

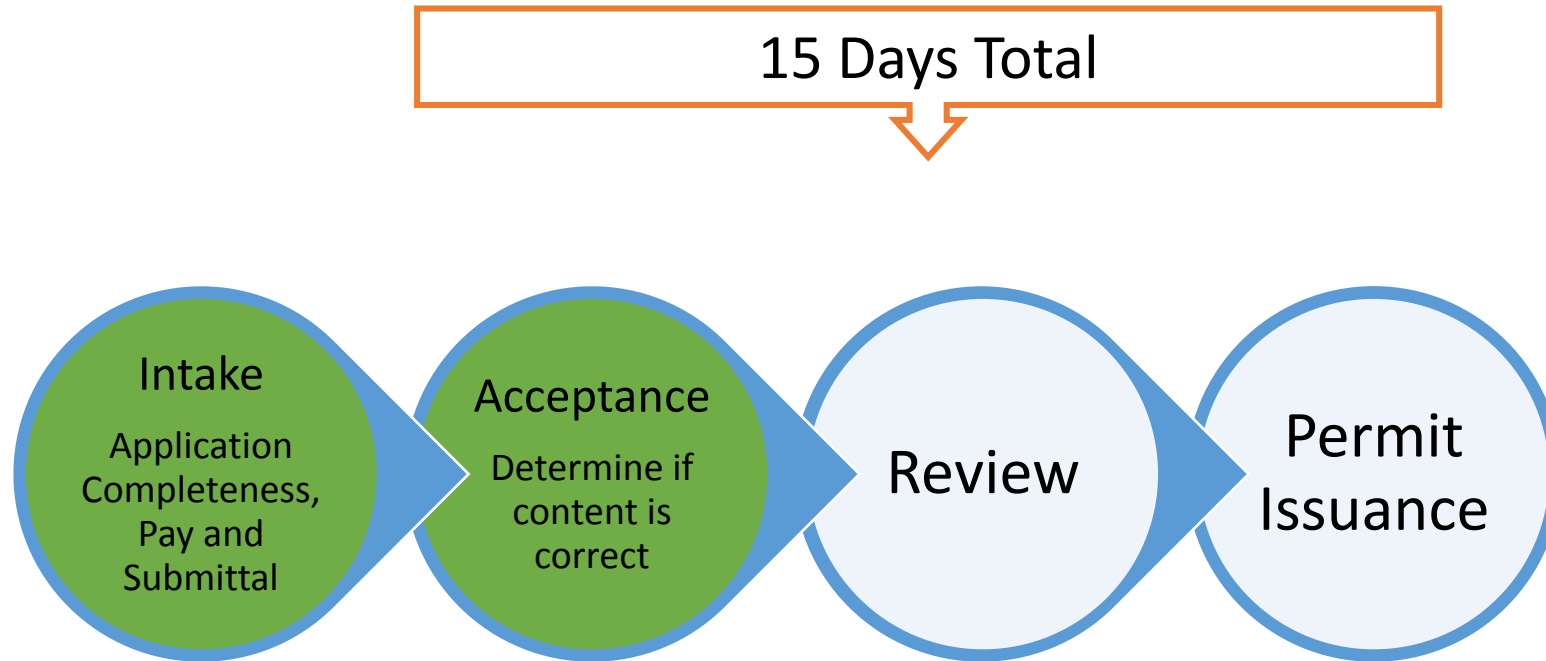
Building and Development Services

Council Committee on Economic Sustainability
9/6/2019

Agenda

- Permitting (Process Improvement Project)
- Zoning
- Commercial Plan Review
- Inspections

Permitting Process (1-2 family residential)



