

# Celebrate Customer Service Week with Us!

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# Development Stakeholder Meeting

October 10th, 2024



# Agenda

- Innovation Team
- Land Development Process Improvements
- Text Changes
- Comp Plan and Community Connectors
- Staffing and Metrics
- Department Updates
  - CICS
  - Raleigh Water
  - Stormwater Management
- Q & A

# Innovation Team Update

Travis Crane



Raleigh



# INNOVATION TRANSITION

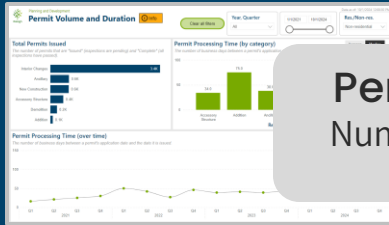
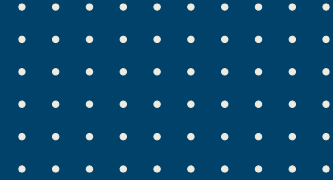


## PlanDev Innovation Team

- AUG 2023 – SEP 2024
- Tasked to transform the development plan review process to be more customer-oriented, predictable, and timely while maintaining the rigor of review.



# REVIEW DASHBOARDS



## Permit Volume and Duration

Number of permits under review and how long it takes to issue them.



## Permit Review Benchmarks

Compares review benchmarks to actual turnaround times.



## Permit Review Cycles

Amount of review cycles and percentage of plan reviews that go beyond 3.



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# ACCOMPLISHMENTS



## Assessment

Performed comprehensive review of processes using human-centered design.



## Pony Express

Modified 5-day express service for select commercial projects.



## Action Plan

Developed action plan with solutions to implement over time.



# ACCOMPLISHMENTS



## **Permit Applications**

Updated the Non-Res and Res Permit Applications.



## **Application Decommission**

Decommissioned ~15% of unused applications online.



## **Change of Use**

Created new webpage guidance and piloted virtual meetings with reviewers.





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# ACCOMPLISHMENTS



## Portal Integration

Launched E-Lite for select commercial permits.



## Site Assessment

Worked with External support in updating site review processes.



## Data Dashboards

Provided real-time data dashboards with review turnaround and more.



# FOCUS CONTINUES ON PROCESS IMPROVEMENT



- **Departmental Business Plan**  
The innovation action plan was transitioned to the Departmental Business Plan, which expands our resources, helps track progress, success, and challenges.
- **Strategy and Process Improvement Team**  
Mission is to drive strategic alignment and operational excellence through business planning, process documentation, mapping, and policy development.
- **NEW Webpage**  
In the spirit of transparency, the department will continue to share updates on progress via a new webpage highlighting various business plan initiatives.

# Land Development Process Improvements

Daniel L. Stegall





# Land Development Process

## Interim Changes under review

- Concurrent Reviews of Subdivision and ASR
- Concurrent review of maps and SPRs
- Allow Building Review without releasing SPR site plans

## Next Steps

- Review feedback
- Pilot Concurrent Reviews



# Land Development Process

## Site Improvements with Building Review

- Scopes work of which include site improvements and vertical construction may undergo a combined review
- A sealed and scaled site plan must accompany drawings
- The scopes of work must meet criteria for review



# At-Risk Permit Process

## At-Risk Permit

- Applicant assumes risks of liability for construction activity without certain approvals
- The permit is governed by G.S. 160D-1110.1

## Process

- **Virtual meeting**
  - Connect with Staff and Intake will review documents for completeness
  - Provide approved SPR or Mass Grading case number
- **Reduced Benchmark**
  - Initial 10 business days and subsequent 8 business days for review cycles
- **Permits**
  - Issuance of a foundation only permit after the approval of the permit

# Text Change Updates

Justin Rametta





# Text Change Updates

- **TC-4-24 Temporary and Accessory Emergency Shelters**
  - CC Public Hearing 10/15
- **TC-6-24 Raleigh Water Departmental Handbook**
  - CC Report of PC 10/15
- **TC-7-22 Co-Living**
  - PC 10/22
- **TC-2-24 Omnibus List 2024**
  - PC 10/22





# Text Change Updates

- **MM Tree Preservation/Infill Standards**
  - 10/15 CC Special Item (consider authorization)
- **External Request: Cottage Court attached garages**
  - 10/22 SVHC

