

# SOCIABLE CITY PLAN



**RALEIGH, NORTH CAROLINA | 2024 ASSESSMENT**



**RHI SINCE 1983**



*“My hope is to ensure the safety and enjoyment of those who choose to live, work, and play in Raleigh regardless of day or time. We have the means to ensure an environment that is accessible to all.”*

**~ Karen Ray, Customer Experience Manager  
City of Raleigh’s Office of the City Manager**

**RALEIGH, NORTH CAROLINA**



**2024 ASSESSMENT  
SUMMARY REPORT**

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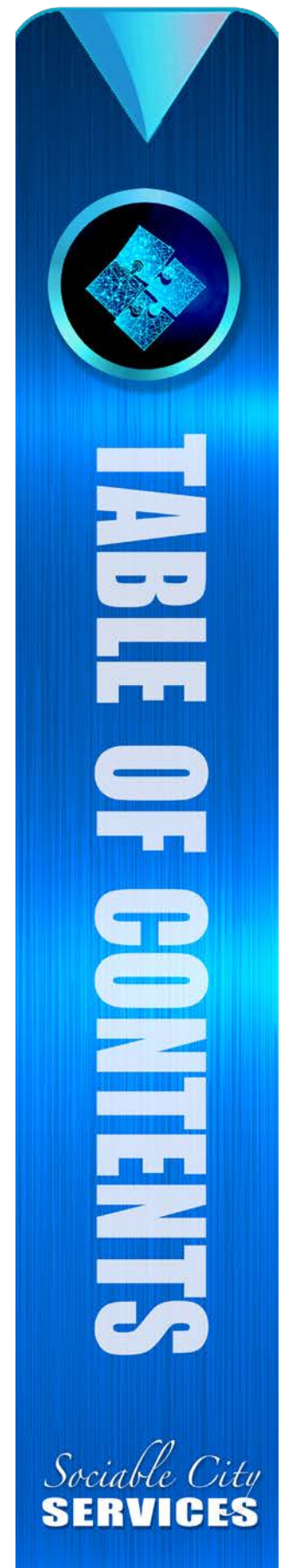
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SOCIABLE CITY RALEIGH, NORTH CAROLINA





## **ABOUT RHI**

The Responsible Hospitality Institute (RHI) brings decades of experience with nightlife and social economy management. A private non-profit organization founded in 1983, RHI is the leading source for events, media and consultation services. We help cities plan safe and inclusive places to socialize by convening diverse stakeholders to achieve a common vision.

## **SOCIABLE CITY VISION**

We believe all people should have access to safe, vibrant places to socialize—regardless of life stage, age, race, ethnicity, sexual identity or disability. We help communities create diverse, welcoming social venues and districts where people have an opportunity to connect and lead more enriching lives.

# THE SOCIABLE CITY

## **OUR FOUNDING PHILOSOPHY**

Hospitality is creating the social space for people to dine, drink, listen to music and dance. Responsible Hospitality is assuring a safe and comfortable environment accessible to all.



01

## EVENTS

### **Virtual | In-Person**

Attend an RHI event and connect with practitioners and experts from across the globe. Our events focus on nighttime safety, vibrancy and governance. Come to our annual Sociable City Summit or attend The Academy, a one-day training program for nighttime managers.



02

## MEDIA

### **News | Research**

Access the latest tools to get a crash course in Social Economy Management. Our extensive online library offers access and tools for planning and managing nightlife. This is your one-stop shop for publications, case studies and promising best practice guidance.



03

## SERVICES

### **Direct Assistance**

Thank you for bringing in the experts for hands-on-help with your social economy. RHI helped your community to build bridges of trust between stakeholders and top decision makers. This Action Plan serves as a blueprint to harness strengths and address top challenges.

# RHI SERVICES | ANALYSIS FRAMEWORK

RHI's Sociable City Assessment is an in-depth analysis of a city's social economy. We identify strengths, challenges and opportunities using Four Building Blocks and Six Core Measures of a Sociable City. The Action Plan is organized in this framework to guide your next steps to achieve a safer, more vibrant and well managed social economy.



## GOVERNANCE

### ***Sustain Vibrancy, Safety and Management Systems***

Sociable cities require a governance strategy to sustain vibrancy, safety and management systems. Commitment to the vision of a social economy requires an investment in resources, stakeholder coordination, policy updates and dedicated staffing. Creation of a Night Manager position and an Office of Nighttime Economy have become the gold standard in North America to ensure long-term sustainability of the social, cultural and economic value of the social economy.

# BUILDING BLOCKS | SIX CORE MEASURES

## PLANNING

### MOBILITY | QUALITY OF LIFE

Smart growth planning for the social economy facilitates use of social clusters at different times of day. High standards for Quality of Life and Mobility options to, from and within the district requires foresight to plan and infrastructure for sustainability. Residents expect a high Quality of Life, even in mixed-use districts. Peaceful coexistence requires clear community standards and timely management of sound, litter and waste. Updated policies, consistent enforcement and facilitated conflict resolution systems are essential. Patrons and employees in social clusters need access to well-lit parking areas and safe rides home to prevent impaired driving. Coordination of Mobility options requires a robust transportation management plan.

## SAFETY

### PUBLIC SAFETY | VENUE SAFETY

Social clusters with active nightlife can be high-intensity environments with complex dynamics and risk factors. A continuum of stakeholders are invested in protecting patrons from violence, sexual assault, theft, underage drinking and impaired driving. Venue Safety is most effective when an organized alliance of nightlife businesses exists to formalize operations, elevate professionalism in the industry and facilitate coordination with compliance agencies. Public Safety ideally involves an interagency team of police, fire, code enforcement, and others to collect and organize data, identify at-risk venues and coordinate early assistance for improved compliance.

## VIBRANCY

### SOCIAL VENUES | PUBLIC SPACE

Vibrancy is created by the variety of experiences offered in Social Venues such as bars, restaurants, cafes, live music venues and other social spaces. When it is well-managed, Public Space infrastructure, such as outdoor cafes and streeteries, as well as pop-up vendors and street performers, can herald the vitality of the district. Events and festivals are one way of driving vibrancy during daytime and evening hours on the public streets and sidewalks of social districts. Balancing the mix of programming in both brick and mortars and special events is an art and a science that can provide a seamless experience of vibrancy throughout the day and night—where the street itself becomes a dynamic and inviting venue.





*The Responsible Hospitality Institute (RHI) contracted with the City of Raleigh's Office of Special Events in 2024 to conduct a Sociable City Assessment. This report is the culmination of the analysis and recommendations for Raleigh's social economy. The study primarily focused on the Glenwood South and Fayetteville Street districts, yet some findings may address systemic Citywide challenges.*



## SOCIABLE CITY RALEIGH

### ***Nearly 100 Stakeholders Participated in the Assessment***

RHI staff conducted a total of 26 meetings: 7 virtual interviews to gather background and 19 on-site meetings. Three on-site visits occurred between July and October 2024. Nearly 100 participants represented key stakeholders:

- 42 City government employees representing 12 City departments
- 30+ dining and entertainment venues were represented by 11 hospitality industry business owners/operators
- 18 residents within the study areas, including board members of the Glenwood South Neighborhood Collaborative
- Downtown Raleigh Alliance (DRA)
- State government representatives of North Carolina's Alcoholic Beverage Control Commission and the Department of Public Safety
- North Carolina Harm Reduction Coalition
- Kane Realty
- Marriott Raleigh City Center



## **PHASE 1: Engagement**

**Purpose: Orientation of project leaders and collection of preliminary background (May - July 2024)**

RHI oriented the project leaders and coordination team to the process and stakeholder engagement strategy. The Transformation Team (project steering group) was selected and interviewed virtually to provide big picture insights on the City's social economy. Fieldwork included tours both day and night in the study areas until closing time. A walking tour of Glenwood South district with police and tours inside social venues provided insights on district management and safety operations. Preliminary findings and a trends analysis of the social economy were presented to the Transformation Team for feedback and discussion.

## **PHASE 2: Evaluation**

**Purpose: Community engagement to glean strengths, challenges and opportunities (July - Sept 2024)**

RHI dived deep by engaging a broad swath of stakeholders to understand their perspective on the social economy. Three Listening Sessions (Planning, Safety, and Vibrancy) were held to evaluate the strengths, challenges and opportunities for improvement through the lens of RHI's Six Core Measures of a Sociable City. A women's focus group explored social preferences and concerns about mobility and personal safety from a woman's point of view. Venue operators were convened to discuss the hospitality industry's challenges. Information-gathering meetings were also held with DRA staff and Raleigh Police Department (RPD)'s Hospitality Unit.



## **PHASE 3: Strategy Development**

**Purpose: Prioritization of challenges and facilitation of consensus on an action plan (Sept - Oct 2024)**

Challenges identified during Listening Sessions were prioritized during six Action Roundtables. RHI facilitated the groups to develop consensus on how to create strategies to address the top challenges. Additional meetings were held about the alcohol license review process and the noise ordinance. RHI compiled findings from the process into this summary report. Action plans are organized by RHI's Six Core Measures of a Sociable City: Mobility, Quality of Life, Public Safety, Venue Safety, Public Space and Social Venues. Overall systemic changes to address gaps in processes and systems identified by RHI were organized in the Governance section of this report.

## **PHASE 4: Action Presentations**

**Purpose: Public presentations to achieve buy-in for the recommended action plan (Oct 2024 - March 2025)**

The report was finalized after review from the coordination team and Transformation Team. Findings will be presented to City Council and project participants for buy-in and support. The final report will serve as a blueprint for working groups to move forward with the recommended Action Plan.





**SOCIABLE CITY RALEIGH**

## **PLANNING FOR THE FUTURE OF DOWNTOWN**

### ***Evolution from Small Town to Big City***

Downtown Raleigh is undergoing a dramatic change as it evolves from a charming small town into a vibrant urban center. The City experienced unprecedented growth between 2022 and 2024, bringing its residential population to 482,295, making it the “third fastest-growing big City as of 2023” (Fitzpatrick, 2024). Raleigh was ranked the #3 best place to live according to the US News and World Report and the best quality of life on the U.S. East Coast per Travel and Leisure (City of Raleigh, 2024). There are more than 4,000 housing units either built or under construction Downtown since 2020, adding 6,000 residents. DRA reports more than 8,000 more units are planned (DRA, 2024a). The shift to residential from office development is in response to nationwide trends accepting more hybrid and remote-work patterns. The social economy (dining, entertainment, events) has proven to be a significant attraction and economic generator. Wake County recorded its “highest totals on record...for both visitation and visitor spending” in 2023. “Wake County welcomed a record 18.5 million visitors in 2023, a 3.9% increase over 2022. The 18.5 million visitors who traveled to Wake County spent a record-breaking \$3.2 billion in our community, an 8.1% increase over 2022” (Visit Raleigh, 2024).



## **Mixed-Use In Theory and Practice**

In theory, mixed-use development makes it possible for people to live, work, and play in close proximity. Yet without safeguards for design and conscientious planning, there are also intrinsic conflicts that come with residential and entertainment uses located near one another.

## **Limited Tools to Ensure Coexistence**

Most of the Downtown core is zoned as Downtown mixed-use (DX), a broad classification which allows for indoor recreation including bars, taverns and entertainment businesses. Residential use is permitted by right, as well. There are few zoning regulations to limit activity, trigger review and approval for use, or create buffer zones. Glenwood South district is a case study of both entertainment and residential uses being allowed by right, which has resulted in a density of both types of development.

There are few systems in place to notify and get community feedback regarding business openings and ongoing operation. The public is not notified of new businesses via letters; no signage is posted on buildings, as is common in other states, with the only exception being large-scale development projects.

There is no consideration of whether a district's infrastructure can support the level of foot traffic a social cluster can attract. There is no mandate for acoustical studies, higher construction standards, or design guidelines, such as the use of more sound-proof (High STR rated) materials. If local jurisdictions want to put higher standards in place, they are forced to petition the state to supersede state design codes, which provides the development community an opportunity to object. Further, the City is prohibited from placing limits or mandates on the design or orientation of one-two family structures; they can only do so for high rise buildings.

## **Few Barriers to Obtain an Alcohol License**

Alcohol licenses from the North Carolina Alcoholic Beverage Control (ABC) Commission are fairly inexpensive and there are no limits on the number of licenses allowed based on population size or restrictions on where ABC-licensed businesses can operate if zoning allows the use. While zoning code, building standards and basic life safety requirements may be met, there seems to be a process gap for the City to provide input on operating conditions for businesses with on-site alcohol service. There is an opportunity for the City and State to elevate operating conditions when businesses open to ensure adherence to best practice for venue safety.





## EVOLUTION OF GLENWOOD SOUTH DISTRICT

### *Thriving Neighborhood and Destination*

Glenwood South is currently known as a thriving neighborhood and the top regional destination for nightlife. Attracting 3.8 million annual visitors and generating an estimated annual economic impact of \$1.2 billion, patrons refer to the area as “the Las Vegas of the East Coast” with a “Myrtle Beach vibe.” There are currently 75 businesses licensed to serve alcohol on-premise in a 7-block area, with most businesses on Glenwood Avenue and West Street (as of October 2024). Glenwood South’s strong post-pandemic rebound is attributed to the presence of residents (4,325) as a built-in consumer base, a lack of reliance on office workers, and the variety of options for dining and entertainment in close proximity to one another, which attracts young customers from a broad, multi-county region. (DRA/GSNC, 2024).



## Addressing Safety Challenges

The escalation of safety challenges in the summer of 2023 brought media attention to Glenwood South and was followed by serious concern from City leaders. Significant law enforcement resources (nearly \$1 million per year) are currently deployed to enact a traffic safety pattern. A Hospitality Unit is also deployed, which, combined, may have contributed to a 33% decline in violent crime (homicide, robbery, assault) in Q3 of 2024 with 33 incidents compared to 49 incidents in Q3 of 2023 (RPD).

## Infrastructure and Future Development

The walkability, density of social venues, and steady stream of foot traffic contribute to a positive sense of safety, yet the area's infrastructure is not conducive to the current level of visitor activity and foot traffic at night. Sidewalks are narrow, forcing people to walk in the street. Several updates have been made to enhance pedestrian safety to reduce tripping hazards and increase lighting. Glenwood South is presently governed by an adopted Streetscape Plan (2000). Without an updated City-initiated capital project to address the entire corridor, improvements are reliant on individual developers of redevelopment projects to widen sidewalks on a parcel-by-parcel basis. With the additional residential towers already entitled for the area, it is likely that the area's residents will begin to demand neighborhood serving amenities like dog parks, daytime retail services, and day care, for example, and this will begin to impact the social economy.

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***“Glenwood South attracts tens of thousands of visitors on weekends to enjoy its great restaurants and entertainment.***

***Hopefully, we will find ways to balance the goals and desires of residents as well as the entertainment industry to make our neighborhood attractive to all.”***

***~ Larry Miller, President  
Glenwood South Neighborhood Collaborative***

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***“Glenwood South is my neighborhood and my playground. It has charm and vibrancy, but it is lacking curbside appeal.***

***Since starting this assessment, I've already started to notice new ‘chatter’ about ways to improve communication, safety, mobility and sidewalks.”***

***~ Tracy Barnes, Board Member,  
Glenwood South Neighborhood Collaborative***





Raleigh, NC



SOCIABLE CITY RALEIGH

## EVOLUTION OF FAYETTEVILLE STREET DISTRICT

### *From Nightlife Hotspot to No-Go Zone*

To understand the future of Fayetteville Street, it is helpful to reflect on the district's past life cycle. Known to some as "Drunktown" in the 2010s, Fayetteville Street was the City's premier destination for nighttime social activity. In 2015, concerns about overcrowding and disruptive behavior in public space led the City to enact stricter regulations to limit outdoor seating by bars and restaurants on sidewalks. While safety concerns were effectively addressed, some attribute the decline of business activity to the City's restrictions.

The 2020 pandemic and a confluence of social and economic forces resulted in disruptions to business activity and foot traffic on Fayetteville Street. The switch to remote work led to a loss of office workers, which had a ripple effect on hospitality businesses that relied on the in-person workforce for lunch, dinner and early evening socializing. Social justice protests also took place on Fayetteville Street, resulting in vandalism of property.

The limited number of residents and lack of daytime workers increased the visibility of the unsheltered population, which already congregated at the nearby bus station. The "Raise the Age" law in 2019 allegedly emboldened criminals to use juveniles for drug dealing activity in public spaces. When workers were finally ready to return to their offices, they were reluctant to do so. A perception prevails that Fayetteville Street is unsafe during the day and at night, especially for women employees, who have cited incidents of being accosted by unsheltered people and witnessing criminal activity in public.

*Sociable*  
**CITY PLAN**



*“Downtown Raleigh’s independent small businesses (restaurants, retailers, attractions) are the key differentiators for event planners when considering Raleigh vs. other U.S. cities. We need to protect, promote, and advocate for them to ensure long-term strategic success and the vibrancy of our city.”*

*~ Loren Gold, Executive Vice President, Greater Raleigh Convention and Visitors Bureau*

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## **Investment in Revitalization**

Events and festivals are heavily relied upon to draw people back to Fayetteville Street. This is when the district truly shines, and the built-in infrastructure for events (e.g. power, wider sidewalks/corridor) facilitates convenient use as an event space. All of the street is included in the Social District for passersby to “sip n’ stroll,” carrying alcohol outside. Retail shops have opened, as well as sit-down lunch options. There are 75 businesses licensed to sell alcohol for on-premise consumption, most of which are located on Fayetteville, Wilmington, Davie and Martin streets (as of October 2024). Several venues serve high quality cocktails for an elevated social experience, but they are scattered. These pockets of activity have resulted in the trend where people come to patronize a particular business, rather than a destination corridor in and of itself, like Glenwood South. However, some businesses have reduced their hours of operation due to safety concerns.

Significant resources are being invested in Fayetteville Street to re-emerge as “North Carolina’s Main Street” (DRA, 2024b). There is a desire to re-activate the commercial corridor and explore past strategies, including a vision of outdoor dining. This will require “risk-taking” entrepreneurs to open new businesses in the area to generate the critical mass and regular activation needed to sustain growth. Per City event staff, there is a push for more events and activity to add vibrancy to this part of Downtown, but more measures are needed for safety. That need strains individuals and organizations that are already stretched thin. New developments, including residential units, are planned on or near Fayetteville Street. By about 2028, there will be a newly expanded convention center (doubling the facility’s current capacity), relocation of the Downtown amphitheater, and expanded hotel capacity—410 hotel rooms under construction and another 1,790 in the development pipeline (DRA, 2024a). Therefore, it is imperative that the City overcome current barriers and anticipate the impacts of returning to vibrant social activity in order to succeed long-term.



