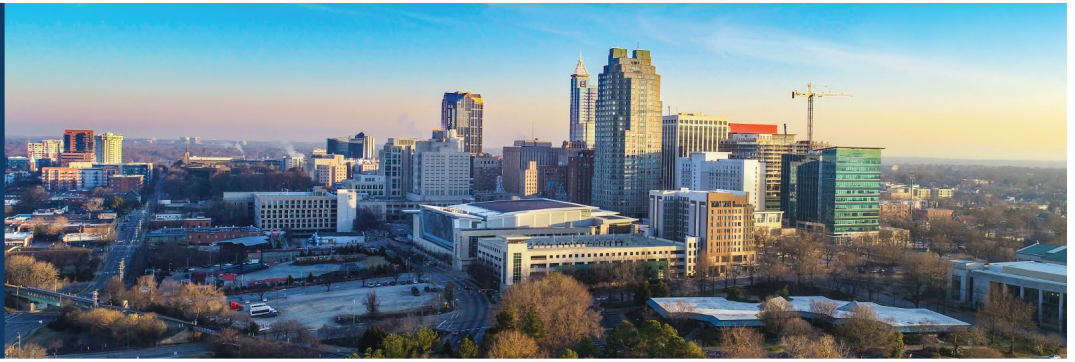


# Manager's Update

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## INFORMATION:

### **Innovation Grant and National Designation Awarded**

*Staff Resource: Veronica Creech, Office of Econ. Dev. & Innovation, 996-2707, [veronica.creech@raleighnc.gov](mailto:veronica.creech@raleighnc.gov)  
Noah Otto, Information Technology, 996-2868, [noah.otto@raleighnc.gov](mailto:noah.otto@raleighnc.gov)*

Staff with the Office of Economic Development & Innovation, in collaboration with Information Technology staff from the Smart Cities initiative, was recently notified of a grant award from the *US Ignite Augmented Reality Developer Challenge*. This award comes with a \$20,000 grant and also designation as a "Challenge" host city. The Challenge aspect of the program will consist of a series of community-driven competition events focused on solving problems in healthcare, education, and workforce development.

US Ignite is an organization promoting the acceleration of the smart city movement, creating value for an entire ecosystem, by guiding communities into the connected future, creating a path for private sector growth, and advancing technology research that is at the heart of smart city development.

The City's multi-partner and multidisciplinary approach in the process, which included the town of Cary and innovation partner RIoT, greatly assisted the application resulting in the grant award and designation. Raleigh joins Long Beach, CA and Philadelphia, PA in being designated as Challenge host cities. The US Ignite

organization will make an announcement via a national press release on January 25; for more information about the Developer Challenge, please visit: [www.us-ignite.org/augmented-reality-developer-challenge/](http://www.us-ignite.org/augmented-reality-developer-challenge/).

(No attachment)

### **R-Line Downtown Circulator to Suspend Service**

*Staff Resource: David Eatman, Transportation-Transit, 996-4040, [david.eatman@raleighnc.gov](mailto:david.eatman@raleighnc.gov)*

The R-Line is the Downtown Raleigh circulator bus service. The circulator service is designed to connect employees, residents, and downtown visitors to retail, restaurants, entertainment venues and parking in the Central Business District.

On May 24, 2020 the R-Line began operating on a revised route ending early at 6 P.M. with two buses operating for a combined total of 22 hours a day with an average ridership of two passengers per hour. Staff has continued to monitor the route and ridership. Due to low ridership the Raleigh Transit Authority (RTA) voted to temporarily suspend the R-Line at the December board meeting, with an effective date February 14.

Discussion of temporary suspension began at the November 2020 RTA Route Committee meeting. At this meeting committee members requested that staff bring back information on the following items for review prior to a vote: ridership information, how would the service reduction be announced, and what criteria would be used to determine return to service.

Staff will be announcing the service suspension a minimum of two weeks in advance via:

- Media release
- An article will be posted on the City and the GoRaleigh websites
- Social media posts on all GoRaleigh channels (Facebook, Instagram, Twitter) – 8,000+ followers
- The GoRaleigh weekly newsletter – 5,000+ subscribers
- Notification posted at all R-Line bus stops
- Notification inside all GoRaleigh buses on digital monitors
- GoTriangle to share on their social channels – 8,000+ followers
- CAMPO / Wake Transit has agreed to share on their social channels – 1,500+ followers
- Downtown Raleigh Alliance (DRA) will share with stakeholders
- Downtown Living Advocates will share with stakeholders

All notifications will include a planned return to service date of July 2021, pending the performance metric reviews requested by the RTA.

