



Raleigh

Planning and Development

Quarterly Development Stakeholders Meeting

July 14, 2022



Agenda

- **Vacancy Report**
- **Benchmark Reports**
- **Customer Bill of Rights**
- **Technology Updates**
- **Text Change Information**
- **Question and Answer**

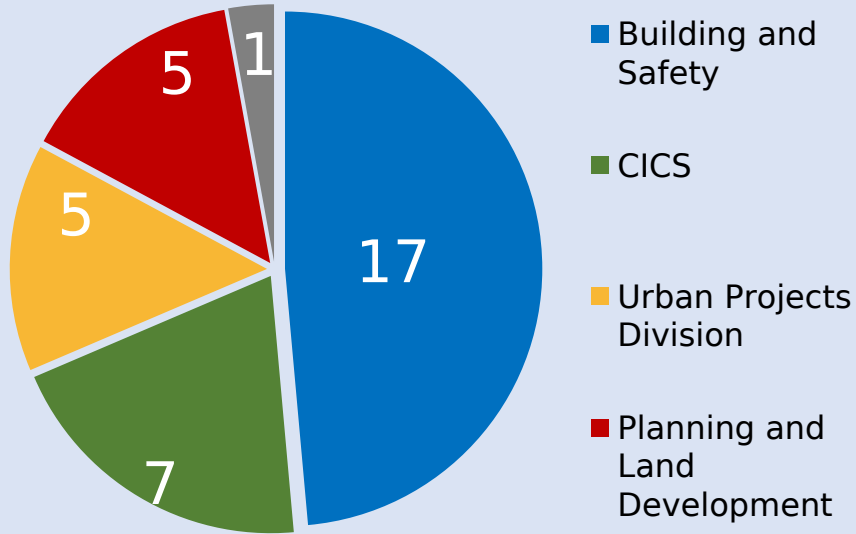
Vacancy Report



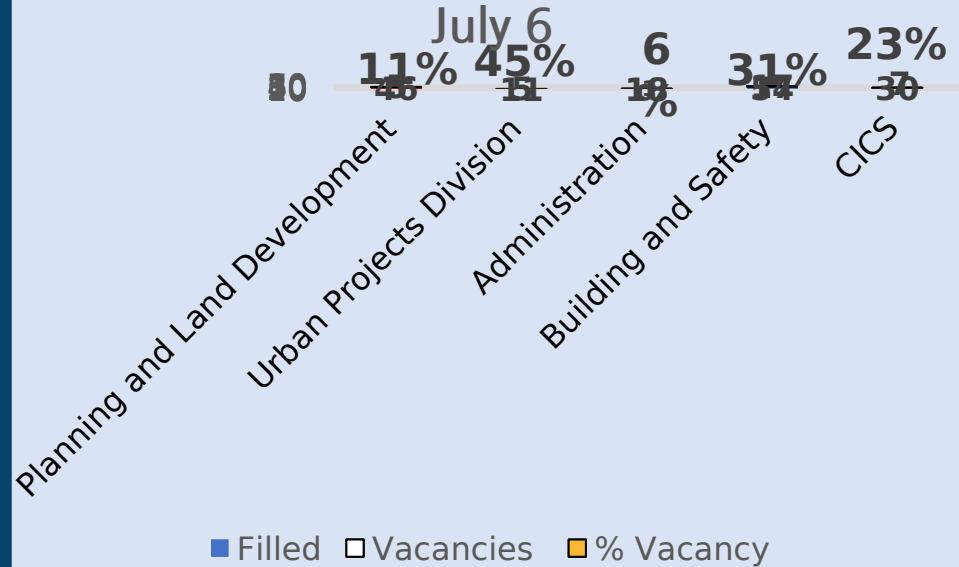
PlanDev Vacancies

Planning and Development	193	
Vacant Positions as of July 6	35	18%

PlanDev Vacancies as of July 6



Vacancy % per Department as of July 6





Development Related Vacancies

Current Vacancies:



- **Fire: (1) Plan Reviewer**
- **Raleigh Water: (1) Engineering Supervisor, (2) Senior Engineers, and (1) Engineer**
- **Stormwater: (1) Plan Review Engineer, (1) Engineering Specialist**

