



IN THIS ISSUE

**Beer/Wine Licenses Transition to Online Platform for Issuance and Renewal
GoRaleigh to Start New Service
Above-Ground Waste Collection Pilot Coming to Downtown Raleigh
Former DMV Headquarters Site Acquisition
Weekly Digest of Special Events**

Council Follow Up Items

**Law Enforcement Separation Allowance Financial Obligation (Council Member Patton)
Rezoning Program Process Improvement (Council Member Patton)
Community Engagement Board Work Plan (Council Member Jones)
GoRaleigh New Fare Technology (Council Member Harrison)
GoRaleigh FY25 Budget (Mayor Baldwin)
Mayor's Committee for Persons with Disabilities (Mayor Baldwin)**

Upcoming Work Sessions - Budget Work Session Monday, April 8; Regular Work Session Tuesday, April 9

Reminder that Council will meet in scheduled budget work session on **Monday** at **4:00 P.M.** Council will also meet in the regularly scheduled second **Tuesday** work session at **3:00 P.M.** (note start time).

Reminder that the **Tuesday work session** will begin in the Council chamber, followed by a **bus tour** of the New Bern Avenue Corridor and return to the Chamber.

The agenda for each session was published Thursday:

<https://go.boarddocs.com/nc/raleigh/Board.nsf/Public>

Public Comment Session - Tuesday, April 9 - 7:00 P.M.

In addition, Council will also meet **Tuesday** for the scheduled public comment session at **7:00 P.M.**

INFORMATION:

[Beer/Wine Licenses Transition to Online Platform for Issuance and Renewal](#)

Staff Resource: David Fitzgerald, Finance, 996-4931, david.fitzgerald@raleighnc.gov

As Finance staff continues to drive operational efficiencies in support of organizational excellence and superior customer service, the Revenue Services division is excited to announce that the EnerGov Permit and Development portal will be utilized for the administration of annual Beer/Wine licenses. NC Statute 105-113 authorizes municipalities to levy a license tax on all retail establishments located within city limits that sell beer or wine. Businesses will receive an email notification in lieu of paper mailings and are able to pay by credit card, check or cash and no incremental fee will be assessed due to this change.

Existing and new Beer/Wine license holders will benefit from the all-electronic technology through greater accessibility of documents and enhanced communications with staff. The Beer/Wine license process joins a growing list of City permits and licenses that are leveraging the EnerGov platform, bringing the City one step closer to providing a one-stop shop for all permitting and licensing programs.

(No attachment)

[GoRaleigh to Start New Service](#)

Staff Resource: David Eatman, Transportation-Transit, 996-4040, david.eatman@raleighnc.gov

Beginning May 5, GoRaleigh will add additional service. Four routes will become a part of the GoRaleigh high frequency network, running every 15 minutes.

Route 6: Crabtree will become one of the next GoRaleigh high frequency network routes from downtown Raleigh to Duraleigh Road, via Glenwood Avenue, operating every 15 minutes Monday through Saturday from 7 a.m. until 7 p.m. Also, frequencies on Sundays will be increased to every 30 minutes.

Route 70X: Brier Creek Express, serving Glenwood Avenue north of Duraleigh Road to Brier Creek Commons, will begin hourly all-day service Monday through Sunday. The new connection location will be at the Pleasant Valley Shopping Center. This route will no longer serve Crabtree Valley Mall directly; this connection is now made with a transfer to the high frequency Route 6.

Route 19: MLK/Sunnybrook will return to 15-minute frequency from 6 a.m. until 7:30 p.m. Monday through Friday and 30-minute frequency on Saturday and Sunday. This route serves Shaw University, Chavis Park, Shoppes at Pine Hill, the VA Clinic, Wake Tech - Health Sciences Campus, Holly Hill, Pines of Ashton and Wake County Human Services.

Route 21: Caraleigh will also become one of the GoRaleigh high frequency network routes, operating every 15 minutes from 7 a.m. until 7 p.m. Monday through Friday. This route serves Shaw University, South Wilmington Center, Oak City Cares, Walnut Terrace, the NC Farmer's Market and Healing Transitions.

