

Manager's Update

raleighnc.gov



Issue 2022-07

February 18, 2022

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Budget Work Session Monday, February 21

Reminder that Council will meet in scheduled budget work session on **Monday at 4:00 P.M.** The agenda for the work session was published Thursday:

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

Remaining scheduled budget work sessions in advance of the FY2022-23 proposed budget are as follows:

Monday, March 14, 4:00 P.M.

Monday, April 11, 4:00 P.M.

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 meeting.

INFORMATION:

Wake County EMS to Launch Nurse Navigation Program

Staff Resource: Dominick Nutter, Emergency Communications, 996-5015, dominick.nutter@raleighnc.gov

Staff would like to make Council aware of the Wake County EMS launch of the new Nurse Navigation Program, which is scheduled for March 1, 2022. The Nurse Navigation Program is designed to enable patients with non-life-threatening health concerns to connect with doctors through telemedicine visit or in-person appointments at the nearest urgent care center. This may provide community members with care closer to their home instead of taking an ambulance and waiting hours in a hospital lobby to get help for a non-life-threatening health concern. Barriers to a long, healthy life can include limited or no access to health care, lack of health insurance, no primary care provider, can't afford care or medication, and lack of reliable transportation to appointments.

The Raleigh-Wake Emergency Communications Center (RWECC) is responsible for answering 9-1-1 calls throughout Wake County. The City serves as the primary Public Safety Answering Point (PSAP) for the RWECC. With the launch of the new program, a 9-1-1 call will come into the RWECC, as it does now. A 9-1-1 telecommunicator will answer the call and gather important information from the caller to quickly assess the situation. Based off the information given, if it is a non-life-threatening emergency, the 9-1-1 telecommunicator will route the caller to a nurse navigator at a call center. The nurse navigator will collect more information and decide if the situation is a life-threatening emergency or a non-life-threatening situation. The caller will be given the best healthcare option for their need.

Chest pains are a good example of a potentially life-threatening emergency. They could be a sign of a heart attack, which would require immediate medical attention. A non-life-threatening situation may include a telemedicine visit over the phone or via video chat with a primary care physician, or an in-person appointment at the nearest clinic or urgent care location. Examples of non-life-threatening health issues are headaches, toothaches, minor cuts, colds or coughing, constipation and skin rashes.

The goal of the nurse navigation system is to provide the right care, at the right time, at the right place. Staff will be communicating with Wake County EMS designee to monitor the implementation of the program. You can review specific information at this link: [Wake County EMS to Launch New Nurse Navigation Program on March 1 | Wake County Government \(wakegov.com\)](#)

(No attachment)

TOD Mapping: Rezoning Application Submittal and Upcoming Neighborhood Meetings

Staff Resource: John Anagnost, Planning & Development, 996-2638, john.anagnost@raleighnc.gov

Staff have initiated the rezoning process for mapping the TOD overlay on the Western and Southern BRT corridors. The two separate rezoning applications were formally submitted on Wednesday, February 15. Staff are planning a set of public meetings to be held in the last two weeks of March. The public meetings will serve as the second neighborhood meetings that are required by the UDO as part of the rezoning process. Each corridor will have a virtual meeting along with a period of in-person office hours at a local community center. Legal notice will be provided as required by the UDO. Additional outreach will be conducted through GovDelivery emails and social media posts. Staff project that the two rezoning cases could begin Planning Commission review in April.

In addition, staff are organizing a special in-person meeting with residents of the Heritage Park neighborhood. Heritage Park is an affordable housing community at 416 Dorothea Drive owned and managed by the Raleigh Housing Authority (RHA). RHA plans to redevelop the site in phases to provide substantially more affordable housing units on the site while limiting displacement of existing residents during construction. During the first neighborhood meeting for the TOD mapping, residents requested an in-person meeting for the Heritage Park community to help them understand the implications of the TOD zoning.

(No attachment)

Quarterly Planning Coordination Meetings with Town of Knightdale

Staff Resource: Christopher Golden, Planning & Development, 996-6368, christopher.golden@raleighnc.gov

On December 6, 2021, staff from Planning & Development and the Department of Transportation met with staff from the Town of Knightdale. They were joined by Council Member Corey Branch, and Knightdale Mayor Jessica Day. The group discussed matters related to planning and growth at and around the border of both jurisdictions. It was agreed to continue the conversation with quarterly planning coordination meetings between Raleigh and the Knightdale Planning and Transportation staff. The first quarterly meeting is scheduled for March 25; staff will provide periodic updates to Council regarding the progress of this collaboration.