# Comp Plan Amendments and Community Connectors

Robert Tate

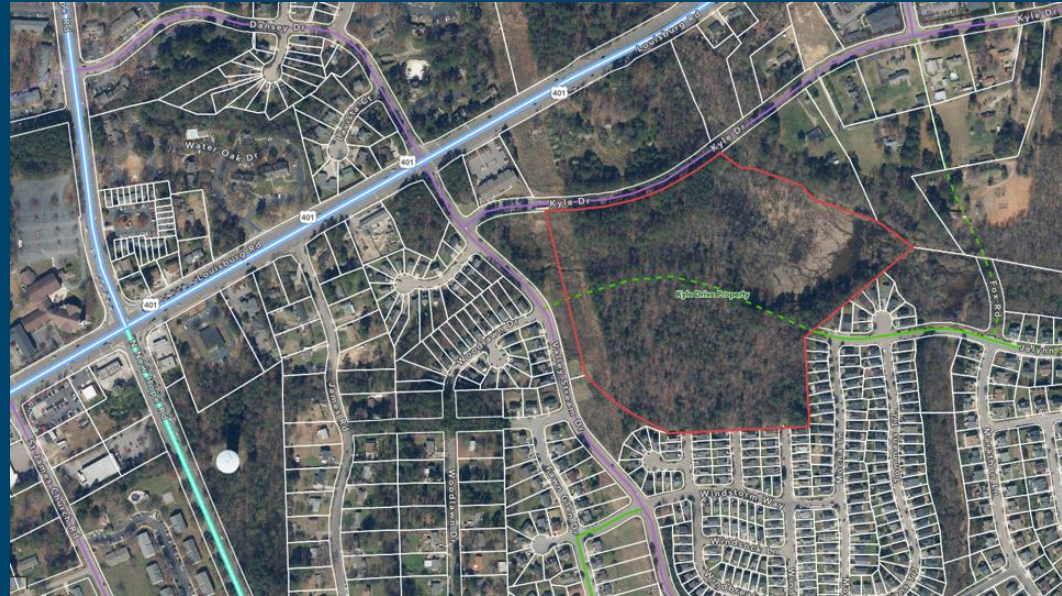


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# Comprehensive Plan Amendments

## CP-2-24 Kyle Drive Park

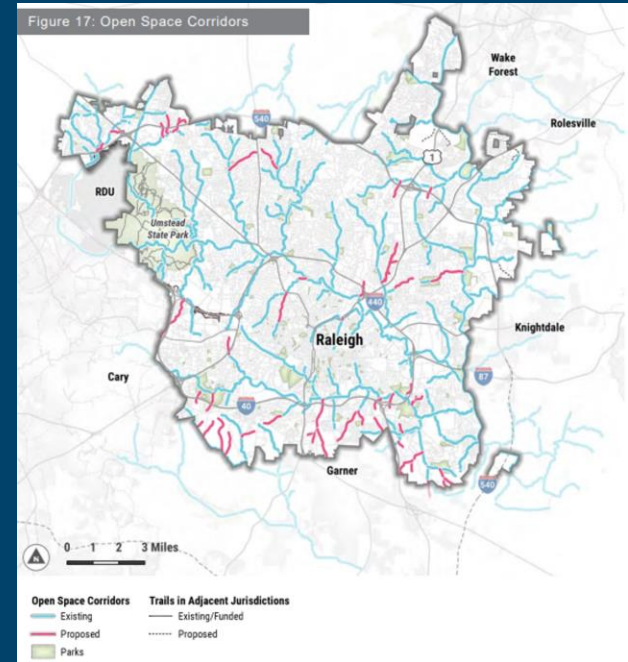
- City-initiated; PRCR
- Would remove a proposed neighborhood street bisecting Future Kyle Drive Park.
- Scheduled for City Council public hearing on November 6.



# Comprehensive Plan Amendments

## CP-3-24 Capital Area Greenway Master Plan

- City-initiated; PRCR
- Would propose changes to Section 8 of the 2030 Comprehensive Plan.
- Scheduled for City Council public hearing on November 6.





