



Raleigh

Planning and Development

Quarterly Stakeholders Meeting

April 11, 2024



Raleigh

Agenda

- Innovation Team – Liz Faw/Alicia Thomas
- Text Change Updates-Keegan M./Sally H./ Jason H.
- Comp Plan Amendments and Community Connectors-
Bronwyn Redus
- Staffing & Metrics – Daniel Stegall/ Daniel King
- Fee Update – Alyssa Halle-Schramm / Noah Wike
- Raleigh Water Update-Rene Haagen
- Question and Answer
- Permit Portal Update - Isaac

Innovation Team



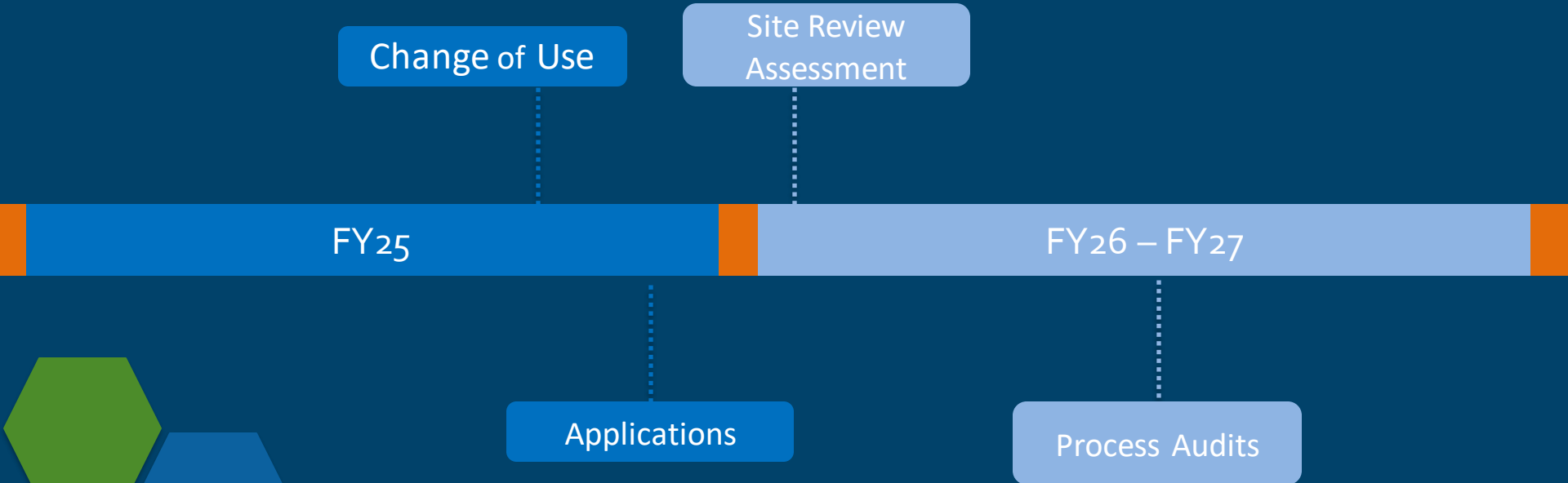


Innovation Team

April 11, 2024



Ongoing Projects

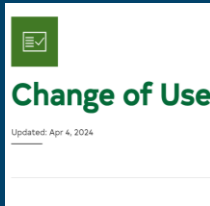


Change of Use



VIRTUAL BOOKINGS

Free virtual consultations with building and zoning reviewers for guidance on change of use



NEW WEBPAGE

Access our new webpage dedicated to change of use applications for assistance

<https://raleighnc.gov/permits/services/change-use>

✓ **APRIL 2024**

Application Evaluation

- Inventory pdf applications
- Revise/decommission
- Non-residential permit application ✓ **JUNE 2024**



Site Review Assessment

✓ APRIL – JULY 2024

- Matrix Consulting Group
- Assessment includes:
 - Administrative Site Review
 - Site Permit Review
 - Subdivisions
 - Recorded Maps



Participate in the survey
and focus group

Process Audits

IDENTIFY ✓ JUNE 2024

Identify and Catalog existing processes within the organization to gain a comprehensive understanding of the current state.

DOCUMENT

Gather and develop process documentation to create a repository of resources for each process.

EVALUATE

Evaluate to identify opportunities for improvement in terms of effectiveness, efficiency, and cohesion.



Text Change Updates





Text Change Updates

- **TC-7-23 Mordecai NCOD Amendments**
 - CC PH on 5/7
- **TC-8-23 AC Name Change**
 - Adopted on 4/2
- **TC-6-23 Streetscape Plans and Custom Signage Plans**
 - Recommended for approval by TCC on 4/3
- **TC-7-22 Co-Living**
 - City Council directed staff to draft text change to permit co-living in mixed-use districts; study smaller scale option through comp. plan update



Text Change Updates

- **TC-2-23 Omnibus Text Change List**
 - Review by TCC on 4/17
- **Recent text changes authorized by Council**
 - TC-3-24 RHDC Updates
 - TC-4-24 Temporary and Accessory Emergency Shelters
 - TC-5-24 Cameron Park NCOD Name Change



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Text Change Updates

TC-3-23 Clean Transportation Ordinance

- Staff suggested several options to Text Change Committee to address questions/concerns. Committee recommended:
 - Separating cul-de-sac connections into a separate future text change for more consideration of maintenance responsibilities
 - Removing pharmacies from drive-thru provision
 - Language to exempt non-fee simple townhouses from EV provision
 - Using blueline streams as exemption from connectivity
- Committee unanimously recommended approval, will go to PC on 4/23



Stormwater Design Manual Update

Key Changes

- Address drainage at infill development with menu of options (Chapter 2)
- Match Neuse Rule updates from TC-1-23 (Chapters 5 and 6)
- Include Green Stormwater Infrastructure (Chapters 5 and 6)
- Address changing weather with
 - Reference to latest rainfall data (Chapter 3)
 - Increase design storm for inlets (Chapter 4)
 - Increase design storm for larger drainage areas (Chapter 4)
- Add Stormwater Conveyance permit (Chapter 4)
 - Require video pipe inspections, mandrel testing, and bridge inspections. Require as-builts for stormwater conveyance
- Adjust definitions of public versus private drainage easements (Chapter 7)



