

Manager's Update

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No Items this Week

Work Session - Tuesday, February 9 - 4:00 P.M.

The regularly scheduled second **Tuesday work session** will be held via remote electronic format beginning at **4:00 P.M.** on Tuesday.

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

You will be receiving information on joining the WebEx Events session on Monday; staff will be available to assist with log ins and joining the virtual City Council work session.

INFORMATION:

Procurement Process Initiated for Dockless Scooters

Staff Resource: : Michael Moore, Transportation, 996-3030, michael.moore@raleighnc.gov

On February 4 staff issued a new *Request For Proposals* (RFP) to license new dockless electric scooter services in Raleigh. Raleigh's previous dockless electric scooter provider, Gotcha, recently ceased operations in Raleigh. The RFP will solicit and select new dockless electric scooter providers to enter into a new Master Encroachment Agreement (MEA) to provide micro-mobility services for the Raleigh community. The new

MEA includes several revisions previously shared with City Council through presentations at the Transportation & Transit Committee.

The most significant revisions include:

- Limitations to no more than three dockless scooter providers,
- Dynamic fleet sizing based upon utilization, with no fleet caps, and
- Revised fee structure based upon a lower base fee with an additional “per ride” fee.

The updated RFP requires the successful companies to share their plans to provide at least two annual activities to benefit the community, emphasizing improved program access, mobility, education, and community engagement. This requirement was included at the Transportation & Transit Committee to ensure the selected companies are committed to good corporate citizenship and building relationships with the broader community.

Responses to the RFP from prospective e-scooter vendors are due February 19. A cross-departmental selection team will evaluate the proposals and hold any interviews/demonstrations before the end of February. Selections are anticipated to be announced March 2, and City Council will be advised of the selected vendors at that time. As a reminder, the MEA with each respective vendor will not be presented to City Council for approval, as Council granted this authority to the City Manager in August 2020 as provided upon adoption of Ordinance 123-2020.

(No attachment)

Dix Park Leadership Committee Meeting Summary

Staff Resource: Kate Pearce, Parks, Recreation & Cultural Resources, 996-4855, kate.pearce@raleighnc.gov

During the January 26 meeting of the Dix Park Leadership Committee, there were four main agenda items. The first was a presentation from the Legacy Committee, a special advisory committee of the Dix Park Conservancy. The committee provided a report summarizing the ongoing work of the Legacy Committee to uncover, preserve and memorialize the history and legacy of Dorothea Dix Park. The report is included with the *Update* materials.

The second agenda item was a presentation summarizing the outcomes of the WRAL Nights of Lights event hosted at Dix Park. In total, over 21,000 tickets were scanned during the twelve-night event. Using a conservative estimate of three people per car, it is estimated that over 60,000 people attended. Over 10,000 complimentary tickets were provided to community groups and to those whose ticket times were cancelled. Ticket data was mapped and demonstrated a high concentration of attendees from southeast, southwest and north Raleigh. In addition, ticket data revealed that purchases were made from across the United States, indicating the event drew in a lot of holiday visitors.

Given that this was the first year the event was held, there were several things that went well, and some very important lessons learned. Staff received positive feedback on the lighting program and bike night. In addition, the partnership and working relationship between WRAL and the City of Raleigh was successful. However, during the first two nights of the event it became immediately evident that capacity estimates were inaccurate. Specifically, on December 16, event ticket holders reported wait times of two to four hours. Beginning December 17 significant operational changes were implemented to improve the event experience, to include running two-lanes of traffic and cancelling all tickets after 8 P.M. (full refunds issued).

After making these operational changes attendees reported average wait times of 30-45 minutes with peak reports of 60-75 minutes. Feedback from attendees about the changes were overwhelmingly positive. In addition, there were a few additional lessons learned including better communication needed around navigating to the event and working with neighborhoods to reduce event impacts.

For more details on the event, please review the *Post-Event Executive Summary* which is included with the *Update* materials.

The third agenda item was a repeat of the presentation to the January 19 presentation to City Council regarding the proposed bond schedule.

