



Raleigh

Planning and Development

# Quarterly Development Stakeholders Meeting

January 14, 2021



# Agenda

- Vacancy Report
- Top Five Opportunities for Improvement
- Data Dashboard Update
- Updates on Benchmarks
- Changes to Review Timeframes
- Residential Virtual Appointments
- Text Change Portal and Webpage
- Project Advocacy / Express Review Updates
- Utility Needs – Large Projects
- Question & Answer



# Pre-Meeting Updates

- Stormwater Replacement Fee
- Public Access Easement Standard Legal Form
- Fee Review Update
- EnerGov Updates
- Fee Calculator
- Tier One Plot Plan
- Accessory Dwelling Unit Update

# Vacancy Report





# Development Related Positions

## Current Vacancies:

- Transportation (1 Reviewer, 1 Engineering Specialist)
- Raleigh Water (1 Supervisor)
- Current Planning (2 Planners, 1 Sr. Planner)
- Stormwater (1 Reviewer, 1 Supervisor, 1 Inspector)
- Intake (2 Technicians, 1 Supervisor)
- Building Review Staff (2 Reviewers)

## New Positions Requested:

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



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# Top Five Opportunities for Improvement

- Review times / waiting until last day to complete
- Consistency in review comments / application of rules
- Communication (lack of) during the review
- Entry of review comments on last day of cycle
- Time to respond to inquiries / input applications

