

DURHAM NEIGHBORHOOD COLLEGE 2019



Durham City-County Planning Department

Landus Robertson, Zoning Administration Manager

Jessica Dockery, Major Development Review Manager

Durham City-County Planning Department

Mission & Vision

Guide the orderly growth and enhancement of the Durham community while preserving its cultural heritage and natural resources.



Patrick O. Young, AICP
Planning Director



Planning

For example, planning:

- Maintains neighborhood character through historic preservation, which uses design guidelines to maintain a certain look and feel or aesthetic in your community
- Reduces environmental impacts through management of stormwater drainage so it does not pollute existing rivers and waterways, considering impacts to climate change, and helping to reduce energy consumption.
- Provides protection from natural and manmade disasters, by limiting building on steep slopes where risk of a landslide is great and in floodplain to protect against flooding and flood damage.
- Preserves parks and open space so not every piece of available land has a building and allowing for opportunities for recreation and connecting with nature.
- Helps determine where buildings, businesses, homes, and roads will be located

Durham City-County Planning Department

Core Functions

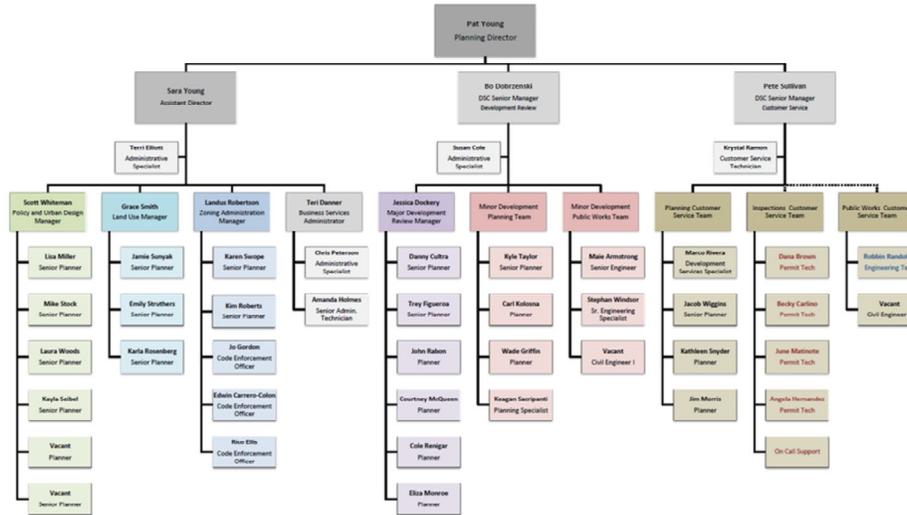
- Develop and provide policy guidance on land use
- Compliance with land use laws and Unified Development Ordinance (UDO)
- Provide customer service to developers and residents with questions regarding development activity or seeking development approvals
- Coordination with other City and County departments such as Public Works, Transportation, Inspections and Neighborhood Improvement Services
- Provides liaisons to 9 boards and commissions appointed by the Board of County Commissioners and the Durham City Council.



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Durham City-County Planning Department Organizational Structure



The three main organizational sections of our department are the customer service group in the DSC, development review, and all other planning.

Durham City-County Planning Department

Department Structure and Divisions

- Development Services Center
 - Major and minor development review
 - Administrative approvals/permits
 - Customer and resident inquiries
- Land Use
 - Legislative approvals
 - Historic Preservation
- Policy and Urban Design
- Zoning Administration



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Durham City-County Planning Department

Development Services Division

- Development Review
 - Unified Development Ordinance (UDO)
 - Administrative approvals - not discretionary
 - Site plans
 - Plats
 - Various permits (signs, home occupation, architectural review)
- Customer Service
 - Public inquiries
 - Research
 - Application intake
 - Some permit approvals



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The Development Services Center was created in April 2017 to provide more dedicated customer service. Lobby staff are able to take in applications quickly, provide brief consultations, or direct visitors to the correct staff to assist them.

Other staff members answer more complicated questions or research more in-depth issues.

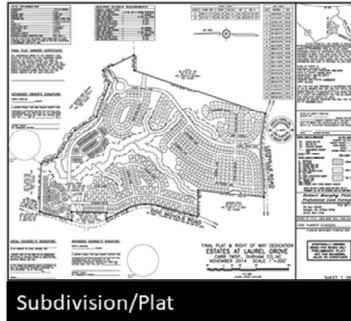
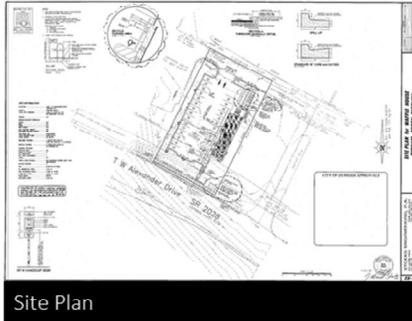
Review of permits, plats, and site plans for development is also done by DSC staff.

Zoning compliance also falls under the DSC umbrella but Landus will speak more about that in a moment.

Durham City-County Planning Department

Development Services Division

There are over 70 types of administrative reviews, permits, and approvals with 19 Departments, Agencies, and Advisory Boards reviewing.



