

DSAC Monthly Meeting

September 14, 2023



Raleigh





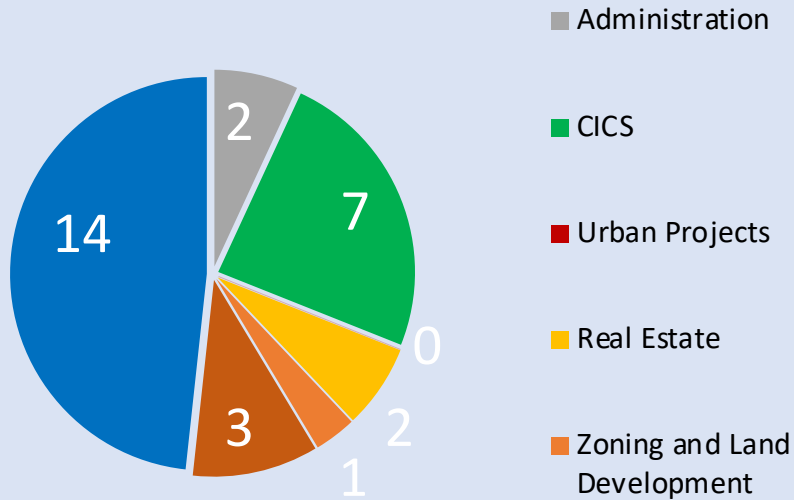
Agenda

- PlanDev Vacancies
- Text Change Updates
- Innovation Team Updates
- Q & A

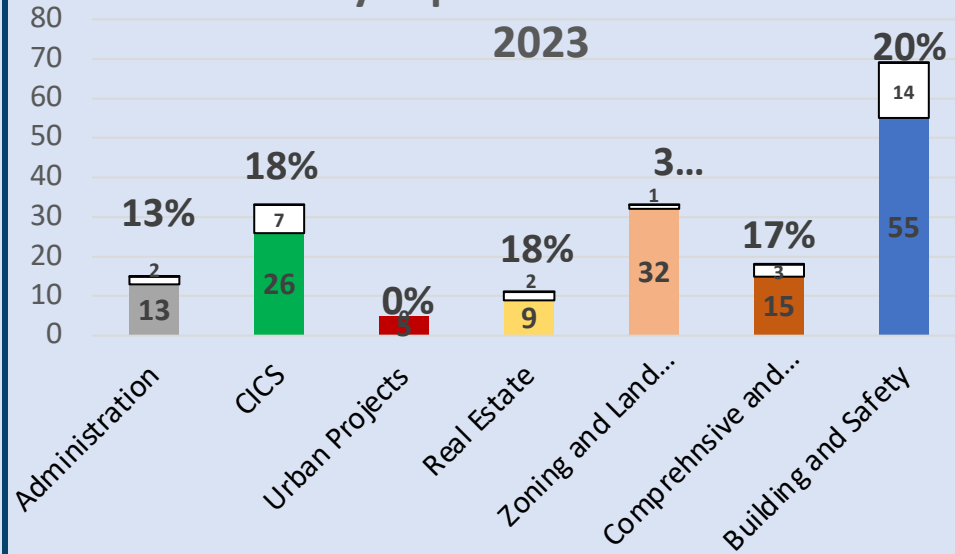
Personnel

| | | |
|-------------------------------------|-----|-----|
| Planning and Development | 193 | |
| Vacant Positions as of September 23 | 29 | 15% |

PlanDev Vacancies as of September 2023



Vacancy % per division as of June 2023



Innovation Team Updates





Innovation Team Purpose

Transform the development plan review process to be more customer-oriented, predictable, and timely while maintaining the rigor of review by:

1. Simplifying, combining, or eliminating unnecessary process components
2. Increasing coordination between divisions and matrix departments
3. Redefining review benchmarks
4. Creating clear communication for staff and customers
5. And standardizing laws and codes when necessary