(No attachment)

Urban Design Center Reexamination Update

Staff Resource: Ken Bowers, Planning & Development, 996-2704, ken.bowers@raleighnc.gov

Recent staff departures and the evolving needs of the City have led to a reexamination of the Urban Design Center (UDC). As part of this analysis, staff conducted a retreat with the current UDC staff, held multiple meetings of the senior leadership team along with the Deputy City Manager, and undertook a needs analysis based on identified gaps in departmental capacity in light of City Council priorities.

Two crucial capacity gaps were identified - internal coordination around plan implementation, and the ability to pursue and execute public-private partnerships to implement adopted plans and policies. The creation of an Urban Projects Group within the department is intended to meet both needs by combining under one leadership position the current UDC, Project Advocacy, and the citywide Real Estate function. Additional details may be found in the staff memorandum included with the *Update* materials.

(Attachment)

Weekly Digest of Special Events

Staff Resource: Sarah Heinsohn, Special Events Office, 996-2200, sarah.heinsohn@raleighnc.gov

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

(Attachment)

Council Member Follow Up Items

General Follow Up Item

Additional Update - Triangle Town Boulevard and I-540 Quality of Life Concerns (Council Member Cox)

Staff Resources: Chief Estella Patterson, Police, 996-3155, estella.patterson@raleighnc.gov

Deputy Chief Scott Oosterhoudt, Police, 996-3155, scott.oosterhoudt@raleighnc.gov

Staff provided a memorandum via *Update Issue 2022-03* (January 21) in response to a request for information following constituent concerns regarding the Cadence at Town Center community, located near the Triangle Town Center Mall. Included with this update is additional information regarding the concerns.

(Attachment)

Follow Up from the January 18 City Council Meeting

Homelessness Initiatives (Council Member Branch)

Staff Resource: Larry Jarvis, Housing & Neighborhoods, 996-6947, larry.jarvis@raleighnc.gov

During the meeting Council requested staff to provide a report that details what the “average” size household that received assistance by each category of assistance.

The City received \$4,453,451 in ESG-CV and \$3,863,475 in CDBG-CV funds through the federal CARES Act. Listed below are programs funded as well as the corresponding number of persons served for FY20-21. HUD requires reporting on the number of beneficiaries served. ESG reporting is done at the individual level, while CDBG is at the household level.

CARES Act Funded Programs	Persons Served (FY20-21)	Households Served (FY20-21)
Emergency Shelter	250	N/A
Rapid Re-housing	68	32
Homelessness Prevention	129	52

Foreclosure Prevention	43	18
Eviction Prevention	396	175

(No attachment)

Winter Weather and “White Flag” Weather Conditions (Mayor Baldwin)

Staff Resource: Larry Jarvis, Housing & Neighborhoods, 996-6947, larry.jarvis@raleighnc.gov

During the meeting staff was requested to provide information regarding City support for shelters during “White Flag” weather events.

Prior to COVID-19, during inclement and life-threatening weather events, emergency shelters would declare white flag and keep their doors open to provide temporary shelter and respite to people experiencing homelessness. Given the impacts COVID-19 has had on reducing shelter capacity, the Wake County Continuum of Care (CoC) began white flag planning efforts in late fall and formed a white flag subcommittee to coordinate efforts during inclement weather. On November 17, the Housing and Neighborhoods Department (H&N) issued a Request for Letters of Interest to secure a nonprofit to operate a white flag shelter during the winter months. St. John’s Metropolitan Community Church was subsequently awarded \$200,000 to operate a white flag shelter, with Healing Transitions providing additional beds for single men and Salvation Army providing additional beds for families. As Wake County lacks a true day shelter, finding safe space for people experiencing homelessness during the day has proven a challenge. During last weekend’s snowstorm, First Presbyterian Church was able to provide a temporary warming on site during Friday day, and St. John’s was able to keep the shelter open all day on Saturday. H&N staff maintain close coordination with the CoC and are involved in planning efforts.

(No attachment)

Follow Up from the February 1 City Council Meeting

Outdoor Seating – “Streeteries” – Revenue Impacts (Council Member Buffkin)

Staff Resource: Whitney Schoenfeld, Emer. Mgt. & Spl. Events, 996-2204, whitney.schoenfeld@raleighnc.gov

During the meeting Council considered outdoor seating fees through FY23 and FY24, following discussion of the recommendation from the Economic Development & Innovation Committee. Additional information was requested regarding the revenue impact of waiving the fees to establish outdoor seating. Outdoor seating includes “streeteries”, which utilize on-street parking spaces and are located exclusively outside of a business. Streeteries provide outdoor seating for the patrons of the business during hours of operation. Staff from Emergency Management and Special Events, Transportation, and the Planning & Development departments utilized benchmarking, parking meter values, and downtown property values to develop the proposed

streetery fees; the recommended fee structure was discussed while the matter was considered by the Economic Development & Innovation Committee.

