

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. Development Services is comprised of Geographic Information Systems (GIS), Inspections including Construction Standards & Neighborhood Improvement and Community Improvement divisions.

DEVELOPMENT SERVICES

COUNCIL GOALS

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

Department Goals and Initiatives	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

DEPARTMENT SUMMARY

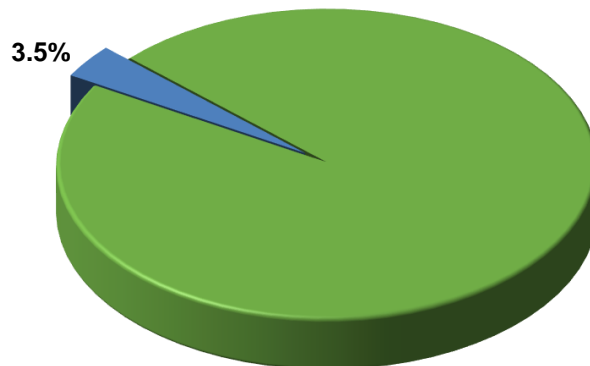
DEVELOPMENT SERVICES

EXPENDITURE SUMMARY:

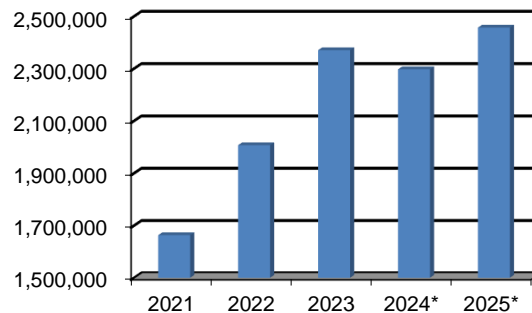
	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Personnel Services	\$ 1,927,422	\$ 2,004,121	\$ 2,193,020	\$ 2,160,520	\$ 2,412,440
Operating Expenses	573,904	915,700	412,630	1,120,602	476,920
Recovered Costs	(516,827)	(549,908)	(586,340)	(587,800)	(485,430)
Capital Outlay	22,314	-	46,670	53,402	52,560
TOTAL	\$ 2,006,813	\$ 2,369,913	\$ 2,065,980	\$ 2,746,724	\$ 2,456,490
OFFSETTING REVENUES	\$ 813,692	\$ 793,710	\$ 622,800	\$ 772,800	\$ 667,160

EXPENDITURES

**Development Services Expenditures
as a % of General Fund Expenditures**



**Development Services Expenditures
by Fiscal Year**



* Estimated

Previous Fiscal Year budgets reflected Planning/Community Revitalization and Development Services as one department. Effective Fiscal Year 2025, the departments will be shown separately. Historical amounts have been separated for comparative purposes.

PERSONNEL SUMMARY

DEVELOPMENT SERVICES

Class Title	Salary Range	2022-23 Authorized	2023-24 Authorized	2024-25 Authorized
Construction Standards (3502)				
Director of Development Services	26	0	1	1
Assistant Director of Development Services	25	0	0	1
Inspections Manager	24	1	1	1
Assistant Inspections Manager	23	1	1	0
Community Improvement Special Project Coordinator	22	1	1	1
Community Improvement Specialist	18	1	1	1
Code Enforcement Officer I-III	17-21	4	4	6
Senior Inspections Technician	15	1	1	1
Inspections Technician	14	1	1	1
Land Development (3504)				
Land Development Manager	24	1	1	1
Senior Planner	22	1	1	1
Planner	20	1	1	1
Zoning Enforcement Specialist	15	0	1	1
Planning Technician	12	1	1	1
Neighborhood Improvement (3505)				
Inspections Specialist	18	1	1	1
Neighborhood Improvement Specialist I-II	15-17	2	2	2
Assistant Inspections Technician	11	1	1	1
Geographic Information Services (3506)				
Geographic Information Services Manager*	24	1	1	0
Geographic Information Services Analyst*	22	1	1	0
Geographic Information Services Specialist	20	1	1	1
Full-time		21	23	23

*Geographic Information Services Manager and Analyst - Transferred from General Fund in FY25

CAPITAL OUTLAY

DEVELOPMENT SERVICES

Item	New/ Replacement	2024-25 Budget
Construction Standards (3502)		
Two (2) Vehicles (Sedan/Van/Crossover)	N	52,560
Total		52,560

Impact of Capital Outlay on Operating Budget:

Note: Any direct impact on the operating budget from capital items identified for replacement or new purchase in FY 2025 will result from a reduction to the maintenance and/or repair costs previously experienced on the older items. This amount of reduction varies and for this reason is not extrapolated and built into the