## THE FUTURE VIABILITY OF THE SOCIAL ECONOMY

The current attempt to revive and reactivate Fayetteville Street serves as a cautionary tale of the importance of thoughtful curation of ground-level uses and activation. There is enormous value in planning for success instead of allowing growth and development to occur organically, then having to curb activity when it is deemed a nuisance.

For the City to successfully compete with other regional destinations, a paradigm shift will be critical to adopt the practices of other large cities. Otherwise, Downtown may lose its market share to other areas of the City, such as North Hills, and other towns and cities, like Chapel Hill, Durham, and Cary. Raleigh has unique social amenities that need systemic support.



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*“Raleigh is a city that is rapidly growing. My hope is we continue to work together to create spaces that are inclusive for all residents and visitors to Raleigh’s many districts. There should be a place for everyone to feel welcome.”*

*~Stacy Grier, Director of Education and Community Outreach  
North Carolina’s Alcoholic Beverage Control Commission*

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*“The Sociable City Assessment has been an outstanding opportunity to communicate and collaborate with key stakeholders to improve the social economy Downtown. Collaboration and communication are essential to ensuring our city is vibrant.”*

*~Chase Bullock, Safety Manager, Downtown Raleigh Alliance*



# STRENGTHS & CHALLENGES



## GOVERNANCE

**Raleigh has staff dedicated to the social economy, a Nightlife Permit and an inter-agency committee to coordinate nightlife-related initiatives.**



### GOVERNANCE STRENGTHS

#### ***Nightlife and Hospitality Team with OSE***

The gold standard for nighttime management is having dedicated staff to liaise with nighttime social venues. The Office of Special Events' (OSE) Nightlife and Hospitality Team is supported by 2 full-time staff. They oversee issuance of permits for nightlife, outdoor seating, pushcarts, and street performers. The team also hosts free safety trainings, has produced social marketing posters, and coordinates with public, private and government stakeholders.

#### ***Introduction of the Nightlife Permit (NP)***

The Nightlife Permit (NP) replaced Amplified Entertainment Permits (AEPs) and Hospitality District Entertainment Permits (HDEPs) in 2024. The NP separated out noise functions so that noise is regulated exclusively through the noise ordinance. It is generally required for businesses that play music after 11:00 p.m. and serve alcohol. The permit provides a way to express the City's life safety requirements and expectations through specific conditions.

#### ***Nightlife Steering Committee***

As of 2022, the Nightlife and Hospitality Team coordinates this internal working group of City departments, which meets quarterly. Members include RPD, Raleigh Fire, Transportation (parking, micro-mobility, right-of-way services), Planning and Development, Solid Waste Services, Parks (Urban Forestry), and Housing and Neighborhoods. This group shares updates on nightlife areas in Downtown Raleigh and provides resources and problem-solving for continued issues.

#### ***Routing of ABC Permit Applications to OSE***

ABC permit applications are routed from the City's point of contact, the ABC background investigator for the Raleigh Police Department (RPD), to RPD's district commander and the Office of Special Events staff. The purpose is to inform the OSE, which also allows them to be proactive and reach out to business contacts about permit offerings from the office.

### ***Downtown Raleigh Alliance (DRA)***

DRA, a non-profit place management entity for Downtown, is sustainably funded through a durable municipal service district which allows for some continuity and consistency of Downtown stakeholder support services. The DRA's scope includes Fayetteville Street and was recently expanded to include all of Glenwood South. They actively promote businesses Downtown and help small business applicants find storefronts. The DRA partners with the Planning and Development department to help minority-owned and women-owned business operators through the permitting process.

## **GOVERNANCE CHALLENGES**

### ***Gap in Public Engagement and Notification***

There is no public signage or notification to nearby residents about an application for a new business to serve and sell alcohol on-premise, as is typical in many other states. The only exception is for new property development. In the past, each council district had a Citizen Advisory Council (CAC), which provided a central contact person to organize signatures for an ABC application's Local Input Form. City Council is reinstating CACs, which may revamp this system. RPD's ABC background investigator must ask police sergeants to canvas the community or rely on 911 call reports for data, which is not as effective nor as meaningful to the ABC as resident input.

### ***New Mixed-Use Development and Multi-Use Housing in the Pipeline***

There are no mechanisms to ensure higher standards (e.g. soundproofing) for new development near active nightlife. Glenwood South is already the densest area of Downtown for residential development and has the 2nd most planned residential development in the pipeline for Downtown (DRA, 2024a, p. 25). New residential towers are moving into Glenwood South and there is concern by some business owners that if construction standards are not raised, that this will result in future sound complaints.

### ***Tracking of Closed Businesses***

The only way to see that an ABC-licensed business is closed is to walk past the vacant storefront. The state does not inform the City when an ABC-licensed business closes. The current system is to cross-check the list of businesses in Raleigh with the ABC's directory every 4 months to see which businesses are still operating. This makes data-tracking cumbersome.

### ***Occupancy Difficult to Access in the Field***

Raleigh's Building Safety division (under Planning and Development) issues the occupancy placards for Assembly occupancies, while the Fire Department inspects and enforces occupancy limits. Yet occupancy data entered by Building inspectors is difficult to access by fire marshals, who review the building plan posted internally. There is no data field to quickly view in the field. Fire marshals typically rely on the hard-copy occupancy posting on the wall (if available).

### ***No Shared Database of Permits***

Each law enforcement agency has access to the permits they issue, but field inspectors don't have access to information in one dashboard from ABC, Nightlife Permit, Certificate of Occupancy, and Private Protective Services (PPS), which regulates armed security. It would be helpful to have a shared database.

### ***Lost Municipal Funding Opportunity***

Wake County ABC charges a 1% Prepared Food and Beverage Tax, but the NC State Alcoholic Beverage Control (ABC) Commission prohibits municipalities from charging an excise tax on spiritous liquor. This inhibits the possibility of a potential funding source and tracking mechanism for holders of mixed-beverage permits.

### ***Safety Plan in Nightlife Permit Merits Re-Examination***

Safety requirements for Nightlife Permits include hiring either a State-certified security officer or an off-duty RPD officer after a violation. A system of off-duty police in licensed establishments is not best practice per RHI's network of public safety leaders.

# STRENGTHS & CHALLENGES



## GOVERNANCE

**The City struggles to navigate state systems that preempt local oversight to facilitate community engagement and set proactive safety standards for business operation.**



## GOVERNANCE CHALLENGES (CONTINUED)

### ***Enforcement Duties for Nightlife Permits***

While the Office of Special Events issues Nightlife Permits, they don't have the ability to enforce non-compliance. RPD's code enforcement officer dedicated to ABC licensees informs businesses if they have violated their Nightlife Permit. Police can be present to intervene for protection of life and property, but enforcement of the NP is not a high priority.

### ***Guidance on How to Open a Social Venue***

A perception was reported by project participants that it is difficult to open a new social venue, particularly for new entrepreneurs and people of color. While a Strategic Plan Business Resource Guide exists, there is no specific information and guidance on how to open a bar, restaurant, nightclub or live music venue. There is confusion around the timeline for applications and the order in which to engage various City, county and state agencies. There are three individuals who own a large number of social venues, which may be indicative of the problem described.

### ***Limited Consistency in Leadership Priorities***

There is a perception by many that plans are made and then continually changed by the City. Two-year City Council terms (which will change to 4-year terms in 2026) have contributed to a sense of changing priorities and limited consistency in policy direction.



**Progress has been made in making pockets of Downtown more ADA accessible and multi-modal, but there is not consistency across Downtown.**



## **MOBILITY STRENGTHS\***

### ***Progress in Multi-Modal Options***

Pockets of Downtown are walkable, bikeable, and convenient for micro-mobility, particularly Glenwood South and Fayetteville Street districts. Traffic has calmed since Glenwood Avenue went from four to two lanes of traffic. ADA accessibility has improved, but advancements are still needed.

### ***Parking Supply and Incentives for Decks***

Ample parking assets exist Downtown. City-owned parking decks are free after 7:00 p.m. and on weekends (except during special events). The first two hours are free to park in City-owned lots (Nov 2024-Feb 2025 pilot). The Downtown Evening Employee program provides \$20/month parking for employees between 3pm-6am, but this is not early enough for some hospitality workers, many of whom may not even know about the program. The Car Park (McLaurin) offers ten parking passes per business for decks at Moore Square, Municipal Complex, City Center, etc.

### ***Safety Monitoring and Cleanliness of Decks***

Power washing is done by the City and individual owners. Police scan for expired license plates or stolen vehicles, which gives them probable cause to search vehicles for illegal firearms and narcotics. Ambassadors also patrol some parking decks to enhance safety.

### ***Resident Permit Program (RPP)***

Fines have increased from \$25 to \$200 in the Brooklyn Hill neighborhood's RPP area to deter venue patrons and employees from parking, preventing recidivism. This neighborhood also successfully advocated for the City to pay for a parking enforcement officer between 2am-5am.

### ***Designated Curb Space for Businesses***

Businesses can apply through the City to dedicate curb space in front of their business for pick-up zones to tap into the trend of food and retail pick-up and delivery services.

# STRENGTHS & CHALLENGES



## MOBILITY

# STRENGTHS & CHALLENGES



## MOBILITY

**Public awareness, infrastructure, emphasis on safety, and the intentional programming of public spaces to support holistic mobility uses can all help encourage higher ridership.**



## MOBILITY STRENGTHS (CONTINUED)

### ***Micro-Mobility Options and Scooter Safety Systems***

Docked bike shares are City-owned, while dockless scooter companies (Lime, Spin) partner with the City to provide service to the public. The City puts speed limits on scooters during events and creates no-ride zones through pedestrian-heavy parks and squares to ensure pedestrian safety. Scooter use is limited to before 11:00 p.m.

### ***Upgrades Underway to Scooter Corrals***

To improve scooter parking compliance in Glenwood South, upgrades are being implemented across 13 corrals. Enhancements include colorful art (completed in October 2024), wheel stops with reflective tape, signage, and bicycle racks in select locations, with corral borders designed for nighttime visibility. The team is monitoring these upgrades to evaluate their impact. An escalating infraction system addresses improper parking, progressing from a warning to a fine and, finally, suspension of the app.

### ***New Public Transit Routes***

There are several new bus routes available e.g. Downtown to Crabtree Mall every 15 minutes. The City uses multiple methods of communication to the public, including social media, a List-serv, and an email sign-up. The S-Line (train) will begin construction on a high-speed rail system in Glenwood South in 2027 with service anticipated in 2030.

### ***The R Line, A Beloved “Gateway” Transit Experience***

The R Line (a bus circulator) returned, though with a fee, in July 2024 to run in a loop to/from the Convention Center every 15 minutes, traversing multiple social areas. Monday-Wednesday it runs 7:00am-11:00pm. Thursday-Saturday it runs 7:00am-2:15am; Sundays 1:00-8:00pm. The original intent was to encourage conventioners to explore other parts of the City.

### **Infrastructure Upgrades and Street Repairs**

In lieu of a holistic streetscape update with wider sidewalks on Glenwood South, the Nightlife Steering Committee and other stakeholders have implemented upgrades such as leveling out sidewalks, adding 4-way stop signs, new crosswalks, pedestrian crossings with audible announcements, updated curb ramps, flexi-pave or astro-turf in tree pits to reduce tripping hazards, wayfinding signs, and 50+ lighting upgrades.

## **MOBILITY CHALLENGES**

### **Multi-Modal Options and Pedestrian Safety**

Downtown does not have a consistent multi-modal experience in all areas. Glenwood Avenue would benefit from more visible crosswalks, lighting, more raised crosswalks and other streetscape enhancements. During construction, some pedestrian pathways are not preserved despite rules and a permit required.

### **Parking Safety Concerns**

Project participants reported negative perceptions of safety in parking decks due to presence of unsheltered and people congregating to pre- and after-party. Parking lot safety is a barrier to employee recruitment and retention. Media reports of confiscations of illegal firearms and narcotics further fuels concern about parking lot safety. RPD and DRA invest significant resources in monitoring parking decks.

### **Multiple Parking Apps Cause Confusion**

There are many different parking apps and ways in which to pay for parking because parking decks are owned by multiple different private entities.

### **Historic Infrastructure with Narrow Sidewalks**

Narrow sidewalks on Glenwood South create bottlenecks in crowds at peak times. Per Visit Raleigh, pedestrian traffic on weekend nights can be up to 10,000. Some bars are in what used to be houses, so sidewalk infrastructure is not based on commercial business district standards.

### **R Line has Returned but with Low Ridership**

The R Line circulates on West Street, so the lack of visibility may impede ridership. There is also a fee now charged, which residents feel is unusual for a circulator.

### **Sidewalk Maintenance and Management**

Sidewalk maintenance is the responsibility of the City. However, some property or business owners have made changes through encroachments, which defers the responsibility back to the property owner. Some sidewalks are poorly maintained/managed and are covered by vegetation or rocks. Scooter riders have been observed on sidewalks and scooters are sometimes left overturned on the sidewalk.

### **Public Communication Needs Improvement**

There was past precedent for a GoRaleigh representative to attend neighborhood meetings to share new transit initiatives. There would be a benefit for more active monitoring by GSNC of transit initiatives to share with residents at meetings.

### **Bus Ridership Stigma**

Bus ridership has not recovered since the COVID-19 pandemic and faces challenging social stigmas. There are concerns around cleanliness and safety because unsheltered are using the bus as shelter.

### **Dedicated Rideshare Pick-up, Drop off Locations**

There was a past attempt to create dedicated curb spaces for rideshare, but they were under-utilized. Rideshare vehicles continue to pick up and drop off passengers on demand, usually in front of businesses, blocking traffic. Ubers and Lyfts currently pick up passengers at West Street and Boylan Avenue as they aren't allowed through the traffic closure on Glenwood Avenue until egress.

### **RPP Program Not Enough to Deter Parking**

There are few repeat offenders who park in neighborhoods with the RPP program in place, but there continue to be new waves of people who park in residential areas. Some patrons linger by cars after bar closing time, while others return to cars closer to 4 or 5am after visiting the hookah bar, which can cause disturbances. Parking enforcement only works until 1:30 a.m. due to safety concerns.

\* For concurrent mobility studies, see Appendix.

# STRENGTHS & CHALLENGES



**QUALITY  
OF LIFE**

**Downtown Raleigh is a vibrant place to live, work, and play. Both Glenwood South and Fayetteville Street offer diversity in shopping, “daylife,” events, social options and walkability.**



## **QUALITY OF LIFE STRENGTHS**

### ***Walkability, Amenities, Festivals, and Social Options***

Fayetteville Street area has lively events, which residents appreciate. Glenwood South has a combination of retail, social venues, and residential uses. Amenities include a grocery store, drug store, tree-lined sidewalks, and range of dining options from casual dining to upscale restaurants. The density of storefront activity on every block makes Glenwood South both walkable and inviting to stroll except at peak times.

### ***Collaboration Between Neighbors and Businesses***

The members of the Glenwood South Neighborhood Collaborative (GSNC) include some of the 4,325 residents that live in the area and also business owners. They advocate for the area as a business district that they want to succeed and also a neighborhood with a strong sense of community. Important functions performed by GSNC include disseminating information from government emails and newsletters to inform residents, serving as the representative to the media, and informing government about resident concerns. The City and DRA are represented on the Board.

### ***Economic Impact Study Helped Advocate for Resources***

The economic impact study commissioned by GSNC helped to reframe the narrative about the area not as a nuisance but a job creator and economic contributor. Further, it led to buy-in among City leaders to conduct this RHI assessment, traffic safety study and commitment by RPD of resources for the traffic safety closure on Glenwood South.

### ***Urban Living Agreements for Some Residents***

At the discretion of individual property owners, some residential complexes Downtown require new residents to sign an “urban living agreement” that explains the property is located in a vibrant area where tenants may hear sound from neighbors, businesses, and pedestrians at all times of day and night.

### **City Staff Responsive to Downtown's Needs**

Glenwood South residents expressed appreciation for the Office of Special Events' dedicated Hospitality and Nightlife team, RPD's Hospitality Squad, inclusion of City staff on the GSNC board, and regular reports from RPD on safety statistics. These investments have facilitated two-way information exchange between the City and residents. Residents overwhelmingly supported the City's traffic safety closure on Glenwood Avenue, attributing the initiative to a decrease in noise from cruising, increase in pedestrian safety, and reduction in crime.

## **QUALITY OF LIFE CHALLENGES**

### **Negative Media about Glenwood South**

Residents are concerned about negative media stories that sensationalize safety challenges about the area and de-emphasize the sense of community.

### **Sustainability of GSNC**

There is a need to formalize the GSNC to create sustainability and continuity. This has been achieved, in part, as the GSNC is currently supported by DRA through its subsidiary Raleigh Civic Ventures (RCV) in its operations including being its legal and fiscal sponsor. However, it is unclear what happens if this group disbands.

### **Gap in Citywide Organization for Residents**

The Downtown Living Advocates group no longer exists. As Downtown gains more residents, a mechanism for residents to network, liaise with City government and access relevant information will become more needed.

### **Gap in Community Input on Alcohol Licenses**

Residents indicate that they are not able to provide input on new liquor licenses nor receive notification about new alcohol-licensed businesses opening in their neighborhood.

### **Systems for Awareness of Mixed-Use Areas**

There is no widespread requirement for all property managers to issue "urban living agreements" or residential disclosures to educate new residents about the mixed-use nature and nighttime activity of an area.

### **Multiple Sources of Sound Both Day and Night**

Social venues in Glenwood South reportedly emit bass sound from both indoor and outdoor amplified sound systems Thursday-Sunday nights, which can be heard past Peace Street. After closing time, sound can be heard from people walking back to their vehicles and congregating in the street. Sundays are noisy due to motorcycles and car racing, as well as live bands. Enforcement of the new noise ordinance (based on a reasonable person standard), is de-prioritized by RPD's Hospitality Unit, which primarily focuses on parking lot safety and emergency response. Even when noise citations are issued, some businesses perceive them as the cost of doing business.

