COUNCIL MINUTES

The City Council of the City of Raleigh met in a work session at 4:00 p.m. on Tuesday, October 11, 2016 in Room 305 of the Raleigh Municipal Building, Avery C. Upchurch Government Complex, 222 West Hargett Street, Raleigh, North Carolina, with the following present:

Mayor Nancy McFarlane
Councilor Mary-Ann Baldwin
Councilor Corey D. Branch
Councilor David N. Cox
Councilor Bonner Gaylord
Councilor Russ Stephenson

The following were absent and excused:

Mayor Pro Tem Kay C. Crowder
Councilor Richard A. "Dickie" Thompson

These are summary minutes unless otherwise indicated.

Mayor McFarlane called the meeting to order at 4:07 p.m. City Manager Ruffin Hall provided an update on Hurricane Matthew and asked Emergency Management and Special Events (EMSE) Manager Derrick Remer to give a brief PowerPoint presentation for further explanation.

Image: Friday Morning Prediction
Image: Saturday Morning Prediction
Graphic: Actual Rainfall through Sunday Morning

Response:

- Fire Department – 472 calls for service and 21 water rescues;
- Parks, Recreation, and Cultural Resources (PRCR) – over 300 calls for trees, 110 of which involved with power lines; and
- Police – 737 total calls related to the storm, 140 accidents, and 103 traffic light malfunctions.

EMSE Manager Remer mentioned that there were 190,000 power outages in Wake County due to the storm.

Recovery:

- 32,000 people still without power (estimated restoration time now Thursday);
- Assist the community by providing hot showers this morning and a meal tonight; and
- 44 tree locations cleared of debris, with 189 locations made possible.

Debris Clearance:

- Solid Waste Services (regular yard waste collection);
- Transportation and PRCR (removal of large trees and bulk loads); and

- Amounts not to a level that warranted activating the City's pre-position contracts.

City Manager Hall mentioned that events like this provide good opportunities to bring the community together. He stated he was proud of the responding agencies that have been busy responding to calls for help. Previous City Councils made choices to invest in back-up generators which made a huge difference during the storm.

Councilor Baldwin mentioned that the idea to provide childcare and hot showers was phenomenal. The City's response made her feel proud and this is the type of thinking the Council wants to encourage. City Manager Hall thanked Councilor Baldwin for her comments and stated it was a team effort.

GREEN INFRASTRUCTURE AND LOW IMPACT DEVELOPMENT RECOMMENDATIONS – INFORMATION RECEIVED

The following information was contained in the agenda packet:

> Staff with the Engineering Services department will provide an update on implementation of the Green Infrastructure and Low Impact Development (GI/LID) work plan as well as recommendations for changes to policies, practices, and ordinances. Since the City Council approved the GI/LID Work Plan in March 2015, staff coordinated two parallel stakeholder work groups and other focus groups to address the priority items contained in the work plan. The work groups completed their efforts in March 2016 and staff has summarized the recommendations. During the May 10, 2016 work session, staff provided backup materials and a summary memo; during the work session several questions were raised and staff was directed to respond to the questions and to resume discussion of recommendations at a follow-up work session.
>
> During the work session staff will respond to the prior questions and summarize information from the previous discussion, to include progress to date and recommendations for Council action. Included with the agenda packet is the background material from the previous discussion in May.

Stormwater Program Manager (SPM) Blair Hinkle, joined by Senior Project Engineer (SPE) Kevin Boyer, presented this item with the assistance of a PowerPoint presentation titled "Recommendations for Advancing Green Infrastructure and Low Impact Development in Raleigh." Sides during this part of the presentation included the following information that they explained further.

<u>Work Session Agenda:</u>

- Continue discussion about incorporating GI/LID into Raleigh's stormwater management toolbox;
- Address concerns from the May 10, 2016 work session about advancing GI/LID;
- Recommend Council action for moving ahead with initiatives for advancing GI/LID; and
- Answer questions, receive additional comments and direction.