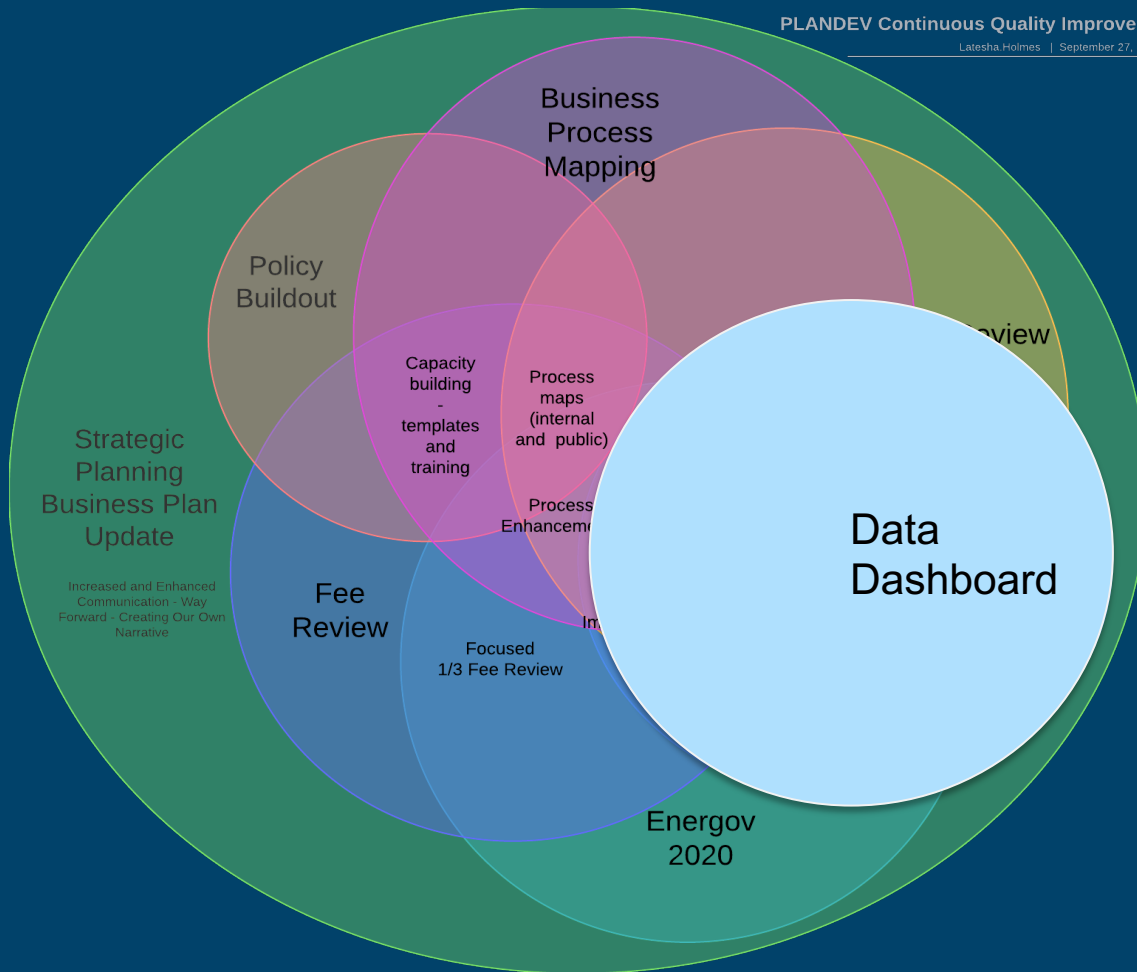
# Data Dashboard Update





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# PlanDev Continuous Quality Improvement Initiatives







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# 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



Increase and enhance opportunities for analysis and data sharing (i.e. PowerBI, Sharepoint connectivity, etc.)



Identify gaps and look for new opportunities for data insights



Share information across the organization and to relevant stakeholders



Enhance data collection and develop a Data Dashboard



Manage by Data

# Data Dashboard Development Project

## Purpose & Charge

Power BI - Development Services

Filters Settings Search

PBI - Development Services

Name	Type	Owner	Refreshed	Next refresh	Endorsement
City Planning - Projects	Report	PBI - Development S...	9/27/2019 9:41:18 PM	—	—
Development Services - Revenue & Expense	Report	PBI - Development S...	9/27/2019 9:41:18 PM	—	—
Energex Census Occupancy	Report	PBI - Development S...	9/27/2019 12:08:12 PM	—	—
Energex CMT Benchmarks by Completion Date	Report	PBI - Development S...	9/27/2019 9:13:31 AM	—	—
Energex CMT Benchmarks by Due Date	Report	PBI - Development S...	9/27/2019 9:13:31 AM	—	—
Energex Metrics	Dashboard	PBI - Development S...	—	—	—
Energex Overview	Report	PBI - Development S...	9/27/2019 9:13:31 AM	—	—
Energex Overview	Report	PBI - Development S...	9/27/2019 9:13:31 AM	—	—
Energex Permit Fee Outlays	Report	PBI - Development S...	9/27/2019 9:13:31 AM	—	—
Energex Permit Summary	Report	PBI - Development S...	9/28/2019 12:08:29 AM	—	—
Energex Training V2	Report	PBI - Development S...	9/27/2019 9:13:31 AM	—	—
Energex Transactions	Report	PBI - Development S...	9/27/2019 9:13:31 AM	—	—
Energex Valuation Analysis	Report	PBI - Development S...	9/27/2019 9:13:31 AM	—	—
Overnight Report Planning and Development	Report	PBI - Development S...	9/27/2019 9:13:31 AM	—	—

Current Workspace for PLANDEV Development Services

Power BI - Development Services

Pages Export Subscribe Comments Favorite

Energex Fee/Payment Transactions

GL Account All

Entity/Module Invoice All

Fee Name DSNP - Alternate Means of Compl...

