# Table of Contents

1 - Introduction ................................................................................................................3
  1.1 Overview ...........................................................................................................3
  1.2 Technical Requirements ..................................................................................3
  1.3 EPM Home Page ..............................................................................................3
  1.4 The Big Picture ..............................................................................................4

2 - Workflow and Process Description .............................................................................6
  2.1 Workflow Diagram .........................................................................................6
  2.2 Description of Workflow Statuses and Actions .............................................7

3 - Customer Account Management ...............................................................................9
  3.1 New Customer Account Creation ..................................................................9
  3.2 Customer Account Management ................................................................11
  3.3 Update Company Profile .............................................................................12
  3.4 User Management .........................................................................................13
  3.5 Assign Contractors to Projects ..................................................................15

4 - Sign In and Sign Out ..............................................................................................17
  4.1 Overview ......................................................................................................17
  4.2 Sign In ...........................................................................................................17
  4.3 Sign Out ........................................................................................................17
  4.4 Forgot Username .........................................................................................18
  4.5 Forgot Password ..........................................................................................19

5 Customer Dashboard ....................................................................................................20
  5.1 Home Tab .....................................................................................................20
  5.2 Submit County Land Development Application ........................................20
  5.3 Open Actions Tab .......................................................................................21
  5.4 Active Projects Tab .....................................................................................21
  5.5 Building Plan Permits Not Issued Tab .........................................................22
  5.6 Search Tab ....................................................................................................22

6 – Customer Application Form ....................................................................................23
  6.1 Application Form ..........................................................................................23

7 – EPM Actions ..........................................................................................................30
  7.1 Customer Project Details Page .....................................................................30
  7.2 Customer Navigation Pane ...........................................................................30
    7.2.1 Project History ..................................................................................31
    7.2.2 Graphical View ...............................................................................31
    7.2.3 Submitted Files .................................................................................31
    7.2.4 Resubmit Package ............................................................................32
    7.2.5 Request Edit Application ..................................................................32
    7.2.6 Change Project Manager ..................................................................32
    7.2.7 Review Results ..................................................................................33
    7.2.8 Approved Package ...........................................................................34
1 - Introduction

1.1 Overview
The Electronic Plans Management (EPM) system is a web-based application designed for County staff and the engineering design community to automate electronic plan submission, intake, routing, review and management of plans.

EPM will help both staff and designers to operate more efficiently through:
- Presenting forms, applications and associated project documents online.
- The electronic submittal of both plans and accompanying documents.
- Online tracking of the project development process by both staff and developers.
- The electronic response to designers with both textual comments and plan mark-ups.
- Automatic monitoring and routing of reviews between staff.
- Providing the ability for supervisors to identify overdue tasks.

1.2 Technical Requirements
In order to access the EPM application successfully, the user needs:
- A connection to the internet
- A Mecklenburg County authorized user name and password.
- Internet Explorer 7.0 (or higher). Note: EPM is designed to work with Internet Explorer ONLY. Therefore, using Mozilla’s Firefox or other internet browsers is not recommended.
- JavaScript enabled on the browser.
- Flash Enabled
- Bluebeam Revu for all reviewers
- Bluebeam Q on the server/s

1.3 EPM Home Page
The Home page for EPM is: http://epm.mecklenburgcountync.gov/
ELECTRONIC PLAN MANAGEMENT (EPM) STANDARD WORKFLOW for County Land Development and the Towns of Mecklenburg County

APPLICATIONS FOR: STORM WATER PERMITS, ABUILTS, DRIVEWAYS, EROSION CONTROL, REVISIONS TO APPROVED PLANS, TIS / TIA, PLATS

"EPM APPLICANT"

INSPECTIONS PERFORMED (GRADING, ASBUILT…) (INSPECTORS)

POSSE

APPROVED PLANS

Print & Sign Storm Water Permit

NOTIFICATION OF APPROVED PLANS

ROUTING & REVIEW OF PLANS (REVIEWER)

PLANS APPROVED?

Yes

No

ROUTING & REVIEW OF PLANS (REVIEWER)

EPM For CODE ENFORCEMENT

INTAKE PROCESS MECKLENBURG COUNTY

INTAKE PROCESS TOWNS

MAJOR DEFICIENCIES? (For COUNTY & TOWNS)

Yes

No

INSPECTIONS PERFORMED (GRADING, ASBUILT…) (INSPECTORS)

POSSE

Address Hold Placed

Send Address Holds To POSSE

Yes

If Review Type = (Commercial OR Subdivision w/ 100+ 1 or 100+2 flood study)?