# Community Connectors

Robert Tate



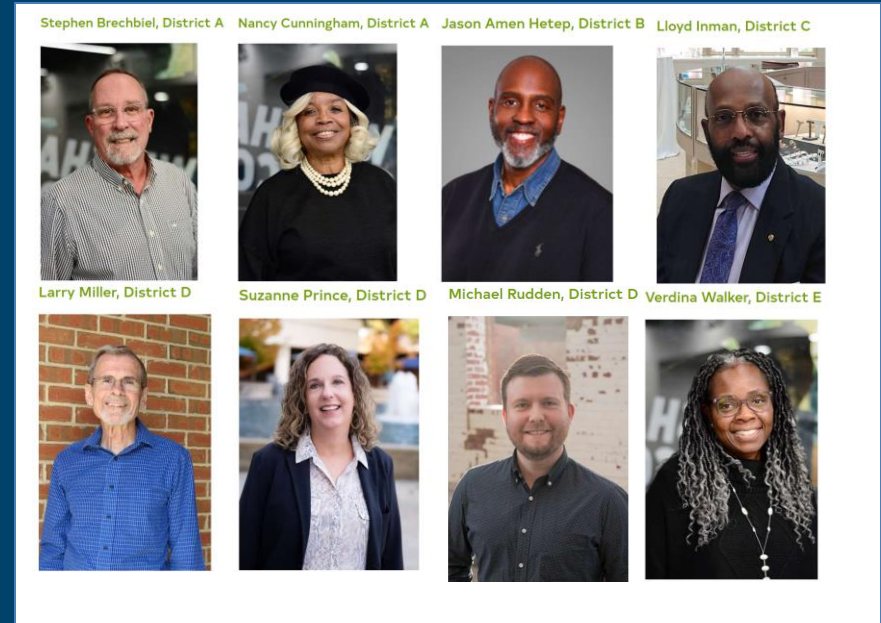


# Rezoning Community Connectors



# 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.





# 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 Update

Daniel Stegall



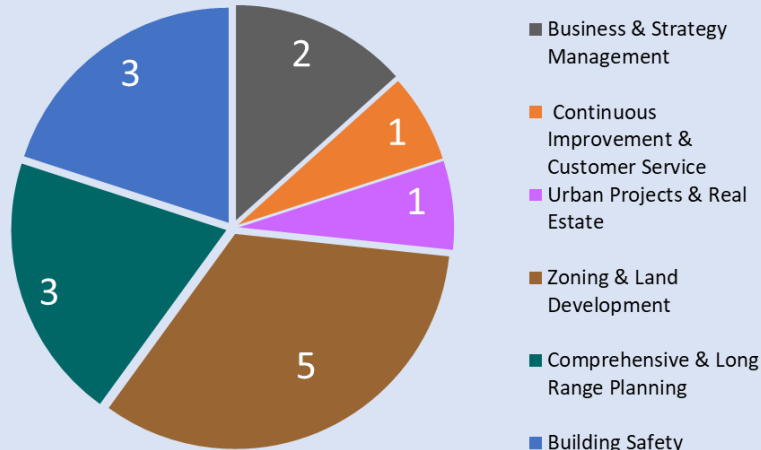
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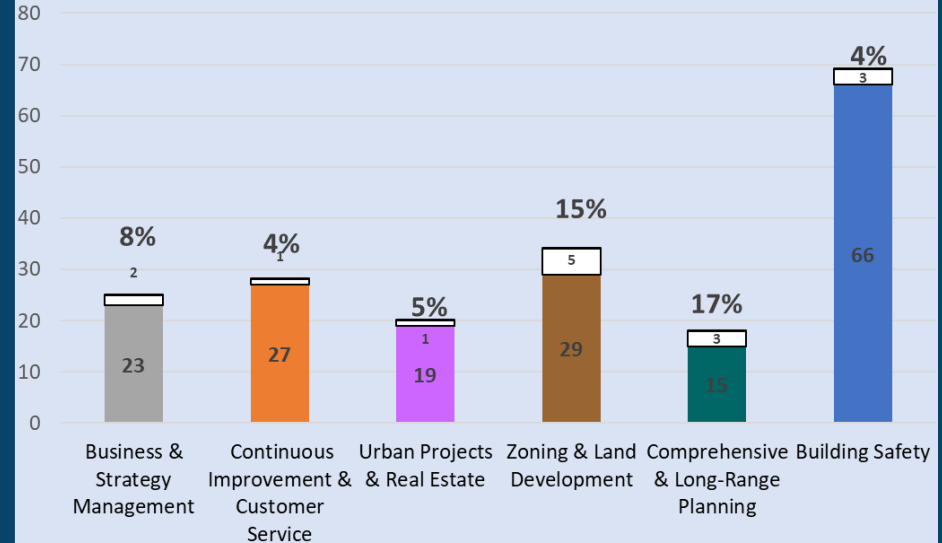
# Personnel

Planning and Development		194
Vacant Positions as of October 24	15	7%

PlanDev Vacancies as of October 2024



Vacancy % per division as of October 2024



Note: The vacancy in Urban Projects & Real Estate is a new position funded in FY25.



# Matrix Department Vacancies

Department	Position	Number of Vacancies
Raleigh Water	Engineer	1
Transportation	Surety Coordinator Right-of-way Service Supervisor	2
Stormwater Management	Inspector	1
Urban Forestry	Plan Reviewer	1

