



COMMUN-ET LLC | PROJECT CASE STUDY

Coordination Is the Critical Path: A Ground-Up McDonald's in Raleigh

McDonald's Ground-Up New Construction • Raleigh, NC

7316 Buffaloe Rd, Raleigh, NC 27616

BUILDING VALUE \$1.3M	CLIENT McDonald's USA	JURISDICTIONS City of Raleigh • Wake County	PERMITTING & UTILITY LEAD Sonya McCoy
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Five delivery firms. Three review authorities. Two utility providers. One official address that had to match everywhere. Commun-ET kept every layer aligned so the project never lost momentum.

THE CHALLENGE

A ground-up new McDonald's in northeast Raleigh looks straightforward on paper: one building, one lot, one brand. In practice, its success depended on keeping a wide constellation of approvals and stakeholders in step. The design team alone spanned multiple firms and multiple states, with the architect in New Jersey, the civil engineer in North Carolina, the external construction manager in Georgia, and McDonald's construction leadership guiding brand standards nationally. Every one of them touched documents that reviewers would judge as a single, consistent package.

The approval landscape was just as layered. Site plan review and the building permit ran through the City of Raleigh. Health review ran through Wake County and the state. The city's fats, oils, and grease program required its own approval of the grease interceptor, with the approval letter affixed to the plumbing sheets. Electric service had to be established with Duke Energy and a telecom pathway defined with AT&T. Site permitting and wet utility coordination sat with the civil team, while Commun-ET carried building permitting with health and the dry utility coordination, a scope split that only works when communication between the parties is disciplined and constant.

Then the ground shifted under the paperwork itself: the property's official address changed in county records mid-project. Plans and application forms carrying the prior address would not be accepted by the building department, and an earlier city approval had been issued under the old address. Every document in the package had to be brought back into agreement.

THE COMMUN-ET APPROACH

Commun-ET served as the coordination hub for the permitting scope. Our team ran the stakeholder cadence across McDonald's construction managers, the architect, the civil engineer, and the external construction manager: circulating application checklists, obtaining the signed building permit application from McDonald's, tracking open items, and escalating with importance flags when a response was needed to keep the sequence intact.

Sequencing was the backbone. We engaged early to confirm construction document completion dates, pressed for site plan review status at every stage, and held the building and health applications staged so they could move the moment the permit set was finalized. When the City of Raleigh approved the site plan review package, signed plan sets were distributed to the full team the same week and the effort pivoted immediately to the building and health tracks.

Just as important was catching conflicts before reviewers did. When county records changed the site's official address, the mismatch was identified against the property appraiser's records and the application forms were corrected before submission, avoiding a guaranteed rejection at intake. When the plumbing drawings, the civil drawings, and the city's grease program approval each reflected a different grease interceptor, the discrepancy was run to ground through a formal RFI and resolved to a single specified unit, keeping all three document sets consistent.

On the utility layer, we initiated electric service through Duke Energy's builder portal, coordinated the telecom pathway with AT&T, including provider guidance to install two-to-three-inch conduit with pull string sized to serve both fiber and cable, and verified the building's electric-only design so that no time was spent chasing a gas service the site did not need.

COORDINATION LAYERS WE MANAGED

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| ▪ Site Plan Review (SPR) Coordination | ▪ Duke Energy Electric Service Coordination |
| ▪ Building Permit (City of Raleigh) | ▪ Telecom / Fiber Pathway Coordination (AT&T) |
| ▪ Wake County Health Review | ▪ Utility Scope Verification (Electric-Only Design) |
| ▪ State Health Review | ▪ Design Team RFI Coordination |
| ▪ FOG / Grease Interceptor Approval | ▪ Cross-Discipline Drawing Consistency |
| ▪ Permit Application Checklists & Signatures | ▪ Multi-Firm Stakeholder Alignment |
| ▪ Address Reconciliation with Property Records | ▪ Permit Set Finalization & Staging |



The completed new restaurant at Buffaloe Rd, Raleigh, NC

THE RESULT

Layer by layer, the approvals came into alignment and stayed there. The site plan cleared the City of Raleigh, the grease program approval was secured and carried onto the plumbing sheets, the building and health applications were completed and signed, and the electric and telecom tracks were established, with every firm working from one consistent set of facts. The new restaurant now stands complete on the Buffaloe Road corridor.

- **Site plan approved:** City of Raleigh SPR secured, with signed plan sets distributed to the full project team.
- **Conflicts caught early:** an official address change and a grease-interceptor discrepancy across three document sets were identified and resolved internally, before either could cost a review cycle.
- **Utility clarity:** electric service initiated with Duke Energy, the telecom pathway defined with AT&T, and the electric-only scope verified so no effort was wasted on services the site did not need.
- **One accountable hub:** five delivery firms, three review authorities, and two utility providers kept aligned through a single Commun-ET coordination cadence.

WHY CLIENTS CHOOSE COMMUN-ET

Raleigh is not an exception in how we work; it is the standard. Commun-ET is a national, AI-native permitting and utility-coordination firm, governed by human oversight and quality control, and built for exactly this kind of complexity. When a project's critical path runs through multiple firms, jurisdictions, and utilities, the winning discipline is coordination: every document consistent, every stakeholder informed, and every clock watched at once.

We do not replace the partners already on your bench. We add capability, the dedicated permitting and utility horsepower that keeps an aggressive schedule intact when the approvals get complicated. Whether you are building one restaurant or rolling out a multi-state program, we bring the same discipline: every agency on its own clock, and us, ahead of all of them.



Have a build that cannot afford to wait on permits?

Let's talk. Call 202-688-0484 or email info@commun-et.com to add Commun-ET to your bench.