City-County Planning
(45 FTEs)

Director
(1 FTE)

Executive Assistant
(1 FTE)

Development Assistant Director
(1 FTE)

Land Use
(6 FTEs)

Development Review
(8 FTEs)

Zoning Administration
(7 FTEs)

Strategic Assistant Director
(1 FTE)

Research and Public Information
(7 FTEs)

Urban Design
(7 FTEs)

Policy
(6 FTEs)
Mission:
To guide the orderly growth and enhancement of the Durham Community while preserving its cultural heritage and natural resources.

DEPARTMENT DESCRIPTION

$2,930,711
45 FTEs

An interlocal agreement between the City and County establishes the City-County Planning Department and the scope of services. An annual work program is presented to the City Council and Durham County Board of Commissioners in accordance with the interlocal agreement.

Development Review The staff prepares professional recommendations to quasi-judicial and elected boards about development proposals. The Department processes and reviews all proposals for new development to ensure that proposals are consistent with adopted City and County policies and the provisions of the Unified Development Ordinance (UDO). Staff assistance is provided to various joint City-County boards and commissions, including the Development Review Board, Design District Review Team, Historic Preservation Commission, Board of Adjustment, Planning Commission, and Joint City-County Planning Committee.

Zoning Administration The Department Staff enforces the provisions of the Unified Development Ordinance through response to complaints and proactive enforcement.

Comprehensive Planning The Department prepares and updates the Durham Comprehensive Plan, prepares various small area land use plans and studies, and participates in planning for regional transit, and prepares proposed amendments to the Unified Development Ordinance. Staff assistance is provided to various joint City-County boards and commissions, including the the Appearance Commission, Open Space and Trails Commission, Environmental Affairs Board, and Joint City-County Planning Committee.

Public Information Through the Customer Service Center and an extensive web site, the Department provides a wide range of information to the public about property, planning, and development in Durham.
SOURCE ALLOCATION

<table>
<thead>
<tr>
<th>Non-Grant</th>
<th>Actual FY 2009-10</th>
<th>Adopted FY 2010-11</th>
<th>Estimated FY 2010-11</th>
<th>Adopted FY 2011-12</th>
<th>Change</th>
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<tbody>
<tr>
<td>Appropriations</td>
<td></td>
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<tr>
<td>Personal Services</td>
<td>$3,051,959</td>
<td>$2,805,859</td>
<td>$2,790,050</td>
<td>$2,684,172</td>
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<tr>
<td>Operating</td>
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<td>202,007</td>
<td>225,637</td>
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<tr>
<td>Capital</td>
<td>-</td>
<td>-</td>
<td>7,830</td>
<td>-</td>
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<tr>
<td>Total Appropriations</td>
<td>$3,190,105</td>
<td>$3,007,866</td>
<td>$3,023,517</td>
<td>$2,930,711</td>
<td>-2.6%</td>
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<tr>
<td>Full Time Equivalents</td>
<td>46</td>
<td>46</td>
<td>46</td>
<td>45</td>
<td>-1</td>
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<tr>
<td>Part Time</td>
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<td>Revenues</td>
<td></td>
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<tr>
<td>Discretionary Program</td>
<td>$4,364,810</td>
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<td>$1,109,982</td>
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<tr>
<td>Program</td>
<td>(1,174,705)</td>
<td>1,853,933</td>
<td>1,913,536</td>
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<td>-1.1%</td>
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<tr>
<td>Total Revenues</td>
<td>$3,190,105</td>
<td>$3,007,866</td>
<td>$3,023,517</td>
<td>$2,930,711</td>
<td>-2.6%</td>
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DEPARTMENT PROGRAMS & PERFORMANCE MEASURES

Development Review $1,164,322
17.25 FTEs

GOAL: Thriving Livable Neighborhoods

1. OBJECTIVE - Timeliness: Review public and private land development proposals within the completion and milestone deadlines established by the Unified Development Ordinance and the Planning Director.

   STRATEGY: Establish reasonable deadlines for review of public and private land development proposals and make those deadlines clear to staff responsible for work program projects.