Payment Date 9/24/2019 9/24/2020

Invoice	Fee Name	Input Value	Computed Amount	Paid Amount	Payment Date	Posting Amount	Entity/Module	GL Account
INV-00016454	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	10/7/2019	1,500.00	Cashier	100-2819-524822-201
INV-00017711	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	10/14/2019	1,500.00	Cashier	100-2819-524822-201
INV-00020489	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	11/16/2019	1,500.00	Cashier	100-2819-524822-201
INV-00023452	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	12/6/2019	1,500.00	Cashier	100-2819-524822-201
INV-00024352	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	12/10/2019	1,500.00	Cashier	100-2819-524822-201
INV-00026736	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	12/17/2019	1,500.00	Cashier	100-2819-524822-201
INV-00024352	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	1/7/2020	1,500.00	Cashier	100-2819-524822-201
INV-00028968	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	1/14/2020	1,500.00	Cashier	100-2819-524822-201
INV-00028202	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	1/22/2020	1,500.00	Cashier	100-2819-524822-201
INV-00029670	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	1/22/2020	1,500.00	Cashier	100-2819-524822-201
INV-00030298	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	2/10/2020	1,500.00	Cashier	100-2819-524822-201
INV-00032864	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	2/25/2020	1,500.00	Cashier	100-2819-524822-201
INV-00035108	DSNP - Alternate Means of Compliance Fee	0.00	\$1,500.00	\$1,500.00	2/25/2020	1,500.00	Cashier	100-2819-524822-201
Total			\$45,000.00	\$45,000.00				

Current Interactive Report for PLANDEV Energex Fees



# Data Dashboard Development Project

## Leveraging Power BI

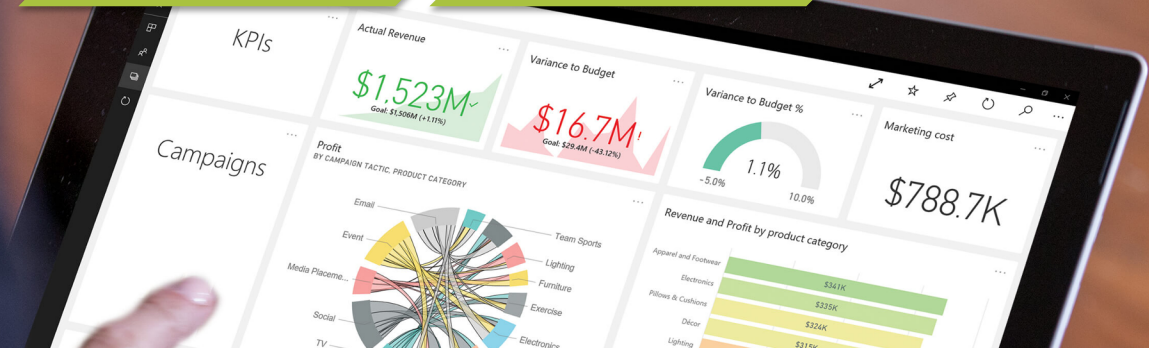
### Power BI

- 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



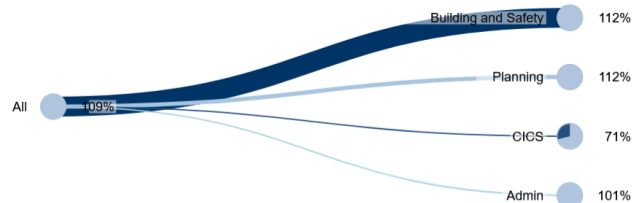


# Data Dashboard Development Project

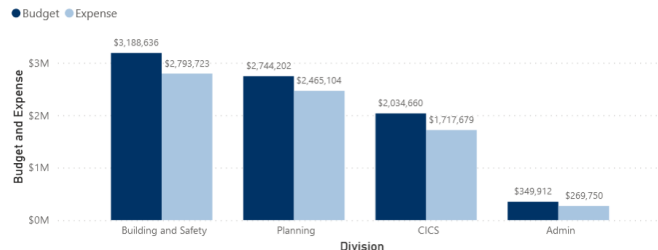
## PlanDev Beta

### Financials

Revenue vs Target %

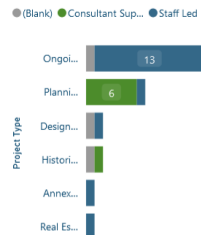


YTD Budget vs Expense

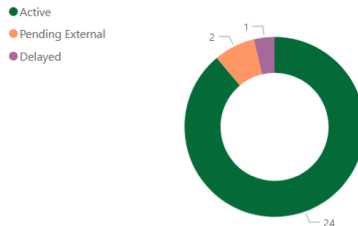


### Planning Projects

Current Projects by Type an...

