



Raleigh

Planning and Development

DSAC Monthly Meeting

December 14, 2023



Agenda

- Text Change Updates
- Vacancies
- Organization Chart
- Clean Transportation Ordinance
- Innovation Team Update
- Missing Middle
- Quarterly Stakeholder Meetings

Text Change Update





Status Updates

TC-7-23 Mordecai NCOD

- Text change engagement portal through 1/5; TCC on 1/16

TC-8-23 Appearance Commission Name Change

- Targeting text change engagement portal within the next two weeks 1/5; full PC in January

TC-6-23 Streetscapes and Signage

- Targeting text change engagement portal in January; TCC in February

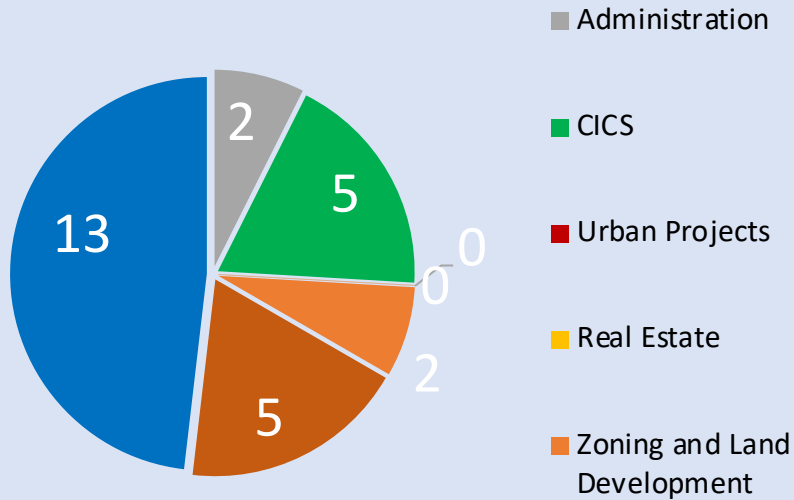
Vacancies



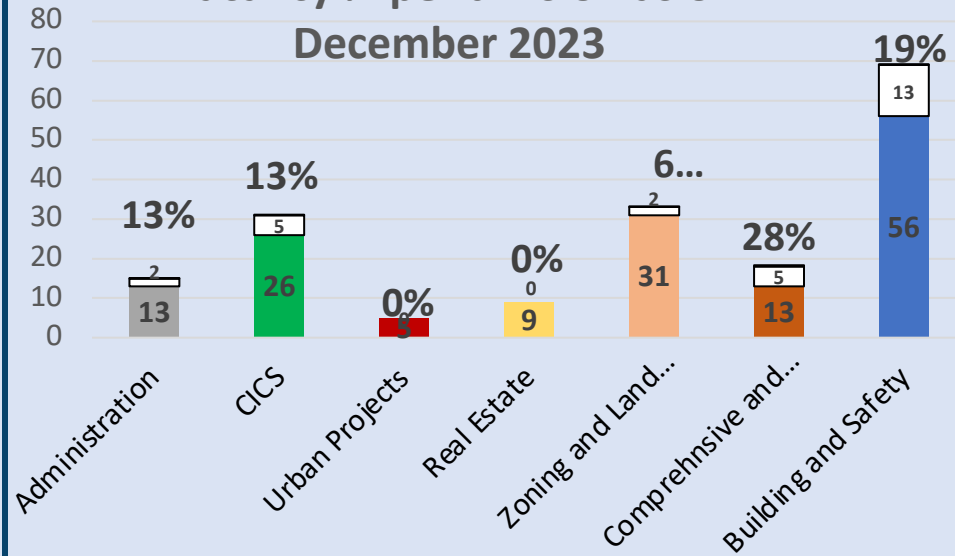
Personnel

Planning and Development	193	
Vacant Positions as of December 23	27	14%

PlanDev Vacancies as of December 2023



Vacancy % per division as of December 2023



Organization Chart





Planning and Development Department





Contact Information



Clean Transportation Ordinance Update





Update

- Previously presented to DSAC in July
- Some revisions to ordinance since then
- Retuning for a check in before formal adoption process begins in 2024

