



Raleigh

Planning and Development

Quarterly Development Stakeholders Meeting

January 13, 2022



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Agenda

- Staffing Update
- Updates on Benchmarks
- Survey Information
- Residential new Single-Family Submittal
- Commercial Intake Requirements
- Fee Review Update
- Text Change Information
- Portal Concerns
- Question and Answer

Staffing Update

Daniel King





Planning & Development Vacancies

Department	Position	Number of Vacancies	Vacancy Rate
PlanDev – CICS	• DS Specialist	1	10%
	• Project Coordinator	1	50%
	• Records Technician	1	33%
	• Records Supervisor	1	100%
	• Records Manager	1	100%
PlanDev – Admin	• Fiscal Specialist	1	100%
	• Executive Mgmt. Coordinator	1	50%
	• Assistant Dept. Director II	1	50%
PlanDev - Planning	• Principal Urban Designer	1	100%
	• Urban Designer II	2	50%
	• Planning Supervisor	1	9%
	• Inspection Supervisor	1	50%
	• Sr. Planner	4	18%
	• Planner	2	22%
PlanDev – Building & Safety*	• Residential Review and Inspections Manager	1	100%
	• Sr. Building Inspector (Special Projects)	1	50%
	• Sr. Electrical Inspector (Special Projects)	1	50%
	• Sr. Commercial Plans Examiner (Multi-Trade)	1	50%
	• Sr. Commercial Building Plans Examiner	1	33%
	• Sr. Commercial Plbg/Mech Plans Exam.	1	33%
	• Trade Inspectors (various trades)	6	20%



Matrix Department Vacancies

Department	Position	Number of Vacancies	Vacancy Rate
Fire Department *	<ul style="list-style-type: none">Field Inspector	1	20%
Stormwater	<ul style="list-style-type: none">Plan Reviewer Sr.Plan Reviewer	2 2	50% 66%
Raleigh Water*	<ul style="list-style-type: none">Plan Reviewer	1	
Urban Forestry	<ul style="list-style-type: none">Inspector	1	25%

Updates on Benchmarks

Karen Ray



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Ontime Reviews

FY20

- Review Total = 112,651
- Completed on Time = 81%

FY21

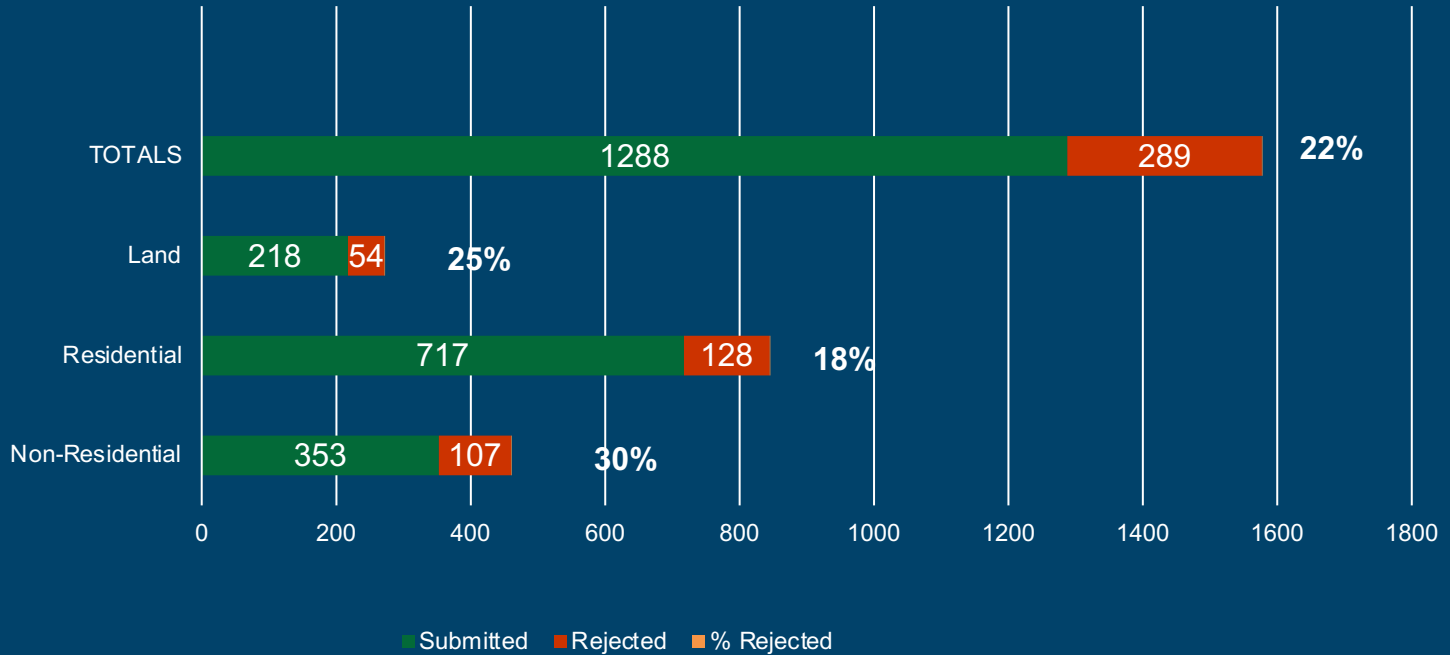
- Review Total = 120,424
- Completed on Time = 91%