Comments and questions from the May 10, 2016 work session:

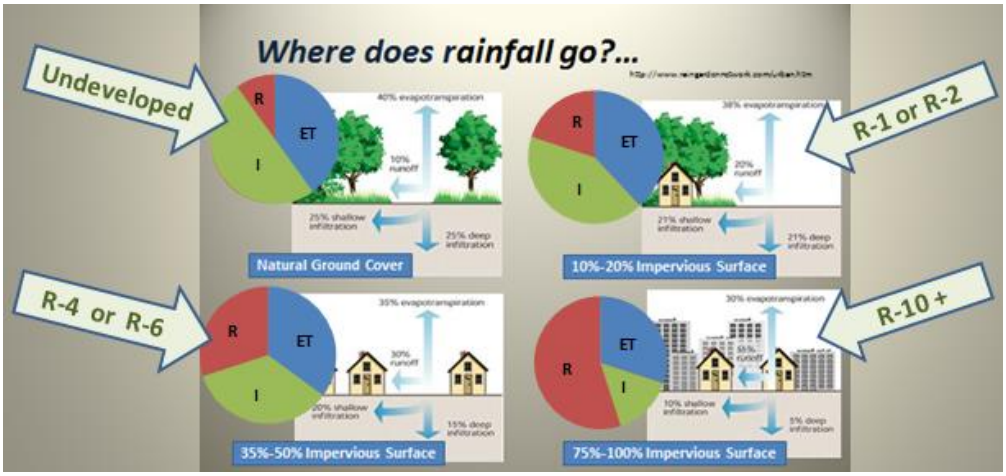
1) What makes GI/LID a better way to manage stormwater?
2) Are GI/LID practices proven and reliable?
3) How might the recommended Code revisions affect land development in water supply watersheds?

1) GI/LID for managing stormwater runoff: A better way?

- Can augment existing practices, not replace them.
- Used with conventional methods, helps protect and improve stream health by reducing runoff volume, which:
  - Reduces pollution load to streams;
  - Reduces physical stresses on stream banks and beds;
  - Reduces stress on aquatic wildlife; and
  - Replenishes groundwater and supports stream flows.
- Enhances aesthetics, softens landscapes with vegetation.
- Vegetation reduces "heat island effect".
- State regulators trending toward making GI/LID part of cities' Stormwater Discharge Permits.

SPE Boyer mentioned that much of the challenge of managing stormwater in Raleigh and other urban areas, and the basis for the stormwater utility fee, has to do with land cover. That is, impervious surface area, which is the area occupied by buildings and pavements. This is the single most influential factor that determines the amount and rate of stormwater runoff, how much pollution is in runoff, and impacts to stream health.

He showed diagrams about where rainfall goes. He asked the Council to focus on the slices of the pie graphs. "R" is for runoff, "I" is for infiltration, or soaking into the ground, and "ET" is evapotranspiration, or going into the air by evaporation or passing through plants. He added that when rains falls on a natural, undisturbed environment, such as wooded land with no impervious cover, about half the rainwater infiltrates into the ground, 40% evaporates or is taken up by plants, and only about 10% runs off.



He stated with land cover like this for a rural town or a residential subdivision with R-1 or R-2 density, runoff doubles, and the amount of water soaking into the ground is less. With land cover approaching that of an R-4 or R-6 development, runoff triples. With R-10 or commercial development with very high impervious area, the majority of rainfall becomes runoff, and infiltration is less than one third of what it had been before development.

SPE Boyer said that large areas of continuous, uninterrupted impervious ground cover, such as a roof draining to a parking lot to a storm inlet to a storm drain pipe, dramatically increase stormwater volumes that discharge into streams, causing low-lying areas to flood more frequently and many stream banks and stream beds to erode and degrade biologically. With increased impervious surface and increased runoff, there is decreased infiltration through the ground surface and depressed groundwater levels, which causes many small streams that once flowed in the summer to go dry.

Two ways that the City can reduce pollution in its streams and improve stream health are to design sites with less impervious surface, for less runoff, and interrupt or intercept the flow of runoff between rainfall and stream so that it passes through natural areas and areas constructed to mimic nature. He added that this is the essence of low impact development.

Functional definition for LID: An approach that reduces stormwater runoff volume by **disconnecting impervious surfaces**, promoting infiltration and evapotranspiration, taking advantage of existing natural features, and installing new features that mimic nature.

He added that LID has been on the radar of City staff, the Stormwater Management Advisory Commission (SMAC), the Environmental Advisory Board (EAB), and City Council for at least 10 years. LID usually is defined in terms of "mimicking natural hydrology in a built environment". In other words, developing the land in a way that, pre- and post-development rainfall have the same pie graph of their "fates". In practical terms, LID strives to reduce stormwater runoff volume, striving for low runoff and high infiltration, even with impervious surfaces. GI/LID will often, but not always, allow better stormwater management and provide other benefits at the same time. This is why staff and the work groups recommend encouraging and supporting its use.

