. Make sure that the appropriate file is uploaded into the correct named attachment. If no specific documents are required, you may still upload any documents that you feel will aid in the review/approval of your application. IMPORTANT: Uploading incorrect or incomplete documents will delay or potentially cancel the permit request. Plot plan must meet all plot plan/supplemental requirements (available at [www.raleighnc.gov](http://www.raleighnc.gov)). Construction drawings/documents must include: Equipment specs, load calculations and power supply information. If the Small Cell/Co-Locate is in NCDOT right-of-way, approved NCDOT Encroachment must accompany the Construction Drawings. Failure to do so will cause the application to be denied and sent back. Please Note: Non-Residential Permit Application is signed by the applicant and Electrical Contractor. Please select the appropriate name from the drop-down list. Allow for processing.

#### Construction drawings/documen...

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf

REQUIRED

#### Non Residential Permit Application

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf

REQUIRED

#### Permit Application Permit Addendum

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf

REQUIRED

#### Construction Attachment

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf

REQUIRED

[Back](#) [Create Template](#) [Save Draft](#) [Next](#)

### Create Template

Please enter a template name:


Note: Attachments cannot be saved in a template

[Save Template](#) [Cancel](#)

Good Afternoon, **John Smith** 🛒 0



- My Account
- Personal Info
- Addresses
- My Invoices
- Saved Work**
- Contact Manager
- Log Out

# Drafts

Good Afternoon, **John Smith** 

- My Account
- Personal Info
- Addresses
- My Invoices
- Saved Work**
- Contact Manager
- Log Out



Dashboard Home Apply My Work Today's Inspections Map Pay Invoices Help & Links Search  Calendar 

## Saved Work

MY TEMPLATES MY DRAFTS

### My Drafts

Module  Sort

Module	Type	Last Update	Action
Permit	Co-locate/Small Cell (Inside Right of Way)	03/22/2021 03:36:45 PM	<input type="button" value="Resume"/> <input type="button" value="Delete"/>

Results per page  1 - 1 of 1 << < 1 > >>



# Forgot Username



**Log In**

\* Username

\* Password


Remember Me

[Log In](#)



[Forgot your password? Reset it](#)  
[Forgot your username? Email it](#)  
[Don't have an account yet? Register Here](#)



# My Certifications

Good Afternoon, **John Smith**  0

- My Account**
- Personal Info
- Addresses
- My Invoices
- Saved Work
- Contact Manager
- Log Out

Dashboard Home Apply ▾ My Work Today's Inspections Map Pay Invoices Help & Links ▾ Search  Calendar 

### My Account

PERSONAL INFO ADDRESSES MY INVOICES MY BUSINESSES **MY CERTIFICATES**

### Certificates

Sort

Number	Type	Issue Date	Expire Date	Classifications
1234	Building Certification	03/01/2021	03/22/2022	
4321	General Liability Insurance		03/22/2022	
5678	Plumbing Certification	03/01/2021	03/01/2022	

Results per page  1 - 3 of 3 << < 1 > >>



Number	Type	Issue Date	Expire Date	Classifications
1234	Building Certification	03/01/2021	03/22/2022	
4321	General Liability Insurance		03/22/2022	
5678	Plumbing Certification	03/01/2021	03/01/2022	



# Map Enhancements

The screenshot displays a web application interface with a dark blue header containing navigation links: Dashboard, Home, Apply, My Work, Today's Inspections, Map, Pay Invoices, Help & Links, Search, and Calendar. A search bar on the left contains the text "1 exchange plz".

