

# CITY MANAGER'S WEEKLY REPORT

raleighnc.gov



CITY OF  
**Raleigh**  
MANAGER'S  
OFFICE

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## INFORMATION:

### Public Utilities Department Receives Highest Recognition from NACWA

*Staff Resource: Robert Massengill, Public Utilities, 996-3479, [robert.massengill@raleighnc.gov](mailto:robert.massengill@raleighnc.gov)*

The Public Utilities Department has received the *Excellence in Management Platinum Recognition* from the National Association of Clean Water Agencies (NACWA). As NACWA's highest level recognition for a utility, this award recognizes the Department's excellence in 10 key areas, including product quality, financial viability, and customer satisfaction. Enclosed with this *Manager's Report* is a memo detailing the award and the award notification letter from NACWA.

*(Attachments)*

### Thoroughfare and Open Space Facility Fee Report (FY18)

*Staff Resource: Jennifer Stevens, Finance, 996-4969, [jennifer.stevens@raleighnc.gov](mailto:jennifer.stevens@raleighnc.gov)*

Enclosed with this *Weekly Report* is a staff report on Thoroughfare and Open Space Facility Fees for FY18. The report summarizes the City's authority granted by the General Assembly to collect thoroughfare and open space facility fees and the use of those fees during the time period covered under the report. The City's thoroughfare and open space fees are annually indexed during the budget process.

The report concludes that the City has satisfied the requirements under state law for matching facility fee revenue with at least 50% from non-facility fee sources during the years covered within the report.

(Attachment)

### **Fair Housing Data**

*Staff Resource: Audrea Caesar, Housing & Neighborhoods, 996-5698, [audrea.caesar@raleighnc.gov](mailto:audrea.caesar@raleighnc.gov)*

For the City Council's budget work session on June 3, staff provided a budget note that detailed resources that would be needed for the City to manage fair housing complaints. The budget note referenced the current caseload managed by the State of North Carolina Human Relations Department; however, those numbers only reflected the State's closed cases, which have declined from 11 closed cases in FY15 to four closed cases in FY18. These numbers do not fully reflect the quantity of cases, as they do not indicate the number of complaints filed, but rather the number of completed cases.

Other important factors to consider when reviewing these figures is the overall length of the investigation, cooperation from both parties, and their respective knowledge of the process. Additionally, underreporting is occurring within certain migrant and immigrant communities, without a viable mechanism for tracking.

Staff have recently obtained Raleigh-specific complaint data from The Fair Housing Project through Legal Aid North Carolina (LANC), which serves only U.S. Citizens and residents with legal status. The State's Human Relations Department serves anyone alleging discrimination including undocumented individuals.

### **Legal Aid Data**

In 2018, LANC's Raleigh office represented:

- 255 households in eviction matters, which included 105 public or subsidized units, 60 private landlords, and 55 foreclosures.
- LANC's Center Intake Unit assisted an additional 168 households with housing matters.
- LANC assisted 22 Raleigh households in matters involving fair housing.

(No Attachment)

### **Report of the Human Relations Commission: Immigrant/Refugee/Undocumented Persons Forum**

*Staff Resource: Audrea Caesar, Housing & Neighborhoods, 996-5698, [audrea.caesar@raleighnc.gov](mailto:audrea.caesar@raleighnc.gov)*

The Human Relations Commission requested to share with Council the results of their immigration forum which was held on December 1, 2018. At the forum, six community leaders gathered for a public conversation to address factors that impact Raleigh's immigrant and refugee communities. Enclosed with this *Weekly Report* is a memo prepared by Melissa Florer-Bixler, secretary of the Human Relations Commission.

(Attachment)

**New Permit and Development Portal (Energov) Launching July 8 – Limited Hours Of Operation for DS Staff**

*Staff Resource: Tom Hosey, Development Services, 996-2701, [thomas.hosey@raleighnc.gov](mailto:thomas.hosey@raleighnc.gov)*

The City's new Permit and Development Portal will launch on July 8 as a new way to manage permitting and development activity. This is a significant change, as the portal will replace the current Online Development Center and future phases will include features such as electronic plan submittal and review.

As staff works to launch the portal, the availability of services for development related activity will be limited. Both Development Services locations – at One Exchange Plaza downtown and the satellite location at Litchford Road – will be closed from Wednesday, June 26 through Friday, July 5 while over five million data records are moved to the new system. Information on the new portal and all the surrounding details have been marketed via flyers, email, social media, public meetings, and online resources. A webpage with all information regarding the launch is available at [permitportal.raleighnc.gov](http://permitportal.raleighnc.gov). There have been 2,381 unique views of the webpage since its launch on May 12.

