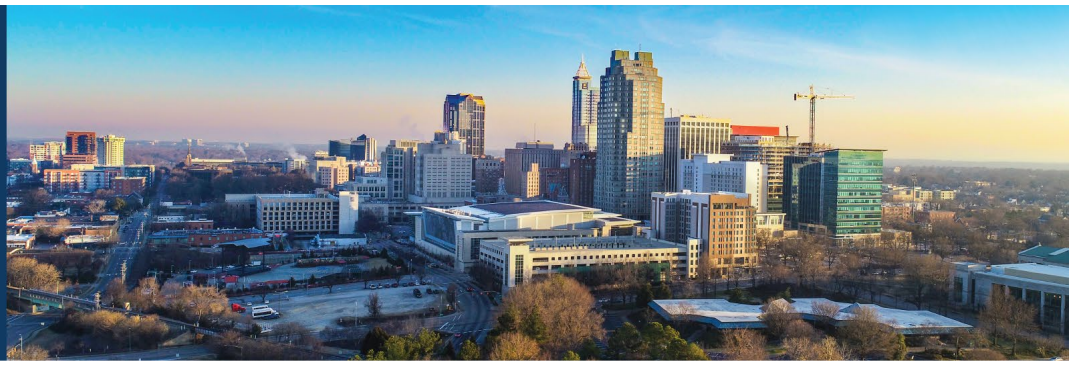
CITY MANAGER'S OFFICE

Manager's Update

raleighnc.gov



Issue 2025-40 October 10, 2025

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Work Session - Tuesday, October 14 - 4:00 P.M.
Reminder that Council will meet next **Tuesday** in a scheduled work session at **4:00 P.M.**

The agenda for the work session was posted to the electronic agenda management system Thursday.

Public Hearing – Noise Ordinance - Tuesday, October 14 - 6:00 P.M.
Reminder that Council will meet next **Tuesday** in a special public hearing session at **6:00 P.M.**

Public Comment Session - Tuesday, October 14 - 7:00 P.M.

Reminder that Council will meet next **Tuesday** in a scheduled public comment session at **7:00 P.M.**

INFORMATION:

Solid Waste Services Yard Waste Center Composting Pilot Update
Staff Resource: Gregory Jenkins II, Solid Waste Services, 996-3475, gregory.jenkins@raleighnc.gov

On April 8 staff presented the Organics Management Feasibility Study Phase 1 Summary and Results to Council to assess the scope of expanding processing and collections services currently offered by Solid Waste Services (SWS) to develop a sustainable food waste management solution.

The Yard Waste Center (YWC) is unable to accept food waste for processing due to various limitations and there is currently no other alternative within Wake County. There is interest from surrounding municipalities on a potential solution. The Yard Waste Center staff will explore pathways to enable viable food waste processing beginning in FY26 by initiating a six-month Food Waste Processing Pilot Program timeline.

In order for the Yard Waste Center to accept food waste, the site requires preparations to be completed to manage the processing pilot, obtain State regulatory approval, and arrange electrical power sourcing. SWS anticipates the batch processing of food waste to begin in January 2026. Within the scope of the pilot, the Yard Waste Center will process 55 tons of pre-identified food waste supplied by a designated private partner over a six-month time frame. No additional food waste from other sources will be collected or processed as part of this pilot.

The Food Waste Processing Pilot Program does not include a collections service. SWS is evaluating collections service options and partnerships in the region and plans to share the findings after this pilot program has been completed.

Updated Timeline	Start	Finish
Site Preparation	7/1/25	11/30/25
Compost System Install	9/25/25	12/23/25
Batch #1 - Process	1/5/26	3/27/26
Batch #2 - Process	2/2/26	4/30/26
Batch #3 - Process	3/2/26	5/29/26
Project Data Review	6/1/26	6/30/26
Final Report	6/30/26	7/10/26

Upon completion of the processing pilot, Solid Waste Services leadership will share the findings for further consideration on whether to convert the Yard Waste Center to a permanent food waste processing facility. Long-term site improvements will be required and may include facility design, construction, and re-permitting by the NC Department of Environmental Quality.

(No attachment)

Leaf Collection Communications Update

Staff Resource: Kristin Gregory, Communications, 996-3091, kristin.gregory@raleighnc.gov

As the City prepares to transition from annual loose-leaf collection to an enhanced, weekly yard waste service in Fall 2026, staff will soon roll out communications to residents that inform them of the upcoming change and provide them with options available this season. A dedicated webpage has been created to outline three options:

- Use the yard waste bins for the current bi-weekly pick-up schedule
- Utilize loose leaf collection for the final season
- Consider an eco-friendly option and leave the leaves

The campaign will include a postcard mailed to current Solid Waste Services (SWS) customers along with email updates, social media posts, media relations, community outreach and paid advertising. Communications will begin over the next two weeks.

SWS is coordinating closely with the Transportation team to ensure residents who rely on loose leaf collection are informed this is the final season.

Communications will continue periodically after this year's final loose-leaf collection, with a larger campaign launching in late summer 2026.

(No attachment)

Streetery Program and Notice of Violations Update

Staff Resource: Whitney Schoenfeld, Special Events, 996-2204, whitney.schoenfeld@raleighnc.gov

On September 24 staff provided an update to Council regarding notices of violation being issued to several businesses with expired streetery permits. Since then, five of the six businesses have completed the permitting process and are now in compliance.

One business remains non-compliant and has not completed the permitting process. Despite multiple outreach attempts, the owner has objected to the City's insurance requirements and has declined to provide proof of coverage. Following prior notification, a formal notice of violation was issued by certified mail on October 9, 2025, informing the owner that the unpermitted streetery will be removed this month.

