



Fiscal Year 2026 Community Budget Priorities

ENGAGEMENT REPORT





Fiscal Year 2026 Community Budget Priorities

ENGAGEMENT REPORT

Table of Contents

Table of Contents	3
Executive Summary	5
Fiscal Year 2026 Budget Process and Engagement Recap	6
Engagement Outreach.....	7
Listening Session Format.....	10
Resident Feedback	11
Appendix A: Resident Feedback.....	15
Appendix B: Listening Session Marketing	30

City of Raleigh Commitment to Fairness & Opportunity for All

The City of Raleigh is committed to fostering a prosperous community where every resident has the opportunity to thrive. We believe that when all individuals have access to resources and support, it leads to greater participation, opportunities, safety, and well-being for everyone. The City of Raleigh prioritizes policies and systems that welcome all community members.

By engaging all residents in the decision-making process, Raleigh aims to create a city where opportunities are open to all, regardless of background, and where our policies and systems work to support the well-being of everyone. Raleigh aspires to be a model of governance, where everyone has a voice and can contribute to the growth and success of our community.

Executive Summary

The Budget and Management Services Department (BMS) in the City of Raleigh is tasked each year to ensure the involvement of resident voices as part of the City's budget development process. In support of this task, BMS engages directly with the community throughout the annual budget process. Resident voices engaged through this work help to shape the upcoming fiscal year's budget.

The Fiscal Year 2026 (FY26) Community Budget Priorities Engagement Recap outlines steps taken by BMS as part of the City's budget engagement work, which commenced in December 2024 and concluded in January 2025. This critical work will help shape the City Manager's Proposed FY26 Budget, which will be presented to City Council on May 20, 2025.

Budget engagement efforts conducted as part of the FY26 budget development cycle benefitted from critical lessons learned from prior years. In practice this translated into working diligently with the City's Communications Department to expand outreach efforts through social media and digital advertising, email marketing, print, and radio. BMS staff continued to focus on accessibility through the provision of essential accommodations to include language access through interpreters as well as childcare provided by staff from the Parks, Recreation and Cultural Resources Department (PRCR). BMS staff also prepared material outlining City, County, and State services, to enhance resident understanding of the distinction between various government services and offerings.

Unlike prior years, engagement commenced in December instead of October 2024. This was mainly due to the 2024 United States Presidential Election as well as the City of Raleigh Municipal Election taking place in the month of November and many community centers around the city being used as early voting sites.

Utilizing lessons from prior cycles, budget engagement was presented in a hybrid model in the form of virtual and in-person listening sessions. Staff conducted five in-person listening sessions – at community centers in each of the City's five districts - and scheduled two virtual listening sessions in December. In addition, for the second year in a row, BMS held the popular Budget and Brews event. Hosted at Clouds Brewing on 1233 Front Street, over 20 residents showed up to share pizza, beers, and their thoughts on the City's upcoming budget.

This report includes an account of the FY26 budget engagement process. It contains:

- Details related to this year's budget engagement process
- Resident input from listening sessions
- Engagement flyers and additional data

Fiscal Year 2026 Budget Process and Engagement Recap

FY2026 Budget Process



The City of Raleigh's fiscal year begins on July 1 and ends on June 30 of the following year. In the Fiscal Year 2026 (FY26) budget process, departments submitted their capital budget requests in December and submitted their operating budget requests in January and February. Departments also reviewed their budgets at this time for reallocations to better serve community needs.

Throughout December and January, Budget and Management Services (BMS) staff conducted two virtual listening sessions and six in-person listening sessions to gather community feedback on budget priorities. In February, BMS published this Engagement Report, containing the information gleaned from these sessions, and provided it to the City Manager. At the same time, departments will meet with the City Manager to discuss their budgets, and City Council will begin hosting a series of Budget Work Sessions to discuss FY26 budget development.

On May 20, BMS will present the City Manager's Proposed FY26 budget to City Council. Before the end of June, City Council is required to adopt the next Fiscal Year budget. June 3, 2025, is the public hearing on the FY26 proposed budget.

Engagement Outreach

Just like last year, Budget and Management Services (BMS) partnered with the City of Raleigh Communications Department to create a comprehensive outreach strategy for this year's engagement efforts for listening sessions. A list of all the listening sessions conducted by BMS staff are listed below:

Virtual Listening Sessions Dates and Times:	
Monday December 9th, 6-7:30pm (VIRTUAL via Zoom)	Thursday December 12th, 6-7:30pm (VIRTUAL via Zoom)
In-Person Listening Sessions Dates and Times:	
Wednesday, December 11th, 6-7:30pm "Budget & Brews!": Clouds Brewing on 1233 Front St	Monday, January 6th, 6 -7:30 pm District D – Pullen Community Center
Tuesday, January 7, 6-7:30pm District A – Millbrook Exchange Community Center	Wednesday, January 8, 6-7:30pm District E – Laurel Hills Community Center
Thursday, January 9, 6-7:30pm District B – Abbots Creek Community Center	Monday, January 13, 6-7:30pm District C – location Barwell Road Community Center

A registration form was placed on the City's website, along with links to sign up for both virtual and in-person listening sessions held on a variety of dates and times. Both phases of the effort had a strong presence on www.raleighnc.gov with news articles and event pages where people could register for each virtual or in-person event. Communications sent emails advertising the survey and listening sessions using its GovDelivery system to residents signed up to receive emails from the City of Raleigh. The survey was also advertised downtown on digital billboards (IKES) and throughout the City of Raleigh with printed fliers with QR codes. The Community Engagement Department's Community Connectors program distributed fliers to ensure equitable access to City listening sessions. Posts were made and boosted on the City's @raleighgov Facebook, Nextdoor, X, Bluesky and Instagram accounts.

In addition to these efforts, digital advertisements for the survey were placed on GoRaleigh buses in English and Spanish. Advertisements for the listening sessions were also included in December 2024 Raleigh Water bills. The sessions were further promoted with paid media through The Carolinian newspaper, as well as with digital ads and streaming video through WRAL. Spanish ads also ran on local Univision channels, and a Spanish-language interview featuring the Budget and Management Services Director ran on Despierta Raleigh to promote the sessions.