Other efforts to highlight this message include:

**Targeted Email Messaging**

- *Big Improvement are Coming! New Portal for Permit and Development Activity*  
5/16/19 • Sent to 6,142 subscribers • 3,085 total opens
- *Permit and Development Portal Demos Begin Next Week*  
5/29/19 • Sent to 6,142 subscribers • 1,391 total opens
- *Development Approvals Will be Part of the Permit and Development Portal*  
6/17/19 • Sent to 6,930 subscribers • 1,283 total opens
- *Reminder: Limited Hours of Operations June 26-July 5*  
6/19/19 • Sent to 6,142 subscribers • 2,190 total opens

**Conducted six public demonstrations of the Permit and Development Portal:** These sessions were over the course of several days at various locations throughout the city. The sessions were well attended.

**Wrapped outgoing plans with flyers about the new portal and limited hours of operation.** Customer service staff also gave clients these flyers.

**Large format posters in OEP and Litchford Road Offices**

**Created several blog posts on the popular *DS Insider* blog - <http://DSInsider.com/blog>**

*A previous update on this item was provided during the Development Services presentation at the Regular Council meeting on May 7, 2019.*

*(No Attachment)*

**Need Assistance Program**

*Staff Resource: Joseph Acosta, Solid Waste Services, 996-6874, [joseph.acosta@raleighnc.gov](mailto:joseph.acosta@raleighnc.gov)*

The Need Assistance Program is intended to help residents who are not physically able to wheel their garbage or recycling carts to the curb and who have no one living with them who can handle this task. In an effort to manage this program effectively and to sustain it for those truly in need, current participants were asked to reapply to verify their compliance with program requirements before June 28, 2019. Staff have conducted a public education campaign to alert current participants about the recertification process.

Out of nearly 3,000 existing participants, approximately 50% (1,509 participants) responded and have been approved to continue participation in the program. Beginning July 1, 2019, residents who did not reapply or who did not meet the program criteria will be removed from this program. As a result, staff anticipates an increase in call volume from residents who did not reapply before the deadline. Staff will work with residents to resolve their situation on a case-by-case basis. Below is an outline of the phased implementation:

**Phase 1: Initiation August 2018 – October 2018**

- Presented draft policy changes to the City Council for approval
- Finalized public outreach plan
- Implemented revised NAP policy

**Phase 2: Implementation - November 2018 – May 2019**

- November 2018 – Mailed applications with instructions to 2,999 Need Assistance Program participants, who were asked to return the form by June 28, 2019. Related documents were posted to the city website.
- January 2019 – Published the new policy in the newspaper.
- April 2019 – Hand delivered orange door hangers to each program participant's address. The door hangers outlined instructions on how to apply and provided a second deadline extension of May 31.
- May 2019 – Launched a mass notification to program participants using Everbridge alert system via text messages, emails, and voice calls. A special message referencing the new program guidelines was played for all callers when connecting to Customer Care and Billing Call Center.

**Phase 3: Closure May 2019 – August 2019**

- Coordinate with Customer Call Center and Operations staff on strategy to manage increase in call volume for customers who did not reapply by the deadline.

Should Council receive questions from residents about the Need Assistance Program, staff recommends referring inquiries to the Customer Call Center at 919-996-3245; residents may also send an email to [nap@raleighnc.gov](mailto:nap@raleighnc.gov). Residents may download an application and view instructions on how to reapply on the city website here: <https://www.raleighnc.gov/content/SolidWaste/Documents/NeedAssistApplication.pdf>

*(No Attachment)*

**U.S. Post Office Expansion – 7800 Falls of Neuse Road**

*Staff Resource: Alysia Bailey-Taylor, Development Services, 996-2631, [alysia.bailey-taylor@raleighnc.gov](mailto:alysia.bailey-taylor@raleighnc.gov)*

There have been several citizen inquiries regarding the development review process for the expansion of the existing United States Post Office located at 7800 Falls of Neuse Road; the inquiries specifically question whether the City's Unified Development Ordinance (UDO) applies to the project. The Development Services Department became aware of the renovation and expansion project at this postal station in June 2018. Because this is a federal project, the only local regulations that are applicable to the project are those pertaining to public utilities and stormwater. Pursuant to federal law (40 U.S.C. §901-904), the federal government should "to the greatest extent practical" be consistent with and comply with local zoning and land use practices; however, federal agencies are not subject to, or required to comply with, local land use and zoning regulations. In July 2018, building plans for the postal station project were submitted to the Development Services Department. Staff reviewed those plans for compliance with the City's UDO and provided review comments to the applicant to raise their awareness of the city's zoning and land use regulations. However, the project ultimately moved forward without addressing staff's review comments, which is allowable as local regulations are preempted by federal law.

*(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 Item from the April 2 City Council Meeting

#### GoRaleigh Station Renovation Project – Heating Improvements

Staff Resource: Tansy Hayward, City Manager's Office, 996-4650, [tansy.hayward@raleighnc.gov](mailto:tansy.hayward@raleighnc.gov)

As a citizen's petition of the regular Council meeting on April 2, a citizen raised concerns about what she believed to be disrespectful communication from a staff member of the Transportation Department at a community meeting. An investigation was completed and appropriate action taken. However, in follow up conversations with the citizen, new concerns were introduced that heating improvements had not been appropriately considered or funded in the GoRaleigh Station renovation project, which was completed in 2017. The attached memo was provided to the citizen to share information about community engagement and feedback in the design process and the project's priorities and constraints.

