

# Town of Cary

## VIP User's Guide

Two of the hallmarks of Cary's national recognition as one of the best places to live, work, and raise a family are good planning and a high level of citizen involvement. To this end and at the direction of the Town Council, Town of Cary staff, in collaboration with outside consultants, developed the Virtual Interactive Planner or VIP for short. VIP is an internet-based tool designed to provide you with an easy to use interactive program that helps guide you through the Cary development process. It is designed to help reduce the confusion and intimidation sometimes associated with necessary complex, comprehensive processes like land development.

VIP allows you to enter any address, Property Identification Number (PIN) or Real Estate Identification Number (RID) and a proposed development from a dropdown menu. Based on the information obtained, the program will interface with multiple layers of the Town's Maps Online program and will determine and animate the appropriate path of development. You will have a choice of using the animated version or the text only version. Both versions (animated or text only) will include a wide variety of development-related information such as downloadable applications, fee schedules, definitions and other useful tools. VIP will also provide you with the option to research information about a property (i.e. zoning or land use designation) or a process (i.e. rezoning or CPA) and will connect you to individualized zoning districts such as Planned Development Districts (PDDs) or specific Area Plan notes.

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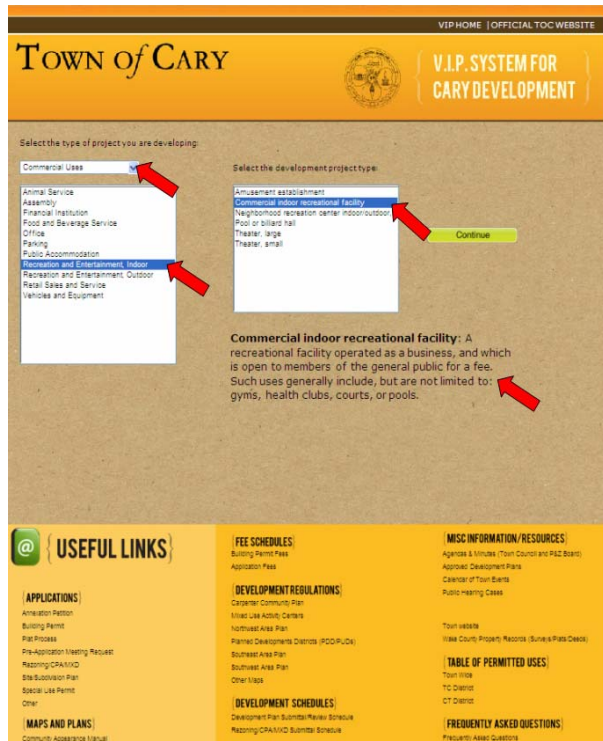
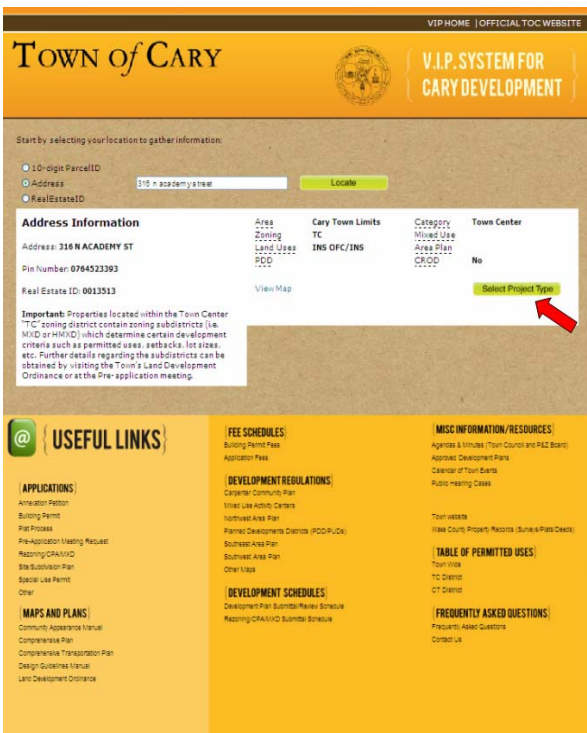
## Getting Started