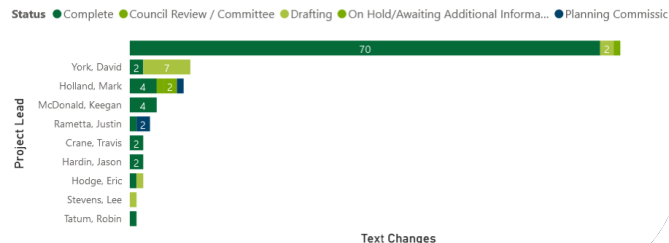


Current Projects by Status



Text Changes

BY PROJECT LEAD, STATUS





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# Data Dashboard Development Project

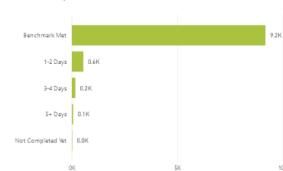
## PlanDev Beta

### Benchmark Data

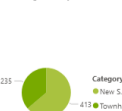
Percent met (not met)  
of benchmark



Benchmarks by user



New Single Family vs Town...

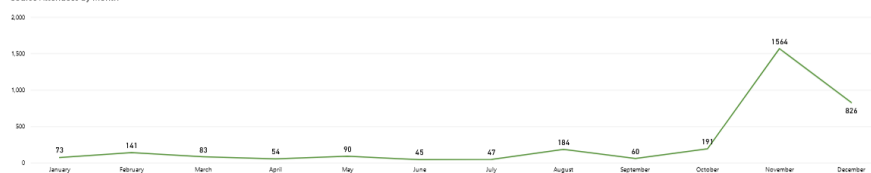