R-Line: GoRaleigh is re-launching the Downtown Raleigh R-Line route which was suspended at the onset of the Covid pandemic. This service connects employees, residents and visitors to retail, restaurants, entertainment venues and parking in the Central Business District. It serves major destinations including the Convention Center, the Performing Arts Center, GoRaleigh Station, Raleigh Crossing, Raleigh Union Station,

Red Hat, Seaboard Station, William Peace University, Smokey Hollow and the State Capital Building. This route will run every 15 minutes.



Route 55X: Poole Rd. will now serve the Social Security Building on Poole Road at Samuel Street, along with the new park and ride facility on Bus Way that includes 235 parking spaces and 12 EV charging stations.

This information will be publicly communicated beginning April 8. GoRaleigh will use social media, radio, press and other outlets to distribute the new transit route and schedule information. Route and schedule information for all GoRaleigh routes can be found at www.goraleigh.org and real time bus tracking information may be found on the following: [Transit App](#), [UMO App](#), www.GoRaleighLive.org and [Google Maps](#).

(No attachment)

Above-Ground Waste Collection Pilot Coming to Downtown Raleigh

Staff Resource: Rob Murray, Transportation, 996-4991, rob.murray@raleighnc.gov

The City is ready to spring forward with the launch of a pilot above-ground waste collection system. On April 17, staff will be piloting two high-capacity containers to collect mixed recyclables and flattened cardboard. The new TRAC bins (for “Trash, Recycling, and Cardboard”) will be housed in on-street parklets (corrals) which are available by converting parking spaces, as opposed to locating the bins on sidewalks. The first phase of the pilot will be in the 200 block of E. Martin Street, between Wilmington and Blount Streets.



Example TRAC Bins Inside Parklet



Pilot Location on E. Martin Street

Due to the lack of alleyways in downtown Raleigh that would otherwise provide space for delivery services and solid waste collection, many sidewalks are currently lined with 95-gallon rolling solid waste carts that impact sidewalk access, can produce offensive odors, and are otherwise unsightly as exemplified by the ranking as the #1 issue identified in a 2018 downtown cleanliness survey:



Example of Current 95 Gallon Rolling Solid Waste Carts Along the Sidewalk

Each TRAC bin has a 522.5-gallon capacity, providing the equivalent of 5 1/2 solid waste carts. Two TRACs will be utilized in the first phase of the pilot – one for loose recyclables and one for flattened cardboard. Each week, Solid Waste staff will evaluate tonnage collected to assist in evaluating the pilot program. The TRACs will be secured to reduce recycling contamination and enhance the safety and cleanliness of downtown Raleigh.

TRAC Bin Servicing

Solid Waste Services crews currently collect garbage and recycling carts in the Central Business District up to seven days a week. Participating businesses can expect to receive the same level of service. TRAC collection days will be comparable based on current cart capacity. Service will require the use of a knuckle boom truck instead of a split body – which is the current truck type that services the Central Business District. Solid Waste Services staff went through training to prepare for this collection style and are eager to begin the new service.

Communication & Outreach

The Downtown Raleigh Alliance has done extensive outreach, education, and communication with the business community regarding the pilot TRAC project. All locations within a one-block radius were notified of the pilot and invited to participate in an information session held at The Green Monkey located in the 200 block of Wilmington Street on Tuesday, March 12. The information session was attended by several members of the business community. A virtual information session was held Wednesday, April 3. During the virtual session, a broad cross-section of the downtown area was invited to attend. Information was also placed on the City website (<https://raleighnc.gov/landfill-and-reuse/events/trac-bin-virtual-information-session>) and made available for anyone to join and also shared publicly via multiple channels on social media. Both residents and business owners attended this information session, providing an opportunity for the DRA, City staff, the business community, and residents to discuss the pilot project and answer questions about the future of collection services for downtown Raleigh.

To ensure that the participating businesses are prepared for the pilot, City staff held an on-site educational session with members of the management team from Beasley's and Fox Liquor. They were provided with a timeline for the pilot, contact information for operational staff members, and educational posters for recycling. Notification to businesses in the pilot vicinity included email, in-person, and postcard communication and, DRA staff met with owner representatives of the adjacent property where the pilot will be deployed, and they are supportive of this location.

It's A Wrap!

A partnership between Raleigh Arts, Transportation, and the Downtown Raleigh Alliance created an opportunity to wrap the parklet exterior in artwork commissioned by local artist Max Dowdle. The artwork will be installed prior to the deployment of the TRAC bins.

