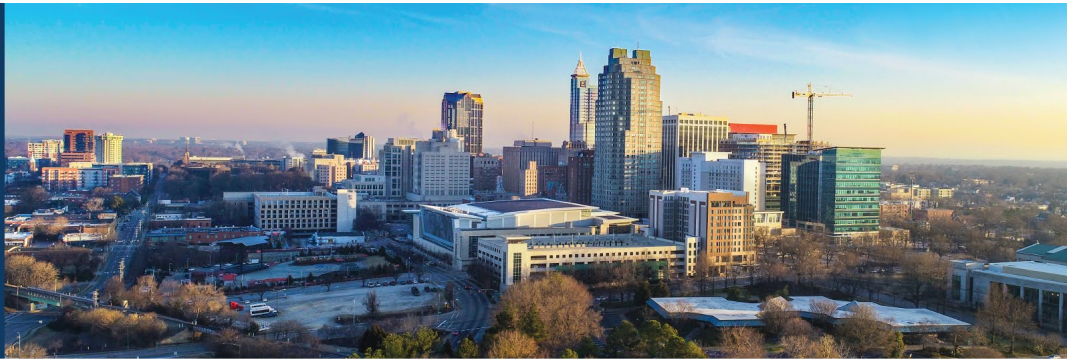


Manager's Update

raleighnc.gov



Issue 2025-38

September 26, 2025

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INFORMATION:

FY27 Budget Engagement Process

Staff Resource: Sadia Sattar, Budget and Management Services, 996-4273, sadia.sattar@raleighnc.gov

For the FY27 budget process, Budget and Management Services (BMS) plans to continue its engagement efforts by hosting listening sessions between October 1 and 16. The purpose of listening sessions is to provide residents an opportunity to voice their preferences and priorities about the City of Raleigh's upcoming budget. One listening session will be hosted virtually, along with a Budget and Brews event to be held at State of Beer (401 Hillsborough St.) on October 16 from 6 to 7.30 pm. Five in-person listening sessions will be held at community centers strategically located in each of the City of Raleigh's five districts so that residents have an equal opportunity to attend. Residents can attend listening sessions during the following dates and times:

Virtual Session:

- Wednesday, Oct 15, 6 to 7.30 pm

In-Person Sessions:

- Wednesday, Oct. 1, Chavis Community Center, 6 to 7.30 pm (District C)
- Thursday, Oct. 2, Green Road Community Center, 6 to 7.30 pm (District A)

- Tuesday, Oct. 7, Abbotts Creek Community Center, 6 to 7.30 pm (District B)
- Monday, Oct. 13, Jaycee Park Community Center, 6 to 7.30 pm (District D)
- Tuesday, Oct. 14, Laurel Hills Community Center, 6 to 7.30 pm (District E)
- Thursday, Oct. 16, "Budget and Brews" at State of Beer, 6 to 7.30 pm

In addition to the above, BMS is also hosting special partnership sessions. To engage Raleigh's youth in the budget process, BMS will partner with members of the Raleigh Teen Council. The Boys and Girls Club of Wake County will also host a special listening session aimed at families utilizing the Club's services. Additional information will be available through these organizations. Finally, for residents unable to make it to a listening session, an online resident budget priorities survey will be available to complete anytime between October 1 and November 30. Further information can be found [here](#).

Registration is not required for in-person sessions unless residents would like interpretation services (available free of charge at all sessions) and/or childcare services (available free of charge at all in-person sessions except "Budget and Brews").

(No attachments)

City Website AI Tool

Staff Resource: Beth Stagner, Information Technology, 996-5485, beth.stagner@raleighnc.gov

In the past month, the City implemented a Generative AI tool on the city website (raleighnc.gov) to enhance our search experience and functionality. This update provides a brief, yet comprehensive overview of our findings based on 30 days of data.

During this period, the AI tool has engaged in 839 conversations with users, out of which 607 (72.35%) have provided usable AI responses. This level of interaction has given us deeper insight into user queries, beyond the simple keyword searches we had previously. From our analysis of the questions and unusable responses, several recurring themes have emerged.

1. Many prompts expect the AI to have geographical awareness, such as knowing the user's location, the location of other entities, or processing specific addresses. (Examples: "what is my closest fire station", "Need to know what day is yard waste pickup. <address>", "can you find information on recent development plans for new bern ave by 440 east")
2. Users often inquire about services that the City does not perform, which are actually under the jurisdiction of county or state agencies. (Examples: "When is the county fair", "Can I look up a jail inmate", "renew marriage license", "How do I get compost delivered?")
3. The tool currently lacks the capability to build upon previous questions, which limits its ability to dig deeper with each additional prompt. (Examples: "Boil advisory", "Is there one anywhere")
4. There is a clear need for the AI tool to support multiple languages to better serve our diverse population. (Examples: "Necesito encontrar un reporte policial", "Porque a un no tengo agua?")