Permit by Month (Building Non Res - New Building) 2020



### Training Database

Course Attendees by Month



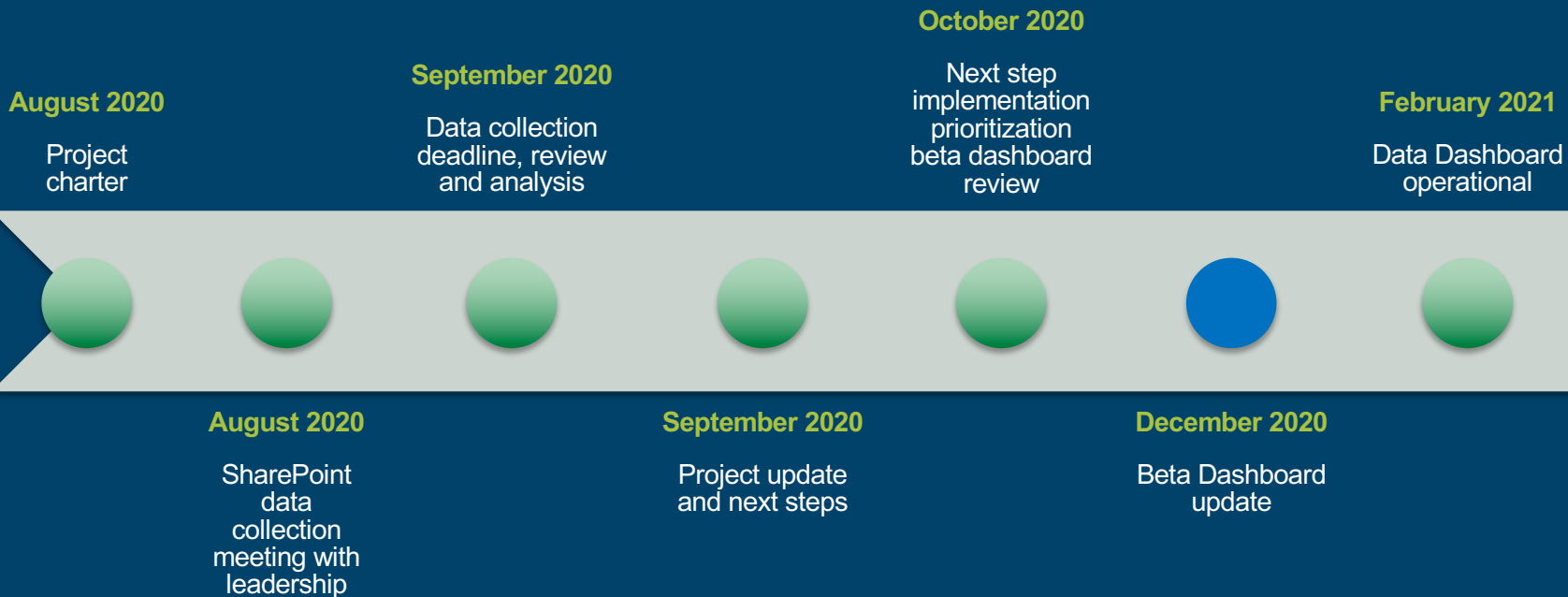
Hours per Month





# Data Dashboard Development Project

## Next Steps and Proposed Timeline





# 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.

# Updates on Benchmarks

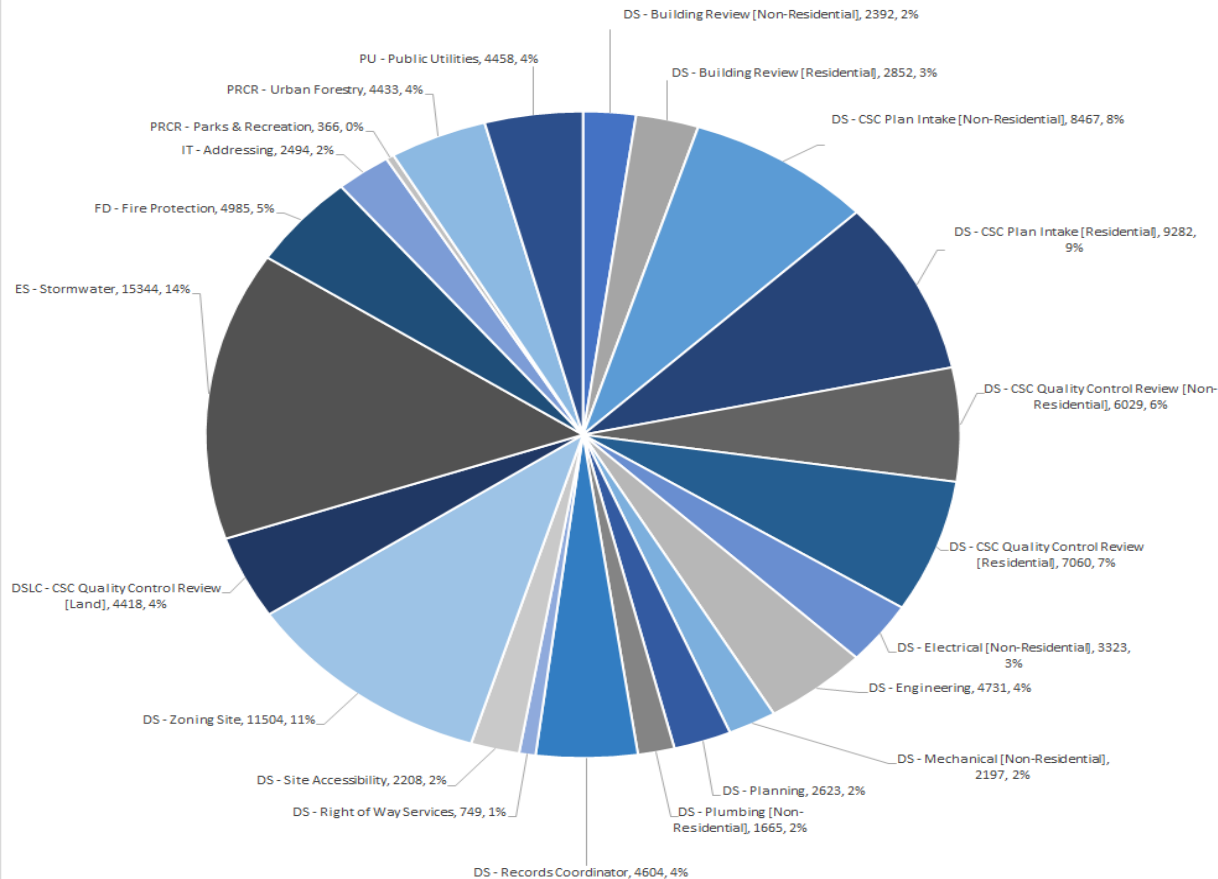






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## Volume of Reviews by Group