Stormwater Design Manual Update

Process

- Informal public input gathered from 2020-2023
 - Comments gathered via web 4 times
 - SMAC presentations in September 2023, December 2023, and January 2024
 - Other stakeholder meetings as requested, including 4 with Wake County Home Builders Association
 - Responded to over 600 comments
- In formal process
- Designer training will be provided between CC adoption and effective date
- Standard Details and Checklists will be posted to web along with adopted manual

Comprehensive Plan Amendments

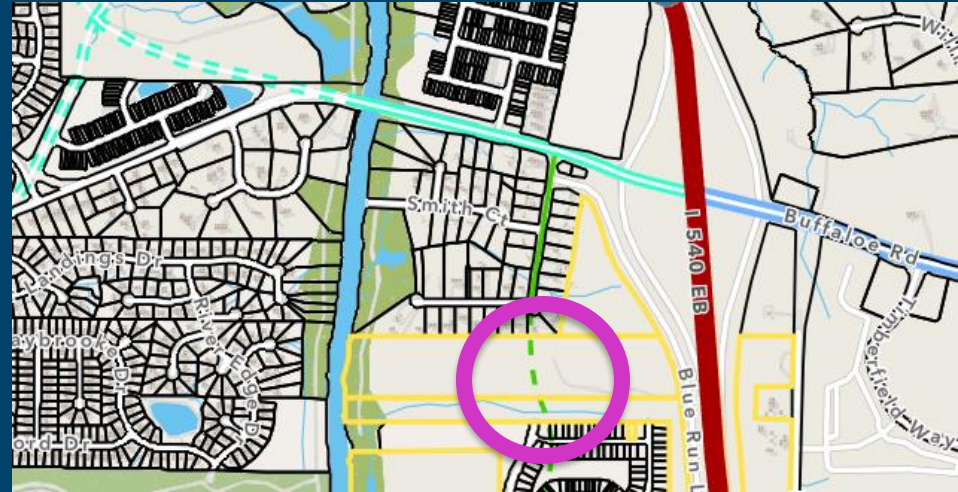




Comprehensive Plan Amendments

CP-6-23 Blue Run Lane

- Privately-initiated
- Would remove a proposed street parallel to Blue Run Lane
- Scheduled for Planning Commission Committee of the Whole on April 25

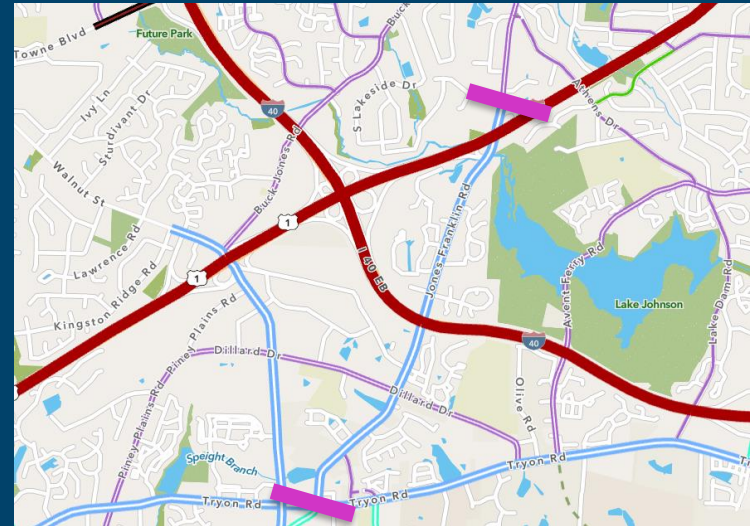




Comprehensive Plan Amendments

CP-1-24 Jones Franklin Road

- City-initiated
- Would reduce Jones Franklin Road between Fort Sumter Road and Tryon Road from Avenue 6-Lane Divided to Avenue 4-Lane Divided.
- Scheduled for Planning Commission on April 23



Community Connectors





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Rezoning Community Connectors





Rezoning Community Connectors

- Residents contracted by the City of Raleigh to attend Pre-Submittal Neighborhood Meetings for rezoning requests.
- Connectors applied and were selected by a panel of Planning & Development staff and have received training from staff.
- Connectors are paid hourly for their work.

Stephen Brechbiel, District A



Brittany Lewis, District C



Verdina Walker, District E



Nancy Cunningham, District A



Larry Miller, District D



Jessica Peacock, District C
Michael Rudden, District D

Jason Amen Hetep, District B



Suzanne Prince, District D



Lloyd Inman, District C



Kyra Burton, District E





Rezoning Community Connectors

Community Connector responsibilities include:

- Answer questions about the rezoning process, including next steps, required public meetings, and typical timeline.
- Provide resources (city webpages, staff contact information) for attendees to get more information.
- Ensure that what is described by applicants and the public is not a misrepresentation of facts.
- Coordinate with staff about questions and suggestions.