As a newly established program, the streetery fees do not represent a loss of revenue, however there is a loss of revenue associated with parking meter fees. The cost for a metered parking space ranges from \$3,000 to \$3,600 annually depending on location. By waiving outdoor seating fees, the lost revenue from parking meters is \$77,805 annually for 21 metered parking spots. There are currently ten streeteries; additional applications for establishing streetery locations are under review and would increase amount of lost parking meter revenue. While some streetery locations may be established in non-metered parking locations, these still represent a lost value in terms of on-street parking options and public right-of-way.

Other outdoor seating permits included with the waiving of fees are sidewalk seating permits. Sidewalk seating lost revenue is approximately \$10,000 per fiscal year with 32 locations.

(No attachment)

Follow Up from the February 15 City Council Meeting

Public Comment - Charles Till - Speed Limit Reduction on Sawmill Road (Mayor Baldwin)

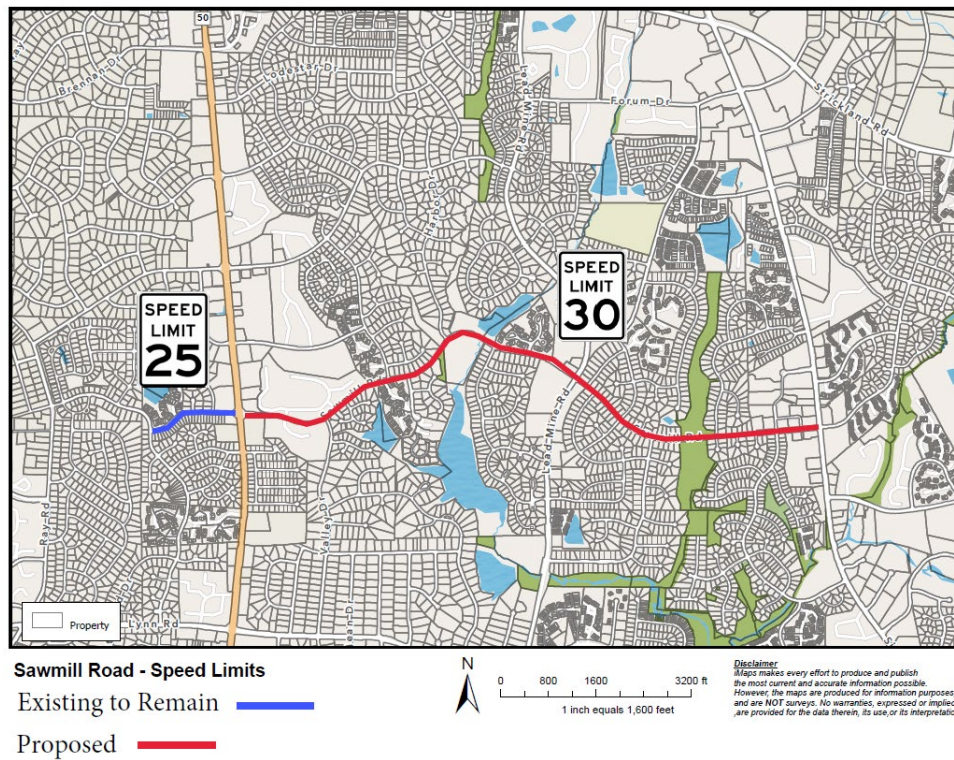
Staff Resource: Will Shumaker, Transportation, 996-4175, william.shumaker@raleighnc.gov

During the public comment portion of the meeting, Charles Till spoke regarding concerns about a speed limit reduction, specifically along Sawmill Road between Creedmoor and Six Forks Road. Mr. Till thought a 30-mph zone would be more appropriate for a speed limit reduction rather than a 25-mph zone. Council requested that staff provide additional information in response to the concerns regarding the appropriate speed limit along this portion of Sawmill Road.

Speed limit reductions are a component of the Neighborhood Traffic Management Program (NTMP). The Council adopted NTMP policy specifies sets in which speed limits in residential settings can be lowered. One of the steps is for staff to perform an engineering evaluation. This evaluation looks at things such as the street classification, traffic volume, and surrounding land uses. The policy specifies that roads with an average daily traffic volume at or above 4000 vehicles per day should only be lowered to 30 mph. This volume used with context is generally where a street starts functioning as a collector or minor thoroughfare.

A recent request was made by a resident to lower the speed limit along this section of Sawmill Road and staff was already in the process of conducting an evaluation in this area. Based on findings from the evaluation, staff will make a recommendation to lower the speed limit to 30-mph in this area during the March 1 City Council meeting.