When you open VIP, a brief **video** will pop up introducing you to the program. At any time, you can mouse-over the video to pause or close the video. On the welcome screen you will have several options to gather information. You can choose to **run a proposed development scenario**, **search for property information**, **search by process information**, **contact Planning staff** or **connect to a variety of useful links** including applications, development regulations, application and permitting fees, maps, development schedules, permitted use tables and other miscellaneous information and resources.

## Development Scenario

The development path allows you to **locate a property** by using either a Parcel Identification number (PIN), Real Estate Identification (RID) number or an address. Once you enter the property, click on the "Locate" button. If you don't have the exact parcel information, you can search it using Cary's **Maps Online**.

After you find the property, VIP will ask you to **select a development type** (i.e., convenience store, day care center, cell tower, etc.). The program will display the Land Development Ordinance's **definition** of the development type. Once you select the development type, hit the "Continue" button and VIP will interface with Cary's Maps Online to gather the pertinent information (such as zoning, land use, area plans, etc.) and will "chart your course" based on the type of processes you will need.



You will have the option of viewing your path in an **animated or non-animated** fashion.



### NAVIGATING THE DEVELOPING PROCESS


Select a development process:

**Animated V.I.P.**  
(Flash Based)



go now

**Standard V.I.P.**  
(Text Only)



go now

### FIND INFORMATION

If it is merely information about a property (i.e. zoning or land use designation) or a process (i.e. rezoning or CPA) that you are seeking,

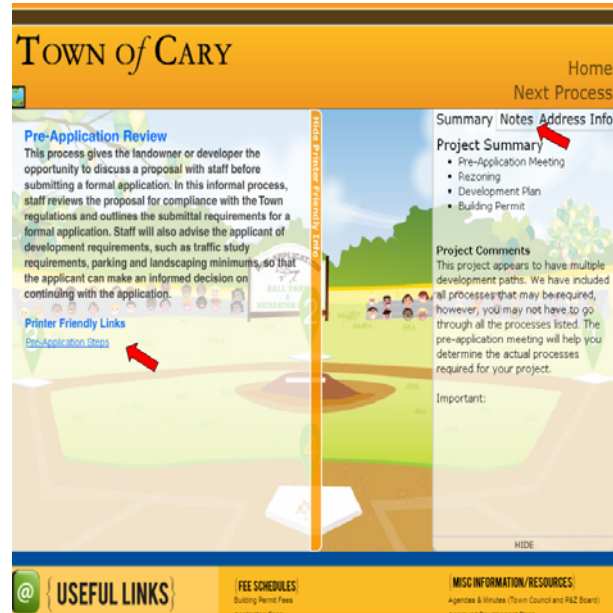
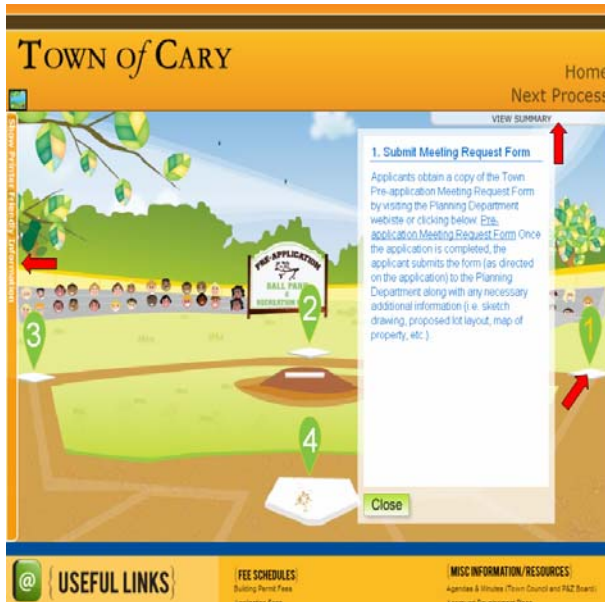
### HOW THE VIP SYSTEM WORKS

The Virtual Interactive Planner, or VIP, has been created to provide a user-friendly interactive program to guide citizens and users through the Town of Cary development process. VIP is designed to help reduce the confusion and intimidation sometimes associated with necessary complex, comprehensive processes like land development.

