

CITY MANAGER'S WEEKLY REPORT

raleighnc.gov



CITY OF
Raleigh
MANAGER'S
OFFICE

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Regular Council Meeting Tuesday, August 20; Lunch Work Session at 11:30

Council will meet in regular work session at **11:30 A.M.** in the **Council Chamber**. Please note the agenda for the lunch work session is included with the regular meeting agenda and may be accessed via the BoardDocs electronic agenda system:

<http://boarddocs.com/nc/raleigh/board.nsf>

The **regular** Council meeting begins at **1:00 P.M.**

Reminder: If there is an item you would like to pull from the consent agenda for discussion, please e-mail mayorstaff@raleighnc.gov by 11 A.M. the day of the meeting.

INFORMATION:**City Receives Award for Excellence for Online Development Services Fee Calculators**

Staff Resource: Jennifer Stevens, Finance, 996-4969, jennifer.stevens@raleighnc.gov

The City has been honored as a recipient of the Award for Excellence from the GFOA (Government Finance Officers Association) for an exceptionally well implemented GFOA best practice associated with the City's work in developing online calculators to be used by external developers and citizens to estimate development services fees. The GFOA award for excellence recognizes innovative programs and contributions to the practice of government finance which exemplify outstanding financial management.

The City's Finance and IT departments collaborated with members of the development community to create an online fee calculator. Currently, the calculators cover approximately 75% of development associated fees and there are plans to add the remaining fees. The calculators are available on the City's website at <https://maps.raleighnc.gov/permit-calculators/> Enclosed with this *Report* is a report from the GFOA detailing this award.

(Attachment)

Homestay Regulations Become Effective Monday, August 19

Staff Resource: Alysia Bailey Taylor, Development Services, 996-2631, alysia.bailey-taylor@raleighnc.gov

The UDO text change allowing Homestays (TC-1-19) will become effective on Monday, August 19, allowing Raleigh residents the opportunity to provide temporary lodging to local area visitors. A homestay operator will be permitted to provide up to two guest rooms in their home to visitors for compensation, for a period of no longer than 30 days. Residents interested in operating a homestay can submit a homestay application and supplemental documents with Development Services, either the downtown Customer Service Center at One Exchange Plaza or the satellite location on Litchford Road.

Full details on the requirements for operating a homestay are available on the city website here: www.raleighnc.gov/business/content/PlanDev/Articles/DevServ/Homestays.html. For more information, residents may call the Current Planning Division of the Development Services Department, at 919-996-2492.

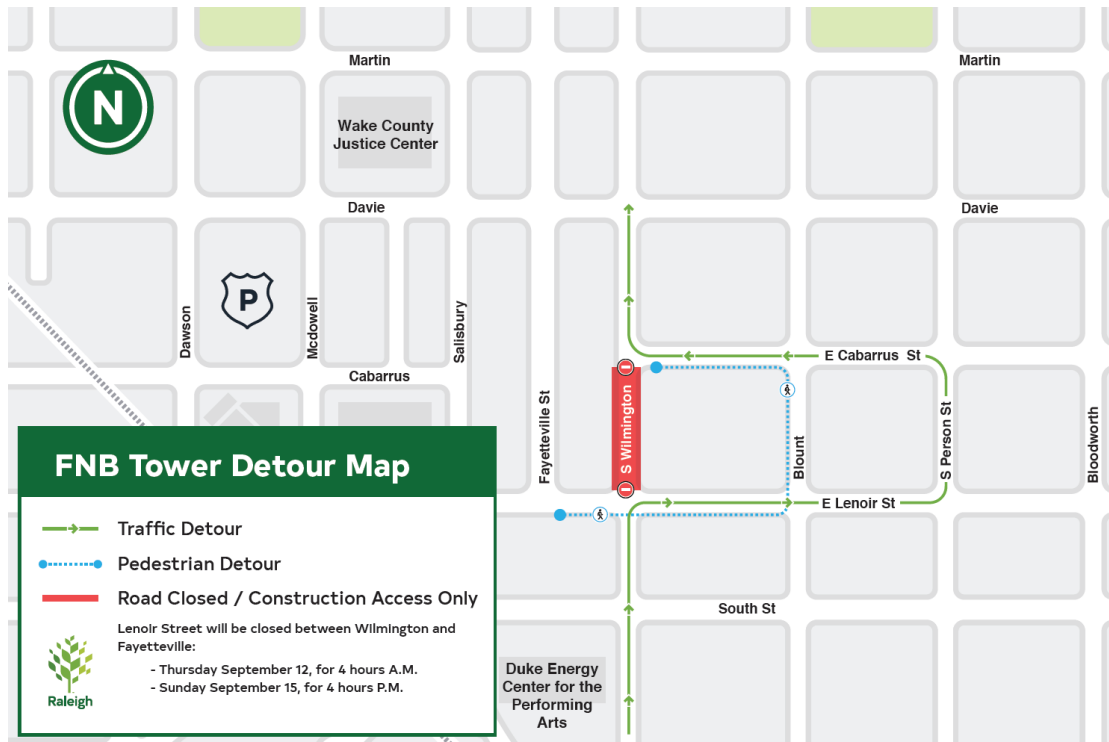
(No attachment)