# Metrics Update

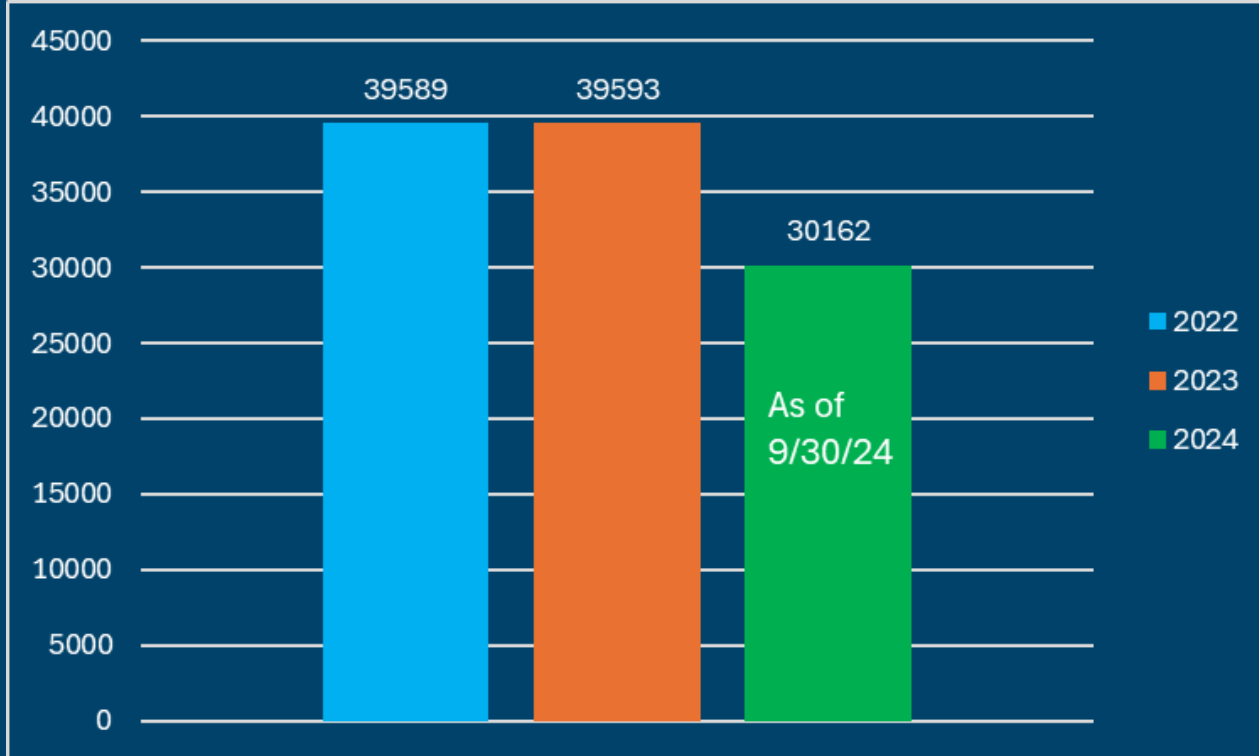
Daniel Stegall





# Planning & Development Metrics

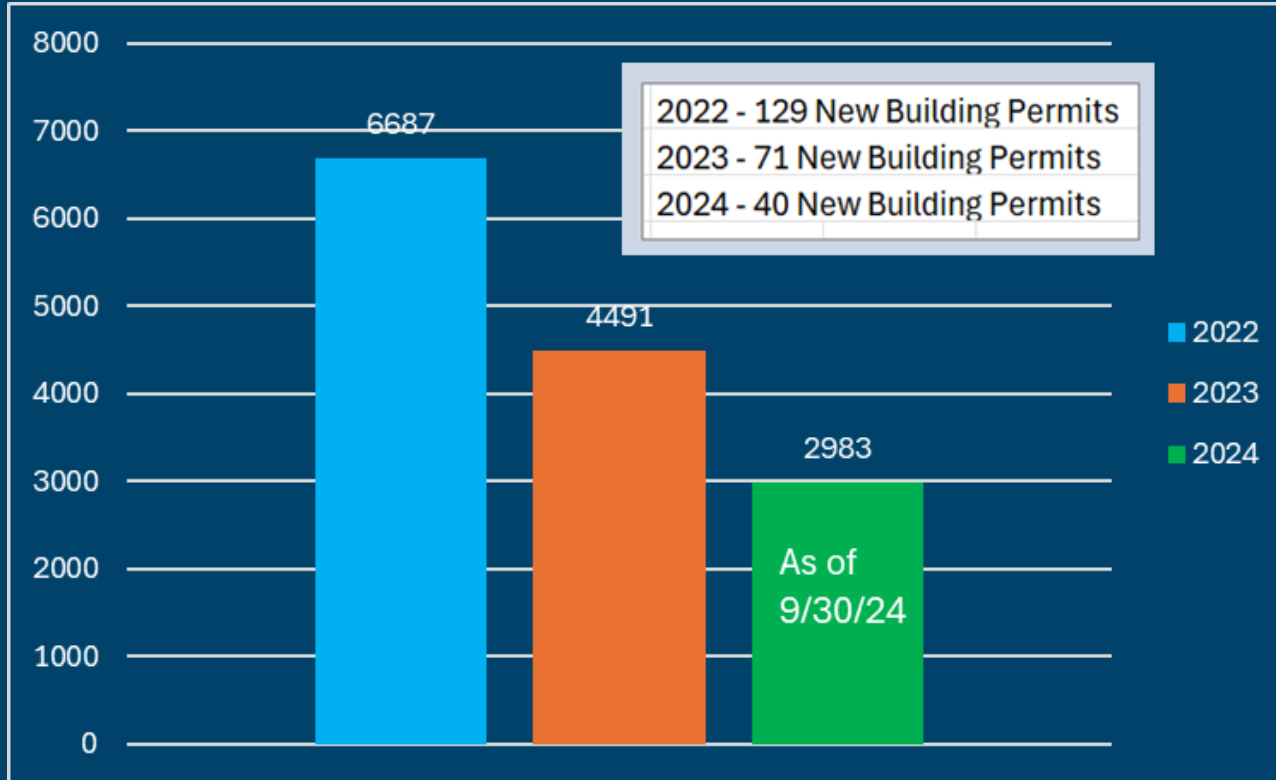
## Commercial & Residential Trade Permits Issued