VIP allows you to enter any address, Property Identification Number (PIN) or Real Estate Identification Number (RID) and a proposed development from a dropdown menu. Based on the information obtained, the program will interface with multiple layers

## Animated

The animated version will provide you with a mix of flash programming and video explanation of each process. Each process is described in a different scene with **numerical items** (i.e. ducks, bases, fish, et cetera) that depict the steps in the process in a series of **call-outs**. The animated version is interactive and allows the user to play with the scenes. In the animated version you can also view **pull-down menus** that will provide **printable information**, and provide you with a summary of your project and any pertinent **notes** such as if your project is located in a Planned Development District (PDD), Mixed Use Overlay District (MUOD), Area Plan or Conservation Residential Overlay District (CROD).



While in the animated version, you can jump to different scenes within your development path by clicking on the **map** in the upper left corner, move forward to the **next process** in your development path, or you can go back to the beginning by clicking on the **home** button.



## Non-animated

The non-animated version will provide you with a mix of printable information and detailed steps of each process. VIP takes the **property information** and **development scenario** you provided and determines the **appropriate processes**. These processes are further broken down into greater detail of each step in the processes. VIP also alerts and links you to any **notes** that pertain to the property you entered, such as Area Plan notes, links to Overlay Districts or PDD Zoning districts. Definitions of the terms found in this section are revealed through the mouse-over feature.

The screenshot shows the 'Project Summary' page for a property at 0 NC 55 HWY. The page is titled 'TOWN of CARY' and 'V.I.P. SYSTEM FOR CARY DEVELOPMENT'. It includes a 'Project Summary' section with the following details:

- Address: 0 NC 55 HWY
- Pin Number: 0735745658
- Real Estate ID: 0371742
- Area: Cary ETJ
- Zoning: GC
- LandUses: MXD
- PDD: [blank]
- Category: Mixed Use
- Area Plan: CROD
- General Town Area: Northwest Area
- No: No
- Project: Animal Service: Kennel, indoor only
- Paths: 35
- Single paths: [blank]

Below the summary is a 'Path to Development' section listing four processes: 1. Pre-Application Meeting, 2. Annexation, 3. Development Plan, and 4. Building Permit. To the right is an 'Area Plan Notes' section with a note about subarea nw21. At the bottom, there are 'USEFUL LINKS' categorized into APPLICATIONS, FEE SCHEDULES, DEVELOPMENT REGULATIONS, and MISC INFORMATION/RESOURCES.

The non-animated option is good for someone looking for the basic information without going through the “bells and whistles” of VIP. In both the animated version and non-animated versions of VIP, you will have access to printable quick facts and flowcharts (process steps) for each process.

## Quick Facts

**Quick facts** are designed to give you important information regarding any selected development process.

The screenshot shows the 'Comprehensive Plan Amendment' page. It is titled 'TOWN of CARY' and 'V.I.P. SYSTEM FOR CARY DEVELOPMENT'. The page includes a 'Project Home' button and a 'Comprehensive Plan Amendment' section with the following details:

- CRA Steps
- CRA Quick Facts
- Steps in Comprehensive Plan Amendment:
  1. Optional Pre-Application Meeting
  2. Formal Application Submittal
  3. Case Manager Assigned
  4. Public Hearing Notification
  5. Public Hearing
  6. Optional DRC Meeting
  7. Planning & Zoning Board Hearing
  8. Town Council Action
- 1. Optional Pre-Application Meeting: Prior to the submittal of the Land Use Amendment application to the Planning Department, applicants are strongly encouraged to participate in an optional pre-application meeting with members of the Development Review Committee (DRC). This process was developed to improve communication between applicants and Town staff and is intended to provide the applicant with clear direction and understanding of the amendment process, schedule, fees and submittal requirements. This typically results in a more efficient application process. It is at this meeting where the appropriate Land Use designation is discussed.