Updates on Benchmarks



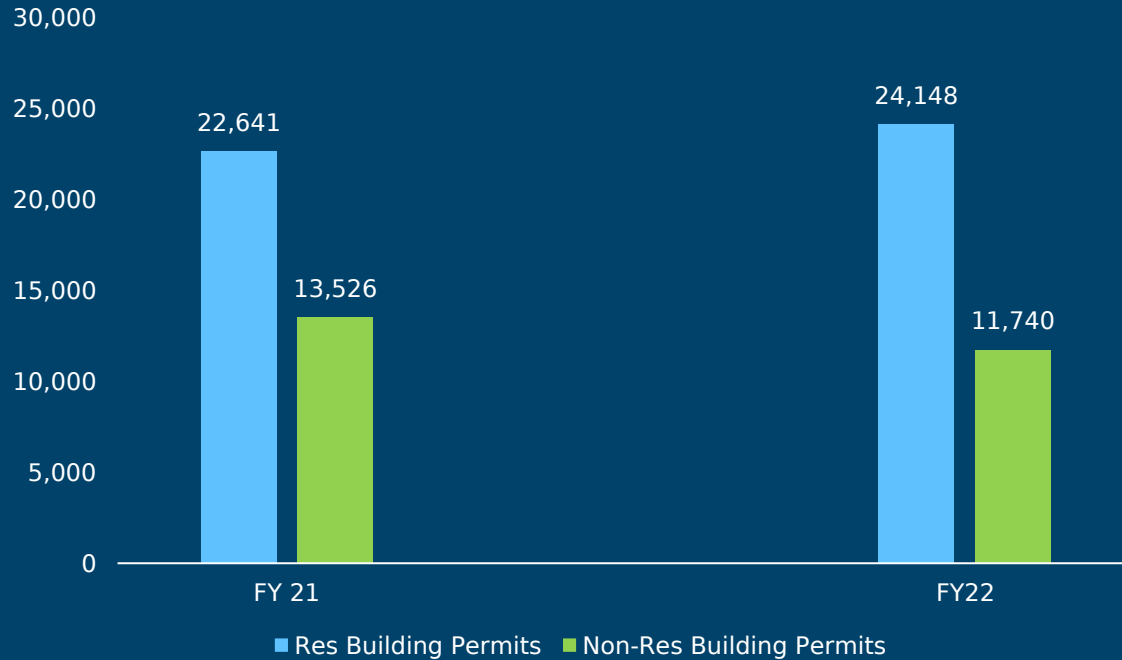


Updated Benchmark Review

	Goal Met	1-2 Days Late	3-4 Days Late	5+ Days Late	Others	Total
FY21	110,408	6,286	2,651	2,463	15	121,823
	90.63%	5.16%	2.18%	2.02%	0.01%	
FY22	123,644 	9,089	3,019	2,180	31	137,963
	89.62% 	6.59%	2.19%	1.58%	0.02%	

