

Development Process Improvement Project

- Preliminary Development Plans
- Construction Plans
- Recorded Maps
- Stormwater Escrow & Legal Documents
- Permits
- Inspections
- Encroachments
- Attorney Certification Program
- Zoning Enforcement
- Addressing

Preliminary Development Plans

- Administrative site plans & subdivisions
- Site plans & subdivisions requiring approval through public hearing
- Master plans associated with rezoning
- Special use permits approved by Council

Preliminary Development Plans

■ Process analysis overview

- Similar receipt & review of plans
- Different approval processes
 - * Administratively approved plans
 - * Plans approved by Planning Commission & City Council
 - ** Expedited Administrative Review & Approval

Preliminary Development Plans

Initial findings regarding *Intake* – issues, problems, recommendations

- Insufficient staff resources to provide detailed pre-submittal meetings / sketch reviews
- Limited staffing - hinders processing of plans
- Incomplete submittals & problems with PIN's
- Duplication of staff efforts could be remedied by automation & software
- Complexity of the code affects *Infill subdivisions*
- Electronic application & plan submittal ??

Preliminary Development Plans

Initial findings regarding *Review* – issues, problems, recommendations

- Additional staff reviewers needed due to plan volume & complexity
- Difficulty achieving goals for review schedule
- Poor plan design (in regard to code compliance)
- Changes made to plans unrelated to review comments
- Plan changes not communicated; Insufficient responses to staff comments
- Need Attorney participation in *review* process
- Difficulty finding files – the paper trail & case history
- Utilization of *IRIS* software could improve review efficiency

Preliminary Development Plans

Initial findings regarding *Closure* – issues, problems, recommendations

- Limited staffing slows the process; sometimes lowers the quality of review (requiring plan changes or unforeseen conditions of approval when unexpected by applicant)
- Complicated rules and complex reports require much time (and limit “interchanging” staff)
- Coordinating planners juggle & balance many tasks in preparing for hearings (reviews, reports, presentations, notification letters, signage, communication with citizens & clients ...)
- Attorney participation in review might expedite approvals

Preliminary Development Plans

Initial findings regarding *Closure* – *continued*

- Master Plans consume considerable time during public review and possibly slow review of other projects
- Special Use Permits for outdoor amplified music don't fit with land use planning functions of Planning Dept.
- Coordinating Planners could better use time at public meetings if equipped with laptops

Preliminary Development Plans

Expedited Administrative Plans Review & Approval Service

- Limited opportunities - 1 review per week
- Staff constraints restrict ability to provide higher level & more frequent service
- Often quicker to continue review process in “regular” review
- Client still submits plans 2 weeks prior to receiving review comments

Construction Plans

- Process analysis overview
- Initial findings – Problems
- Developer does not submit a complete set of construction drawings.
- Lack of communication with developer and City staff.
- Plan names don't match approved plan in IRIS.
- Lack of communication between City departments.
- Engineering firms don't follow checklist.
- Having different reviewers in the process causing conflicting reports.
- Reviewers are not doing complete reviews leaving issues on the table at mylar sign off.
- Checklist with various departments do not have updated websites.
- Incomplete set of mylars, engineers do not follow redline comments.
- Adequacy reviews fees

Construction Plans - Solutions

- Engineer provide electronic submittal of construction drawings.
- Developer/engineer provide a mandatory checklist along with submittal package.
- More preliminary meetings to hammer out major issues.
- Combine reviews within Public Works (Transportation & Engineering)
- IRIS having capability to enter comments, track construction drawings and review comments very much like Administrative Plans are handled.
- Current checklists need to be updated through all City departments.

Construction Plans Solutions - continued

- Websites need to be updated regularly.
- Need to have a fee schedule for all City departments.
- One stop shop.
- Express reviews for mylars, and is developer willing to pay a higher review fee for this service.
- Have more accountable within City departments.
- The need for consistency within City departments.

Recorded Maps

- Process analysis overview
- Initial findings...
 - **Staff Recommendations**
 - Automatically fax comments to clients
 - Develop a better system of tracking the review process so that Peggy can easily tell what reviews are complete and how long a map has been in review
 - Create an 'express review' with an increased fee to reduce the process from ~12 to 3 working days
 - Additional staff to review and approve recorded maps

Recorded Maps

– Staff Identified Problems and Solutions

- Problem: Not all preliminary plan conditions for approval are being met
- Solution: Attach a checklist of conditions for approval to map submittals
- Problem: Infill development rules have clients unclear about what projects need preliminary plan approval first
- Solution: Better educate our clients on the rules and their application
- Problem: Heavy reliance on plan names that change throughout the process
- Solution: Reference plans by case numbers rather than the plan names

Stormwater Escrow & Legal Documents

- Process analysis overview
- Initial findings ...
 - Staff's review of this encapsulated process identified only two internal areas of improvement, both dealt with Finance Department interaction.
 - Stakeholders' group may identify other areas for improvement that occur before or after the boundaries of this part of the process.