# Planning & Development Metrics

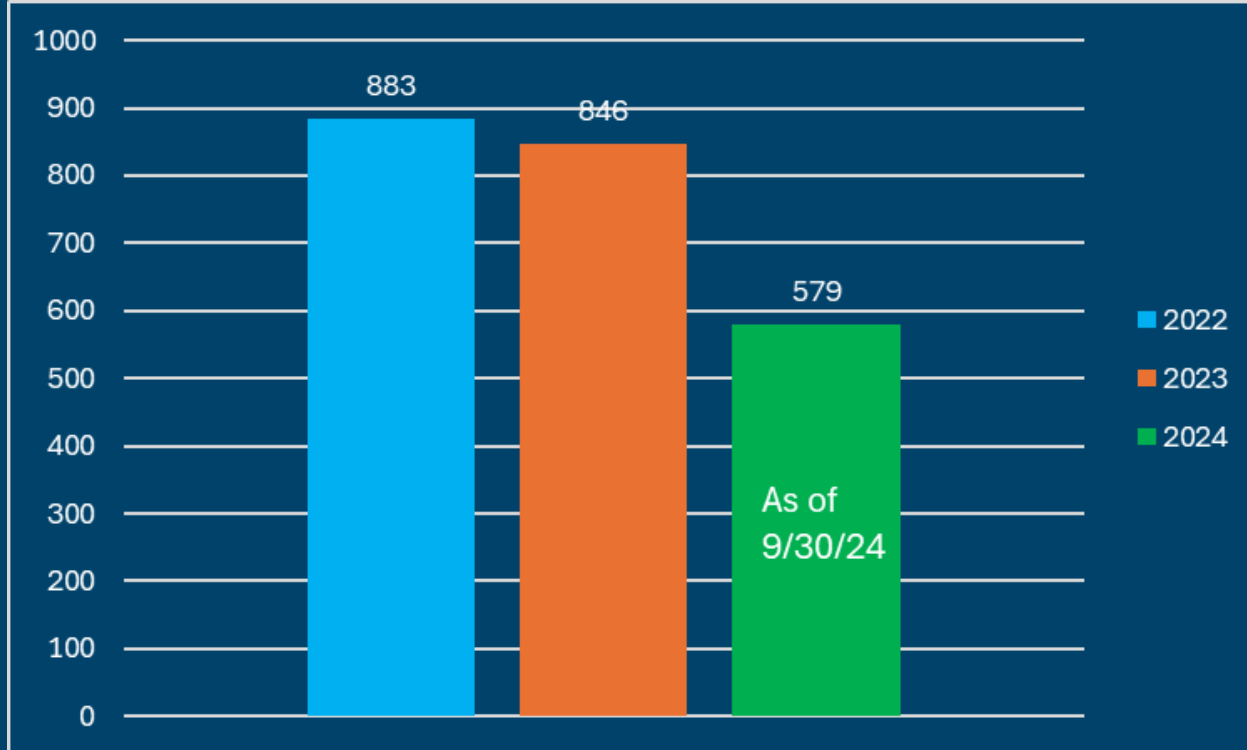
## Apartment and Condo Units





# Planning & Development Metrics

## SFD and Duplex Permits Issued

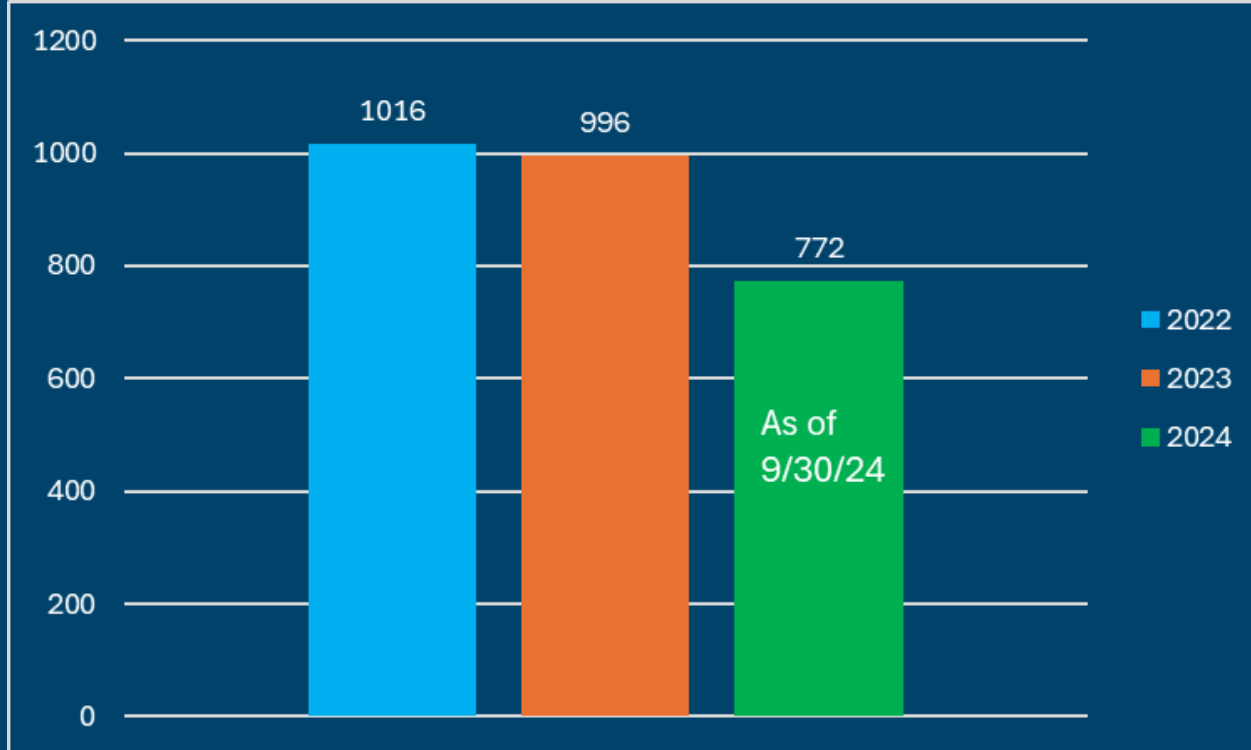






# Planning & Development Metrics

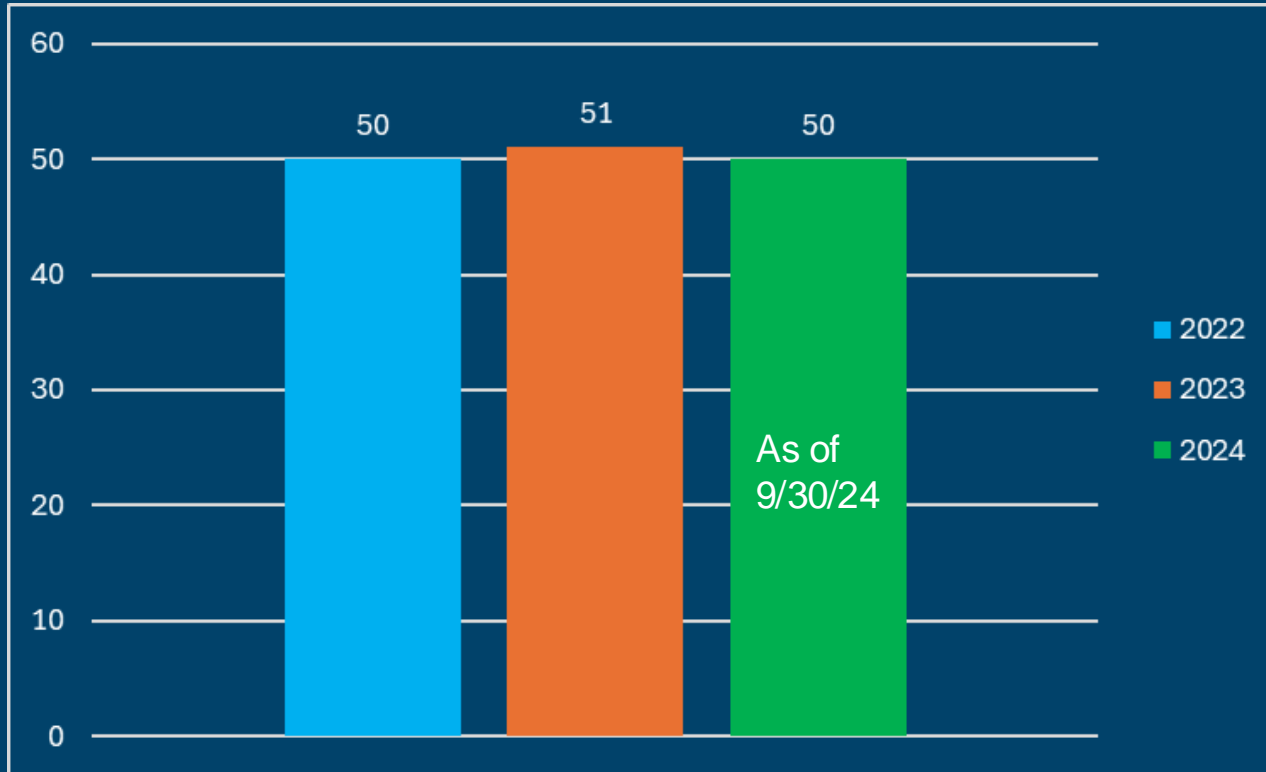
## Townhome Permits Issued





# Planning & Development Metrics

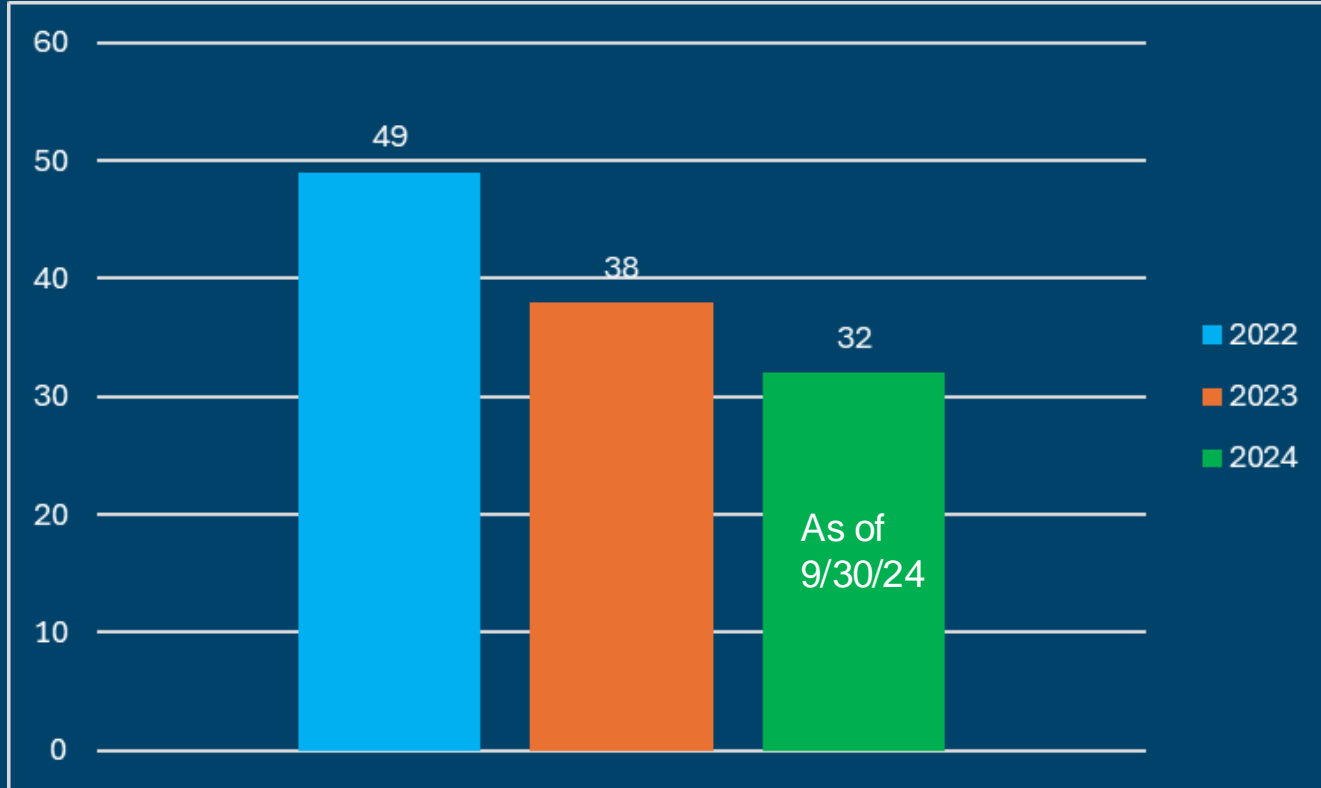
## Approved Administrative Site Reviews





# Planning & Development Metrics

## Approved Subdivisions



# Department Updates





# Continuous Improvement and Customer Service

## Portal updates

- Phase 1- Non-Residential New Building and Additions
  - Launched 8/15 for all new and existing cases
  - No reported issues
- Phase 2 – Non-Residential Alteration and Mass Grading
  - Finalizing Testing and updates
  - Launch Date: Late November
- Phase 3 – Non-Residential Change of Use and SPR
  - Pending Phase 2 completion
  - Launch Date: TBD



# Decision Engine

- Decision Engine launch effective 10/10
- Series of questions to help direct customer to correct application, webpage information or license
- Optional for the client; clients can bypass Decision Engine and move directly to portal applications
- Expanded content will continue to be added as processes migrate towards the portal



# Hurricane Relief Efforts

How can you help?

- [Voluntary Organizations Active in Disaster](#)

How is Planning and Development helping Western NC?

- [Raleigh Gives Back Campaign](#)
- Assistance from Building and Safety