2) GI/LID practices: Proven and reliable?

SPE Boyer stated that in many US cities and elsewhere, LID already is business as usual and a proven tool for managing stormwater. LID practices have evolved over the past 20 or so years, mostly in cities that have combined sewers and combined sewer overflows (CSOs). These cities have developed and refined new methods for reducing their stormwater runoff volumes and not just stormwater pollutants and peak flows.

Seattle and Portland have been pioneers, and dozens of other cities, including Chicago, Philadelphia, and Washington, DC, have aggressively incorporated LID into their stormwater management programs to reduce their stormwater volumes and their sewage overflows. In these cities and many others, GI/LID is used widely through regulatory and internal programs that are established and continuing to evolve.

SPE Boyer added that North Carolina is blessed with not having combined sewers and CSOs, so it might at first seem like LID isn't needed; however, North Carolina has its own motives for reducing stormwater volume. Streams have been degraded, physically and biologically, by the effects of increasingly dense development and redevelopment. Municipalities and university researchers, including researchers at North Carolina State University (NCSU), have developed and refined LID as an important new tool, and they've realized several additional benefits of using LID that can help North Carolina's non-CSO cities better manage their stormwater and protect their streams.

Raleigh is not alone in advancing GI/LID without CSOs as a driver. For example, San Antonio and Austin, Texas, Griffin, Georgia, Lenexa, Kansas, and Tucson, Arizona, none of which have combined sewers, also have developed GI/LID programs for improving stormwater management and stream health.

He noted that one of these benefits is reducing stormwater pollution. By reducing runoff volume, the amount of pollution that runs off is reduced proportionately. LID is designed to capture and infiltrate the most polluted runoff, known as the "first flush", which is typically from the first inch or inch and a half of rainfall. Also, by reducing runoff volume, stream flows during storms are less "flashy", and stresses on streams are reduced. And, by increasing infiltration, groundwater levels are replenished, which provides base flows to streams between rainfalls. He added that as with all stormwater and public works systems, GI/LID devices must be maintained so they can perform as intended.

3) GI/LID in water supply watersheds?

SPE Boyer stated that during the May work session, staff heard concerns from Council members about how the recommended Code revisions might affect land development in the City's water supply watersheds, particularly in the Falls Lake watershed.

Among the recommendations from staff and the GI/LID work groups, only one pertains specifically to the water supply watersheds. That recommendation applies to a narrow provision for residential developments that have impervious surface areas of more than 24%, but no more than 30%. If developers choose to design with impervious area in this range, City code dictates that stormwater runoff must be treated using a practice called a "wet pond". He noted that people may have seen these all around Raleigh and elsewhere.

This is the only place in the Unified Development Ordinance (UDO) that specifies a specific type of treatment practice. Everywhere else the code requires a certain level of performance for stormwater treatment, and the type of practice is up to the developer and the designer. He stated that back in the late 1980's when the requirement to use wet ponds was incorporated into City Code, wet ponds were among only a few practices available. Since then, there have been many advances in stormwater management, many through research at NCSU, and wet ponds no longer are state-of-the-art. He added that other practices sometimes are more cost-effective and can provide benefits that wet ponds cannot.

City staff and the Code Review work group are recommending this change to the UDO since there are better practices available than wet ponds. For several years, Stormwater staff has considered initiating a change to this UDO provision, and it was through collaboration with the Code Review work group that this opportunity for improving stormwater management in the watersheds came to light. The GI/LID process provided a timely opportunity to bring this revision forward. Specifically, this code revision would:

- Remove this impediment to using other practices;
- Enable using GI/LID and other practices; and
- Require use of GI/LID unless its cost is shown to be more than 25% above the cost of conventional practices.

Recommended UDO revision would not remove or change any of the existing protections of water supply sheds, which are:

- Land use controls that inhibit or prohibit urbanization;
- Prohibition of new water and sewer utility service connections; and
- 30% limit on impervious surface area for land development.

Images: Wet Pond versus GI/LID

He noted that wet ponds generally provide little if any aesthetic benefit to the neighborhood, and they sometimes detract from aesthetics. Wet ponds also infiltrate very little of the stormwater they collect.

