

RESIDENT-CENTRIC REPORT

Fiscal Year 2027



Page 1: Who We Are • Page 2: Our Progress • Page 3: Our Finances • Page 4: Investing in Raleigh's Future

ABOUT THIS REPORT

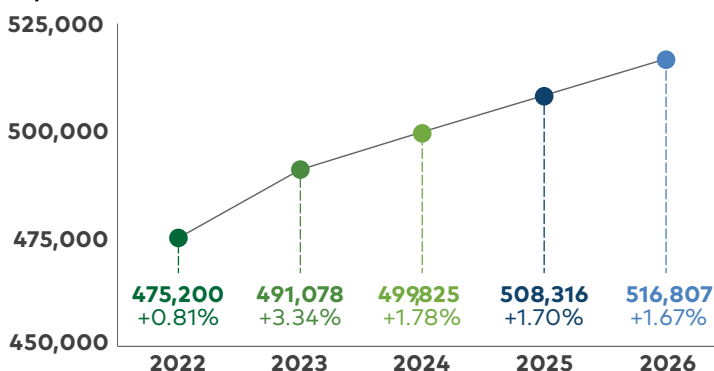
We are proud to present the City of Raleigh's inaugural Resident-Centric Report, designed to provide a clear and accessible overview of how the City serves its residents. It highlights key accomplishments of the Fiscal Year 2027 budget, outlines the City's financial position, and shares planned investments to support Raleigh's continued growth.

WHO WE ARE

Raleigh, North Carolina, the state capital and county seat of Wake County, is located in the heart of the Research Triangle area and one of the fastest growing cities in the nation. The City operates under a Council-Manager form of government, where an elected City Council sets policy and a City Manager oversees daily operations and City staff. Raleigh provides a full range of essential services to residents, including police, fire, solid waste, water, transportation, and more that support daily life and community wellbeing.

DEMOGRAPHICS

Population Growth:



	2024	2025	2026
Median Age ²	34.2	34.7	34.7
Homeownership Rate ³	50%	50%	50%
Median Household Income ⁴	\$85,395	\$85,142	\$85,060
Unemployment Rates ⁵	3.1%	3.2%	3.5%

1. Data from the World Population Review
 2. Data from U.S. Census Bureau. "Age and Sex." American Community Survey, ACS 5-Year Estimates Subject Tables
 3. Data from U.S. Census Bureau. "Selected Housing Characteristics." American Community Survey, ACS 5-Year Estimates Data Profiles 4. Data from U.S. Census Bureau.
 "Income in the Past 12 Months (in 2024 Inflation-Adjusted Dollars)." American Community Survey, ACS 5-Year Estimates Subject Tables
 5. Data from U.S. Bureau of Labor Statistics

STRATEGIC PRIORITIES



Community Safety - Advance a holistic approach to community safety to foster security, trust, and a sense of connection among residents.



Economic Development & Innovation - Streamline and modernize business support processes to improve efficiency, access to resources, and accessibility for entrepreneurs and small businesses.



Environmental Resilience - Expand community and climate resilience programs, with a focus on protecting communities at highest risk from environmental hazards.



Housing - Advance proven solutions to mitigate housing insecurity. Promote walkable, mixed-income communities that expand housing choices and integrate with transit and infrastructure.



Organizational Excellence - Create a seamless service experience that ensures all residents can easily access City services. Deliver consistent and responsive City services with clear standards and proactive communication.



Quality of Life - Ensure and expand access to Raleigh's arts, parks, cultural, and recreational assets.



Transportation & Transit - Enhance mobility and accessibility by improving transit frequency, pedestrian safety, and seamless connections between transportation options.

Our Progress

STRATEGIC ACCOMPLISHMENTS



Community Safety

- \$3.83 million for 23 additional Patrol Officer positions to strengthen Field Operations.
- \$2.01 million for 12 Firefighter positions and ongoing support for a second Fire Academy to improve personnel coverage.
- \$494,592 for six additional Call Taker positions to help manage significant call volumes and ensure 911 and emergency calls are answered promptly and effectively.



Economic Development & Innovation

- \$2 million to support maintenance and continued two-hour free parking in five City-owned downtown garages, helping keep downtown accessible for residents, visitors, and local businesses.
- \$150,000 to support the Impact Partner Grant Program and continued investment in Raleigh's small business community.
- \$50,000 to support the Facade Improvement Grant Program, helping improve the appearance and accessibility of commercial corridors.