There is one section of Sawmill Road currently posted at a 25-mph speed limit between Wilderness and Creedmoor Road. Driver use patterns, the surrounding land uses, and the roadway classification are different through this section of the roadway. Based on the evaluation completed in 2018, a posted 25 mph speed limit was deemed appropriate, and the speed limit was reduced at that time. No changes are being proposed on this section of Sawmill Road and the speed limit will remain at the current posted 25 mph. Below is a location map which details the speed limit sections on Sawmill Road:



(No attachment)

Yard Waste Service Enhancements - Communication (Council Member Buffkin)

Staff Resource: Stan Joseph, Solid Waste Services, 996-6941, stan.joseph@raleighnc.gov

During the meeting Council requested information regarding program changes to the curbside yard waste collection program, and communication efforts related to the rollout of yard waste carts for residential curbside pickup. Included with the *Update* materials is a staff memorandum in response to the request.

(Attachment)



To	Mayor & City Council
Thru	Patrick Young, Director
From	Ken Bowers, Deputy Director
Department	Planning and Development
Date	February 14, 2022
Subject	Urban Projects Group

Recent staff departures and the evolving needs of the City have led to a reexamination of the Urban Design Center. As part of this analysis, Planning & Development conducted a retreat with current UDC staff, held multiple meetings of the senior leadership team and DCM Hayward, and undertook a needs analysis based on identified gaps in departmental capacity in light of City Council priorities.

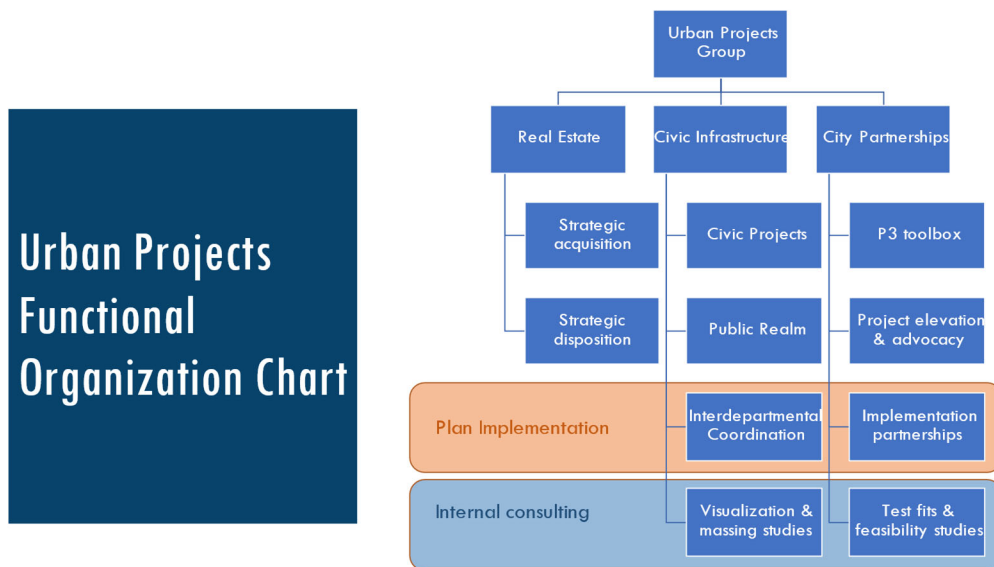
While a primary goal of the UDC has always been to elevate development outcomes in the City, the creation of the UDC was driven by the need to generate capacity to oversee implementation of the Livable Streets Plan, a comprehensive set of actions intended to revitalize Raleigh's then-moribund downtown. To implement this plan, the UDC undertook extensive external outreach and internal coordination. The Fayetteville Street streetscape, the conversion of streets to two-way, the rebuilding of City Plaza and creation of four retail kiosks, and the design of the convention center and hotel were all projects and partnerships in which the UDC played a major role.

Nearly two decades after it was created, much has changed, but two crucial capacity gaps remain—internal coordination around plan implementation, and the ability to pursue and execute public-private partnerships to implement adopted plans and policies. The creation of an *Urban Projects Group* within Planning & Development is intended to meet these two needs.

The group will be created by moving three divisions and work units under the supervision of the current Deputy Director position. The first of these is the Urban Design Center itself. Preservation staff will return to Long Range Planning. The UDC will retain 5 of its 6 current positions. Project Advocacy with a staff of 3 will move from Customer Service & Continuous Improvement to merge with the UDC. From this total staff of 8, two collaborative sub-groups will be created: one with an internal focus on plan implementation and interdepartmental coordination around major civic projects; and another with a focus on responding to and pursuing public-private partnerships to accelerate plan implementation, complete capital projects which would otherwise languish, and managing recent Council-approved tools such as Tax Increment Grants and Development Agreements. We are calling these Civic Infrastructure and City Partnerships. Finally, Real Estate division, which plays a critical role in capital project implementation, will join this group. As a result of this repositioning, the Deputy Director position will step away from certain current duties such as Planning Commission support.