FY22

- Review Total = 59,488 (Through Dec 31)
- Completed on Time = 95%

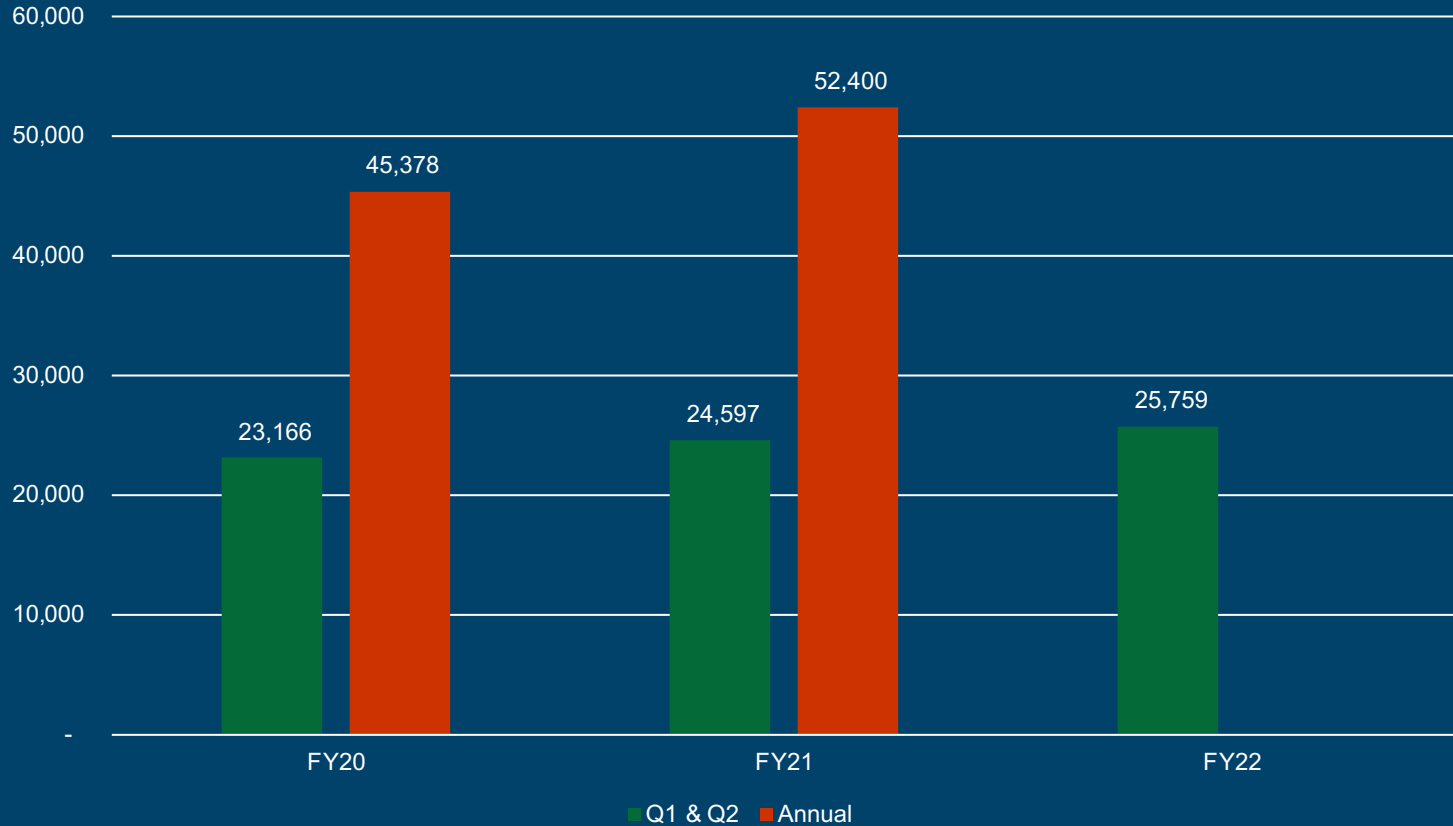


December Plan Rejection



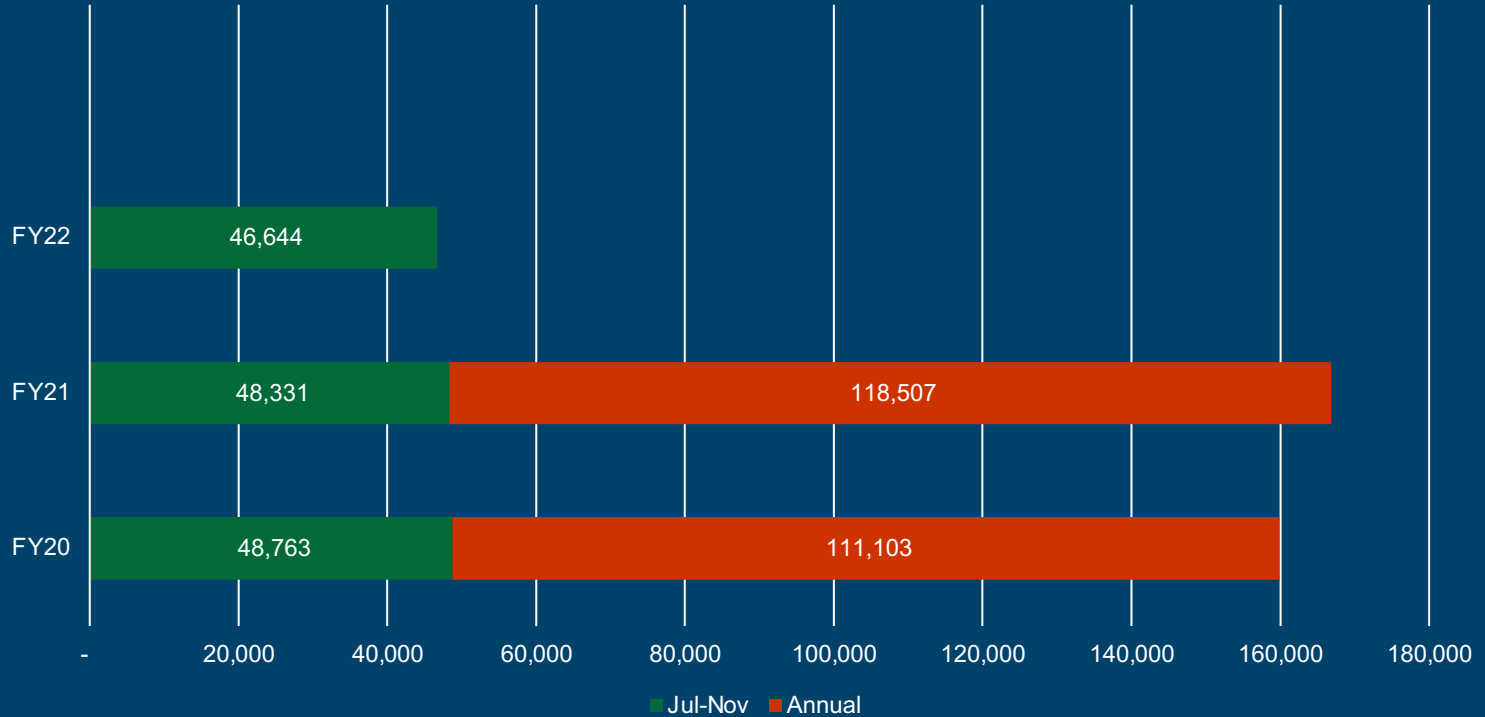


Issued Permits





Inspections Completed





Review Cycle Tracking (Three or More)

- Highest Rate of Repeat
 - Plan Review Administrative Site Review
 - Plan Review Residential
 - Plan Review Non-residential
 - Plan Review Preliminary Subdivision
 - Blueline Review Site Permitting Review

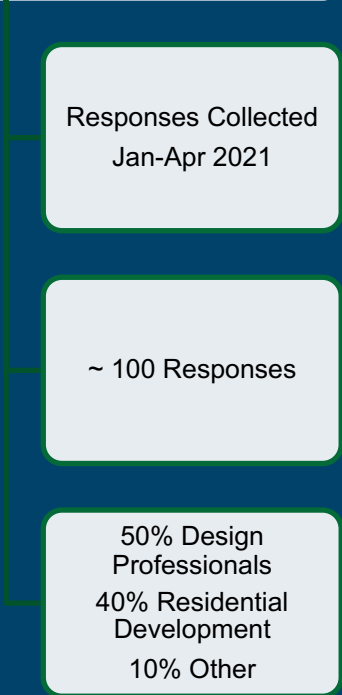
Survey Information

James Marapoti





Triangle Community Coalition
(Independent Source)



Safe, Vibrant, Healthy Communities (Council Initiative)



Greatest Challenges

TCC

- Process Too difficult & no overlap
- Unable to combine multiple permits on one application
- Application Acceptance too lengthy / Difficult
- Lack of Collaboration
- Staff Accessibility
- Staff unable / unwilling to make judgement calls
- UDO Confusing
- Employee Training on Customer Service
- Staffing levels inadequate

SVHC 2.6

- Process Too Difficult
- Basic Permitting for homeowners too difficult