These quick facts include information such as the types of information considered when approving or denying a development proposal, the criteria outlined in the Land Development Ordinance (LDO) for staff evaluation of a development proposal, the level of discretion Town Council has for approving or denying a development proposal, how notice is provided to the public, the amount of input a citizen has on the development proposal, who recommends and/or approves or denies a development proposal, if and where appeals are made on a decision and what the ultimate product is of a development (if approved).

TOWN of CARY		Development Process Quick Facts
Development Plan   Site Plan		
<b>Elements of Consideration</b>	The proposed Plan consistent with the LDO, Land Use Plan, Design Guidelines, Community Appearance Manual and all other applicable local, State or Federal requirements	
<b>LDO Criteria Used in Evaluating Proposals</b>	Plan is prepared consistent with the LDO. Specifically, Chapter 5 (Use Regulations), 6 (Dimensional Standards), 7 (Development & Design Standards), 8 Standards for Subdivisions and Uses Requiring Site Plans), and Chapter 9 (Signs). In addition, the Community Appearance Manual, Design Guidelines and any other adopted plan.	
<b>Level of Discretion</b>	Staff	
<b>Notice</b>	Notices mailed to residents within 400 feet during second review	
<b>Citizen Input</b>	None	
<b>Approval Authority</b>	Staff*	
<b>Appeal</b>	Town Council	
<b>Product</b>	Plan Approval	

### Process Steps

**Process steps** are designed to provide you with a printable step-by-step flowchart of a specific development process.

The screenshot shows the 'V.I.P. SYSTEM FOR CARY DEVELOPMENT' interface. At the top, it says 'TOWN of CARY' and 'CONTACT | OFFICIAL TOC WEBSITE'. Below that is a navigation bar with 'Project Home'. The main content area is titled 'Comprehensive Plan Amendment' and includes links for 'CPA Steps' (highlighted with a red arrow) and 'CPA Quick Facts'. A list of 'Steps in Comprehensive Plan Amendment' is shown, with the first step expanded to show details.

**Steps in Comprehensive Plan Amendment**

1. Optional Pre-Application Meeting
2. Formal Application Submittal
3. Case Manager Assigned
4. Public Hearing Notification
5. Public Hearing
6. Optional DRC Meeting
7. Planning & Zoning Board Hearing
8. Town Council Action

**1. Optional Pre-Application Meeting**

Prior to the submittal of the Land Use Amendment application to the Planning Department, applicants are strongly encouraged to participate in an optional pre-application meeting with members of the Development Review Committee (DRC). This process was developed to improve communication between applicants and Town staff and is intended to provide the applicant with clear direction and understanding of the amendment process, schedule, fees and submittal requirements. This typically results in a more efficient application process. It is at this meeting where the appropriate Land Use designation is discussed.

Process steps often include helpful notes and references for a better understanding of the process. These notes and references include information such as protest petitions, timeframes and more.