The meeting concluded with a presentation on the latest designs for the Plaza & Play project. The second community meeting was held on January 19; more than 500 people tuned in to hear an update on the design of the Plaza & Play. Highlights of the meeting included the presentation of design illustrations of many of the features of the site and a question and answer session with community members. Illustrations of the current design may be found below; for more information visit the project website at <https://dixpark.org/plazaplay>.



(Attachments)

New Bern Station Area Planning: Community Partners and Ambassadors

Staff Resource: Jason Hardin, Planning and Development, 996-2657, jason.hardin@raleighnc.gov

The Planning and Development department is currently recruiting residents, employees, business owners, and other stakeholders along New Bern Avenue to assist with the process of planning around bus rapid transit (BRT) stations.

Ambassadors will be paid community members that will assist with outreach, education, and engagement for the study. Community partners will be a volunteer group that will help shape and promote the study and provide feedback on the project materials, outreach, and results.

Staff is reaching out to potential participants through multiple means, including a postcard, social media, and targeted emails. Interested stakeholders can apply at the following website:

<https://publicinput.com/stationareaplanning>

Once applications are received, staff will provide recommendations for the community partner group to the City Council, likely in April.

(No Attachment)

Updating the Greenway Master Plan – Status Report

Staff Resource: Kris Nikfar, Parks Recreation & Cultural Resources, 996-4786, kris.nikfar@raleighnc.gov

The Greenway Master Plan was first adopted by the Council in 1976 and identified over 200 miles of linear corridors for the purposes of trail development and environmental protection. The plan was revised numerous times with the last update being completed in 1989. The 1989 Update created a system hierarchy which identified corridors, connectors, nodes, and loops within the system. The 1989 Update also emphasized recreation and inclusion of the greenway system in the parks and recreation offerings of the city. The plan now includes 240 miles of linear corridors and other trail development corridors and continues to grow as not only as a recreational facility but as means of commuting to and from communities, business centers and other regional destinations.

Staff is currently updating the Greenway Master Plan to meet the needs of users today and into the future. In early 2020, staff began an effort to update the Greenway Master Plan. Since that time, an extensive public outreach process and existing system analysis have been completed. The public outreach process included an interactive online survey with over 4,000 participants. The outreach process also included themed stakeholder meetings including mobility advocates, bicycle and pedestrian advocates, members of the development community, and staff from both state and local jurisdictions. Additionally, direct outreach via telephone was conducted to 40 community groups with membership base consisting primarily of persons of color.

As a result of the public outreach conducted, several documents have been published including a public outreach Summary Memo, an Existing Conditions Analysis, Prioritization Criteria for new trail project recommendations, and a Background Document detailing all of the plans and processes that guide the development of the greenway system. With this work complete, the project is ready to move into its second phase of public outreach to share the work that has been completed and allow the public to review and comment on. An online survey will be available for all interested parties to review and comment on the documents mentioned above. This survey will be active between **February 10** and **March 3**. Completing this phase of public outreach will allow the project to move into the next phase where project recommendations will be developed. For more information on the Greenway Master Plan Update and the upcoming phase of public outreach, please visit the [project webpage](#).

This phase of public outreach will allow the project team to hear from the community about the process and work completed thus far. Staff will inform a broad array of stakeholder including City Boards, Commissions, Community Groups and nonprofits. After this public outreach, the project will move into its next phase of developing project recommendations and a draft plan. When those items are available, a third phase of public outreach will commence to collect further input including an update to the City Council. A draft updated Greenway Master Plan document is anticipated to be available in the spring of 2021, and anticipated to be presented to City Council in late summer 2021.

(No Attachment)

Wakefield Small Area Study – Consultant Selection Update

Staff Resource: Hannah Reckhow, Planning and Development, 996-2622, hannah.reckhow@raleighnc.gov

As Council may recall, included with the FY2020 budget was a \$75,000 appropriation to conduct the Wakefield Small Area Study. The study will look at areas and corridors surrounding Falls of Neuse Road, between the Neuse River and Capital Boulevard, with a study focus on transportation, urban form, and land use.