(Attachment)

### Follow Up Item from the May 21 City Council Meeting

#### Athletic Venue Standards and Regulations (Council Member Cox)

Staff Resource: Mark Holland, City Planning, 996-2625, [mark.holland@raleighnc.gov](mailto:mark.holland@raleighnc.gov)

In February 2018, the City Council requested a staff report pertaining to lighting and vehicle traffic at night near the WRAL Soccer Park on Perry Creek Road. The Council requested that the staff report include current City regulations for similar facilities as well as best practices from other cities. Staff provided the requested information via the *Weekly Report* on July 27, 2018 (*Issue 2018-28*). Staff did not receive further direction at that time.

On April 6, 2019, a community listening session was held to discuss the impacts of large athletic venues. Residents of neighborhoods near the WRAL Soccer Park were invited to the listening session.

At the May 21 regular Council meeting, the City Council asked staff to explore enhanced standards for athletic venues in the UDO. Staff is drafting a report with possible text change language identifying standards and regulations for athletic venues. This report will address noted issues such as lighting, noise, traffic, maintenance operations, and other factors associated with this type of use. Staff will contact peer jurisdictions for case study and will consult with staff in the Parks, Recreation, & Cultural Resources Department and the City Attorney's Office for guidance.

(No Attachment)

## Follow Up Item from the June 18 City Council Meeting

### Sanderford Road Park Comfort Station and Shelter Renovation Update (Mayor Pro Tem Branch)

Staff Resource: Scott Payne, Parks, Recreation, and Cultural Resources, 996-4825, [scott.payne@raleighnc.gov](mailto:scott.payne@raleighnc.gov)

At the regular Council meeting on June 18, Mayor Pro Tem Branch requested an update on the facilities at Sanderford Road Park. The restroom building and shelter at this park were damaged in a fire on October 20, 2018. In the months following, staff worked to ensure an equitable insurance settlement for the damaged property. As part of that process, an engineering assessment was undertaken and completed in February 2019, which included an opinion of probable cost to repair. Upon completion of the insurance settlement, the design process began for a new restroom building and shelter. Demolition of the damaged structure will be included in a larger departmental demolition project. The anticipated schedule for completion of the project is as follows:

Design	March – July 2019
Structure Demolition	August 2019
Permitting	August – September 2019
Bidding/Contract Award	September – December 2019
Construction (estimate of 24 weeks)	January – June 2020

(No Attachment)



Raleigh

## MEMO

TO: Ruffin Hall, City Manager

FROM: Robert Massengill, Director

DEPARTMENT: Public Utilities

DATE: June 20, 2019

SUBJECT: Raleigh Water (Public Utilities Department) Receives NACWA Excellence in Management Platinum Recognition

The City of Raleigh Public Utilities Department has received the *Excellence in Management Platinum Recognition* from the National Association of Clean Water Agencies (NACWA) for the utility's commitment to implementing management practices that demonstrates the Ten Attributes of Effectively Managed Water Sector Utilities.

NACWA is comprised of the largest and most complex public wastewater and stormwater agencies in the nation and provides legislative, regulatory, and legal advocacy on the full spectrum of clean water issues, as well as acting as a peer network for technical resources in water management, sustainability, and ecosystem protection.

Platinum Recognition is the highest-level recognition for a utility from NACWA and signifies the utility's excellence in the following areas: Product Quality, Financial Viability, Customer Satisfaction, Stakeholder Understanding & Support, Operational Optimization, Employee & Leadership Development, Enterprise Resiliency, Infrastructure Strategy & Performance, Community Sustainability, and Water Resource Sustainability.

As an Excellence in Management honoree, Public Utilities will be formally acknowledged during an award ceremony at NACWA's Utility Leadership Conference, *Building a Network of Influence: Utility Executive Leadership in a Changing World*, on July 18, 2019, in Minneapolis, MN.

The award notification letter is included with this memorandum.

Municipal Building  
222 West Hargett Street  
Raleigh, North Carolina 27601

One Exchange Plaza  
1 Exchange Plaza,  
Raleigh, North Carolina 27601

City of Raleigh  
Post Office Box 590 • Raleigh  
North Carolina 27602-0590  
(Mailing Address)



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Watershed Management  
Atlanta, GA

**CHIEF EXECUTIVE  
OFFICER**

**Adam Krantz**

June 13, 2019

Robert Massengill  
Public Utilities Director  
City of Raleigh Public Utilities Department  
One Exchange Plaza, Suite 620  
Raleigh, NC 27601

Dear Robert:

Congratulations! On behalf of the National Association of Clean Water Agencies, I am pleased to inform you that the City of Raleigh Public Utilities Department has been selected to receive *Excellence in Management Platinum Recognition*. This honor celebrates your utility's commitment to sustainable, successful programs that exemplify the attributes of an effectively managed utility.