Without changing the subdivision's lot and street layout, the City has considered what types of GI/LID practices could be used instead of a wet pond and ditches that could meet code requirements, and produce better-than-required stormwater quality and quantity, and be an aesthetic asset for the neighborhood. The City chose two commonly used GI/LID practices, which include a stormwater wetland and roadside bioswales at selected locations where there otherwise would be roadside ditches or swales.

Aspect	Comparison	Data	
		Wet Pond	Wetland + Bioswales
"Water Quality Volume" treated	Same for both, by design (required design standard)	22,194 cf	22,194 cf
Land area treating stormwater	58% more land area with GI/LID (difference is bioswales)	15,700 sf	24,800 sf
Nitrogen/phosphorous leaving the site	26% less nutrients with GI/LID	2.03/0.26 lb/ac/yr	1.50/0.19 lb/ac/yr
Runoff volume infiltrated	490% more infiltration with GI/LID	2,220 cf	13,109 cf

SPE Boyer stated that back in May staff also heard concern about possible secondary and cumulative impacts that might result unintentionally from enacting the GI/LID recommendations citywide. Discussion focused on whether use of semi-permeable pavement for driveways or parking areas might allow them to be larger. The answer is yes, within acceptable uses for R-1 zoning.

He provided an example to show how this could occur. The example was an area in the Falls Lake watershed, which is zoned R-1. Commercial development is not allowed within R-1 zoning, but certain "civic uses", such as churches, schools, and community centers, are allowed. One of the ways the City controls the intensity of development in watersheds is through limits on impervious surface area.

The example was a civic use in a watershed, where up to 30% of the site may be impervious surface. The parking area, with all conventional impervious pavement, covers 20,000 square feet. The building covers 10,000 square feet and also is impervious surface, so the total impervious area is 30,000 square feet.

If, under an alternative option, the parking stalls were constructed with semi-permeable pavement, the area of the stalls would be counted as just 50% impervious. This addition of an LID practice would benefit stormwater quality and quantity, as well as the downstream water supply, similar to the benefits of the previous example.

He added that this use of semi-permeable pavement could also allow the site design to shift the amount of allowable impervious pavement and enlarge the overall parking area footprint by 10,000 square feet. For accounting purposes, half of the semi-permeable pavement is counted as impervious, and half is counted as pervious. A variation on this option would be for the building area to be enlarged by 10,000 square feet, rather than the parking area. The net effect would be the same.

Comparing these two options, by using semi-permeable pavement, the total parking area could cover 10,000 square feet more than with the conventional option. The site's impervious area still would be 30%. He noted that in the Falls watershed, for a development plan with more than 24% impervious surface, semi-permeable pavement is not an option for treating stormwater. Elsewhere, semi-permeable pavement is an option.

SPE Boyer said that during the May work session, the City heard concerns about situations such as with this second site design option. If scenarios such as this continue to be of concern, one approach would be to change the way the UDO regulates the intensity of development in the watersheds by changing from the current basis of limiting impervious area to instead limiting the site's total "buildable area" to 30%. He noted that he is using "buildable area" here as a placeholder term, and another term might by deemed to be more appropriate. If desired, staff can bring back proposed language for this change during the formal text-change process.

Councilor Cox asked how parked vehicles on the lot would affect runoff calculations. SPM Hinkle responded that it would not affect numbers because anything that runs off cars would end up on the ground.

Councilor Stephenson asked if there is an environmental benefit to a semi-permeable scheme. SPM Hinkle responded that if the City were to limit the buildable area back to 30%, then there is not. He added that pervious pavement has an environmental benefit. Councilor Stephenson stated that by making the buildable area bigger it would cancel out the benefit. SPM Hinkle responded that "buildable area" may need to be defined moving forward. Councilor Stephenson added that this would allow for flexibility without getting into the potential for expanded buildings, which would increase the secondary cumulative impact.

Councilor Cox stated that with bigger buildings, more parking would be needed. Councilor Stephenson added that it is counterintuitive to improve the environmental performance of parking lots at the expense of impacts of enlarging buildings. He suggested not allowing bonuses for buildings but still allowing the use of LID.

City Manager Hall stated that the broader recommendations cover the entire picture. Staff are admittedly trying to solve a much smaller piece of the overall picture.