- Front end application acceptance takes too long
- Staff were unhelpful
- Staff input created new issues
- Staff offered no solutions
- Review comments were unclear
- Code requirements too difficult to understand
- Final review takes too long

What is Working

TCC

- Online submittals
- Virtual meetings, Project Advocacy & Express Services
- Communication during reviews prior to rejection
- Flexibility & responsiveness of review to work with client
- Code consistency throughout reviews
- Bluebeam Plan review
- Single point of contact during a review

SVHC 2.6

- Quick Responses
- Portal set-up intuitive
- Reduce multiple permitting requirements
- Staff followed through
- Collaborate review solution options to speed up project approvals and reduce submittals
- Permit & payment issuance efficient
- Allow field changes to be amended more efficiently



Survey Recommendations

- Tailor applications and processes based on customer specific project (not one size fits all)
- Training to ensure all staff are knowledgeable and understand processes
- Create case managers for projects
- Reduce redundancy of residential infill compatibility on a survey and permit application



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In Progress

Service Type	Recommendations	Timelines
Plan intake: SFD permits	Client Self-service to submit plans directly into Energov vs sending into general intake email box. To save time/coordination/communication between applicant and staff	<ul style="list-style-type: none">• Testing started Nov-Dec working with contractors.• January plan to open everyone, then next steps townhomes• Ultimate full self-service of Energov FY2024?
Homeowner simple permits	Homeowner customer experience and ease of delivery needs focus	Planning to develop self-help videos on how to's for homeowner permits. Feb plan to start implementing.
Affordable Housing review type	City needs to develop an expedited review type to speed up affordable housing	<ul style="list-style-type: none">• Developed a unified plan/process with H&N for all CIP funded AH projects.• First pilot Kings Ridge Dec 2021. Goal shaving off at least 45 days from reviews.