On the left side, there is a list of records for "1 EXCHANGE PLZ":

- 1 EXCHANGE PLZ  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 100  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 1000  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 1020  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 115  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 204  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 304  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 404  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 504  
Parcel: 1703781166  
Owner: RALEIGH CITY OF

In the center, a detailed record view for "1 EXCHANGE PLZ" is shown, with a red box highlighting a menu icon (three horizontal lines) in the top right corner of the record panel. The record details include:

- Case Number:** 006903-007558-EL-003553
- Apply Date:** 7/13/2000
- Case Type:** DSINSP - Electrical (Non-Residential) - Alteration/Repairs
- Status:** Void
- Case Number:** 075395-077838-BL-030696
- Apply Date:** 9/8/2003
- Case Type:** Alteration/Repairs
- Status:** Complete
- Case Number:** 075395-077838-EL-037970
- Apply Date:** 9/8/2003
- Case Type:** DSINSP - Electrical (Non-Residential) - Alteration/Repairs

On the right, a map shows a parcel boundary in brown. A red arrow points from the menu icon in the record panel to a tooltip on the map. The tooltip contains the following information:

- 1 EXCHANGE PLZ**
- Parcel: 1703781166
- Owner: RALEIGH CITY OF
- Zoom to
- Apply



# Map Enhancements

1 exchange plz

- 1 EXCHANGE PLZ  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 100  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 1000  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 1020  
Parcel: 1703781166

**1 EXCHANGE PLZ**

**Records**

Updated since

Permit (474)     Plan (1)

Inspection (90)

FIRE - Fire Protection - Fire Sprinklers

**Status**  
Complete

**Case Number**  
075005 037000 50 007000



1 exchange plz

- 1 EXCHANGE PLZ  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 1000  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 1020  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 115  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 204  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 304  
Parcel: 1703781166  
Owner: RALEIGH CITY OF
- 1 EXCHANGE PLZ UNIT 404  
Parcel: 1703781166

**1 EXCHANGE PLZ**

**Records**

Updated since 01/01/2021

Permit (10)

**Case Number**  
BLDNR-000591-2021

**Apply Date**  
1/6/2021

**Case Type**  
Alteration/Repairs

**Status**  
In Review

**Case Number**  
BLDNR-006969-2021

**Apply Date**  
2/23/2021

**Case Type**  
Alteration/Repairs

**Status**  
In Review

**Case Number**



# Review Enhancements - Corrections

Plan Review [BLDNR | Addition]

Submittal Status	Received Date	Due Date	Completed Date
*Requires Re-submit	03/25/2021	04/09/2021	03/25/2021

**1** PRCR - Urban Forestry • \*Requires Re-submit • Bland-Fowler Courtney • Completed : 03/25/2021

Due Date	Completed Date
04/09/2021	03/25/2021

### Corrections (3)

Correction Type	GW Reservation Req'd: Boundary + Width	Category	PRCR - Non-Residential
Comment	Please clearly identify and label the extent (boundary) and span (width) of the greenway easement reservation area. The width of the greenway easement area should be clearly identified.		
Correction Type	GW Reservation Req'd: Labels	Category	PRCR - Non-Residential
Comment	Please label all existing and proposed greenway easement reservation areas with: "Area Reserved for City of Raleigh Greenway Easement (UDO 0.1.6.A)"		
Correction Type	GW Reservation Req'd: Voluntary Dedication of GW	Category	PRCR - Non-Residential
Comment	Although not required, please consider voluntarily dedicating this greenway easement area as a City of Raleigh Greenway. Dedication of this easement would contribute to the protection of riparian lands, and would facilitate future greenway trail planning.		





# Review Enhancements - Conditions

Finalized Date:

Description:

Summary Locations Fees Inspections Attachments Contacts Sub-Records More Info **Conditions**

[Conditions](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)


**Conditions**

**Publically Funded Project > 1 ac**

Description  
ESC approval through NCDEQ provided.

**Mass Grading - No Improvements**

Description  
Permit is for mass grading/earthwork only. No improvements (infrastructure, impervious, retaining walls, etc.) allowed.





# My Work Enhancements

Dashboard Home Apply **My Work** Today's Inspections Map Pay Invoices Help & Links Search Calendar

## My Work

MY INVOICES **MY PERMITS** MY PLANS MY EXISTING INSPECTIONS

Search...