Staff worked with the RTA Route Committee to determine the metrics needed to return to service. The final recommendation was to monitor the following metrics specific to downtown:

- Parking Deck Occupancy Rate (data to be provided by Park Raleigh)
- Average Daily Pedestrian Counts (provided by DRA)

- Downtown Food & Beverage Sales (provided by DRA)

No reduction of operator positions will occur. Operators who selected work schedules on the R-Line were notified in advance of the potential for temporary suspension. These transit employees will be assigned other work for the duration of the temporary suspension.

*(No attachment)*

### **Resident Input on Yard Waste Service Changes**

*Staff Resource: Stan Joseph, Solid Waste Services, 996-6880, [stan.joseph@raleighnc.gov](mailto:stan.joseph@raleighnc.gov)*

In December 2020, staff with the Solid Waste Services department provided an update to Council on proposed changes to make the existing curbside yard waste collection program more reliable and predictable for residents. The proposal included:

- Distributing 96-gallon roll carts to collect yard waste materials
- Using only compostable, non-plastic bags for additional material
- Establishing seasonal limits for compostable bags of yard waste materials

Following the December presentation and discussion, Council requested staff to bring back additional details about the proposal during the budget process, as well as to conduct outreach to gather resident feedback regarding any proposed service enhancements.

### **Focus Groups and Survey**

As part of Council directives, Solid Waste Services staff, in collaboration with Budget and Management Services, Communications, and the Housing and Neighborhoods departments, plan to disseminate a survey and host focus groups throughout the City to gather input from residents regarding proposed service enhancements. Staff will be administering an electronic survey, with an option for residents to call in and speak with a City staff member. The survey will be advertised in the February utility bill insert, on the City website, and through City social media accounts to ensure that all residents have an opportunity to participate. Staff will also host four virtual focus groups to allow residents to provide feedback and receive information on the proposed changes. Focus groups are scheduled for:

- Wednesday, February 3rd from 12:00 p.m.-1:00 p.m.
- Thursday, February 4th from 7:00 p.m.-8:00 p.m.
- Tuesday, February 9th from 12:00 p.m.-1:00 p.m.
- Thursday, February 11th from 7:00 p.m.-8:00 p.m.

Included with the Update materials are sample survey questions. Feedback received through the survey and the focus groups will be shared with the City Council.

*(Attachment)*

## Council Member Follow Up Items

No Items this Week

### SWS – Yard Waste Collection Survey

The City of Raleigh is evaluating our curbside yard waste collection service. We would like to hear your feedback on this service and potential areas for improvement. Please complete this brief survey to let us know your thoughts.

**1. How often do you typically utilize the City of Raleigh's curbside yard waste collection service?**

☐ Bi-Weekly      ☐ Monthly      ☐ Quarterly      ☐ Annually      ☐ Never

**1b. Please indicate why you do not utilize this service more frequently. (Select all that apply)**

- ☐ I do not need to dispose of yard waste debris  
☐ I compost my yard waste debris/place debris in natural areas  
☐ I have a contractor remove yard waste debris from my yard  
☐ Other (please specify):

**2. What material do you typically leave at the curb for yard waste collection? (Select all that apply)**

- ☐ Brush and/or tree limbs  
☐ Leaves  
☐ Grass  
☐ Other (please specify):

**3. The City of Raleigh currently allows several options for residents to place yard waste at the curb. Please select the container type(s) that you typically use to set your yard waste out for collection. (Select all that apply).**

- ☐ Container with lifting handles, such as a plastic or metal garbage can, no larger than 35 gallons  
☐ Biodegradable paper bags  
☐ Clear plastic bags  
☐ Tied bundles (for limbs and brush)  
☐ Other (please specify):

**4. The City of Raleigh is considering several options for enhancing curbside yard waste collection service. Please select the option below that most closely aligns with your preference for curbside yard waste collection service.**

☐ Option 1 (*current level of service*) as outlined below:

- Container type: Yard waste must be placed in a **self-provided container**, no larger than 35 gallons
- Accepted bag type: Yard waste may also be placed in a limited number of **clear plastic or biodegradable bags** for collection
- Frequency of service: **Bi-weekly** yard waste collection, collected on the same day as recycling

☐ Option 2 as outlined below:

- Container type: Yard waste must be placed in a **City-provided 96-gallon rollout cart**
- Accepted bag type: Yard waste may also be placed in a limited number of **biodegradable bags** for collection
- Frequency of service: **Weekly** yard waste collection, collected on the same day as garbage

**5. Please describe what led you to select Option 1 or Option 2 above.**

**6. Which best describes the building you live in?**

- ☐ Single family house detached from any other houses  
☐ House attached to one or more houses (e.g., a duplex or townhome)  
☐ Building with two or more apartments or condominiums  
☐ Mobile home  
☐ Other (please specify):

**7. Do you own or rent your current residence?**

☐ Own      ☐ Rent

**8. What is your home zip code? \_\_\_\_\_**

**Thank you!**

Your responses will assist us in evaluating our curbside yard waste collection service.