### **311 System for Tracking Complaints**

Raleigh does not currently have a Citywide 311 complaint system. Neighbors are told to call 911 or RPD's non-emergency line, which both go to the same dispatcher, which then funnels calls to the appropriate department. More than 250,000 calls were received in 2023 (Emergency Communications Center/911). There is no way to track or analyze the types of complaints received or notify the public about resolution. Further, calls are not tracked if more than one caller calls about the same topic and a file has already been opened. The lack of a centralized tracking mechanism is a lost source of information and data-driven decision making.

### **Imbalance in Storefront Uses Among Districts**

More daytime retail is desired in Glenwood South, but the climate is difficult due to online shopping. While Glenwood South is known for business density, there is a desire to attract more restaurants and social venues to Fayetteville Street to reactivate the area. There is a need to rebalance the Downtown overall with thoughtfulness.

### **Sidewalk Management**

In Glenwood South, narrow sidewalks with areas of overturned scooters, leftover dumpsters, overdue maintenance and unattended pet waste make ADA accommodations and general mobility a challenge.

# STRENGTHS & CHALLENGES



**PUBLIC SAFETY**

**Law enforcement representatives report strong partnerships. Investment of resources has been praised for a reduction in crime, yet there are concerns about sustainability.**



## **PUBLIC SAFETY STRENGTHS**

### ***Robust Safety Partnerships***

There are working partnerships between safety agencies from the City, Wake County, and state alcohol law enforcement (ALE). Other partners include DRA ambassadors and the Office of Special Events. ALE agents proactively inspect venues with police and assist in getting camera footage and employee statements. Wake County ABC provides support in identification of fake IDs with their own scanners.

### ***DRA Safety Ambassadors and Patrols***

On Fridays and Saturdays, two ambassadors monitor the Glenwood South district from about 6:30 p.m. until 3:00 a.m. on foot and in a golf cart. They patrol some parking decks to deter break-ins, provide directions to patrons for bathrooms and food, and provide safety escorts to cars. Unarmed private security walks the Downtown core daily from 11:00 a.m. - 11:00 p.m. while armed security patrols the transit center from 4:00 a.m. - 12:00 a.m.

### ***Dedicated RPD Hospitality Squad***

Two teams of on-duty officers, each with a sergeant and 4-5 officers, are scheduled every night Fri-Sun from about 5:30 p.m. - 4:00 a.m. The teams switch off on weekends to prevent burnout. Their scope is primarily Glenwood South but also monitor Fayetteville Street as needed. Deployed on foot, by car, and electric gator, their primary focus is on the perimeter of the area to confiscate unlawful firearms and drugs in parking lots and deter criminal behavior. While they are technically charged with response to sound complaints, this is a secondary priority to emergencies.

### ***Traffic Safety Closure on Glenwood Avenue***

Since August 2023, RPD has set up a partial road closure/detour on Friday and Saturday nights using police cars with lights on and officers stationed in front of vehicles. The initiative is broadly supported by residents, patrons and business operators. Car traffic is diverted to side streets, but at egress, Ubers and Lyfts are allowed in.

### **Netforce Program Conducts Venue Inspections**

An inter-agency team that inspects bars and nightclubs (as defined in ABC code) in six different districts, Netforce is currently comprised of Police and Fire. The purpose is to identify code violations, over-capacity, blocked exits, life safety measures, etc. Inspections typically occur around 9:30 or 10:00pm, prior to peak business times.

### **Extra Resources Deployed on Peak Weekends**

When NC State students return for school in the Fall and other peak times, a mobile processing unit is set up so officers are not taken off the street when they need to process an arrest. EMS stages an ambulance nearby on Glenwood South, as available.

### **Security Camera System**

Nearly all the venues on Glenwood South have security cameras and have opted in to allow police to access exterior cameras for live monitoring at RPD's Real-Time Crime Center through Connect Raleigh. Camera footage has been used for crime scene investigation.

### **Patron-facing Etiquette Campaign**

"Midnight Messages" offer reminders to keep noise down, stay safe, and that patrons are socializing in a neighborhood with residents. Messages are posted on BigBelly trash and recycling receptacles and on digital wayfinding kiosks.

## **PUBLIC SAFETY CHALLENGES**

### **Safety Concerns on Glenwood South**

In the summer of 2023 security concerns escalated with shootings in Downtown. Other safety issues include underage drinking, use of fake IDs, drug dealing, sex offenses where the initial contact occurred at a venue, and unlawful carrying of firearms in parking decks. Glenwood South residents expressed concern that the traffic safety detour pushed loud vehicles to side streets.

### **Uptick in Safety Concerns on Fayetteville**

While Fayetteville Street district generates relatively fewer calls for service, there is concern that as more nighttime social venues open there, there will be a need for potential expansion of the Hospitality Squad's scope, which would warrant more officers. Other safety concerns are related to the unhoused in Moore Square and near the bus station and fights between patrons and proselytizers/protestors with megaphones. There is a belief that gangs and drug dealers are intentionally using 13-17-year-olds to sell drugs and commit other crimes due to their immunity from the Raise the Age law (NC Dept of Public Safety, 2024).

### **Desire for Police Officers to Stay Later**

Venue employees and operators expressed a desire for police to stay out later to provide a visible safety presence when employees close up and return to cars between 3:00-3:30 a.m. on Friday and Saturday nights. The Hospitality Squad is usually off the street by 2:45 a.m. and spend the remainder of their shift (until 4:00 a.m. or later) logging evidence, breaking down firearms, and filing reports. Off-duty officers typically leave after bar close at 2:00 a.m. A proposal was submitted to the Secondary Employment Office to require businesses to pay off-duty officers to stay until 3:00 a.m.

### **Sustainability of the Traffic Safety Closure**

The traffic safety closure on Glenwood Avenue currently costs between \$18,000-20,000 with 10 officers per weekend with an estimated annual cost of \$955,000. The initiative is funded by the salary intended for vacant positions, but once vacancies are filled, a future funding source is unknown.

### **Sustainable Participation in Netforce Program**

Since the program began in 2003, it has been deactivated and reactivated several times due to personnel shortages. Frequency has been reduced from every 2 weeks to every 2 months. The fire department takes the lead with police, but it relies on volunteers, some of whom may have already worked an 8-hour day. Collaboration does not regularly include OSE or Planning and Development. Presence of building inspectors was helpful for identifying building hazards and life safety hazards.

# STRENGTHS & CHALLENGES



**VENUE  
SAFETY**

**Venues opt in to allow RPD access to security cameras and ID scanner data. Interest is growing to improve security standards to professionalize the industry of venue security.**



## **VENUE SAFETY STRENGTHS**

### ***Partnership Between Venues and RPD***

Private security companies report that communication with RPD is extensive and appreciated. This includes security around large developments like Smoky Hollow and the Convention and Performing Arts Complex. Many venues have opted in to allow RPD to access external security camera footage in real-time.

### ***Interest by State Agencies to Improve Security Standards***

Representatives of both State ABC and State Department of Public Safety expressed interest in establishing improved safety standards for social venues and possibly requiring the licensing of all unarmed security for alcohol-licensed businesses, as well as training on deescalation, mental health and new restraint techniques to professionalize security staff.

### ***Free Training Resources from the City and State***

NC ABC offers Responsible Alcohol Seller/Server Program and the City's Office of Special Events offers quarterly Hospitality Industry Preparedness Education (HIPE) training, which has included harm reduction and emergency preparedness sessions. Event Preparedness, Improvement & Collaboration (EPIC) offers education for special event organizers. The Performing Arts Complex has quarterly safety techniques training for its staff, DRA and RPD.

### ***Prevalent Voluntary Use of ID Scanners***

ID scanning technology (PatronScan) is used broadly across social venues. As of July 2024, there were 69 venues in North Carolina using PatronScan with about 32 (46%) in Raleigh (Jason Swanson, PatronScan). The software is used for both prevention (catches fake IDs) and crime investigation. Over 1.6 million scans were performed in Raleigh in 2023 resulting in over 5,500 alerts, over 9,000 fake IDs caught, and help with 39 police investigations. Problem patrons can be universally banned by venues with the same brand of scanner for fighting, stealing, derogatory comments, etc.

## **VENUE SAFETY CHALLENGES**

### ***Inconsistent Safety Procedures***

Only armed private security guards are required to be licensed by the state. Unarmed and “in-house” security are not regulated. (See Appendix). Change would require legislative action. The gap in specific standards can be seen in inconsistent procedures by door security.

### ***Metal Detectors Not Widely in Use***

While the use of metal detectors was recommended by the Chief of Police to bars on Glenwood South, there was concern that patrons would perceive them to imply that a venue is not safe. The Performing Arts Center and Amphitheater are 100% metal detecting, but the Convention Center is not. Women’s focus group participants reported that bag checks to prevent weapons would make them feel safer inside venues.

### ***Potential for Over-Reliance on ID Scanners***

With any use of technology, there is a potential to over-rely on machines. While ID scanners can detect fake IDs, underage patrons may be able to gain access if they bring a legitimate ID from an older sibling (and won’t be caught unless the staff person compares the person with the ID). An ID Scanner is a helpful tool, but not an end-all solution nor a replacement for training.

### ***Party Buses and Pedal Tours***

Party buses and pedal tours may drop off a large number of already intoxicated people into a district.

### ***Security Staff Retention and Recruitment***

Pay for unarmed security is lower than for armed security, so retention of in-house security staff is difficult. Females are also preferred as guards to help patrons feel safe and for their communication skills.

### ***Use of Off-Duty Officers for Venue Security***

Some venues hire off-duty officers in uniform to stand in front of businesses to deter crime. Some venues are required to hire them based on a condition of their Nightlife Permit. RHI frowns upon the practice of venue operators hiring off-duty officers due to potential conflict of interest, mixed allegiances, and for lack of effectiveness in providing holistic safety coverage.

### ***Training Opportunities Need More Incentives***

There are multiple providers of training for hospitality staff, but there is a need for better coordination and promotion of options. Most trainings are free, yet some are not well attended. There is a need for greater outreach and an offer of incentives for staff to participate.

### ***Community Training a Broad Need***

There is a belief that training more frontline workers (park staff, university staff, museum staff, etc.) will help professional security and RPD with response. Education on situational awareness, workplace violence training, and reporting could improve a sense of personal responsibility for all.

### ***Gap in Organized Training on Women’s Safety***

Participants of a women’s focus group identified a need to train venue staff on how to deescalate conflict and intervene with predatory behavior to enhance the safety of women patrons. An organized education campaign would also be welcomed.

### ***Seller/Server Training Not Required for All***

The NC ABC does not mandate seller/server training for all alcohol servers. However, servers who receive violations can reduce their fines and the venue’s insurance costs by attending free in-person training provided by ABC’s outreach and education team.

### ***Unhoused Population May Disrupt Businesses***

As private security staff works on the front line, the situation involving the unhoused is particularly important. This population presents challenges for Downtown venues and hotels. Venue patrons are sometimes harassed or accosted by people loitering but not entering venues.

### ***Closing Time Procedures***

RHI staff observed some venues engaging in non-ideal closing procedures on a Saturday night tour. Instead of a gradual increase of lights and lowering of music volume, some venues were observed to dramatically turn on the lights and turn off the music. A DJ at one venue used profanity to usher guests out, which can escalate tensions and set an aggressive tone.

# STRENGTHS & CHALLENGES



## SOCIAL VENUES

**Downtown Raleigh offers unique independently-owned retail, dining and entertainment options, which generates significant social and economic value.**



## SOCIAL VENUE STRENGTHS

### ***Variety of Dining and Entertainment Options***

Downtown features a variety of high-quality social venues, four of which received James Beard award nominations in 2024 (Jackson, 2024). While Glenwood South at night (past 10:00 p.m.) caters primarily to a young adult market, there are fine dining options for lunch and dinner. Fayetteville Street offers upscale lunch and cocktail options but is known more for events and festivals. Experiential options include escape rooms, board game cafes, bingo, axe throwing, salsa dancing, and live music on Sundays.

### ***Economic Impact of Glenwood South and Fayetteville Street***

Glenwood South is the epicenter of dining and nightlife activity, with about 75 of the 268+ restaurants and bars across Downtown (RPD; DRA, 2024a, p.3). The area employs 18,500 people both full and part time (GSNC, 2024). Glenwood South generates 40% of estimated food and beverage sales and Fayetteville Street generates 23% (DRA, 2024a, p.51).

### ***Independent Retail and Restaurants***

Independently owned retail stores and restaurants are a draw for visitors to Raleigh. Emerging specialty retail clusters include vintage shopping, tailor made (e.g. bridal boutiques) and specialty gifts (DRA, 2024a, p.48). DTR Independent Shops is a collective of locally and independently owned shops in Downtown Raleigh, which meets monthly.

### ***Live Music and Performance Venues***

Downtown Raleigh offers various opportunities for live music and performance at the Red Hat Amphitheater, Lincoln Theater, and the Convention and Performing Arts Complex. Smaller venues, including restaurants, also offer opportunities for live music.

### ***Glenwood South Mobile App***

A mobile app allows visitors to plan a visit to the area by learning about the businesses located there (for free; not “pay to play”).

### **Advocacy for Social Venues**

Several associations support and advocate for venues, including DRA, GSNC and NC Restaurant and Lodging Association (NCRLA). The GSNC hosts mixers at new restaurants to introduce residents to the food choices.

### **IKE Kiosks Support Businesses**

DRA and the City of Raleigh have placed IKE Smart City kiosks in Downtown Raleigh, to allow for a better Downtown experience. Kiosks help with wayfinding, directories, are multilingual, and use touchscreens and other applications to provide useful information. Businesses benefit from increased patronage.

## **SOCIAL VENUE CHALLENGES**

### **Remote Work Trend Impacts Business Traffic**

Like in many Downtowns, footfall has dramatically decreased because of the continued trend of remote and hybrid work. Raleigh's weekday Downtown employee visits between 9am-5pm is 67 percent recovered (DRA, 2024a, p. 41). The reduction in office workers impacts Fayetteville Street district businesses the most, which historically relied on employees for lunch service, after-work shopping, and early evening dining.

### **Viability Impacted by Negative Perceptions**

Business operators report that patrons and employees alike feel unsafe in the Fayetteville Street district. Concerns about unsheltered people accosting people and witnessing open-air drug dealing makes it difficult to recruit and retain employees. There are fears associated with walking along dimly lit streets and returning to parking lots. People tend to go to one business, then leave, instead of exploring other nearby businesses. Businesses have had to reduce hours and days of operation, while labor costs have gone up.

### **Glenwood South Employee Safety Concerns**

Social venue employees may not return to their cars until 3:00 or 3:30 a.m. Police deployed for the traffic safety closure tend to leave around 2:45 a.m. Although crime statistics indicate that crimes do not happen past their departure, negative perceptions of safety prevail among employees, who often carry cash tips to cars. Safe parking is of particular concern for women.

### **Parking for Brick and Mortars during Events**

Dedicated parking and ticket validation is desired by business operators to provide for their customers during events, as it can be difficult for brick and mortars' regular customers to find parking during events. The two-hour free parking pilot in City-owned lots may help address this situation.

### **Gap in Marketing to Raleigh Residents**

Visit Raleigh is marketing to visitors out of county, state, etc. While some events are marketed by the DRA to all city residents, there is a perception that not enough Downtown marketing reaches all residents.

### **Pay to Play Marketing**

Several prominent advertising opportunities require a fee e.g. concierge desk suggestions at hotels, IKE digital kiosks, Visit Raleigh's magazine, etc.

### **Competition with other Social Clusters**

Project participants indicated that many people prefer to patronize other parts of the City and even other cities to avoid the quality of life and safety challenges associated with Downtown. Many of these areas, such as North Hills ("Midtown"), an upscale shopping area, are privately-owned and can therefore trespass unsheltered people. The town of Cary and city of Durham were mentioned as alternatives that feel safer.

### **Gap in Organized Social Venue Association**

There is no group whose members are exclusively comprised of social venues to advocate for their unique needs and priorities, perhaps in part because the majority of businesses are owned by a relative few.

### **Mistrust between Venues and Government**

There is a notable level of mistrust between venues and City government. This may be due to COVID restriction enforcement, regularly changing policy direction at City Council, and general lack of feeling heard.

### **Need for Support to Struggling Businesses**

Some social venue operators feel there should be more immediate support provided to Downtown businesses, who are facing challenges such as shifting foot traffic, changing customer patterns, slower than anticipated recovery, and negative perceptions of safety.

# STRENGTHS & CHALLENGES



**PUBLIC  
SPACE**

**Streeteries have enlivened Downtown streets with mural art, but events and festivals are where Downtown, especially Fayetteville Street district, truly shines.**



## **PUBLIC SPACE STRENGTHS**

### ***Year-Round Events, Festivals and Activations***

About 400-450 events were permitted annually by the City between 2022-2024. Nearly half (48 percent) of all events in 2023 took place in the Fayetteville Street district, with City Plaza as the most requested venue (per OSE). Events and cultural festivals reach multiple demographics and age groups, including national attendees. Among the most popular events include Hopscotch Music Festival, African American Cultural Festival of Raleigh & Wake County, Christmas Parade, St. Patrick's Day Parade, Brewgaloo, IBMA Bluegrass Live!, Out! Raleigh Pride, La Fiesta del Pueblo, First Night Raleigh, CaribMask Parade & Festival, and Raleigh's International Food Festival. Regular weekday activations include vendor markets and art installations.



### **Event Review and Approval Systems**

A monthly Events Task Force (ETF) meeting is held with City of Raleigh departments (RPD, Transportation, Parks, Recreational and Cultural Resources, Fire, Communications, Housing and Neighborhoods, The Complex, etc.) as well as community stakeholders and business owners. New events, events that have made significant changes, or those that previously had issues or permit violations the previous year are required to present their event at the meeting.

### **Events Drive Foot Traffic to Downtown**

Programmed events, especially cultural and music festivals, benefit some businesses in the Fayetteville Street district. Events help the area feel safer from the increased foot traffic and either the unsheltered population is less noticeable or tend to congregate in other areas. Some event organizers offer local brick and mortars free booths in the event footprint.

### **Streeteries Provide Vibrant Outdoor Seating**

Permanent, well-designed streeteries with mural artwork have been constructed for free for businesses Downtown (mostly in the Fayetteville Street district) thanks to funding from the American Rescue Plan Act (ARPA). The City charges \$1,500/yr (\$7,000 value) for businesses to rent out 2 parking spaces to use the streeteries for outdoor seating. As of January 2025, there are 18 streeteries with up to 20 total planned.