Permitting

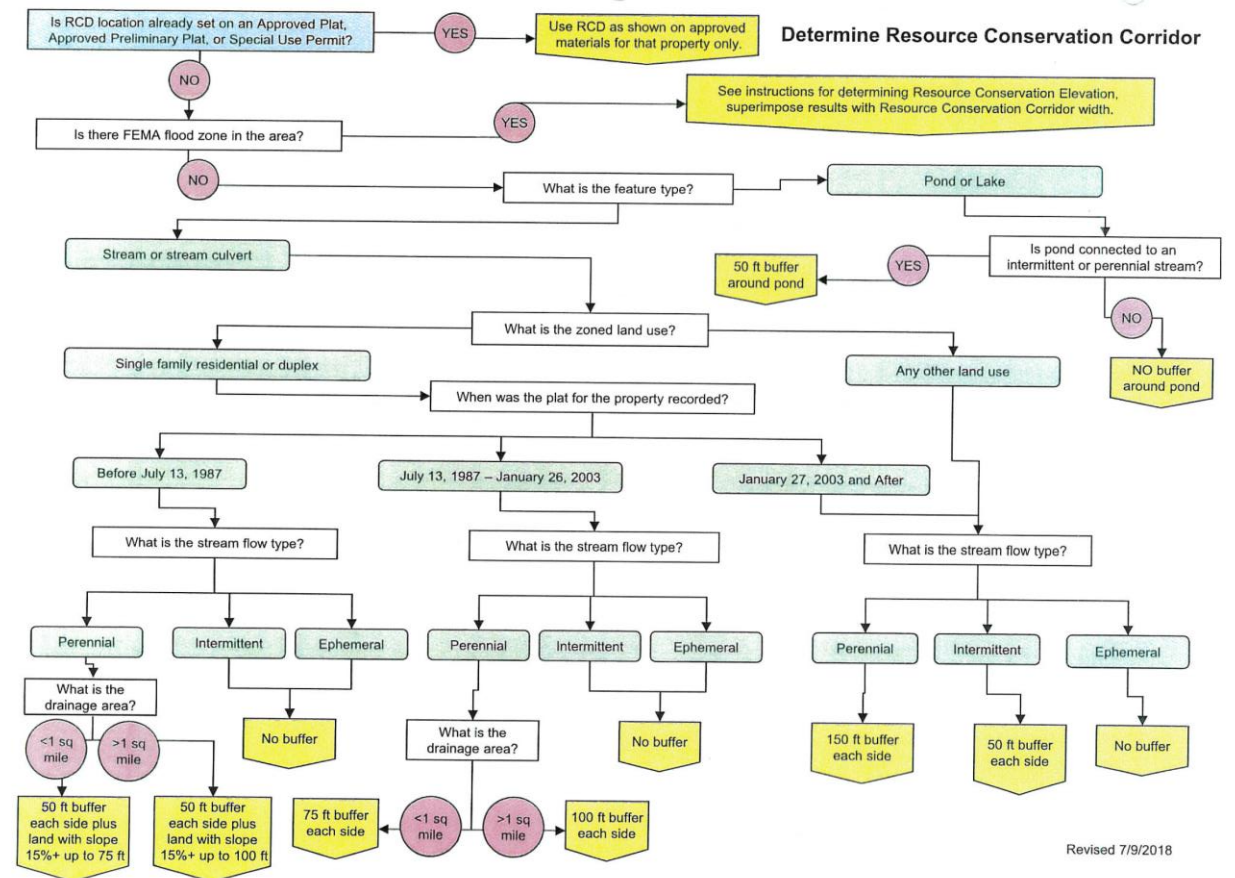
We hear a lot of “we’re different in Chapel Hill” as an excuse for why it is hard to get a permit. That’s true but there is also a lot the same. It seems like it has been used as an excuse rather than something to make better.

-Quote from a single family residential developer

Resource Conservation District Flow-Chart

- Why can't I get a straight answer?
Why is it different every time?