Residential New Single-Family Submittals

Karen Ray



Commercial Intake Requirements

Leidy Garcia





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Commercial & Townhouse Submittals

Submit to Commercialbuilding@raleighnc.gov

- **Email subject line** (Type of submittal and address)

Example: "New Submittal Alteration 1 Exchange Plaza Ste 400"

- **Project Contacts must have** an active portal account
- **PDFs should have a** naming convention



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Townhouse Submittals

- ✓ 1 PDF Residential Permit Applications & Lien Agents (for each lot)
- ✓ 1 PDF Residential Permit Data Form
- ✓ 1 PDF of the Complete Plan Set
 - Plot plans
 - Tree conservation
 - Townhouse Construction Drawings
 - Recorded Plat
- ✓ 1 PDF Complete City of Raleigh Approved Site Permit Review Drawings
- ✓ 1 PDF Supporting Information
 - Fire Flow Analysis
 - Stormwater Calcs



Townhouse Submittal Example

SUBMITTAL: NEW TH - Olde Towne 11-16



To: CommercialBuilding

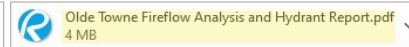
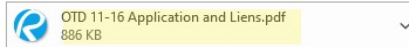
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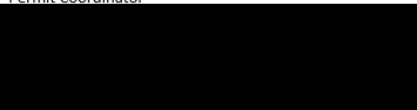
Hi!

Please find the following items for submittal of a 6 unit townhome in Olde Towne:

- Application and Lien PDF (attached)
- Permit Data Form (attached)
- Fireflow PDF (attached)
- Plot plan Infrastructure Tree Detail PDF Link for file: [https://\[redacted\].box.com/s/zvnduw3cmiga7d6n8fp884o2766mqc2u](https://[redacted].box.com/s/zvnduw3cmiga7d6n8fp884o2766mqc2u)

Thank you,

[redacted]
Permit Coordinator





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Commercial Submittals

Submit to Commercialbuilding@raleighnc.gov

- ✓ 1 PDF Non-Residential Permit Application
- ✓ 1 PDF Complete construction plan set
 - 2018 Building Code Summary
 - Life Safety Plan
 - P M E & Fire
- ✓ 1 PDF Supporting documents (when applicable)
 - Calculations
 - Truss Information

Fee Review Update

Janet Saa



Text Change Update

Justin Rametta / Keegan McDonald





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Recently Adopted Text Changes

- TC-13-21 Vehicle Fuel Sales Use Standards
- TC-14-21 Breweries, Wineries, Distilleries, Cideries in CX District



Active Text Changes

- TC-11-21 Parking Minimums, Maximums and Mitigations – TC Committee – 1/18/22
- TC-12-21 Accessory Commercial Units – TC Committee 1/18/22
- TC-17-21 Play Structures – CC PH – 1/18/2
- TC-4-21 Transit Street Cross-Sections and Green Plus Frontage – I&M Committee – 1/27/22
- TC-15-21 Towing Yards – CC PH – 2/1/22



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Pending Text Changes

- TC-20-20 Permit Choice and Vested Rights
- TC-21-20 Zoning Permits
- TC-2-21 Parking Deck Screening
- TC-16-21 Neighborhood Commercial
- TC-18-21 Accessory Structures
- TC-19-21 Use Standard Variances
- TC-20-21 MM 2.0
- TC-21-21 Cameron Park NCOD



*For more information visit the
Text Change Cases page on
the website:*

[https://raleighnc.gov/Support
Pages/text-change-cases](https://raleighnc.gov/SupportPages/text-change-cases)

Questions?





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