### **Sip n' Stroll in the Downtown Social District**

Sip n' Stroll Downtown went into effect August 15, 2022, and expanded August 15, 2023 (City of Raleigh, 2024). This is a program that allows patrons to take their alcoholic beverages "to-go." It is allowed from 10:00 a.m. to 10:00 p.m. Part of the Fayetteville Street district is able to participate. Venues have a choice about whether or not to allow someone to come in with their drink or not; the majority ask patrons to finish their drink outside prior to entering. The goal was to provide a novel amenity to encourage people to come back Downtown. It may gain in popularity and participation with greater critical mass of businesses and foot traffic. Anecdotally, some venues benefit during events, especially since most events prohibit service of distilled spirits.

### **Social Services and Crisis Outreach**

Various programs exist to provide outreach, education and resources to people experiencing mental illness, homelessness, and substance use issues. RPD's Addressing Crises through Outreach, Referrals, Networking, and Service (ACORNS) deploys a police officer and social worker to respond to people in need of services. DRA ambassadors also engage with people in crisis. The City announced a new compassionate and comprehensive response program: CARES (Crisis Alternative Response for Empathy and Support), which will launch early 2025.



# STRENGTHS & CHALLENGES



**PUBLIC SPACE**

**Uncivil behavior and bio-waste have detracted from more regular activation of public spaces. There is contention over pushcart vendor hours, as well as confusion about Sip n' Stroll policies during events.**



## **PUBLIC SPACE CHALLENGES**

### ***Public Space Activations***

Fayetteville Street's wide sidewalks are an asset for regular activations yet attempts by the DRA to incentivize the return of office workers (e.g. musicians in the street, yoga in the plaza, and jazz in the park) did not yield significant turnout. Some activities did bring visitors in while others were discontinued.

### ***Uncivil Behavior and Property Damage***

Property in public spaces gets damaged and vandalized, making it difficult to host events there. Drugs can be seen being dealt and consumed, mostly by youth. Office workers and event staff alike, especially women, report incidents of being accosted by aggressive panhandlers, physically assaulted, receiving inappropriate comments and being followed to parking areas. This inhibits the ability to re-attract employees.

### ***Cost of Cleaning Bio-Waste***

Significant City resources are expended for cleaning of bio-hazardous human waste in public space. The Parks and Recreation department spent \$15k last year cleaning up bio-waste from parks and playgrounds. The City of Raleigh's Downtown Clean Team spent \$40k last year cleaning bio-waste in the public-right-of-way.

### ***Gap in Public Restrooms and Inappropriate Use***

The GoRaleigh Station and Moore Square have Downtown's only public restrooms, but they close at night. Because events in public space are required to be open to the public, some unsheltered people use portable facilities at events to wash themselves.

### ***Confusion over Sip n' Stroll Policies during Events***

Event attendees and businesses are confused about differing procedures for Sip n' Stroll alcohol during events. Some event producers opt in to allow Sip n' Stroll alcohol into the event footprint; others opt out completely, which requires security at all entry points. Distilled spirits are prohibited on the street as a part of special events due to the City's stance.

### ***Challenges for Event Organizers***

There are fewer turnkey options for event organizers, as dedicated event spaces are often unavailable or at capacity (City Plaza, Dix Park, etc.). Organizers have to be resourceful and creative in selecting a space to host their event.

### ***Piecemeal Approach to Public Space***

Within the Fayetteville Street district, there is a need for a holistic redesign to encourage more public space activity. While individual businesses can take advantage of the streetery program, there is a need for a holistic vision. The Planning and Development department have selected a vendor to develop a streetscape plan.

### ***Operational Hours for Pushcart Food Vendors***

To address fights in lines and discourage lingering post egress, the City Council adjusted hours by requiring pushcart vendors to stop selling food and beverages by 1:15 a.m. and be cleared out by 1:45 a.m. Vendors indicate peak business hours are 1:00 a.m. – 2:30 a.m., so the restrictions on operating hours have reportedly reduced profit by 65-75%. Food trucks are allowed to operate until 3:00 a.m. on private property, which is perceived to be unfair given that they both serve food to a nighttime market. Unified Development Ordinance (UDO) regulates pushcarts and food trucks on private property. City Code regulates them on public property.

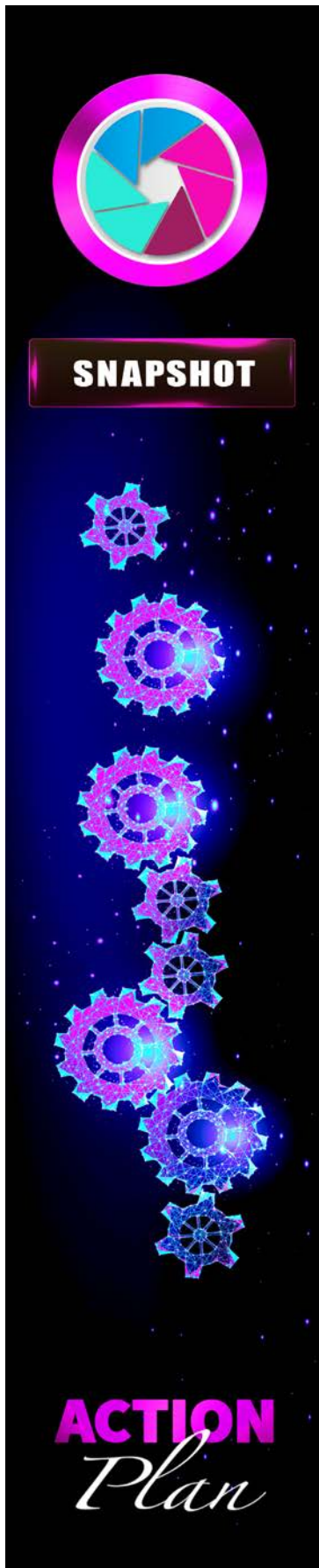
### ***Limited Locations for Food Truck Permits***

There are only four locations on public right-of-way where food trucks can operate. These locations are underutilized. Otherwise, they are allowed during permitted special events and on private property with permission of the property owner.

### ***Limited Coordination Among Event Calendars***

There are multiple resources with calendars that post information about events (e.g. Office of Special Events, DRA, Performing Arts Center, Visit Raleigh), but there is not a cohesive calendar.





# ACTION SNAPSHOT

A QUICK REFERENCE GUIDE FOR YOUR SOCIABLE CITY

## GOVERNANCE

### ***Help Businesses Open and Succeed***

~ Educational Resources and Support

### ***Rebrand OSE's Hospitality and Nightlife Team***

~ Clarify Advocacy Role to Build Trust with Industry

### ***Improve ABC Notifications to City***

~ Data on ABC-Licensed Business Openings and Closures

### ***Increase Internal Access to Occupancy Data***

~ Field Inspections of Venues and Data-Driven Policy Changes

### ***Create an Agent of Change Policy***

~ Enhanced Development Standards for Mixed-use Areas

## MOBILITY

### ***Create Safety Standards and Practices***

~ Private Parking Lots Near Social Clusters

### ***Enhance Public Communication***

~ Raise Awareness on Current Mobility Options

### ***Reimagine The R Line***

~ Unique Experience to Encourage Ridership

### ***Preserve the Public Right of Way***

~ Maintain Access During Construction

## QUALITY OF LIFE

### ***Develop a Robust 311 System***

~ Track Issuance and Resolution of Complaints

### ***Revive the Downtown Living Advocates Group***

~ Promote Information Sharing





GOVERNANCE | PLANNING | SAFETY | VIBRANCY

## PUBLIC SAFETY

### **Revisit Noise Ordinance Re: Commercial Sound**

~ Achieve Greater Compliance Among Venues

### **Increase Frequency of Netforce Visits**

~ Return to a 24-Hour Shift Fire Marshal

### **Pre-Holiday Safety Visits to Venues**

~ Proactive Education without Enforcement

### **Improved Enforcement of Noise and Anti-Harassment Policies**

~ Reduce Challenges with Street Proselytizers

## VENUE SAFETY

### **Develop Baseline Security Standards**

~ Professionalize Venue Safety

### **Educate Hospitality Staff**

~ Resources and Services for People in Need

### **Women's Safety Training for Venues**

~ Prevent Sexual Harassment and Gender Violence

## SOCIAL VENUES

### **Share Positive Stories About Fayetteville Street**

~ Coordinate Marketing and Counter Negative Narratives

### **Support Venues' Employee Parking Needs**

~ Update and Raise Awareness of Existing Initiatives

### **Create a Raleigh Nightlife Association**

~ Advocate for Change with a Unified Voice

### **Enhance Use of Mixed-Use Loading Zones at Social Venues**

~ Unloading of Alcohol and Band Equipment

## PUBLIC SPACE

### **Enhance Consistency in Event Rules**

~ Equitable Opportunities for Revenue Generation

### **Conduct and Implement a Streetscape Plan**

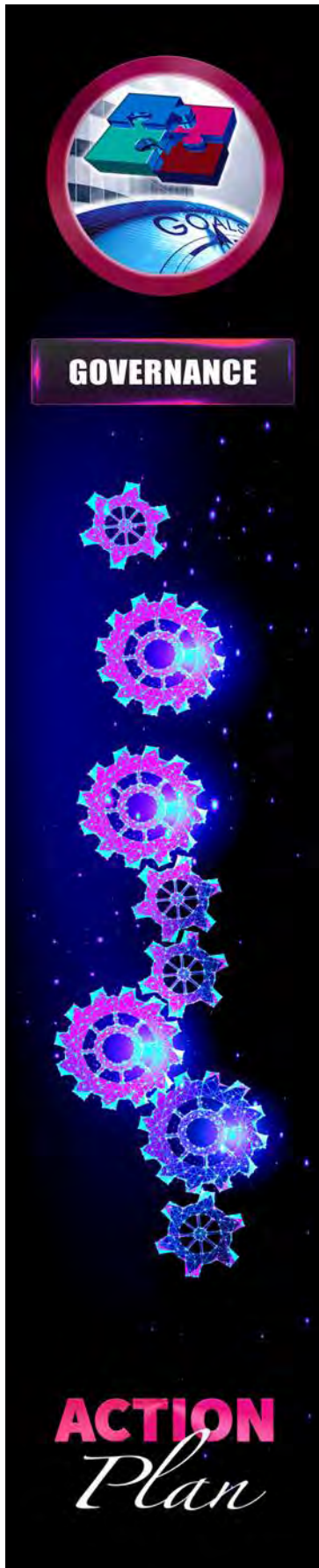
~ Improve Pedestrian Safety and ADA Accessibility



**SNAPSHOT**



**ACTION**  
*Plan*



## HELP BUSINESSES OPEN AND SUCCEED

### *Educational Resources and Support*

The perception that it is difficult to open a new social venue in Raleigh may have led prospective owners to hire independent experts to guide them through the process and may also have contributed to a monopoly of three business owners that own several venues. Resources specific to this unique industry may help diversify the market to allow new entrants into the field. There is a need to update current resources to reflect new permits i.e. update the City's Business Resources Guide to include information about the Nightlife Permit and to remove old references to the Amplified Entertainment Permit. A separate hospitality industry-specific guide for opening a business could also be an excellent tool for creating trust between government and industry, as well as encourage more diversity in business ownership. Facilitating greater collaboration between OSE's Hospitality and Nightlife Team with DRA at introductory meetings could also serve as a proactive conduit for venues to access City government.

## REBRAND OSE'S HOSPITALITY AND NIGHTLIFE TEAM

### *Clarify Advocacy Role to Build Trust with Industry*

The City of Raleigh has been evolving its Office of Special Events (OSE) and has now created a team focused on the social economy. In other cities, such positions are often called a Social Economy Manager or Nighttime Economy Manager. RHI's work in Raleigh has revealed a trust gap between the City and social venue operators. This gap may be related to presence of OSE staff during enforcement of early pandemic-era rules for hospitality businesses, as well as the recent change in nightlife permitting and sound ordinances. Trust needs rebuilding, and a rebrand to indicate the role of the team as an advocate and liaison is a good first step.





## IMPROVE ABC NOTIFICATIONS TO CITY

### ***Data on ABC-Licensed Business Openings and Closures***

Overall, state ABC operates in a siloed fashion. New license applications are shared with RPD, but there is no system of notice to the physical building (i.e. posted signage) indicating to the general public that a new license is being considered, and no information is sent directly to the OSE Hospitality and Nightlife Team. The ABC also does not inform the City when an ABC-licensed business closes.

The current system in place is to cross-check the list of known businesses in Raleigh with the ABC's directory to see which businesses are still operating. This makes data-tracking difficult. OSE's Hospitality and Nightlife Team should have timely knowledge of openings and closures.



### ***Detailed Checklist for Governance***

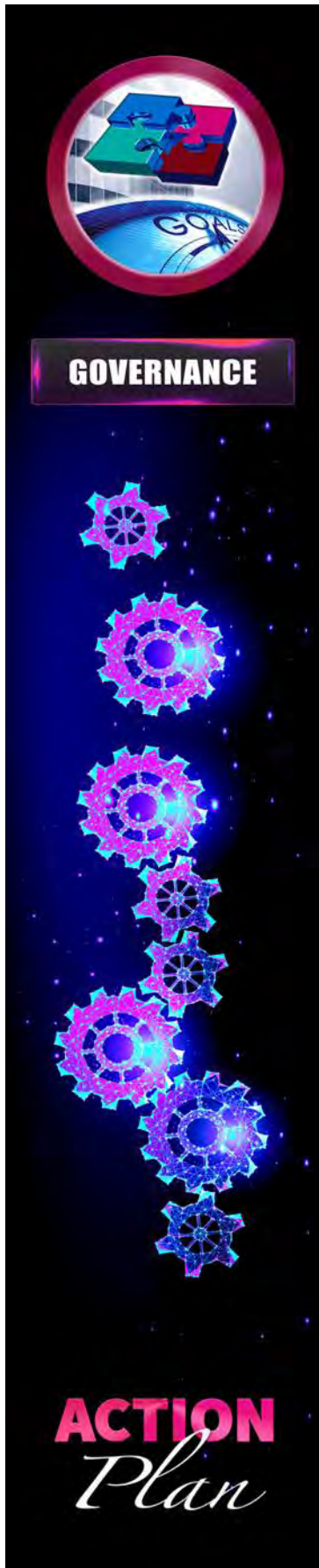
Review goal statements and checklists with recommended steps for each action item on a separate page.



## GOVERNANCE



**ACTION**  
*Plan*



## INCREASE INTERNAL ACCESS TO OCCUPANCY DATA

### *Field Inspections of Venues and Data-Driven Policy Changes*

Fire deputies are charged with monitoring and enforcement of occupancy limits for venues during field inspections, but this data is not easily accessible. Currently, in Enterprise they must review the building's site plan in the application. Some rely on posted occupancy placards in venues, but not all venues comply with this requirement.

There have historically been discrepancies between the occupancy data between Building Inspectors and Fire Marshals for assembly permits and certificates of occupancy. The methodology for calculating occupancy data by Fire marshals was inconsistent in the past, whereas now they are made more objectively using calculation methods from the North Carolina Building and Fire Code. There will be a need to cross-check data between Building and Fire departments to ensure the correct numbers are on file consistently.

Updates are currently in progress, but refinements would be helpful. Raleigh Fire is transitioning from Firehouse to First Due system; however, this system does not connect to Enterprise, the application used by the Building Inspections department to enter in certificates of information. An immediate fix may be to add a field in Enterprise or to export this data so fire deputies can more readily access capacity data to verify occupancy counts in the field. There is also a need for OSE to access up-to-date occupancy data. Compiling information on the total potential occupancy of all venues open past midnight in a district can help make a data-driven case for the need for safety resources and infrastructure improvements.





## CREATE AN AGENT OF CHANGE POLICY

### ***Enhanced Development Standards for Mixed-use Areas***

Mixed-use districts where people can live, work and play in the same area are ideal in theory, but challenging in practice. Glenwood South is a neighborhood with 4,300 residents and the premier regional destination for thousands of nightlife patrons every weekend. The quality of life of current residents is severely impacted by safety incidents, traffic and sound emanating from both venues and venue patrons. Significantly more housing is in the pipeline for Glenwood South, as well as the Sip n' Stroll area, including the Fayetteville Street district. There is still time to mitigate anticipated challenges in preparation for the next wave of residents that move to Downtown.

A base of residents and a thriving social economy are both critical to the future of Downtown. For these two distinct uses to coexist, there must be a more critical eye on future development. Residential development (including hotels) that is planned in proximity to nightlife venues particularly need to be held to higher standards. For example, developers should be required to conduct a sound study prior to entitlement that measures sound at peak nighttime hours so that they can build to higher soundproofing standards given the baseline of ambient sound. Bedrooms would ideally be designed to face away from businesses that operate at night. Windows should be soundproofed to the highest standard available. Parking entrances/exits for new residents should be considered in relation to Glenwood South's current traffic pattern with street closures and any future changes. These changes may require state approval.



### ***Detailed Checklist for Governance***

Review goal statements and checklists with recommended steps for each action item on a separate page.



## GOVERNANCE



# ACTION Plan



## MOBILITY



## ACTION Plan



## CREATE SAFETY STANDARDS AND PRACTICES

### ***Private Parking Lots Near Social Clusters***

A mechanism for accountability and security standards needs to be established for private parking lots located near social venues. There are five private lots that serve Glenwood South, but the City has no regulatory authority over them, nor does it receive any sales tax from them. These parking lots benefit financially from nighttime patrons by charging a fee, but do not monitor activity for the duration of use. There are no mechanisms to hold parking lot owners, who generate revenue from nighttime parking, accountable for providing security staff and enhanced safety features to make parking lots safer.

Significant City resources are invested in monitoring parking lots, where pre- and after-partying takes place. DRA Ambassadors patrol parking areas and inform the police of concerning activity. RPD's Hospitality Unit focuses primarily on parking areas in Glenwood South to confiscate illegal firearms and narcotics so that they are not brought into public space or social venues. The negative perceptions (and reality) of parking lot safety, in part, contribute to patrons and employees opting to park in neighborhoods surrounding Glenwood South. This perpetuates quality of life issues for residents. Requiring security staff, lighting, and other safety features can contribute to a reduction of public safety issues generated from unmonitored parking lots. It would shift liability and monitoring duties to the parking lot owner. Enhanced safety may also encourage greater use of parking areas.





