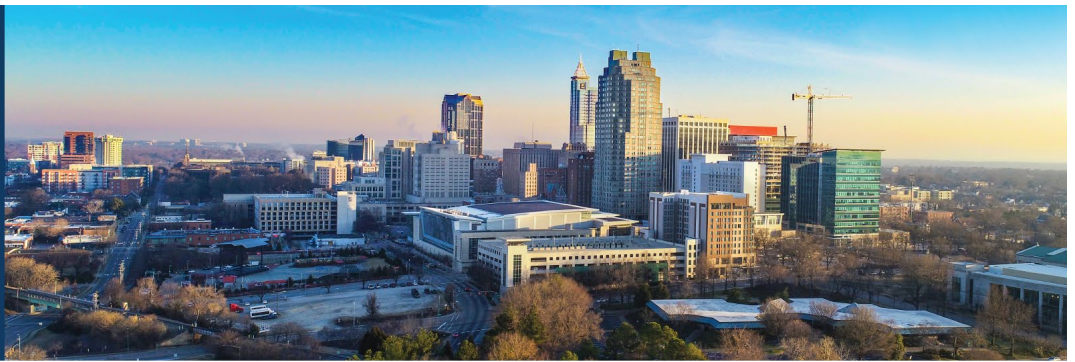


# Manager's Update

[raleighnc.gov](http://raleighnc.gov)



Issue 2022-47

December 16, 2022

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### **City Offices Closed in Observance of the Christmas Holiday**

Please note City administrative offices will be **closed** next **Friday, December 23** as well as **Monday and Tuesday, December 26-27**, in observance of **Christmas**.

## INFORMATION:

### **Weekly Digest of Special Events**

*Staff Resource: Sarah Heinsohn, Office of Special Events, 996-2200, [sarah.heinsohn@raleighnc.gov](mailto: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

### **Moore Square Transit Station and Park Updates (Mayor Pro Tem Branch)**

*Staff Resource: Michael Moore, Transportation, 996-3070, [michael.moore@raleighnc.gov](mailto:michael.moore@raleighnc.gov)*

*Stephen Bentley, Parks, 996-3285, [stephen.bentley@raleighnc.gov](mailto:stephen.bentley@raleighnc.gov)*

Following a recent meeting with the organization Reach One Teach One (ROTO) regarding various concerns, staff was asked to respond to several questions. Staff continues to respond to a broad array of operational

challenges in and around public transit and Moore Square. Included with the *Update* material is a staff memorandum prepared in response to the request.

*(Attachment)*

## Follow Up from the December 6 City Council Meeting

### **Glenwood South Update (Mayor Baldwin)**

*Staff Resource: E. Patterson, Police, 996-3155, [estella.patterson@raleighnc.gov](mailto:estella.patterson@raleighnc.gov)*

During the meeting Council requested information on policing efforts in the Glenwood South Hospitality District. Included with the *Update* material is a staff memorandum prepared in response to the inquiry.

*(Attachment)*

# Weekly Events Digest

Friday, December 16 – Thursday, December 22

City of Raleigh Office of Emergency Management and Special Events  
[specialevents@raleighnc.gov](mailto:specialevents@raleighnc.gov) | 919-996-2200 | [raleighnc.gov/special-events-office](http://raleighnc.gov/special-events-office)

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## Permitted Special Events

### [Illuminate Art Walk](#)

Locations throughout Downtown

Friday, December 16 through Saturday, January 14

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

Associated Road Closures: No roads will be closed for the event. Off-street plazas and sidewalks will be used from 8:00am on 11-26-22 until 4:00pm on 1-15-23. For more details and a full list of participating locations, [view the event website](#).

### [WRAL Nights of Lights](#)

Dorothea Dix Park

Friday, December 16 through Saturday, December 24

Event Time: 6:00pm - 10:00pm

Associated Road Closures: During all Nights of Lights events, Dix Park will be closed to the public. To ensure everyone's safety, all park entrances will be closed by 5:00pm and will remain closed through the duration of the event. The Dix Park Dog Park will also be closed during this time. Park visitors, please be mindful to exit the park before this time. As a reminder, the park is open from dawn until dusk daily.

### [The Rink Featuring the Raleigh Night Market](#)

Lenoir Street & Red Hat Amphitheater

Saturday, December 17 and every Saturday through January 14

Event Time: 5:00pm - 10:00pm

Associated Road Closures: Lenoir Street between S. McDowell Street and S. Dawson Street will be closed from 3:00pm until 11:00pm.

### [Soccer Fan Fest](#)

Moore Square & Hargett Street

Sunday, December 18

Event Time: 9:30am - 2:00pm

Associated Road Closures: E. Hargett Street between Blount Street and Person Street will be closed from 6:00am until 4:00pm.