Staffing & Metrics





Matrix Department Vacancies

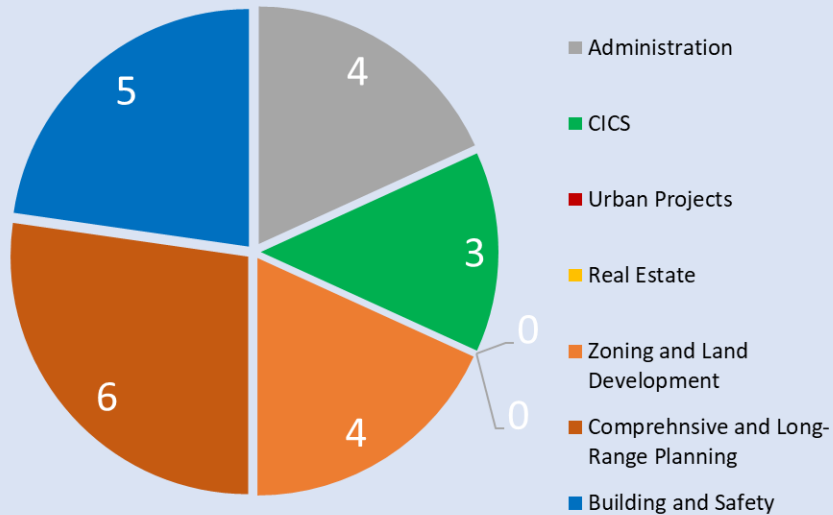
Transportation – one (1) Sr. Engineer

Stormwater – one (1) Sr. Engineer 05/2024 Start

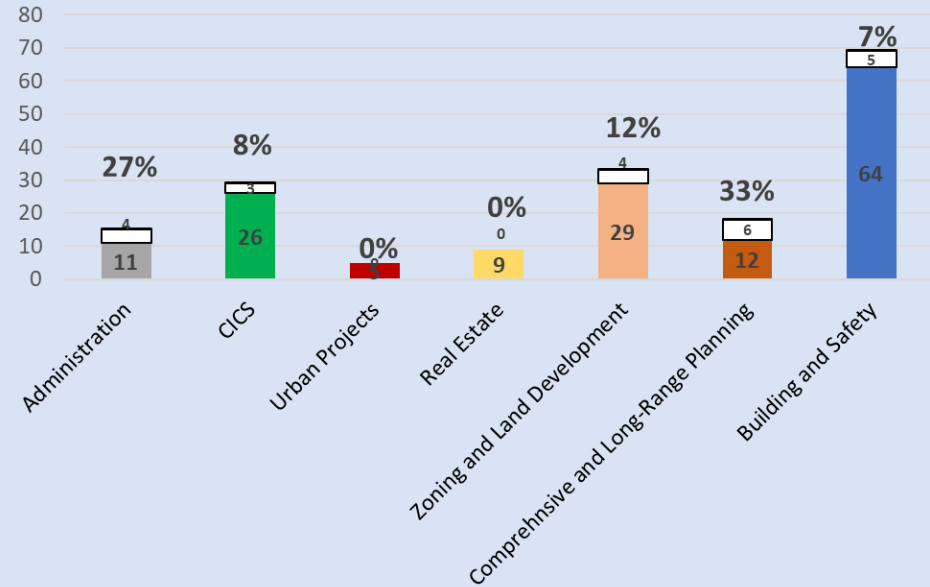
Personnel

Planning and Development		193
Vacant Positions as of April 24		22 11%

PlanDev Vacancies as of April 2024



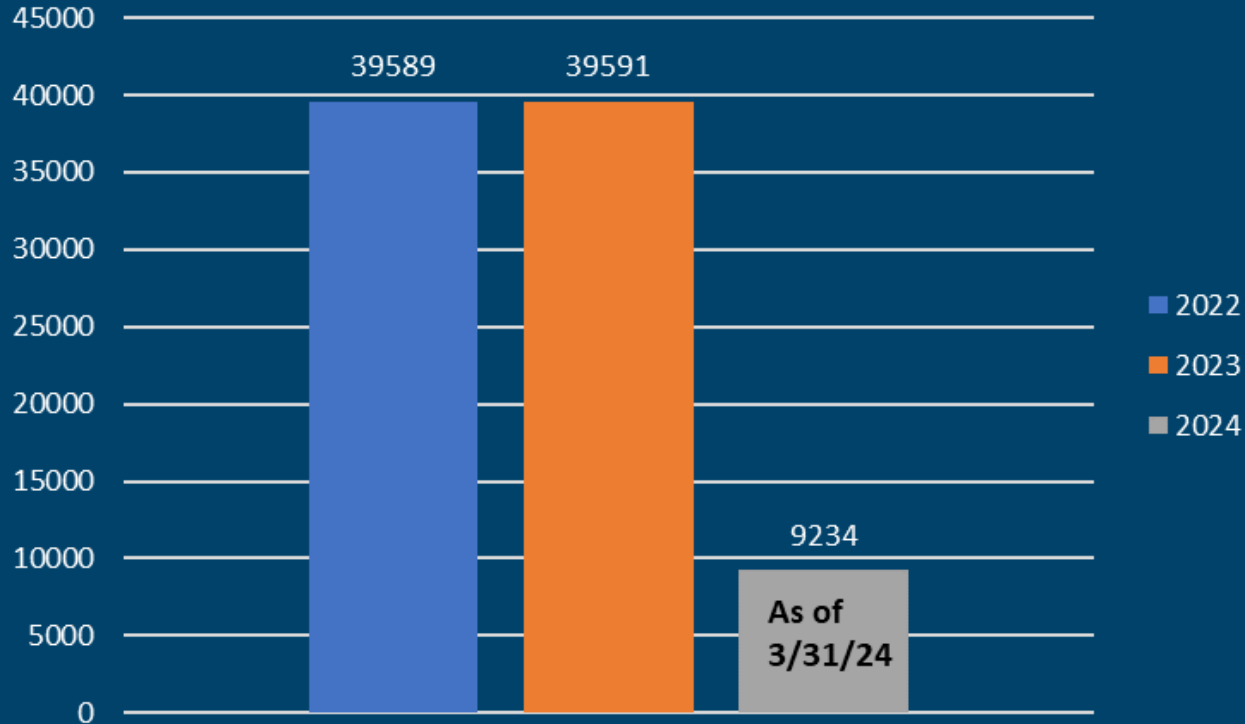
Vacancy % per division as of April 2024





Planning & Development Metrics

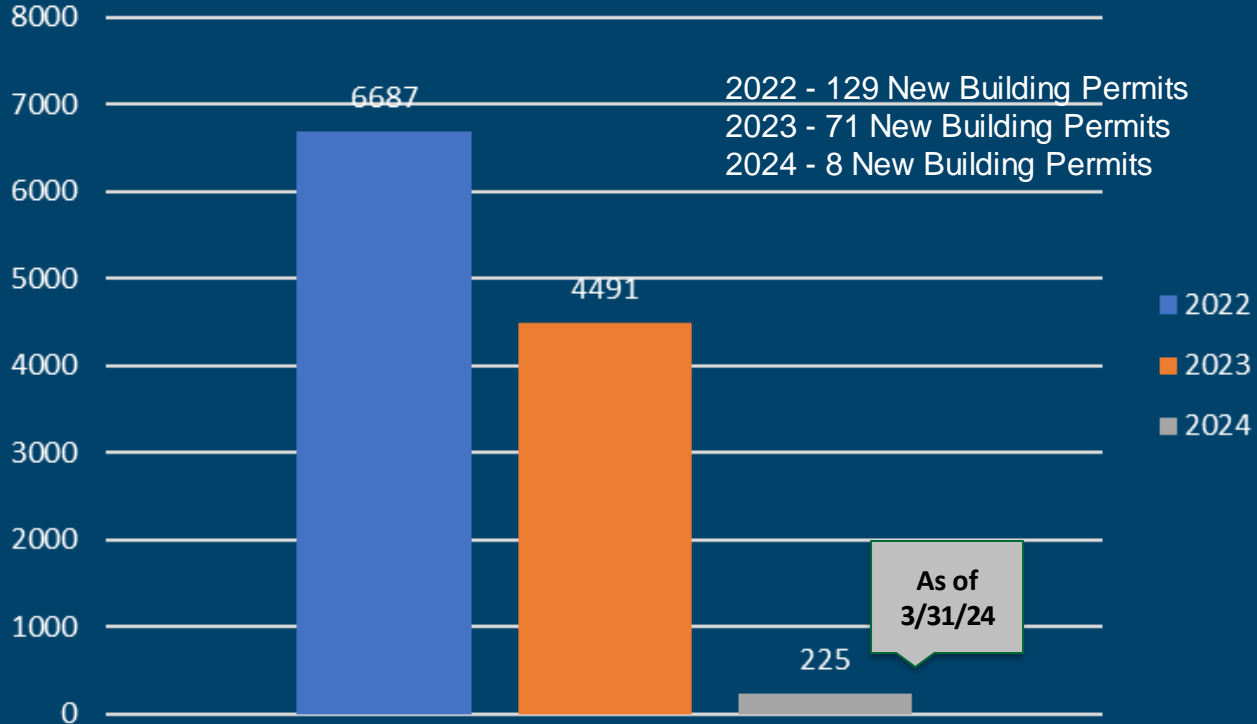
Commercial & Residential Trade Permits Issued