- Application of Resource Conservation District is context-sensitive
- Determination of RCD can involve a stream determination step in the process



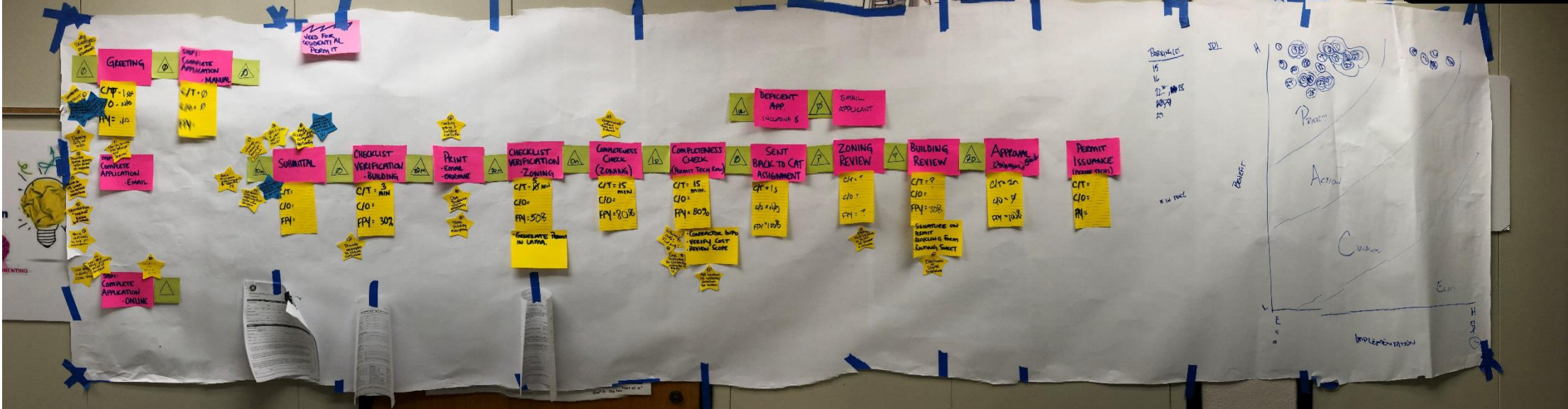
Process Improvement Project



- **User Needs:** Online permitting and inspections, quicker turnaround, clear path to success, consistent interpretations, single point of contact.
- **User Pain Points:** Paper submittal process, lengthy application, separate zoning and building permit steps, culture not focused on user
- **User Metrics:** Measure from the point the user submits their paperwork