As an *Excellence in Management* honoree, your utility will be recognized with a formal presentation of its award at an evening Awards Ceremony on Thursday, July 18, 2019, during NACWA's Utility Leadership Conference, *Building a Network of Influence: Utility Executive Leadership in a Changing World*, in Minneapolis, MN. Additional information regarding the Ceremony & Reception, as well as a photo session that precedes it, is included along with a response form for you to confirm your attendance.

We sincerely hope that you, or your designee, will be able to attend and be recognized. Again, congratulations on this prestigious honor.

Sincerely,



Edward G. Henifin  
Chair, NACWA Award Committee  
General Manager  
Hampton Roads Sanitation District, VA

Enclosures: *Essential Information for Award Recipients*  
*Award Ceremony Response Form*



Raleigh

## MEMO

TO: Ruffin Hall, City Manager

FROM: Jennifer Stevens, Finance  
Eric Lamb Transportation Services  
Shawsheen Baker, Parks, Recreation and Cultural Resources

CC: Allison Bradsher, Finance  
Michael Moore, Transportation  
Scott Payne, Parks, Recreation and Cultural Resources

DATE: June 20, 2019

SUBJECT: Thoroughfare and Open Space Facility Fee Report – FY 2018

**Authority:** The City has authority to collect facility fees to be used towards the funding of thoroughfare and open space infrastructure. The 1985<sup>1</sup> and 1987<sup>2</sup> state statute and City Code<sup>3</sup> requires the City to match facility fees collected to fund eligible capital projects with an amount equal to at least (50%) of funding from non-facility fee sources. Pursuant to City Code<sup>3</sup>, a facility fee report is required to be provided to Council.

**Requirements:** Facility fee revenue have the following requirements:

- Thoroughfare fees – eligible to be used for land acquisition, design and construction of new roads or adding capacity to existing roads.
- Open space fees – eligible to be used for land acquisition for parks, greenways or open spaces and to construct recreation facilities
- Facility fees are collected as part of the development permitting process and dispersed within specified benefit area zones
  - **Exhibit 1** - Thoroughfare zone map – three (3) zones
  - **Exhibit 2** - Open space zone map - four (4) zones
- Eligible to support debt service on outstanding open space or thoroughfare projects
- Funds must be spent within six (6) years from collection
- A portion of fees are reserved and reimbursed for developer improvements to street right-of-ways or greenways. This report excludes those amounts.

**Conclusion:** The City has satisfied the requirements under state law for matching facility fee revenue with at least 50% from non-facility fee sources during the years covered within this report.

Municipal Building  
222 West Hargett Street  
Raleigh, North Carolina 27601

One Exchange Plaza  
1 Exchange Plaza,  
Raleigh, North Carolina 27601

City of Raleigh  
Post Office Box 590 • Raleigh  
North Carolina 27602-0590  
(Mailing Address)

Weekly Report

<sup>1</sup> SL 1985 Senate Bill 213-498

<sup>2</sup> SL 1987 Senate Bill 130-514

<sup>3</sup> City of Raleigh UDO Article 3.09

**Table 1** displays the facility fee revenues collected and the distribution of those fees to fund either eligible capital projects or to support eligible debt service.

Table 1 - Facility Fee Revenue Distribution		
Funding Type	FY18	
	Thoroughfare	Open Space
Capital Project	\$ 3,500,000	\$ 950,000
Debt Service	\$ 3,130,990	\$ 1,645,219
Totals	\$ 6,630,990	\$ 2,595,219

Source: Finance

**Tables 2 and 3** provides a six-year summary of facility fee revenue to non-facility fee revenue towards eligible project costs by benefit zone.

Table 2 -Thoroughfare Summary								
Zone	Facility Fee Revenue			Non-Facility Fee Revenue	Eligible Project Costs			% of Facility Fee Revenue
	FY13 - FY17 *	FY18	Total		FY13 - FY17 *	FY18	Total	
Zone 1	\$ 3,894,139	\$ 411,915	\$ 4,306,054	\$ 32,480,133	\$ 36,451,473	\$ 334,714	\$ 36,786,187	12%
Zone 2	\$ 7,306,197	\$ 2,256,974	\$ 9,563,171	\$ 28,437,485	\$ 30,646,139	\$ 7,354,517	\$ 38,000,656	25%
Zone 3	\$ 4,479,664	\$ 831,111	\$ 5,310,775	\$ 12,367,204	\$ 10,997,526	\$ 6,680,453	\$ 17,677,979	30%
Total	\$15,680,000	\$ 3,500,000	\$19,180,000	\$ 73,284,822	\$ 78,095,138	\$14,369,684	\$ 92,464,822	21%