Planning & Development Metrics

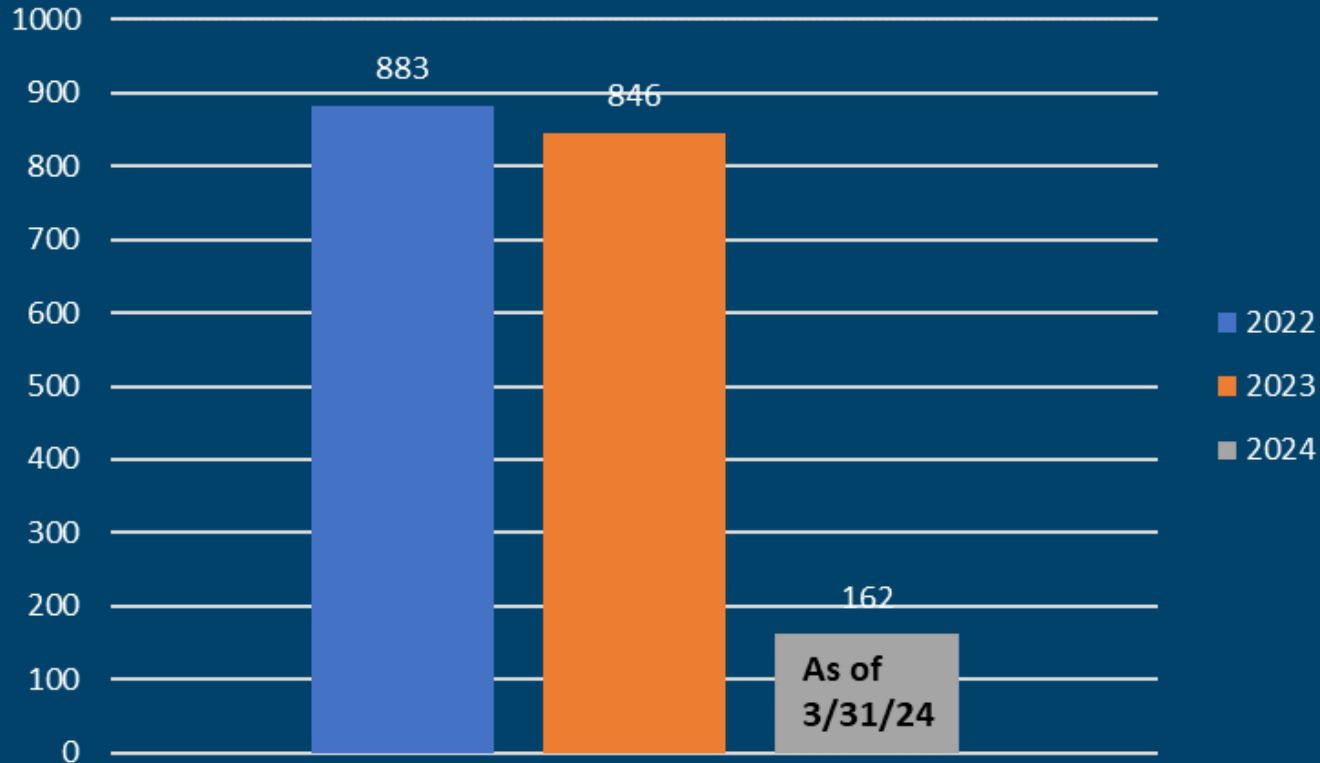
Apartment and Condo Units





Planning & Development Metrics

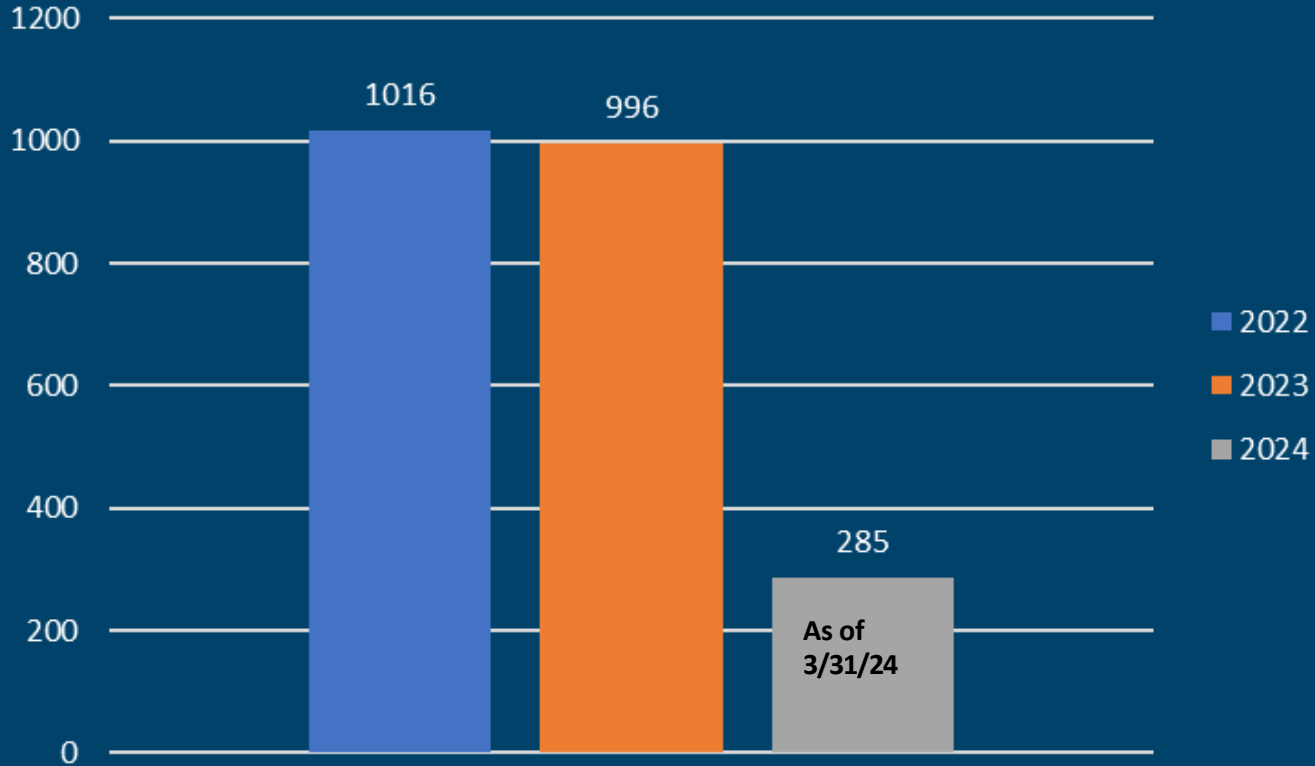
SFD and Duplex Permits Issued





Planning & Development Metrics

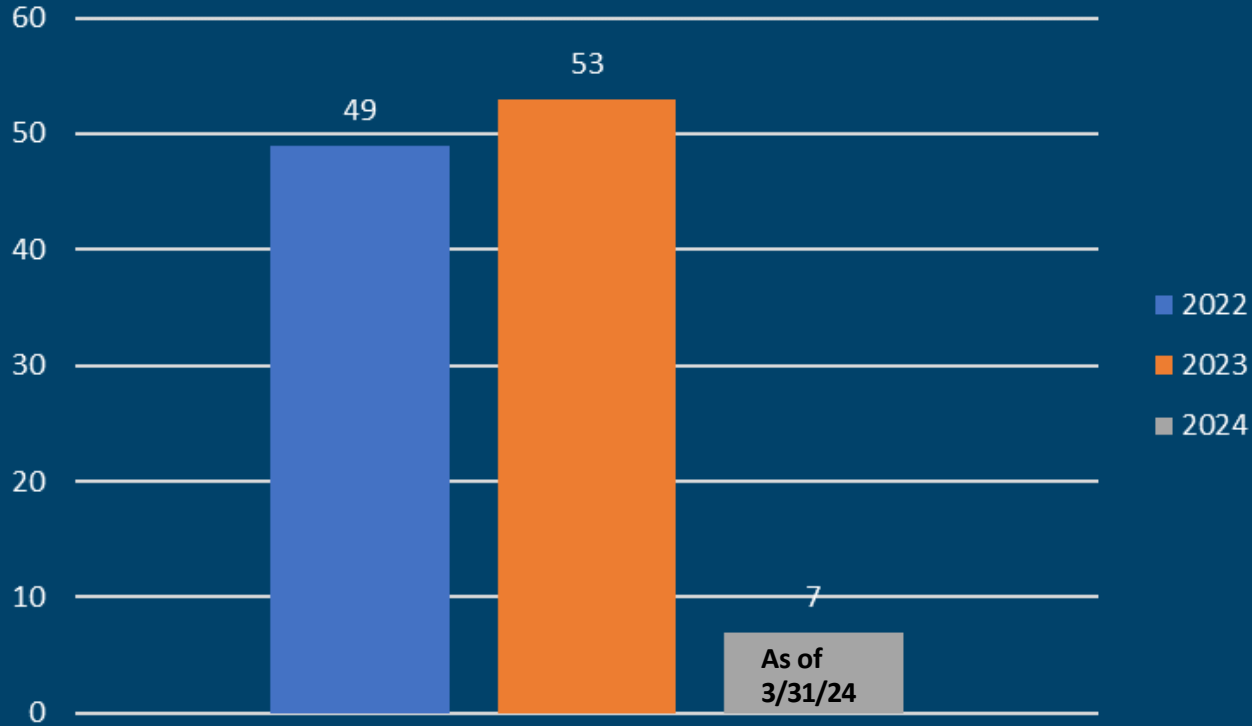
Townhome Permits Issued





Planning & Development Metrics

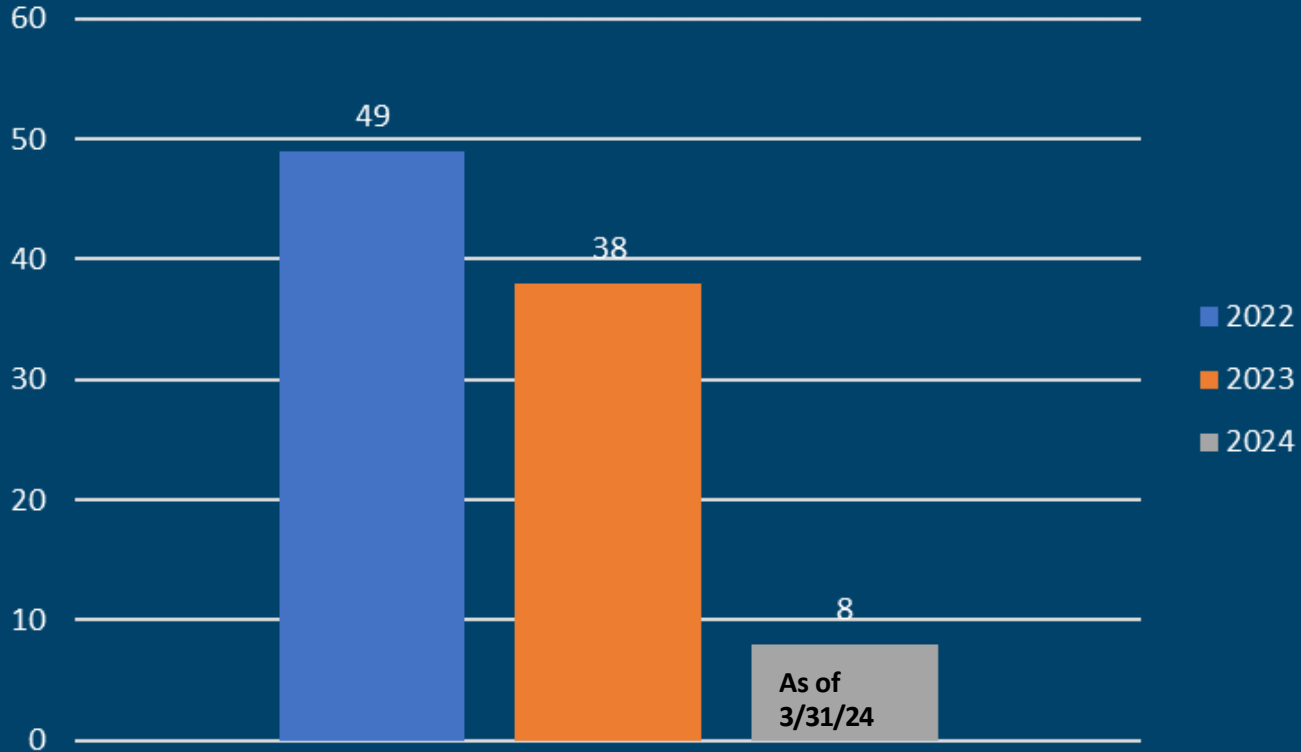
Approved Administrative Site Reviews





Planning & Development Metrics

Approved Subdivisions



Fee Update

Alyssa Halle-Schramm





Fee Recommendations FY25

Transportation

Traffic Analysis Review

\$2,500 per study

Traffic Analysis Addendum Review

\$1,000 per follow-up study

- Contact Kenneth



Fee Recommendations FY25

- Fees will increase or decrease by a maximum of 10% annually
- Continued target goal of revenue neutrality 100% cost recovery
- Added two new fees to the model that are for the Zoning and Land Development division



Change of Fees FY25

Removed Fees

- No fees being proposed for removal

Propose Adding Fees

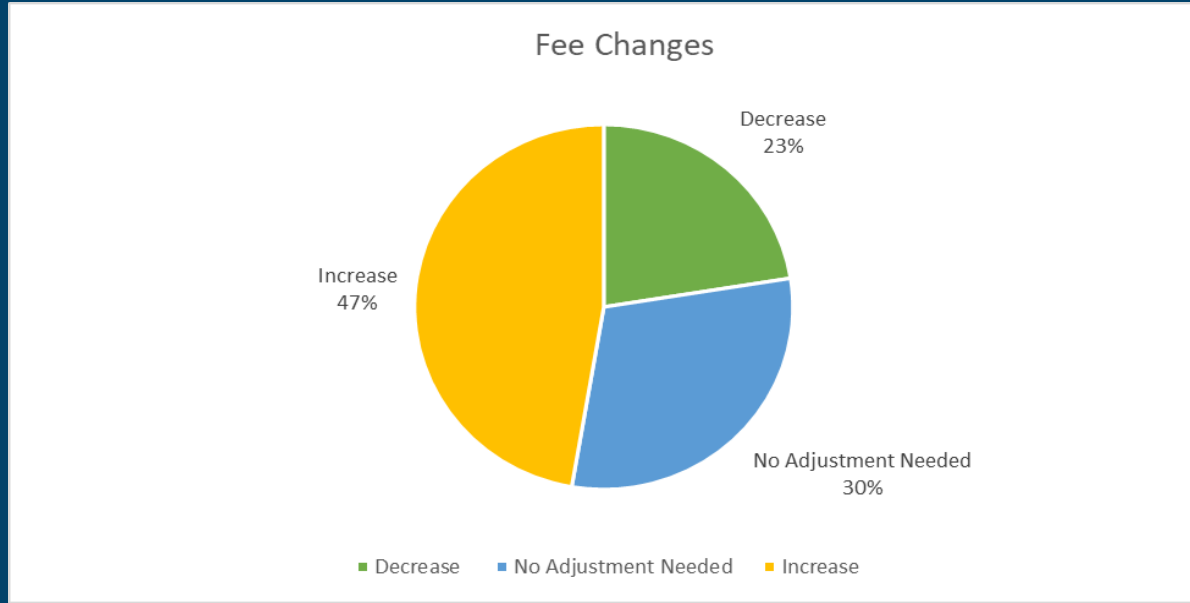