Outreach Detail

Website

- Featured news article on raleighnc.gov
- Service page linked out to the survey
- Event listings for each listening session (virtual and in person) with registration options for childcare and/or interpretative services
- Nearly 3,000 views on raleighnc.gov pages associated with the effort

Email Marketing

- Sent emails via GovDelivery to raise awareness to subscribers of several relevant topics with a combined reach of over 16,000 (Budget News, Community Engagement News, Equity and Inclusion News, News Releases, Media List)

Social and Digital Advertising

- Organic (unpaid) posts on the City's @raleighgov Instagram, X, Bluesky, Facebook and Nextdoor accounts
 - » Resulted in 52,961 impressions and 989 engagements
- Paid post on Facebook resulted in an additional 44,478 impressions and 625 engagements, for a total of 97,439 impressions and 1,614 engagements via social
- Details of engagement opportunities were shared in Monday social videos @raleighgov
- Interactive Kiosk Experience (IKE) ads in downtown Raleigh with QR code
 - » English and Spanish versions resulted in 10,427,178 impressions
- Digital ads in GoRaleigh buses
 - » English and Spanish versions resulted in 10,427,178 impressions

Print and Radio

- Half-page ad in The Carolinian newspaper with a reach of over 30,000
 - » Also included a public service announcement on The Carolinian website resulting in 100 impressions
- Videos livestreamed and banner ads displayed on WRAL News/Capitol Broadcasting channels resulting in over 200,000 impressions
- Univision Despierta Interview with BMS Staff with a reach of approximately 160,000 Hispanic households
 - » The interview aired twice and over 75 spots were filled with ads for the listening sessions
- Printed posters with QR code were distributed to community centers, parks, and pools
- "Your service connection" insert in Raleigh Water bills – sent to 196,000 households

To ensure accessibility and the most participation in listening sessions, residents had the opportunity to indicate whether they needed access to childcare during in-person sessions held at the City's community centers. As a result, childcare was offered at each of the five in-person listening sessions at no cost to attendees. In addition, Budget and Management Services (BMS) employed multiple strategies to make the budget engagement process accessible to non-English speakers. When signing up for listening sessions, all Raleigh residents were offered the opportunity to indicate whether they needed a translator at the session. In addition, BMS procured translating services to produce Spanish-language versions of bus advertisements and IKES, as well as worked with Spanish-language media company Univision to produce Spanish-language TV and radio ads.



Listening Session Format

The Budget and Management Services (BMS) Department offered a total of eight listening sessions over the course of two months. Overall, a combined total of 113 participants shared feedback at the City's in-person and virtual listening sessions along with the Budget and Brews event. Sessions were facilitated by BMS staff. The goals of each session were, a) educate residents about the City's budget process; b) gain feedback around BMS's efforts to increase accessibility and transparency of the City's budget; and c) provide an opportunity for resident feedback. To empower participants, BMS used www.slido.com which encouraged interaction and allowed the department to get resident feedback in real time.

Education

Each session began with introductions of City staff and residents, before launching into "Budget 101" – a crash course on the City's budget process, current fiscal year adopted budget revenues and expenses, and how budget decision-making occurs. Education about different types of budgets (operating, capital, etc.) was shared with residents after which BMS shared knowledge about Citywide revenues and expenses. This increased the approachability of the budget listening sessions, by giving residents the language to speak about their budget priorities, regardless of any prior knowledge or exposure to budgetary concepts. BMS updated this year's Budget 101 segment to cover topics of resident interest from previous years, such as capital budgeting and debt financing.

Efforts To Increase Accessibility And Transparency

Over the course of the past two fiscal years, the Budget and Management Services Department (BMS) has made consistent efforts to increase accessibility and transparency in the budget process. Along with the annual publication of the adopted budget book, the department also produces a four-page document called Budget At a Glance, which is meant to highlight key priorities and critical investments in the adopted budget. The document is also translated into various languages to ensure that residents from diverse populations understand the City's budget.

Last year, BMS also produced an interactive budget dashboard which provides residents with a deeper understanding of the City's budget. It provides an interactive and analytical look into how the City earns revenues and prioritizes spending. Displaying adopted budgets from Fiscal Year 2021 onwards, the dashboard provides interactive trends through bar and pie charts for all the City's funds and provides a comprehensive look into departmental personnel and operating expenses. Finally, the dashboard also breaks out the City's capital budget spending by element.

During the listening sessions, participants were asked three questions to better understand if BMS's various efforts to increase accessibility and transparency had benefited resident's knowledge of the City budget. The first two questions asked residents if they had heard of the budget dashboard and whether they had used the dashboard. Participants were then shown a demo of the dashboard and asked which parts they found most useful or interesting. Based on resident responses, only 11.5 percent of participants had used the budget dashboard, while 34.5 percent had heard about it. Despite not being aware of the dashboard or not using it, residents had positive feedback to share with BMS after the demo was conducted. For example, residents appreciated the dashboard ease of use, appreciated the transparency and interactivity, and also the department spending breakdown.

Feedback from residents about the interactive budget dashboard and Budget At A Glance will be used by BMS to continue to refine outreach and engagement around the adopted budget, and to advance community understanding of the budget and the budget process.

Resident Feedback

The Budget and Management Services Department offered a total of eight listening sessions over the course of two months. Overall, a combined total of 113 participants shared feedback at the City's in-person and virtual listening sessions along with the Budget and Brews event. Sessions were facilitated by Budget and Management Services (BMS) staff. In addition, at each listening session, one staff member from the Housing and Neighborhoods Department was also in attendance to answer inquiries related to affordable housing given the interest residents have had in the topic over the course of prior engagement cycles. To empower participants, BMS used www.slido.com which encouraged interaction and allowed the department to get resident feedback in real time. Participants were able to provide feedback anonymously using this tool.

At each session, BMS sought feedback from community members on five main questions shown below.

1. Which City of Raleigh services or amenities do you value the most? What does the city do well that you would like to see continue?
2. What services or amenities typically provided by the City of Raleigh do you feel are missing from your neighborhood?
3. What services do you feel are missing from the city as a whole, that you would like to add to the budget?
4. What services or amenities does the City of Raleigh currently provide that you feel are unnecessary? If you could cut something from the city budget, what would it be?
5. What are your priorities for the upcoming city budget that you haven't yet gotten to share?

Below is a collective summary of feedback obtained from participants at the virtual and in-person listening sessions as well as the Budget and Brews event. As mentioned previously, staff obtained responses to questions through www.slido.com anonymously. Resident responses to these questions summarized by City Council District are shown in Appendix A.





Which City of Raleigh services or amenities do you value the most? What does the city do well that you would like to see continue?