In November 2020, staff released a *Request for Qualifications* (RFQ) for consultants to lead the Wakefield Small Area Study. The RFQ incorporated feedback from an online survey issued in Spring 2020, including questions for consultant teams. Based on scoring of responses and an interview, staff has selected Stantec as the preferred consultant team to lead the project. The scope of work will include three phases of engagement conducted during Spring and early Summer 2021.

Additional details on the review process and scope of work may be found in the staff memorandum which is included with the *Update* materials.

(Attachment)

Recreation Management Software System Implementation

Staff Resource: Scott Payne, Parks Recreation & Cultural Resources, 996.4825, scott.payne@raleighnc.gov

Council may recall that the Recreation Management System (RMS) software project will implement the RecTrac system, designed by Vermont Systems, Inc. The project is in the final stages of preparation for an anticipated “go-live” date of Tuesday, March 9. The RMS system will manage nearly all aspects of department business. Examples include, but are not limited to, program registration, facility rental, membership management, athletic league management, amusement tickets, and item sales. In a non-pandemic year PRCR processes approximately 400,000 transactions, generating roughly \$10,000,000 in revenue.

The contract with Vermont Systems, Inc. totals \$1.4 million; services include implementation, hardware, and annual software maintenance. These expenses include other hardware costs related to cash handling, payment card processing and other hardware not sold through VSI. The project implementation team is in the final stages of testing, training, and deploying hardware for the new system.

One of the last major efforts in the project will be the migration of data from the legacy software to RecTrac. While some data migration can be automated with minimal staff manipulation, two significant portions of data must be moved manually, including the rekeying of existing registrations for activities and reservations of facilities into RecTrac. This data migration process is one factor that necessitated a transition period between systems. With limited exceptions, staff and the public will not process transactions within the legacy system during the transition period; however, all Raleigh Parks facilities will remain open and operating as usual during this period.

The team worked with colleagues throughout the department and has made plans to minimize customer impact during this transition. Over the course of the next six weeks, staff will initiate an education program

to the public about the switch to RecTrac and the transition period between systems using the City website, GovDelivery, and social media channels. The education program will include information regarding what customers should expect and who to contact with any questions; additional information may be found at this [link](#).

(No Attachment)

Council Member Follow Up Items

No Items this Week

Legacy Committee Report to the Dix Park Leadership Committee by Anne S. Franklin, Chair

January 26, 2021

BACKGROUND

The Legacy Committee is a special advisory committee of the Dix Park Conservancy that exists to advise City staff on potential legacy-related elements of Dorothea Dix Park and to assist with specific endeavors, as requested. It was established by Dr. Assad Meymandi in 2016 to uncover, preserve and memorialize the history and legacy of Dorothea Dix Park. He brought together Conservancy Board Members, and community members, whom we now call Public Associates, to help. In 2019 we adopted a plan of work to address the many layers of history represented on the site and in 2020 formed Work Groups to match.

Our purpose is to add capacity to City and Conservancy programming, planning, and community engagement. Due to the depth of experience on the Committee, we have successfully recruited a wide range of people and organizations that want to help. All want Legacy to be alive at Dix Park. As we amplify its many layers of history, the park can be a resource for today's challenges and a touchstone for wellness in the future.

RECENT PROGRESS

Work Groups have been productive, despite Covid, focusing on what can be accomplished in the near term. This brings us to you for this briefing on progress and requests for action.

Wellness - Frank Harmon, Chair - Seeking a balance of activity and quietude throughout the Park. Sketching classes and other contemplative offerings are suggested.

SOC and AACC - Emlyn Koster and Clarence Williams, Co-Chairs - Crafting a Sites of Conscience launching activity for the late Spring. A lengthy listening exercise allowed the Committee to explore what being a Site of Conscience can mean for Raleigh in the near term. Helping to shape content of a park tour program and signage, connecting with African American history resources. Listening to Mickey Fearn address reimagining community engagement. Collaborating on Juneteenth Celebration plans. Touring related area sites.

REQUEST: Endorse and take action to adopt the Resolution submitted to the City in support of the African American Cultural Complex being housed at Dix Park. See attached.

