



PLANNING AND COMMUNITY REVITALIZATION

The Planning and Community Revitalization department provides future direction for self-generating community and economic development for the City through a program of plan development and implementation; supports neighborhoods through homeowner assistance and community improvement programs; promotes economic development and redevelopment, particularly in historic and underserved areas of the community; protects, preserves and redevelops Wilson's historic resources; increases the livability and walkability of our community through coordinating improvement programs and projects; works with Wilson Economic Development, Wilson Downtown Development Corporation, Wilson Downtown Properties and Wilson Housing Authority to support their missions; and, in all we do, work with citizens to ensure that they have meaningful input into decisions that impact their daily lives. The Planning and Community Revitalization department is comprised of the Planning, Community Development, and Downtown Development divisions.

DEVELOPMENT SERVICES

Development Services ensures that new development and redevelopment is safe, attractive and built to code; helps neighborhoods through enforcement of zoning and city codes; provides award-winning Geographic Information Services including data analysis to citizens, City departments, and other agencies; and, in all we do, work with citizens, Planning & Design Review Board, Zoning Board of Adjustment, Wilson Home Builders Association and neighborhood associations and groups to ensure that they have meaningful input into decisions that impact their daily lives.

PLANNING AND COMMUNITY REVITALIZATION DEVELOPMENT SERVICES

COUNCIL GOALS

Building a Better Wilson 1	Economic Development 2	Infrastructure 3	Homes and Neighborhoods 4	Downtown 5	Recreation and Parks 6	Community Involvement 7
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DEPARTMENTAL GOALS FOR FISCAL YEAR

Department Goals and Initiatives PLANNING AND COMMUNITY REVITALIZATION	Link to Council Goals
1. Continue implementation of the recommendations within the adopted 2030 Comprehensive Plan, "Wilson Growing Together"	1,2,3,4,5,6,7
2. Maintain an active role in center city redevelopment through partnerships with Wilson Downtown Development Corporation, Wilson Downtown Properties, 301 Area, Wilson Forward, Barton College, Wilson Community College, and Wilson Housing Authority	1,2,4,5,7
3. Work on improving the appearance of Wilson by supporting the activities of the Appearance Commission	1,4,5
4. Continue to implement the Comprehensive Bicycle Transportation and Pedestrian Improvement Plans with assistance of the Bicycle and Pedestrian Advisory Board	1,6
5. Continue to implement the Safe Routes to School Action Plan by pursuing related grant and funding opportunities	1,3,4,5,7
6. Promote and actively seek opportunities for business development along aging business corridors such as Highway 301 and in Historic Downtown Wilson	1,2, 6
7. Seek to reduce dilapidated and abandoned housing and commercial structures by encouraging improvements and re-use	1,3,5
8. Be visible in the community by participating in community, civic, and neighborhood meetings which engage citizens in improving their City	7
9. Partner with Police, Human Relations, and other City departments on community improvements initiatives	7
Department Goals and Initiatives DEVELOPMENT SERVICES	Link to Council Goals
1. Enforce and interpret the Unified Development Ordinance to enhance the quality of life for the citizens of Wilson	1,2,3,4,5,6,7
2. Provide a minimum housing standard with enforcement for all residential dwellings within the City	1,4
3. Seek to reduce dilapidated and abandoned housing and commercial structures by encouraging improvements and re-use, or as a last resort, condemnation	1,3,5
4. Encourage the development of high quality commercial and residential projects	2,3,4,5
5. Provide user friendly development review and inspection services that are predictable and result in development projects that enhance the quality of life in Wilson	1,2,5
6. Seek to provide enterprise innovative Geographic Information Systems (GIS) that readily provides access to data, analytics and core mapping services to the City.	1,2,3,4,5,6,7
7. Protect our residents and property owners by providing education through our Program for Public Information to aid in protection of life, the reduction of property loss, identify potential flood hazards, protecting natural floodplain functions, reduce stormwater flooding and empowerment through general preparedness for hurricanes or other disasters.	1,2,3,4,5,6,7