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, and 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
- Assist in the implementation of Cityworks and its integration into our permitting system
- Serve our customers with quality service
- Be a community resource for use of the North Carolina Rehabilitation and 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:

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Personnel Services	\$ 973,134	\$ 1,016,082	\$ 1,050,520	\$ 1,050,520	\$ 1,516,310
Operating Expenses	354,963	611,877	194,520	635,722	228,420
Recovered Costs	(210,682)	(214,130)	(226,010)	(227,470)	(334,600)
Capital Outlay	<u>22,314</u>	<u>-</u>	<u>10,000</u>	<u>43,402</u>	<u>52,560</u>
TOTAL	<u>\$ 1,139,729</u>	<u>\$ 1,413,829</u>	<u>\$ 1,029,030</u>	<u>\$ 1,502,174</u>	<u>\$ 1,462,690</u>

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2022-23 Actual	2023-24 Estimated	2024-25 Goal
1,2,4,5	Permits issued	5,201	5,028	5,115
1,2,3,4,5,7	Inspections performed	10,513	12,104	11,309
1,2,3,4,5,7	Plans reviewed	311	296	304
1,2,3,4,5,7	Same day inspections if in by 7:30 a.m.	98%	99%	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, 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 recommended projects
- Provide appropriate technology and allow customers to track their project's progress
- Assist in the implementation of Cityworks and its integration into our project management system
- 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 and business owners that supports our participation in the Community Rating System and National Flood Insurance Program

EXPENDITURE SUMMARY:

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Personnel Services	\$ 343,670	\$ 407,416	\$ 489,810	\$ 489,810	\$ 496,140
Operating Expenses	13,455	32,264	18,880	30,880	24,940
Capital Outlay	-	-	10,000	10,000	-
TOTAL	\$ 357,125	\$ 439,680	\$ 518,690	\$ 530,690	\$ 521,080

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2022-23 Actual	2023-24 Estimated	2024-25 Goal
1,2,3,4,5,6,7	Board cases processed	35	28	30
1,2,3,4,5,7	Plans/Permits reviewed	2,956	2,608	2,750
1,2,3,4,5,7	Site plan review in 10 days	90%	80%	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:

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Personnel Services	\$ 278,064	\$ 231,164	\$ 290,540	\$ 258,040	\$ 298,090
Operating Expenses	<u>155,359</u>	<u>201,296</u>	<u>137,640</u>	<u>363,140</u>	<u>136,920</u>
TOTAL	<u>\$ 433,423</u>	<u>\$ 432,460</u>	<u>\$ 428,180</u>	<u>\$ 621,180</u>	<u>\$ 435,010</u>

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2022-23 Actual	2023-24 Estimated	2024-25 Goal
1,2,3,4,5,7	Power on order housing inspections (Note: Change per North Carolina General Statute 160A-424)	282	464	373
1,2,3,5,7	Vehicle/Nuisance complaints investigated	2,004	2,504	2,254
1,2,3,5,7	Zoning complaints investigated	1,266	536	901
1,2,3,4,5,7	Same day inspections if in by 7:30 a.m.	99%	99%	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:

- Further department level integration(s) of Cityworks and Geographic Information Systems, allowing for bidirectional flow of data through use of web-services
- Assist City departments in the creation of Cityworks workflows
- Manage pilot project for the data capture of Water Distribution GIS data and its migration/integration into the City of Wilson's Utility Network
- Promote cross-departmental and City/County data collaboration and information sharing
- Ensure City of Wilson Enterprise GIS editors and power users have internal support for the transition to an ArcGIS Pro GIS environment
- Support and maintain 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
- Continually develop a mobile first strategy for the City of Wilson's Enterprise GIS while incorporating service excellence into every interaction of GIS Services

EXPENDITURE SUMMARY:

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Personnel Services	\$ 332,554	\$ 349,459	\$ 362,150	\$ 362,150	\$ 101,900
Operating Expenses	50,127	70,263	61,590	90,860	86,640
Recovered Costs	(306,145)	(335,778)	(360,330)	(360,330)	(150,830)
Capital Outlay	-	-	26,670	-	-
TOTAL	\$ 76,536	\$ 83,944	\$ 90,080	\$ 92,680	\$ 37,710

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2022-23 Actual	2023-24 Estimated	2024-25 Goal
1,5,6,7	Request for addressing or address maintenance	0	>200	>300
5,6	Advanced Data Analysis and/or Software Development (Desktop, Web, Mobile) Projects	>10	>10	>10
5,6	Unplanned System down time (hours)	< 8 hours	< 8 hours	< 8 hours