Oral Histories - Elizabeth Page, Chair - Continuing transcription of interviews with former hospital staff and patients. Connecting with oral history resources, universities and state agencies including the Southern Oral Histories Program at UNC, Chapel Hill. Susan Garrity, now a student with Columbia University's Oral History program, is focused on interviewing Spring Hill Plantation descendants. The Raleigh Museum, through Ernest Dollar, released a film of a visit from Hunter Family members. Most were unaware of their Raleigh history as part of enslaved African Americans at Spring Hill. The Work Group will work with the City to address how oral histories may be used, identify target narrator groups, establish info release processes, etc.

Margaret Raynor, long-term nurse at Dix Hospital and now Cherry Hospital, arranged for an interview and site tour with Michael Gillespie who was born in the Flower Cottage, grew up on the campus and later worked on-site. The tour revealed many remnants of agricultural operations and the homes of people who worked there. Burial sites may attend these.

Memorializing / Honoring Dorothea Dix - Rep. Verla Insko, Chair, recently secured a commitment of staff support from NC Archives and History to track Dix and Dix Hospital artifacts and records that may be held by the State. This may include digitizing hospital admission records as they become public after 100 years on hold. She expects to also pursue State support funds.

REQUEST: Endorse this collaborative relationship and incorporate it in whatever formal relationships the City has with the State, so that it may survive any changes in leadership.

This Work Group, while committed to honoring Dorothea Dix, has chosen, at the City's request, to focus on the many decades of hospital history. As we bring attention to Dix's accomplishments, especially her work in North Carolina, it must be recognized that her negative racial and other views would not be acceptable today. She lived and worked during a time as complex as our own. That means that honoring her calls on us to examine today's societal assumptions and take leadership to challenge harmful ones.

Rep. Insko's own report on the NC Legislature's closing the hospital and commitment to serving people with mental illness is an important part of the record, as are the records examined in Haven on the Hill, by Marjorie O'Rourke. An initiative is also underway to secure a copy of a film about Dorothea Dix, held at the University of Cleveland Library.

Support Group Space for Persons with Mental Illness - This Work Group is paused, understandably, as members through other commitments have been focused on meeting increased direct needs during the pandemic. Bob Bilbro, member, reminds us that the need for serving persons with addiction and other mental health issues through the on-site Healing Transitions programs, continues to grow. Former Chair, Annie Schmidt, Wake County NAMI Exec. Dir., submitted an estimation of the kind of space that mental health support groups need, in the hope that some of that need can be met in Dix Park space.

REQUEST: Ask staff to prioritize meeting this need when access to space allows.

Native American Presence - Ruthie Camp, Chair - Conservancy staff, Trey Roberts and Ilana Ewen are taking the lead. An honoring ceremony was held in August, featuring Triangle area Native American spokespersons and spiritual leaders. A PowWow is planned for October 2021, in collaboration with leaders.

Spring Hill - Ran Coble, Chair - drafted and the Legacy Committee adopted a resolution in support of the Spring Hill property being restored as part of Dix Park. See attached. We appreciate the help of all who have advised and offered to carry the initiative forward to date.

REQUEST: Endorse this direction and collaborate with NCSU to bring about the transfer. This Work Group and the Legacy Committee wish to protect the Spring Hill house and surrounding grounds and dependencies from disturbance during any development so that its history may be fully revealed as an integral, seamless part of the Dorothea Dix Park experience.

Native Plants - Sarah Reeves, Chair - Visiting numerous nurseries that share the Legacy Committee's interest in native plants, as championed by Tom Earnhardt. She, Mark Weathington, Dir. JC Raulston Arboretum, and NC nursery industry leaders are also recommending additional plants that may be appropriate to the Park. They are enthusiastic about preparing for future needs by planting now. They encourage development of a strategy for replacing the Park's many large trees that are near their life's natural end with an eye toward removal, reuse, replanting, husbandry, and public relations. Relationships established this year with the academic side of the wood products industry will be a resource.

Ms. Reeves also reviewed and made comments on the Chapel landscape plans. She cautions that successful planting will depend on evaluating the specific soil conditions on each new planting site.

Hospitality with a Mission - Myrick Howard, Chair - Drafting criteria that could guide the idea that the original hospital and other existing nearby buildings may be appropriate for future conference and overnight accommodations, complementary to Park programming.