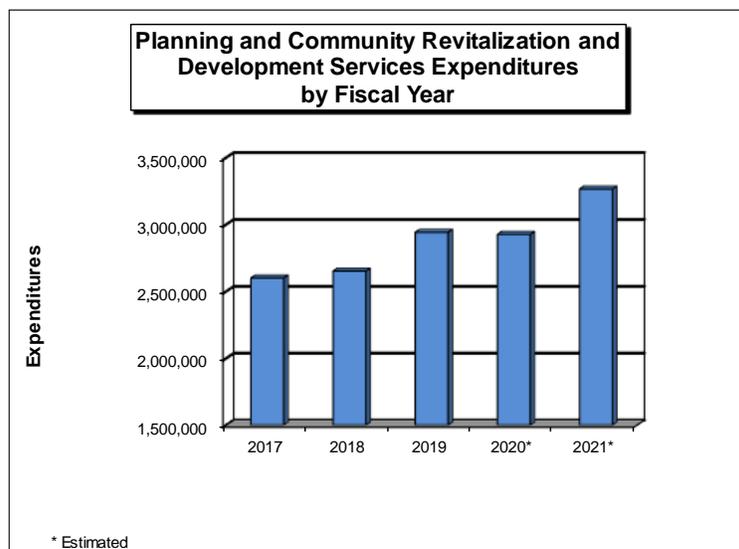
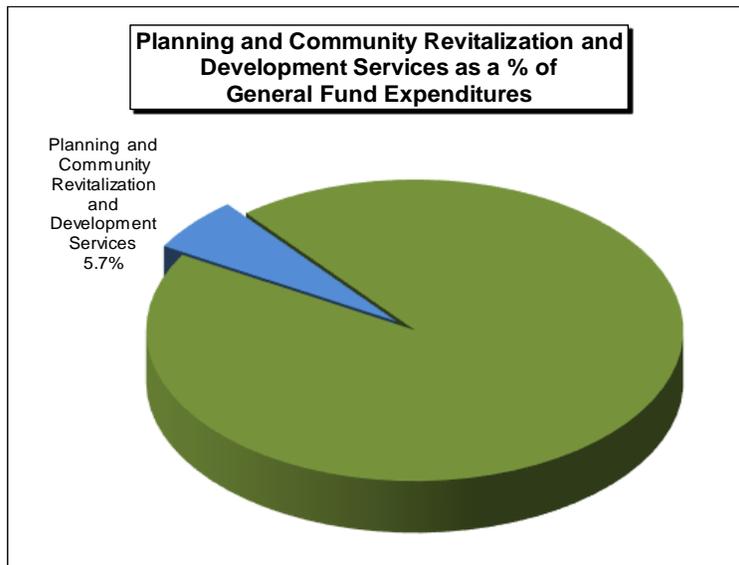
**PLANNING AND COMMUNITY REVITALIZATION
DEVELOPMENT SERVICES**

DEPARTMENT SUMMARY

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Personnel Services	\$ 2,772,474	\$ 3,048,070	\$ 2,762,605	\$ 3,138,540
Operating Expenses	636,534	718,870	566,610	591,670
Recovered Costs	(536,198)	(493,210)	(477,045)	(501,810)
Capital Outlay	<u>68,282</u>	<u>80,640</u>	<u>73,620</u>	<u>36,720</u>
TOTAL	<u>\$ 2,941,092</u>	<u>\$ 3,354,370</u>	<u>\$ 2,925,790</u>	<u>\$ 3,265,120</u>
OFFSETTING REVENUES	<u>\$ 939,638</u>	<u>\$ 440,380</u>	<u>\$ 680,831</u>	<u>\$ 469,550</u>