  - Deploy Two Teams (13 COR personnel)
    - Inspectors and Plan Reviewers
  - Damage Assessment and Inspections

# Raleigh Water Updates

Rene Haagen







# Raleigh Water Handbook

- Handbook Update
  - Planning Commission October 8, 2024
  - Sent to Council
  - Set Date for Public Hearing
    - Voting for adoption
    - Effective date – Approximately 60 days after adoption



# Informational – Process updates

- Downstream Sewer Analysis process
  - Portal submittal by October 1, 2024
  - Applicant requests data
  - Applicant returns sewer study for evaluation
- Merger Town Permitting
  - Utility Connection Permits by January 1, 2025
  - Portal submittal – residential and non-residential
  - Routed to reviewer or Merger Town
  - Pay over Portal



Raleigh

# Raleigh Water Team and contacts

Team email for general information – [water.review@raleighnc.gov](mailto:water.review@raleighnc.gov)

Development plan review group Raleigh   Water			
Team member		Title	Area
Cydney Terry	<a href="mailto:Cydney.terry@raleighnc.gov">Cydney.terry@raleighnc.gov</a>	Engineer, Senior	Wendell/Knightdale/Raleigh
Mike Fowler	<a href="mailto:Mike.fowler@raleighnc.gov">Mike.fowler@raleighnc.gov</a>	Engineer, Senior	Zebulon/Raleigh
<b>Vacant</b>		<b>Engineer</b>	
Tim Beasley	<a href="mailto:Timothy.beasley@raleighnc.gov">Timothy.beasley@raleighnc.gov</a>	Engineer, Senior	Wake Forest/Rolesville/Raleigh
Pat Paine	<a href="mailto:Patrick.paine@raleighnc.gov">Patrick.paine@raleighnc.gov</a>	Engineer, Senior	Gamer/Raleigh