SPM Hinkle presented a PowerPoint slide regarding the next steps for advancing GI/LID.

Work Plan Item	Outputs and Benefits	**Next Steps**
1. Review Ordinances and Policies as They Pertain to Using GI/LID	• Memos identify and evaluate barriers to GI/LID and describe potential code revisions. • Fewer barriers to using GI/LID; clear expectations for developers and designers; cross-department input and buy in.	**Pursue text changes through the City's public process, beginning with Council approval to proceed.**
2. Develop GI/LID Templates for Streets	• Street typology templates that include GI/LID practices and that address staff concerns about GI/LID's effects on municipal operations. • Clear GI/LID options for streets for use by developers and designers; fewer barriers to developers' use of LID with streets.	**Pursue adding GI/LID design details to the Street Design Manual through the City's public process, beginning with Council approval to proceed.**

In closing, SPM Hinkle stated that the use of low impact development is widely tested and used in cities across the country. This change would move Raleigh closer to par with others. He added that the same protective regulations would remain unchanged with implementation of these recommendations and would allow for better devices to be used in lieu of wet ponds. Staff are in support of these recommendations.

Councilor Stephenson stated he was impressed with what staff is doing with stormwater compared to what the City was doing 10 years ago. He added that the work is very innovative

and he appreciates the holistic approach, which will allow Raleigh to become a more sustainable city.

Councilor Baldwin commented on the use of incentives to encourage the use of these types of measures. From what she has read, she thinks this would be a benefit to the City and developers.

Mayor McFarlane confirmed with City Manager Hall that they would not need to submit a recommendation to the full Council.

Councilor Stephenson stated that a text change would be used to create an ordinance; however, these will be a set of optional standards. He asked if the City has a plan looking forward to implement these as a more standard option. SPM Hinkle responded that staff first wants to get them incorporated into the Code and will then potentially address the standardization down the road. He added that the City has taken on a number of small projects. SPE Boyer added that the City is working with one residential developer to find a way to implement green streets.

Councilor Baldwin stated that the use of LID really improves the aesthetics of a project, citing a project at NCSU as an example. This change will tackle an environmental issue while making areas look attractive at the same time.

BRANDING STUDY REQUEST FOR PROPOSALS AND SCOPE UPDATE – INFORMATION RECEIVED

The following information was contained in the agenda packet:

> Council appropriated funding in the annual budget for a "Branding Study"; accordingly staff has issued a Request for Proposals for consulting services. It is anticipated that the selected consultant will work with both internal and external stakeholders to identify a new City logo, a City graphics stylebook, as well as a vision and mission statement. The study will not redesign the City seal nor create a new slogan or catch phrase. During the work session staff will review the need for a new logo and will review for Council the proposed brand study process.

Communications Director (CD) Damien Graham presented this item with the assistance of a PowerPoint presentation titled "City of Raleigh – Brand Platform Study." Sides during this part of the presentation included the following information that he explained further.

<u>What is Raleigh's brand?</u>

CD Graham briefly discussed Raleigh's brand and expressed concern that if the City does not unify in some way, then it will not get credit for everything it provides. He stated that currently, staff tend to use the City seal as a logo. There is an extreme lack of consistency with seals used, including typeface, colors, tree clipart, alignment, and margins, which does not represent the City well. This affects web layouts, email layouts, content structure, photo styles, iconography, and document layouts and does not allow for a unified message.

He used the City of Boston's website as a positive example. He noted that an ornate symbol, such as Raleigh's seal, is difficult to recognize since the world is becoming more digital.

CD Graham noted that the public will have opinions during this process so it is necessary for the City to have thick skin. Staff are looking for something classic that can stand the test of time.

The Brand Study will produce a new City logo, new style book, and new vision and mission statement. It is important to note that Raleigh will remain known as the "City of Oaks'.

Aggressive Timeline:

- Proposals due October 31, 2016.
- Council selects agency in November.
- Proposed logo, style guide, and vision/mission statement in late Spring.

Councilor Baldwin asked what type of outreach the City is considering for the research component. CD Graham responded that it will be a balance of looking internally and externally. This could include polling or small groups. Whatever the City comes up with will not be based off of one person's thoughts.

Councilor Baldwin asked if there would be a way to incorporate a question about what symbolizes Raleigh into the existing citizen survey in order to combine resources. City Manager Hall responded that he can look into adding one or two questions. Councilor Baldwin added that bringing Raleigh's design community into the equation is important.