Figure One




	Parks, Recreation and Cultural Resources	54%
	Public Safety	29%
	Water, Stormwater, and Solid Waste Service	17%



Figure One above shows the top three services and amenities valued by participants attending the listening sessions. By far the services or amenities most valued by the residents are the City's Parks, Recreation and Cultural Resources (PRCR). Collectively participants agreed that the City's offerings of parks, greenways, trails, pools and recreation programs was a valued service that improved their lives and futures. Additionally, participants valued the City's public safety to include first responders such as police and fire personnel followed by ECC or 911 call takers. Rounding out the top three were core infrastructure and utility services offered by the City to include water, stormwater, and solid waste services.

What services or amenities typically provided by the City of Raleigh do you feel are missing from your neighborhood?

Figure Two





	Sidewalks and Street Maintenance	43%
	Traffic Calming and Management	22%
	Frequency of Buses and Bus Shelters.....	22%
	Affordable Housing	13%



Figure Four:



What are your priorities for the upcoming city budget that you haven't yet gotten to share?

Last but not least, participants were asked to share any other priorities for the upcoming City budget that they had not yet shared. Once again, participants provided a variety of thoughts and concerns, all of which are shown in the word cloud shown in Figure Five below. Participants at the listening sessions cited further investment in downtown, employee pay, transportation needs, and infrastructure as further preferences and priorities for the City's upcoming budget. Detailed responses to this question by City Council District can be found in Appendix A.

Figure Five:



Appendix A: Resident Feedback

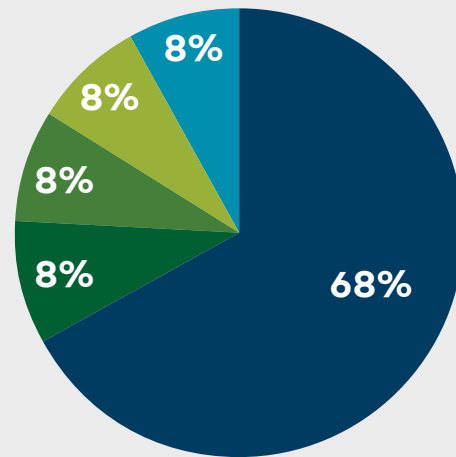
This section highlights the feedback Budget and Management Services received from participants at in-person listening sessions held at each of the five City Council Districts. Feedback and quotes displayed were collected using www.slido.com and collected anonymously. Responses from participants are shown as written except for the correction of grammatical or typing errors as well as the removal of inflammatory remarks.

District A Listening Session

Feedback listed below was presented by community members at the listening session held on Tuesday, January 7th in District A. Feedback and quotes displayed are shown as written except for the correction of grammatical or typing errors and removal of profanity or inflammatory language. Participant data is shown below.

District A Session Attendance by District

■ A	68%
■ B	8%
■ C	8%
■ D	8%
■ E	8%



1. Which City of Raleigh services or amenities do you value the most? What does the city do well that you would like to see continue?

- I don't know. Brand new to Raleigh.
- Parks and Greenway
- Parks and Recreation
- Parks, Rec and Cultural Resources especially Summer Camps
- Parks. Really great parks department
- Public safety
- The different kinds of events that happen in the parks and nearby like First Friday's and such. And all the cool events that are happening at the Raleigh Convention Center
- Trash and recycling reliability

2. What services or amenities typically provided by the City of Raleigh do you feel are missing from your neighborhood?

- Affordable housing
- I generally hear about most things happening and feel like they're accessible to me
- Litter clean up
- Sidewalks
- Traffic and code enforcement
- Walkable parks. Police coverage.

3. What services do you feel are missing from the city as a whole, that you would like to add to the budget?

- A larger maintenance staff
- Can we stick to the budget?
- Nothing more needed if it is going to increase our taxes and reduce affordability
- Rent properties to developers who will build housing at 60% AMI (Area Median Income) or less versus selling properties, transition to AI as a way to provide upward mobility to workers while diminishing amounts being paid for workers
- Utilizing city owned properties for affordable housing

4. What services or amenities does the City of Raleigh currently provide that you feel are unnecessary? If you could cut something from the city budget, what would it be?

- Plus one to leaf cleanup at least for the development I'm in
- Leaf collection. Makes no sense.
- Less downtown/Dix and more to the outer wards
- RCC and amphitheater expansion, move it to Triangle Town Center to create another epicenter for entertainment
- Seasonal leaf pickup
- Studies
- The very costly bridges, etc. on the greenways. How much did the Crabtree Creek Trail connector to Umstead Park cost?

5. What are your priorities for the upcoming city budget that you haven't yet gotten to share?

- A Raleigh Remote program, incentivizing remote workers with money to relocate to Raleigh.
- Any way to increase partnerships with employees of companies that have transplanted workers here to get them more involved with the city?
- City program to assist employees with housing to live where they serve. Lots of cities do that. Creates retention and invests in employees

- First responders and non-office city worker pay increase
- Give 911 call center operators recognition of being first responders plus compensation for that
- More money for transportation maintenance to provide clean bike lanes and complete sidewalks for equity in transportation
- Public safety increases
- Separation allowance for firefighters
- Move the Raleigh Convention Center and amphitheater expansion to Triangle Town Center to create another entertainment epicenter, traffic is going to be awful in the next 3-5 years
- Stream restoration
- Utilizing only local artists for city projects
- What is the cost to the city to offer free parking in city decks and is this expected to extend beyond the current incentive?
- Zero based budgeting

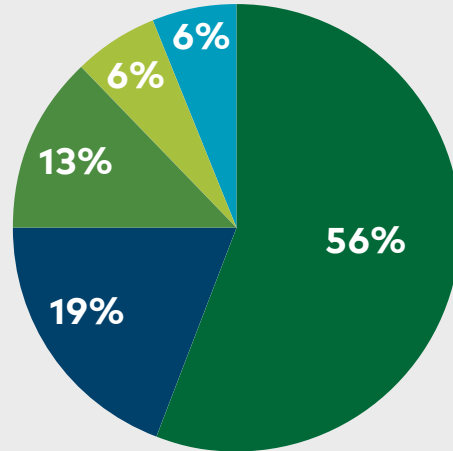


District B Listening Session

Feedback listed below was presented by community members at the listening session held on Thursday, January 9th in District B. Feedback and quotes displayed are shown as written except for the correction of grammatical or typing errors as well as the removal of inflammatory remarks. Participant data is shown below.

District B Session Attendance by District

■ A	19%
■ B	56%
■ C	13%
■ D	6%
■ E	6%



1. Which City of Raleigh services or amenities do you value the most? What does the city do well that you would like to see continue?

