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INFORMATION:

[Homeownership Information Fair Event Recap](#)

Staff Resource: Holly Gallagher, Housing and Neighborhoods, 996-6936, holly.gallagher@raleighnc.gov

On July 15, Housing and Neighborhoods [hosted a Homeownership Information Fair](#) inform Raleigh residents about programs available to current and prospective homeowners. Housing and Neighborhoods staff were present to provide information and answer questions about the City's homebuyer assistance programs and rehabilitation and repair programs. Community partners including Habitat Wake, Raleigh Area Land Trust, Rebuilding Together of the Triangle, Truist Mortgage, and North State Bank attended the event to highlight their programs and resources available to Raleigh residents.

At the event, nearly 100 individuals attended a [Mini Homebuyer Workshop](#). The workshop, offered by DHIC and CESI, provided an overview of the homebuying process to help first-time buyers get prepared.

This event was highly visible, with media coverage from [WRAL](#) and [ABC11](#). We received a total of 39,835 impressions and 1,462 engagements from 17 social media posts promoting the event.

(No attachment)

Roberts Park – John Wall Family Foundation Partnership Event

Staff Resource: Ken Hisler, Parks, Recreation and Cultural Resources 996-4823 kenneth.hisler@raleighnc.gov

For the past several years Raleigh Parks, Recreation and Cultural Resources Department (Raleigh Parks) has partnered with the John Wall Family Foundation to host a back-to-school backpack give-away at Roberts Park. For the 2023 event, scheduled for August 12, 2023 (11:00 am – 2:30 pm) Raleigh native, John Wall, sought the opportunity to make a greater impact on the community. In addition to the annual backpack event, the 2023 festivities will include the ribbon cutting for an enhanced outdoor basketball court that includes resilient court surfacing and improved goal systems. The playing surface concept was created by the John Wall Family Foundation when they recognized the opportunity to bring together two of John's passions; basketball and supporting the Roberts Park community. Working with community center staff and Carolina SportCourt, they have developed a playing area that will provide year-round opportunity for programs and drop-in play.

Having the opportunity to compete at the NBA level, John knows the lifelong benefits the sport of basketball has provided him. The Foundation's mission is to promote youth basketball, particularly within vulnerable communities. Consistent with this mission, the City of Raleigh is partnering with the Foundation to provide a space that brings community together through the sport of basketball. Providing quality athletic spaces to play—socially, recreationally, or competitively—is essential in the development of important life skills.

Upon completion of the installation, the John Wall Family Foundation desires to gift the court system (e.g., playing surface, goal system and associated 15-year warranty) valued at \$50,000+/- to Raleigh Parks. City Council will be provided the opportunity to formally accept this donation at the August 15 City Council meeting.

(Attachment)

GoRaleigh Access Program – New Reservations and Dispatch Software

Staff Resource: David Walker, Transportation-Transit, 996-3942, david.walker@raleighnc.gov

The City's ADA program, operating as GoRaleigh Access, provides critical transportation to Raleigh's seniors and persons with disabilities. The Access Program schedules and performs approximately 1,500 trips daily for passengers traveling within GoRaleigh's service area and is operated during the same hours as the GoRaleigh fixed route buses.

The Access Program began using a new reservations and dispatch software (Ecolane) on August 1st. As with any new software installation, there were some challenges during the startup. Data migrated from the old system to the new Ecolane system was sometimes incomplete and dropped during the migration; however, the software system's performance has continued to improve daily.

Ecolane has many features that were not previously available to operations staff or customers. One new feature currently being utilized allows live tracking of Access and Taxi vehicles participating in the Access program. This new feature allows dispatchers to reassign trips that are at risk of being late to a vehicle that is

within close proximity and has the capacity to complete the trip. This feature will improve overall on-time performance and provide a higher level of service to customers.