An additional goal of this internal reorganization is to move quickly to rebuild critical staff capacity. The past two years have seen a doubling in rezoning case volume and this trend shows no sign of slowing in 2022. The same staff also manages the department's most complex planning projects. A vacant position will be moved from the UDC to Long Range Planning to provide more capacity and is available for immediate advertisement. Next, with the direction for the group set, remaining 4 vacancies in the UDC and Project Advocacy can be ready for posting shortly. A consolidated advertisement will allow multiple positions to be filled via a single selection process. In terms of staffing strategy, the UDC has long played a special role in supporting other City departments because of its mix of planning and design professionals, including those with an Architecture and Landscape Architecture background. We intend to retain this niche so that staff can continue to provide above-standard visualization, modeling, and site-level concept planning services.

Planning & Development has prepared a functional organization chart and is preparing to move forward with advertising vacant positions. A more detailed position-level organization chart is still under development and may be brought to City Council for approval at a future meeting if required by Section 1-3001 of the City's Code of Ordinances.



Weekly Events Digest

Friday, February 18 – Thursday, February 24

City of Raleigh Office of Emergency Management and Special Events
specialevents@raleighnc.gov | 919-996-2200 | raleighnc.gov/special-events-office

Permitted Special Events

No permitted special events are scheduled at this time.

Other Upcoming Events

[Bely y Beto](#)

Friday, February 18
Memorial Auditorium

[Carolina Gospel Jubilee – PineCone](#)

Friday, February 18
Fletcher Opera Theater

[Hurricanes vs. Predators](#)

Friday, February 18 (postponed from December 19)
PNC Arena

[Tchaikovsky Violin Concerto – North Carolina Symphony](#)

Friday, February 18 & Saturday, February 19
Meymandi Concert Hall

[Flannels & Frost: Winter Games](#)

Saturday, February 19
Moore Square

[Monster Jam](#)

Saturday, February 19 & Sunday, February 20
PNC Arena

[Romeo and Juliet – Carolina Ballet](#)

Saturday, February 19 & Sunday, February 20
Fletcher Opera Theater

[NC State vs. Boston College](#)

Wednesday, February 23
PNC Arena

[NCHUB and NCDBE Certification Session](#)

Thursday, February 24
Virtual

Public Resources

[Pilot Text Alert Program](#): Sometimes spontaneous events happen downtown and in other areas that could affect local businesses. If you'd like to receive notifications when those events happen, including unpermitted ones, sign up for text alerts.

[**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 Office of Emergency Management and Special Events. We will use this helpful information in future planning.

[**Road Closure and Road Race Map**](#): A resource providing current information on street closures in Raleigh.

[**Online Events Calendar**](#): View all currently scheduled events that impact City streets, public plazas, and Dorothea Dix Park.

Council Member Follow Up

To	Marchell Adams-David, City Manager
Thru	Estella Patterson, Chief of Police
From	Scott Oosterhoudt, Deputy Chief of Police
Department	Police
Date	February 14 th , 2022
Subject	Council Response – Triangle Town Boulevard and I-540 Quality of Life Concerns (Update)

This memo updates the response to a request from Councilmember Cox for information concerning the police department's assistance in the area of the Cadence at Town Center Community, originally published in issue 2022-03 of the Manager's Update.

On January 31st, 2022, police department personnel assisted deputies from the Wake County Sheriff's Office on the private property located north of the Cadence at Town Center community in an attempt to locate persons residing in tent camps. The initiative for this phase of the response was to identify persons residing in the area, inform them of the property owner's wish that they vacate his property, and conduct referrals to the Raleigh Police Department's ACORNS Unit to those persons accepting of the referral. Representatives with the Sheriff's Office were in possession of a signed trespassing letter from the property owner.

Law enforcement personnel identified and visited four main camps in the wooded lot owned by Ethel Limited Partnership. Initially, ten subjects were contacted and information regarding social services was the first topic of discussion. Only three referrals were accepted, and that information was forwarded to the ACORNS unit for follow up. The seven others did not wish to accept any form of assistance.

With police personnel in a support role, deputies notified each subject that they were on private property and informed them that the property owner wanted them to vacate the area. Sheriff's Office personnel completed individual trespass notices for each subject and distributed flyers indicating the private property boundaries and demands of the property owner. Flyers were also left at vacant encampments that appeared recently occupied. Sheriff's Office personnel established a deadline of February 7th, 2022, to vacate the property before criminal enforcement would be initiated.

At the conclusion of the day's initiatives, each person's name was checked for existing warrants. Six of the subjects were found to have pending warrants for their arrest. Over the next several days, police department personnel located the subjects within Raleigh and ensured the warrants were served.

On February 8th, 2022, police department officers again assisted deputies by visiting the area with the intent of enforcing the NC Trespassing laws. Two subjects were encountered in the encampments, and both were again offered ACORNS referral services, which they did not accept. One subject complied with the deputies' order to vacate the property. The other subject was taken into custody by deputies and charged with trespassing after refusing to leave the area.