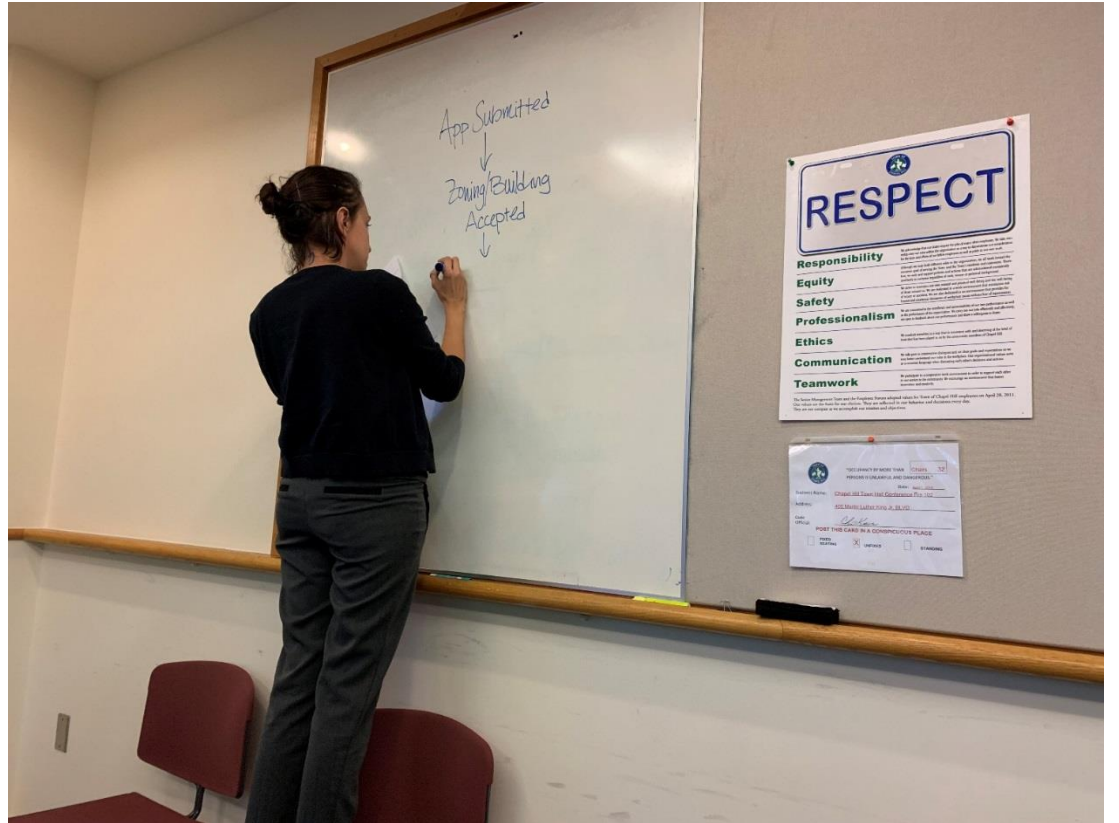
Lean Process Improvement

- Focus on Residential Zoning and Building Permit process
- Already measure acceptance to issuance (15 days)
- Identified time between “pre-submittal” and “acceptance” as focus area