No

Print & Sign Storm Water Permit

NOTIFICATION OF APPROVED PLANS
INTAKE PROCESS
MECKLENBURG COUNTY

REVIEW “FRONT COUNTER” CHECKLIST

MINOR DEFICIENCIES ?

Yes

"EPM APPLICANT"

No

COLLECT FEES

RETURN

INTAKE PROCESS
TOWNS

REVIEW “FRONT COUNTER” CHECKLIST

MINOR DEFICIENCIES ?

Yes

"EPM APPLICANT"

No

COLLECT FEES

RETURN
2 - Workflow and Process Description

2.1 Workflow Diagram
All plans routed through the EPM system will use the workflow shown below.

![Workflow State Model for County Land Development]

Note: The actions in white background are actions performed by humans and the actions shown with the yellow background are actions performed by the computer.
2.2 Description of Workflow Statuses and Actions

**Start**
The workflow starts when a customer submits an intelligent PDF application form along with supporting drawing and documents. This changes the status of the plan to Plan Intake.

**Plan Intake**
The purpose of the plan intake status is to allow intake staff to ensure that the package submitted by the customer is sufficient for further review. The project status changes to **Routing and Review** if either the town or county intake process is successful.

**Routing and Review**
EPM system will automatically create a default list of agencies that should review the plan based on business rules. Staff can edit the list of agencies, assign the project to a reviewer and edit the reviewers who will be reviewing the plan.

When the plan is in review status, reviewers may generate the plan review checklist, download files, enter predefined comments and enter review results.

After all agencies have completed their review, EPM will change the status of the plan to either **Unresolved Issues** or **Approved**.

**Unresolved Issues**
Customers can resubmit files to resolve the issues identified either by plan intake or review staff. Once the revised package is submitted, the status of the plan changes to **Plan Intake**.

**Approved**
The project is approved when all agencies have completed their review and none of them have disapproved the project.

**Closed**
The project is in a closed status when it is **withdrawn, abandoned or cancelled**.

**Withdrawn**
The withdraw project is typically used when the customer requests the project to be withdrawn.
**Abandoned**
The abandon project can be used when there is no activity on the project for a period of time and a decision is made to abandon the same.

**Cancelled**
The cancel project can be used when the customer made some errors in submission and has to resubmit the project.

**Accept Package**
If both County and Town accept the plan during plan intake, the workflow will change the state from **Plan Intake** to **Routing and Review**

**Package Not Complete**
If either County or Town identify that the plan has unresolved issues during plan intake, the workflow will change the state from **Plan Intake** to **Unresolved Issues**.

**Unresolved Issues**
If any agency enters a disapproved result during plan review, the workflow will change the state from **Routing and Review** to **Unresolved Issues** after all agencies have completed their review.
3 - Customer Account Management

3.1 New Customer Account Creation
Customers can create a new account by clicking on Create Company Account now,

This opens the Company Page, as shown below. Customers have to enter their company name and click Continue

In the example below, the user entered the name "Little". The system showed a list of names of companies already registered in EPM, as show below:
If the company name does not exist in EPM, then the above page will be skipped.

**Note:**
County Land Development requested on 2/20/12 that Sages modify EPM to allow EPM administrator to reset customer username and/or passwords. Vijay offered three workaround options until a feature is available that allows the County Sys Admin to reset the password.

1. **Get the password via email**
   This option assumes that the user associated with the company / customer account is an active employee. If so, the customer would need to click on forgot password on the sign-in page then wait for Sages (the developers of EPM) to send to their email address a notice that their password has been reset.

2. **Sages can reset the password to be the same as the username**

3. **County Land Development can create a new account.**

The business unit selected option #3 (Create a new account.)

Clicking **Continue** allows the user to create a company account by enter the company details and client administrator details.
After completing the applicable fields, click **Submit** to create a new account.