The next phase of this collaborative effort is to continue conversations with the landowner and ensure all garbage and debris is removed. Deputies have assisted the property owner by posting notices at most trail entrances and all identified camp sites on the property. Sheriff's Office personnel have contacted the NC

Department of Transportation to begin conversations concerning the persons residing on State property existing just north of the private property.

The police department has only received one citizen's request from the Cadence at Town Center community since the beginning of the initiative. The request reported a trespassing violation on the property controlled by Triangle Town Center Mall, but within view of the neighborhood. The person trespassing was contacted and advised that the property has been posted with no trespassing signs. This person complied and moved out of the area.

Police Department and Sheriff's Office personnel have tentatively scheduled once a week visits to the location where the encampments exist. An email has also been disseminated to officers working in close proximity to the area concerning the department's support role, in the event that officers respond to a call for service within the area. Likewise, Sheriff's Office personnel have done similarly in an effort to inform their patrol service personnel of each agency's role.

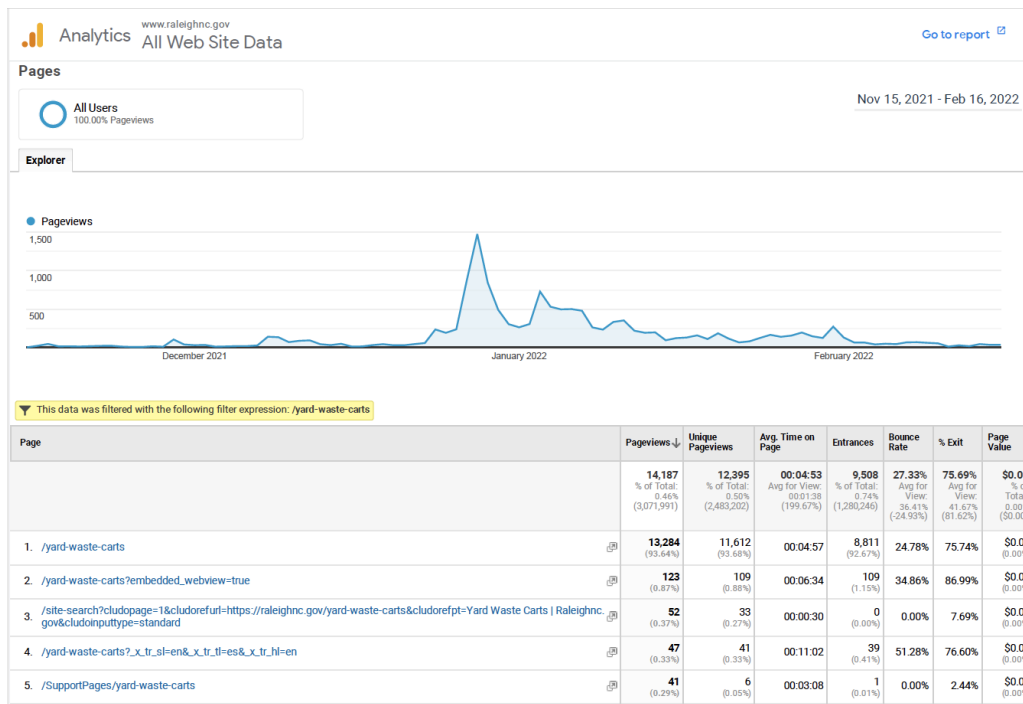
To	Marchell Adams-David, City Manager
From	Stan Joseph, Director
Department	Solid Waste Services
Date	Feb. 18, 2021
Subject	Council Follow-up Item: Feb. 15, 2022 Yard Waste Service Enhancements Communication

At the Feb. 15 City Council Meeting, Council Member Buffkin asked about communication efforts related to the rollout of a new service: yard waste carts for residential curbside pickup. This memo describes communication efforts to date and communication plans for the remainder of FY2023.

Communication Efforts to Date

In conjunction with City Communications, Solid Waste Services has developed and is the process of executing a digital and print campaign to alert our 123,000 residential customers about changes coming with yard waste enhancements.

