

Development Services Advisory Committee Meeting

Facilitated by Planning and Development

March 12, 2026



Raleigh





Raleigh

Agenda

1. Opening Remarks
2. Raleigh Water Staffing Announcement
3. EP&L Upgrade and Outage
4. FY27 Budget & Fee Update
5. Credit Card Fee Changes
6. Inquiry Session
 - Urban Forestry
 - Land Development
 - Stormwater Management
7. Invoice Scams and Phishing Emails

Meeting Adjourned

Raleigh Water





Raleigh Water

Raleigh

Staffing Announcement

- Cydney Terry was promoted and Supervises the development review

Enterprise Permitting and Licensing Update





Raleigh

Enterprise Permitting and Licensing Update

Portal and Back of Office Operations

- Upgrade and Outage on Thursday, March 19th is **canceled**

Customer Service Center

- In-person Services will be available per usual business operations

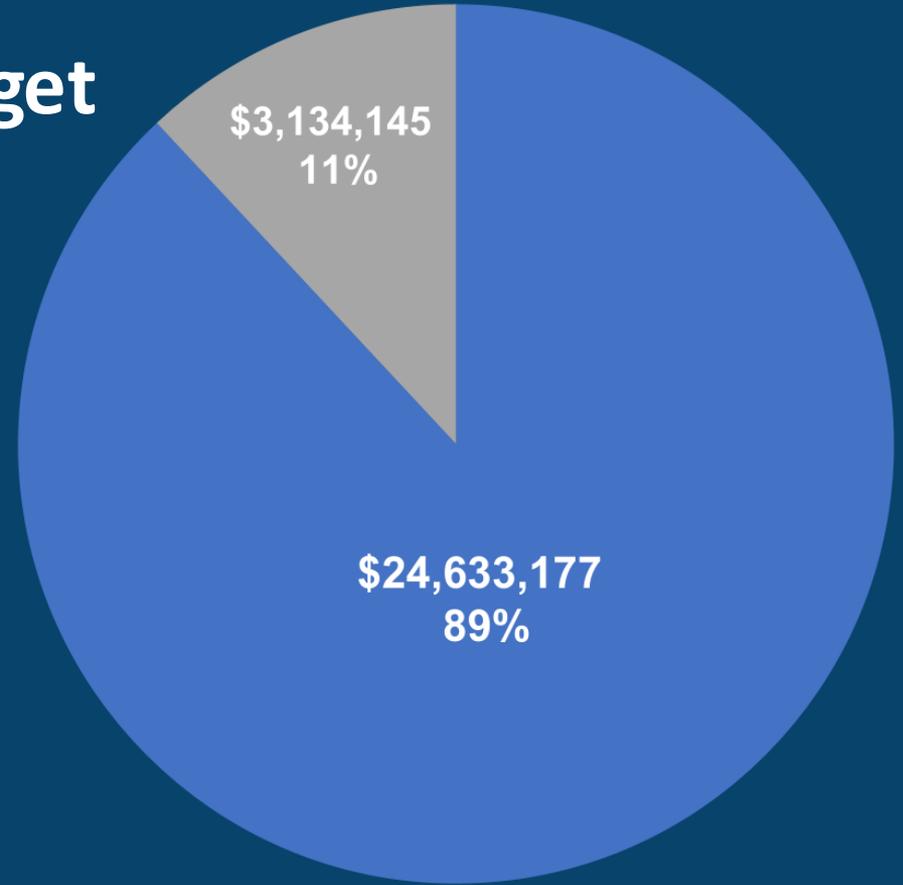
Business and Strategy Management





FY27 Proposed Budget

- \$27.7M Proposed Budget for Planning and Development
 - 89% Personnel
 - 11% Operating



■ Personnel ■ Operating Expenditures



Raleigh

Building Safety Staffing Levels

- Increased workload, volumes, and complexity have outpaced staffing levels in Building Safety
- Industry best practice is 10-15 inspections per day, peer cities at 12-17 inspections per day
- Raleigh inspectors conducting 28-30 inspections per day
- Fee Model Analysis & Staffing Study Results:
 - Confirmed Building Safety is understaffed