### 3.2 Customer Account Management

Client Administrators can manage their company's account by signing into EPM and clicking on **Manage Your Account**, as shown below
Clicking on the link opens the customer account management page, as shown below:

3.3 Update Company Profile
Clicking on Update Company's Profile allows a user to update their company's profile, as shown below:
3.4 User Management

Clicking on User Management allows the customer to add, edit or delete employees and contractors.

Clicking on Add Employee opens the screen shown below:

Note: This feature is not designed for owners; however the owner could be listed as a contractor by the Client Administrator.
Clicking on **Add Contractor** opens the screen shown below:
Note: Employees can view all the company's projects. Contractors can only view projects they are associated with.

### 3.5 Assign Contractors to Projects

Contractors can be assigned to projects using the window shown below.
Note: Contractors have the same privileges as employees for the projects assigned to them.
4 - Sign In and Sign Out

4.1 Overview
This chapter describes the sign in, sign out, forgot user name and forgot password features.

4.2 Sign In
The sign-in page is common for staff and customers. The key features on this page are:

1. If the username and password is valid, the user will get the appropriate dashboard page with the home tab active.

2. If the username and password is invalid, the user will get an invalid username / password error message.

3. After successful sign in, the EPM application will display the name of the user along with a Sign Out hyperlink in the page header.

4. Building Commercial Plans and County Land Development will have their own islands that will introduce their services and have links to their respective websites.

4.3 Sign Out
Users will be able to sign out by clicking on the sign out hyperlink, as shown below:

Users will automatically get signed out when the session expires (if there is no activity) in 60 minutes. A file uploading “in progress” is considered activity.
4.4 Forgot Username

Electronic Plan Management

If the user clicks on Forgot user name hyperlink in the screenshot above, the user will see a web page that asks for the email address, as shown below:

**Mecklenburg County, NC**

If the user enters a valid email address and clicks Submit, the user will see a web page with a message saying that an email containing the user name has been sent to the email address.
4.5 Forgot Password

If the user clicks on Forgot password hyperlink in the screenshot above, the user will see a web page that asks for the user name, as shown below:

**Mecklenburg County, NC**

**Forgot Password**

Please enter your user name:

If the correct user name is entered, the system will display a web page that says that an email with the password has been sent to the email address on record.
5 Customer Dashboard

The Customer Dashboard is a common application that will be used by customers for both County Land Development and Code Enforcement applications. All tabs except Building Plan Permits Not Issued (which is used by Code Enforcement only) are described in this chapter.

5.1 Home Tab

Several hyperlinks exist in the Tool Box on the Home tab:

✔ Submit Building Construction Plan Application and
✔ Submit County Land Development Application

5.2 Submit County Land Development Application

a) If the customer clicks on Submit County Land Development Application, he or she will get the page shown below.

b) Next, customers can upload their project files and submit the application package.
When the application project files are successfully uploaded, the customer gets a project number from EPM. This project number is used throughout the life cycle of the project and is used when searching for a project.

5.3 Open Actions Tab

The Open Actions tab is shown below. Each row in the grid below has a project that is waiting for the customer to do something.

For County Land Development, the only time there will be a row in Open Actions is when the plan is in an ‘Unresolved Issues’ state.

5.4 Active Projects Tab

The Active Projects tab is shown below. It contains the list of projects that are active.
All County Land Development projects that are not approved or closed will appear in the grid above.

### 5.5 Building Plan Permits Not Issued Tab
This tab is used for Code Enforcement projects only.

### 5.6 Search Tab
The Search tab for customers is similar to the Search tab for staff. The only difference between the two search tabs is that the customer can only search for their projects and cannot see other customer’s projects.
6 – Customer Application Form

6.1 Application Form The application form for County Land Development is shown below.

---

Mecklenburg Water and Land Resources

Online Application Form

Terms and Conditions

Owner or Owner Representative Declaration:
I hereby agree that all information in this application will be presented as truthfully as possible, and that Mecklenburg County Land Development will be notified of any changes for the project submitted herein. Failure to notify may cause this plan review to be null and void. Furthermore, failure to accurately describe the work can lead to delay in review or expulsion from review.

Plan Submission:
Your submitted plan information must match the application information submitted; otherwise, the plans will be rejected. Additionally, if the Mecklenburg County Land Development Department is involved in the approval process of the plans you are submitting; then your project will be processed through the Mecklenburg County Electronic Plan Management System.