### Development Plan Process

<b>Step 1</b> Required Pre-Application Meeting	<b>Step 1 Required Pre-Application Meeting</b> Prior to the submittal of the Development Plan to the Planning Department, applicants are required to participate in a pre-application meeting with members of staff which make up the Development Review Committee (DRC). This process was developed to improve communication between applicants and Town staff and is intended to provide the applicant with clear direction and understanding of the plan review process, schedule, fees and submittal requirements. This typically results in a more efficient application process. It is at this meeting where the various regulations are discussed as well as other requirements associated with a development plan such as a traffic study.
<b>Step 2</b> Formal Application Submittal	<b>Step 2 Formal Application Submittal</b> The applicant shall submit the completed application form, correct number of plan sets, fees and support documents as specified in the Land Development Ordinance and identified during the pre-application meeting. After receipt, the application will undergo a completeness review. An application that is not deemed "complete" will be returned to the applicant. A description of the required materials for a "complete" Development Plan application is provided on the Town's Web site.
<b>Step 3</b> Case Manager Assigned	<b>Step 3 Case Manager Assigned</b> Once the application is deemed complete, a case manager is assigned who will be the point of contact for the applicant. The case manager will conduct a sufficiency check of the application to ensure all the information provided is sufficient to adequately review/comment on the proposed request. The case manager is responsible for coordinating comments from Town staff and communicating all comments to the applicant.
<b>Step 4</b> Case Manager Assigned	<b>Step 4 Staff Review of Development Plan</b> Upon submittal, staff reviews the plan against the LDO and other Town requirements, such as the Town Design Guidelines and Community Appearance Manual. After review, comments from all reviewing departments are gathered by the case manager and compiled into a single document.
<b>Step 5</b> Comments Issued to Applicant	<b>Step 5 Comments Issued to Applicant</b> Once the comments are compiled by the case manager, the comments are forwarded to the applicant for guidance and compliance.
<b>Step 6</b> Staff/Applicant DRC Meeting	<b>Step 6 Staff/Applicant DRC Meeting</b> Shortly after receiving comments back from Town staff, the applicant is invited to attend another meeting with staff from the Development Review Committee to go over any comments the applicant requests clarification on, disagrees with or proposes a suitable alternative. As with all DRC meetings, these meetings occur on Wednesdays.
<b>Step 7</b> Applicant Resubmits	<b>Step 7 Applicant Resubmits</b> Following the staff/applicant DRC meeting, the applicant resubmits the Development Plan and addresses staff comments. Staff reviews the resubmittal based on the information provided and prepares adjacent property owner letters.
<b>Step 8</b> Adjacent Property Owner Letters	<b>Step 8 Adjacent Property Owner Letters</b> Following the first resubmittal (staff's second review), letters are mailed to all property owners within 400 feet of the Development Plan property. This notice is a courtesy notice to inform the nearby property owners what is being planned and allows the property owners the opportunity to come to the Planning office to see a copy of the Development Plan.
<b>Step 9</b> Submittal/Review Cycle	<b>Step 9 Submittal/Review Cycle</b> The submittal/review cycle continues until Town staff is comfortable and confident that all of staff's comments are addressed, all issues are resolved and all ordinance requirements are met, unless waived by the Town Council through a public hearing process.
<b>Step 10</b> Letter of Notification (LON) Issued	<b>Step 10 Letter of Notification Issued</b> Once staff is comfortable with the Development Plan, a Letter of Notification (LON) is issued which allows the applicant to submit final plans and the construction plan packet. The LON also allows the applicant to begin applying for site development permits, such as utility, grading and other such permits.

- Notes**  
Information required on a Development Plan is found in Section 4.4.2(i) of the Land Development Ordinance, by contacting staff at (919) 469-4082, or by visiting our Web site at [www.townofcary.org](http://www.townofcary.org).
- ➔ Development Plans are not subject to protest petitions and are administratively approved unless a variance or reduction is requested that is outside the authority of staff as provided for in the LDO.
  - ➔ The average Development Plan undergoes the submittal/review cycle (as identified in Step 9) 3-4 times prior to the issuance of a Letter of Notification.
  - ➔ Development Plans within the Town Center are reviewed by the Town Center Review Commission (TCRC) prior to Staff approval.

### Application

**Application** provides you with a printable application for the process you are currently viewing. Applications can be downloaded here or in the quick links section at the bottom of every page.