Solid Waste Services, Transportation, Special Events, and the Downtown Raleigh Alliance have worked in collaboration for several months to bring forward this pilot project. Every effort has been made to support and engage with the businesses impacted by the pilot. Staff will move forward with intention, gather data, and evaluate the effectiveness of this solution before making a recommendation for phase two of the pilot which may include an expansion to additional businesses.

(No attachment)

Former DMV Headquarters Site Acquisition

Staff Resource: Nadia Moreta, Community Engagement, 996-2708, nadia.moreta@raleighnc.gov

On February 23, staff with the Office of Community Engagement issued an update regarding the search for community members to join the project working group focused on envisioning the former DMV property. The application window ran from February 23 to March 17, during which a total of 91 applications were received. After careful review, 13 individuals have been chosen to participate in the working group. Those selected have been notified, and names will be made public next week, subject to confirmation.

The selection process was carried out in collaboration with the project's Process Leaders. Together, candidates were assessed based on specific criteria:

- Cultural Competency
- Historical Knowledge
- Relevant Skills
- Diversity
- Availability
- Alignment of Vision with Project Goals

The project working group will focus on engaging the community, developing a shared vision for the site, ensuring transparency in decision-making, and maintaining open communication channels throughout the project.

For further updates and details about this project are available at this [link](#).

(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)

Council Member Follow Up Items

Follow Up From March 19 Council Meeting

Law Enforcement Separation Allowance Financial Obligation (Council Member Patton)

Staff Resource: Allison Bradsher, Finance, 996-4970, allison.bradsher@raleighnc.gov

During the meeting staff was requested to provide information on the current financial obligation of the City's law enforcement separation allowance.

The City is required by state statute, Article 12D Separation Allowances for Law-Enforcement Officers of G.S. Chapter 143, to provide supplementary retirement benefit to sworn law enforcement officers.

The City administers a plan which provides a monthly separation allowance benefit payment until age 62 to qualified sworn law enforcement officers that retire 1) having completed at least 30 years of creditable service at any age; or 2) have attained 55 years of age and have completed 5 or more years of creditable service immediately prior to retirement. The monthly benefit calculation is equal to 0.85% of the final base compensation of the officer, multiplied for each year of creditable service. The separation allowance benefit is in addition the Local Government Employees' Retirement System (LGERS) pension benefits.

The City ensures funding is available so that the pension benefits are available to be paid and that the funding requirements are managed over time. To do so, the City utilizes a 3rd party actuary to determine the annual general fund budget requirements. The actuarial report identifies the amount that needs to be contributed annually to adequately fund benefits. The annual allocation is meant to keep contributions relatively stable while also equitably allocating costs over an employee's career. The annual budget requirement allocates funds for two purposes: 1) current year separation payments for retired employees and 2) sets aside funding for the future cost of the benefit.

The cost of this program is accrued as a liability to the City. This future liability cost as of the end of FY23 was estimated at \$62,875,907. The City's financial planning process of setting aside funds to pay for this benefit is viewed positively during the City's credit rating process. The reporting of the liability is required to be disclosed and reported on within the City's Annual Comprehensive Financial Report (ACFR).

There are a total of 189 retirees currently receiving separation benefits and 654 active plan members that projected to receive the benefit in the future. A total of \$4,961,404 payments were processed to retirees during the most recent completed fiscal year (FY23). An additional \$2,192,916 was set aside for future benefit payments. The total budget allocation was \$7,154,320 for FY23 and the FY24 adopted budget includes an appropriation in the amount of \$7,740,131.

Data provided above is as of the June 30, 2023 and is available in the City's FY23 Annual Comprehensive Financial Report (page 60), <https://raleighnc.gov/government/services/annual-comprehensive-financial-report>.

(No Attachment)

Rezoning Program Process Improvements (Council Member Patton)

Staff Resource: Bynum Walter, Planning and Development, 996-2178, bynum.walter@raleighnc.gov

During the meeting, Council raised questions about proposed rezoning program process improvements. A staff memorandum is included with the *Update* materials outlining improvements implemented since February 23 as well as a forecast of additional improvements.

(Attachment)

Community Engagement Board Work Plan (Council Member Jones)

Staff Resource: Nadia Moreta, Community Engagement, 996-2708, nadia.moreta@raleighnc.gov

During the meeting, Council requested that staff distribute the current annual work plan for the Community Engagement Board. The Board's FY24 Annual Work Plan has been included with the *Update* materials in follow up to the request.