Other features will be deployed within the coming months. These features include an APP that customers can use that shows the location of their vehicle as it approaches (similar to Uber/Lyft). This allows the customer the ability to wait until the vehicle is close before moving out to the pick-up point. Customers will also be able to 'book trips' from the APP vs. calling the reservation office; the existing call center will remain an option for those more comfortable with a direct call to a service agent.

Multiple training sessions were held over the last three weeks for the Access and Taxi operators, dispatchers, and reservation staff. The first week has been challenging as reservationists and drivers become accustomed to the new system. The Access call center has seen increased wait times throughout the week for booking trips as reservationists manually re-entered any client data lost in the data migration; however, these numbers are also improving daily. Additional City and Contract staff members are being utilized to assist with trip booking to help reduce this temporary increase in wait times.

We understand that WRAL is producing a news story on the challenges with the system that will be posted and aired today. Some GoRaleigh Access clients were interviewed for the story, as were City of Raleigh Staff. There was an earlier article released by WRAL on Wednesday of this week that provided incorrect information regarding Ecolane's functionality and the implementation of the software. This article was removed upon the City's request.

Staff is continuing to work through these problems with the system and will be available through the weekend to address client issues as they arise.

(No attachment)

Weekly Digest of Special Events

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

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

(Attachment)



THE JOHN WALL FAMILY FOUNDATION TO HOST ANNUAL COMMUNITY EVENTS
John Wall and JWFF to Dedicate Basketball Court at Roberts Park Community Center

Raleigh, NC (July 31, 2023)-The **John Wall Family Foundation** (JWFF) will host their annual community events focused on lending a hand to the Raleigh, NC community during the week of August 10.

This year, in partnership with ETHIKA and Raleigh Parks and Recreation, the John Wall Family Foundation will dedicate the basketball court at Roberts Parks Community Center on Aug. 12 at 11:00 a.m. Raleigh native, John Wall, will be joined by local dignitaries for the dedication.

“This is my favorite time of the year,” said Wall. “To have the opportunity to come back home and help the community that raised me is always a blessing.”

Following the dedication, Wall will be joined by coaches and players from his AAU team and will lead over 100 youth in a basketball skills clinic. Participants include children from Robert Parks, Durant Road Elementary School and the Salvation Army of Wake County. The day will conclude with a backpack distribution for 500 kids ahead of the upcoming school year. Included in the JWFF branded backpacks are: JWFF branded pencil pouch with pencils and eraser, composition book and ruler. Kids will enjoy face painting and ice cream courtesy of Brewers Italian Ice. Vendors that will be joining in the festivities are NCWorks Next Gen, Wake County Animal Center, [ETHIKA](#), Dress for Success as well as Radio One.

“John Wall Foundation’s donation breathes new life into the basketball court at Roberts Park,” stated **Calvin Mitchell**, Roberts Park Community Center Director. “By investing in the community where he grew up, John Wall demonstrates a genuine commitment to giving back and shows the children of the neighborhood that they have the potential to dream big, pursue their passions, rise above challenges, and make their own mark on the world.”

The JWFF community outreach will tip-off on August 11 with John visiting the students and teachers at Durant Road Middle School. The school adopted by the foundation ahead of the 2023-24 school year. During his visit, John will participate in a Q&A session with the students as well as distribute back to school items to the student body.



FAMILY FOUNDATION

Outreach with Heart

Under the leadership of John Wall, the JWFF has been an impactful community partner for over a decade, assisting families and organizations focused on improving the lives of Raleigh residents.

Media interested in covering any of the foundation's events can contact media@johnwallfamilyfoundation.com

About the John Wall Family Foundation

The John Wall Family Foundation strives to improve the quality of life for underserved families and to impact the lives of young minority males through mentorship, education and physical activity.

About Ethika

Ethika is a leading lifestyle brand based in San Clemente, CA. Ethika's success in the marketplace lies in our ability to deliver Quality Products, offer a Premium Brand Experience, and Authentically Connect to a broad group of consumers. Since the inception of the brand, Ethika and its team have been determined to live life, innovate, and work hard, while staying true to our biggest asset – our FAMILIE. The Ethika employees, friends, athletes, artists, and customers are the core of the brand and the reason we exist.