For the good of the order, the Legacy Committee recently adopted a charter that addresses officers, membership, operating principles, etc. These were shaped by two listening exercises, group input, then crafted through the diligence of Elizabeth Page. Her management experience with non-profits locally and nationally was invaluable. She may be a resource for the Conservancy as well.



Post-Event Report- Nights of Lights- Executive Summary

Event Recap

Event Description

WRAL-TV and Capitol Broadcasting Company (CBC) worked in partnership with the City of Raleigh and with support from community supporters Artsposure to execute WRAL Nights of Lights at Dix Park.

The towering oak trees and expansive open spaces of Dorothea Dix Park served as the backdrop for a 1.3 mile "drive-thru" light display. Along the route, attendees enjoyed the oaks of Dix Park wrapped in holiday lights and local art installations organized by Artsposure.

Dates/Times

The final Nights of Lights event schedule was as follows.

- 12/14/2020- 5:30pm-8:00pm
- 12/15/2020- Bike Night- 5:30pm-6:30pm; Vehicles- 6:30pm-9:00pm
- 12/16/2020- 5:30pm-10:00pm
- 12/27/2020-1/3/2021- 5:30pm-9:00pm

Event Observations-What Went Well

Holiday Lights

Attendees of Nights of Lights expressed overwhelmingly positive feedback around the light displays along event route

Community Outreach

The Nights of Lights event provided 5,531 complimentary tickets to 33 community-focused agencies to provide an opportunity for citizens in all areas of Raleigh to attend the event. The event also provided free bus rides to 10 families that did not have access to a vehicle to be able to enjoy Nights of Lights.

Bike Night

On Tuesday 12/15 Nights of Lights hosted a Bike Night event from 5:30pm-6:30pm in response to interest from the community. Over 400 bike riders purchased tickets for the event.

Event Logistics

Staff from the Dix Park team and Park Maintenance worked together to place generators, light towers, messaging boards and cones on the internal and exterior of the event to ensure a safe experience for attendees and staff.



1

Event Staffing/Headway

WRAL/CBC contracted with Headway Staffing Agency, who provides staff to the Durham Bulls, to provide part-time event staff for Nights of Lights.

Partnerships

Different partnerships were key in the success of Nights of Lights. Event partners were provided complimentary tickets. Key event partnerships are listed below:

- Gregory Poole Company
- The Cart Company
- Meals on Wheels/Interfaith Food Shuttle
- Department of Health and Human Services (DHHS)
- Healing Transitions

Event Observations- Lessons Learned

Event Capacity Impacts

Capacity Impacts

Over the course of the first two nights capacity attendees (12/15-12/16) it became immediately evident that the capacity estimates that were determined for the event were incorrect. Specifically, on 12/16, event ticket holders reported wait times of 2-4 hours.

Event Operational Changes

Beginning on Thursday, 12/17 staff made the following changes to improve the event's experience.

- Added two lanes of traffic
- Cancelled all tickets with full refunds after 8pm

After making these operational changes attendees reported average wait times of 30-45 minutes with peak reports of 60-75 minutes. Feedback from attendees about the changes were overwhelmingly positive.

Service Recovery

After event operations stabilized the following service recovery plan was developed to provide a free experience to ticket holders that had an undesirable experience or had tickets cancelled.

- 12/16 ticket holders- These ticket holders were offered a free ticket to attend the event between 8:30pm-9:00pm each night from 12/22/20-1/3/21. 586 ticket holders secured free tickets during this time period.
- Cancelled ticket holders- To accommodate these ticket holders, event management extended the event by three days (1/1-1/3). These tickets holders were offered a free ticket to attend the event on these dates. 4043 ticket holders secured free tickets on these extra event dates.



2

Navigating To The Event

Staff learned in the first few nights of the event that GPS directions were attempting to direct attendees on roads through the park to get them to that address where road closure were in place. As a result, additional Raleigh Police Officers and digital messaging boards were deployed to assist attendees find the event's entrance.