(Attachment)

Follow Up From March 19 Work Session

GoRaleigh New Fare Technology (Council Member Harrison)

Staff Resource: David Eatman, Transportation-Transit, 996-4040, david.eatman@raleighnc.gov

Staff was requested to provide information on the costs for new fare technologies. The current contract for a mobile technology provider includes a tiered cost structure. The tiered rates start at \$0.08 cents per use for 1-65K transactions; \$0.04 cents per use for 65K-232K transactions; and 0.01 cent for every transaction above 232K. The Transit Division is seeking opportunities for more advantageous pricing.

To develop an annual cost, staff estimated that 50% of the GoRaleigh 400K monthly passenger trips would transition to the electronic option for payment. This presumed rate would result in an annual cost of \$140K. Historical data is not available; therefore, the anticipated adoption rate for the use of the electronic payment option is only an estimate at this time.

The Transit Division is also reviewing options for equipment upgrades to accept credit card purchases. Up front equipment upgrades for credit card purchases will be in the \$312k range, dependent upon the final vendor selected. Although pricing structures for the credit card use at the fare box is not available, staff have been informed by several providers that a similar structure to the current mobile technology provider could be anticipated. These technology fees do not include the added costs for using a credit card that is charged by the issuing banks, which is typically in the range of approximately 3%.

(No attachment)

GoRaleigh FY25 Budget (Mayor Baldwin)

Staff Resource: David Eatman, Transportation-Transit, 996-4040, david.eatman@raleighnc.gov

Staff was asked to calculate the FY25 transit budget without including the \$0.25 cents fare increase. The FY25 budget that was reviewed March 19, which included the \$8.2M supplemental, did not contain a potential \$0.25 cents fare increase.

A 20% increase in the fare may result in an additional \$180K in year one, and \$600 to \$700K in subsequent years. The year one figure was calculated with a 60–90-day ‘soft start’ and also included the 50-percent recovery projection used in the base budget. This was used due to the uncertainty of fare collections in year one. It is anticipated that in future years, fares will continue to increase in recovery as this is a traditional trend for fare increases and collections in the transit industry.

(No attachment)

Mayor’s Committee for Persons with Disabilities (Mayor Baldwin)

Staff Resource: David Eatman, Transportation-Transit, 996-4040, david.eatman@raleighnc.gov

Staff was asked to communicate with the Mayor’s Committee for Persons with Disabilities regarding the paratransit program and the proposed return to transit fare collections. Transit staff presented the proposed fare increase to the Mayor’s Committee for Persons with Disabilities at the March 21 meeting. Transit staff is scheduled to attend the April meeting to further discuss fares and answer questions. Transit staff regularly attend meetings of the Mayor’s Committee for Persons with Disabilities and will ensure that this existing practice continues.

(No attachment)

Weekly Events Digest

Friday, April 5 – Thursday, April 11

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

Permitted Special Events

[Dreamville Day Party](#)

Harrington Street

Friday, April 5

Event Time: 1:00pm - 8:00pm

Associated Road Closures: S. Harrington Street between Martin Street and Davie Street will be closed from 7:00am until 11:00pm.

[Morning Times First Friday Market](#)

Hargett Street

Friday, April 5

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.

[Dreamville Festival 2024](#)

Dorothea Dix Park

Saturday, April 6 & Sunday, April 7

Event Time: 12:00pm - 11:00pm on 4-6-24 & 4-7-24

Associated Road Closures: There will be increased traffic and large equipment throughout Dorothea Dix Park before and after the event. Roads within and surrounding the park will be impacted through April 12th. Please see [details and closure map](#) for more information. For all festival-related information, including tickets, parking, accessibility, entry rules, and safety guidelines, visit the [Dreamville Festival website FAQs](#).