## Other Upcoming Events

### [Christmas Movie Trivia Night](#)

Friday, December 16

City of Raleigh Museum

### [The Nutcracker presented by PNC – Carolina Ballet](#)

Friday, December 16 – Saturday, December 24

Memorial Auditorium

### [The Dessertery](#)

Friday, December 16 – Friday, December 23

Kennedy Theater

### [The Rink presented by UNC Health](#)

Friday, December 16 – Monday, January 16

Red Hat Amphitheater

**[Call of Duty League Major I Tournament](#)**

Friday, December 16 – Sunday, December 18  
Raleigh Convention Center

**[Gingerbread Showdown](#)**

Saturday, December 17  
Greystone Recreation Center

**[RPD De-escalation Listening Session](#)**

Saturday, December 17  
John Chavis Memorial Park

**[Holiday Sip n' Shop](#)**

Saturday, December 17  
City of Raleigh Museum

**[Dallas Stars vs. Carolina Hurricanes](#)**

Saturday, December 17  
PNC Arena

**[The Raleigh Ringers Holiday Concerts](#)**

Saturday, December 17 & Sunday, December 18  
Meymandi Concert Hall

**[6th Annual Chocolatada de Luisito](#)**

Sunday, December 18  
City of Raleigh Museum

**[DTR Menorah Lighting](#)**

Sunday, December 18  
Lichtin Plaza

**[Pittsburgh Penguins vs. Carolina Hurricanes](#)**

Sunday, December 18  
PNC Arena

**[Jim Brickman: A Very Merry Christmas](#)**

Tuesday, December 20  
Fletcher Opera Theater

**[New Jersey Devils vs. Carolina Hurricanes](#)**

Tuesday, December 20  
PNC Arena

**[Louisville vs. NC State](#)**

Thursday, December 22  
PNC Arena

**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.

## Weekly Events Digest

Friday, December 16 – Thursday, December 22

City of Raleigh Office of Emergency Management and Special Events  
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**[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	Stephen Bentley, PRCR Director - Michael Moore, Assistant City Manager
Thru	Troy Burton, HRM Program Administrator - David Eatman, Assistant Director, Transportation
From	Douglas Porter, HRM Program Director - David Walker, Transportation Supervisor
Date	December 16, 2022
Subject	Response to Council Member Branch

Council Member Branch met with Reach One Teach One (ROTO) and requested that the questions below be addressed by staff. ROTO had concerns regarding public transit and Moore Square that have been addressed below. The City of Raleigh continues to respond to a broad array of operational challenges in and around public transit and Moore Square.

**Question: When are the restrooms at GoRaleigh Station open?**

The restrooms at GoRaleigh Station are open to the public daily from 5 a.m. until 10 p.m.

**Question: What amenities are there for passengers with disabilities on GoRaleigh buses?**

All GoRaleigh buses provide audible announcements at major transfer points and time points. Buses are capable of kneeling and have a ramp that allows wheelchair boardings at the front door. Buses also have a wheelchair and scooter accessible area in the interior of the bus. Newer buses (beginning in 2021) have the newest QUANTUM mobility system that securely and safely holds a variety of wheelchairs and scooters in place during travel. GoRaleigh was the first transit system in North Carolina to use this new safety technology for mobility users. With the touch of a button, customers can activate the QUANTUM system that secures their chair onboard without interaction with the driver, saving time and increasing independence. For buses that do not have the system all bus operators are trained to assist passengers with mobility needs. GoRaleigh Access is the City of Raleigh’s ADA para-transit program that provides those that are unable to use the regular fixed route public transportation system with curb to curb or door to door service upon request.

**Question: There was an incident reported at GoRaleigh Station that a bus operator did not pick up a disabled passenger. Is this allowed?**

This incident has been reported to the GoRaleigh operations team to address. No passenger should be denied access due to a disability. If a bus has an inoperable ramp there is a manual override to allow passenger boarding.

**Question: Do GoRaleigh supervisors have the power to trespass passengers?**

Both a GoRaleigh staff member and RPD officer are necessary for a trespass to take place. RPD cannot take this action independently, nor can a GoRaleigh staff member. For example, if a violation of the code of conduct is witnessed repeatedly a GoRaleigh staff member may request the person be trespassed. A RPD officer would then issue a trespass order to the individual being trespassed. It is up to GoRaleigh to communicate with and determine the 'time period' of the trespass after reviewing the details of the incident. For anyone that is trespassed, there is an appeals process. Appeals may be requested by calling 919-996-4087.