Environmental Resilience

- \$37,000 to support the Electrify the Triangle program, which helps residential households with electrification efforts across the Triangle region.
- Funding for the enhanced yard waste program, beginning September 2026, allowing residents to place up to 15 bags of leaves along with yard waste curbside each week.



Housing

- Creating or preserving 1,345 affordable homes by 2030 to help ensure more Raleigh residents have access to safe, stable, and affordable housing.
- Reduce the number of people experiencing homelessness by partnering with the Wake Continuum of Care and supporting its strategic plan to significantly reduce unsheltered homelessness.
- Maintain FY26 Code Enforcement momentum in FY27 after handling more than 4,000 resident complaints, completing 11,000 inspections, and supporting more than 100 rentals through the Raleigh Tool Share program.



Organizational Excellence

- Creation of the Office of Special Services to provide a single point of contact for event management, customer service, and high-priority projects.
- Investment in the Community Connectors and Engagement Network initiatives to increase opportunities for civic participation.
- Improvements to the Ask Raleigh service portal, making it easier for residents to get help from the City.



Quality of Life

- \$709,000 to strengthen cybersecurity protections for City data and systems.
- Capital and ongoing funding as well as staff for the continued development and improvement of Dix Park.
- \$250,000 to support the Civic Places Program and small-scale City-led public realm projects.



Transportation & Transit

- \$819,124 to establish a second pavement marking crew, keeping pace with growing pavement marking needs and to support safer and more reliable travel for all.
- \$9.4 million to support continued development of Bus Rapid Transit.
- \$18.1 million to support major street construction, widening projects, targeted street improvements, pedestrian and bicycle infrastructure, parking, and transit initiatives.

KEY PERFORMANCE MEASURES



1,110

affordable rental
units created



1,156

center lane miles of
road maintained



121,808

building inspections
completed



130

miles of greenway
maintained



24,064

tons of recyclables
collected

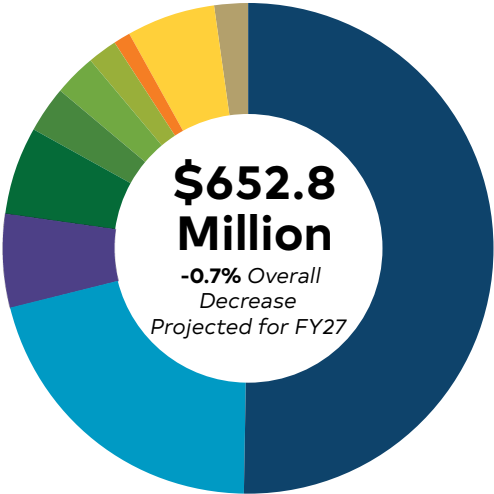
Our Finances

WHAT IS THE GENERAL FUND?

The City of Raleigh's total FY27 all funds budget is approximately \$1.8 billion. Within that total, the General Fund (\$652.8 million) serves as the City's primary operating fund, supporting core services such as police, fire, parks, and general government operations. Funded mainly through property and sales taxes, the General Fund provides the flexible resources needed to maintain day-to-day City services for residents.

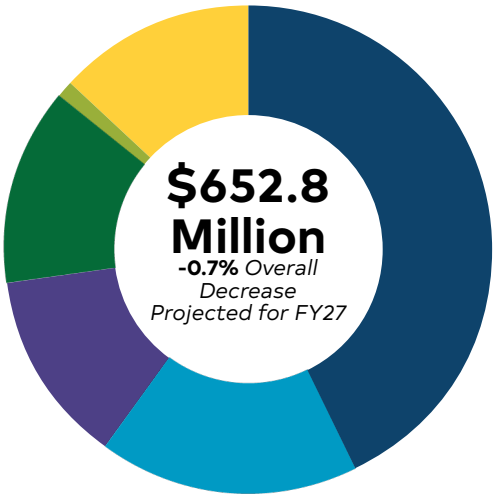
2027 GENERAL FUND REVENUES

- Property Tax **51%**
- Sales Tax **21%**
- Franchise Tax **6%**
- Fee Revenue **6%**
- Intergovernmental **3%**
- Investment Income **3%**
- Licenses **2%**
- Miscellaneous Revenue **1%**
- Transfers from Other Funds **6%**
- Fund Balance & Special Reserve **2%**