5. The public frequently faces challenges in writing good or complete prompts, which hinders effective communication with the AI tool. (Examples: “Ten-Ten Road”, “Splash pad”, “Seasonal”, “Can I get my most recent statement”)
6. There are noticeable gaps between the language used by the public and the words and formats present in our source data. (Examples: “Definition of IX3 zoning”, “How do I file someone for making false 911 calls”, “tell me about 7-day pass”)

With these challenges in mind, several existing efforts and initiatives will help address these gaps:

- Raleighnc.gov Project: The project includes website content clean-up and streamlining which will lead to better responses and an enhanced user experience.
- AI Tool Evaluation: We will continue to evaluate other AI tools, using the current data to test potential alternatives that may offer improved functionalities.
- Prompt Evolution: Over time, as AI becomes more commonplace, we believe that people will naturally improve their ability to write prompts and interact more effectively with the tool.

The initial deployment of the Generative AI tool has provided valuable insights and highlighted areas for improvement. The AI tool has supplied users with numerous responses, potentially saving time and providing direct, actionable answers. Our ongoing efforts aim to refine the tool, enhance user interaction, and ultimately provide a more efficient and effective search experience for our community.

(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 the September 9 Work Session

Leaf Out Update (Council Member Harrison)

Staff Resource: Charles Craig, PRCR, 810-8108 charles.craig@raleighnc.gov

During the Work Session, Council requested an update on Raleigh Parks, Recreation and Cultural Resources Department’s Leaf Out Initiative, a community, and staff vision driven effort to shape the future of Raleigh’s green spaces. Rooted in community priorities and powered by collaboration across city departments, Leaf Out is growing into a visionary framework for stewardship, engagement, and long-term planning. The initiative is working hand-in-hand with the Reflecting Raleigh Comprehensive Plan to align non-regulatory

guidance for city land with the broader policy goals that will shape Raleigh's next chapter. The Sustainability, Wildlife, and Urban Trees (SWUT) Committee continues to play a key role bringing together staff, advocates, and experts to transform ideas into action. This forum has been essential in guiding Leaf Out's progress and will remain central as the initiative shifts from assessment to implementation. Looking ahead, the Leaf Out team is on track to finalize the Leaf Out Plan with a presentation planned for the Raleigh Growth & Natural Resources Committee in Spring 2026 and a full presentation to the Council in early Summer 2026. Together, we're cultivating a stronger, greener Raleigh for generations to come.

(No attachment)

Weekly Events Digest

Friday, September 26 – Thursday, October 2

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

Permitted Special Events

Villain Arts 4th Annual Tattoo Arts Festival

Raleigh Convention Center & Cabarrus Street (road closure is for load-out only)

Friday, September 26 - Sunday, September 28

Event Times: 2:00pm - 11:00pm on 9-26-25; 11:00am - 11:00pm on 9-27-25; 11:00am - 8:00pm on 9-28-25

Associated Road Closures: Cabarrus Street between S. McDowell and S. Salisbury streets will be closed from 7:00am until 11:59pm on 9-28-25.

Raleigh Wide Open

Fayetteville Street District

Friday, October 3 & Saturday, October 4 (road closures start 10-2-25 for set-up)

Event Times: 5:00pm - 11:00pm on 10-3-25; 12:00pm - 11:00pm on 10-4-25

Associated Road Closures: Fayetteville Street between Hargett Street and the south end of City Plaza, and Martin and Davie streets between S. Salisbury and S. Wilmington streets will be closed from 6:00pm on 10-2-25 until 6:00am on 10-5-25

Other Upcoming Events

Luis Angel "El Flaco" y Julio Preciado

Friday, September 26

Raleigh Memorial Auditorium

Art on the Greenway Ride Series – Ride #2

Saturday, September 27

NC Museum of Art

Rain Garden & Rain Barrel Workshop

Saturday, September 27

Halifax Park

Raleigh Tamale Festival

Saturday, September 27

Green Road Park

Raymonda Variations – Carolina Ballet

Saturday, September 27 & Sunday, September 28

Fletcher Opera Theater

Mad Libs Live!

Through Sunday, September 28

Raleigh Little Theatre

Ciba Punch

Sunday, September 28

Dix Park

Nashville Predators vs. Carolina Hurricanes

Sunday, September 28
Lenovo Center

Biothon

Sunday, September 28 - Wednesday, October 1
Walnut Creek Wetland Park

WWE RAW

Monday, September 29
Lenovo Center

Big Ideas Raleigh Meetup

Tuesday, September 30
Raleigh Founded

NC Affordable Housing Conference

Tuesday, September 30 & Wednesday, October 1
Raleigh Convention Center

National Coffee with a Cop Day

Wednesday, October 1
Various Locations

Alex Warren

Wednesday, October 1
Red Hat Amphitheater

Explore Career Opportunities with the City of Raleigh

Thursday, October 2
Virtual

Broken Images – Shabana Azmi

Thursday, October 2
Fletcher Opera Theater

Jazz in the Square

Thursday, October 2
Moore Square

Natalia Jimenez

Thursday, October 2
Raleigh Memorial Auditorium

Dia de Oakwood Flower Making Workshop

Sundays through October 5
The Chapel at Dix 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.

Weekly Events Digest

Friday, September 26 – Thursday, October 2

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Road Closure & 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 Dix Park.