Mitchell Wilson	<a href="mailto:Mitchell.wilson@raleighnc.gov">Mitchell.wilson@raleighnc.gov</a>	Senior Engineer	Wendell/Zebulon, Raleigh
Sophie Jones	<a href="mailto:Sophia.Jones@raleighnc.gov">Sophia.Jones@raleighnc.gov</a>	Engineer	Raleigh
Autumn Smith	<a href="mailto:Autumn.smith@raleighnc.gov">Autumn.smith@raleighnc.gov</a>	Engineer	
Rene Haagen	<a href="mailto:Rene.haagen@raleighnc.gov">Rene.haagen@raleighnc.gov</a>	Engineering Supervisor	
Jonathan Ham	<a href="mailto:Jonathan.ham@raleighnc.gov">Jonathan.ham@raleighnc.gov</a>	Division Manager	

# Stormwater Design Manual

## October 2024 Update





# Stormwater Design Manual Timeline

- Adopted by City Council on Tues, September 3
- **Effective Saturday, November 2**



# Where to Find

- Search "Raleigh Stormwater Design Manual"  
[raleighnc.gov/stormwater/services/stormwater-design-manual](http://raleighnc.gov/stormwater/services/stormwater-design-manual)
- UDO Text Changes:
  - TC-1A-24 (Design Manual)
  - TC-1B-24 (Related UDO changes)



# Training Events

- Recordings and presentations available online:
  - Home Builders (9/30/2024)
  - Designers (10/1/2024)
  - City Staff (10/7/2024)



# Notable Changes - Residential

*See Design Manual and/or text change for more detailed info.*

- Lot Grading Plan - new requirement
- Revising method to exceed impervious limits
- Erosion control updates
  - Groundcover/Stabilization requirements
  - LOD clarifications and fencing requirements
  - Surety increasing
- Stormwater Conveyance Permit – new requirement
- Flood study/flood hazard soils requirements