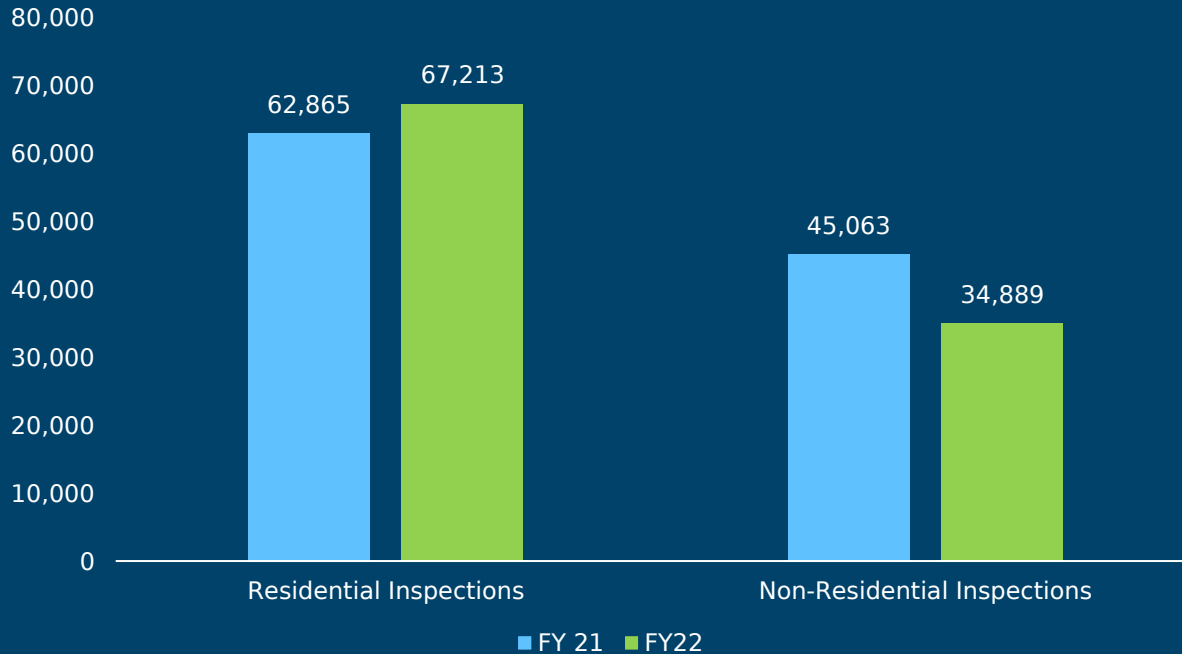


Building Permits Issued*



* 7/1 – 5/31

Completed Inspections*



* 7/1 – 5/31

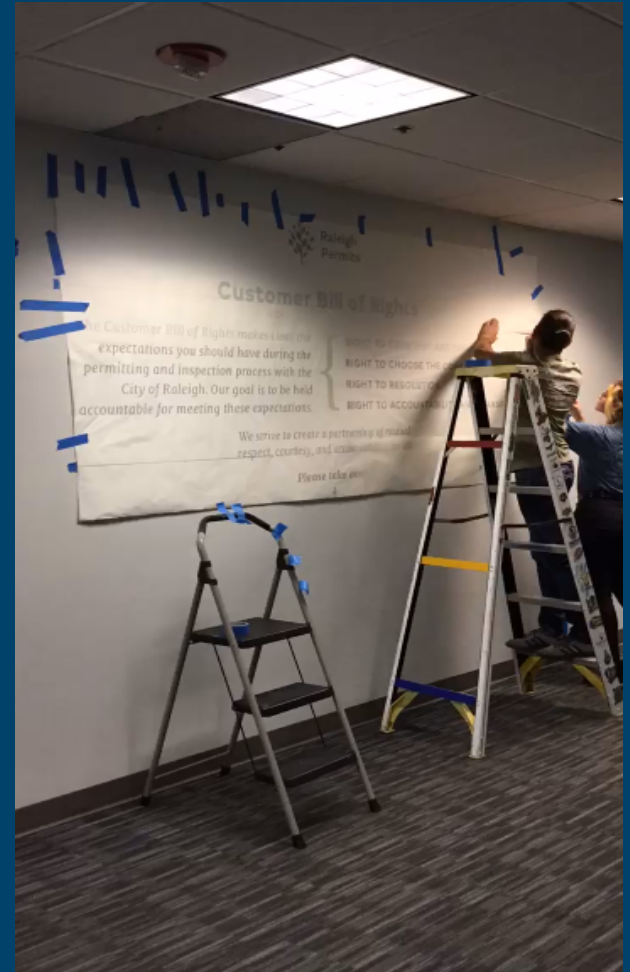
Customer Bill of Rights





Expectations for Permitting

- *Right to Courtesy and Empathy*
- *Right to Choose the Communication Channel*
- *Right to Resolution*
- *Right to Accountability and Transparency*
- *Right to Professionalism*



Technology Updates





Permit Portal Updates

- **Completed**
 - **Single Family**
 - **Townhomes**
 - **ACH Payments**
- **In Process**
 - **Residential addition**
 - **Accessory structure**
 - **Manufactured home**
 - **Deck/Porch**
 - **Pool/Spa**

Text Change Update



Questions?