## ENHANCE PUBLIC COMMUNICATION

### ***Raise Awareness on Current Mobility Options***

The City has made significant progress in making Downtown more accessible and more multi-modal, yet there is limited public awareness about new initiatives and improvements made. The City Department of Transportation pushes out information via email, list-serv, website updates and social media updates through the City, but residents would need to know how to subscribe and monitor that information. A more systematic approach to disseminating information by partnering with a broader set of stakeholders, including DRA, DTR Independent Shops and resident groups can help get the word out.

Among the new initiatives about which to raise awareness include the return of the R line, new bus routes, the Citywide transit app, and free parking for the first two hours in City-owned lots that began in November 2024. There is also an opportunity to educate the public about appropriate scooter use so that scooters are not ridden on sidewalks and not left overturned in public right of ways, which cause tripping hazards and impede ADA access.



## MOBILITY



**ACTION**  
*Plan*



## MOBILITY



## ACTION Plan



### REIMAGINE THE R LINE

#### *Unique Experience to Encourage Ridership*

Rebrand the beloved R-line as a fun, free circulator with greater frequency to encourage increased ridership. There is limited awareness among the public about the R Line's return because it is camouflaged as a regular bus that circulates in only one direction on West Street—a block off the more active Glenwood Avenue. There is a desire to reroute the circulator back to Glenwood Avenue except during the traffic safety closure on Fridays and Saturdays between 10:00 p.m. – 2:30 a.m.

Re-branding the outside of the bus with a unique paint scheme or exploring a historic-looking vehicle will make it more easily identified. Reexamine the need for a fee to bring back past riders with fond memories of riding the circulator with their families. Promote the transit app as a way to track the circulator's progress to enhance convenience for riders.





## PRESERVE THE PUBLIC RIGHT OF WAY

### ***Maintain Access During Construction***

ADA accessibility and the safety of both pedestrians and cyclists are impacted when the public right of way is not preserved during construction projects. The norm is for detour signage to be posted instead of a pedestrian tunnel. As a result, people are forced to abruptly cross the street or unsafely walk or cycle in the road with oncoming traffic. There is an existing policy from the City Department of Transportation's Right of Way Provisions, which states that "accommodations must be made for pedestrians to safely navigate around any work in our right of way."

Providing a safe, alternate route across the street is acceptable per the policy, but can leave pedestrians frustrated and there are safety concerns for cyclists. In anticipation of significant development in the Fayetteville Street district and Glenwood South district, it will be critical to ensure rules are followed to preserve pedestrian and cyclist pathways. Revenue from the permit required of developers to take over the public right of way could help fund improvements to public right of way projects or staff resources for inspectors.



### ***Detailed Checklist for Mobility***

Review goal statements and checklists with recommended steps for each action item on a separate page.



## MOBILITY



# ACTION *Plan*



## DEVELOP A ROBUST 311 SYSTEM

### *Track Issuance and Resolution of Complaints*

Creation of a Citywide 311 system will establish a methodology for tracking different types of complaints and resolution rates. The Customer Experience Manager in the City Manager's office is already working towards implementing a Customer Relationship Management (CRM) system and establishing options for a centralized 311-type support by phone.

Adding in a phone call feature may also ensure greater use. There is currently a sense of guilt over calling 911 for a non-emergency purpose. RPD's non-emergency line goes to the same dispatcher as 911 and therefore potentially delays response to life-threatening emergencies.

Currently, there is no way to track or segment data on calls. For example, calls are not tracked if more than one caller calls about the same topic and a file has already been opened. 311 dispatchers can not only route callers to their appropriate department but also track the number of calls to different departments and compile detailed data, which can be used by City leaders to understand the top priorities and concerns of residents.





## REVIVE THE DOWNTOWN LIVING ADVOCATES GROUP

### ***Promote Information Sharing***

Downtown's residential population is expected to dramatically increase in the near future. The Glenwood South Neighborhood Collaborative (GSNC) is an excellent model for connecting residents and businesses with timely information about City initiatives and serves as a central liaison to the City for feedback and engagement. It is timely to revitalize the since disbanded Downtown Living Advocates group to represent all Downtown residents. Whether the group is formed informally or as an official non-profit, it would be helpful for residents to have a forum for connection, networking and resource exchange.



### ***Detailed Checklist for Quality of Life***

Review goal statements and checklists with recommended steps for each action item on a separate page.



**QUALITY OF LIFE**



**ACTION**  
*Plan*



**PUBLIC SAFETY**



**ACTION**  
*Plan*



## REVISIT NOISE ORDINANCE RE: COMMERCIAL SOUND

### *Achieve Greater Compliance Among Venues*

Since the summer of 2024, there has been an increase in sound complaints from Glenwood South residents, with venue operators perceived to treat noise violations as a cost of doing business. Despite a two-year engagement process to revise the noise ordinance, its effectiveness is now in question. Police can issue only one violation per 24-hour period. After a violation is issued, some venues turn the music up again. The current penalties—\$250 for the first violation and \$500 for the second—are insufficient to deter repeat offenses. Without clear consequences for violations and inability to achieve compliance voluntarily or through enforcement, the current ordinance may not be an effective tool to address sound complaints.

There is a need to revise the new noise ordinance and re-start the process of community engagement. A third-party mediator is recommended to help facilitate productive engagement between the City and business community, between which lies a chasm of mistrust. Reviewing the way the ordinance achieves compliance and how it will be enforced will be key components. It may be prudent to also explore an alternative enforcement agency or civilian entity to be in charge of noise enforcement, as this is a lower priority than emergency safety issues for police. Further, the “reasonable person standard” may also need to be revisited, depending on how it holds up in court and is judged as a subjective or objective standard of measurement. An additional step will be to institutionalize the system of officially routing noise violations to RPD’s code enforcement officer, whose job it is to meet with businesses to achieve compliance.





## INCREASE FREQUENCY OF NETFORCE VISITS

### ***Return to a 24-Hour Shift Fire Marshal***

The Netforce program has returned, but on a limited basis. The frequency of these inter-agency inspections has been reduced from every two weeks to every two months due to a personnel shortage. These inspections are a critical component of public safety monitoring, but the frequency should be increased given the Citywide scope. There is also an opportunity to enhance collaboration with OSE to inform Raleigh Fire of businesses that currently hold a Nightlife Permit (NP) or that are on the radar for high-risk operations. This can help address the discrepancy between Fire Department's definition of a "nightclub" and NP holders.

Ideally, labor laws will be revisited so that a 24-hour shift fire marshal can be reinstated to lead the Netforce team. In 2012, a 24-hour shift fire marshal position was created due to routine overnight dispatching from RPD to Raleigh Fire for code enforcement assistance at overcrowded venues. The law was later reinterpreted to prevent employees from working 24 hours, even though other cities such as Durham and Greensboro allow it. A shift fire marshal would be able to use daytime hours to build proactive, educational relationships with venues and then do inspections at night. Currently, the educational component is not possible, and the number of venues inspected is severely reduced.



## PUBLIC SAFETY



**ACTION**  
*Plan*



## PUBLIC SAFETY



## ACTION Plan



### PRE-HOLIDAY SAFETY VISITS TO VENUES

#### ***Proactive Education Without Enforcement***

To ensure safe operations prior to peak holidays such as St. Patrick's Day and Halloween, a series of proactive visits can be conducted to observe operations and provide educational guidance. To build good will and foster trust with venues, no citations should be issued during these visits. These proactive visits would be scheduled in early October and early March, ensuring businesses are informed in advance about the visits to build trust and rapport.

OSE can partner with RPD and Raleigh Fire to help businesses prepare for the holiday rush and identify possible safety issues such as obstructed exits or flammable décor. Reminders can also be provided about counting patrons to maintain occupancy and displaying occupancy certificates. This approach allows business owners to address any potential safety concerns prior to the peak holiday periods.



#### ***Detailed Checklists for Public Safety***

Review goal statements and checklists with recommended steps for each action item on a separate page.





## IMPROVED ENFORCEMENT OF NOISE AND ANTI-HARRASSMENT POLICIES

### ***Reduce Challenges with Street Proselytizers***

There is a trend of religious proselytizers setting up stages and amplified microphones with speakers at Moore Square and Glenwood South. While they are protected by free speech, they have generated sound disturbances, and fights have been instigated by uncivil commentary and verbal harassment of passersby. These groups can also impede sidewalks and other public right of ways.

RPD issues permits under Section 12-1056 of the Municipal Code for groups of 10 or more, and those permits can limit time, place and manner of the activity. However, smaller groups are not required to have a permit. Section 12-1057 outlines standards for these activities, and RPD also have the current noise ordinance, and an anti-harassment policy to help address noise and behavioral issues. These policies give police the authority and tools to move people along to clear the area, where many currently linger. However, this enforcement remains a low priority, so the City might look to other agencies to assist. Steps should be taken to review the municipal codes and policies that govern this type of free speech, as well as review the tools and resources available to enforce those codes.



**PUBLIC SAFETY**



**ACTION**  
*Plan*



## DEVELOP BASELINE SECURITY STANDARDS

### *Professionalize Venue Safety*

Door security play a critical role in social venues—they are the frontlines to prevent entry by intoxicated and underage people and respond to emergencies. At their best, they set a tone of friendly professionalism and oversight to ensure the safety of their guests. Venue owners face potential liability risks and financial consequences when door security staff do not have the training or skill set ideal for this position. While most venues in Raleigh’s Glenwood South and Fayetteville Street districts hire door security staff (voluntarily), there is a gap in consistency in procedures and protocols across venues. Some venues also rely on off-duty officers, which is not in line with national best practice and is a source of potential conflict of interest.

In Raleigh, unarmed, proprietary “in house” security staff do not currently need certification, training or a license to work in a social venue. The State Department of Public Safety’s Private Protective Services Board (PPSB) does mandate licensing and training of armed security and employees of security companies. (See Appendix.) However, there is a growing recognition of the need to advocate to the state to mandate the licensing and training of unarmed security, particularly for on-premise businesses. Current training standards also need content updates to reflect the unique dynamics of nighttime social environments, as well as a hands-on, interactive component to demonstrate understanding of safe forms of restraint such as SafeWrap. Finally, continuing education for license renewals would further enhance the professionalism of this industry.





## EDUCATE HOSPITALITY STAFF

### ***Resources and Services for People in Need***

Hospitality staff work as the frontline workers interacting with people in need, who may be unsheltered, struggling with mental illness or substance use. They enter cafes, restaurants, bars, and hotels asking to use the bathroom and requesting free food or drinks. Some behave in an aggressive manner, accosting staff and guests. There are numerous social services and resources available from the City and Wake County, but there is limited awareness. DRA ambassadors, staff from ACORNS (Addressing Crises through Outreach, Referrals, Networking and Service), CARES program, and OSE staff can do door-to-door handouts of educational fliers to give to hospitality staff and to educate hospitality staff about ACORNS as a resource. There is also an opportunity to better connect hospitality staff with ACORNS by offering their crisis management training at future HIPE sessions.



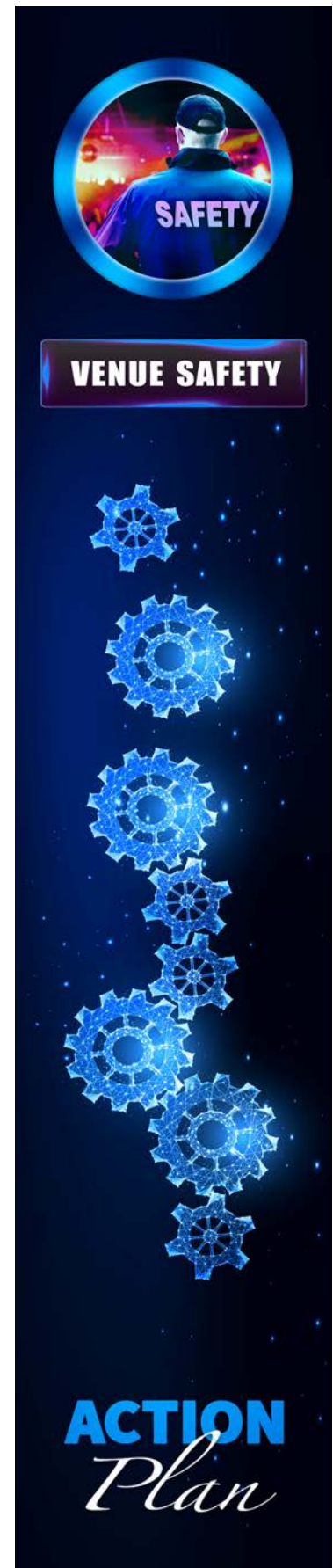
## WOMEN'S SAFETY TRAINING FOR VENUES

### ***Prevent Sexual Harassment and Gender Violence***

There is a need to focus on women's safety to educate venue staff on how to create a safe environment for guests, how to intervene with predatory behavior and prevent sexual harassment and violence. A coalition of stakeholders can adapt, customize and implement existing campaigns that are deemed most effective for the local environment. Staff training coupled with social marketing and education of the public, are key aspects of sexual violence prevention in nighttime social settings. Education on the concepts of consent and bystander intervention ensures a safer environment for all to socialize, especially women, members of the LGBTQ+ community and other vulnerable populations.

### ***Detailed Checklists for Venue Safety***

Review goal statements and checklists with recommended steps for each action item on a separate page.





## SOCIAL VENUES



**ACTION**  
*Plan*



## ACTION

### SHARE POSITIVE STORIES ABOUT FAYETTEVILLE STREET

#### ***Coordinate Marketing and Counter Negative Narratives***

The revival of Fayetteville Street district is inhibited by prevailing negative perceptions of safety. Some businesses have reduced hours of operation due to safety concerns. Attempts to activate public space with social activities have only generated minimal attendance. Negative media stories perpetuate the narrative that Fayetteville Street is not safe to visit. While there is truth based in some of these negative perceptions, there are also many positives to celebrate. New and legacy businesses are providing high quality dining and entertainment experiences.

There is an opportunity to change perceptions by coordinating marketing efforts through Visit Raleigh and DRA, as well as directly engaging media outlets by providing anecdotes for reports. Business owners would like to see at least one to two positive stories per month about the area, including a showcase of the lives of the entrepreneurs who curate the spaces where people socialize in Raleigh – including bar owners, restaurateurs and live music venue owners. Once challenges with perceptions are addressed, then activations may be more successful. The City's Planning and Development Department has started a Fayetteville streetscape study, which could build in vibrancy into the street and also assist with changing perceptions.





## SUPPORT VENUES' EMPLOYEE PARKING NEEDS

### *Update and Raise Awareness of Existing Initiatives*

Parking availability is key to attracting and retaining employees of social venues. There are multiple parking-related barriers to overcome. Some employees don't know where to park. Others know where parking decks are located, but are concerned about safety, so choose to park on the street, where it's more expensive or time metered. During events, parking decks may charge \$10 or more. Finally, some nighttime employees cannot take advantage of the Downtown Evening Employee Program run by City-owned decks because it starts at 3:00 p.m. or there are not City-owned decks nearby. Women especially feel safer parking on the street, where it's more expensive than a parking deck, because of safety concerns.

An educational campaign can help raise awareness among venue employees about places to park and costs associated. In Glenwood South, greater communication is needed with private owners of parking lots on safety improvements to increase use of parking assets. A request can be made for the Downtown Evening Employee Program to start earlier—at 2:00 or 2:30 p.m., when they would park for their 3:00 p.m. shift. There is also an opportunity for more employees to take advantage of the Small Business Parking Relief program approved by City Council as a temporary program to provide small businesses 10 parking passes for 5 City-owned decks.



## SOCIAL VENUES



**ACTION**  
*Plan*



## SOCIAL VENUES



**ACTION**  
*Plan*



## CREATE A RALEIGH NIGHTLIFE ASSOCIATION

### *Advocate for Change with a Unified Voice*

Nighttime social venues are generally independent entrepreneurs who operate in isolation but share many of the same concerns and challenges. When safety incidents affect one venue, they can negatively impact everyone. Venues “sink or swim” together and therefore need to solidify cooperation and collaboration.

Creation of a nighttime business association can help operators communicate with a unified voice. This can provide a way for the City and DRA to coordinate with the industry on new initiatives and services. In Raleigh, three individuals operate multiple venues, so this effort would seem even simpler but also any success would be dependent upon their cooperation.





## ENHANCE USE OF MIXED-USE LOADING ZONES AT SOCIAL VENUES

### *Unloading of Alcohol and Band Equipment*

Expand use of designated mixed-use loading zones for flexible purposes related to social venues. Most common needs include performers with musical equipment. Often performers also need tour bus parking during load-in and performance times. Other venue needs include loading supplies, alcohol, etc. if personal vehicles are being used. Venue staff can be cited for using “commercial loading zones” while unloading alcohol from a standard passenger car instead of a commercial truck or van.



### *Detailed Checklists for Social Venues*

Review goal statements and checklists with recommended steps for each action item on a separate page.



## SOCIAL VENUES



**ACTION**  
*Plan*



## PUBLIC SPACE



# ACTION Plan



## ENHANCE CONSISTENCY IN EVENT RULES

### *Equitable Opportunities for Revenue Generation*

Create a pathway for equitable application of event rules for all event producers. Currently, there are exemptions and/or waivers for particular events to sell distilled spirits (i.e. Dreamville at Dix Park) and operate as a private ticketed event on public streets (Hopscotch). Re-examine current City policies that prohibit all other event producers from selling distilled spirits and keeping their events open to the public when on a public street. Event producers are missing out on potential sources of revenue and sponsorship by not being able to sell tickets for event entry and serve distilled spirits.

There is also a need to clarify procedures about how the Sip n' Stroll footprint intersects and overlaps with event boundaries. Some event producers "opt in" to the Social District so that alcohol from participating venues can be brought into an event space and all drinks served inside must be labeled with the Sip n' Stroll sticker. Other event producers "opt out," which requires event staff to designate security to manage all entry/ egress points to ensure no alcohol is brought in or out. These varying procedures are confusing to event producers, vendors and attendees. Complicating matters is the question of who bears the liability risk. Some event producers feel it is unfair to bear the liability risk from allowing distilled spirits into the event space, while others see it as a way to support brick and mortars that do sell distilled spirits. There is an opportunity for greater coordination and partnership between event producers and venues.



### *Detailed Checklists for Public Space*

Review goal statements and checklists with recommended steps for each action item on a separate page.