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	October 2020		November 2020		December	
	Met	Total	Met	Total	Met	I
<b>Total</b>	9084	10,210	7184	7,870	8201	9,295
	89.0%		91.3%		88.2%	
<b>DS - Building Review [Non-Residential]</b>	232	250	182	182	207	207
	93%		100%		100%	
<b>DS - Building Review [Residential]</b>	280	281	218	218	260	265
	100%		100%		98%	
<b>DS - CSC Plan Intake [Non-Residential]</b>	794	858	558	584	628	731
	93%		96%		86%	
<b>DS - CSC Plan Intake [Residential]</b>	1058	1,058	779	780	842	843
	100%		100%		100%	
<b>DS - CSC Quality Control Review [Non-Residential]</b>	268	491	302	436	255	424
	55%		69%		60%	
<b>DS - CSC Quality Control Review [Residential]</b>	323	729	251	520	283	578
	44%		48%		49%	
<b>DS - Electrical [Non-Residential]</b>	265	286	195	195	281	281
	93%		100%		100%	
<b>DS - Engineering</b>	438	440	352	354	413	415
	100%		99%		100%	
<b>DS - Mechanical [Non-Residential]</b>	148	164	150	150	163	163
	90%		100%		100%	
<b>DS - Planning</b>	193	224	170	194	219	248
	86%		88%		88%	
<b>DS - Plumbing [Non-Residential]</b>	129	146	95	95	148	148
	88%		100%		100%	
<b>DS - Records Coordinator</b>	370	375	307	307	283	315
	99%		100%		90%	
<b>DS - Right of Way Services</b>	62	69	31	38	24	35
	90%		82%		69%	
<b>DS - Site Accessibility</b>	187	187	160	160	221	222
	100%		100%		100%	
<b>DS - Zoning Site</b>	1165	1,236	885	924	980	1,060
	94%		96%		92%	
<b>DSLCL - CSC Quality Control Review [Land]</b>	412	462	318	354	379	426
	89%		90%		89%	
<b>ES - Stormwater</b>	1403	1,454	1089	1,117	1064	1,306
	96%		97%		81%	
<b>FD - Fire Protection</b>	431	433	340	341	402	407
	100%		100%		99%	
<b>IT - Addressing</b>	229	236	185	191	272	280
	97%		97%		97%	
<b>PRCR - Parks &amp; Recreation</b>	28	31	29	33	51	54
	90%		88%		94%	
<b>PRCR - Urban Forestry</b>	326	401	268	358	408	453
	81%		75%		90%	
<b>PU - Public Utilities</b>	336	391	314	333	415	429
	86%		94%		97%	

# Changes to Review Timeframes

Bradley Kimbrell & Martha Lobo





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# Updates for Review 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



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## 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 garages, carports, storage sheds, gazebos, greenhouses, pool houses	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 combined construction level review of land disturbance, infrastructure design, stormwater treatment design, tree conservation area, etc.	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 new buildings, additions, and/or change of use	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

# Residential Virtual Appointments





# PILOT - Residential Virtual Appointments

- Live on January 4, 2021
- 20-minute appointment blocks
- Limit up to three consecutive blocks
- Plans need to be submitted in advance of appointment

# Text Change Update

## Justin Rametta





# Tier One Plot Plans

## Justin Rametta



# TC 16-20 Floodplain Regulations

## Ben Brown



# Text Change Portal and Website

Katie Dombrowski



# Project Advocacy / Express Review Update

## James Marapoti



# Utility Needs – Large Projects

Ken Dunn



# 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>





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# Contact Information

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