Source: Transportation, Parks, Recreation and Cultural Services and Finance

Table 3 -Open Space Summary								
Zone	Facility Fee Revenue			Non-Facility Fee Revenue	Eligible Project Costs			% of Facility Fee Revenue
	FY13 - FY17 *	FY18	Total		FY13 - FY17 *	FY18	Total	
Zone 1	\$ 1,204,286	\$ 257,955	\$ 1,462,241	\$ 6,731,510	\$ 7,766,116	\$ 427,635	\$ 8,193,751	18%
Zone 2	\$ 2,194,411	\$ 190,405	\$ 2,384,816	\$ 28,985,487	\$ 30,243,189	\$ 1,127,114	\$ 31,370,303	8%
Zone 3	\$ 1,237,255	\$ 107,857	\$ 1,345,112	\$ 57,147,357	\$ 57,410,061	\$ 1,082,407	\$ 58,492,468	2%
Zone 4	\$ 2,864,048	\$ 393,783	\$ 3,257,831	\$ 42,882,343	\$ 41,486,374	\$ 4,653,800	\$ 46,140,174	7%
Total	\$ 7,500,000	\$ 950,000	\$ 8,450,000	\$135,746,696	\$ 136,905,740	\$ 7,290,956	\$144,196,696	6%

Source: Transportation, Parks, Recreation and Cultural Services and Finance

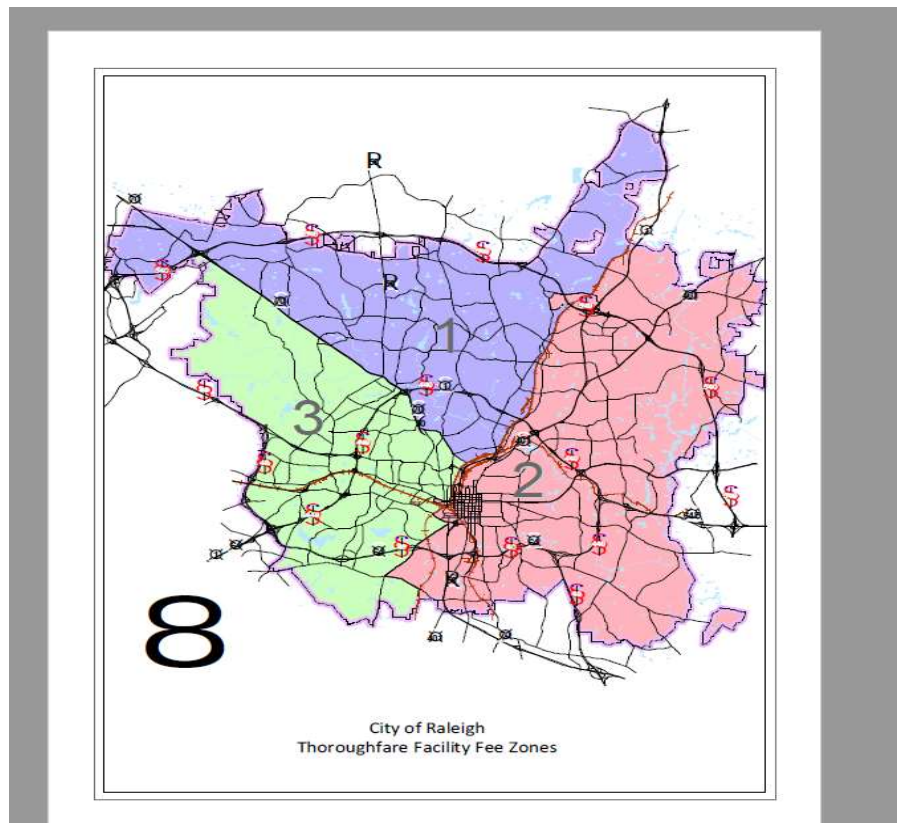
\*Amounts included in prior year report (2011-2017) via Manager's Update June 29, 2018

**Tables 4 and 5** provide a summary of the projects which have been constructed or are in the process of being constructed which were eligible to be funded with facility fee collections during FY18.