Display All Export to Excel

Permit Number	Project	Address	Permit Type	Status	Attention Reason
<a href="#">564332-471755-LD-112635</a>		140 AMMONS DR 2740653	ENG - Stormwater Control Stormwater Control		
<a href="#">BLDNR-006998-2021</a>		1 Exchange Plz 2766267 Raleigh, NC 27603	Commercial Addition		
<a href="#">BLDNR-006999-2021</a>		1234 Duffy PI 2708784 Raleigh, NC 27603	Commercial Addition		
<a href="#">BLDNR-007000-2021</a>		1234 Duffy PI 2708784 Raleigh, NC 27603	Commercial Addition		
<a href="#">BLDNR-007001-2021</a>		1234 Duffy PI 2708784 Raleigh, NC 27603	Commercial Addition	Recent, Pending	
		1234 Duffy PI 2708784	New Single Family		

Filter Clear

0 items selected

- Select All
- ENG - Stormwater Control - Stormwater Control
- Commercial Addition
- New Single Family Dwelling/Duplex
- Residential Addition





# My Work Enhancements

Dashboard Home Apply **My Work** Today's Inspections Map Pay Invoices Help & Links Search Calendar

### My Work

MY INVOICES **MY PERMITS** MY PLANS MY EXISTING INSPECTIONS

Search...

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Permit Number	Project	Address	Permit Type	Status	Attention Reason
<a href="#">564332-471755-LD-112635</a>		140 AMMONS DR 2740653	ENG - Stormwater Control Stormwater Control		
<a href="#">BLDNR-006998-2021</a>		1 Exchange Plz 2766267 Raleigh, NC 27601	Commercial Addition		
<a href="#">BLDNR-006999-2021</a>		1234 Duffy Pl 2708784 Raleigh, NC 27603	Commercial Addition		
<a href="#">BLDNR-007000-2021</a>		1234 Duffy Pl 2708784 Raleigh, NC 27603	Commercial Addition		
<a href="#">BLDNR-007001-2021</a>		1234 Duffy Pl 2708784 Raleigh, NC 27603	Commercial Addition	Recent, Pending	
		1234 Duffy Pl 2708784	New Single Family		

**Filter** Clear

0 items selected

- Select All
- ENG - Stormwater Control - Stormwater Control
- Commercial Addition
- New Single Family Dwelling/Duplex
- Residential Addition



# My Work Enhancements

Dashboard Home Apply **My Work** Today's Inspections Map Pay Invoices Help & Links Search Calendar

### My Work

MY INVOICES **MY PERMITS** MY PLANS MY EXISTING PERMITS

Search...

Display All Export to Excel

Permit Number	Project	Address	Permit Type	Status	Attention Reason
<a href="#">564332-471755-LD-112635</a>		140 AMMONS DR 2740653	ENG - Stormwater Control Stormwater Control		
<a href="#">BLDNR-006998-2021</a>		1 Exchange Plz 2766267 Raleigh, NC 27601	Commercial Addition		
<a href="#">BLDNR-006999-2021</a>		1234 Duffy PI 2708784 Raleigh, NC 27603	Commercial Addition		
<a href="#">BLDNR-007000-2021</a>		1234 Duffy PI 2708784 Raleigh, NC 27603	Commercial Addition		
<a href="#">BLDNR-007001-2021</a>		1234 Duffy PI 2708784 Raleigh, NC 27603	Commercial Addition	Recent, Pending	
		1234 Duffy PI 2708784	New Single Family		

Filter dropdown menu:

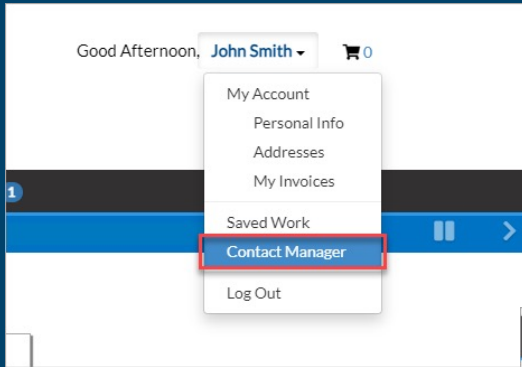
- Search
- Select All
- ENG - Stormwater Control - Stormwater Control
- Commercial Addition
- New Single Family Dwelling/Duplex
- Residential Addition



0 items selected

Filter Clear



# Contact Manager: Manage Associates (Sub Contacts)



Dashboard Home Apply ▾ My Work Today's Inspections Map Pay Invoices Help & Links ▾ Search  Calendar 

## Contact Manager

MY FAVORITES **ASSOCIATES** MY ASSOCIATIONS

### Associates

Here you are able to add associates, also known as sub contacts, to your account. Associates will mirror your access to cases, including the ability to toggle on/off visibility on the Dashboard, My Work, and your access to specific case details and actions.

**Add Contact**

Search:  Exact Match

#### Existing Associates

Contact ID	First Name	Last Name	Company	Email	Action
ID-000052588	John	Smith	ABC Company	john.smith@abc.com	<input type="button" value="Approve"/> <input type="button" value="Deny"/>
ID-000019503	John	Smith	ABC Company	john.smith@abc.com	<input type="button" value="Remove"/>

Results per page  1 - 2 of 2 << < 1 > >>

# Update on Enhanced Services

James Marapoti





# Enhanced Services

## Enhanced Services (integrated end of 2020)

- New name over Project Advocacy and Express Services
- Intent is for better coordination/integration and depth for key development projects
- Increase project management capacity, key development initiatives and for additional future customer services

## Pilot Consolidated Plan Review Status: formally "Bundle"

- Overlaps review types like ASR/SPR or rezoning and ASR to express and permits
- Internal PA manager assigned
- Completed two Consolidated Plan Reviews (ASR/SPR) and one Rezoning/ASR
- Overall each project saved 3-6 months vs. Standard review type process
- Finalizing lesson's learned, recommendations and specific criteria
- One new pilot case under development
- Goal is making these new review types with specific criteria



# Enhanced Services

- Safe Vibrant Healthy Community Initiative 2.6: Just Started!
  - *Goal: Review City processes for opportunities to streamline and reduce barriers to promote the production of housing*
  - Scope: Opportunities to streamline from Concept, rezoning, plan review, permit issuance to certificate of occupancy
  - Subgoals: Streamline or expedite residential review type options for:
  - Affordable housing, Emergency housing due to fire and Economic focused areas
- Currently in Phase 1 Discovery:
  - Developing a plan of action and milestone for this initiative
  - Baseline what are we currently doing for housing, Processes and TC's
  - Baseline benchmarks and metrics
  - Interview and develop internal and external stakeholders
  - **Need 3-6 volunteers!** Developers, designers and contractors- ~1-3 hours/week

# Virtual Appointment Updates





# Residential Virtual Appointments

- Went Live on January 4, 2021
- 360 Appointments Completed
  - Highest Volume:
    - 108 – Permit Submission Inquiry
    - 72 - Permit Status Inquiry
    - 42 – New SFD
- Positive feedback on service

# Text Change Update

## Justin Rametta



# Stormwater Replacement Fee

## Ben Brown





# Questions?



# Additional Information

<https://raleighnc.gov/SupportPages/development-stakeholders-quarterly-meeting>

<https://raleighnc.gov/SupportPages/development-services-advisory-committee#:~:text=The%20Development%20Services%20Advisory%20Committee,make%20recommendations%20on%20process%20improvements>





# Contact Information

## Karen Ray

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## Daniel King

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Transportation Department*

Daniel.King@raleighnc.gov | 919-996-2408