- Entertainment venues
- First responders
- Greenways, parks, recreation programs, arts
- HHS
- Landfill
- Leaf collection
- Martin Marietta Center, Convention Center
- Our fire departments
- Parks
- Parks and greenways; the library
- Solid Waste management
- Parks and greenways
- Parks and recreation centers
- Entertainment venues
- Parks, Recreation and Cultural Resources
- Partnership with Partners for Environmental Justice
- Planning Academy and Citizens Leadership Academy too
- Police fire 911

- Police, fire and EMS
- Police, fire, greenways, water services, leaf pick up, tennis courts, parks, street maintenance
- Raleigh Neighborhood College
- Solid waste management

2. What services or amenities typically provided by the City of Raleigh do you feel are missing from your neighborhood?

- Affordable housing
- Bike lanes
- From outside of District B, I would say sidewalks
- It seems like all the entertainment centers are in South Raleigh, none in the north
- Juvenile justice
- Speed limit enforcement
- Walkways from Wakefield to greenway system
- Yes, move convention center and amphitheater expansion to Triangle Town Center

3. What services do you feel are missing from the city as a whole, that you would like to add to the budget?

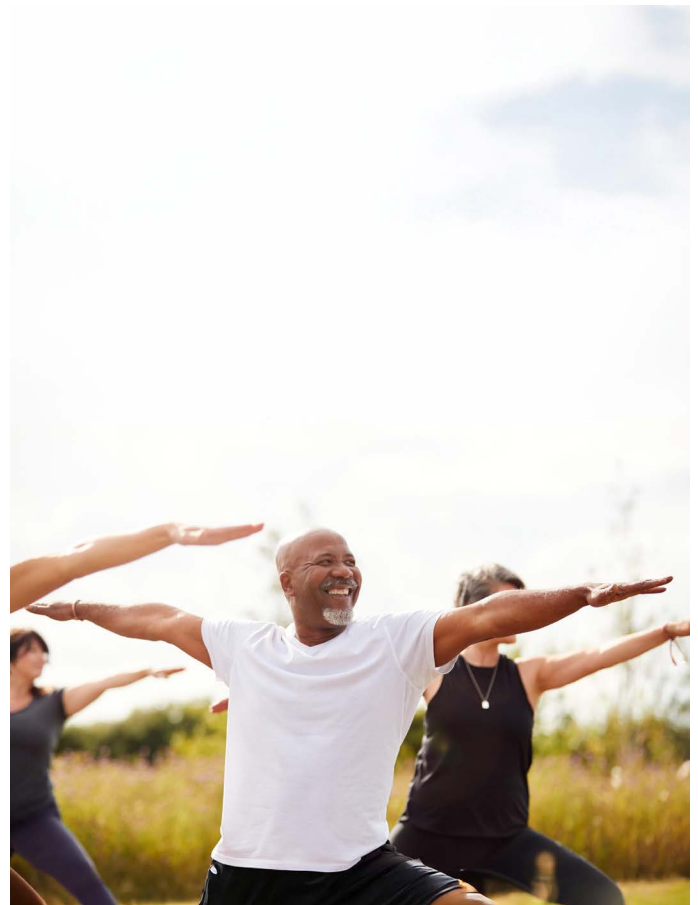
- Affordable housing en masse
- Better communication about what happens at City meetings
- Budget to support daycare staff who are generally underpaid compared to other jobs they could get. Something like a penny tax for Raleigh daycares
- Camera surveillance for parks
- Hiring more police, fire and EMS personnel. Continue increasing affordable housing funding
- Leaf pickup in bike lanes
- Missing connections between sidewalks that lead to nowhere
- Move the convention center and amphitheater expansion to Triangle Town Center
- Need more frequent leaf pickup
- Separation allowance for firefighters
- Wayfinding signage pointing to essential services

4. What services or amenities does the City of Raleigh currently provide that you feel are unnecessary? If you could cut something from the city budget, what would it be?

- Waste
- Aging and adult services
- Fluoride in water is industrial waste. Excess fluoride causes fluorosis in children and attention issues. It can cause thyroid issues.
- Historic preservations
- Printing flyers
- Seasonal leaf collection
- So much paper and water

5. What are your priorities for the upcoming city budget that you haven't yet gotten to share?

- Affordable housing - being able to age in place
- Eliminating New Bern Bus Rapid Transit (BRT)
- Greenway bridge platforms are built with wood that decays and is replaced with more wood. Why not replace with recycled plastic wood?
- High quality childcare for 0-5-year-olds is one of the most cost effective and beneficial things a society can spend on. Good for the kids, good for the parents who can work hours/jobs they want, and good for society who get better adjusted, smarter, and healthier kids. The childcare crises is significant statewide and in Raleigh, we can get creative to make it work here.
- Maintenance around streetlights and road signs
- Trees need to be replaced on Durant Road
- The trees need to be maintained and trimmed back or cut down and replaced

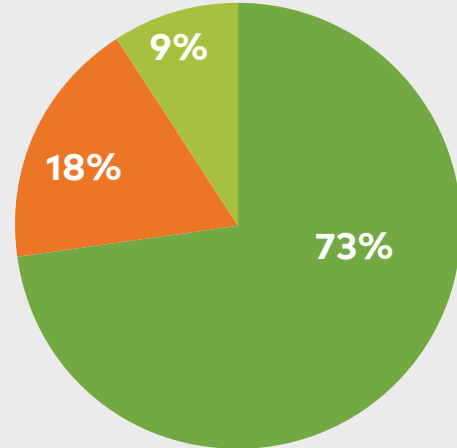


District C Listening Session

Feedback listed below was presented by community members at the listening session held on Monday, January 13th in District C. Feedback and quotes displayed are shown as written except for the correction of grammatical or typing errors as well as the removal of inflammatory remarks. Participant data is shown below.

District C Session Attendance by District

■ C	73%
■ D	9%
■ Unknown	18%



1. Which City of Raleigh services or amenities do you value the most? What does the city do well that you would like to see continue?