# Notable Changes - Conveyance

*See Design Manual and/or text change for more detailed info.*

- Requirements for flow leaving site
- Analyzing/improving existing systems w/ Tier 3 Site Plans
- Clarifying public/private maintenance (incl. easements)
- Clarifying/updating sizing criteria and design storms
- Pipe materials (RCP, PP, HDPE)
- Stormwater Conveyance Permits, inspections, as-builts



# Notable Changes - SCMs

*See Design Manual and/or text change for more detailed info.*

- Design requirements for all SCMs
- Device-specific requirements beyond MDC
- Consolidating/clarifying O&M, easement, as-built, surety, legal doc, annual inspection requirements



# Notable Changes - Easements

*See Design Manual and/or text change for more detailed info.*

- Upstream discharge easements – new requirement
- Clarifying public vs. private drainage easements
- Requirements for improvements in drainage easements
  - Will eliminate need for some Design Exceptions



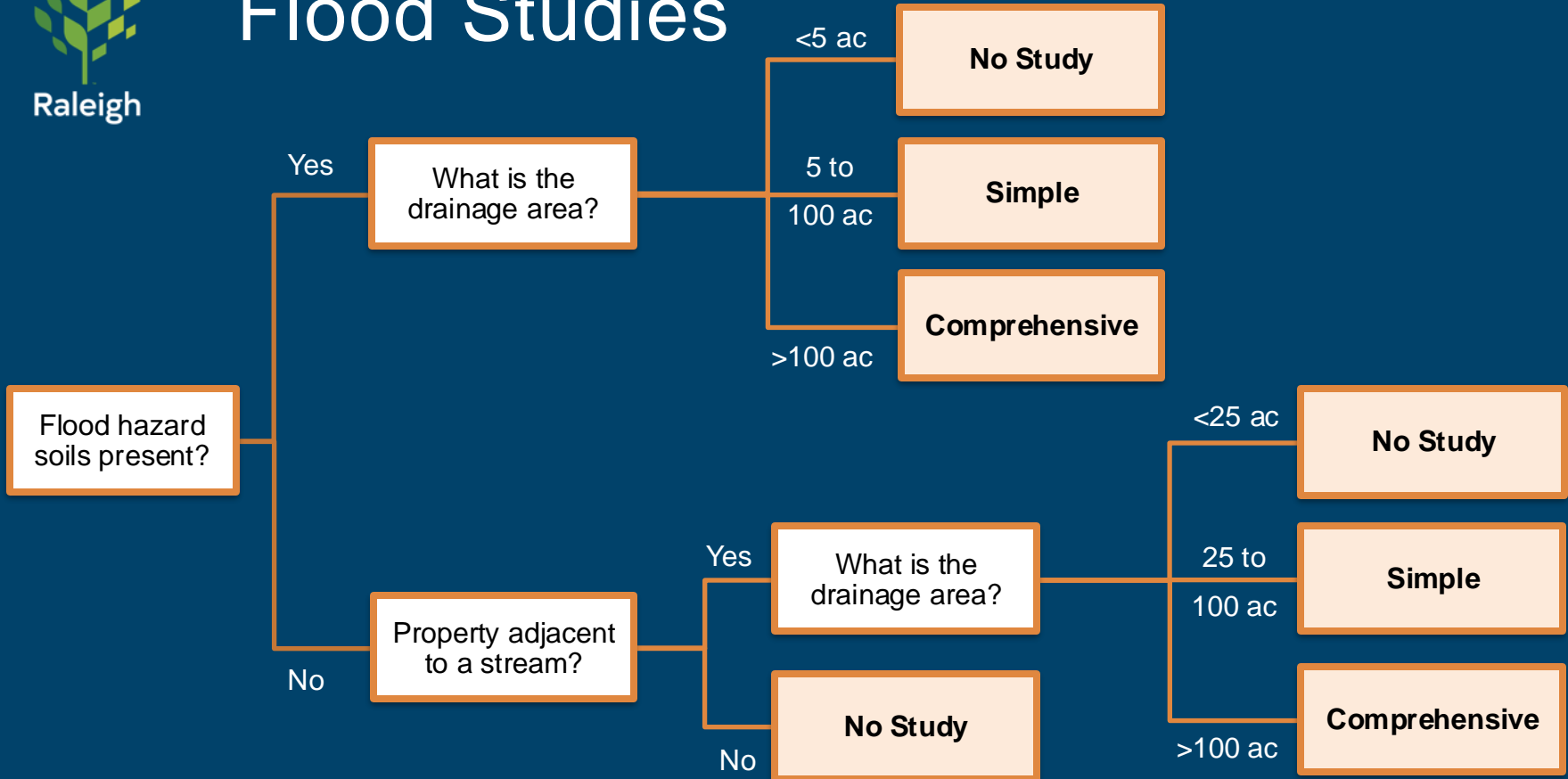
# Notable Changes – Erosion Control

*See Design Manual and/or text change for more detailed info.*

- More detailed construction sequence requirements
- Requirements for sites >20 acres
- Surety increasing



# Flood Studies





# Other Items

- Website for Public Audience
- Website for Applicants (with Checklists)
- Updated Standard Details for Stormwater



# Contact Reminder

- Submitted Projects: Contact Reviewer
- Impervious limits for small potential projects: [stormwater.impervious@raleighnc.gov](mailto:stormwater.impervious@raleighnc.gov)
- Large potential project questions: [sally.hoyt@raleighnc.gov](mailto:sally.hoyt@raleighnc.gov)  
[sean.eggleston@raleighnc.gov](mailto:sean.eggleston@raleighnc.gov)

# Questions?





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