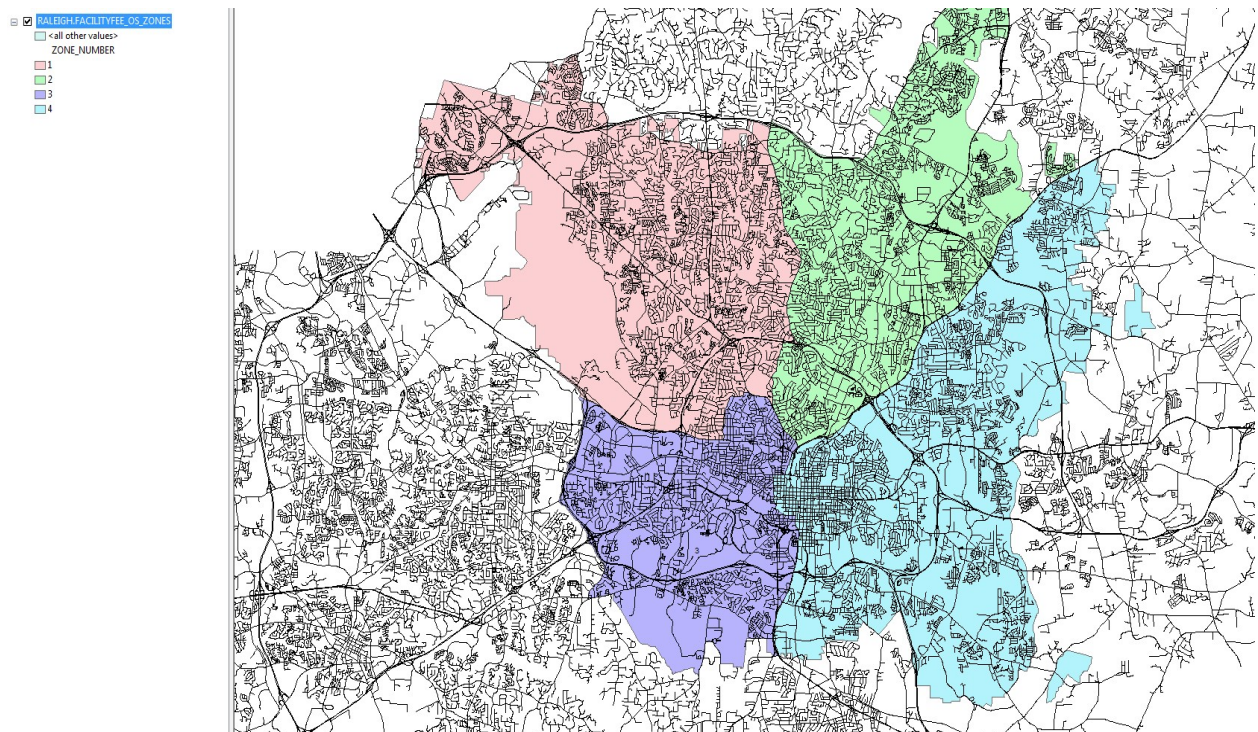
<b>Table 4 - Eligible Thoroughfare Projects FY18</b>
Blue Ridge Road Widening
Buck Jones Road Widening
Lake Dam Rd Bridge Replacement
Leesville Rd Widening
Mitchell Mill Rd Widening
New Hope Church Rd Improvements
Old Wake Forest Rd N Widening
Peace St Bridge Replacement
Pleasant Valley Rd Widening
Pullen Road Extension
Rock Quarry Rd Widening
Sandy Forks Rd Design
Traffic Signal System Upgrade
Tryon Rd Widening
West St Extension
Yonkers Rd Improvements

<b>Table 5 - Eligible Open Space Projects FY18</b>	
Abbotts Creek Park	Land Acquisition
Biltmore Hills Improvements	Laurel Hills Playground
Brentwood Park Improvements	Lineberry Neighborhood Park
Canine Park	Lumley-Westgate Corridor Greenway
Capital Blvd/Devereux Meadows	MLK, Jr Park Expansion
City Lab Exhibit	Moore Square
Crabtree Creek Greenway West	Playground Improvements
Dix Property	Pullen Art Center
Forest Ridge Park	Raleigh Little Theatre Improvements
Greenway Improvements	River Bend Park
Halifax Center Improvements	Rosengarten Greenway
Horseshoe Farm	Southall Property Acquisition
Horseshoe FarmHouse Reuse	Walnut Creek Wetland Park
John Chavis Park Improvements	Wooten Meadows
Kiwanis Park Improvements	
Lake Johnson	

## Exhibit 1. Thoroughfare Zone Map



## Exhibit 2. Open Space Zone Map



## **Raleigh Human Relations Commission Immigrant/Refugee/Undocumented Persons Recommendations**

At the December 1, 2018 immigration forum six community leaders gathered for a public conversation to address what diminished the flourishing of immigrant and refugee communities in Raleigh. We were led in this discussion by leaders from InterACT, El Pueblo, USCRI, and an immigration lawyer.

The presence of Immigration and Customs Enforcement continues to be a primary source of fear and disruption for both undocumented members of the community and their loved ones. The concerns expressed extend beyond undocumented individuals to those in “mixed documentation” households where a child, spouse, or other family member does not have legal status while others do.

We heard strong affirmation of Sheriff Baker’s decision to end cooperation with ICE through the 287g program. While community leaders anticipate that this is a step forward in rebuilding trust between the policing community and the immigrant and Latinx community, it is clear that hurdles remain.

### **When asked about barriers to flourishing we heard the following**

- Fears that people who speak a language other than English will not be understood by the police when they are either reporting a crime or picked up on charges. We heard reports of minimal translation services available by RDP and of minors being asked to provide translation for their parents and guardians.
- The lack of access to educational opportunities for DACA and other undocumented students. Students who are undocumented/DACA are not able to access state funding because of restrictions from the state legislature.
- The current functionality of the transportation system makes it difficult for the immigrant/refugee community to access community services and job opportunities.
- Affordable housing is a financial stress on immigrant and refugee communities, especially for those who are developing English language skills and do not have access to above-minimum-wage jobs.
- Immigrant and refugee children in Wake County schools continue to face challenges, especially those who arrived after a traumatic journey and/or separation from family members at the border. Many of these children have been placed in foster care as unaccompanied minors.
- Families who are picked up in ICE raids leave behind compromised and broken family system often leading to economic and psychological hardship.