- Trash, recycling, and leaf pickup
- Parks system
- The City does parks and greenways well
- ACORNS (Addressing Crises through Outreach, Referrals, Networking and Service) program
- Attempt to increase walkability
- Affordable housing, parks, and safety
- Citizen Advisory Councils (CACs)
- DMV site engagement
- Easy access to convenience centers that are well-run
- Fire department
- Center for performing arts and convention center
- Outdoor spaces
- Parks
- Activities and classes
- Pools
- Nature and walking trails
- Parks, Recreation and Cultural Resources
- Parks, police, housing, community engagement, transportation
- Raleigh Historic Districts Commission
- Greenways
- Police
- Fire
- Downtown events
- See, Click, Fix
- Ability to sign up for department newsletters
- Special events and unique things to do in Raleigh
- The Performing Arts Center and cool free things to do in Raleigh put on by the City
- Parks are great as well
- Stormwater management
- The greenways and our convention center
- Water and waste treatment
- Parks and recreation upgrades

2. What services or amenities typically provided by the City of Raleigh do you feel are missing from your neighborhood?

- Covered bus stops and events
- Historically preserved communities
- Affordable housing
- Community engagement about upcoming decisions in a reasonable time
- Funding for Citizen Advisory Councils (CACs)
- Culturally relevant economic development
- Infrastructure maintenance
- Seasonal leaf collection
- Sidewalks
- Affordable housing
- Sidewalks
- Affordable housing
- More parks in District C
- Covers for bus stops

3. What services do you feel are missing from the city as a whole, that you would like to add to the budget?

- Community outreach/information about events and upcoming decisions
- Composting
- Leave the leaves instead of leaf pickup
- Separation allowance for firefighters
- Attention to Poe Hall
- Community gardens
- Moving Convention Center
- Mature tree preservation
- More effective recycling especially downtown, our landfill is only good until 2040
- Planning
- Infrastructure maintenance
- Community arts facilities
- Bring preservation to mid-century modern communities like Longwood
- Recognize call center operators as first responders and pay them appropriately
- Youth engagement and development

- More funds for community engagement
- More funds for firefighters
- Analysis of the effectiveness of programs and policies
- More funding for transit
- Youth engagement programs
- Senior engagement programs

4. What services or amenities does the City of Raleigh currently provide that you feel are unnecessary? If you could cut something from the city budget, what would it be?

- Decrease / reallocate police budget
- Decrease / reallocate parks budget
- Militarizing the police

5. What services or amenities does the City of Raleigh currently provide that you feel are unnecessary? If you could cut something from the city budget, what would it be?

- Disparities study on communities' inequities
- Implementing Artificial intelligence (AI) for certain positions
- Making the seats at the bus stops bigger. Those rinky-dink new ones are awful
- More Public Private Partnerships where the public provides solutions in partnership with the City at various levels

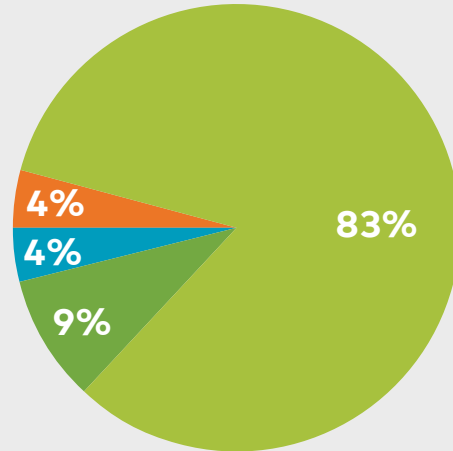


District D Listening Session

Feedback listed below was presented by community members at the listening session held on Monday, January 6th in District D. Feedback and quotes displayed are given verbatim except for correction of grammatical or typing errors, and removal of profanity or inflammatory language. Participant data is shown below

District D Session Attendance by District

■ C	9%
■ D	83%
■ E	4%
■ Unknown	4%



1. Which City of Raleigh services or amenities do you value the most? What does the city do well that you would like to see continue?

- Award winning drinking water
- Emergency services
- Police presence in downtown
- Citizen engagement
- Greenway system and parks are most valued. City services are important to continue to fund.
- Greenways
- Greenways, bike lanes, parks
- I think the city does a good job maintaining the greenways. Would like to see expanded routes to high traffic areas
- Historic preservation
- Park maintenance, Greenway maintenance, GoRaleigh service.
- Parks and transportation. I would like improved public transportation when it comes to more staffing, fixing long delays, and providing more accessible bus stops.
- Parks
- Public safety
- Parks, police, maintenance
- Parks, Recreation and Cultural Resources; Fire Department (our firefighters are more easily accessible than any other service and they're everywhere in service to the community); Community Engagement (especially with Neighborhood Enrichment added); Planning Department: Housing and Neighborhoods; Office of Strategy and Innovation.
- Police presence
- Policing. Parks. Joint ventures like RDU / Centennial Authority/Convention Center. We are doing well at attracting new hotels and building up tourism for existing attractions
- Public Safety. Parks. Continue improving bike lanes
- Public transit and good sidewalks
- Public transportation. Continue to develop affordable housing through financial investment and rezoning.
- Raleigh parks and recreation activities (yoga at Dorothea Dix Park)
- Raleigh Union station and train service
- Sidewalks, bike lanes, downtown cleanliness, housing assistance, and parks
- Transit and future BRT

- Trash collection
- Value the most - Public Safety. City does well - Advocate for preservation of green space and environmental consciousnesses
- Water, stormwater, and solid waste pickup
- Water, traffic, greenways, parks, GoRaleigh bus service, entertainment, special events. The city has excellent tap water in my opinion and has been great at communicating with me about a tree removal on public land.

2. What services or amenities typically provided by the City of Raleigh do you feel are missing from your neighborhood?

- Adequate police presence, including greenways. Stormwater/flood control along Walnut Creek.
- Behind on tree canopy maintenance and replacement
- Benches, trash cans, small parks, neighborhood scale shopping
- Bike lanes
- Bike lanes on Pullen road
- Bike lanes specifically on Lake Wheeler Road closer towards Dorothea Dix Park (with Gibson Play Plaza opening I think this would be very beneficial), and sidewalks in the same area
- Debris/trash removal from public areas. Enough Police presence. Sidewalks into downtown.
- Expedient greenway repair schedules: possibly due to lack of contractor interest/follow-through.
- Frequent, reliable transit service beyond commuting hours
- Housing that actually matches the income for many of the city workers, and also service workers in the food and beverage industry. Public housing for people who don't have means of income.
- In my area specifically, safe bike lanes
- More affordable housing options. Better traffic management
- More Firefighters hired to meet the National Fire Protection Association (NFPA) staffing requirements

- More, more, and more affordable housing and less "luxury" housing
- Police presence
- Prompt response to safety issues
- Safe roadway infrastructure
- Safe transportation infrastructure for people outside of cars
- Sidewalks!! There are parts in my neighborhood that have them and others that don't which makes it sometimes unsafe to walk around. Bike lanes would also be nice just because certain roads are skinnier/larger than others.
- Stormwater management and appropriate drainage
- Street cleaning
- Traffic calming and management. Public safety. Sidewalks and safe road crossings. Connections to downtown. Safe public transit
- Traffic stops, speeding enforcement
- We need more bus shelters at bus stations