Councilor Branch thanked staff for their work. He noted that his school and company have gone through the same thing. Currently the City does not have a standard and it needs to have one. He requested for staff to consider hosting some surveys at community centers in order to reach out to citizens who use the City's services right now.

City Manager Hall thanked all staff in the Communications Department. They have done a great job of bringing new employees into their office with the structural changes.

Councilor Baldwin expressed her excitement with this process and commented that she has been waiting on this for eight years. She added that people may hate the City during this process and there will be a lot of resistance; however, when it is complete people's attitude will change. She cautioned the Council to not jump on every criticism.

TELECOMMUNICATION/FIBER UPDATE – INFORMATION RECEIVED

The following information was contained in the agenda packet:

> During the work session staff will provide a review of the following items associated with broadband fiber installations currently underway across the City:
>
> 1. History and status of the fiber deployment;
> 2. Update on major telecommunications projects and coordination efforts;

- Inquiries/Complaints;
- Utilization of software;
- Damages and costs to infrastructure;
- Continuing coordination efforts between City staff and the telecommunication industries;
- Organizational impacts; and
- Community impacts.

City Manager Hall mentioned that when this was first approved by Council, staff indicated that it would take a couple of years to gear up. Now the City is actually seeing crews on the ground. He noted the purpose of today's presentation was to provide an update on the process and to answer any questions. No action was requested.

Chief Information Officer (CIO) Darnell Smith provided brief comments about the impact on the community. He stated that his drive to work is both lovely and frustrating since the construction taking place is solidifying Wake County as a tech hub. The City is just entering the high-build phase and both AT&T and Google will have a high investment in the community.

Right-of-Way Services (ROWS) Manager Noah Otto presented this item with the assistance of a PowerPoint presentation titled "Telecommunications/Fiber Update." Sides during this part of the presentation included the following information that he explained further.

Agenda:

- Fiber Installation Update.
  - Milestones;
  - Permitting/Construction Status; and
  - Organizational Impacts.
- Major Telecommunications Projects and Coordination Update.
  - Upcoming Action;
  - Community Impacts; and
  - Coordination with Google Fiber and AT&T.
- Community Investments.
- Community Engagements.
- Questions.

ROWS Manager Otto commented that the City needed a way to monitor citizen concerns. He worked with the Information Technology Department in order to develop a program within CityWorks to do so.

Milestones:

- **February 2015** – Weekly coordination meetings between City staff and Google Fiber commences.

    - Involved City of Raleigh departments: City Manager; City Attorney; IT; Parks, Recreation, and Cultural Resources; Communications; Public Utilities; and Development Services and Housing & Neighborhoods.
- **May 2015** – Terms and conditions for guiding placement of Google Fiber Huts on City property approved by City Council.
- **June 2015** – Google Fiber hut locations approved by City Council.
- **June 2015** – First Google Fiber encroachments submitted.
- **August 2015** - City Council authorization to City Manager to negotiate and execute a Master Encroachment Agreement with Google Fiber North Carolina, LLC.
- **September 2015** – First Google Fiber construction permits issued.
- **May 2016** – Second of 10 proposed Google Fiber Huts Completed.
    - Location: North Hills Park (Complete);
    - Location: Wade Ave (Complete);
    - Location: Perry Creek Rd (Construction in Progress); and
    - Location: Southall Rd (Construction in Progress).
- **June 2016** - Google Fiber Master Encroachment Agreement Approved.

Map: Google Fiber Permitted Areas
Map: AT&T Permitted Areas

Permitting/Construction Status as of October 1, 2016:

- Number of construction permits issued: 5,637.
- Number of sidewalk/lane/street closures: 168.
- Number of construction crews (current): 63.
- Total right-of-way inspections scheduled: 6,948 (compared to 2,053 in Fiscal Year 2009).

Organizational Impacts:

- 60 % increase in utility locate requests.
- 70 % increase in inspections associated with telecomm and fiber installation.
- 20-30 citizens inquires received on average per week by City staff.
- Increased necessity for emergency response by Public Utilities staff due to utility strikes during fiber installation.
- Coordinated effort between Development Services and IT in creating CityWorks software application to track and monitor citizen concerns.