Innovation Team Approach





Innovation Team – Assess

Journey Mapping

- User experience

Surveys and Focus Groups

- Internal and External
- Express User Survey

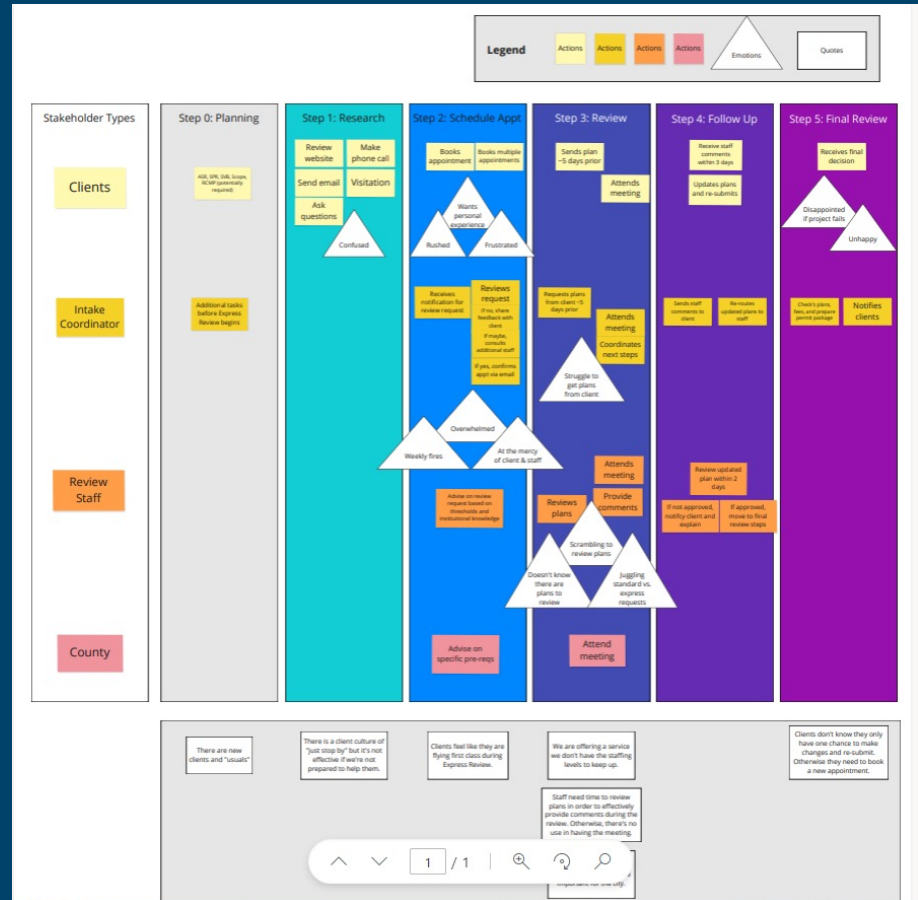
Peer City Outreach

- Meetings with comparable cities



Raleigh

Journey Mapping





Innovation Team – Test

The screenshot shows the Raleigh website's 'Commercial Pony Express Review' page. The page has a white background with a yellow navigation bar at the top. The navigation bar includes the Raleigh logo, a search icon, and links for News, Events, Services, Projects, and Departments. Below the navigation bar is a yellow banner with the text 'WATCH CITY COUNCIL LIVE: AFTERNOON SESSION ON SEPTEMBER 5 AT 1 P.M. →'. The main content area features the title 'Commercial Pony Express Review' in green, with 'UPDATED: SEP 5, 2023' below it. A 'Jump To:' section contains five green buttons with white text and right-pointing arrows: 'PROJECTS ELIGIBLE FOR PONY EXPRESS →', 'PROJECTS NOT ELIGIBLE FOR PONY EXPRESS →', 'PREPARE APPLICATION MATERIALS →', 'SUBMITTAL INSTRUCTIONS →', and 'PROJECT REVIEW AND PERMITTING →'. To the right of the main content is a 'CONTACT' section with a house icon, an information icon, and contact details: 'Email: ds.help@raleighnc.gov' and 'Phone: 919-996-2500'. Below the contact section is a 'SUBSCRIBE' section with the text 'View all topics', an email input field containing 'email@address.com', and a green 'Sign Up' button. At the bottom of the page, a light blue box contains the text 'Expanded Pony Express Pilot Program available for commercial permits September 5 - October 3.'

- Pony Express
- Sept 5 - Oct 3
- Webpage
- Midpoint Check-in




Innovation Team – Implementation

Webpage coming soon!

Homepage | Corecon | PLANDEV - Records... | PlanDev Records Re... | Planning and Devel... | PLANDEV-Innovat... | Hub - Tyler Hub La... | Civic Access | IMAPS | Microsoft Office Ho... | FY23 PlanDev Staff... | Bookings - Fav, Etc...

Raleigh

News Events Services Projects Departments



Planning and Development

The department is responsible for planning and visioning for the future growth of Raleigh and permitting and inspections for residential and non-residential development projects.

CONTACT

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Questions?