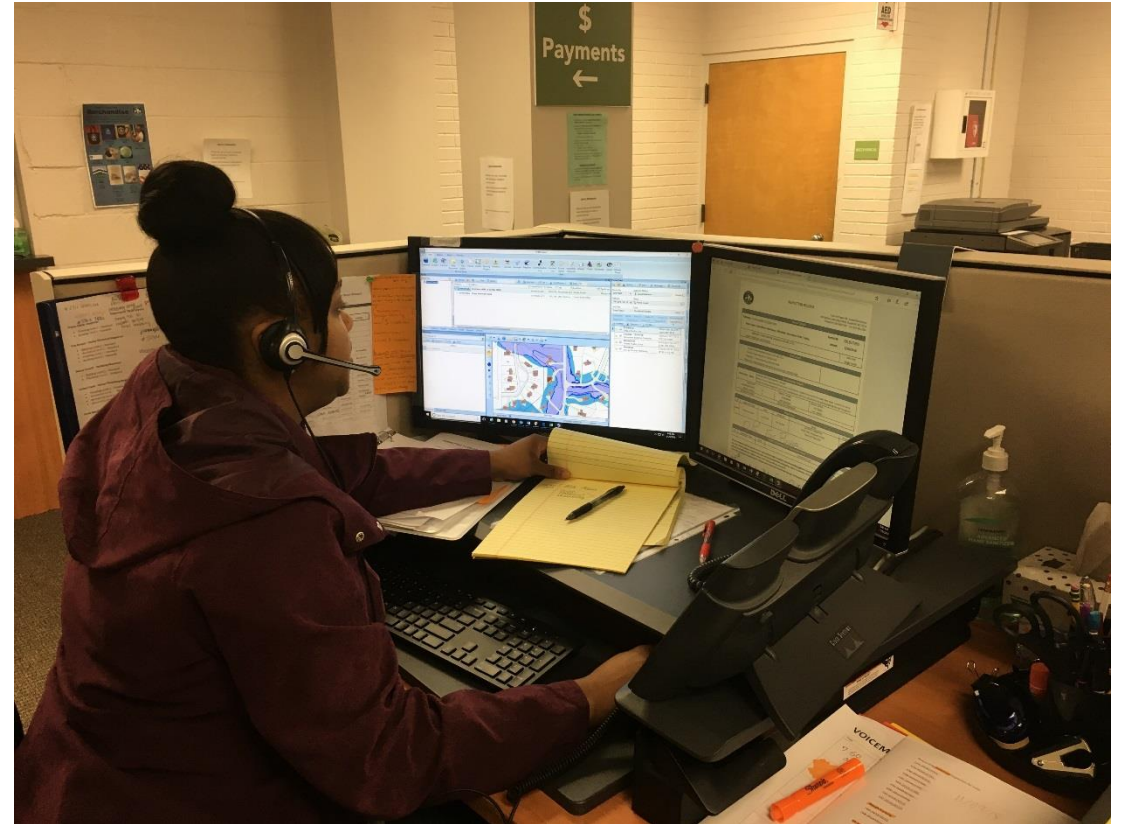
Incremental steps

- Continue focus on process improvement steps
- Continue focus on users
- Gather submission data to track progress



Impactful steps

- Software procurement
- Aligning review
- “Navigator” function- focus on the front end of the process with the applicant



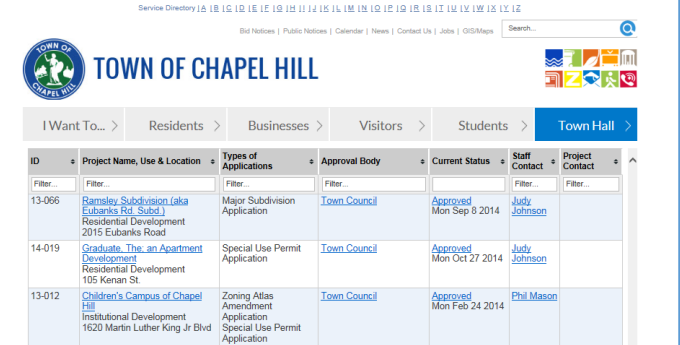
Commercial Plan Review Context

Chapel Hill Zoning Regulations

Dimensional standards, site design, building design, location, stormwater control, steep slopes, affordable housing, design, tree protection, signs, landscaping, recreation, waste management, etc.

State Building Code Regulations

Structural integrity, fire resistance, safe exits, lighting, ventilation, and construction materials



The screenshot shows the Town of Chapel Hill website with a table of project applications. The table has columns for ID, Project Name, Use & Location, Types of Applications, Approval Body, Current Status, Staff Contact, and Project Contact. Three rows are visible, all with a status of 'Approved'.

ID	Project Name, Use & Location	Types of Applications	Approval Body	Current Status	Staff Contact	Project Contact
13-066	Bamsley Subdivision (Lake Eubanks Rd. Sub.) Residential Development 2015 Eubanks Road	Major Subdivision Application	Town Council	Approved Mon Sep 9 2014	Judy Johnson	
14-019	Graduate, The, an Apartment Development Residential Development 105 Kenan St.	Special Use Permit Application	Town Council	Approved Mon Oct 27 2014	Judy Johnson	
13-012	Children's Campus of Chapel Hill Institutional Development 1620 Martin Luther King Jr Blvd	Zoning Atlas Amendment Application Special Use Permit Application	Town Council	Approved Mon Feb 24 2014	Phil Mason	

Review & approval timeframe
2-4 Years



Review & approval timeframe
30 Days

Plan Review Benchmark Data FTE (2017 data)

City	Population	Plan Reviewer FTE
Apex	64,744	3
Asheville	91,929	5
Chapel Hill	62,036	2
Goldsboro	41,339	1
Greensboro	284,343	4.5
Greenville	96,423	1
High Point	110,244	3
Raleigh	448,706	15
Wilson	54,566	1
Winston- Salem	344,826	4

How does Chapel Hill Compare? It depends on staff and permit types.