Graph: Utility Locates Increase
Map: Damages to Water and Sewer

Current and Upcoming Action:

- Ongoing Improvements:
    - Update Standards to better reflect industry improvements;
    - Reviewing and improving enforcement practices; and
    - Co-location Opportunities.
- Public Outreach:

- Public Utilities Your Service Connection - Nov 2016;
- City of Raleigh Website;
- Social Media (Facebook, Twitter);
- Events; and
- Community Gathering.

Community Impacts:

- Common Concerns:
  - Utility service interruptions;
  - Door hangers notifying citizens of coming work and who to call for issues;
  - All proper permits;
  - No equipment or materials stored overnight in the public right-of-way;
  - Sites shall be made safe by end of each day;
  - Signs on vehicles stating company name;
  - Proper reporting and repair of utility strikes;
  - 48 hour repair of asphalt and concrete;
  - Storm water protection; and
  - No trash in the public right-of-way or private property.
- Scope of Construction Activity:
  - Aerial fiber installation on new and existing utility poles; and
  - Boring and trenching of fiber conduit.

Communication Coordination:

- **Google Customer Service:**
  - Service Inquiries (24/7): 1-866-777-7550
  - Construction Inquiries (24/7): 1-877-454-6959
  - https://fiber.google.com/support/
  - Door Hanger (available in both English and Spanish)
- **AT&T Customer Service:**
  - Phone: 919-835-1325
  - Email: rd5264@att.com
- **City of Raleigh Customer Service:**
  - General Construction Concerns: 919-996-6816
  - Water/Sewer Damage (24/7): 919-996-3245
  - Gigabit Fiber Construction website

City of Raleigh Field Staff Contacts:

- Chet Lepley: 919-996-5756
- Scott Wells: 919-996-6808
- Lee Mai: 919-996-5760
- Amanda Phyfer: 919-996-6816

Community Investments – North Carolina Next Generation Network:

- Current Community Centers:
  - St. Monica Teen Center;

  - Tarboro Community Center;
  - Worthdale Community Center; and
  - Walnut Terrace Apartments.
- Two additional Community Centers in design phase:
  - Hill Street Community Center; and
  - Lake Lynn Community Center.
- Approximately 20 Centers overall to be connected.

Community Engagements:

- AT&T: Funded high-speed internet access and digital literacy training for Walnut Terrace.
  - Four, six-week sessions held.
  - 25 residents trained and awarded computers.
- Google Fiber: Funded digital literacy training.
  - Eight residents trained and awarded computers.
  - Another four week training session scheduled to begin on October 26, 2016.
  - Additional event scheduled for October 29, 2016 at Anne Gordon Center for Active Adults.
  - Additional activities to ramp up as service is activated.
  - Community impact manager assigned to facilitate community engagement.

Councilor Branch asked how much longer this construction would be going on. ROWS Manager Otto responded that it will be going on for a while longer since Google is only about 20-25% completed.

Councilor Cox stated he has received complaints about Google Huts being unattractive and mentioned he had asked someone to look into this previously. He added that lighting on the huts has been another citizen concern. Recreation Superintendent (RS) Ken Hisler responded that the City has asked for pitched roofs. The City has also asked for increased aesthetic of the building, perimeter, and post construction assessments. To his knowledge, the huts do not have any lighting.

Mayor McFarlane expressed her concern with the number of damages to the City's water and sewer systems. RS Hisler responded that entities themselves are struggling to keep up with demand. Some of the utility companies are claiming that construction crews will follow paint marks on the ground, which may happen to be in the wrong place. He added that this has been a strain on other organizations, which is why the City brought employees on board to help keep up with the demand of complaints.

Assistant Public Utilities Director (APUD) Whit Wheeler commented that staff have been working really hard with Google on the design depth of the fiber. Although there is a lot going on, it would be a lot worse.

City Attorney Tom McCormick commented that there is a plan in place to recover some of the damages.

RS Hisler briefly discussed basic pot-holing, trenching, and boring. He added that there are not a peak number of crews currently working in the City. Mayor McFarlane commented to not build faster than we can mark the roads.

RS Hisler showed a sample fiber line to the Council. City Manager Hall added that all of this information is available to the public and posted on the City's website.

ADJOURNMENT

There being no further business before the City Council, Mayor McFarlane announced the meeting adjourned at 5:32 p.m.

Cassidy R. Pritchard
Assistant Deputy Clerk