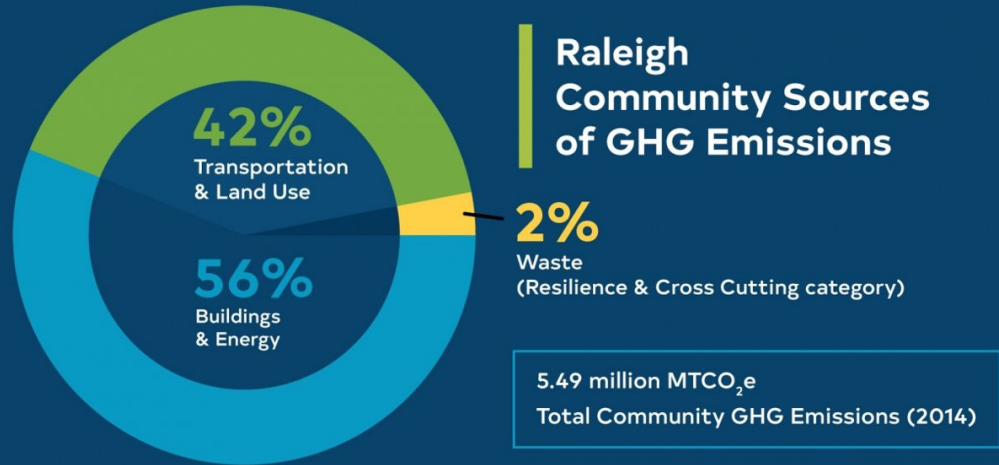


Background: Climate Action Plan

Three main objectives:

1. Reduce GHG emissions
2. Build Community Resilience
3. Support Climate Equity

Sources of emissions:





CCAP Actions

- Promote, encourage, and incentivize installation and utilization of electric vehicle charging stations in both public and private applications.
- Reduce idling
- Increase non-vehicular mobility
- Promote access to and incentivize non-vehicle modeshare such as walking and biking





Clean Transportation Ordinance: Purpose and Strategy

Purpose

- Reduce GHG emissions
- Improve pedestrian safety and comfort
- Reduce idling
- Make more trips feasible by walking

Approach

- EV infrastructure requirement
- Limiting new drive-thrus in downtown and emerging walkable places
- Improving pedestrian connectivity citywide

EV Charging: Types of Infrastructure

EV Capable



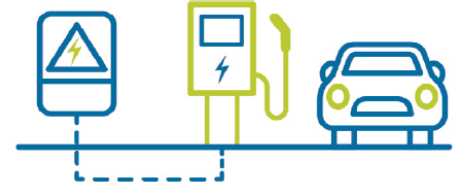
- Least cost
- Dedicated panel space
- Conduit for wiring

EV Ready



- More cost
- Includes wiring/outlet
- Vehicles can charge

EVSE Installed



- Highest cost
- Includes charger



Part of package



Removed:
Market provides

Market provides



Proposed EV Provisions

EV Capable provision applies to the following land uses:

- Apartment
- Residential portion of Mixed-Use Building
- Standalone Parking
- Hotel
- Fuel Sales (gas stations)



Proposed EV Provisions

For those uses:

20% of any spaces will be EV Capable

OR

Two chargers provided and a total of 15% of spaces will be EV Capable



EV Infrastructure Costs

	During New Construction	During Retrofit	Savings	% of per unit cost
EV Capable	\$300-\$600*	\$2,500-\$3,500	\$2,200 or more	.3%
EV Ready	\$1,300-\$2,000	\$6,300-\$8,000	\$5,000 or more	1.3%
EV Charger Installed	\$1,900-\$2,600	\$6,900-\$8,500	\$5,000 or more	1.9%

*Estimates developed by Advanced Energy for Raleigh's EV Ready Playbook

EV Infrastructure Costs

	During New Construction	During Retrofit	Savings
✓ EV Capable	\$1,000-\$2,000	\$3,200-\$4,200	\$2,200 or more
✗ EV Ready	\$1,800-\$2,500	\$6,800-\$7,500	\$5,000 or more
✗ EV Charger Installed	\$6,800-\$8,000	\$11,800-\$13,000	\$5,000 or more