Raleigh

Building Safety Staffing Levels

- Requested additional inspectors in FY27 Budget
- Paired with multi-year plan to increase staffing to meet current and future needs
- May 19, 2026: City Manager's Budget Presentation to City Council
- June 2, 2026: City Council Budget Hearing

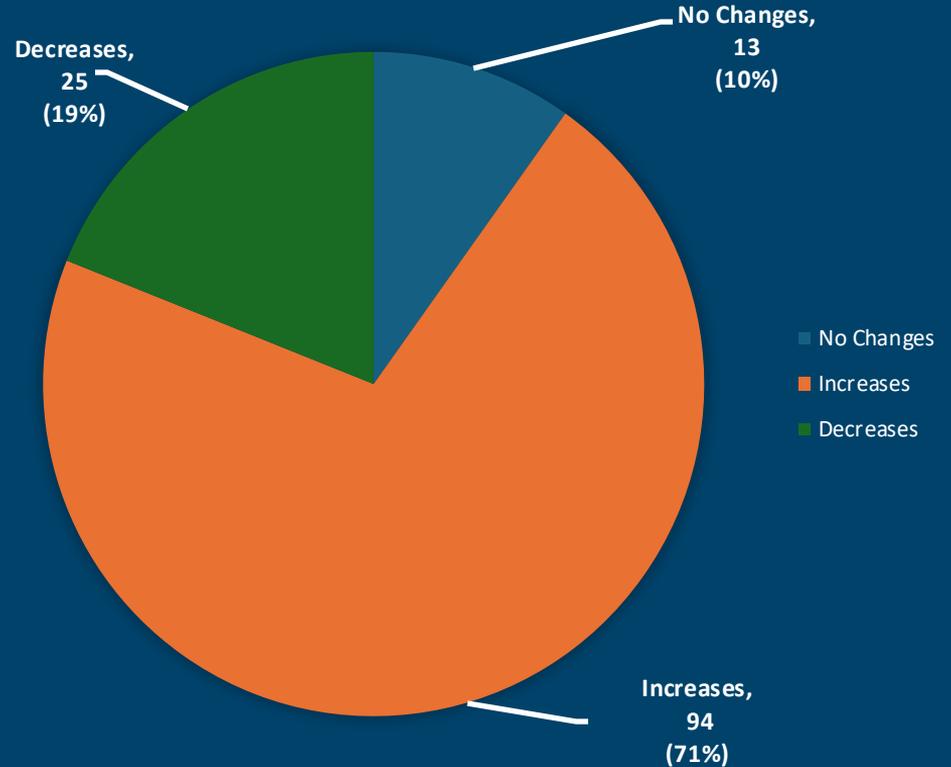


Raleigh

Fee Changes

FY27 PROPOSED FEE CHANGES

- Fee Model Analysis
- FY27: no more than $\pm 10\%$ changes to any individual fee
- Continued gradual approach
- FY28: may require a different approach to continue enhancements to Building Safety staffing





Fee Changes

Removed

1. Post-approval COA Issuance Re-Review of Conditions of Approval
2. Express - Field Revisions
3. Express - Preliminary Development Plan
4. Express - Recorded Map

Renamed

1. Express - Site Permit Review
2. Express - Special Consultation Services

Updated Descriptions

1. Major Work Certificate of Appropriateness application for demolition of a building or structure.



Raleigh

Credit Card Fee Changes

- **Credit Card Fees Passed-Through**
 - Effective July 1, 2026 with the FY27 Budget
 - Applies to all Permit & Development Portal credit card transactions
 - Fee amounts are set by your credit card provider (avg. 3%)
- **Paired Changes**
 - Existing credit card payment cap of \$20,000 increased to \$300,000
- **Multiple Payment Options**
 - Credit cards (with fees incurred)
 - eCheck / ACH (up to \$95,000 and no fees incurred)
 - Regular check (no fees incurred)
- Departmental savings account for 53.5% of FY27 Building Safety staffing request

Inquiry Session



Urban Forestry





Urban Forestry

Replanting Street Trees and Fee-in-lieu

- Tier 1 requirements disproportionately affects single-family and attached homes compared to more intensive development plans that are only required to plant
- Are there concerns from Staff?

Land Development





Land Development

Development Review Process Improvements

- What is the status of the reconfiguration of the Development Review process?