   MEASURE:
   % Reviews of public and private land development proposals completed by the established deadlines
   - Actual FY 2010: 95%
   - Adopted FY 2011: 96%
   - Estimated FY 2011: 96%
   - Adopted FY 2012: 96%

2. OBJECTIVE - Quality: Review public and private land development proposals in a high quality manner.

   STRATEGY: Establish criteria for what constitutes high quality in review public and private land development proposals and make those criteria clear to staff responsible for work program projects.

   MEASURE:
   % Reviews of public and private land development proposals evaluated by the appropriate Work Group Supervisor as high quality
   - Actual FY 2010: N/A
   - Adopted FY 2011: N/A
   - Estimated FY 2011: N/A
   - Adopted FY 2012: 95%

3. OBJECTIVE - Customer Satisfaction: Review public and private land development proposals in a manner that achieves a high level of customer satisfaction.
STRATEGY: Identify customer groups. Establish reasonable standards for customer satisfaction in review public and private land development proposals, and make those standards clear to staff responsible for such review. Periodically survey customers to measure level of stakeholder satisfaction.

MEASURE:  
% of Surveyed customers evaluating the review of public and private land development proposals as “good” or better in customer satisfaction surveys  

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<td>N/A</td>
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Zoning Administration  
$631,517  
7.75 FTEs

GOAL: Thriving Livable Neighborhoods

1. OBJECTIVE - Timeliness: To enforce and administer the regulations of the Unified Development Ordinance (UDO) within the deadlines established by the Planning Director.

STRATEGY: Respond to complaints and proactively identify and abate violations in accordance with the deadlines established in the Planning Director’s Guidelines.

MEASURE:  
% of Complaints responded to within 24 hours  

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<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>90%</td>
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2. OBJECTIVE - Quality: Enforce and administer the regulations of the UDO in a manner that achieves a high level of quality.

STRATEGY: Establish criteria for what constitutes high quality in responding to complaints and proactively identifying and abating violations and make those criteria clear to staff responsible.

MEASURE:  
% of Case files, including LDO data, containing required materials and accurate information  

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3. OBJECTIVE – Customer Satisfaction: Enforce and administer the regulations of the UDO in a manner that achieves a high level of customer satisfaction.

STRATEGY: Identify customer groups. Establish reasonable standards for customer satisfaction in enforcing and administering the regulations of the UDO and make those standards clear to staff responsible. Periodically survey customers to measure levels of customer satisfaction.

MEASURE:  
% of Surveyed customers evaluating enforcement and administration of regulations in the UDO as “good” or better in customer satisfaction surveys  

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Comprehensive Planning  
$816,912  
13.75 FTEs

GOAL: Thriving Livable Neighborhoods

1. OBJECTIVE - Timeliness: Prepare plans, policies, programs and recommendations within the completion and milestone deadlines established by the adopted Work Program and the Planning Director.
STRATEGY: Establish reasonable deadlines for completion work program projects or intermediate milestones (as may be revised by the Planning Director), and make those deadlines clear to staff responsible for work program projects.

**MEASURE:** % of Work program projects completed or milestones reached by the established deadline

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<tr>
<td>April 2010</td>
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<td>N/A</td>
<td>90%</td>
<td>95%</td>
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2. **OBJECTIVE - Quality:** Prepare plans, policies, programs and recommendations in a manner that achieves a high level of quality.

**STRATEGY:** Establish criteria for what constitutes high quality in preparing plans, policies, programs, and recommendations for project management, writing, presentations, citizen engagement, and interdepartmental coordination; and make those criteria clear to staff responsible for work program projects.

**MEASURE:** % of Work program projects evaluated by the Supervisor as high quality

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<td>April 2010</td>
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3. **OBJECTIVE – Stakeholder Satisfaction:** Prepare plans, policies, programs and recommendations in a manner that achieves a high level of stakeholder satisfaction.