Project Exclusion / Fees / Checklists:
If the Mecklenburg County Land Development Department is not involved in the approval process of the plans you are submitting; then your project will be processed by the jurisdiction for which the project is located. Additional Town fees and checklists may apply. Please contact the applicable Town Planning Department: Cornelius, Davidson, Huntersville, Matthews, Mint Hill, or Pineville.

Public Records:
The County of Mecklenburg is governed by the North Carolina public records laws. This means that the information we receive online might be disclosed to any person making a public records request. Certain types of information (such as electronic payment information) are exempt from disclosure as public records. If you have questions about the North Carolina public records laws, refer to N.C. G.S. §132.1 et. seq. For purposes of determining whether information is a public record, information sent to us through this website is treated the same as information sent to us by mail or delivered to us in person.

---

@ I Accept the Terms and Conditions ○ I do not Accept the Terms and Conditions

Mecklenburg County Land Development Online Application Form

Page 1 of 7
### Review Type

<table>
<thead>
<tr>
<th>Subdivision Projects</th>
<th>- N/A -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Subdivision Projects</td>
<td>- N/A -</td>
</tr>
<tr>
<td>Limited Permits</td>
<td>- N/A -</td>
</tr>
<tr>
<td>Public Projects</td>
<td>- N/A -</td>
</tr>
<tr>
<td>Revisions</td>
<td>- N/A -</td>
</tr>
<tr>
<td>Bond Fees</td>
<td>- N/A -</td>
</tr>
<tr>
<td>Additional Charges</td>
<td>- N/A -</td>
</tr>
<tr>
<td>Expedited Plan Review</td>
<td>- N/A -</td>
</tr>
<tr>
<td>As-Builts</td>
<td>- N/A -</td>
</tr>
<tr>
<td>Town Plan Type</td>
<td>- N/A -</td>
</tr>
</tbody>
</table>

For more information on Town plan types, contact: Cornelius, Davidson, Huntersville, Matthews, Mint Hill, or Pineville.

### Project Address

*Note*: You will need a permanent / temporary address or a original tax parcel number in order to proceed. If you do not have an address, go to [www.mackpermit.com](http://www.mackpermit.com), select Architects and Engineers and then click on Address Verification (under useful information) for instructions to get a temporary address.

- [ ] Enter Address
- [ ] Enter Tax Parcel Number

### Project Summary

<table>
<thead>
<tr>
<th>* Name of Development:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Alias Project Name:</td>
<td></td>
</tr>
</tbody>
</table>

*Note: For the following fields, enter zero (0) if Not Applicable*

<table>
<thead>
<tr>
<th>* Existing Built Upon Area (BUA) in Sq. Ft.:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>* Proposed Change BUA in Sq. Ft.:</td>
<td></td>
</tr>
<tr>
<td>* Proposed Redeveloped BUA in Sq. Ft.:</td>
<td></td>
</tr>
<tr>
<td>* % Built Upon (On-site):</td>
<td></td>
</tr>
<tr>
<td>* Off-site Impervious Adding in Sq. Ft.:</td>
<td></td>
</tr>
<tr>
<td>* Total Area of Project in Sq. Ft.:</td>
<td></td>
</tr>
<tr>
<td>* Total Disturbed Area (On-site + Off-site) in Sq. Ft.:</td>
<td></td>
</tr>
</tbody>
</table>