**Question: Please provide information regarding restrooms at Moore Square.**

The Moore Square restroom facilities are open and cleaned per the operational model approved by the Parks, Recreation and Cultural Resources (PRCR) Department prior to reopening in 2019. Ensuring that restrooms are available and cleaned on a regular daily schedule was a primary objective during planning and now a component of standard operations. Moore Square restroom facilities are open daily during the park's staffed hours which are 10am-8pm (March-October) and 10am-6pm (November-February).

Maintaining clean restrooms is an ongoing challenge. On October 1, 2022, the custodial contract with Blink Facility Solutions increased restroom cleanings from 1 to 3 times a day. Staff continues to work with the contractor to address concerns with consistency and level of service. In addition, Moore Square staff are cleaning on an hourly basis. While performing cleaning duties, staff consistently report concerns of patrons using the restrooms for unintended activities, including bathing, drug use, drinking, smoking, toilet paper theft, and vandalism.

In direct relation, the family restroom has been closed due to vandalism and safety concerns. Specific examples include a fire being set on baby changing station and multiple fires set in the toilet paper dispenser, as well as needles and drug paraphernalia found in the trash and on the baby changing station. The family restroom is open during park events and when additional facilities are needed. The family restroom is not being used for storage



The restroom doors were selected during the design and construction process and are ADA compliant. PRCR is committed to accessibility and staff can explore options to lessen the force required to open the doors.

**Question: When is the dog park at Moore Square cleaned?**

In March 2021, Moore Square established a pop-up dog park with downtown dog-owners in mind. The park has been well received and utilized by the community. While owners are expected to clean up after their pets, the dog park, like other areas within Moore Square, is cleaned consistently throughout the day by staff.

To	Marchell Adams-David, City Manager
Thru	Estella Patterson, Chief of Police
From	Scott Oosterhoudt, Deputy Chief of Police
Department	Police
Date	December 14, 2022
Subject	Council Response – Glenwood South Hospitality District 2022 YTD

This memo responds to Mayor Baldwin's request for information concerning the police department's efforts in the Glenwood South Hospitality District.

At the expiration of the Governor's Executive Orders regarding the COVID-19 pandemic, the Glenwood South Hospitality District (GSHD) experienced increased patronage of businesses and nightlife venues along Glenwood Avenue. The increase intensified after local colleges and universities suspended virtual learning and returned to normal operations. Because of the increased patronage of businesses within the GSHD, complaints from residents and business owners to the police department and other City of Raleigh departments increased. These complaints ranged from quality-of-life violations, including numerous parking complaints, to various reported crimes occurring within the GSHD. The number of persons frequenting the GSHD strained the ability of Downtown District officers to respond to the area for emergency calls for service. It caused significant officer safety concerns when only a few officers could respond to incidents occurring within the congested area. Compounding the increase in persons frequenting businesses within the GSHD, vehicle traffic glaringly increased, causing significant delays for emergency vehicles responding to the area.

To improve actual and perceived safety in the Glenwood South Hospitality District, the Raleigh Police Department increased staffing in the area. Effective Friday, September 24, 2021, department personnel began a mandatory overtime initiative to supplement units assigned to patrol the area. The supplemental initiative occurred each Friday and Saturday through November 19, 2022. After the expiration of the overtime initiative, on-duty units were called to respond to incidents within the GSHD. Eight nightclub or lounge-type businesses within the district employ off-duty Raleigh Police Officers. Officers working off-duty at establishments within the GSHD respond to incidents occurring at the employing establishment and in parking areas owned by the business.

The goal of the police department's efforts within the GSHD is to ensure a safe place for residents and visitors to do business and gather with friends and family. In doing so, police department personnel responded to 6 robberies and 29 aggravated assaults within the area year to date. Officers have documented 120 simple assaults, 32 felony drug violations, and 77 misdemeanor drug violations. Personnel working assignments within the GSHD have arrested 16 motorists for driving while impaired, made 54 felony arrests, and 328 misdemeanor charges for crimes committed.

From January to December 10, 2022, officers completed 85 reports concerning persons with concealed weapons within the GSHD. Forty-five subjects were charged with carrying concealed guns, and 133 illegally possessed firearms were seized from persons within the district. In response to the significant number of firearms seized within the GSHD, RPD recommended that businesses operating as nightclubs obtain and implement the use of magnetometers to detect persons who may be carrying concealed weapons, including

firearms, and prevent them from entering the business. As of the date of this memorandum, magnetometers have not been adopted by nightclubs currently open for business within the district.

To increase the real and perceived safety within the GSHD, police department personnel will continue efforts aimed at the safety of the GSHD. This includes partnering with COR departments and outside law enforcement agencies to remedy identified issues and concerns. Partnerships like these are force multipliers for the department and increase the influence on those business owners wishing to operate outside the confines of city code and state law.