Data Dashboard Update
PLANDEV
Continuous Quality Improvement Initiatives
Data Dashboard Development Project

**Purpose & Charge**

- Collect all the foreseeable PLANDEV data points to create a “library” that we can all leverage in managing our organization.
- Identify gaps and look for new opportunities for data insights.
- Enhance data collection and develop a Data Dashboard.
- Increase and enhance opportunities for analysis and data sharing (i.e. PowerBI, Sharepoint connectivity, etc.).
- Share information across the organization and to relevant stakeholders.
- Manage by Data.
Data Dashboard Development Project

Beta Dashboard

Current Workspace for PLANDEV Development Services

Current Interactive Report for PLANDEV Energov Fees
Power BI
• Connect to and visualize any data using the unified, scalable platform for self-service and enterprise business intelligence (BI) that’s easy to use and helps you gain deeper data insight

Data Visualization  Data Insights  Strategic, Actionable Decisions
Data Dashboard Development Project

Next Steps and Proposed Timeline

August 2020
- Project Charter

September 2020
- Data Collection
- Deadline, Review & Analysis

October 2020
- Next Step Implementation
- Prioritization
- Beta Dashboard Review

February 2021
- Data Dashboard Operational

August 2020
- SharePoint Data Collection
- Meeting with Leadership

September 2020
- Project Update and Next Steps

December 2020
- Beta Dashboard Update
Data Dashboard Development Project

Next Steps

Verification
Review Data Dashboard and Primary and Secondary Owner

Prioritization & Analysis
Review priorities and gather additional information for data dashboard

Dashboard Development
Work with IT and trained staff for development of the dashboard

Training & Deployment
Train key staff on dashboard and launch its use

Public Website Deployment
Static Reporting vs. Dynamic Reporting

Track & Adjust
Continuous review to adjust for unforeseen issues, coding issues, new reports, etc.
Text Change Update
Updates on Benchmarks
Updates on Benchmarks

- January 2019, review benchmarks increased
- Fall 2020, feedback from Stakeholders Meetings
  - Residential cycle lengths
  - Compare service levels of other municipalities
- SRT / DMT discussions & recommendations
  - Phase 1 – Residential Review Benchmarks, Jan. 4, 2021
  - Phase 2 – Development Plans & Non-Residential, Q1 2021
  - Service & Operational enhancement options
Development Related Positions

Current Vacancies:

- Transportation (1 reviewer, 1 technical support)
- **Raleigh Water (1 supervisor)**
- **Current Planning (2 reviewers)**
- Stormwater (1 reviewer, 1 supervisor)
- Intake (2 technicians, 1 supervisor)
- Building Review Staff (2 reviewers)

New Positions Requested:

- 1 Urban Forestry reviewer (currently only 3 review staff)
### Benchmark Changes
**Effective Jan 4, 2021**

<table>
<thead>
<tr>
<th>Review Type</th>
<th>Estimated Turnaround First Review (Business Days)</th>
<th>Estimated Turnaround Additional Reviews (Business Days)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Residential uses (one- and two-family-dwellings)</strong></td>
<td></td>
<td></td>
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<tr>
<td>Decks, driveways, fences, porches, pools, and hot tubs*</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Accessory Structures</td>
<td>10 7</td>
<td>5</td>
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<tr>
<td>garages, carports, storage sheds, gazebos, greenhouses, pool houses</td>
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<td></td>
</tr>
<tr>
<td>One- and two-family-additions</td>
<td>10 7</td>
<td>5</td>
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<tr>
<td>New residential single-family or duplex</td>
<td>10 10</td>
<td>5</td>
</tr>
<tr>
<td>Revisions to residential building plans</td>
<td>5</td>
<td>5</td>
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<tr>
<td><strong>Land Development Review Types</strong></td>
<td></td>
<td></td>
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<tr>
<td>Administrative site review</td>
<td>20</td>
<td>15</td>
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<tr>
<td>Preliminary subdivision</td>
<td>20 25</td>
<td>15</td>
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<tr>
<td>Recorded maps (plat review)</td>
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<tr>
<td>Single track: 5 Mylar: 5</td>
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<tr>
<td>Multi-track: 10 Additional: 10 Mylar: 5</td>
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<tr>
<td>Site Plan Review</td>
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<td>10</td>
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<tr>
<td>combined construction level review of land disturbance, infrastructure</td>
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<tr>
<td>design, stormwater treatment design, tree conservation area, etc.</td>
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<td></td>
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<tr>
<td>Mass grading</td>
<td>10 10</td>
<td>10</td>
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<tr>
<td>Legal document review of City locked forms</td>
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<td>10</td>
</tr>
<tr>
<td><strong>Non-Residential Building Review Types</strong></td>
<td></td>
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<tr>
<td>Commercial standard review</td>
<td>15</td>
<td>10</td>
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<tr>
<td>new buildings, additions, and/or change of use</td>
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<td></td>
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<tr>
<td>Townhomes</td>
<td>15 10</td>
<td>10 5</td>
</tr>
<tr>
<td>Alterations &amp; repairs, interior fit-ups</td>
<td>10</td>
<td>5</td>
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<tr>
<td>Revisions to non-residential building plans</td>
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<tr>
<td>&quot;Other&quot; non-residential work types</td>
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<td>Shop drawings</td>
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<tr>
<td>Stand-alones</td>
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</tbody>
</table>
PILOT - Residential Virtual Appointments

- Live on January 4, 2021
- 20 Min appointment “block”
- Limit up to three consecutive blocks
- Plans need to be submitted in advance of appointment
Request for Input

- Batching / Capping Large Projects
- Meetings Pre / Post Submittal
  - Preference
- Virtual Appointments for Application Acceptance
- Reviewer sets timeline for Subsequent Reviews
- Project Advocacy Increased Services
  - Project Management w/ Fees
  - Triage via PAER Staff
Requested Information

- Bonds / Surety Payments
- Urban Forestry Fee in Lieu
- Structural Soil Requirements
Question and Answer
Contact Information

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