* in Acres: 0
<table>
<thead>
<tr>
<th>Project Details</th>
<th>Choose all that apply. (Additional Town requirements may be required)</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Has a Consultation Meeting been requested with County Land Development?</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>* Is this a public project? - e.g. Hospital, Police Station, Fire Station, Utility Projects, Mecklenburg County Government projects, Town projects, Parks, etc?</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>* Does the project involve the demolition or relocation of a structure?</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>* Does the project propose a new solid waste disposal site or revising an existing solid waste disposal site?</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>* Enter all Easements and Other Rights-of-Way (e.g. CSX railroad) on the site. If not applicable enter &quot;None&quot;</td>
<td></td>
</tr>
<tr>
<td>* Are Electric Transmission Lines (i.e. power lines and overhead utility lines) on the site?</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>* Watershed District Where Project is Located: (Click the following link to find your Watershed District)</td>
<td><a href="http://maps.co.mecklenburg.nc.us/geoportal/">http://maps.co.mecklenburg.nc.us/geoportal/</a></td>
</tr>
<tr>
<td>* Does the drainage from this site enter into the Goose Creek Watershed?</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>* Based on the amount of impervious within a drainage area, what is the project density?</td>
<td></td>
</tr>
<tr>
<td>* Which Pollutant Removal Efficiency will be required?</td>
<td></td>
</tr>
<tr>
<td>* Are Stream Buffers Required? Buffers must be delineated on the plans as per the Post Construction Admin Manual.</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>* Are there impacts to a USGS blue line stream or isolated streams &gt; = 150 cumulative ft of stream length?</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>* Volume Control will be provided for the 1-year, 24-hour storm for post-development?</td>
<td></td>
</tr>
<tr>
<td>* Which Peak Control will be provided?</td>
<td></td>
</tr>
<tr>
<td>* (For Subdivisions Only) Is the storm water flow for the 100-year storm (either within a open channel or closed pipe system) &gt; = 50 cubic feet / second? If Yes, Please attach 100+1 (100+2 for Town of Cornelius) with the calculation package (using HEC-RAS modeling software).</td>
<td>○ Yes ○ No ○ N/A</td>
</tr>
<tr>
<td>* Is a portion of the site in a FEMA Floodplain?</td>
<td>○ Yes ○ No</td>
</tr>
<tr>
<td>* Which Undisturbed Open Space is required per the Post Construction Ordinance?</td>
<td></td>
</tr>
<tr>
<td>* How will the site be provided with Sewer?</td>
<td></td>
</tr>
<tr>
<td>* How will the site be provided with Water?</td>
<td></td>
</tr>
<tr>
<td>* Zoning Designation: (Click the following link to find your Zoning Designation)</td>
<td><a href="http://maps.co.mecklenburg.nc.us/geoportal/">http://maps.co.mecklenburg.nc.us/geoportal/</a></td>
</tr>
</tbody>
</table>
Has Total Phosphorus Mitigation been requested or approved?
(If Yes, complete the #PCO9 Total Phosphorus (TP) Mitigation Questions (Off-Site and Buy-Down options) at the end of this application form)

- Requested
- Approved
- N/A

Has Development/Redevelopment Mitigation been requested or approved?
(If Yes, complete the #PCO13 Development and Redevelopment Mitigation Notification Questions at the end of this application form)

- Requested
- Approved
- N/A

Has Water Quality Open Space Mitigation been requested or approved?
(If Yes, complete #PCO15 Undisturbed Open Space Mitigation Questions at the end of this application form)

- Requested
- Approved
- N/A

Has Water Quality Buffer Mitigation been requested or approved?

- Requested
- Approved
- N/A

Is review by NCDOT required?

- Yes
- No

Is a Transportation Impact Analysis required? (If 'Yes' or 'Huntersville', the next two fields must be completed)

What is the Peak Hour Traffic Volume?

What is the Average Daily Traffic (ADT)?

Does project add or revise parking for a commercial development?

- Yes
- No

Major Deficiencies

- You have submitted (or will submit within 24 hours) all applicable fees for Mecklenburg County and Town
- Yes
- No

- Have you completed a Pre-Submittal with the Town?
- Yes
- No

- If required, are your Site Plans signed and sealed by a design professional?
- Yes
- No
- N/A

- Do your forms and exhibits have appropriate signatures?
- Yes
- No

- Have you checked to ensure that your Site Plans are properly formatted?
- Yes
- No

Additional Information / Description of the project
Scope of work of overall project - i.e. is there anything else that you want to tell us about this project?

- Media Type
How will the plans be submitted?

County Land Development Fee Amount

Additional fees may be necessary for Town reviews
Note: Your plans will not be processed until all land development fees have been paid.
Required Checklist With Submittal of the Concept Plan Application

This application conveys the information necessary for review of the Concept Plan for compliance with the applicable Post-Construction Storm Water Ordinance. Please check off the items below that are enclosed with this Concept Plan Application. All items must be checked in order for an application to be considered complete. Concept Plan approval is required prior to approval of the preliminary plan for the project.