500 Block of Wilmington Street to be Closed Temporarily in September

Staff Resource: Lee Mai, Development Services, 919-796-6309, lee.mai@raleighnc.gov

The 500 block of Wilmington Street – between Lenoir and Cabarrus Streets – will be shut down Thursday, September 12 through Monday, September 16 to allow for work related to a tower crane associated with the First National Bank Tower at 501 Fayetteville Street. This block will be closed to traffic starting at 9:00 a.m. on Thursday, Sept. 12. Traffic is anticipated to be restored through the project area by 6:00 a.m. the following Monday morning, provided everything occurs as planned. The street must be reopened no later than 6:00 a.m. on the morning of Tuesday, Sept. 17.

The traffic detour will direct traffic east on Lenoir Street, north on Person Street, and then west on Cabarrus Street to get back on Wilmington Street. The Lenoir Street intersection may be partially shut down during this time; if this occurs, the detour route will be shifted one block south and navigational signage will be updated to reflect this change.



Wilmington Street Traffic Control Measures

The project contractor – Choate Construction – will begin outreach to area businesses the week of August 19, to ensure they are aware of the planned closure and detour. They will also provide a point of contact should issues arise while the crane is taken down.

(No attachment)

Customer Service Options with Development Services

Staff Resource: Cesar Sanchez, Development Services, 996-2673, cesar.sanchez@raleighnc.gov

Several Council Members received an inquiry regarding customer service options following the implementation of Energov, the new permit and development portal. The resident asked questions on behalf of customers without a smartphone, tablet, or computer, including:

1. How do customers without technology resources schedule an inspection for their home improvement project?

2. How do they cancel an inspection for their home improvement project?
3. Who do they call for information?

Any customer that is not able or does not wish to use the portal can still schedule, reschedule, or cancel inspections by calling the Customer Service Center at 919-996-2500.

Development Services staff have been and will continue to be available for in person assistance at either the downtown Customer Service Center at One Exchange Plaza or the satellite location on Litchford Road.

Citizens who are more comfortable with email than online platforms may reach staff at DS.help@raleighnc.gov for any development-related questions including scheduling, rescheduling and canceling inspections. This e-mail address is constantly monitored and customers are able to get a response within 24 hours or less.

The same citizen also suggested that the City maintain the legacy permit tracking system for some amount of time. Unfortunately, that system is 20 years old and the software vendor no longer supports that system.

Customer service is a top priority for the Development Services Department, and personal service did not go away with the launch of the new portal. Customers are encouraged to use the option for reaching Development Services staff that is most convenient for their needs.

(No attachment)

Weekly Digest of Special Events

Staff Resource: Derrick Remer, Special Events Office, 996-2200, derrick.remer@raleighnc.gov

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

(Attachment)

Council Member Follow Up Items

General Follow Up Item

Summary of Economic Development Incentives

Staff Resource: Veronica Creech, Office of Economic Development and Innovation, 996-2707, veronica.creech@raleighnc.gov

Council Member Cox requested a spreadsheet of all the business grants that the City Council has voted on over the past five years, to include the name of the company that received the grant and the grant amount that was awarded. Included with the *Weekly Report* materials is a summary of the economic development incentives that the City Council has voted on since FY14. Of note: the City Council adopted a new Economic Development Incentive Policy in November 2015; incentives voted on prior to that date do not reflect the current policy.

(Attachment)

Follow Up from the June 11 Work Session

Job Info at Community Centers, Occupancy Rates of Co-Working Spaces, & Impacts of Economic Development Programs on Small Businesses

Staff Resource: Veronica Creech, Office of Economic Development and Innovation, 996-2707, veronica.creech@raleighnc.gov

During the regular work session on June 11, the Council received a presentation about strategies to assist residents that face barriers to employment and ways to influence local job creation when the City provides economic development incentives to the private sector. The Council asked various follow-up questions during that presentation:

How can the City connect residents with employment opportunities at the City's community centers? (Mayor Pro Tem Branch)

The Parks, Recreation, & Cultural Resources Department (PRCR) operates over 50 year-round and seasonal centers, including 27 staffed neighborhood and community centers. These locations offer a robust menu of programming to support workforce development and training for residents of various age groups, including youth STEM programming, resume development and job interview skills, independent living life skills, English as a Second Language, email and phone usage, personal finance, foreign language instruction, and computer skills training among others. PRCR also provides significant employment opportunities for applicants as young as 15 years old.