## CONDUCT AND IMPLEMENT A STREETScape PLAN

### *Improve Pedestrian Safety and ADA Accessibility*

Create a holistic streetscape design plan for Glenwood South district from Peace to Hillsborough Street with a plan for funding implementation. Currently, streetscape updates are happening as a patchwork, parcel by parcel, which is dependent upon private developers. There is still time to create uniform design standards that can be adopted into the Unified Development Ordinance (UDO). The City can thereby leverage the cost-sharing arrangement with developers to have them contribute to a more seamless streetscape. There is an opportunity to engage and incentivize developers to do more for the greater good, especially if they have requested exemptions.

Glenwood South is a destination for social activity Friday-Sunday that attracts an audience comparable to a major special event yet without the infrastructure to support activity levels. The district is already the densest residential neighborhood and business district in the Triangle with more development anticipated. Challenges related to public safety, such as crowd management, and quality of life, including trash storage, can be more effectively addressed through upgrades to the streetscape to widen sidewalks and build in features for safety and accessibility. It will be critical to plan for funding of not only the study but of the implementation of those recommendations.



**PUBLIC SPACE**



**ACTION**  
*Plan*



## GOVERNANCE



**ACTION**  
*Plan*



## HELP BUSINESSES OPEN AND SUCCEED

### **Educational Resources and Support**

#### **GOALS**

Create educational resources for new entrepreneurs to open a business.  
Enhance collaboration between OSE and DRA to assist new business operators.

#### **STEPS**

- ☐ Update the City's Business Resources Guide to include information about the Nightlife Permit. Remove references to the Amplified Entertainment Permit.
- ☐ Create a Hospitality-Specific "How to Open" Business Guide. If possible, create this guide in concert with a business owner who recently opened.
- ☐ Include OSE's Hospitality and Nightlife Team in DRA's introductory meetings to new hospitality businesses. There should be a City representative present as a conduit to City government, especially since the team can provide additional info on how to get outdoor seating, put on events, and get a Nightlife Permit.

UPDATE: Bill King, DRA, agreed to formally include OSE staff in new business meetings.

## REBRAND OSE'S HOSPITALITY AND NIGHTLIFE TEAM

### **Clarify Advocacy Role to Build Trust with Industry**

#### **GOALS**

Ensure that the OSE Hospitality Team is known as an advocate for safe hospitality and nightlife, and not an arm of enforcement to build trust with the industry.

#### **STEPS**

- ☐ Rebrand OSE to better reflect the functions of the office. Conduct listening tours through all social clusters (not just Downtown) to hear concerns and priorities, as well as to educate the industry on their role as a liaison and advocate.
- ☐ While issuing permits, OSE can communicate their focus on voluntary compliance from venues. Highlight current programs, such as tree-well fixes and public messaging for patrons, as outcomes of the team's work.



## IMPROVE ABC NOTIFICATIONS TO CITY

### Data on ABC-Licensed Business Openings and Closures

#### GOALS

Maintain up-to-date records in the City about ABC-licensed businesses through consistent and timely updates directly from State ABC.  
Facilitate clear and transparent notice to the public about new business applications.

#### STEPS

- ☐ Meet with ABC officials to ask about sharing closure information in real time or with some consistency (monthly, weekly, etc.).

UPDATE: State ABC is investigating whether IT can share reports about business closure and openings information.

- ☐ Meet with City IT office to determine if updates can be done with technology already in place. Allow OSE's Hospitality and Nightlife Team access to ABC's internal system of applications and closure information online (beyond what is available to the public) so that they are kept aware of any changes in business operations.



## GOVERNANCE



**ACTION**  
*Plan*



## GOVERNANCE



## ACTION Plan



## INCREASE INTERNAL ACCESS TO OCCUPANCY DATA

### *Field Inspections of Venues and Data-Driven Policy Changes*

#### GOALS

*Fire deputies can quickly and efficiently access accurate occupancy data from Enterprise when inspecting venues. Resolve discrepancies in occupancy data between Building Inspectors and Fire Marshals for assembly permits and certificates of occupancy.*

#### STEPS

- ☐ Make a request to IT to add a field in Enterprise so occupancy data can be quickly reviewed by fire marshals in the field instead of having to review a building site plan. *UPDATE: A new field has been created, but it does not contain historical data or link to the fire department's First Due system.*
- ☐ Ask IT to export data into a dashboard accessible by fire deputies.
- ☐ Create a transparent system that OSE can also use to access up-to-date occupancy data.
- ☐ During the transition from Fire House to the First Due application, confirm that certificates of occupancy are accurate.
- ☐ Cross-check that occupancy numbers match between Building certificates and Fire's assembly permits.





## CREATE AN AGENT OF CHANGE POLICY

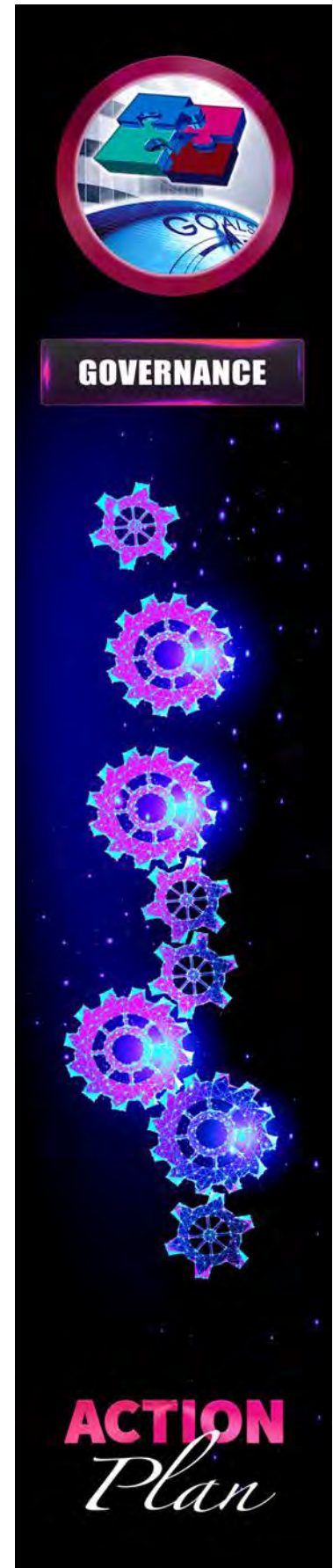
### Enhanced Development Standards for Mixed-use Areas

#### GOALS

Create development standards for new residential buildings in mixed-use areas to avoid noise and traffic conflicts and to facilitate more harmonious co-existence.

#### STEPS

- ☐ Map all residential projects in any part of the pipeline Downtown and then overlay on a map of licensed establishments, particularly bars and nightclubs. This should also include any areas where street level activity is currently active but may increase (including the Sip n' Stroll area). This exercise provides a visual guide for identifying potential mixed-use conflict.
- ☐ Engage Planning and Development Department in researching higher building standards for new development in mixed-use areas and any state requirements that may conflict.
- ☐ Meet with development community to educate them on the need to build differently (e.g. design dwellings with an eye toward sources of sound and street activity, etc.).
- ☐ Require developers to prepare a sound study before entitlement that measures sound at peak nighttime hours so that they can build to soundproof for higher ambient sounds outside. This may require state authorization.
- ☐ Consider other requirements such as soundproofed windows, bedroom location, and entrances to parking areas.
- ☐ Require disclosure and acknowledgment by new residents regarding the activity at street level at all hours of the day and night.
- ☐ Work with City Attorney to craft any legislative change to code that might be necessary.
- ☐ Identify policy advocates and elected officials to sponsor any legislative change that may be required.





## MOBILITY



## ACTION Plan



## CREATE SAFETY STANDARDS AND PRACTICES

### *Private Parking Lots Near Social Clusters*

#### GOALS

*Hold private parking lot owners accountable for safety issues by requiring enhanced safety features. Reduce safety concerns in parking lots.*

#### STEPS

- ☐ Create a map identifying parking lot locations and owners near venues.
- ☐ Develop an Operating Permit per geographic scope and timing at night.
- ☐ Determine which department should house the Operating Permit and the enforcement entity.
- ☐ Develop conditions of the Operating Permit (lighting, security guard, CCTV, landscape maintenance, cleanliness, posted signage with phone number). Explore requiring a certain number of guards per cars.
- ☐ Require daytime businesses to secure their parking lots so people cannot use them at night.
- ☐ Ensure City-owned and managed lots meet the same standards as privately owned parking lots.
- ☐ Create grant incentives to help owners make parking lot improvements.
- ☐ Determine consequences for parking lot owners for non-compliance.
- ☐ Launch marketing campaign with venues to promote safe parking lots.





## ENHANCE PUBLIC COMMUNICATION

### Leverage Lighting, Wayfinding, Art and Micro-Mobility

#### GOALS

Improve communication to residents and the public about mobility options for how to navigate around Downtown. Get more people out of cars to increase ridership of public transit options. For people who do drive, increase use of parking decks as opposed to parking in neighborhoods. Reduce inappropriate use of scooters (e.g. riding on sidewalks, leaving them overturned on sidewalks).

#### STEPS

- ☐ Partner with the revived Downtown Living Advocates group (see Quality of Life Action) to promote mobility information.
- ☐ Partner with the DRA to amplify the City's communications.
- ☐ Hire an additional Communications Analyst position within the Department of Transportation to focus on marketing to the public about the City's mobility initiatives.
- ☐ Partner the City's Department of Transportation with the electric company to put an insert into bills about upcoming mobility initiatives. Partner the City's Dept of Transportation with HOAs and resident groups.
- ☐ DONE: Invite a GoRaleigh representative to attend GSNC resident mixers to provide information about transportation initiatives.
- ☐ Submit a request to the City's Communication team to create an educational campaign about appropriate use of scooters.
- ☐ Partner OSE with DRA to put the messages on digital IKE kiosk, which have a rotating inventory of public messaging that the City has access to.
- ☐ Provide flyers to businesses and the DTR Independent Shops to post about mobility options and to download the new transit app.
- ☐ Information to share with the public includes: A new app is available for the whole transit system featuring contactless payment (tap your phone with a preloaded credit card); the R Line is back; the first two-hours are free if you park in a City-owned lot starting mid-November 2024; you must park your scooter in a corral or it will continue to charge you.



## MOBILITY



## ACTION Plan



## MOBILITY



**ACTION**  
*Plan*



## CHECKLIST

### REIMAGINE THE R LINE

#### Unique Experience to Encourage Ridership

#### GOALS

*Increase visibility and ridership of the circulator by creating a unique, fun experience. Provide a new generation of riders with fond memories of this beloved mobility asset.*

#### STEPS

- ☐ Engage stakeholders: Visit Raleigh, City Department of Transportation, DRA, residents, the City's DEI accessibility coordinator.
- ☐ Collect data on the type and number of riders using transit in the Glenwood South area, such as their destination.
- ☐ Re-brand the R-Line with a unique, fun paint scheme so it stands out from other City buses. Find a sponsor for decal branding, such as Red Hat. Or explore a different vehicle type e.g. historic trolley. Re-examine the need for a fare of the R Line. Weigh the benefits of economic development from charging a fare for an under-utilized resource to removing the fee to increase ridership and thereby remove cars from the street.
- ☐ Consider a route reconfiguration to return to Glenwood Avenue except during the traffic closure, which only closes the street between 10:00 p.m. – 2:30 a.m. every Friday and Saturday. Or consider how one of the two buses could circulate on Glenwood Avenue for pick-ups then do drop-offs on West Street. An additional option is to enhance promotion of Route 6, which runs every 15 minutes on Glenwood South until 7:22 p.m.
- ☐ Explore potential increase in the number of buses to increase the frequency of the R Line so wait times do not exceed 10 minutes (currently they arrive every 15-20 minutes).
- ☐ Install wayfinding signage from Glenwood Avenue to West Street that would be visible at night.
- ☐ Promote the transit app as a way to track the R line.



## PRESERVE THE PUBLIC RIGHT OF WAY

### Maintain Access During Construction

#### GOALS

Safe, clear access by pedestrians and cyclists to public right of ways during construction and development. Consistent monitoring and enforcement to keep public right of ways clear.

#### STEPS

- ☐ Engage stakeholders: City Department of Transportation's Public Right of Way Services (in charge of the policy); RPD; Vision Zero.
- ☐ Revisit the policy that requires developers to maintain pedestrian and bike access during construction.
- ☐ Identify and engage the enforcement entity to ensure consistent enforcement.
- ☐ Explore how to apply the revenue from the permit fees for when a developer takes over the public right of way for improving public right of way projects.
- ☐ Inform new developers of the policy and consequences for non-compliance.
- ☐ Inform residents of how to issue a complaint re: non-compliance to the Department of Transportation's Public Right of Way Services.



## MOBILITY



## ACTION Plan



**QUALITY OF LIFE**



**ACTION**  
*Plan*



**CHECKLIST**

## DEVELOP A ROBUST 311 SYSTEM

### *Track Issuance and Resolution of Complaints*

#### **GOALS**

*Alleviate police's non-emergency phone number so the 911 dispatcher can focus on emergencies. Gather detailed data on types of complaints, frequency of complaints, and the number of different people who call about the same issue. Increase transparency to restore trust with the public about the number of calls made. Increase use by residents of the new system, who may have previously been deterred from calling 911. Help City leaders make data-driven decisions about new policies.*

#### **STEPS**

- ☐ Advocate for a phone call version of 311, not just a web-based app.
- ☐ Provide staffing for both daytime and nighttime. Consider first providing funding for nighttime call center staff.
- ☐ Meet with the City's GIS analyst to develop a map of noise complaints (once the 311 system is established) to identify areas that are livelier at night vs. quieter.





## REVIVE THE DOWNTOWN LIVING ADVOCATES GROUP

### Promote Information Sharing

#### GOALS

Enhance connectivity and networking among Downtown residents;  
Provide a mechanism for information exchange and a central liaison to City government.

#### STEPS

- ☐ DRA to take the lead in advocating for revival of the Downtown Living Advocates group – either as an informal group or an official 501(c)3.
- ☐ Generate a contact list (email) for people to subscribe to as well as develop a social media platform.
- ☐ Outreach to homeowners' associations for involvement.
- ☐ Examine the GSNC model as an example that can be broadened to Citywide residents.
- ☐ Identify a volunteer to monitor City communications to disseminate relevant information to residents, such as mobility initiatives.
- ☐ Create a welcome protocol for new residents e.g. hosting a mixer at a new residential development or at a local business.
- ☐ Raise awareness about the strengths and challenges of living Downtown to incoming residents.



**QUALITY OF LIFE**



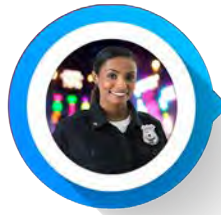
**ACTION**  
*Plan*



## PUBLIC SAFETY



## ACTION Plan



## CHECKLIST

### REVISIT NOISE ORDINANCE RE: COMMERCIAL SOUND

#### Achieve Greater Compliance Among Venues

##### GOAL

Improve ability of RPD to enforce a noise violation or change the compliance and enforcement agency. Achieve greater voluntary compliance from businesses. Reduce sound complaints stemming from commercial businesses. Incentivize compliance to build trust.

##### STEPS

- ☐ Request a review of the noise ordinance (City Council may need to make the request.). Engage the City Attorney in the revision process. Host a public forum for community engagement and feedback. UPDATE: CAO revised the ordinances and City Council passed them 1/7/25.
- ☐ Hire a third-party mediator to facilitate public engagement between the business community and the City about revisions to the noise ordinance and to help close the trust gap. This can help change the current precedent where business operators attend meetings but do not provide input or suggestions for revisions.
- ☐ Revise the noise ordinance so that RPD is not limited to issuing only one noise violation within a 24/hour period. UPDATE: Addressed on 1/7/25.
- ☐ Create a system to ensure that RPD's code enforcement officer and OSE's Hospitality and Nightlife Team is officially notified every time a noise citation is issued to a nighttime business.
- ☐ Host future code enforcement meetings with businesses about sound violations in the actual venue instead of in a City building to foster trust.
- ☐ Explore the possibility of having an alternative enforcement agency or civilian entity be in charge of noise enforcement.
- ☐ Identify resources and funding for additional noise enforcement on Sundays on Glenwood Avenue, where it is common to have DJs and live bands play to smaller crowds and the ambient noise is much quieter.
- ☐ Request a motorcycle officer to do enforcement of noise and speed on Sundays around noon on Glenwood Avenue and surrounding streets.



## INCREASE FREQUENCY OF NETFORCE VISITS

### Return to a 24-Hour Shift Fire Marshal

#### GOAL

Increase frequency of Netforce visits to ensure broader monitoring of venues Citywide. Enhance collaboration and information-sharing between Raleigh Fire and OSE. Reduce overcrowding at venues.

#### STEPS

- ☐ OSE will share with the fire marshal all the business that currently hold a Nightlife Permit (NP) and businesses that have received noise complaints to add to the inspection list.
- ☐ Fire marshal to route Notices of Violation to OSE.
- ☐ Advocate for another interpretation of labor laws to reinstitute a 24-hour fire marshal position. The daytime shift would be focused on serving as a liaison between government and venues, then the nighttime shift would be to lead Netforce inspections.
- ☐ Examine the possibility of returning the frequency of inspections from every two months to every two weeks to more effectively address overcrowding issues Citywide.
- ☐ Fire marshal to invite OSE staff to attend annual inspections of venues (during the day). UPDATE: In November 2024 a Netforce joint night inspection took place with fire, police, building and OSE.

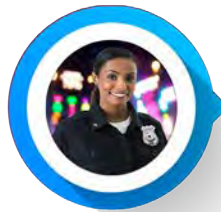




## PUBLIC SAFETY



**ACTION**  
*Plan*



## CHECKLIST

### PRE-HOLIDAY SAFETY VISITS TO VENUES

#### *Proactive Education Without Enforcement*

##### **GOAL**

*Foster good will and a collaborative environment with local businesses. Promote public safety during peak holidays. Give businesses an opportunity to correct any life safety hazards or violations prior to enforcement.*

##### **STEPS**

- ☐ Schedule 2 proactive visits in early March (prior to St. Patrick's Day) and in early October (prior to Halloween).
- ☐ Arrange staffing for visits, which would include OSE, RPD and Raleigh Fire. Confirm the agreement that no citations will be issued.
- ☐ Determine the agenda for life safety hazards to observe.
- ☐ Inform businesses of the inspection dates. Review the protocol in advance. (e.g. the team will ask to speak with a manager, then will explain what they're looking for.)