###

Permitted Special Events

[Audio Advice Live](#)

City Plaza

Friday, August 4 - Sunday, August 6

Event Time: 10:00am - 5:30pm on 8-4-23, 10:00am - 5:00pm on 8-5-23; 10:00am - 4:00pm on 8-6-23

Associated Road Closures: No roads will be closed for the event. The west-side, off-street portion of City Plaza next to Jimmy V's Osteria & Bar will be used from 2:00pm on 8-3-23 until 5:00pm on 8-6-23.

[Morning Times First Friday Market](#)

Hargett Street

Friday, August 4

Event Time: 7:00pm - 11:00pm

Associated Road Closures: E. Hargett Street between Fayetteville Street and S. Wilmington Street will be closed from 6:00pm until 11:59pm.

[Raleigh RunDown Downhill Mile](#)

Centennial Parkway

Saturday, August 5

Event Time: 6:30pm - 7:30pm

Associated Road Closures: Centennial Parkway southbound lanes between Oval Drive and Agriculture Street will be closed from 6:20pm until 7:30pm. [View route](#) for more details.

[Summer Movie on the Lawn: Shrek](#)

Dorothea Dix Park, Flowers Field

Saturday, August 5

Event Time: 7:00pm - 11:00pm

Associated Road Closures: Dawkins Drive will be closed and Flowers Field will be used from 6:30pm until 11:30pm.

[Black Flea Market](#)

Raleigh Union Station Plaza

Sunday, August 6

Event Time: 1:00pm - 5:00pm

Associated Road Closures: No roads will be closed for the event. Union Station Plaza will be used from 12:00pm until 6:00pm every Sunday through 10-29-23.

[South Atlantic Fire Rescue Expo](#)

Cabarrus Street & Raleigh Convention Center

Friday, August 11 & Saturday, August 12 (road closures start 8-9-23)

Event Times: 10:00am - 5:00pm on 8-11-23 & 9:00am - 2:00pm on 8-12-23

Associated Road Closures: Lenoir Street between S. Dawson Street and S. McDowell Street will be closed from 8:00am until 6:00pm on 8-9-23 and 8-10-23. Cabarrus Street between S. McDowell Street and S. Salisbury Street will be closed from 8:00am on 8-9-23 until 5:00pm on 8-12-23.

Other Upcoming Events

[First Friday Market & Movie: The Princess & the Frog](#)

Friday, August 4

Moore Square

[Exhibit Opening: African American Musicians of North Carolina](#)

Friday, August 4
City of Raleigh Museum

[Jason Mraz with Monica Martin](#)

Friday, August 4
Red Hat Amphitheater

[First Friday Raleigh](#)

Friday, August 4
Downtown Raleigh

[Carolina Academy of Performing Arts – Between the Lines](#)

Friday, August 4 & Saturday, August 5
Fletcher Opera Theater

[Teddy Bear Picnic](#)

Saturday, August 5
Pullen Park

[Inaugural Cornhole Tournament](#)

Saturday, August 5
John Chavis Memorial Park

[Share What You Wear Fashion Show](#)

Saturday, August 5
City of Raleigh Museum

[Moore Square Market](#)

Sunday, August 6
Moore Square

[Lindsey Stirling with Walk Off the Earth](#)

Tuesday, August 8
Red Hat Amphitheater

[Arts on the Hill](#)

Wednesday, August 9
Dorothea Dix Park, Chapel

[Fabricating Reverence: A Reflective Walk & Performance Experience](#)

Wednesday, August 9 & Thursday, August 10
Thomas G. Crowder Woodland Center

[Tessellate: Light & Shadow Installation](#)

Ongoing through Monday, August 28
Dorothea Dix Park, Flowers Field

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 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.