*Cost estimates can vary highly based on specifics of project, number of spaces served

Other City Approaches

Multifamily/Hotel

Office/Retail

	Capable	Ready	Charger Installed	Capable	Ready	Charger Installed
Charlotte	20%	-	2% for 50+	-	-	-
Holly Springs		20%	5%		10-15%	0-5%
Orlando	20%		2% for 250+	20%		2% for 250+
Denver	80%	15%	5%	10%	10%	5%
Proposed*	20%/15% and 2	-	-	-	-	-

*Applies only to any provided spaces; Raleigh has no requirement to provide parking
 Other NC cities with EV requirement: Wilmington, Apex, Carrboro, others in process



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Process timeline

- February 2023: Council directed staff to refine transportation-related climate opportunities from CCAP
- **July 2023: DSAC check in**
- August 2023: Presented options to Council to initiate a text change to UDO and start community engagement process
- Fall: Specific text change language development
- January: Text change comment portal
- January/February: Text Change Committee
- Spring: Council public hearing

Innovation Team Update





Innovation Team Update



Surveys



Focus Groups



Recommendations



Surveys

Express
Survey

Customer
Survey

Employee
Survey

Project Engagement			
VIEWS	PARTICIPANTS	RESPONSES	COMMENTS
113	43	301	120

Development Review Customer Survey		
320	15:34	Closed
Responses	Average time to complete	Status

Development Plan Review - Employee Feedback Survey		
69	42:54	Closed
Responses	Average time to complete	Status



Express Survey

Identified challenges:

- Desire to reduce Express Review benchmarks.
- Issues included
 - staff preparedness, collaboration challenges, and difficulties reaching staff outside scheduled meetings.
- Respondents noted a shortage of review slots and the desire to reintroduce Preliminary review.



Customer Survey

Identified challenges:

- Application and Intake
 - portal navigation, webpage navigation, instructions for submitting
- Plan Review
 - highest level of overall dissatisfaction, initial review time, resubmittal, review time, staff response time to requests
- Final Review
 - Amount of time it takes for final review
- Inspections
 - Staff response time to requests



Employee Survey

Identified challenges:

- Problem Areas:
 - Intake process and field revisions
 - Challenged areas included Change of Use, Site Plan Review, Administrative Site Review, and Site Tier Verification.
- Identified Root Causes:
 - Lack of well-documented processes, customers' overreliance on staff, complexity in the number of steps, and lack of staff training



Focus Groups



- Conducted 14 focus groups.
- 40 customers and 52 employees
- Participants evaluated eight potential solutions
- Engaged in two activities to express their preferences.



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Customer Focus Groups

- 15 Minute Bookings with a Reviewer
 - Enable real-time communication with reviewers and interest in resolving review comments/gain clarity on code requirements
- Review Expeditor
 - Reduce wait times and expedite simple projects
- Live Virtual Intake
 - Provide project predictability regarding project routing
- Interactive Review Technology
 - Visually connect review comments to what is shown on the plans and promote consistency among reviewers



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Employee Focus Groups

- Interactive Diagrams
 - Address common questions and provide customized guidance for different work types and provide clear information on when permits are required.
- How-To Videos
 - Effective in directing people and explaining basic processes, making it a valuable tool for orientation and training.
- Review Project Coordinator
 - Mixed enthusiasm for its potential benefits in providing clarity and security to clients and concerns about the practicality, costs, and potential impact on existing processes.



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Recommendations

Process effectiveness through technology and system improvements

- Permit portal integration
- Collaborative review technology
- Decision engine

Better customer service through staff training and enhanced client resources

- Customer Service training
- Review checklists
- Standard Operating Procedures

Enhanced transparency and communication alongside right-sized review benchmarks

- Transparency in timeframes
- Built in touchpoints with reviewers
- Updated Standard benchmark times

Coordinated and dedicated resources to streamline complex development processes

- Clarify change of use process
- Revamp ASR/SPR
- Introduce Project Coordinator

Missing Middle



Quarterly Stakeholders Meeting

9 AM on January 11, 2024

Abbots Creek Community Center

9950 Durant Rd, Raleigh, NC 27614



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Question and Answer