Permits

1 or 2 Family New Residential, Commercial,
Express and Walk Through

■ Process analysis overview

■ Initial Findings...

- Application and/or plans are incomplete.
 - Solution: Effective gate keeping at intake.
- Staff indicates process changes are implemented w/out a complete understanding of the business rules and/or position responsibilities.
 - Solution: Engage staff's involvement when making process change. Allow more time for additional training for both managers and the employees.
- A policy is needed for notifying staff and the industry of changes within the process.

Permits

1 or 2 Family New Residential, Commercial, Express and Walk Through

- Projected completion dates on Plans Review are not accurate – 99%.
 - Solution: Staff recommends that we should provide accurate review times and need flexibility when work load volume changes.
- In-house procedures are outdated.
 - Solution: Staff is recommending that someone be assigned the responsibility to complete office procedures.
- Required set-backs from Raleigh Zoning are not identified on the recorded maps.
 - Solution: Staff recommends that the required (approved) set-backs to be on the recorded maps to eliminate time spent researching.
- Tree Protection holds equal 80%.

Permits

1 or 2 Family New Residential, Commercial, Express and Walk Through

■ Additional Recommendations

- Electronic Plan Review.
- Effective plan storage bins to reduce time locating plans – 80%.
- Improve communication between staff and the industry of submittal requirements and changes in the processes.
- Add system flag for Neuse River Buffer.

Permits

1 or 2 Family New Residential, Commercial, Express and Walk Through

■ **Additional Recommendations – continued**

- City of Raleigh IRIS database not connected to the City of Raleigh Privilege License database.
- Conservation Engineers data should be a part of the IRIS database.
- Improve communication between City of Raleigh departments.
- Staff recommends that there needs to be a checklist for contractors so they understand the process from start to finish. This would include the planning process and engineering process for construction plan approval.

Permits

1 or 2 Family New Residential, Commercial, Express and Walk Through

- Additional resources are needed in Planning for addresses.
- Make the Plans Reviewers comments available to field inspectors via IRIS on their laptops when they are on the job site.
- Staff recommends the City of Raleigh Fire Department be a part of the plan review process.
- Staff recommends that gate keeping be performed on all projects by a Level III multi-trade reviewer prior to a review being scheduled.

Permits

1 or 2 Family New Residential, Commercial, Express and Walk Through

- Staff recommends better connections from Permitting system and the Planning systems. This is needed for plan updates at issuance, public improvements checks, stub permit validations, etc...
- Provide more resources in Planning for address assistance.
- For walk through permits, Engineer Conservation staff recommends that we should require more detailed site drawings for work being done in the floodplain.

Permits

Driveway RDOT

- Process analysis overview
- Initial findings – problems & recommendations

Permits

Fire Department Issues

- Process analysis overview
- Initial findings – problems & recommendations

Inspections

■ Process analysis overview

■ Initial Findings...

- Researching inspections data can be time consuming.
 - Solution: Staff recommends more Journal entries in their database system.
- Addresses changes on active-issued permits.
 - Solution: This could be resolved in the IRIS re-write.
- Contractors are forced to schedule inspections that do not need or not ready for because listed inspections are not always accurate.
 - Solution: Contractors will be able to create inspections in the new system.

Inspections

■ Additional Recommendations

- Staff would like an easier & more efficient way to notify inspectors of cancellations.
 - Solution: New system will alert inspectors automatically.
- Staff recommends more efficient ways to educate our clients on how the process works.
- Staff recommends a more efficient way of handling payment and recording of sewer releases.
 - Solution: Staff recommends this be a part of the permitting process.

Encroachments

- Process analysis overview
- Initial findings ...
 - Staff's review of this process did not uncover any areas for improvement. It was noted that this process had been reviewed internally a few times over the past few years.
 - Stakeholders' group may have a different perspective on this process and their interaction with the process.

Attorney Certification Program

Zoning Enforcement

■ Process analysis overview

■ Initial Findings...

- No specified time limits or follow ups for issued citations.
 - Solution: Implement time limits and follow up policy.
- No back up for inspectors.
 - Solution: Additional resources are needed.
- Improved communication is needed between staff and management.

Addressing

- Process analysis overview
- Initial findings ...
 - Staff recommendations
 - Include original (parent) parcel address and PIN (Parcel Identification Number) on the recorded map
 - Clients will make lot configuration or other map changes after the initial review which affects the addressing and initiates a re-review of the map
 - Send a notification letter to property owners when an address correction affects their property
 - Develop coordination through technology that disseminates IRIS address changes or additions to other City databases
 - Consolidate all the address functions into one division/department (currently Inspections can create suite addresses)
 - Add additional staff to the process to form an 'Addressing Team' rather than the 'Address Person'

Next Steps