- **WEBSITE:** The City's website now has a dedicated page: raleighnc.gov/yard-waste-carts. This is our go-to place for information about yard waste carts and associated changes coming this summer. This webpage is updated often with new information throughout project implementation. A comprehensive list of Frequently Asked Questions related to the project is posted on the page and is continually updated to address comments and questions we receive from leadership, staff, via social media, and through our customer service channels. In just three months (Nov. 15 – Feb. 16) the page has been viewed more than 14,000 times. Web analytics are shown below:



- **DEDICATED EMAIL ADDRESS:** We have made a concerted effort to direct our residents to our sws@raleighnc.gov email address throughout this process so that we have a direct means of answering questions and concerns.
- **DIRECT MAIL:** In December of 2021 we sent 123,500 informational mailers to all residential customers (those who receive the garbage service). These mailers (copy attached) served two purposes to share information about the upcoming changes to provide residents with two simply ways to opt out of receiving the yard waste cart: an online form or, for those without Internet access, the option to return the opt-out form by mail. We received 8,311 opt outs from residential customers.
- **HOA OUTREACH:** In addition to our yard waste mailers, SWS developed a process to allow Homeowners Associations and Property Managers to submit requests to opt out their communities. SWS communicated this option directly to Homeowners Associations and Property Managers email. The process was also available on the Yard Waste Enhancement webpage. 61 Homeowners Associations and Property Managers submitted requests to opt out their communities.
- **SOCIAL MEDIA:** A robust social media campaign was carried out on the City's Twitter, Facebook, Instagram and Nextdoor accounts in December 2021 and January 2022. Three examples of posts and the resulting metrics are shown below:



Social Media Metrics

Date	Platform	Impressions	Engagements	Eng. %	Vid. Views
Dec. 29	Twitter	7,386	322	4.36	
Jan. 5	FB	7,019	783	11.16	
Jan. 6	Nextdoor	17,874	250	1.40	
Jan. 12	IG	8,680	383	4.41	
Jan. 12	Twitter	4,406	81	1.84	
Jan. 18	Twitter	4,294	156	3.63	1,020
Jan. 18	FB	1,568	109	6.95	587
Jan. 18	IG	2,362	61	2.58	858
Jan. 24	Twitter	4,159	150	3.61	965
Jan. 24	FB	715	26	3.64	205
Jan. 24	IG	1,940	42	2.16	677
Jan. 29	Twitter	2,427	62	2.55	
Jan. 29	FB	1,351	18	1.33	
Total	13	64,181	2,443	3.81	4,312
Average		4,937	188	3.81	719

- **MEDIA OUTREACH:** In addition to social media, a primary source of story ideas for local media is our website home page. A Dec. 12 news article described the yard waste cart opt-out process and linked to our primary web page: <https://raleighnc.gov/news/2021-12-28-dont-want-yard-waste-cart> Several outlets, including WRAL and News & Observer subsequently produced related stories.
- **FACT SHEET:** We have developed a one-page fact sheet (see attached) highlighting the yard waste service changes and answering the most frequently asked question: “Can I purchase a second yard waste cart?” The fact sheet can be handed out by Council staff and be made available in City-owned facilities.

Next steps for project communication include:

- **HANDOUT FOR CREWS:** We are finalizing a small information card that can be easily carried by our Solid Waste staff while they are out in the field. When approached by residents, the handout will provide contact information for Solid Waste Services. This will facilitate engagement and provide another channel to answer customers’ questions.
- **VIDEO SERIES:** Beginning in March, we will be releasing a series of short (under 2 minutes) educational “Ask Stan” video vignettes about yard waste. Targeted topics will feature SWS Director Stan Joseph answering questions:
 - Disposal of Customer-Owned Containers
 - No More Plastic Bags
 - Yard Waste Collection Schedule

- Proper use of the City Issued 95-gallon cart
- Proper Cart Storage

These videos will be available on our website and will also be marketed using the City's social media platforms.

We are considering several direct mail pieces for spring/summer. An information postcard to coincide with cart delivery could be used as another point of contact to remind residents of the yard waste program changes, provide them with resources to determine their collection schedule, and serve as a reminder of the cart delivery schedule. In addition, each year Solid Waste Services has mailed paper calendars to residents with their recycling service week. The 2022-23 version would be enhanced to include collection schedules for yard waste, recycling and garbage and would be referred to as the "Collection Calendar".

We are developing a cart hanger that will be delivered with the new yard waste carts to provide instruction on proper preparation: What goes in the cart.

In addition to our existing communications plan, we continue to adapt and adjust our communication approach as needed to meet the needs of the customers. The Frequently Asked Questions website, our social media outreach efforts, and the use of the City's web page afford us opportunities to highlight different phases of the project to continuously provide information our customers may need.

Yard Waste Service Update

Changes Coming in Summer 2022

NEW: YARD WASTE CARTS

City-issued bright green, 95-gallon yard waste carts are being added to our residential curbside pickup service in summer of 2022.

BENEFITS

- **Lots more room** – carts have almost 3X capacity as standard 35-gallon containers.
- **Fewer injuries** – wheeled carts help prevent lifting injuries.
- **Greater efficiency** – streamlined bi-weekly pickup with standardized carts
- **Protects the environment** – no more plastic bags; fewer truck runs mean reduced carbon emissions.

