

Innovation Team Action Plan: Phase 1



DELIVERABLES

PHASE ① 1-6 Months

1 Achieve process effectiveness through technology and system improvements.

- 1.1** Update the work plan for integrating all plan review projects to the Permit and Development Portal.
- 1.2** Evaluate and simplify non-portal applications and forms.

2 Improve customer service through staff training and enhanced client resources.

- 2.1** Create lists and guides for submission rules to cover key reviewer considerations.

3 Enhanced transparency and communication alongside right-sized review benchmarks.

- 3.1** Establish transparency for how long it takes projects to be processed, reviewed, and finally approved.
- 3.2** Create dedicated communication touchpoints with review staff from all related departments.
- 3.3** Enhance the efficiency of the Express Review meeting structure.

4 Coordinated and dedicated resources to streamline complex development processes

- 4.1** Pilot pre-submittal bookings and map out the process for Change of Use.

Innovation Team Action Plan: Phase 2



DELIVERABLES

PHASE ② 7-12 Months

1 Achieve process effectiveness through technology and system improvements.

- 1.3 Audit work types to consolidate processes.
- 1.4 Redefine Triage to include all related Departments.
- 1.5 Evaluate usage and effectiveness of select fence permits.

2 Improve customer service through staff training and enhanced client resources.

- 2.2 Develop resources to clarify Residential Additions, especially the differences between new structures and enclosed existing spaces.
- 2.3 Improve guidance for the Site Tier Verification process to streamline how a project gets identified.
- 2.4 Train all staff regularly in customer service to encourage quick response and accountability.
- 2.5 Conduct training sessions, either in person or virtually, to address common submission issues.
- 2.6 Create How-To videos for portal processes, such as checking for review comments.

3 Enhanced transparency and communication alongside right-sized review benchmarks.

- 3.4 Shorten the review benchmark times by looking at the real turnaround data.
- 3.5 Provide guidelines for expediting plans that are resubmitted, considering the number of resubmittals, review comments, and types of work.
- 3.6 Continue to expand the PONY Express to ease the demand on Express Review.
- 3.7 Make administrative changes for field/plan revisions allowing adjustments during construction or after plan review (this includes both site and building plan types).

4 Coordinated and dedicated resources to streamline complex development processes

- 4.2 Define Minor Site Plan Review and identify how it may be used to close the gaps in Site Plan Review processes.
- 4.3 Assess and improve the efficiency of Administrative Site Review and Site Permit Review.

Innovation Team Action Plan: Phase 3



DELIVERABLES

PHASE ③ 1 YEAR+

1 Achieve process effectiveness through technology and system improvements.

1.6 Migrate all plan review into the Permit and Development Portal.

1.7 Develop and deploy a decision engine to help customers determine the most suitable permits and applications for their project.

1.8 Instill collaborative Bluebeam review sessions for all reviewers, including all related departments.

2 Improve customer service through staff training and enhanced client resources.

2.7 Create Standard Operating Procedures (SOPs) for the Development Plan Review process.

2.8 Cross-train staff in different areas to fill in during short-term vacancies or absences.

2.9 Develop succession plans to increase expertise and knowledge.

2.10 Improve the incentive for certification program to involve reviewers and intake staff.

3 Enhanced transparency and communication alongside right-sized review benchmarks.

3.8 Include ongoing feedback from both staff and customers to keep improving our processes.

4 Coordinated and dedicated resources to streamline complex development processes

4.4 Use code audits and other tools to find ways to make UDO code requirements simpler and more efficient

4.5 Adopt a Project Coordinator model to have a single-point of contact for large-scale development projects.

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