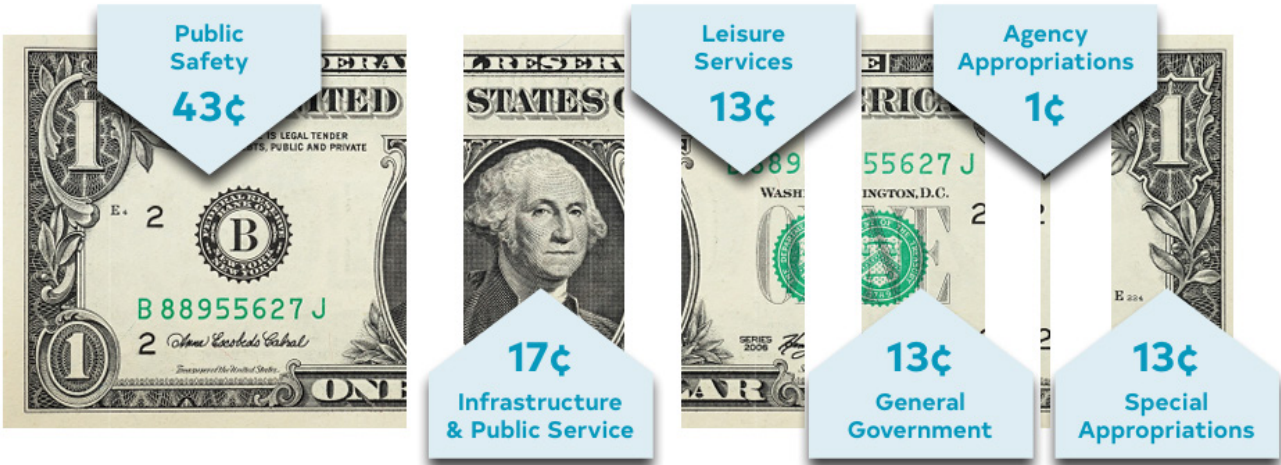
2027 GENERAL FUND EXPENDITURES

- Public Safety **43%**
(Police, Fire, Emergency Communications)
- Infrastructure & Public Services **17%**
- Leisure Services **13%**
- General Government **13%**
- Agency Appropriations **1%**
- Special Appropriations **13%**



TAX DOLLARS IN ACTION

Property taxes are one of the City's largest local revenue sources and help support the programs, facilities, and public infrastructure residents rely on every day. The graphic below shows how a dollar of General Fund property tax is allocated across major service areas throughout Raleigh.



Investing in Raleigh's Future

FUTURE INVESTMENTS



Fire Master Plan

The Fire Master Plan outlines Raleigh's strategy to enhance fire service capacity, increase response readiness, and plan for facilities and staffing as the city expands. In FY27, the budget supports this plan by funding 12 additional Firefighter positions to improve coverage, reduce overtime, enhance response times, and strengthen on-scene safety. It also maintains funding for a second Fire Academy and provides support for advanced planning related to the Northwest Public Safety Campus and Fire Training Center.



Affordable Housing

Affordable housing is a top priority for Raleigh, with an aim to increase the supply of affordable units, expand overall housing affordability, and prevent and end homelessness. So far in 2026, five new affordable housing developments either broke ground or opened their doors, together providing 531 new homes for seniors and families. In FY27, the dedicated housing penny provides \$11.6 million for affordable housing initiatives, including unit production and homelessness prevention. An additional \$101.5 million is reserved through the Steady State financial model for future debt-financed affordable housing projects without the need a property tax increase.



Targeted Staffing Study

The Targeted Staffing Study, conducted by Matrix Consulting Group, analyzed workload and staffing needs to identify areas where service demands are increasing. In FY27, the budget begins implementing these recommendations with an \$8.2 million investment and 50 new full-time positions across key areas, including police, fire, emergency communications, planning and development, and other core operations. These investments aim to improve public safety response, reduce workload pressures, support development, and ensure reliable service for residents.



Transportation & Infrastructure

Transportation and infrastructure investments enable Raleigh to maintain safe streets, sidewalks, bridges, parking facilities, and transit systems as the city grows. The FY27 budget provides \$18.1 million for major street construction, widening, targeted improvements, pedestrian and bicycle infrastructure, parking, and transit projects. It also funds street resurfacing, sidewalk repairs, Vision Zero safety improvements, bridge maintenance, Bus Rapid Transit development, and parking deck maintenance, while reserving \$101.5 million for future debt-financed transportation projects without the need for a property tax increase.

FOR MORE INFORMATION



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