VIP HOME | OFFICIAL TOC WEBSITE

# TOWN of CARY

## V.I.P. SYSTEM FOR CARY DEVELOPMENT

[Project Home](#)

## Development Plan

Development Plan Steps  
Development Plan Quick Facts  
Site/Subdivision Plan Application ➔

Address: 316 N ACADEMY ST

ParcelID: 0764523393

[View Map](#)

### Steps in Development Plan

1. Required Pre-Application Meeting
2. Formal Application Submittal
3. Case Manager Assigned
4. Staff Review of Development Plan
5. Comments Issued To Applicant
6. Staff/Applicant DRC Meeting
7. Applicant Resubmits
8. Adjacent Property Owner Letters
9. Submittal/Review Cycle
10. Letter of Notification Issued

### 1. Required Pre-Application Meeting

Prior to the submittal of the Development Plan to the Planning Department, applicants are required to participate in a pre-application meeting with members of staff which make up the Development Review Committee (DRC). This process was developed to improve communication between applicants and Town staff and is intended to provide the applicant with clear direction and understanding of the plan review process, schedule, fees and submittal requirements. This typically results in a more efficient application process. It is at this meeting where the various regulations are discussed as well as other requirements associated with a development plan such as a traffic study.

Site/Subdivision  
Pre-Application Conference

DATE: \_\_\_\_\_

E-MAIL TO: [tara.adams@townofcary.org](mailto:tara.adams@townofcary.org)

Meetings are held on Wednesday. To ensure a spot for your project on the Site/Subdivision Pre-Application Agenda, this **COMPLETED** application along with a sketch of proposed site must be received by Tara Adams, Plans Facilitator (via e-mail) no later than eight days (Tuesday) prior to the requested date. The sketch must include north arrow, scale, buffers, street/coraces, access, parking, building locations, preliminary location of storm water devices, acre of site, lot sizes and number of lots, if appropriate, and other relevant information.

APPLICANT		APPLICANT'S CONTACT PERSON	
Name	Firm	Name	Firm
Street Address	City, State, ZIP	Street Address	City, State, ZIP
Phone	FAX	Phone	FAX
e-mail address		e-mail address	

PROJECT & PARCEL INFORMATION			
Project Name	County Parcel Number(s) 10 digit	Real Estate ID(s)	Area (Calculated Acres)
			0.00
<b>Total Acreage</b>			
<b>Street Address(es):</b>			
<b>Project Description:</b>			
Traffic Impact Analysis has been submitted (if applicable) <input type="checkbox"/> Yes <input type="checkbox"/> No			
Site associated with an annexation <input type="checkbox"/> Yes <input type="checkbox"/> No			
Is the site located w/in an Activity Center Overlay? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, which one: _____			
CURRENT ZONING:		PROPOSED ZONING:	

Please note, upon receipt, the Town of Cary will contact you confirming the date of your pre-application meeting. You will receive an agenda of the time your case is scheduled via e-mail one week prior to your scheduled date.

Pre-applications are typically scheduled in the mornings, depending on the agenda that day. If there is a time that will not work for you, please indicate below:

## Property Search

If it is merely property information (i.e., zoning, land use, overlay districts, area plans, etc.) you are seeking, VIP allows you to search properties for that as well. By clicking on the **“Search Property Information”** button, you can enter an address, PIN or RID number and find the information you are looking for. You can verify the property location by using the Google maps feature included. If the property you are researching is in a Planned Development District (PDD) or Mixed Use Overlay District (MUOD), VIP also will link you to those documents.

## Process Search

If it is merely information about a process (i.e., rezoning, annexation, building permit, etc.) you are seeking, VIP allows you to search our development processes as well. By clicking on the **“Search Process Information”** button, you can select the process you want more information about and read step-by-step details of each process as well as view printable quick facts, flowcharts and applications of each process. You will also be able to view the **animated or text only** version of each process here.