☐ The boundary/property lines of the property being developed as well as the location of property lines which intersect the boundaries of the property being subdivided or developed;

☐ Water courses (including all perennial and intermittent streams) and flow paths on the land to be subdivided or developed;

☐ Location of existing and proposed conveyance systems and concentrated flows such as grass channels, swales, and storm drains as well as the location of ponds;

☐ Impervious area calculations;

☐ The location, names, and rights-of-way of any existing streets on or within 300 feet of the land to be subdivided or developed;

☐ Contour map at two (2) foot intervals extending 100 feet beyond the property boundary.

☐ Wetland limits (copy of appropriate Federal and State permits. If permits have not been obtained, permit applications are to be submitted). Verification to be submitted with preliminary plans;

☐ Rough finished grades and the location of any building restriction flood lines;

☐ The location of proposed streets (include street cross-sections), buildings, parking areas, and other impervious surfaces as well as the location of parks or other open spaces;

☐ Zoning information for the proposed project site and adjacent properties;

☐ The location and width of required stream and/or lake buffers (For the Towns of Davidson and Matthews, a map showing the locations of all streams and buffers as well as Form #PC039 completed and signed by a certified professional as defined in Section 13 of the Administrative Manual must be attached to the Concept Plan Application.);

☐ Preliminary selection and location of proposed structural storm water controls to be installed for compliance with the appropriate Post-Construction Storm Water Ordinance;

☐ Location of undisturbed open space as required by the Ordinance;

☐ The scale of the plan, which shall not be smaller than 100 feet to the inch; North arrow; data;

☐ A small scale vicinity map.

☐ Appropriate Town Checklist is attached?

Required Only If Consultation Meeting Is Being Requested

☐ Boundaries and description of existing vegetation and proposed limits of clearing and grading (locate all trees 6-inches in diameter or larger for special or conditional uses);

☐ Soils type (HSG) and limits;

☐ Slope Analysis showing (0% - 10%, 10% - 15%, 15% - 25%, >25%);

☐ Proposed front, rear, and side yard dimensions for each building type along each street type;

☐ Location and description of environmentally-sensitive features or natural resource areas that provide opportunities or constraints for development;

☐ The location of general buffers or screens required for the project area, as a whole.
Required Checklist With Submittal of Storm Water Management Permit Application

All items must be checked and a fee payment made in order for a permit application to be considered complete.

This permit conveys approval from the permitting entity for the owner or his agent as shown on the approved plan to construct storm water management devices and implement site designs (including undisturbed open space) in accordance with the applicable Post-Construction Storm Water Ordinance and related policies. This permit is valid until the project is complete or three (3) years from issuance of permit, whichever comes first. Maintenance of all storm water management devices installed pursuant to this permit is required into perpetuity. In addition, deed restrictions and protective covenants are required to ensure that subsequent development activities maintain the development or redevelopment consistent with approved plans.

Digital plans delineating the proposed undisturbed open space area and calculations for all BMPs, including the storm sewer system, to be installed for compliance with the water quality, volume and peak control requirements of the Post-Construction Storm Water Ordinance. All designs must be in accordance with the Mecklenburg County Post-Construction Storm Water Ordinance Design Manual. All plans must be sealed by a professional designer and contain the following:

- BMP Inset Table with specifics on each BMP, including BMP Type (wet pond, wetland, bioretention, etc.); BMP location, size and elevation; location and elevation of BMP inlets and outlets; latitudinal / longitudinal coordinates of BMP; drainage area in acres; BMP surface area in square feet; percent imperviousness of area draining to BMP; fee credit; BMP name (project or subdivision name - BMP type - number); length of swale (in flow direction (ft); Grass Swale); maximum depth in feet (for wet ponds and bioretention systems); mulch depth in inches (for bioretention systems); depth of sand in feet (for bioretention systems); BMP address; jurisdiction; basin ID; owner name; owner address; owner phone number; and owner email.

- Details showing BMP dimensions, including top and bottom of storage area as well as depth and storage volume.

- Easements for all BMPs and drainageways.

- Existing and proposed paved roads, buildings, structures and utilities, and septic system components including tanks, drain fields, and repair areas.

- Basin contours labeled and tied into existing contours.

- Construction sequence.

- North arrow.

- Vicinity map.

- Scale.

- Property boundary and adjoining property boundaries and owners.

- Delineation of on-site drainage areas including number of acres.

- Latitudinal / longitudinal coordinates of storm sewer system inlets and outlets.

- BMP calculations illustrating compliance.

