

# CITY MANAGER'S WEEKLY REPORT

raleighnc.gov



CITY OF  
**Raleigh**  
MANAGER'S  
OFFICE

Issue 2019-18

May 10, 2019

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## INFORMATION:

### Work Session - Tuesday, May 14 - 4:00 P.M.

The regularly scheduled monthly second **Tuesday work session** will be held in the **Council Chamber** beginning at **4:00 P.M.**

The agenda for the work session was posted to the electronic agenda management system yesterday.

### Community Engagement Consultant Services

Staff Resource: Kristin Williams, City Planning, 996-2494, [kristin.williams@raleighnc.gov](mailto:kristin.williams@raleighnc.gov)

As reviewed for Council in *Weekly Report 2019-12* (March 22), staff released an RFQ for consulting services to aid in public engagement on March 26. The RFQ closed on April 25 with a total of 11 submittals. A committee is currently reviewing the RFQs and scoring each on four criteria: corporate background and experience, project understanding, project approach, and team qualifications. The committee plans to have a consultant team selected and a consent item submitted to Council by the first week of June.

(No attachment)

**Public Utilities Customer Care and Billing Call Center - Hours of Operation**

*Staff Resource: Karen Ray, Public Utilities, 996-2379, [karen.ray@raleighnc.gov](mailto:karen.ray@raleighnc.gov)*

The Public Utilities Customer Care and Billing (CCB) Call Center handles billing and service-related inquiries for the Public Utilities and Solid Waste Services departments as well as the Stormwater division of Engineering Services. Currently, the CCB Call Center takes calls from 7:30 AM- 6:00 PM Monday through Friday, which requires three different work schedules and represents a complicated operational staffing situation. With staff training needs, the schedule also requires an organizational split into six groups to ensure customer phone calls are not interrupted during periods of staff training.

To improve customer service and increase staff knowledge, the CCB Call Center will make a contact hour change effective July 1<sup>st</sup>, 2019. With this change, staff will be available via phone from 8:00 AM until 5:30 PM Monday through Wednesday and Friday. Every Thursday, the call center will open at 9:00 AM and close at 5:30 PM. Emergency calls for Public Utilities operations will remain in effect 24/7. On Thursday mornings, all customer care staff will arrive for work at 7:30 AM and attend training. This will reduce the training time from six hours per week to 1.5 hours per week.

The change in hours was proposed by staff after reviewing potential alternatives for training and scheduling challenges. Staff spoke with the staff of Wichita, Kansas and Berkley, California, both of which have a weekly delayed opening for training; both communities found there was a rapid improvement in communication delivery, staff satisfaction, and customer satisfaction from more consistent service delivery. Thursday mornings were identified as the best training time due to the low historical call volumes.

The goal of the operational change is to improve communication, training, performance, abandon rates for customer calls and ease the scheduling burden. In addition, staff anticipates a quicker response time for customer inquiries. There is also a potential for cost savings for the departments supported by the CCB Call Center of approximately \$31K per year, primarily in overtime costs.

The Call Center contact hour changes will be communicated to our customers via web, utility bill stuffer, on the Interactive Voice response (IVR) recording, and with signage in the municipal building.

*(No attachment)*

**Capital Boulevard North- Big Ideas Public Outreach Progress**

*Staff Resource: John Anagnost, City Planning, 996-2638, [john.anagnost@raleighnc.gov](mailto:john.anagnost@raleighnc.gov)*

As reviewed for Council in *Weekly Report 2019-13* (March 31), the Big Ideas phase of the Capital Boulevard North Corridor Study is underway. In this part of the study, a preliminary set of strategies has been developed to address the projected trip volumes in the corridor and serve the community's goals. Three public meetings were held to inform the community about the strategies and ask for input. The public meetings took place in the first half of April and were attended by a combined total of 103 people. In addition to the meetings, an online survey has been open since April 1, 2019. More than 1,400 people have opened the survey and of these, 208 persons have answered at least one question and 120 have completed the survey.

The survey will close May 18; in the remaining time the survey remains open staff will hold pop-up events, visit local businesses, and ride GoRaleigh buses to encourage people to take the survey. Two pop-up events have already taken place. One was at Triangle Town Center, and the other was at the Millbrook Human Services Center. Staff have also visited the Vietnamese American Association of Raleigh to present the Big

Ideas strategies and ask for participation in the survey. The results of the Big Ideas phase will help staff and consultants create more detailed transportation alternatives in the next public outreach phase, which will begin this fall.

(No attachment)

### Weekly Digest of Special Events

Staff Resource: Derrick Remer, Special Events Office, 996-2200, [derrick.remer@raleighnc.gov](mailto:derrick.remer@raleighnc.gov)

Included with the *Weekly Report* packet is the special events digest for the upcoming week.