Moving forward, PRCR staff will work with staff from the Office of Economic Development & Innovation to expand access to internal (City of Raleigh) and external employment opportunities. Staff will use discernment in highlighting employment opportunities that align with the City's strategic goals, mission and values while averting instances where job seekers could be exposed to unfair and illegitimate employment opportunities. Staff will also develop a flyer about employment notices provided through NC Works Career Centers, the City's employment webpage, and other resources. This flyer will be featured at city facilities with public computers: Sanderford Road Neighborhood Center, Top Green Neighborhood Center, Walnut Terrace, and the Five Points Center for Active Adults.

***What is the current occupancy rates and square footage of co-working spaces in Raleigh?
(Mayor Pro Tem Branch)***

Raleigh is home to a vibrant and robust co-working community that serves different parts of the City. The current inventory of co-working space includes 321,644 square feet ranging from small spaces with 2,000 square feet to those with 81,000 square feet. This community is also home to co-working spaces focused on women-owned businesses, technology businesses, and consumer product businesses. The current median occupancy rate for co-working spaces in Raleigh is 90%.

How does staff consider the potential ways that the City's economic development programs or practices could harm small businesses?

Staff regularly examines the City's economic development functions to ensure that they have the intended results, while reviewing those functions carefully for unintended consequences. A part of that evaluative work is to seek and receive feedback from the City Council, the small business community, and economic development alliances on ways to better support small businesses. Examples of recent improvements based on feedback include updating the investment threshold for Building Up-Fit Grants to make sure that small businesses can take advantage of this program. Additionally, staff clarified language about eligibility for the program based on feedback from Council and small businesses. Most of the City's business grant programs are administered on a quarterly basis allowing for regular feedback from consumers. Feedback from each cycle informs the next cycle allowing staff to be highly responsive to user experiences. Occasionally, staff identifies "pain points" within economic development processes that are challenging to address, including the timeline for permitting related to the Building Upfit Grants. Given the current state statute requirements, the City's current process serves as our documentation to adhering to state law.

(No attachment)



Awards for Excellence

IN GOVERNMENT FINANCE

See www.gfoa.org/awardsforexcellence for more information on the award and other winners

Government Finance Officers Association's (GFOA) Awards for Excellence in Government Finance recognize innovative programs and contributions to the practice of government finance that exemplify outstanding financial management. The awards stress practical, documented work that offers leadership to the profession and promotes improved public finance.

2019 Winner for Exceptionally Well Implemented GFOA Best Practice:



Raleigh

CITY OF RALEIGH, NORTH CAROLINA

ONLINE CALCULATOR FOR DEVELOPMENT SERVICES FEES

As part of a fee study, the City of Raleigh created its Development Services User Fee Policy to encompass all phases of the development process, from land permitting through construction. When the study revealed that more transparency was needed to help developers estimate permitting fees based on project size, type, and location, staff from the city's finance and information technology departments responded by creating comprehensive fee calculators to better estimate the permit fees associated with their projects.

The city worked with the building community throughout the study as it considered both new fees and structural changes to existing fees. They ultimately created five fee calculators that developers can use to estimate approximately 75% of the required permit fees associated with project development in the City of Raleigh. The fees are:

- Building and trade permits that are based on occupancy type, size, and construction valuation of the proposed project.
- Right-of-way occupancy permit fees based on the type, location, length, and duration of proposed obstructions to city sidewalks and streets.
- Stormwater fees collected for control permits and device replacement.
- Thoroughfare facility fees, based on the land use impact of a project, that support street improvement projects.
- Open space facility fees, also based on land use impact, that support the acquisition of open space and parks projects.



GFOA BEST PRACTICE:

Establishing Government Charges and Fees

GFOA supports charges and fees as a way to help finance governmental goods and services and recommends that governments adopt formal policies and calculate the full cost of providing a service as a basis for setting the charge or fee.



Special Events Weekly Digest

Friday, August 16 – Thursday, August 22

City of Raleigh Special Events Office
specialevents@raleighnc.gov | (919) 996-2200 | www.raleighnc.gov/specialevents

Permitted Special Events

Woody's Wake & District Sweet 16

City Market

Saturday, August 17

Event Time: 12:00pm - 10:00pm

Associated Road Closures: Parham Street between E. Martin Street and Wolfe Street and Wolfe Street between S. Blount Street and Blake Street will be closed from 6:00am until 11:59pm.