Neighborhood Impacts

During the first three event nights staff heard from park neighbors in the Kirby-Bilyeu and Boylan Heights neighborhoods about stand-still traffic around their homes during the event hours. Immediately staff worked with the Raleigh Police Department to station officers assist with access for neighbors.

Considerations For 2021

As the Nights of Lights event continues into 2021 the following items will need to be considered.

Ticket Capacities & Timeslots

In 2020 Nights of Lights event management made the decision to sell ticket in advance in different time slot per night. This process should be evaluated to determine the most efficient and customer service friendly way to operate ticketing in 2021.

Campus Impact

Due to COVID-19, the number of Department of Health and Human Services (DHHS) employees on campus was under 10% of normal volume. If DHHS staff are on campus in Winter 2021 at 100% capacity the campus impact will be much greater with a much higher volume of cars leaving campus before the event.

Impacts on Holiday Express

If Holiday Express resumes in 2021 planning for Nights of Lights and Holiday Express will need to coordinate in the following areas on traffic impacts and staffing.

Staffing Needs- Event Planning and Operations

To manage the number of attendees and length of event, a larger management team is needed to facilitate the planning and nightly operations for future Nights for Lights events.

Coordination with NC State

To provide options for the 2021 Night of Lights route through the park, NC State should be invited to the table as a partner for the event. The use of NC State property would expand areas that could be lit as part of the event.



Winter Wonderland

If COVID-19 restrictions are reduced or are no longer in place in Winter 2021 it is recommended to add a Winter Wonderland to the event. The Winter Wonderland could showcase local artisans and provide food/beverage options for attendees.

Additional Local Art/Community Involvement

The event's partnership with Artsposure added local artist involvement with Nights of Lights. The opportunity to involve more local artists should be considered in a 2021 event. Partnerships with Artsposure and other local art organizations should be expanded. Also, opportunities for community art projects, such as community Holiday Tree Decorating, should be explored for 2021.

Vehicle Height Restriction

Any tunnels or other elements installed on the event in future years will be required to be built to at least 15 feet tall to avoid daily and event impacts.

Potential 2021 Event Dates

Test/Preview Nights- Monday, November 29th-Tuesday, November 30th, 2021

Public Nights- Wednesday, December 1st-Friday, December 24th, 2021

- Identify:
 - Bike Night
 - Pedestrian events
 - Potential evening 5k event





Raleigh

MEMO

TO: Marchell Adams-David, City Manager

THRU: Patrick O. Young, AICP, Director

FROM: Ken Bowers, AICP, Deputy Director
Hannah Reckhow, Senior Planner

DEPARTMENT: Planning and Development

DATE: February 5, 2021

SUBJECT: Wakefield Small Area Study RFQ review

The Wakefield Small Area Study will focus on transportation, urban form, and land use in the areas and corridors surrounding Falls of Neuse Road between the Neuse River and Capital Boulevard. Funding for the study was allocated in Planning and Development's FY2020 budget.

A Request for Qualifications (RFQ) for consultants to lead the Wakefield Small Area Study was opened in portions of November and December 2020. This RFQ incorporated public feedback from an online survey, including questions for consultant teams. Responses from four teams were received.

The selection team reviewed the RFQ responses and scored the teams on firm background and experience, understanding of the project, approach to engagement, team organization and experience, project references, and current workload. Among other criteria, the selection team was particularly interested in teams that have experience working in similar suburban contexts as the study area, are strong in multi-modal transportation planning which the community has indicated is a main interest, and have experience with productive and equitable virtual community engagement techniques that are necessary during a pandemic. Based on these criteria, two teams were selected to interview.

Interviews were conducted in early January and resulted in the selection team choosing Stantec as the preferred consultant team for the study. The RFQ response and team interview indicated that the Stantec team has a solid understanding of the project area, strong experience on multi-modal transportation projects, and significant experience working in suburban contexts and in other North Carolina communities. The team's response also included several virtual workshop options and identified potential digital tools to support outreach and engagement.

Staff has initiated detailed scoping of the project with Stantec to include three rounds of public engagement over a six-month period. This will include engagement activities to understand the issues and opportunities in the study area, a community workshop, and presentation of draft recommendations. Moving forward, the project team will finalize the contract with the intent to begin work later in February 2021.