**STRATEGY:** Identify customer groups. Establish reasonable standards for stakeholder satisfaction, and make those standards clear to staff responsible for work program projects. Periodically survey stakeholders to measure levels of stakeholder satisfaction.

**MEASURE:** % of Surveyed stakeholders evaluating the preparation of plans, policies, programs and recommendations as “good” or better in customer satisfaction surveys

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<td>March 2010</td>
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<td>N/A</td>
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Public Information

$317,960
6.25 FTEs

**GOAL:** Thriving Livable Neighborhoods.

1. **OBJECTIVE - Timeliness:** Provide information about property, development, and regulations within the deadlines established by the Planning Director.

**STRATEGY:** Establish reasonable deadlines for timely response to inquiries and make those deadlines clear to staff responsible public information.

**MEASURE:** % of Public information inquiries responded to by the established deadlines

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<tr>
<td>March 2010</td>
<td>95%</td>
<td>96%</td>
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2. **OBJECTIVE - Quality:** Provide information about property, plans, development, and regulations in a manner that achieves a high level of quality.

**STRATEGY:** Establish criteria for what constitutes high quality in providing information about property, development, and regulations and make those criteria clear to staff responsible for providing such assistance.
### MEASURE: % of Responses to public inquiries evaluated by the Supervisor as high quality

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3. **OBJECTIVE – Customer Satisfaction:** Provide information about property, development, and regulations in a manner that achieves a high level of customer satisfaction.

**STRATEGY:** Identify customer groups. Establish reasonable standards for customer satisfaction, and make those standards clear to staff responsible for providing assistance. Periodically survey customers seeking information from the Planning Department to measure levels of satisfaction.

**MEASURE:** % of Surveyed customers evaluating information about property, development, and regulations as "good" or better in customer satisfaction surveys

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### BUDGET ISSUES FOR FY 2011-12

- Operational costs are driven by legal requirements.
- Work Plan priorities shift throughout the year based on changes in direction from City and County Managers and the Joint City-County Planning Committee.
- A significant proportion of the department’s work is mandated by City and County interlocal agreements including those for joint planning, open space and trails planning, historic preservation, appearance and environmental planning.

### COMPLETED INITIATIVES FOR FY 2010-11

- Provided timely review and processing of plans and development applications.
- Provided careful and responsible enforcement of the UDO.
- Monitored and processed amendments to the Comprehensive Plan and continued implementation of the Comprehensive Plan.
- Implemented portions of the Ninth Street Plan.
- Created new pages on the Department’s website to enhance public information.
- Conducted a community process leading to the adoption of an enhanced form based Downtown Design District.
- Continued to develop data and publicity necessary for the successful completion of the 2010 Census.
- Upgraded computers for better design analysis capability.
- Completed significant revisions to the UDO.
- Completed the adoption of significant environmental regulations for Riparian buffers.
- Participated in a multi-departmental effort to prepare a TIGER II Sustainable Communities grant application.
- Participated in a multi-departmental effort to work with the Triangle Transit Authority to develop a regional Transit Plan.
- Completed recertification of Durham County’s participation in the National Flood Insurance Program Community Rating System.
- Completed processing and adoption of six local historic landmark designs.
- Maintained Certified Local Government Status for historic preservation.
- Created a Customer Service Center to enhance access to information and improved response rate.
- Expanded public outreach initiatives with production of quarterly departmental newsletter.
- Provided staff assistance to the 2010 Census efforts including staffing the Correct Count Committee.
- Staffed nine appointed boards and commissions, as well as participated in numerous regional committees.
DEPARTMENT INITIATIVES FOR FY 2011-12

- Initiate organizational changes to maintain productivity in response to changes in the economic climate.
- Develop changes to regulations for mixed use and infill development.
- Modify standards for the Historic Landmark program.
- Continue to make significant improvements to the UDO.
- Continue development of environmental enhancements to the UDO.
- Continue preparations for and implementation of digital file conversion.
- Seek additional efficiency improvements to development reviews.
- Continue implementation of the Ninth Street Plan.
- Implement the Fayetteville Street-University Land Use Plan Update.