- In 2017, Chapel Hill performed 1,969 plan reviews. 1,450 plan reviews were multi-family and commercial (74%)
- Raleigh: 68% of all reviews were multi-family and commercial
- Apex: 18% of all reviews were multi-family and commercial
- Chapel Hill has one commercial plan reviewer and one residential plan reviewer

Commercial Plan Review Context

- Plan review time is about 40 hours for large projects
- Fit the review in between smaller projects that are also time sensitive
- 30 days allows the space for managing the workload
- Check for the BIG items. What is not identified in review is expected to be reviewed in the field

Commercial Plan Review Status 8.15.2019

Plan review priorities currently under review:

- 101 Glen Lennox Dr- New 114,597 sq ft building
- 101 Smith Level Rd- Frank Porter Graham- Mechanical project
- 1742 Fordham Blvd- Hong Kong Buffet demolition

In queue for review:

- 1505 Oak Tree Dr- Condo foundation repair
- 140 W Franklin St- Commercial re-roofing
- 88 Vilcom Center- 40,120 sq ft office upfit
- 66 Vilcom Center- 41,330 sq ft new building
- 100 Village Center Dr- 6,155 sq ft new building
- 1129 Weaver Dairy Rd- 1600 sq ft gym upfit
- 300 Carraway Crossing- pool courtyard and lights
- 100 Library Drive- new parking lot
- 1709 High School Rd- 63,690 sq ft upgrade
- 100 Europa Dr- wireless
- 400 Meadowmont Village Circle ste 428- demo and reconstruction
- 400 Meadowmont Village Circle ste 430- demo and reconstruction
- 400 Meadowmont Village Circle ste 429- demo and reconstruction
- 523 E Franklin St- Buchan House- Chimney repair
- 3000 Eubanks Rd- 7 signs for Carraway
- 1838 Martin Luther King Jr Blvd- sign for NC ENT
- 452 W Franklin St- sign

TRT projects that must be reviewed and have comments submitted:

- Park Apts- 1250 Ephesus Church- Multiple Apt bldgs- **due on 8/20**
- Tarheel Mobile Home Park- New Convenience Store and New Self- Storage Building- **due on 8/26**
- 1751 Dobbins Dr- Demo of house to add new office building- **due on 8/26**

Projects recently reviewed and on HOLD that will require another review when answers/ revisions come in:

- 100 Easttowne- New medical office building
- 100 Easttowne- Core/shell of building
- 143 E Franklin St- Cell Tower
- 251 S Elliott Rd- remodel
- 725 MLK- New 4 story office building
- 411 Flemington- Glen Lennox Building
- 1009 S Columbia- after the fact upfit
- 208 Conner Dr- Sunstone Apts fire repair
- 20+ other projects on HOLD waiting for responses to do a re-review

Inspections Context

- Scheduling 10-13 average inspections a day, 16-18 on average in August
- Working with 2 vacancies – vacations and sick leave have a big negative impact
- Legislative requirements
- Need to verify work –can't when it's already done or when it's not ready
- Competing priorities every day – big project one day and small commercial project the next day

Month View	Week View	Day View	Change View	Monday										
				Unassigned	Catherine Calamyn	Gene Peira	James Crouch	Luther Nash	Scott Searland	Travis Crabtree	Van Bennett	Travis Alston	Thomas DiBenedetto	
7:00					AS-BUILT LMS: to Deborah									
8:00						Out of the office								
9:00														
10:00														
11:00														
12:00														
1:00														
2:00														
3:00														
4:00														
5:00														
6:00														

Please check availability with Tom BEFORE booking inspections

Framing (201922143-CB)
3450 Raleigh Rd Unit 105 [Exchange Ea]
Framing (201922174-CB)
109 E Franklin St Unit 100

Impactful Steps

- Suspend residential building plan review to help catch up the required commercial review
- Inspection scheduling and 2-hour blocks and text messaging
- Fill vacancies September 9 – adding another multi-trade inspector!
- Free up Inspections Supervisor to assist with problem solving
- Relieves strain but redundancy issue remains