## IMPROVED ENFORCEMENT OF NOISE AND ANTI-HARRASSMENT POLICIES

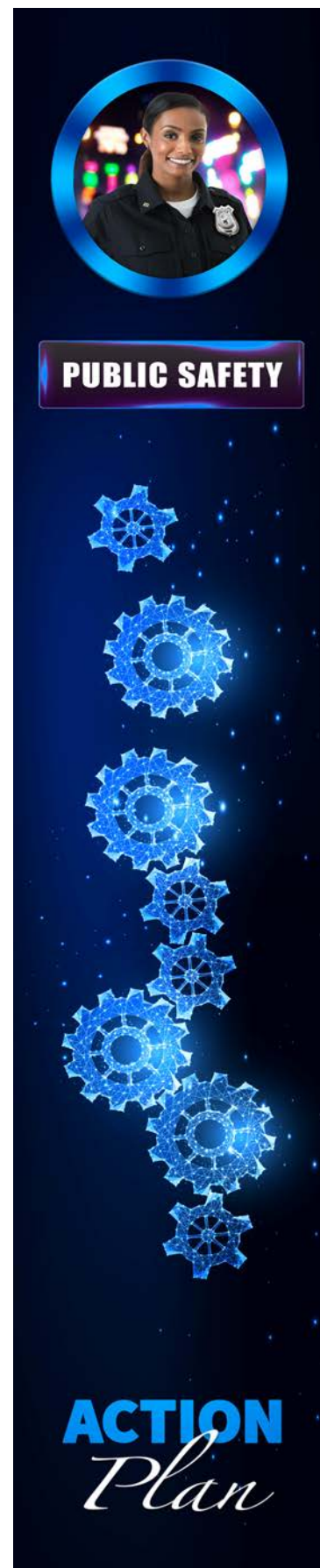
### *Reduce Challenges with Street Proselytizers*

#### **GOAL**

*Enforce current policy and law to reduce noise impacts and fights related to amplified street proselytizers.*

#### **STEPS**

- ☐ Review Municipal Codes sections 12-1055 through 1057 to understand what standards and enforcement RPD may deliver.
- ☐ Review Noise Ordinance to identify proper procedure for issuing violation to these groups.
- ☐ Review Anti-Harassment policy to identify proper procedure for issuing violations.
- ☐ Consider if there are other agencies that might assist with or take over enforcement.





## DEVELOP BASELINE SECURITY STANDARDS

### Professionalize Venue Safety

#### GOALS

Statewide standardization of security standards for any door security staff—unarmed or armed—who works in a social venue. Increased consistency in safety procedures and protocols in social venues. Elevate door security as a front-facing customer service position that requires training and professional standards.

#### STEPS

- ☐ Gather research and data on incidents nationwide involving excessive use of force by door security at social venues. Engage with RPD to determine if any cases have happened in Raleigh.
- ☐ Advocate to the Department of Public Safety for mandatory statewide training for all security personnel, both unarmed and armed, as well as both in-house and employees of security companies. Explore how to adapt existing models such as Dallas's Law in Tennessee.
- ☐ Request updates to the current training curriculum from Private Protective Services Board (PPSB) to include topics relevant to the nighttime social economy e.g. bag checks, weapons checks, deescalation, etc. Incorporate a hands-on, interactive component where guards can act out real-life scenarios and practice how to safely restrain a patron, such as the SafeWrap technique. Introduce a continuing education component to annual renewals.
- ☐ Explore grant funding options to help subsidize the cost of training. Engage ABC's education and training division.
- ☐ Research insurance companies that provide coverage to social venues to explore potential financial incentives for venues that employ trained security personnel.
- ☐ Compile a list of safety training programs with a description of the curriculum. The following service providers relay content on mental preparedness, crisis intervention, and verbal de-escalation: Safety and Health Council of North Carolina; National Alliance on Mental Illness (NAMI); Wake County's Crisis Intervention Team Training. FBI and Homeland Security are another source of training.
- ☐ OSE to hire specialized trainers on venue security at future HIPE sessions, as part of the free educational seminar series.



## EDUCATE HOSPITALITY STAFF

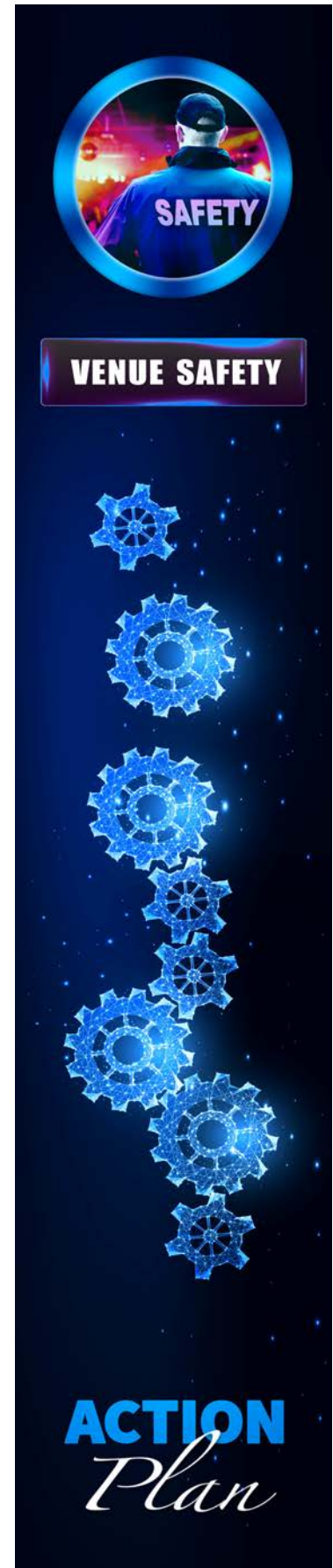
### Resources and Services for People in Need

#### GOALS

Educate frontline hospitality staff about city and county resources and social services to help people in need. Increase incidence of calling ACORNS instead of 911 (except in the case of an emergency). Train staff so they feel confident in how to de-escalate situations. Decrease the number of incidents involving unsheltered in social venues.

#### STEPS

- ☐ Engage Stakeholders: DRA ambassadors, ACORNS, OSE, CARES program.
- ☐ OSE will partner with DRA to access copies of existing tri-fold brochures on social services and resources for people who are unsheltered.
- ☐ Create a poster about City and county resources and social services that can be displayed on the wall in hospitality venues and table cards. Engage the Marriott Hotel as a source of sponsorship.
- ☐ DRA ambassadors and OSE staff to distribute fliers and posters to social venues such as hotels, restaurants, cafes, bars and clubs in Glenwood South and Fayetteville Street districts.
- ☐ OSE to bring ACORNS staff to present crisis management training for hospitality workers.





## WOMEN'S SAFETY TRAINING FOR VENUES

### *Prevent Sexual Harassment and Gender Violence*

#### **GOALS**

Educate venue ownership, management and staff about how to prevent sexual harassment and violence; educate bystanders on how to intervene in situations of sexual violence in social venues; and change social norms around unsafe gender dynamics in nightlife settings.

#### **STEPS**

- ☐ Form an advisory group on prevention of sexual violence in venues.
- ☐ Identify and engage relevant stakeholders representing women's health, sexual assault response, crisis advocacy, and colleges and universities. Organizations to engage include NC Council for Women & Youth Involvement; InterAct; NC Coalition Against Sexual Assault; Women's Center of Wake County; Healing Transitions (Women's Campus).
- ☐ Partner with local training providers who have existing curriculum on women's self-defense.
- ☐ Gather baseline data for if/when sexual violence has been reported associated with a social venue.
- ☐ Review Women's Safety Charter model (London and Bristol, England) for an existing model for citywide commitment and educational training.
- ☐ Develop messaging and graphic design to best engage the target audience (young adults 18-24) in crafting messaging and imagery that resonates with them.
- ☐ Develop and distribute educational materials for social venues to post in key locations e.g. bathrooms, dance floors. Educate patrons on services such as how DRA Ambassadors can provide escorts to cars.
- ☐ Develop and launch social media messaging campaign with handle, hashtags, etc.





**SAFETY**

**VENUE SAFETY**



**ACTION**  
*Plan*



## SOCIAL VENUES



**ACTION**  
*Plan*



## SHARE POSITIVE STORIES ABOUT FAYETTEVILLE STREET

### Coordinate Marketing and Counter Negative Narratives

#### GOALS

Improve the perception (and reality) of Fayetteville Street. Increase visitation of Fayetteville Street businesses by educating the public about what's good about Downtown and where to park. Restore and rebuild trust between venue operators and media outlets. Increase awareness among businesses about opportunities to market themselves. In 6 months, see at least 1-2 positive stories per month about Fayetteville Street.

#### STEPS

- ☐ Coordinate multiple existing marketing resources and influencers to share positive stories about Fayetteville Street District and Downtown.
- ☐ Engage Visit Raleigh as the lead and potential source of funding for a new marketing campaign. Provide information so conventioners and tradeshow attendees know about local businesses.
- ☐ Encourage the City's Small Business Management division to expand its role to promote existing businesses.
- ☐ Coordinate in a directory all the opportunities for brick and mortars to market themselves, even the "pay to play" options. E.g. Concierge hotels, IKE kiosks, Offline (members-only restaurant club), Visit Raleigh magazine.
- ☐ Request that the City's Public Information Officer (PIO) facilitate a meeting between social venues and media outlets' editorial departments. Feed positive stories to particular media sources that often promote negative media perceptions (e.g. WRAL, Triangle Business Journal). Share how negative reporting impacts brick and mortar businesses so that business operators now refuse to give interviews, which is a loss of sources. UPDATE: DRA has engaged a PR firm to generate positive stories about Fayetteville Street.
- ☐ Re-engage with WRAL's Out & About segment on TV to feature positive stories about Downtown. UPDATE: Visit Raleigh has met with WRAL for a 2025 initiative to showcase small businesses.
- ☐ Invite City Council members to go out after 6:00 p.m. on a curated tour on a Friday or Saturday night to see what the social economy is like.
- ☐ Request existing information from DRA to compare the baseline of pedestrian traffic prior to the initiative to 6 months after.



## SUPPORT VENUES' EMPLOYEE PARKING NEEDS

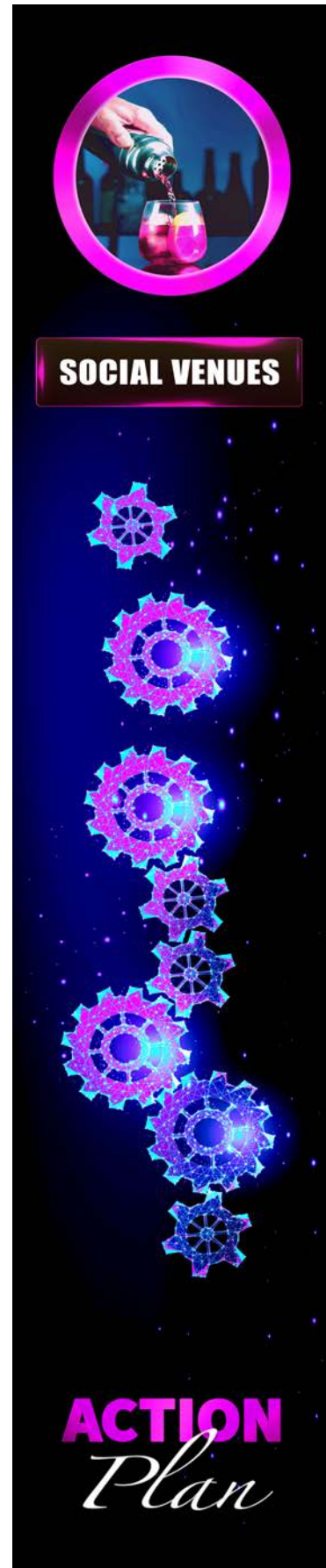
### Update and Raise Awareness of Existing Initiatives

#### GOALS

Consistent safe parking for venue employees.

#### STEPS

- ☐ Develop an educational campaign to raise awareness among venue owners to inform employees of places to park and the costs associated with parking decks, which are cheaper than on-street parking.
- ☐ Communicate with privately-owned parking lots and decks in Glenwood South about safety improvements to encourage greater use.
- ☐ Survey business owners for employee start time to ensure the Downtown Evening Employee Program (for City-owned parking assets) fits timeframe needs of shift.
- ☐ If parking cost is a barrier to employees, partner with The Car Park (McLaurin) to access the 10 free parking passes per business they have offered for parking decks located at Wilmington Street Station, Moore Square, Municipal Complex, City Center/Red Hat and Convention Center.
- ☐ Address public safety concerns in parking decks. (See mobility actions.)
- ☐ Explore the possibility of a Park N Ride where venue employees could be shuttled to a central parking lot just for employees.





## SOCIAL VENUES



## ACTION Plan



## CREATE A RALEIGH NIGHTLIFE ASSOCIATION

### Advocate for Change with a Unified Voice

#### GOALS

Create a unified voice to advocate for changes in policy and compliance. Establish a mechanism for self-regulation, peer mentorship, and education before enforcement action. Increase professionalization of the industry.

#### STEPS

- ☐ Compile a list of stakeholders to invite venue operators Citywide. Engage the DRA, ABC, Visit Raleigh, and OSE to identify venue owners.
- ☐ Formalize the group, as simple as a Facebook group, or as organized as a trade association.
- ☐ Schedule regular meetings to determine priority areas. Organize group trainings to professionalize staff at all levels.
- ☐ Find support for an economic impact study of the industry Citywide.
- ☐ Advocate for initiatives or programs that will benefit safety and management of social venues.





## CHECKLIST

### ENHANCE USE OF MIXED-USE LOADING ZONES AT SOCIAL VENUES

#### Unloading of Alcohol and Band Equipment

##### GOALS

Provide more flexibility in loading zones to encompass needs of venue operators to unload alcohol and for bands to load/unload music equipment and park tour buses.

##### STEPS

- ☐ Map the social venue locations in Downtown (Fayetteville and Glenwood South), with special emphasis on those that hold live musical performances.
- ☐ Develop with the Raleigh Parking Division a plan for placement of Mixed-Use Loading zones, using paint and/or signage.
- ☐ Determine whether these zones can be used for not just unloading band equipment but may also be used to park for the duration of the performance.
- ☐ Determine if a placard or other signifier is necessary to help with enforcement.
- ☐ Ensure that parking enforcement is aware of any new policy related to these mixed-use loading zones.



## SOCIAL VENUES



## ACTION Plan



## PUBLIC SPACE



## ACTION Plan



## ENHANCE CONSISTENCY IN EVENT RULES

### Equitable Opportunities for Revenue Generation

#### GOALS

Create more equitable rules and policies for event producers to access new income streams to facilitate event sustainability. Provide opportunities for businesses to partner with event producers.

#### STEPS

- ☐ Re-examine current City rules prohibiting the sale and service of distilled spirits at events and that events be open to the public (i.e. not ticketed) if held on a public street. Review liability risks and safety protocols so all event producers may access these privileges and not just the two exempt events—Dreamville and Hopscotch.
- ☐ Examine Sip n' Stroll policies in relation to events held within the Social District's footprint. Review liability concerns. Calculate the financial impact of opting in vs. opting out of the Social District.
- ☐ Identify or advocate for a designated representative in the NC ABC who can be a liaison to event producers about alcohol service rules.
- ☐ Partner OSE and DRA to co-host quarterly pre-event meetings with event producers and brick and mortar venues. Discuss promotional opportunities for businesses to promote their goods in the event space and possibly offer themed drink specials related to the event producer.
- ☐ Engage distilled spirits companies as event sponsors that can showcase their product in brick and mortar venues within the event space (if the event producer isn't allowed to sell spirits within the event).
- ☐ Encourage the event producer to engage with brick and mortars about how to advertise or partner with the event.
- ☐ Engage DRA and DTR Independent Shops with production of a small business guide or map to showcase brick and mortars to event patrons. Provide event producers and hotels with copies of the DTR Independent Shops' walking guide for Downtown after-dark (guides already exist). Create a QR code for a digital version of the map.
- ☐ Identify vacant storefronts that can be used for event pop-up booths to sell event merchandise to drive business to brick and mortar businesses. Dreamville would be an excellent pilot of this approach.



## CHECKLIST

### CONDUCT AND IMPLEMENT A STREETSCAPE PLAN

#### Improve Pedestrian Safety and ADA Accessibility

##### GOALS

Elevate the need for a streetscape design plan to improve public safety outcomes and quality of life challenges in Glenwood South to make the area more sustainable as a dense business district and neighborhood. Create a sense of cohesive place through intentional design that defines the boundaries of the district, including Smoky Hollow, that also connects seamlessly to the rest of Downtown. While NC state law does not require developers to make certain accommodations, there is an opportunity to engage and incentivize them to do more for the greater good of the district.

##### STEPS

- ☐ Engage Stakeholders: City Department of Transportation, City Department of Planning and Development, OSE, DRA, GSNC, business owners on Glenwood South; property owners; residents.
- ☐ Include the request for a streetscape design plan and implementation in an agenda item that the City Manager presents to City Council. Include it in the next budget cycle for fiscal year 2026 (7/1/25 - 6/30/26).
- ☐ Identify funding for both the study and the implementation of the study's recommendations. Funding options to consider may include a bond to residents, a special assessment district or municipal services district tax.
- ☐ Include the following: sidewalk width standards; placement of trash receptacles and dumpsters for commercial and residential users; scooter corral design; infrastructure (e.g. bollards) for traffic safety closure; flexi-pave over tree wells (or preserve what has already been done); wayfinding to parking areas; lighting for nighttime pedestrians; and an identifiable marker (e.g. archway) as a visible entry point that welcomes people to the district.
- ☐ Propose incorporation of design standards into the Unified Development Ordinance (UDO). Analyze the timeline for incoming development of each block in the district.
- ☐ Request major construction takes place in the off-season, so it doesn't affect the prime nightlife season to minimize the impact to businesses. UPDATE: Previously allocated funding for the Traffic Safety study is being used to conduct intersection treatments that focus on visibility, which may generate the data necessary to justify a bond measure.