(Attachment)

## Council Member Follow Up Items

### Follow Up from the May 7 City Council Meeting

#### Police Body Worn Camera Activation (Council Member Stewart)

Staff Resource: Chief C. Deck-Brown, Police, 996-3385, [cassandra.deck-brown@raleighnc.gov](mailto:cassandra.deck-brown@raleighnc.gov)

During the meeting Council requested information on options for requiring activation of body-worn cameras issued to police officers. Included with the *Weekly Report* materials is a memorandum in response to the request.

(Attachment)

#### Community Event on Gentrification (Mayor Pro Tem Branch)

Staff Resource: Megan Hinkle, City Manager's Office, 996-4668, [megan.hinkle@raleighnc.gov](mailto:megan.hinkle@raleighnc.gov)

During the meeting Council requested staff to proceed with organizing a community event on the topic of gentrification. Staff from the City Manager's Office, Housing & Neighborhoods, City Planning, and Communications have collaborated on a general concept for the event, which will be organized by the same interdepartmental team of employees currently managing the ongoing "Connect Raleigh" lecture series.

The concept for the gentrification topic involves a presentation followed by a panel discussion representing a variety of local perspectives. The anticipated panel will include a resident of Southeast Raleigh, a developer, a nonprofit leader, an affordable housing expert, and a representative of the City or other government agency. The goal of the event is to engage the community in a dialogue on this important issue and providing information on existing and current initiatives. The event is anticipated to be held in late June at the Duke Energy Center for the Performing Arts. Council Members are encouraged to share feedback about the event concept with Megan Hinkle, the lead staff person for the "Connect Raleigh" series.

(No attachment)

## Special Events Weekly Digest

Friday, May 10 – Thursday, May 16

City of Raleigh Special Events Office  
[specialevnts@raleighnc.gov](mailto:specialevnts@raleighnc.gov) | (919) 996-2200 | [www.raleighnc.gov/specialevnts](http://www.raleighnc.gov/specialevnts)

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### ***Permitted Special Events***

#### **Capital City Bike Ride**

Union Station Plaza

Friday, May 10

Event Time: 8:00am - 10:00pm

Associated Road Closures: No roads will be closed for the event. Union Station Plaza will be used from 7:15am until 10:30am.

#### **Thrive NC Presented by Blue Cross NC**

City Market

Friday, May 10

Event Time: 11:00am - 10:00pm

Associated Road Closures: Wolfe Street, Blake Street, and Parham Street will be closed from 6:00am on 5-8-19 until 8:00am on 5-11-19, and Martin Street between Blount Street and Person Street will be closed from 6:00pm on 5-8-19 until 8:00am on 5-11-19.

#### **Raleigh Raw Third Annual Block Party**

Hargett Street

Saturday, May 11

Event Time: 10:00am - 7:00pm

Associated Road Closures: Hargett Street between S. Salisbury Street and Fayetteville Street will be closed from 7:00am until 8:00pm.

#### **Marbles Bike Rodeo on the Roll with RPD Bike Patrol**

Hargett Street

Saturday, May 11

Event Time: 11:00am - 2:00pm

Associated Road Closures: E. Hargett Street between Blount Street and Person Street will be closed from 8:00am until 3:00pm.

#### **Run Like a Mother – Raleigh 2019**

Kerr YMCA & Route

Sunday, May 12

Event Time: 8:00am - 10:00am

Associated Road Closures: Roads will be closed from 8:00am until 10:00am to facilitate the route. Note that all cross streets will be detoured during the event and see below for turn by turn details:

Start at Kerr YMCA; Left onto Sycamore Grove Lane; Continue onto Kelway Drive; Right onto Wakefield Plantation Drive; U-Turn at Ashton Woods Lane; Return by same route to YMCA.

#### **Carolina Hurricanes/Carolina Ale House Cool Bar Playoff Celebration**

Glenwood South

Sunday, May 12

Event Time: 1:00pm – 7:00pm

Associated Road Closures: Glenwood Avenue between W. Johnson Street and Tucker Street will be closed from 9:00am until 8:00pm.

### **Building Safety Month – Water for All Communities**

Exchange Plaza

Thursday, May 16

Event Time: 11:00am - 1:00pm

Associated Road Closures: No roads will be closed for the event. Exchange Plaza will be used from 10:00am until 2:00pm.