Development Process	Text Help	Animated Help
Pre-Application Meeting	<a href="#">Text Help</a>	<a href="#">Animated Help</a>
Comprehensive Plan Amendment	<a href="#">Text Help</a>	<a href="#">Animated Help</a>
MXD Rezoning	<a href="#">Text Help</a>	<a href="#">Animated Help</a>
Rezoning	<a href="#">Text Help</a>	<a href="#">Animated Help</a>
Special Use Process	<a href="#">Text Help</a>	<a href="#">Animated Help</a>
Annexation	<a href="#">Text Help</a>	<a href="#">Animated Help</a>
Development Plan	<a href="#">Text Help</a>	<a href="#">Animated Help</a>
Platting	<a href="#">Text Help</a>	<a href="#">Animated Help</a>
Building Permit	<a href="#">Text Help</a>	<a href="#">Animated Help</a>

## Useful Links

VIP also gives you the option of researching, downloading or printing a variety of useful information.

**FIND INFORMATION**  
If it is merely information about a property (i.e. zoning or land use designation) or a process (i.e. rezoning or CPA) that you are seeking, VIP provides you with the option of searching a property or process information without selecting a development scenario.

search property information  
search process information

**USEFUL LINKS**

**(APPLICATIONS)**  
Amusement Petition  
Building Permit  
Pal Process  
Pre-Application Meeting Request  
Rezoning(CPA/MXD)  
Site/Subdivision Plan  
Special Use Permit  
Other

**(DEVELOPMENT REGULATIONS)**  
Community Appearance Manual  
Comprehensive Plan  
Comprehensive Transportation Plan  
Design Guidelines Manual  
Land Development Ordinance

**(FEE SCHEDULES)**  
Building Permit Fees  
Development Fees

**(DEVELOPMENT REGULATIONS)**  
Carpenter Community Plan  
Mixed Use Activity Centers  
Northwest Area Plan  
Planned Developments Districts (PDD/PUDs)  
Southeast Area Plan  
Southwest Area Plan  
Other Maps

**(DEVELOPMENT SCHEDULES)**  
Development Plan Submittal/Review Schedule  
Rezoning(CPA/MXD) Submittal Schedule

**MISC INFORMATION/RESOURCES)**  
Agendas & Minutes Town Council and P&Z Board  
Approved Development Plans  
Calendar of Town Events  
Public Hearing Cases

Town website  
Wake County Property Records (Surveys/Plats/Deeds)

**(TABLE OF PERMITTED USES)**  
Town Wide  
TC District  
CT District

**(FREQUENTLY ASKED QUESTIONS)**  
Frequently Asked Questions  
Contact Us

proposed development from a dropdown menu. Based on the information obtained, the program will interface with multiple layers of the Town's Maps Online program and will determine and animate the appropriate path of development. You have a choice of using the animated version or the text only version. Both versions (animated or text only) will include a wide variety of development-related information such as downloadable applications, fee schedules, definitions and other useful tools.

This information includes access to development applications, regulations and schedules. Other links include approved development (site and subdivision) plans, PDD master plans, Mixed Use Overlay District maps, approved Area Plans (southeast, southwest, Alston, et cetera) as well as a variety of other maps related to development. Fee schedules (building permit and application fees), Council and Planning & Zoning Board agendas and minutes and links to our current public hearing cases can also be found in this section. You can also link to Wake County Register of Deeds from here as well as download and print color coded, easy to understand permitted use tables.

## Other Tips

If you have any questions throughout your experience with VIP or have a suggestion that might make VIP better, please click on the **envelope** and send us your comments. To expedite the process, we ask that you please type "VIP" in the subject line. You may also start over at any time by clicking on the **"VIP Home"** button

**V.I.P. SYSTEM FOR CARY DEVELOPMENT**

**Begin Your Development Adventure**

click the map to begin

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**USEFUL LINKS**

**TOWN OF CARY**

**V.I.P. SYSTEM FOR CARY DEVELOPMENT**

**Begin Your Development Adventure**

click the map to begin

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**USEFUL LINKS**