Stormwater Management





Stormwater UDO and Design Manual Updates

Updates to address:

- Frequent Design Exception Items
- Discharge Locations
- Nutrient Spreadsheet requirement
- ESC Surety

Timeline:

- Drafting edits
- To Council for Authorization this Spring
- To Planning Commission before Summer Break



Drainage Easement Requirements

For projects that are not Tier 3:

| | Not carrying public runoff | Carrying public runoff |
|----------------|--|---|
| Existing Pipes | Private Easement required if serving multiple parcels. | Private easement is the default. If choose to show pipe in like-new condition, public easement accepted. |
| Proposed Pipes | | Public Easement required |



Drainage Easement Requirements

Tier 3 Projects

| | Not carrying public runoff | Carrying public runoff |
|----------------|--|--|
| Existing Pipes | Private Easement required if serving multiple parcels. | Show that meets capacity and condition requirements. Public Easement required |
| Proposed Pipes | | Public Easement required |



Drainage Easement Recording

Required by plat for SCMs per Design Manual.



Greenway Trail Impervious

Must be accounted for in Stormwater Control calculations.

If adjacent to stream, does not have to be directly captured and treated.

Continuous Improvement and Customer Service





Raleigh

Invoice Scams and Phishing Emails

Scams:

- Phishing emails appear to come from the City of Raleigh requesting invoice payment.
- This is Nation-wide issue targeting local governments

Tips:

- The City will never ask you to wire to pay for an invoice
- Correspondence comes from official emails with @RaleighNC.gov
- Call (919) 996-2500 for assistance with permit invoices
- Planning and Development's Alerts Webpage
 - [Safety Recommendations](#)



CICS Points of Contact

Celia McCoy

*Senior Permit Advocate (Commercial Permit Intake), Continuous Improvement and Customer Service
Planning and Development Department*

Celia.McCoy@raleighnc.gov | 919-996-2751

Jenna Hurley

*Senior Permit Advocate (Special Projects, Permit, ASR and Sub Intake), Continuous Improvement and Customer Service
Planning and Development Department*

Seth.Langdon@raleighnc.gov | 919-996-4202

Samantha Cadman

*Senior Permit Advocate-(Special Projects, Map, ASR, Sub Intake), Continuous Improvement and Customer Service
Planning and Development Department*

Samantha.Cadman@raleighnc.gov | 919-996-2566

Cornelia Stallings

*Senior Permit Advocate-(Residential Permit Intake), Continuous Improvement and Customer Service
Planning and Development Department*

Cornelia.Stallings@raleighnc.gov | 919-996-4209



Raleigh

CICS Points of Contact

Daniel L. Stegall

*Assistant Director, Continuous Improvement and Customer Service
Planning and Development Department*

Daniel.Stegall@raleighnc.gov | 919-996-2712

Isaac Roldan

*Development Manager-Client Solutions, Continuous Improvement and Customer Service
Planning and Development Department*

Isaac.Roldan@raleighnc.gov | 919-996-2438

Chevy Edwards

*Development Manager-Project Completion, Continuous Improvement and Customer Service
Planning and Development Department*

Chevylene.Edwards@raleighnc.gov | 919-996-2199



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 | Engineering Supervisor | Wendell/Knightdale/Raleigh |
| Mike Fowler | Mike.fowler@raleighnc.gov | Engineer, Senior | Zebulon/Raleigh |
| Vacant | | Engineer, Senior | |
| Tim Beasley | Timothy.beasley@raleighnc.gov | Engineer, Manager | Wake Forest/Rolesville/Raleigh |
| Pat Paine | Patrick.paine@raleighnc.gov | Engineer, Senior | Gamer/Raleigh |
| Mitchell Wilson | Mitchell.wilson@raleighnc.gov | Senior Engineer | Wendell/Zebulon, Raleigh |
| Sophie Jones | Sophia.Jones@raleighnc.gov | Engineer | Raleigh |
| Autumn Smith | Autumn.smith@raleighnc.gov | Engineer | |
| Vacant | | Engineer, Senior | |
| Brian Casey | Brian.Casey@raleighnc.gov | Scopes/Residential | Part Time Team Member |