3. What services do you feel are missing from the city as a whole, that you would like to add to the budget?

- Every park/greenway needs to have annual invasive species management dollars added to ongoing maintenance costs. Additionally, we need more one-time money to get the invasive plants under control to a point they can be maintained effectively.
- A complete network, not patchwork, of bike lanes and sidewalks
- A priority to complete sidewalks and bike infrastructure
- Active transportation network
- Central community liaison
- Community programs that are more accessible - similar to Raleigh Planning Academy - but more than one cohort a year
- Community recycling centers and drop-off points that anyone can walk to
- Connecting people to jobs in Raleigh, so that people can actually work where they live

- Day drop-in center for our unhoused population
- Disability services
- Driverless taxis, like Waymo in San Francisco
- Firefighter separation allowance
- Homeless shelter/services. Greenway maintenance and patrol
- Illegal parking enforcement for parking in the bike lane
- Light rail. I feel like that would take public transportation to the next level and help with traffic congestion
- More funding for DRA Ambassadors they could potentially extend into outer areas, firefighter separation allowance, and community gardens
- More mental health professionals and services that address drug addiction
- More transitional housing options for the homeless, affordable housing development near employment centers
- Nothing added with so many competing needs already. Adequate funding of the many existing services, with a focus on public safety and affordable housing is needed
- Street and bike lane sweeping twice monthly
- Transition support from unhoused to housed individuals and families
- We are well below state and national average for number of police officers
- We need regular streetscape cleanup
- Parking management outside of downtown

4. What services or amenities does the City of Raleigh currently provide that you feel are unnecessary? If you could cut something from the city budget, what would it be?

- All services are needed and in need of funding. Raise taxes if necessary.
- Downtown parking decks

- I think the services and amenities are great but are not necessarily accessible - require internet access or a certain level of education to understand the language used on the website, pamphlets, etc.
- I would love to reduce the requirements for GoRaleigh to have stops every so many feet
- Incentives to attract sports facilities
- Municipal Service Districts
- Outsource GoRaleigh management
- Outsourcing services. Bring management of services back in house
- Re: the parking decks, we definitely need them, but we shouldn't force people to pay for parking
- Road expansion projects, like Six Forks Road 6 to 8 lanes
- Seasonal leaf pickup
- Some bike lane improvements, leaf pickup, complex major road expansion projects

5. 5) What are your priorities for the upcoming City budget that you haven't yet gotten to share?

- 911 call-taker starting pay raised to \$50,000 from \$45,000
- Consistent enforcement of existing policies like special events policies
- Dealing with the unhoused in a humane and compassionate manner
- Fair Housing Hearing Board, they are getting budget cut and last year was the first year when they didn't do a fair housing conference in the city
- Have Separation Allowance funded for Raleigh firefighters
- Making sure all city employees are fairly compensated. Thank you for your service outside of the 9-5.
- More affordable mental health/housing/childcare solutions for the unhoused population in Raleigh
- More grants to local nonprofits

- Pedestrian safety/advocacy, Greenway project management/feasibility, public safety accountability, connectivity for everyone, reasonable compensation for public servants
- Raleigh is a real city now, but the Mayor and City Council are still funded as part-time positions. It is time to fund these as the full-time commitments that they are (or should be).
- Safe transportation infrastructure - no one should die on Raleigh streets
- Safer public transportation
- Separation allowance for firefighters
- Separation for firefighters

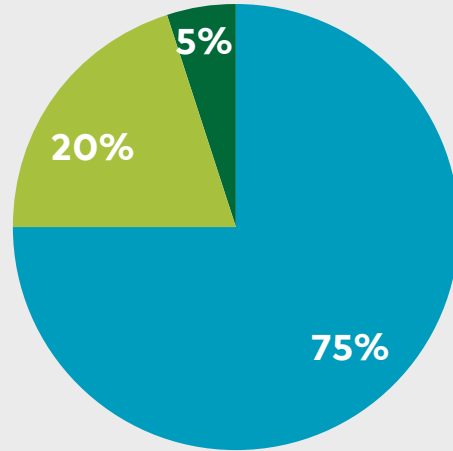


District E Listening Session

Feedback listed below was presented by community members at the listening session held on Wednesday, January 8h in District E. Feedback and quotes displayed are given verbatim except for correction of grammatical or typing errors and removal of profanity or inflammatory language. Participant data is shown below

District E Session Attendance by District

■ B	5%
■ D	20%
■ E	75%



1. Which City of Raleigh services or amenities do you value the most? What does the city do well that you would like to see continue?

- Amenities - parks and recs
- Services - our City workers (fire, 911, police, water)
- Fire and safety
- Many Montessori schools
- Our City workers being so willing to work outside of the 9-5
- Parks
- Parks, Recreation, and Cultural Resources
- Parks and libraries
- Parks, libraries and recreation activities
- Parks, Recreation, and Cultural Resources
- Our emergency services, especially the fire department
- Police
- Parks
- Zoning
- Police, fire department, transit and active mobility infrastructure, parks
- Power and water
- Public safety - Police/Fire/911/Water/Solid Waste is my most valued

- Public Safety, parks, sanitation services. Would like to see the City take a stronger position with regards to staff pay
- Public service: RPD, Fire Dept, 911, Parks
- RPD, basic water/sewer/trash
- Sanitation services. The city is very clean, and I would like for this to continue
- Utilities and greenways

2. What services or amenities typically provided by the City of Raleigh do you feel are missing from your neighborhood?

- Business grants that aren't allowed in some areas because of perceived ability to upgrade interiors or exteriors based on the location of the business
- Clean bike lanes, sidewalks
- Housing below 60% AMI, sidewalks, GoRaleigh bus service
- I agree with leaf mulching
- I live in an apartment but I second programs for leaf mulching
- Intersections you'd let your kids cross by themselves