- Streetscape Plan Amendment Fee
- Custom Signage Plan Fee

Modified Fees

- Fee changes will have a maximum 10% increase or decrease due to their recovery rate being lower or higher than 100%



Fee Changes



Raleigh Water Updates





Past and future goals – Raleigh Water

Goals achieved in 2023

- Plans and permits reviewed – Raleigh only – 5,779
 - Plans reviewed in Merger towns – 627
 - 4247 permits issued. – 4874 total
 - 95% completion rate!!!
- Cross Connection Reviews – no Certificate of Compliance required
- Energov Merger Town payments for UC and Stub Permits over portal now
- Reimbursement submittals over portal for Raleigh Water only
- Web Updates for Development Review Team

Future goals

- EnerGov cases for Merger Towns
- Infrastructure permits and plan cases for Merger Towns
- Pump station case for approval and inspections
- Sanitary Sewer study submittals and process improvements
- ~~Update Private Water and Sewer inspections as part of Infrastructure permits~~
- ~~Handbook Updates – final review and roll out~~



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Development Review Webpage

New webpage with improved language and coordination

<https://raleighnc.gov/water/service-unit/water-and-sewer-development-review>

Water and Sewer Development Review

A division or service unit of the Public Utilities Department






This is the starting point for developers, engineers, and residences who seek information about water and sewer connection and permitting in the City of Raleigh's service area.

When our shared water and sewer infrastructure needs extending; plans, designs, and connection processes are reviewed to ensure compliance with all applicable codes, regulations, and material standards. These services are provided for public and private projects located in Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon, and cover project services from preliminary planning to issuing connection permits and acceptance.

Permit payments for Merger Communities

Customers will be able to pay for utility connection and stub permits in Merger Communities on our [Permit and Development Portal](#) starting December 1.