## PUBLIC SPACE



## ACTION Plan



**Cities from around the world have overcome challenges in the social economy. This section of the report shares strategies to consider as models when implementing RHI's recommended action plan for your community.**



## **GOVERNANCE**

### ***Guide for Opening a Nightlife Business Seattle, WA***

The City of Seattle and the Office of Film + Music created a Nightlife Establishment Handbook as a guide for starting or expanding a nightlife business. The handbook provides a resource directory and outlines various rules and regulations, as well as guidance on business plan development. Best practices are also included on how to mitigate noise, maintaining neighborhood relations, and safety operations. URL: <https://www.seattle.gov/filmandmusic/nightlife/nightlife-handbook>

### ***New Business Orientation and CPTED Review Milwaukee, WI***

Once an alcohol license is applied for, key stakeholders provide an informal orientation. The community prosecutor (assistant district attorney) and police department's community liaison officer conduct an informal meeting to orient the business operator to the Downtown environment, how to keep their employees safe, and even conduct a Crime Prevention Through Environmental Design (CPTED) review of the interior and exterior (e.g. lighting, parking) of the business to provide suggestions. Business Improvement District (BID) staff also conducts an application review with the community liaison officer to orient operators to their neighborhood.

### ***Agent of Change Legislation***

#### **San Francisco, CA Entertainment Commission (SFEC)**

The SFEC uses local codes and a hearing process to ensure that new residential and hotel developers are aware of nighttime entertainment venues within 300 radial feet of their project. URL: <https://sf.gov/step-by-step/get-your-housing-project-reviewed-if-its-near-venue>. URL: [https://codelibrary.amlegal.com/codes/san\\_francisco/latest/sf\\_admin/0-0-0-51129](https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-51129)

## MOBILITY

### **Police Permit for Commercial Parking Lot San Francisco, CA**

San Francisco police code requires a permit to run a commercial parking lot and identifies the components of parking lot management, including presence of an attendant or security guard when a lot is located within 1,000 feet of a social venue's entrance or exist; a security plan; designation of light sources; and measures to close and secure entrances and exits when the lot is not open for business. URL: [https://codelibrary.amlegal.com/codes/san\\_francisco/latest/sf\\_police/0-0-0-5302](https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_police/0-0-0-5302)

### **Vigilant Solutions, LLC Huntington Beach, CA**

Huntington Beach has parking garages that automatically scan license plates to identify stolen vehicles. Vigilant Solutions' cameras in Huntington Beach assist police by identifying and tracking vehicles of interest. Once a license plate is flagged, the cameras notify law enforcement of the vehicle's location, enhancing public safety through real-time monitoring and response. URL: <https://records.huntingtonbeachca.gov/WebLink/DocView.aspx?id=6401634&dbid=0&repo=COHB&cr=1>

### **Charm City Circulator Baltimore, MD**

Baltimore's Charm City Circulator offers a free, eco-friendly Downtown transit. With buses every 15-20 minutes across four routes, it connects key attractions and links with other transit options like Light Rail. URL: <https://transportation.baltimorecity.gov/charm-city-circulator>

### **Orlando's LYMMO Downtown Circulator Orlando, FL**

Orlando's LYMMO Downtown Circulator offers free, rapid bus service across Downtown with dedicated lanes for quicker travel. Operating as a "bus rapid transit" (BRT) system, LYMMO often has its own lanes to bypass traffic, making it easy for residents and visitors to connect key city center destinations at no cost, seven days a week. URL: <https://www.golynx.com/plan-trip/riding-lynx/lymmo/>

### **Musician Loading/Unloading Zones New Orleans, LA**

Musicians in New Orleans needed a way to load their instruments and equipment into and out of music venues. The Office of Nighttime Economy identified locations that have designated loading zones near venues, and those will be utilized for the loading and unloading of equipment by performers scheduled at an approved live entertainment venue. URL: <https://nola.gov/next/nighttime-economy/programs/musicians-loading-unloading-zones/>

## QUALITY OF LIFE

### **311 System**

#### **San Francisco, CA**

San Francisco has a robust 311 system that operates with staff and uses automated systems that allow residents to make a request and track progress via a service request number. The system can be used by City agencies to request reports regularly. Agencies can also receive data regarding how many cases were assigned to an agency, how long they have been open, and how quickly they are resolved. URL: <https://sf311.org/>

### **311 System**

#### **Los Angeles, CA**

Los Angeles' 311 system serves millions of people with over 1,500 types of City service information. They also have a useful mobile app and a reputation for a quick turn-around of service requests. URL: <https://laCity.gov/myla311>

### **311 System**

#### **Cary, NC**

Cary's 311 system provides a single access point for non-emergency services. On weekdays, 7 a.m.-7 p.m., Citizen Advocates answer inquiries, create service requests with tracking numbers, and direct calls to appropriate departments. After hours, 311 supports water/sewer emergencies; other requests go to the online portal. URL: <https://www.carync.gov/services-publications/311>



## QUALITY OF LIFE

### **311 System**

#### **Charlotte, NC**

Charlotte's 311 system, CharMeck 311, connects residents to city and county services. It can be used to learn about services, address utility issues such as water, get answers to tax questions, find information on public meetings, obtain directions to offices, and access public schedules. URL: <https://servicerequest.charlottenc.gov/service>

## PUBLIC SAFETY

### **No Loitering Ordinance in Parking Garages**

#### **Huntington Beach, CA**

A 2023 ordinance prohibits loitering "in a City-owned parking structure, unless they are...going to or from a parked vehicle in the parking structure" or "going to or from public restroom facilities located in the parking structure" (HB Muni Code, 2023). This has led to a dramatic decrease in the presence of unsheltered and transients in parking garages.

### **No Loitering Ordinance Around Social Venues**

#### **San Francisco, CA**

San Francisco passed an ordinance that is narrow in scope to address the problem of loitering around nighttime venues. It is one more tool for venue security and police to warn and possibly cite or arrest people who are within 300 feet of a permitted location during specified hours only (9pm - 3am). URL: [https://codelibrary.amlegal.com/codes/san\\_francisco/latest/sf\\_police/0-0-0-600](https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_police/0-0-0-600)

### **Fire Department's 24/7 Service**

#### **Durham, NC**

Durham County's four Fire Departments deliver round-the-clock Fire Suppression, EMS, and Rescue services. The Fire Marshal Division provides public fire education, risk reduction, fire investigations, inspections, permitting, and emergency management 24/7. URL: <https://www.dconc.gov/county-departments/departments-f-z/fire-marshal/fire-departments>

### **Noise Enforcement**

#### **El Paso, TX**

El Paso deploys a team of five Code Enforcement officers until 11:00 p.m. Wed-Thu and until 2:00 a.m. Fri-Sat. They conduct sound readings of venues and house parties and address parking violations as dispatched by 311 complaints or PD Dispatch. URL: <https://www.elpasotexas.gov/311>

## VENUE SAFETY

### **Dallas' Law**

#### **Tennessee Department of Commerce**

Dallas's Law creates greater protections for citizens by raising the training standards required of all security guards employed in establishments where alcohol is served. "Any unarmed or armed security guard who is providing security or patrol services at an establishment that is licensed/permitted to serve alcoholic beverages for on-premises consumption must complete...trainings (on de-escalation, safe restraint, CPR and first aid). Security guards who are required to complete these additional trainings will also need to complete refresher trainings on these subjects prior to renewing their registration cards.... Effective January 1, 2023, these new trainings must be completed within fifteen (15) days of employment by the security guard who is providing services at an establishment for on-premises consumption." URL: <https://www.tn.gov/commerce/regboards/pps/faq/dallas-law.html>

### **Nightlife Venue Best Practice Guides**

#### **RHI's Compilation of Model Practices**

RHI has compiled nearly a dozen examples of guides that address the distinct safety and security needs of nightlife venues. Cities that have developed best practice guides in cooperation with police and social venues include New York City, San Francisco, Seattle, Washington, DC, Boston, and Providence. Topics include how to prevent underage drinking, over consumption of alcohol, drug sales and violence. URL: <https://www.sociablecity.org/media/resources/venue-guides>

### **Seller/Server Training Incentives**

#### **Texas Alcoholic Beverage Commission (TABC)**

Incentives for businesses to require all staff undergo seller/server training include lighter penalties for first violations of sales to minors.

### **Women's Safety Charter**

#### **London and Bristol, England; Dallas, TX**

Participating businesses must nominate a champion (staff person) who actively promotes women's night safety; demonstrate to staff and customers that they take women's safety at night seriously; remind customers and staff to report if they experience harassment; train staff to ensure that all women who report are believed; train staff to ensure that all reports are recorded and responded to; and design public spaces and work places to make them safer for women at night. URL: <https://www.london.gov.uk/programmes-strategies/arts-and-culture/24-hour-london/womens-night-safety-charter> and <https://24hourdallas.org/we-support-womens-safety/>

## SOCIAL VENUES

### **24 Hour Dallas Alliance, Dallas, TX**

A 501(c)(3) non-profit, 24HourDallas has the following mission: Let's create a safe, vibrant, and diverse nighttime culture for businesses, residents, and guests. Members include representatives of bars, clubs and live music venues, Visit Dallas, and the Texas Restaurant Association. Although it is a "private sector led nighttime commission, it does have representation from Dallas City Hall among our team members. Rather than exclude, we believe we create better buy-in and better outcomes through inclusion." The non-profit convenes Pubs, Bars and Clubs meetings and organizes trainings on various safety topics. URL: <https://24hourdallas.org/>

### **SF Live - Free Music Concerts in San Francisco San Francisco, CA**

SF Live is a series of free concerts held in various public spaces and parks. Local music venues are paired with a location and a date and are asked to provide talent for the concert. The program is a joint partnership with multiple non-profits and supported by the Mayor's Office. SF Live is part of a comprehensive effort to revitalize the local nightlife and entertainment sector. URL: <https://sflivefest.com/about>



## RESOURCES

# APPENDIX

*Additional*  
**INFORMATION**

**RHI conducted a Women's Focus Group made up of residents, industry workers, venue owners and government employees. The following list compiles the areas identified by this group as areas of improvement for Raleigh. RHI believes that nightlife operators should take note.**



## **WOMEN'S PERSPECTIVES ON THE SOCIAL ECONOMY**

### ***Women Decide Where to Live, Work and Play***

Women are the primary decision makers on where to live, work, and play. Yet men are the ones who design Downtowns and own social spaces. Women are under-represented in the fields that design Downtowns: 37 percent of urban planners, 24 percent of working architects, ten percent of civil engineers and three percent of all engineers. Ownership of restaurants, bars and clubs remains a male-dominated industry, yet women comprise the majority of servers in food and beverage (71 percent).



## Wish List for Social Venues

Focus group participants identified six key areas for improvement

1

### RESTROOMS

Clean, well-lit and well-stocked restrooms with locking doors

2

### STAFF TRAINING

Train staff on how to intervene with predators and deescalate situations

3

### WOMEN'S SAFETY

Post code of conduct to prevent sexual harassment and assault

4

### CHARGING STATIONS

Provide designated areas and USB ports for charging mobile phones

5

### WEAPON DETECTION

Upon entry, check bags and clothing for weapons

6

### PURSE HOOKS

Provide easily accessible purse strap hooks below tables and bar seating areas





## RESOURCES

# APPENDIX

*Additional*  
**INFORMATION**



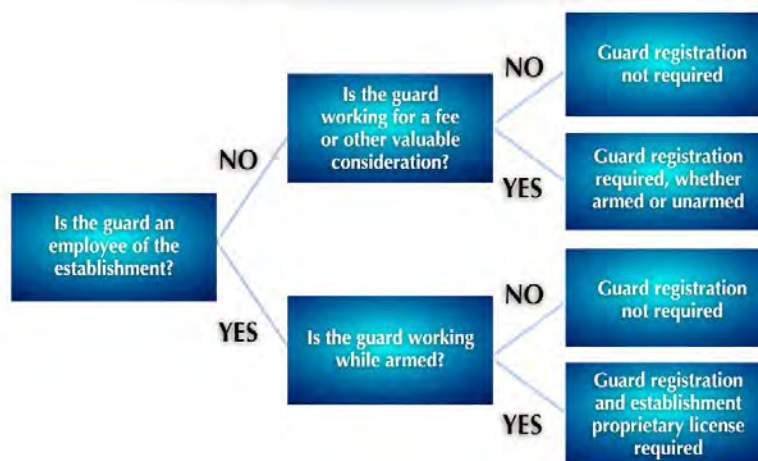
## CONCURRENT MOBILITY STUDIES

Funded simultaneously to this project, the goal of the Traffic Safety Study on Glenwood Avenue is to implement temporary low-cost changes with high-impact results to evaluate improvements to pedestrian safety. The Department of Transportation is also leading a Downtown Mobility Study to improve multi-modal connections throughout Downtown. The Vision Zero Program is also in the process of completing a FHWA funded Comprehensive Safety Action Plan (CSAP). This plan aims to create a roadmap for developing a safer, more equitable, and well-connected transportation network, prioritizing the elimination of roadway crashes resulting in fatalities and serious injuries in Raleigh. The CSAP will be completed in late 2025/early 2026.

## PRIVATE SECURITY LICENSING

This flow chart explains the circumstances in which private security need to be licensed by the Department of Public Safety's Private Protective Services Board. Source: <https://www.ncdps.gov/about-dps/boards-and-commissions/private-protective-services-board>

## PRIVATE SECURITY LICENSING





## ALCOHOL-LICENSED BUSINESSES IN STUDY DISTRICTS

This report uses the Downtown Raleigh Alliance's definition of boundaries for the Glenwood South district and the Fayetteville Street district, which is slightly different than the boundaries defined by Visit Raleigh.

As of October 2024, the number of businesses licensed to serve and sell alcohol (beer, wine, and/or spirits) for on-premise consumption is nearly identical in both districts:

Glenwood South District has approximately 76 businesses, most of which are located on Glenwood Avenue and West Street.

Fayetteville Street District has approximately 75 businesses, most of which are located on Fayetteville, Wilmington, Davie and Martin Streets.

Source: Hill, E. Raleigh Police Department. (Personal communication, October 16, 2024).

As of January 1, 2025, 71 total Nightlife Permits have been issued among eligible businesses Citywide. 41 Downtown businesses have been issued Nightlife Permits. (Any business that plays live or recorded music after 11pm, where alcohol consumption is allowed, or is defined as a bar, tavern, club or other business type as defined by Assembly Group A-2 or A-3 under the N.C. Fire Code):

22 Nightlife Permits in Glenwood South District

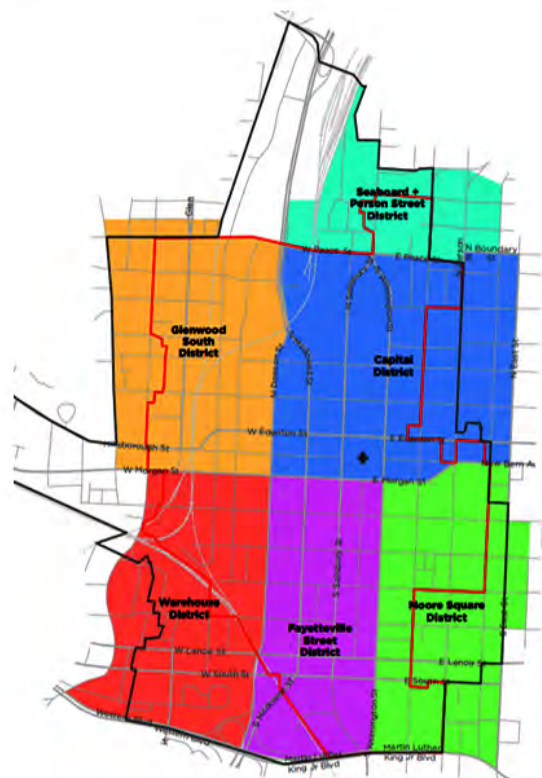
8 Nightlife Permits in Fayetteville Street District

The other remaining Downtown Nightlife Permits are amongst the Warehouse District [7], Moore Square District [2], Seaboard + Person Street District [2].

Source: Bain, R. Office of Special Events. (Personal communication, January 29, 2025).

For a full definition of businesses that require a Nightlife Permit, refer to <https://cityofraleigh0drupal.blob.core.usgovcloudapi.net/drupal-prod/COR13/Nightlife%20Ord%202023-581.pdf>

## DOWNTOWN DISTRICT MAP





## SOURCES

# REFERENCES



## REFERENCES

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## PHOTO CREDIT

"Visit Raleigh" Stock Library: <https://www.visitraleigh.com/media/photo-library/>

## PARTICIPANT DIRECTORY

A Taste of NY	City of Raleigh: Transportation Department	Oaks and Spokes
Alchemy	Cornerstone Tavern	Patron Scan
Aunt Betty's Gin & Absinthe Bar	Downtown Raleigh Alliance	Pearl & Peril
Aurora	The Davie	Pinecone
The Avenue	Devolve	Pine State Public House
Birdie's Barroom & Kitchen in North Carolina	Entertainer / JKO DJ	Raleigh Arts
Bittersweet	Glenwood South Neighborhood Collaborative	Raleigh Beer Garden
Botanical Lounge	Gracie Jiu-Jitsu	Raleigh Convention & Performing Arts Complex
Carolina Ale House - Downtown Raleigh	The Green Monkey	Raleigh Human Relations Commission
Carolina Ale House - North Raleigh	Hibernian Hospitality Group	Residents
City of Raleigh: Fire Department	Hibernian Pub Downtown	Shop Local Raleigh
City of Raleigh: City Attorney's Office	Hibernian Pub North Raleigh	Slim's
City of Raleigh: City Manager's Office	Johnson Street Yacht Club	Station at Person Street
City of Raleigh: Communications Department	Kane Realty	Taverna Agora in North Carolina
City of Raleigh: Emergency Communications Center	LM Restaurants Inc.	Vidrio in North Carolina
City of Raleigh: Equity and Inclusion Department	Marriott Raleigh City Center	The Village
City of Raleigh: Housing and Neighborhoods Department	Mitch's Tavern	Visit Raleigh
City of Raleigh: Office of Special Events	Mojoes	Wake County: Emergency Medical Services
City of Raleigh: Parks, Recreation and Cultural Resources Department	Morgan Street Food Hall	Wake County: Health and Human Services
City of Raleigh: Planning and Development Department	Neptunes	Watts & Ward
City of Raleigh: Police Department	North Carolina's Alcoholic Beverage Control Commission	Whiskey Rose
	North Carolina Department of Public Safety	Wright Fit Realty
	North Carolina Harm Reduction Coalition	Zenith
	North Carolina State University	
	Oak City Group	

# RESPONSIBLE HOSPITALITY INSTITUTE



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