- Medians and side of streets with no sidewalks need to mow more often in the summer
- More programs that engage juveniles, especially in our downtown area
- More public transportation
- Much more street lighting
- Programs teaching/encouraging leaf mulching, etc. to alleviate need for leaf pick-up
- Public safety and transportation
- Public transportation
- Public transportation; parks maintenance (Clean public restrooms especially on Holidays); and street maintenance (snow readiness)
- Residential zoning for affordable housing
- Safer sidewalks, especially for mobility impaired folks
- Sidewalks
- Sidewalks
- Sidewalks, affordable housing/rent caps
- Some streets really need sidewalks but not those that are quiet enough
- Stands for electric scooters so they don't clutter the sidewalks
- Too many potholes
- Too much traffic (at my university); not safe for walking
- Traffic enforcement due to RPD staffing shortfall
- Transportation
- Walkable communities in newer developments that are connected to transit and parks, infrequent bus service and lack of direct routes
- Add staffing to our fire department which is understaffed by roughly 260 positions
- Buses that don't miss my stop and preparation for future pandemics
- Community compost drop offs or curbside composting to reduce the organic matter going to the landfill
- Day center for our unhoused population
- Different options for public transportation that might be direct service
- Investments in more reliable and frequent bus routes that don't take 1.5 hours to go three miles
- More protection of our environment - some parts of Raleigh smell terrible! I don't know what causes it, but something should be done
- Not a service that is missing but feel should be moved. The convention center and amphitheater expansion should be moved to Triangle Town Center where the mall is almost defunct; it would create another epicenter for entertainment like North Hills
- Parking benefit districts (areas where the fees collected from parking goes directly to improve services where it is collected)
- Parks needs more funding to remove invasive plants and restore native habitat; Keep growing greenway systems; More public transportation
- Public transportation (more bus routes), Development plan reviews/Zoning, Recreational programs for seniors
- Adding separation allowance for firefighters, remember that the LEOSSA (Law Enforcement Officer Special Separation Allowance) is already a severely underfunded long-term liability
- Reliable public transportation
- Resources for people facing housing insecurities and programs to help them stay housed
- Separation allowance for fire and emergency management services (EMS)
- Separation allowance for our Fire department
- Small business ombudsman
- Transitional housing for the unhoused population

3. What services do you feel are missing from the city as a whole, that you would like to add to the budget?

- A volunteer department to supplement the current fire departments, recruiting from the five colleges/universities we have in the city, separation allowance for firefighters
- A volunteer fire department
- Add 311 services to our Emergency Communications Center

4. What services or amenities does the City of Raleigh currently provide that you feel are unnecessary? If you could cut something from the city budget, what would it be?

- Bringing more of the contracted services back in house: parking decks, GoRaleigh, etc.
- City overhead was 8% of the budget, now it's 20%
- Leaf collection. Could be handled by landscaping companies.
- Loose leaf collection
- Militarization of the police
- Police militarization
- Replace some services with AI, mostly where it is challenging to fill a position
- There are many cost management best practices that the city has not been exercising. Offers to hold workshop(s) to review those opportunities have not been accepted by the City. Savings from those opportunities can be redirected to other needs.

5. What are your priorities for the upcoming city budget that you haven't yet gotten to share?

- Adding/improving programs to address food insecurity for residents, specifically school aged children
- Being cautious about tax increases since it was so high last year
- Can the city do 100-year leases on city-owned land to those who are willing to build housing at 60% AMI or less instead of continuing to sell incredibly valuable land that could be used to address homelessness and increasing rental costs
- community gardens especially downtown
- Could the City require that anyone who wants leaves to be picked up needs to 1) call to request the service and 2) pay a small fee
- Cut out third party management companies (like the one/s who run GoRaleigh) and explore how we can make them City of Raleigh employees
- Education program to encourage residents to remove and not plant invasive plants

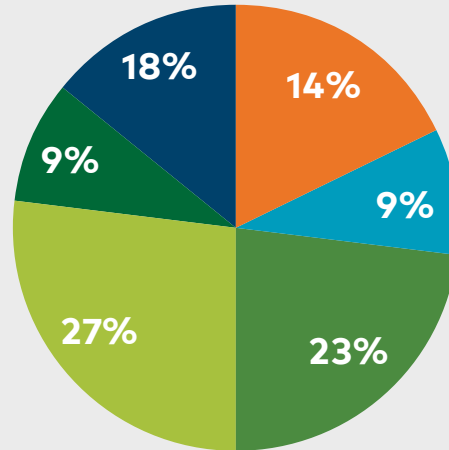
- Figuring out how Raleigh can outsmart our neighbor cities, so they don't hire away so many of our firefighters and police
- Free downtown parking to encourage more visitation to support our downtown businesses
- Having more circular economy conversations (for example leaving the leaves)
- Housing the unhoused; mental health and neurodivergence education
- I don't know if this is something the city handles - making sure the companies that come to Raleigh hire more North Carolinians than out of state applicants
- I'm pretty sure at least one of the large golf courses inside our city limits pays no property taxes. That should change.
- Implementing more services that are solely AI, not as a way to replace current workers but as a way to transition to paying workers more when using AI is significantly less and so is burnout.
- Incentivize owners of abandoned houses and buildings to offer affordable housing. Maybe people can help renovate in exchange for living there.
- Electric lawn maintenance rebates. That's a great idea.
- More bike lanes around NC State especially on Avent Ferry Road; recognize 911 call center workers as first responders and compensate fairly
- More outreach workers/peer support/care coordination for our unhoused population
- More street trees
- My priority is for an affordable budget, not a repeat of the 25% property tax and 4-8% service fee increases. Legitimate worries about affordable housing mean there should also be worries about affordable budgets, particularly low- and middle-income families affected.
- Parking services (free parking downtown area)
- Provide subsidies to First Responders in lieu of high pay

Budget and Brews Feedback

Feedback listed below was presented by community members at the listening session held on Wednesday, December 11th at Clouds Brewing. Feedback and quotes displayed are given verbatim except for correction of grammatical or typing errors and removal of profanity or inflammatory language. Participant data is shown below.

Budget and Brews Attendance by District

■ A	18%
■ B	9%
■ C	23%
■ D	27%
■ E	9%
■ Unknown	14%



1. Which City of Raleigh services or amenities do you value the most? What does the city do well that you would like to see continue?