SERVICES

 Backflow Device Compliance Water and Sewer	 Public Utilities Handbook Water and Sewer	 Raleigh Water General Information Water and Sewer	 Steps for Raleigh Water Reimbursement Requests Water and Sewer	 Water and Sewer Service Connections Water and Sewer
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Raleigh

Raleigh Water Team and contacts

Team email for general information – water.review@raleighnc.gov

Development plan review group Raleigh Water			
Team member		Title	Area
Cydney Terry	Cydney.terry@raleighnc.gov	Engineer, Senior	Wendell/Knightdale
Jordan McAdams	Jordan.mcadams@raleighnc.gov	Engineer, Senior	Zebulon
Vacant		Engineer, Senior	Wendell
Tim Beasley	Timothy.beasley@raleighnc.gov	Engineer, Senior	Wake Forest/Rolesville
Pat Paine	Patrick.paine@raleighnc.gov	Engineer, Senior	Garner
Mike Fowler	Mike.fowler@raleighnc.gov	Engineer	Knightdale/Garner, Raleigh
Mitchell Wilson	Mitchell.wilson@raleighnc.gov	Engineer	Wendell/Zebulon, Raleigh
Autumn Smith	Autumn.smith@raleighnc.gov	Engineer	Wake Forest/Rolesville, Raleigh
Rene Haagen	Rene.haagen@raleighnc.gov	Engineering Supervisor	
Jonathan Ham	Jonathan.ham@raleighnc.gov	Division Manager	



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Infrastructure permit updates

- Contractors now can now request inspections on private water and sewer mains for collection and distribution systems.
- Part of the Infrastructure permits for Water and Sewer
- Sewer mains and manholes as part of a collection system – 6” and 8” lines
 - Inspect private sewer services 6” or larger from manhole to within 5’ of the building.
A cleanout is required as termination at the building.
- Water mains 4” and larger as part of a distribution system.
- No separate plumbing utility permit required for private collection and distribution systems.
 - Inspections can still require a plumbing utility permit for services from the private system to the building.
- Joint effort between multiple teams – Infrastructure Inspections, Plumbing Inspections, Customer Service Center and Raleigh Water.



Infrastructure updates continued

- Updated Infrastructure Inspections Quantities Table
- Additional line items for
 - Force main
 - Private Water mains
 - Private Sewer mains
 - Average Daily Flow

INFRASTRUCTURE INSPECTIONS QUANTITIES TABLE			
Phase Number(s)	PHASE 1	PHASE 2	PHASE 3
Number of Lot (s)	15	30	12
Lot Number (s) by Phase	1-15	16-45	46-57
Number of Units			
Livable Buildings	15	30	12
Open Space?	Yes	No	No
Number of Open Space Lots	2	0	0
Public Water (LF)	235	587	218
Private Water* (LF)			
Public Sewer (LF)	289	612	237
Public Force Main (LF)			
Private Sewer** (LF)			
Public Street (LF) - FULL	365	590	309
Public Street (LF) - PARTIAL	118	256	333
Public Sidewalk (LF) - FULL	243	600	235
Public Sidewalk (LF) - PARTIAL	499	621	323
Multi-Use Path*** (LF)			
Public Stormdrain (LF)			
Street Signs (LF)	365	590	309
Water Service Stubs	15	30	12
Sewer Service Stubs	15	30	12
Average Daily Flow per phase****			

*Water mains 4" and larger
 **Sewer mains and manholes as part of a collection system
 ***10 or 12 ft wide path in lieu of sidewalk or a Multi-Use path as part of a development amenity
 ****Entire Project Flow. Based on 75gpd per bedroom for residential (Apartments, single Family dwelling, townhouse, condos), or based on 15A NCAC 02T .0114 Wastewater Design Flow Rates for Commercial and Industrial.



Infrastructure updates continued

- Updated Infrastructure Permit
- Selection items for Private inspections
- GPD on Permit

A screenshot of a software interface showing a list of permit items. The items are:

- Manhole Installation [DSENG] (Priority Order: 0, Sort Order: 20)
- Main Installation (Sewer) [DSENG] (Priority Order: 0, Sort Order: 30)
- Private Main Installation (Sewer) [DSENG]** (Priority Order: 0, Sort Order: 35) - This item is highlighted in yellow.
- Manhole Vacuum Test [DSENG] (Priority Order: 0, Sort Order: 40)

A screenshot of a permit details form. The form is titled "AS-BUILT INFORMATION" and "LEGACY". It contains the following fields:

- State Public Sewer Permit #: 3-5414
- State Private Sewer Permit #: [Empty]
- Flow (GPD): 78912 (highlighted in yellow)
- Comments: [Text input field]
- Zoning: R-10, R-6
- Permit Type: Public

Below the form, there is a section titled "IMPROVEMENT QUANTITIES" with a table that has columns for "# of Lots", "Lot Ranges", and "Water LF".



Updated Notes in Appendix D

- Updated Site Permitting Page for the additional items from appendix D of the Public Utilities Handbook

5. [Traffic Control and Pedestrian Plan \(TCPED\) Notes](#) (placed on cover sheet)
6. [Financial Responsibility Ownership form](#)
7. [Public Improvement Quantity Table](#) (required on ALL SPR Majors even if there are no improvements. Put "0" if there are not improvements)
8. [Appendix - D](#) - Public Utility notes and Signature blocks.
 - A. [Contractor Note](#) - required on all plans requiring water and sewer main extensions (public or private)
 - B. [Permits/Signature Blocks](#) - required on Cover page, Utility page, Plan and Profiles.
 - C. [Standard Utility Notes](#) - required on the Utility page
9. For retaining walls five feet or higher, a [Building Code Summary Sheet](#) ^o is required.



Handbook Updates

- March 1 – final staff reviews – It's off now.
- First meeting in April – Council request to begin text change process
- Planning Commission/Public Comment Period and back to Council
- Aiming for July 1, 2024 roll-out
- Permit Choice will keep both handbooks active for a time

Questions?



Permit Portal Update

Isaac Roldan





Permit and Development Portal Upgrade/Changes cont.

What does this mean for our clients?

- Initial Submittal
 - A system automated email will be sent indicating receipt and expected turnaround time to process.
 - No visible workflow status until plans are formally routed.
- Re-Submittals
 - Status only visible only when re-routed; if plans do not meet intake approval, CSC staff will Req-Resubmit along with any other trades. Staff will email and/or call the applicant to indicate changes needed.
 - Plans will not be formally routed until intake standards are met.



Permit and Development Portal cont.