EXPENDITURES



**PLANNING AND COMMUNITY REVITALIZATION
DEVELOPMENT SERVICES**

PERSONNEL SUMMARY

Class Title	Salary Range	2018-19 Authorized (as amended)	2019-20 Authorized (as amended)	2020-21 Authorized
Planning and Community Revitalization (3501)				
Chief Planning and Development Officer	26	1	1	1
Planning and Community Development Manager	23	1	1	1
Senior Urban Design Planner	20	1	0	0
Senior Planner – Long Range	19	0	1	1
Senior Planner	19	1	1	1
Senior Community Development Planner	19	1	1	1
Arts Innovation Coordinator	19	1	1	1
Community Development Project Coordinator	18	1	0	0
Preservation Planner	18	1	1	1
Housing Rehabilitation Specialist	18	0	1	1
Community Development Planner	17	1	1	1
Center City Special Event Coordinator	16	1	1	1
Administrative Assistant	13	1	1	1
Construction Standards (3502)				
Inspections Manager	23	1	1	1
Assistant Inspections Manager	22	1	1	1
Senior Code Enforcement Officer	21	1	0	0
Community Improvement Special Project Coordinator	21	0	1	1
Community Improvement Specialist	18	0	1	1
Code Enforcement Officer I-III	15-20	4	4	4
Senior Inspections Technician	13	1	1	1
Inspections Technician	12	1	1	1
Land Development (3504)				
Land Development Manager	23	1	1	1
Senior Planner	19	1	1	1
Technical Review Coordinator	18	0	1	1
Planner	17	1	0	0
Planning Technician	12	1	1	1
Neighborhood Improvement (3505)				
Neighborhood Improvement Enforcement Coordinator	18	1	1	1
Neighborhood Improvement Specialist I-II	14-17	2	2	2
Part-time Nuisance Inspector	9	1	1	1
Geographic Information Services (3506)				
Geographic Information Services Manager	23	1	1	1
Geographic Information Services Analyst	21	1	1	1
Geographic Information Services Specialist	18	1	1	1
Full-time		30	31	31
Part-time		1	1	1

Redistribution Notes:

Position Title:	From:	To:	Percent:
Director of Planning and Community Revitalization	Downtown Development 8501	Planning and Community Revitalization 3501	80%

CAPITAL OUTLAY**PLANNING AND COMMUNITY REVITALIZATION
DEVELOPMENT SERVICES**

Item	New/ Replacement	2020-21 Budget
Neighborhood Improvement (3505)		
One (1) Pickup Truck w/extended cab	R	28,220
Geographic Information Services (3506)		
One (1) Printer/Copier/Scanner	R	8,500
Total		36,720

PLANNING AND COMMUNITY REVITALIZATION

Description of Services:

Planning and Community Revitalization is responsible for supporting the Historic Preservation Commission, Bicycle and Pedestrian Advisory Board, Wilson Appearance Commission Board, strategic and comprehensive planning, historic preservation planning, community development, public participation, safe routes to school, population and economic analysis, and Brownfields programs.

PROGRAM GOALS AND INITIATIVES:

- Support the implementation of the Wilson Forward, Comprehensive Transportation Plan, 2030 Comprehensive Plan, Bicycle and Pedestrian Comprehensive Plans recommendations
- Proactively plan for Wilson's future
- Plan, support, and implement community economic development, revitalization and redevelopment activities
- Support revitalization efforts for at-risk neighborhoods, downtown and business corridors by offering grants and/or loans to property owners and by redeveloping areas plagued by severe dilapidation and urban blight
- Be a leader in community planning efforts, including preparation of new neighborhood and recreational plans
- Promote and encourage quality rehabilitation of historic districts and landmark properties
- Provide administration, special project guidance and research to the Bicycle and Pedestrian Advisory Board, Wilson Appearance Commission and Historic Preservation Commission to improve the quality of life for residents of Wilson
- Partner with Wilson Housing Authority on the development of the Choice Neighborhood Initiative Plan
- Support on-going efforts for the Brownfields Program, Safe Routes to School, 301 Revitalization, Hominy Creek Greenway and Educational Forest Plans
- Continue implementation of design review standards for new development and expansions
- Continue evaluation of Unified Development Ordinance and suggest amendments as needed
- Implement the 301 TIGER grant in cooperation with Engineering and NCDOT

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Personnel Services	\$ 1,137,295	\$ 1,274,280	\$ 1,170,810	\$ 1,278,630
Operating Expenses	300,867	239,680	206,870	191,380
Recovered Costs	(49,623)	0	(14,045)	0
Capital Outlay	<u>658</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL	<u>\$ 1,389,197</u>	<u>\$ 1,513,960</u>	<u>\$ 1,363,635</u>	<u>\$ 1,470,010</u>

PERFORMANCE INDICATORS:

Outputs	2018-19 Actual	2019-20 Estimated	2020-21 Goal
Historic Preservation cases total	24	36	40
Special initiatives and plans undertaken	4	3	4
Grants and Loans Managed	11	10	10
Brownfield property assessments completed (grant dependent)	2	10	12

CONSTRUCTION STANDARDS

Description of Services:

Construction Standards is responsible for trade, site plan compliance with appropriate codes, ensuring a safely built environment, condemnation and demolition of unsafe buildings, recordkeeping for all permits and inspection activity, reviewing construction plans for code compliance.