Digital plans delineating stream and/or lake buffers for compliance with Post-Construction Storm Water Ordinance requirements. All buffers must be measured horizontally on a line perpendicular to the surface water, landward from the top of the bank on each side of the stream. All plans must be sealed by a professional designer and contain the following:

- Buffers clearly marked and labeled on plans as “Water Quality Buffer.” Plans must also label the outside boundary of the buffer and each of the buffer zones as well as the top of the stream bank from where the buffer is measured.

- Standard S.W.I.M. Stream Buffer notes must appear on the plans (see S.W.I.M. Implementation Guidelines).

- All storm water outfalls must be clearly indicated on plans and shown ending prior to the buffer.

- Stream crossings and utility installations in the buffer.

- Boundaries and description of existing vegetation and proposed limits of clearing and grading (locate all trees 6-inches in diameter or larger for special or conditional uses).

- Area clearly marked and labeled on plans as "UNDISTURBED OPEN SPACE." The outside boundary dimensions and total area must be indicated on the plans.

- An Operation and Maintenance Agreement and Maintenance Plan must be attached to the Storm Water Management Permit Application for each BMP included in the project.

- Appropriate Town Checklist is attached.

Macklenburg County Land Development Online Application Form
7 - EPM Actions

7.1 Customer Project Details Page

The screenshot below shows the Project Details page for customers.

The project details page has 3 parts - Header Bar, Navigation Pane and Details Section, as shown below:

The Header Bar and Details sections are common for customers and staff. The Navigation Pane is different for staff and customers.

Clicking the hyperlink in the Navigation Pane displays the appropriate details screen on the right.

7.2 Customer Navigation Pane

The hyperlinks in the Navigation Pane that customer can view / perform actions are:

1. History
2. Graphical View
3. Submitted Files
4. Resubmit Package
5. Request Application Edit
6. Change Project Manager
7. Review Results
8. Approved Package
7.2.1 Project History
The history page is the default screen that appears when the user selects Project Details (as shown in the screen shot above)

7.2.2 Graphical View
The screenshot of the graphical view is shown below

Moving the mouse over the icon shows the details of the action.

7.2.3 Submitted Files
Customers can view the files they submitted (and download them if required) from Submitted Files page. The screenshot is shown below.
7.2.4 Resubmit Package
Customers can resubmit files when the project is in **Unresolved** Issues state. The screenshot of the **Resubmit Files** section is shown below. Customers can delete files not required and upload new files. (Note: this feature is also available to staff.)

7.2.5 Request Application Edit
Customers can request to edit their Land Development application by using the screen below:

7.2.6 Change Project Manager
Customers can change their project manager using the screen below:
7.2.7 Review Results

The **Review Results** page below shows the results of a review cycle, file names that have been generated and redline comments.

Moving the mouse over the comments icon shown in the screenshot above displays the checklist item and predefined comments, as shown below.

Notes:
1. Reviewers will click on the BFX file and save their markups
2. The system generates the feedback file at the end of the review cycle which contains selected markups (Note: Some of the markups like highlights will be filtered out. County LD and Code Enforcement need to identify which markups are to be filtered out)

7.2.8 Approved Package
The screenshot for the Approved Package section is given below:

<table>
<thead>
<tr>
<th>File Name</th>
<th>Uploaded By</th>
<th>Uploaded On</th>
</tr>
</thead>
<tbody>
<tr>
<td>File 1.pdf</td>
<td>Joe Smith</td>
<td>Apr 28, 2011</td>
</tr>
<tr>
<td>C-6 Grading_Feedback.pdf</td>
<td>SYSTEM</td>
<td>June 2, 2011</td>
</tr>
<tr>
<td>C-6 Site_Feedback.pdf</td>
<td>SYSTEM</td>
<td>June 2, 2011</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Redlined Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Name</td>
</tr>
<tr>
<td>C-6 Grading_Feedback.pdf</td>
</tr>
<tr>
<td>C-6 Grading_Feedback.pdf</td>
</tr>
<tr>
<td>C-6 Grading_Feedback.pdf</td>
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<td>C-6 Grading_Feedback.pdf</td>
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<td>C-6 Grading_Feedback.pdf</td>
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<td>C-6 Grading_Feedback.pdf</td>
</tr>
</tbody>
</table>