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

Permit Number: BLDR-015315-2024

- Permit cannot be printed at this time. You do not have access to it.

Permit Details | Tab Elements | Main Menu

Type:	Residential Deck/Porch	Status:	Submitted - Online	Project Name:	
IVR Number:	299368	Applied Date:	04/01/2024	Issue Date:	
District:	ETJ-RALEIGH	Expire Date:		Finalized Date:	
		Valuation:	\$0.00		

Description: repairing current deck, and transforming it into screened-in deck this will include adding support beams on top of preexisting support beams, adding a metal roof, and mosquito net, as well as moving the stairs to the other side of the deck.

Summary Locations Fees Reviews Inspections Attachments Contacts Sub-Records More Info

Progress

0% Completed

Completed
In Progress
Not Started

Workflow

- Application Completeness [Deck/Porch] - Started - Scheduled for 04/03/2024
- Plan Review [BLDR | Decks]
- Final Review [BLDR | 1 Day Review]
- Batch Fees and Create Invoice
- Footing [Residential]-
- Zoning Site [Residential]-
- Framing [Residential]-
- Zoning Site Final [Residential]-

Available Actions

No Actions

Fees

\$0.00



Permit and Development Portal cont.

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

Permit Number: BLDR-004134-2024

Permit Details | Tab Elements | Main Menu

Type:	Residential Alteration/Repairs	Status:	Submitted - Online	Project Name:	
IVR Number:	287892	Applied Date:	04/08/2024	Issue Date:	
District:		Assigned To:		Expire Date:	
		Valuation:	\$40,000.00	Finalized Date:	

Description: Residential Alteration

Summary Locations Fees Inspections Attachments Contacts Sub-Records More Info

Progress

0% Completed

- Completed
- In Progress
- Not Started

Workflow

- Plan Review [BLDR | Alteration/Repair]
- Create/Link - Electrical (Residential)
- Create/Link - Mechanical (Residential) Permit
- Create/Link - Plumbing (Residential) Permit
- Final Review [BLDR | 1 Day Review]
- Batch Fees and Create Invoice
- Framing [Residential] -
- Insulation [Residential] -
- Final [Residential] -

Available Actions

No Actions

Fees

\$0.00

View Details



Permit and Development Portal cont.

City of Raleigh - Permit Submitted Online #BLDR-004134-2024

To
roldan24@hotmail.com

Message

We have successfully received your submission, BLDR-004134-2024. Once your project is processed you will receive an email notification with the updated project status.

We are currently experiencing a high volume of submittals. We ask for your patience as it could take up to 5-7 business days for your submission to be reviewed.

If you have any questions or concerns, please call the Customer Service Center at (919)996-2500 or email DS.Help@RaleighNC.gov.

This is an autogenerated email. Please do not reply to this email.

ITLM: PM – EMAIL – Permit Submitted Online

Permit BLDR-004134-2024

To
roldan24@hotmail.com

Hiwep

Good Morning,

Prior to routing for review, please re-submit the rejected document to reflect a descriptive scope of work to include all trades involved (Building, Plumbing, Mechanical Electrical). Please reach out to me directly with any questions you may have.

Thank you,

[Access your record online here](#)

This is a no-reply e-mail address. To contact us, please send an e-mail to isaaq.roldan@raleighnc.gov



Permit and Development Portal cont.

Permit Number: BLDR-004134-2024

Permit Details | Tab Elements | Main Menu

Type: Residential Alteration/Repairs	Status: In Review	Project Name:
IVR Number: 287892	Applied Date: 04/08/2024	Issue Date:
District: CITY-RALEIGH	Assigned To:	Expire Date:
Description: Residential Alteration	Valuation: \$40,000.00	Finalized Date:

Summary | Locations | Fees | Reviews | Inspections | Attachments | Contacts | Sub-Records | More Info

Progress

0% Completed

- Completed
- In Progress
- Not Started

Workflow

- Plan Review [BLDR | Alteration/Repair] - Started - Scheduled for 04/11/2024
- Create/Link - Electrical (Residential)
- Create/Link - Mechanical (Residential) Permit
- Create/Link - Plumbing (Residential) Permit
- Final Review [BLDR | 1 Day Review]
- Batch Fees and Create Invoice
- Framing [Residential] -
- Insulation [Residential] -
- Final [Residential] -

Available Actions

i
No Actions

Fees

\$0.00

[View Details](#)



Permit and Development Portal cont.

Plan Review [BLDR | Alteration/Repair]

Submittal Status	Received Date	Due Date	Completed Date
*Requires Re-submit	04/08/2024	04/11/2024	04/08/2024

ES - Stormwater • *Requires Re-submit • Roldan Isaac • Completed : 04/08/2024

Due Date	Completed Date
04/11/2024	04/08/2024

Correction (1)

Correction Type	General	Category	General Correction
Corrective Action	Update		
Comment	Please Update your Impervious Calculations		

DS - CSC Quality Control Review [Residential] • *Approved • Roldan Isaac • Completed : 04/08/2024

Due Date	Completed Date
04/11/2024	04/08/2024

V1

Plan Review [BLDR | Alteration/Repair]

Submittal Status	Received Date	Due Date	Completed Date
*Requires Re-submit	04/08/2024	04/11/2024	04/08/2024

ES - Stormwater • *Requires Re-submit • Roldan Isaac • Completed : 04/08/2024

Due Date	Completed Date
04/11/2024	04/08/2024

Correction (1)

Correction Type	General	Category	General Correction
Corrective Action	Update		
Comment	Please Update your Impervious Calculations		

DS - CSC Plan Intake [Residential] • *Requires Re-submit • Roldan Isaac • Completed : 04/08/2024

Due Date	Completed Date
04/11/2024	04/08/2024

Comment

A blank Residential Alteration form was submitted; please re-submit a completed form in order to formally route for Plan Review.

V2



Permit and Development Portal cont.

Permit BLDR-004134-2024

To
roldan24@hotmail.com

Message

Your most recent re-submittal V4 included a blank Residential Alteration Form; please re-upload a completed form in order to formally route for review.

Please reach out to me directly with any questions.

[Access your record online here](#)

This is a no-reply e-mail address. To contact us, please send an e-mail to isaac.roldan@raleighnc.gov



Permit and Development Portal Upgrade/Changes cont.

Overall Impacts

- Internal
 - Potentially inaccurate metric data and reporting
- External
 - Lack of submittal status visibility prior to formal plan review