IMPORTANT CHANGES TAKE EFFECT JULY 5, 2022

YARD WASTE PREPARATION

No plastic bags

To protect the environment and streamline service we will no longer collect yard waste in plastic bags.

No customer-owned containers

To streamline service, various sized cans, tubs and containers will no longer be collected.

3 Options for Customers

1. City-issued yard waste cart; and
2. Biodegradable paper bags (15 max); and
3. Bundles (5 max)

MORE DETAILED INFORMATION:

raleighnc.gov/yard-waste-carts



COLLECTION SCHEDULE

Yard waste is collected bi-weekly. Starting July 5, yard waste collection will alternate weeks with recycling pickup. Example: Tuesday is my collection day. One Tuesday is garbage and recycling day; the next Tuesday is garbage and yard waste day.

KEY DATES

- **February 2022:** Opt-Out deadlines for those who do not want a cart - Feb. 1 for residents, Feb. 18 for HOAs
- **May 2022:** Cart delivery expected to begin May 2 and take up to 6 weeks
- **July 5, 2022:** Yard waste prep and collection changes take effect

ASK US A QUESTION

Q - Can I purchase a second cart?

A - Our focus in Year 1 is delivering the carts (one per household) and getting the service up and running! There may be an opportunity in future years to revisit this added service.

raleighnc.gov/reuse



**Raleigh
Reuse**

February 18, 2022



To Opt Out by mail,
fill in this form, tear it off
and return in a stamped
envelope to:

City of Raleigh
Solid Waste Services – Carts
P.O. Box 590
Raleigh, NC 27602-0590

Our records
show this is
your service
address:

<<2ND Name>>
<<2ND Address line 1>>
<<2ND Address line 2>>
<<2ND City>> <<2ND State>> <<2ND Zip>>



I WOULD LIKE TO OPT OUT OF THE NEW
CART DELIVERY TO THE ABOVE ADDRESS

Name _____

Phone _____ Email _____

NOTE: If this service address is incorrect AND you do not want a yard waste cart,
please submit the online Opt-Out Form per instructions on reverse side of the
tear-off form.

CITY OF RALEIGH
SOLID WASTE SERVICES
P.O. BOX 590
RALEIGH, NC 27602-0590

First-Class
US Postage
PAID
Raleigh, NC
Permit #813

<<Name>>
<<Address line 1>>
<<Address line 2>>
<<City>> <<State>> <<Zip>>



raleighnc.gov/yard-waste-carts

Check inside for more details and
options on yard waste cart delivery.

The City of Raleigh is adding
yard waste carts to our residential
curbside pickup service.

Yard Waste Carts
are Coming Soon!



Raleigh
Reuse

We are Adding Yard Waste Carts to Our Residential Curbside Pickup Service

If the City of Raleigh currently picks up your garbage curbside, expect your bright green, 95-gallon cart to arrive in summer of 2022.

The City of Raleigh collects garbage, recycling, and yard waste from more than 127,000 households. Moving to yard waste carts will help streamline service, prevent injury, and protect the environment.

Important Changes Take Effect July 5, 2022

Three Options to Prep Your Yard Waste

Customers can use one, two, or all three of these methods to properly prepare yard waste for curbside pickup:

1. City-issued yard waste cart
2. Biodegradable paper bags
3. Bundles

NO PLASTIC BAGS

We will no longer collect yard waste in plastic bags. This is to protect the environment – it's important to keep plastic and other pollutants out of the yard waste stream.



NO CUSTOMER-OWNED CONTAINERS

We will no longer collect yard waste left in various sized customer-owned containers like trash cans and canvas bags. This is to streamline collection and help prevent lifting injuries to customers and crews.

Collection Schedule

Yard waste is collected bi-weekly, alternating weeks with your recycling pickup. Example: Tuesday is my collection day. One Tuesday is garbage and recycling day; the next Tuesday is garbage and yard waste day. This is to limit the number of carts at the curb to no more than two at a time. Look for your updated yard waste and recycling calendar with delivery of your yard waste cart.

Learn More

Find more information at raleighnc.gov/yard-waste-carts. Email your questions to us at sws@raleighnc.gov

Are you a Property Manager?

Please share this information with residents so that they know their yard waste cart options.

What if I Don't Want a Yard Waste Cart?

You can opt out of a City-issued yard waste cart by following instructions on the tear-off tab below. The deadline for opting out is Feb. 1, 2022. **A bright green 95-gallon yard waste will be delivered to your home in summer of 2022 UNLESS you opt out by Feb. 1, 2022.**



Don't Want a Cart? You must opt out by Feb. 1, 2022

Complete one of the steps below if you do not want a cart delivered to your address.



ONLINE

Scan this code or visit raleighnc.gov/yard-waste-carts to fill out the opt-out form.



BY MAIL

Tear off this section at the perforation above and follow the instructions on the other side.