[Wolfpack Party presented by Mitch's Tavern](#)

Hillsborough Street

Saturday, April 6 & Monday, April 8 (tentative)

Event Time: 5:00pm - 11:00pm on 4-6-24 & 6:00pm - 11:00pm on 4-8-24

Associated Road Closures: The following roads will be closed from 2:00pm on 4-6-24 until 1:00am on 4-7-24, and from 5:00pm on 4-8-24 until 1:00am on 4-9-24; note that timeframes are subject to change at the discretion of the Raleigh Police Department:

- Hillsborough Street between Brooks Avenue and Oberlin Road
- Gardner Street between Hillsborough Street and Vanderbilt Avenue
- Horne Street between Hillsborough Street and Vanderbilt Avenue
- Chamberlain Street between Hillsborough Street and College Crest Alley
- Pullen Road between Oberlin Road and Stinson Drive

Other Upcoming Events

[First Friday Raleigh](#)

Friday, April 5

Downtown Raleigh

[City Beats & Visual Vibes](#)

Friday, April 5

Moore Square

[Bella White – Pinecone](#)

Friday, April 5
Fletcher Opera Theater

[Washington Capitals vs. Carolina Hurricanes](#)

Friday, April 5
PNC Arena

[Diamond Days Exhibit Teaser](#)

Friday, April 5
City of Raleigh Museum

[A Tribute to Dean Martin starring Joe Scalissi](#)

Saturday, April 6
Fletcher Opera Theater

[Quadball Extravaganza!](#)

Saturday, April 6
Halifax Park

[Peter and the Wolf – NC Symphony](#)

Saturday, April 6
Meymandi Concert Hall

[Columbus Blue Jackets vs. Carolina Hurricanes](#)

Sunday, April 7
PNC Arena

[David Sedaris](#)

Monday, April 8
Memorial Auditorium

[AJR](#)

Tuesday, April 9
PNC Arena

[Rodney Carrington](#)

Thursday, April 11
Meymandi Concert Hall

[Indigenous Women Making Traditional Culture Relevant](#)

Thursday, April 11
Walnut Creek Wetland Park

Public Resources

[Event Feedback Form](#): Tell us what you think about Raleigh events! We welcome 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.

Council Member Follow Up

To	Marchell Adams-David, City Manager
Thru	Patrick O. Young, AICP, Director
From	Bynum Walter, AICP, Assistant Director Alyssa Halle-Schramm, AICP, Business and Strategy Manager
Department	Planning and Development
Date	April 5, 2024
Subject	Council Follow-up Item: March 19, 2024, Meeting Rezoning Program Process Improvement

During the March 19 meeting, Council Member Patton raised questions about proposed rezoning process improvements outlined in a recent Manager’s Update (Issue 2024-08) and asked for more information as part of the planned 90-day follow-up report. This memo provides an update on process improvements since February 23, and forecasts what can be expected in the subsequent 90-day follow-up report.

Workflow Modifications

Rezoning requests are some of the most common City Council agenda items. During the past six months, 43 rezoning requests have appeared on the agenda 104 times. Staff had previously identified the rezoning process as an area for improvement, focusing on accuracy and quality control. Publication of newspaper advertisements was specifically identified as an opportunity for process improvement with a need for redundancy. Planning and Development staff has developed a process map for many aspects of the rezoning process, including newspaper advertisements. To expand the resources available to support the rezoning process and the high volume of associated written content, Comprehensive Planning has partnered with Planning and Development’s administrative staff to assess and implement process improvements.

That collaboration has resulted in these rezoning workflow modifications since 2023:

- Administrative staff cross-check and review to reduce errors in Planning Commission and City Council agenda content and staff presentations (implemented October 2023).
- Automated email reminder to multiple staff members that an advertisement needs to be developed and placed (implemented January 2023).
- Assistant Director review of advertisement content (implemented January 2023).

Since February 23, 2024, these additional modifications have been made to the rezoning workflow:

- Advertisement placement has been reassigned to a more senior staff member (from Planner to Senior Planner).
- Administrative staff have been inserted into the process to satisfy advertisement publication deadlines.
- On August 25, 2023, and February 28, 2024, memos published in the Manager’s Update, staff identified potential changes to the timing of the Report of Planning Commission. This change will be reflected in the agendas of the City Council meeting for April 16 (no Report of Planning Commission) and May 7 (Report of Planning Commission April 9 meeting). Going forward, the timing of the Report of Planning Commission will follow a new reporting schedule:

Planning Commission Meeting	City Council Agenda Publication	City Council Meeting
Second Tuesday	Second subsequent Thursday (16 days)	First Tuesday (Typically 21 days)
Fourth Tuesday	Second subsequent Thursday (16 days)	Third Tuesday (Typically 21 days)

This change in workflow better aligns with the schedule for preparing the City Council agenda and will allow more time for entry and quality review before publication.