## Recommendations to Council

- We recommend increased funding for interpretive services and an assessment of the ease of accessing translation for RPD.
- We recommend increased training and resources for interpretive services across city services.
- We recommend the city allocate funds to support the educational pursuits of DACA and undocumented students. We also recommend that access to state-funding for DACA recipients be added to the state lobbying agenda. We recommend that the city look to legislative partnerships with the governor, state attorneys, and mayors of other cities to collaborate on proactively working towards in-state tuition for DACA recipients and undocumented students.
- We recommend that the council pursue an alternative ID program in collaboration with faith communities and non-profits. Models for this program are available from Greensboro and Durham.
- We recommend the city establish a task force on immigration that includes Wake County public schools and RDP who can interact regularly with immigrant/refugee community leaders and create benchmarks for increased community integration and support.
- We recommend on-going advocacy to end ICE raids in our communities and towards city-sponsored legal clinics, support for legal fees, and coordination of general support services for families and neighborhoods impacted by ICE raids.

## Special Events Weekly Digest

Friday, June 21 – Thursday, June 27

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

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

#### **Noon Tunes**

Union Station Plaza

Friday, June 21

Event Time: 12:00pm - 2:30pm

Associated Road Closures: No roads will be closed for the event. Union Station Plaza will be used from 10:30am until 2:30pm.

#### **Miss North Carolina Parade**

Fayetteville Street District

Saturday, June 22

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

Associated Road Closures: Fayetteville Street between Morgan Street and Martin Street will be closed from 8:00am until 12:00pm. Roads will be closed from 9:50am until 12:00pm to facilitate the route. Note that all cross streets at least one block in each direction will be detoured and see below for turn by turn details.

Start at intersection of Fayetteville Street and Martin Street; Head south; Right onto Lenoir Street; Left onto Salisbury Street; Left onto South Street; Right onto Duke Energy Center property for disassembly.

#### **Community Outreach**

Heath Street

Saturday, June 22

Event Time: 10:00am - 4:00pm

Associated Road Closures: Heath Street between Poole Road and Cross Street and Cross Street between Heath Street and S. Carver Street will be closed from 10:00am until 4:00pm.

#### **Wedding at Union Station Plaza**

Union Station Plaza

Saturday, June 22

Event Time: 6:00pm - 7:45pm

Associated Road Closures: No roads will be closed for the event. Union Station Plaza will be used from 5:00pm until 8:30pm.

#### **Moore Square Market**

City Market

Wednesday, June 26

Event Time: 4:00pm - 7:00pm

Associated Road Closures: Parham Street between E. Martin Street and Wolfe Street will be closed from 2:00pm until 8:30pm.

### ***Other Upcoming Events***

#### **Vampire Weekend**

Friday, June 21

Red Hat Amphitheater



**Miss North Carolina 2019 Competition**

Friday, June 21 – Saturday, June 22  
Memorial Auditorium

**STRUT: A Runway Exhibit of Extreme Ornament**

Saturday, June 22  
Sertoma Arts Center

**Slightly Stoopid**

Saturday, June 22  
Red Hat Amphitheater

**Fitness Series at Pullen Park: Ashtanga Yoga School**

Sunday, June 23  
Pullen Park

**Summer Concert Series: Raleigh Concert Band**

Sunday, June 23  
Pullen Park

**American Jump Rope Grand National Championship**

Sunday, June 23  
Memorial Auditorium

**Connect Raleigh: Community Voices on Gentrification**

Thursday, June 27  
A.J. Fletcher 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: Michael Moore, Transportation Director

FROM: David Eatman, Assistant Transportation Director

DEPARTMENT: Transportation

DATE: June 17, 2019

SUBJECT: Downtown Bus Facilities Master Plan

### Background

The City awarded a contract to WSP (formerly Parsons Brinkerhoff) in spring 2013, to create a Downtown Bus Facilities Master Plan. The scope included the evaluation and selection of a new bus facility in the Warehouse District. This new facility would eventually be designated as the main Downtown bus transit station. The existing Moore Square Transit Station (now GoRaleigh Station) was to receive interim improvements of \$3 million, sufficient to sustain operations until the new facility was completed. Upon the completion of the new facility, the Moore Square Transit Station would become a support facility for the new main bus Station in the Warehouse District.

The project scope included a number of surveys, stakeholder meetings, studies, and reports to support that effort to relocate the station. Surveys and outreach were conducted to gain feedback about station amenities. This engagement included a question regarding heated and cooled waiting areas, similar to the facility that Durham had opened, and consistent with the plan for a Warehouse District bus facility that could support inter- and intra-city bus services (Greyhound and local bus).