PROGRAM GOALS AND INITIATIVES:

- Ensure that new and rehabilitated buildings are safe and meet appropriate building codes
- Ensure that inspectors are well trained to maintain a high level of service and professional competency
- Provide appropriate technology to allow customers to track the progress of their project
- Serve our customers with quality service
- Be a community resource for use of the North Carolina Rehabilitation & Existing Building Codes
- Maintain appropriate certification for inspectors and seek additional certifications as required
- Keep our customers apprised of departmental policies and code changes by participating in association meetings, hosting training seminars, and through updates on our website
- Provide prompt inspections and plan review services
- Eliminate unsafe commercial and residential structures when rehabilitation is no longer a viable option
- Provide appropriate project advice through project pre-meetings

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Personnel Services	\$ 791,588	\$ 857,380	\$ 844,005	\$ 950,990
Operating Expenses	103,366	208,780	111,130	183,740
Recovered Costs	(173,949)	(192,450)	(188,840)	(201,950)
Capital Outlay	<u>24,323</u>	<u>53,760</u>	<u>49,080</u>	<u>0</u>
TOTAL	<u>\$ 745,328</u>	<u>\$ 927,470</u>	<u>\$ 815,375</u>	<u>\$ 932,780</u>

PERFORMANCE INDICATORS:

Outputs	2018-19 Actual	2019-20 Estimated	2020-21 Goal
Permits issued	4,435	5,436	4,936
Inspections performed	8,939	9,633	9,286
Plans reviewed	306	339	323
Same day inspections if in by 7:30 a.m.	100%	98%	98%

LAND DEVELOPMENT

Description of Services:

Land Development is responsible for supporting the Planning and Design Review Board and the Board of Adjustment (BOA), coordinating the Technical Review Committee (TRC), permit review and issuance, special use permit review, variances and appeals, floodplain permits, elevation certificates, maintenance of public records, site, landscape, and architectural plan and design review, zoning administration, annexations, street closings and text amendments.

PROGRAM GOALS AND INITIATIVES:

- Provide respected and approachable customer service, technical assistance, reviews, and approval processes
- Support community revitalization and economic development efforts
- Provide timely, efficient, and effective review and approval of proposed projects
- Provide appropriate technology and allow customers to track their project's progress
- Protect and enhance the public's health, safety, and welfare as represented by City Council
- Adjust policies and ordinances that improve the quality of the built environment and further the policies of the 2030 Comprehensive Plan, Bicycle and Pedestrian Comprehensive Plans, Comprehensive Transportation Plan, Barton Area-Northwest-Old Wilson Area Neighborhood Plan and related plans
- Ensure that new development augments, supports and complements existing neighborhoods
- Continuously improve easily understood review and approval processes that respond to the needs of our users
- Maintain open communication through various media with customers, review agencies and citizens of Wilson while incorporating service excellence
- Provide flood education, information and assistance to Wilson residents and property & business owner's
- Support the preparation and awareness campaign for the 2020 Census to ensure an accurate population count

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Personnel Services	\$ 307,073	\$ 361,920	\$ 257,210	\$ 345,200
Operating Expenses	13,213	19,140	17,890	19,520
Capital Outlay	<u>42,643</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL	<u>\$ 362,929</u>	<u>\$ 381,060</u>	<u>\$ 275,100</u>	<u>\$ 364,720</u>

PERFORMANCE INDICATORS:

Outputs	2018-19 Actual	2019-20 Estimated	2020-21 Goal
Board cases processed	28	20	22
Plans/Permits reviewed	2,345	2,840	2,586
Site Plan review in 10 days	75%	85%	85%

NEIGHBORHOOD IMPROVEMENT

Description of Services:

Neighborhood Improvement is responsible for power on order and courtesy housing inspections, nuisance (including graffiti) investigating and abatement, junk vehicle investigation and removal, annual boarding house inspections, promoting safe and clean neighborhoods, educating tenants and landlords, and attending community group meetings.