DSC Planning Permits

- Zoning Verification
- Home Occupation Permits
- Limited Agricultural Permits (chickens)
- Temporary Use Permits
- Street Vendor Registration
- Outdoor Seating Permits
- Sign Permits/Common Signage Plans

Development review reviews plans for large and small residential subdivisions, non-residential properties, and mixed-use projects. A recently reviewed project called Boxyard RTP is a micro-retail hub in RTP constructed mostly of shipping containers, which is an unusual concept in Durham. The Unified Development Ordinance, or UDO, does not address this type of project so there was a lot of discussion about how the regulations would apply.

One of our most common permit applications is a temporary use permit for a food truck. These are very popular in Durham. I am sure you have seen them all around town. There are limits on how long they can be at a site but with a temporary use permit this can be extended.

Durham's love of food also fuels the large number of applications for outdoor seating permits.

Zoning Administration

Compliance is the Goal!



Site Compliance and Zoning Enforcement

Enforces regulations set forth by the Unified Development Ordinance as well as performs site compliance inspections necessary for permits of occupancy.

- To assure orderly development and overall attractiveness
- To avoid incompatible uses
- To protect property values

Enforcement Responsibilities

- Enforce the UDO equitably
- Respond to complaints of violations
- Provide education of ordinances

Enforcement Process

- Document complaint
- Investigate complaint
- Issue Notice of Violation
- Issue Civil Citation
- Court action

The Zoning Administration division is made up of site compliance and zoning enforcement. Site compliance is based on appointments for commercial. Zoning enforcement is complaint driven and focuses on bringing residents in compliance with the Unified Development Ordinance. Zoning Enforcement Officers responds to violations of zoning requirements, illegal use, vehicle repair and sales, fence heights, parking in yards, signs in the right-of-way, livestock in the city and site plan violations.

Durham City-County Planning Department
Top Zoning Violations



Frequently Asked Questions

Knowledge Base with answers to common questions

Planning

DSC Help Center

Welcome to the DSC Knowledge Base and Staff Contact Page
Find answers to common development-related questions by using the search bar, or browsing topics below.

Knowledge Base

DSC helpdesk support

- Getting Started with Durham Maps
- How do I find information on my property?
- How to find records of permits or zoning code enforcement?
- What personal information are you tracking?
- see more...

Inspections

- What is the amount of impervious surface I am allowed?
- Do I need a permit for a fence?
- How can I view the plat to a property?
- How to find records of permits or zoning code enforcement?
- see more...

Other Frequently Asked Questions

- What is the amount of impervious surface I am allowed?
- What are the setbacks for my property?
- How can I view the plat to a property?
- How do I find information on...
- see more...

Planning

- What is the amount of impervious surface I am allowed?
- Electrical reconnection explained
- What is Architectural Review?
- see more...

<https://dsc.mojohelpdesk.com/>

The Planning Department touches on so many aspects of life in Durham that it is hard to choose the most frequently asked questions. Do I need a permit for a fence and what are the setbacks on my property are pretty common.

We do have a section on the Development Services Center website called the DSC Knowledge Base, which allows the public to see some frequent questions or common topics of discussion. (point out website address)

If they cannot find the answer to their question on this website, we use Mojo to create tickets for questions, which can then be distributed to the people and/or departments that can best assist. Often the question needs to go to several people for different aspects of the issue so it is a fairly efficient system.

The email address for Mojo tickets is dsticket@dsc.mojohelpdesk.com

Durham City-County Planning Department

Opportunities for Engagement

2050 Comprehensive Plan

- Focus on other key infrastructure (water, sewer, fire/EMS, transit)
- Focus on funding
- More focused scope

Diverse Opportunities for Participation

- Surveys
- Focus groups
- Stakeholder interviews
- Roundtables
- Large and small community workshops and pop-up workshops
- Group presentations
- Facilitated staff meetings



A multi-year, coordinated engagement effort to influence outcomes for a variety of projects—specifically the 2050 Comprehensive Plan, County Transit Plan, Belt Line Trail, Move Durham Study, Third Fork Creek Trail extension and R. Kelly Bryant Bridge Trail. The effort provides input from departments across the Durham City and County, including Durham City-County Planning, Transportation, Neighborhood Improvement Services, and General Services departments.

www.EngageDurham.com

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The Planning Department is in the beginning stages of re-writing Durham's Comprehensive Plan. The first stage is gathering input from residents and there will be many opportunities to do so. Be on the look out for notifications about meetings in coming months.

If you are interested in being more involved, Engage Durham has been created as a hub for community engagement across City government. The website is <https://engagedurham.com/>.

Durham City-County Planning Department

Final Thoughts

- The Department aims to make the development process in the City of Durham and Durham County as clear and transparent as possible.
- The Development Services Center was specifically created to be a one-stop-shop for all development services.
- If you cannot find the answer to your questions in the Knowledge Base, please send your questions to dscticket@dsc.mojohelpdesk.com or call 919-560-4137.



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STAY CONNECTED



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<https://durhamnc.gov/338/City-County-Planning>