### Revised Plan

In early 2014, the Downtown Bus Facilities Master Plan proposed the existing Moore Square Station to continue as the main Downtown bus transfer facility. The Warehouse District Bus facility concept was dismissed, and the scope of the project was revised to provide \$10 million in improvements to the existing Moore Square Transit Station. After these improvements were completed, the Moore Square Transit Station would continue to be the main Downtown bus transfer facility. This decision was based on the Moore Square Station's proximity to existing employment centers in the core downtown area and a consensus from existing patrons that the existing location was highly favorable. The Warehouse District could house a smaller station, to be constructed in the future. The Moore Square Station was later re-branded as the GoRaleigh Station, the facility we have today.

### Considerations

When the Downtown Bus Facilities Master Plan team changed emphasis to focus efforts on the existing Moore Square Transit facility, they utilized much of the information and data collected during the early stages of a survey and outreach effort. Among one of the original questions asked in the survey regarding passenger comfort and experience was a question about preferences for a heated and cooled waiting area. In May 2014, results were presented to the Bus Facilities Steering Committee.

When citizens were initially asked to choose from a set list of potential features in a new facility, a heated and cooled waiting area was identified along with

Municipal Building  
222 West Hargett Street  
Raleigh, North Carolina 27601

One Exchange Plaza  
1 Exchange Plaza, Suite 1020  
Raleigh, North Carolina 27601

City of Raleigh  
Post Office Box 590 • Raleigh  
North Carolina 27602-0590  
(Mailing Address)

several other desired amenities including increased seating, shade, rest rooms, coffee shop, and free wi-fi. All of these preferences received significant (70% or greater) support.

However, when citizens were asked to prioritize and name the most important amenity for transit patrons in a new facility, increased seating ranked the highest. A heated and cooled waiting area received very few votes as “the most important” amenity. It received less than 2% of the responses, and as such was not prioritized and is included in the “other” category in the attached graph.

### **Final Plan**

In developing the final Moore Square Transit Station plan, a heated and cooled waiting area was considered, but not included due to several factors. It is important to note that the Moore Square Bus Station was a renovation of an existing facility, and the space constraints of working within the existing garage and station footprint greatly complicated the possibility of including an enclosed waiting area. The lack of space and working within existing structures made it extremely difficult to accommodate an enclosed waiting area that would be convenient, secure, and sufficiently sized for waiting bus passengers.

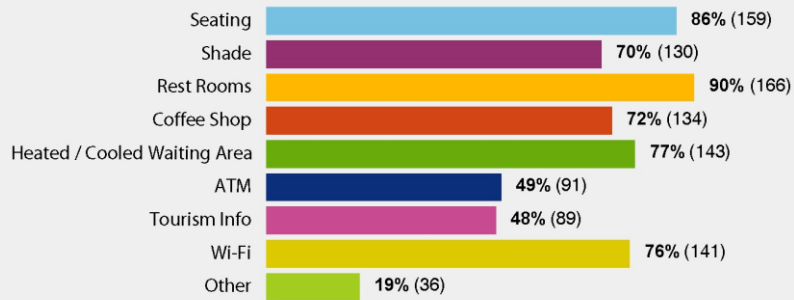
Heating or cooling of the open waiting areas was briefly considered but was ultimately not supported because of cost (both to install and maintain), limited effectiveness, and the generally short duration of extreme heat/frigid temperatures in our area. GoRaleigh also increased service frequency on several routes with a goal of reducing wait times for patrons. Resources were directed toward other prioritized comfort amenities, including seating, shade, protection from rain and wind, passenger information systems / monitors, rest rooms and lighting.

Currently it would be extremely difficult and energy-inefficient to retro-fit the individual shelters for heat. There are not funds currently dedicated for such installations. It is also unfeasible to construct a new, fully-enclosed waiting area that would have a line of sight to arriving and departing buses at each of the shelters without severely compromising station operations. While heated waiting areas may be a desirable amenity, I believe the project team used their best judgement at the time to balance budget, site constraints, operational constraints, and community priorities to deliver the Moore Square Transit Station.

# Moore Square – desired amenities

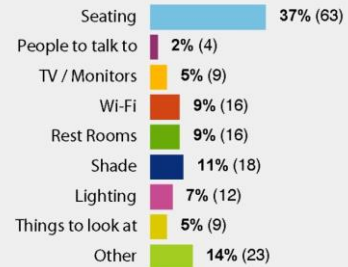
## General request – desired amenities

What amenities would you want to see at a new bus facility? (select all that apply)



\* 185 total responses, 100% of submissions

What is most important to your comfort while waiting for a bus? (pick one)



\* 170 total responses, 92% of submissions

Raleigh Downtown Bus Facilities Master Plan  
From Stakeholder meeting, May 2014.

**PARSONS  
BRINCKERHOFF**