PROGRAM GOALS AND INITIATIVES:

- Evaluate/amend current minimum housing inspection program to ensure compliance with recent statute changes
- Reduce neighborhood blight through code enforcement and neighborhood education
- Improve the quality of the City's housing stock through code enforcement and education
- Increase the cleanliness of the City through code enforcement and education
- Reduce hazards and nuisances throughout the City of Wilson
- Ensure the safety of residential dwellings through the Power on order and courtesy inspection program
- Work with neighborhood organizations to improve neighborhood conditions
- Partner with the City's police and fire departments to eliminate hazardous conditions that pose an immediate threat to the public's health, safety, and welfare
- Educate the citizens about the benefits of healthy neighborhoods
- Provide support to the Collaborative Team efforts
- Keep our customers apprised of departmental policies and code changes by participating in association meetings, hosting training seminars, and through updates on our website

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Personnel Services	\$ 241,927	\$ 254,940	\$ 204,600	\$ 250,970
Operating Expenses	123,555	171,470	174,000	143,460
Capital Outlay	<u>0</u>	<u>26,880</u>	<u>24,540</u>	<u>28,220</u>
TOTAL	<u>\$ 365,482</u>	<u>\$ 453,290</u>	<u>\$ 403,140</u>	<u>\$ 422,650</u>

PERFORMANCE INDICATORS:

Outputs	2018-19 Actual	2019-20 Estimated	2020-21 Goal
Power on order housing inspections (Note: Change per North Carolina General Statute 160A-424).	120	165	143
Vehicle/Nuisance complaints investigated	1,524	2,565	2,045
Zoning complaints investigated	1,085	255	670
Same day inspections if in by 7:30 a.m.	100%	98%	98%

GEOGRAPHIC INFORMATION SERVICES

Description of Services:

Geographic Information Services is responsible for expanding the use of geo-spatial technology throughout the City. It provides participants the ability to easily and equitably share geographically referenced graphic and associated attribute data that are accurate, current, secure, and readily useable. In addition to core mapping services the City of Wilson's GIS Services provides data analytics, desktop and on-line application development and various data integration projects. GIS Services seeks to provide the City of Wilson with all manner of data collection, analytics and mapping needs.

PROGRAM GOALS AND INITIATIVES:

- Assess and address each Departments specific GIS needs
- Continually promote cross-departmental data collaboration and information sharing
- Provide training opportunities by developing a "GIS Basics" track in all GIS User Group meetings
- Develop next generation on-line GIS tools for analyzing data and providing full self-service features for internal and external customers
- Develop Wilson's Open Government Geospatial website and service offerings
- Mobile application development
- Research cost reduction opportunities, in all GIS Services, services and offerings
- Maintain the updated patches, updates and releases for software and hardware within the Enterprise GIS Services
- Serve the community through participation in community events, citizen engagement and innovating new technology which will allow the community of Wilson to better make use of the City's service offerings
- Provide support and technological assistance for the 2020 Census
- Continually incorporate the service excellence into every interaction of GIS Services

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Personnel Services	\$ 294,591	\$ 299,550	\$ 285,980	\$ 312,750
Operating Expenses	95,533	79,800	56,720	53,570
Recovered Costs	(312,626)	(300,760)	(274,160)	(299,860)
Capital Outlay	<u>658</u>	<u>0</u>	<u>0</u>	<u>8,500</u>
TOTAL	<u>\$ 78,156</u>	<u>\$ 78,590</u>	<u>\$ 68,540</u>	<u>\$ 74,960</u>

PERFORMANCE INDICATORS:

Outputs	2018-19 Actual	2019-20 Estimated	2020-21 Goal
Helpdesk Tickets	413	330	300
Software Development Projects using ArcGIS On-line	10+	10	10
Unplanned System Down Time (hours)	< 8 hours	< 8 hours	< 8 hours