### ***Other Events This Weekend***

#### **Earth, Wind & Fire**

Friday, May 10

Red Hat Amphitheater

#### **Longleaf Film Festival**

Friday, May 10 – Saturday, May 11

North Carolina Museum of History

#### **Pink Martini – North Carolina Symphony Pops Series**

Friday, May 10 – Saturday, May 11

Meymandi Concert Hall

#### **Beehive The 60's Musical – Theatre Raleigh**

Friday, May 10 – Sunday, May 12

Kennedy Theatre

#### **ReefSmart**

Saturday, May 11

Raleigh Convention Center

#### **Bryan Adams**

Sunday, May 12

Red Hat Amphitheater

#### **Sanluis De Cerca Tour**

Sunday, May 12

Fletcher Opera Theater

### ***Public Resources***

**Event Feedback Form:** Tell us what you think about Raleigh events! We welcome citizen and participant feedback and encourage you to provide comments or concerns about any events regulated by the Special Events Office. We will use this helpful information in future planning.

**Temporary Road Closures:** A resource providing current information on street closures in Raleigh.

**Online Events Calendar:** View all currently scheduled events that are regulated by the City of Raleigh Special Events Office.

# Council Member Follow Up



Raleigh

## MEMO

TO: City Manager Ruffin Hall

FROM: Chief Cassandra Deck-Brown

DEPARTMENT: Police

DATE: May 10, 2019

SUBJECT: **POST COUNCIL FOLLOW-UP: BODY WORN CAMERA  
ACTIVATION**

In response to the request from Councilor Stewart during the Raleigh City Council Meeting held on May 7, 2019, this memorandum will provide some additional information regarding the body worn camera (BWC) device being activated and turned on during every call. As we are in the second of three phases of the implementation of the BWC project, the Raleigh Police Department (RPD) is always seeking and identifying best practices for the deployment of our resources, personnel and equipment. Although the investigation into the officer-involved shooting that occurred on Saturday, April 20, 2019, is ongoing, we re-examined features that could enhance the utility of the camera device in the event the camera is not activated by the officer. During this most recent evaluation, the RPD considered three possible alternative recording solutions as a means of preventing the human error of not turning the camera on:

1) To record everything all the time would be cost prohibitive regardless of cloud or on-site storage. The volume of data currently being stored under the current practice is significant. Additionally, this volume of data would make providing discovery in criminal cases virtually impossible as there would be no delineation between calls for service or cases.

2) The second alternative is to ensure that cameras are turned on automatically which would reduce the potential for human error of failing to turn them on during critical situations. Currently, our BWC system automatically records when:

- a) it is synced with a dash camera and the patrol vehicle's blue lights are activated,
- b) the patrol vehicle is involved in a collision, or
- c) when the patrol vehicle's speed exceeds 75 miles per hour.

3) The third option is activation of the "Record-After-The-Fact" (RATF) feature of the current body worn camera system. Essentially, the camera is passively recording video images (no audio) even if due to human error, the camera recording switch is not activated.

A benefit of RATF will be the ability to capture activity using any tool the officer has available (i.e., hands, baton, pepper spray, etc.) because the camera would always be passively recording. While video is captured, audio is not available

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North Carolina 27602-0590  
(Mailing Address)

with this feature. RATF will be limited in the range of recorded time available based on the allotted storage time that has already been used and what remains available on that particular device.

Alternative Solution #3 was selected and mandated on April 26, 2019, as a special memorandum, which was effective immediately. The memorandum will be written into the current Departmental Operating Instruction (DOI) 1109-18: Body Worn Cameras and Mobile Video Recording. This policy clearly lays out the mandates regarding the use and activation of the camera. A copy of the Special Memorandum is attached.

During my presentation to the City Council in 2016, I referenced the significance of this technology and its application. It is important to recognize that the newness of this technology does and will evolve as new developments occur. However, we cannot expect it to be the “be all-end all” solution to prevent all human errors or technical difficulties-and they will happen.

We will experience nuances of this technology that were not originally considered at the time of solicitation of proposals. As such, this continued technological evolution will prompt us to adapt accordingly. We have a robust camera system. It is important to note that while errors will and do happen, we successfully capture an average of 82 hours of BWC video and 68 hours of in-car video per day without error.

We must also remember that we are still implementing a 3 year rollout. Not all cameras have been deployed and not all officers are currently wearing cameras. As noted throughout the various presentations, this was projected to be a mammoth project, which began with a significant level of collaboration between the police department and other city departments, along with 18 months of community engagement. The amount of federal funding supporting this project demonstrates significant effort to model a best practice. The Raleigh Police Department always strives to be the best in what we do while learning from those human errors or technical difficulties that may occur with advancing technology.

To address the second part of Councilor Steward’s inquiry regarding a list of training for equipping police officers with ways to respond to mental health crises, I will forward additional information via the next Manager’s Update.

Attachment 1: Special Memorandum for Update to RPD DOI 1109-18 dated April 25, 2019