- Affordable Housing, Bus Transportation
- Beeping on crosswalks for visually limited
- Bike lanes. Continued expansion of bike lane/route network
- City parks and Greenways great programs and clean areas
- Greenways; improved policing
- I love my green yard waste collection bin!
- I think city government and our elected leaders do a wonderful job delivering services. I particularly like the park system.
- I value GoRaleigh, greenways. Water is already good as well, parks are good
- Landscaping requirements - UDO (Unified Development Ordinances)
- Parks (especially greenways), transportation, public safety. The city has excelled with its maintenance of and investment in parks.
- Parks and affordable housing
- Parks and recreation
- Parks

- Police, Fire, public safety, streets, sidewalks, award-winning water, and parks.
- Public Safety
- Quality of life services - utilities, parks, public safety

2. What services or amenities typically provided by the City of Raleigh do you feel are missing from your neighborhood?

- Adequately covered bus stops
- Affordable housing
- Affordable housing for first responders, teachers
- Big stormwater management projects
- Bus
- Bus access from north Raleigh to downtown. I'd like to reduce car travel.
- Covered/well maintained bus stops
- Dog park
- Frequency of bus travel
- None
- None! 😊
- Sidewalk and safe pedestrian access
- Traffic, infrastructure highways
- Weekly leaf collection

3. What services do you feel are missing from the city as a whole, that you would like to add to the budget?

- Adequate and reliable Public Transportation
- Affordable housing or low-income housing something that enables lower income households not to live in segregated neighborhoods
- BRT along Falls of Neuse and Six Forks further north would be great. I also agree we need more dog parks.
- Buss rapid transit; maintenance of bus fleet
- Don't add anything new. Fund properly what is already covered.
- Focus on known needs. No known missing items
- More robust arts presenting program. Transit.
- None
- None
- Public employee housing grants so people can live where they work
- Seems like everything reported is already a line item in the budget
- Street sweeping, grants for non-profits
- Traffic enforcement
- Transit, but maybe it's already a line item in the budget

4. What services or amenities does the City of Raleigh currently provide that you feel are unnecessary? If you could cut something from the city budget, what would it be?

- E-bike resident subsidy
- Historic preservation
- I'm sure we need all of these things and more
- It was free bus services but that has since ended, nothing else.
- Leaf collection
- None
- None that I can think of honestly.
- The traffic light cameras

5. What are your priorities for the upcoming city budget that you haven't yet gotten to share?

- Already said but employee pay commensurate with cost of living in Raleigh
- Already shared, but police force funding to fill vacant positions, including the greenway unit
- Budgeting for infrastructure as the city grows is paramount
- Deal with homeless and mental health resources
- Get Separation Allowance passed for Raleigh City Firefighters. Nighttime pay differential for Raleigh 911 tele-communicators and call takers
- Help the homeless somehow. Either with programs or affordable housing. Also litter is a huge problem everywhere!
- Historic preservation- the demands have grown four times, but the budget has been flat for a decade.
- I'm curious, how does the Budget team work with other depts to keep them accountable for spending money? Does it happen organically?
- Just concerned about the increase we have experienced every year - the impact to senior that are on fixed incomes.
- Non-car infrastructure! BRT, bike lanes, greenways plus associated zoning



Appendix B: Listening Session Marketing

PRINT & DIGITAL

Print



What do you want the city budget to look like next year?
Join us for one of our listening sessions!

Budget and Brews at Clouds Brewing on Wednesday, December 11th from 6-7:30 p.m. (pizza on us)!

Virtual sessions on December 9th and 12th from 6-7:30 p.m.

IN PERSON SESSIONS

January 6	District D - Pullen Community Center
January 7	District A - Millbrook Exchange Community Center
January 8	District E - Laurel Hills Community Center
January 9	District B - Abbotts Creek Community Center
January 13	District C - Barwell Road Community Center

Scan the QR code to register for the virtual and in-person sessions, and let us know if you'd like free child care or interpretation services.



raleighnc.gov
search (budget input)




Únase a nuestras sesiones de escucha sobre el presupuesto de la ciudad en enero.



Escanee el código para registrarse. O busque "aportes sobre el presupuesto" en raleighnc.gov

raleighnc.gov



Digital Bus Ad



Únase a nuestras sesiones de escucha sobre el presupuesto de la ciudad en enero.



Escanee el código para registrarse. O busque "aportes sobre el presupuesto" en raleighnc.gov

raleighnc.gov




Join our January City budget listening sessions.



Scan the code to register!
Or Search 'Budget Input' on raleighnc.gov

raleighnc.gov



Appendix C: Listening Session Marketing

EMAIL INVITATION

Having trouble viewing this email? [Click here to view in your browser.](#)




November 21, 2024

Help Shape the City Budget! Share Your Thoughts at an Upcoming Listening Session

The City of Raleigh's Budget and Management Services Department (BMS) is hosting a total of eight listening sessions throughout December and January. BMS wants to hear how you'd like your tax dollars spent! Your input is critical to creating an equitable City budget.

In addition to two virtual sessions, there will be six opportunities for in-person engagement throughout the months of December and January. See the schedule below.

Virtual Sessions

Virtual sessions will be held via Zoom. Those who choose a virtual session will receive the Zoom link for the session after [registering](#).

- Monday, December 9th, 6-7:30 p.m.
- Thursday, December 12th, 6-7:30 p.m.

In-Person Sessions

In-person sessions will kickoff on December 11th, with the "Budget and Brews" event at Clouds Brewing. Come share your thoughts about the City budget with free pizza provided!

In January, BMS will hold listening sessions at a community center in each district. You can register using [this link](#). Registration is not required for in-person sessions, **unless you would like interpretation services** (available free of charge at all sessions) **and/or child care services** (available free of charge at all in-person sessions except "Budget and Brews").

See a complete schedule of in-person listening sessions, below.

- Wednesday, December 11th, 6-7:30 p.m. "Budget & Brews" - Clouds Brewing, 1233 Front St. Raleigh
- Monday, January 8th, 6-7:30 p.m. - District D - Pullen Community Center, 408 Ashe Ave, Raleigh NC 27607
- Tuesday, January 7th, 6-7:30 p.m. - District A - Millbrook Exchange Community Center, Meeting Room 2, 1905 Spring Forest Rd., Raleigh, NC 27615
- Wednesday, January 9th, 6-7:30 p.m. - District E - Laurel Hills Community Center, 3808 Edwards Mill Road, Raleigh, NC 27612
- Thursday, January 9th, 6-7:30 p.m. - District B - Abbotts Creek, MPR, 9950 Durant Road, Raleigh, NC 27614
- Monday, January 13th, 6-7:30 p.m. - District C - location Barwell Road, MPR 2, 5857 Barwell Park Drive, Raleigh, NC 27610

* While residents are invited to attend any of the listening sessions, at least one in-person session is taking place in each district so that everyone has an equal opportunity to attend. To find your district, enter your address in the [Services](#) section of the RaleighNC.gov website.

Visit RaleighNC.gov to learn more about the [budget process](#). BMS is available to answer questions by phone at 919-996-4270, or email at budget@raleighnc.gov. We hope to see you at one of our listening sessions!

raleighnc.gov



Contact Us
Mayor Subscriptions
Help



GOVDELIVERY

This email was sent to Email Address using DoNotTrack Communications Client or default of City of Raleigh - 222 West Hargett St - Raleigh, NC 27601





Raleigh

POST OFFICE BOX 590
RALEIGH, NORTH CAROLINA 27602

raleighnc.gov