Movies at Dix Park – Cars 3

Dorothea Dix Park, Flowers Field

Saturday, August 17

Event Time: 5:00pm - 11:00pm

Associated Road Closures: Dawkins Drive will be closed and Flowers Field will be used from 4:00pm until 11:59pm.

Raleigh Times Third Sunday Children's Carnival

Hargett Street

Sunday, August 18

Event Time: 11:00am - 3:00pm

Associated Road Closures: E. Hargett Street between Fayetteville Street and S. Wilmington Street will be closed from 7:00am until 4:00pm.

Moonlight Howl and Run

Pullen Road & NCSU Campus

Monday, August 19

Event Time: 9:00pm on 8-19-19 until 1:30am on 8-20-19

Associated Road Closures: Pullen Road between Hillsborough Street and Stinson Drive will be closed from 11:40pm on 8-19-19 until 12:30am on 8-20-19. Note that additional roads within NC State campus will be impacted by the event. All cross streets one block in each direction will be detoured.

South Atlantic Fire Rescue Expo

Cabarrus Street

Friday, August 23 – Saturday, August 24 (road closure begins Thursday, August 22)

Event Times: 10:00am - 5:00pm on 8-23-19; 9:00am - 2:00pm on 8-24-19

Associated Road Closures: Cabarrus Street between McDowell Street and S. Salisbury Street will be closed from 9:00am on 8-22-19 until 3:00pm on 8-24-19.

Other Events This Weekend

Free Friday at Mordecai Historic Park

Friday, August 16

Mordecai Historic Park

Rainbow Six US Major

Friday, August 16 – Sunday, August 18

Raleigh Convention Center

[The Bridges of Madison County – Theatre Raleigh](#)

Friday, August 16 – Sunday, August 18
Kennedy Theatre

[Jehovah's Witnesses Convention](#)

Friday, August 16 – Sunday, August 18
PNC Arena

[Play Moore Music Festival](#)

Saturday, August 17
Moore Square Park

[12th Annual Carolina Music Awards](#)

Saturday, August 17
Fletcher Opera Theater

[Breaking Benjamin](#)

Sunday, August 18
Coastal Credit Union at Walnut Creek

[Summer Concert Series: Buckshot Betty](#)

Sunday, August 18
Fletcher Park

[Moore Movies – 10 Things I Hate About You](#)

Sunday, August 18
Moore Square Park

[Flogging Molly/Social Distortion](#)

Sunday, August 18
Red Hat Amphitheater

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

City of Raleigh Economic Incentive New Tax Base and New Jobs Summary

Project	Incentive Term	Payment Formula (% of Tax Base)	Tax Base Condition	New Jobs Condition	Other Performance conditions
Citrix FY17	up to 5 yrs FY20 - FY24	\$1,250/job	n/a	400 new jobs	Taxes Pd at least 360 jobs Avg wage \$73k
Infosys FY18	up to 5 yrs FY20 - FY24	\$500/job	n/a	2,000 new jobs	Taxes Pd at least 2,000 jobs Avg wage \$76k
Ipreo FY18	up to 5 yrs FY20 - FY24	\$500/job	n/a	250 new jobs	Taxes Pd at least 250 jobs Avg wage \$66.7k
Pendo FY19	up to 7 yrs FY21 - FY27	\$750/job Ph I \$1,250/job Ph II	n/a	590 new jobs	Taxes Pd at least 590 jobs Avg wage \$86.8k
Arch Capital FY19	up to 5 yrs FY20 - FY24	\$500/job	n/a	365 new jobs	Taxes Pd at least 365 jobs Avg wage \$103.4k
Collectis FY19*	up to 7 yrs FY25 - FY31	75% of new tax revenue	\$68.6M investment	20 new jobs	Taxes Pd Raleigh office Avg wage \$100.8k
Advance Auto FY19*	up to 5 yrs FY23 - FY27	\$1,150/job	n/a	435 new jobs	Taxes Pd at least 435 jobs Avg wage \$106.8k
Xellia FY15**	5 yrs FY20 - FY24	1/2 Tax Rate	\$100M tax base	40 new jobs	Taxes Pd Pharmaceutical site use Grant limit = tax pd
A Wireless/Victoria FY18**	up to 5 yrs FY19 - FY23	\$800/job	n/a	250 new jobs	Taxes Pd at least 250 jobs Avg wage \$93k

* Collectis and Advance Grant is in progress. Proposed incentive has been calculated, public comment session has occurred. Incentive contract needs to be accepted and signed by grantee.

** Cancelled by Client / expired