Other ongoing work to implement additional process improvements includes:

- Coordinating with the News and Observer to identify costs and benefits and the viability of placing individual ads for notices rather than a combined ad to reduce the risk of errors impacting multiple cases.
- Review documentation, accountability, and escalations built into Planning and Development’s zoning case tracker to identify enhancements.

As previously noted, the Comprehensive Planning workgroup has been operating with significant staff vacancies of about 30-50 percent for the past two years. Currently, six of the 12 positions are vacant. Given these challenges, there are additional personnel changes that have already been identified and are in the process of being implemented:

- Recruitment is complete for three positions (Planning Supervisor, Planning Principal, and Planner), and conditional offers have been made pending the completion of the background check and controlled substance test.
- A Planning Manager position is posted for recruitment through April 19
- Interviews are scheduled for April for a Senior Planner position.
- A temporary staff member has been hired to fill the vacancies in both Planner positions in the work group.

Next Steps

- Staff will continue to aggressively work to implement the administrative changes outlined in this memo.
- Staff have identified a series of new proposed regulatory changes to be included in the 2024 Omnibus that will help improve the quality of rezoning items on City Council and Planning Commission agendas:
 - Allow rezoning requests to be revised to be more restrictive once the public hearing is set but before it opens.
 - Adjust filing requirements for unsigned and signed conditions to better align with workflow to prepare City Council agendas and allow more work time for staff review.
 - The Planning Commission will review before the City Council reviews and sets a public hearing.

Staff will provide the City Council with another update by May 24, 2024, identifying completed improvements and ongoing efforts.

ANNUAL WORK PLAN

FY24

COMMUNITY ENGAGEMENT BOARD (CEB)
JULY 2023-JUNE 2024

MISSION STATEMENT

The MISSION of the Community Engagement Board is to Nurture a city-wide approach to community engagement that promotes radical inclusion through trust, transparency, and mutual respect.

FY23 SUCCESSES & ACCOMPLISHMENTS

- Formed in Summer 2022
- Created our mission statement
- Nominated and elected board officers: Chair (Dr. Sarah Glova), Vice-Chair (Stacy Ahua), Secretary (TraShanna Sanchez)
- Set meeting structure (monthly second Wednesday)
- Created draft Bylaws to submit to Council for approval
- Created draft WorkPlan to submit to Council for approval
- Heard from Assistant City Manager Evan A. Raleigh
- Heard presentation from City of Raleigh Attorney's and Communication Offices
- Presentation from Mickey Fearn discussing the March 2021 Community Engagement Report
- Reviewed City Code Sections 1-4024, and Statutes on Public Records / Open Meetings Law
- Reviewed Public Comment Policy and made recommendations to the City Council resulting in policy change to the time limit for public comment. (3-minute consistent change)

ISSUES AND GOALS FOR FY2024

ISSUE #1: CONTINUOUS OPPORTUNITIES TO LISTEN

We need continuous opportunities to listen to the community, with a focus on actively seeking out and amplifying the voices and needs of communities that have been underinvested and historically marginalized.

GOAL(S)

1. **Outreach:** Present any information that was requested from the community ahead of the session (i.e. if the community wants to learn about a certain policy or City program) and offer information on programs, events, policy changes, or funds that may be of interest
2. **Listening:** Listen to and record comments of Raleigh communities

STRATEGIES

1. The Board will host Community Conversation sessions at existing community events, partnering with COR Departments, Boards, and Commissions, citizen action committees, nonprofit organizations, community organizations, and more.
2. The Board will compile recommendations and research from Community Conversations and submit to City Council
3. As part of this series, the Board will create an accountability process that outlines how community comments will be recorded, tracked, and addressed.

ISSUE #2: PUBLIC AWARENESS FOR HOW TO PARTICIPATE IN PUBLIC COMMENT

In recent City of Raleigh surveys about the public comment process, respondents indicated that they wanted more information about the public comment process and how to participate effectively.

GOAL: The Board will create opportunities for the community to learn about the public comment process.

STRATEGIES: Provide information about the current public comment process and learn about the community's perception of the public comment period.

ISSUE #3: RAPID RESPONSE TO DIRECTIVES FROM THE RALEIGH CITY COUNCIL

Urgent issues related to community engagement brought forth by City Council will be recorded, researched, and addressed.