Staff remain committed to ensuring that private use of publicly owned assets align with City requirements and minimizes liability.

(No attachment)

Southeast Raleigh Promise Small-Scale Rental Development Update

Staff Resource: Annie Baumann-Mitchell, annie.baumann-mitchell@raleighnc.gov, 996-4330

On September 29, 2025, the City closed on a $3.3 million construction-to-permanent loan and long-term land lease with Southeast Raleigh Promise (SERP) to advance the development of a scattered-site affordable rental project. The development will create 25 affordable housing units across nine (9) City-owned parcels:

- 111 & 116 E. Lee Street
- 1102 S. Person Street
- 1000, 1125, 1129 & 1131 Gregg Street
- 1116 Spaulding Street
- 911 E. Edenton Street

The SERP scattered-site project was the first to receive a conditional commitment under the Small-Scale Rental Development Program in 2022, financed with 2020 affordable housing bond funds. After Council first awarded funding in 2022, the project returned for additional funding approval in 2023 and has subsequently undergone several revisions to address site feasibility, environmental findings, and financing requirements. These updates, along with necessary adjustments to the unit mix and lease terms, extended the timeline but were critical to securing full project funding and ensuring long-term viability.

The project will provide infill development that complements existing neighborhood patterns, including single-family homes, duplexes, and accessory dwelling units (ADUs). The units will serve low-income households earning below 80% of the Area Median Income (AMI):

Unit Size	<30% AMI	<60% AMI	<80% AMI	Total Units
1 BR	6	0	0	6
2 BR	3	4	7	14
3 BR	0	0	5	5
Total Units	**9**	**4**	**12**	**25**

This effort represents SERP's first development project of this scale. SERP staff have expressed appreciation to the City for ongoing partnership and technical support throughout the process and have noted that the project has provided significant organizational learning and capacity-building opportunities. Construction is scheduled to begin in November 2025 and full project completion anticipated in early 2027.

(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

General Follow Up Item

Top Ten 911 Call Categories (Mayor Cowell & Council Member Jones)

Staff Resource: Robert Parrish, Emergency Communications Center, 996-5125, robert.parrish@raleighnc.gov

Council requested from Emergency Communications Center (ECC) staff the top ten (10) call types received through 911 lines over the past three years. Included with the *Update* materials is a staff memorandum with the requested data and context of 911 operations.

(Attachment)

Follow Up from the October 7 Council Meeting

Lake Johnson Pool Partnership

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

During the meeting, Council requested additional information regarding the proposed partnership at Lake Johnson Pool between the Raleigh Parks, Recreation and Cultural Resources Department and Wolfpack Elite, Inc. Included with the *Update* materials is a staff memorandum that reiterates and expand on the information presented at the meeting as well as the review of the project in consideration of the City of Raleigh Partnership Policy

(Attachment)

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

Permitted Special Events

City of Raleigh Employee Wellness and Benefits Fair
Nash Square & Surrounding Sidewalks
Friday, October 10
Event Time: 9:30am - 2:00pm
Associated Impacts: No roads will be closed for the event. Nash Square will be used from 7:30am until 2:00pm. Adjacent sidewalks will be used from 11:00am until 11:30am for a walk.

Tunnel to Towers 5K Run & Walk
Forest Pines Drive & Route
Saturday, October 11
Event Time: 9:00am - 11:00am
Associated Road Closures: The 5K route will be closed from 9:00am until 10:30am. Note that all cross-streets will be detoured and see below for turn-by-turn details:

Start at Forest Pines Elementary School; Right onto Forest Pines Drive; Turn around at John Rex Boulevard; Right onto Common Oaks Drive; Left onto Green Elm Lane; Right onto Forest Pines Drive; Left onto Pawley's Mill Circle; Continue on Pawley's Mill Circle around the loop; Right onto Forest Pines Drive; Right to finish at Forest Pines Elementary School

Triangle Run/Walk for Autism
Halifax Mall & Route
Saturday, October 11
Event Time: 9:00am - 11:30am
Associated Road Closures: N. Wilmington Street between Polk and E. Lane streets, and E. North and Polk streets between N. Wilmington and N. Person streets will be closed from 5:00am until 11:00am. Additional roads will be closed from 8:50am until 11:00am for the 5K. Note that all cross-streets will be detoured and view the 5K route map for more details.

Fall for Five Points
Fairview Road
Saturday, October 11
Event Time: 11:00am - 6:30pm
Associated Road Closures: Fairview Road between the Wells Fargo Bank and Glenwood Avenue will be closed from 8:00am until 7:30pm.

Inter-Tribal Pow Wow
Dix Park, Harvey Hill
Saturday, October 11
Event Time: 11:30am - 6:30pm
Associated Road Closures: Middleton Drive between Umstead Drive and Palmer Drive, and Black Drive between Middleton Drive and Palmer Drive will be closed from 8:00am until 8:30pm. Harvey Hill will also be used during this time.

Pelagic Block Party
Pace Street
Saturday, October 11
Event Time: 2:00pm - 9:00pm
Associated Road Closures: Pace Street between Person Street and the driveway next to Pelagic Beer and Wine will be closed from 11:00am until 9:30pm.

Raleigh DIY Punk Rock Flea Market
Rebus Works & Kinsey Street
Saturday, October 11 & Sunday, October 12
Event Times: 12:00pm - 5:00pm on 10-11-25 & 10-12-25
Associated Road Closures: Kinsey Street between Dupont Circle and Rebus Works will be closed from 10:00am until 6:00pm on 10-11-25 and10-12-25.

The 37th Annual Thad & Alice Eure Walk for Hope
Angus Barn & Glenwood Avenue
Sunday, October 12
Event Time: 9:00am - 10:30am
Associated Road Closures: All eastbound lanes of Glenwood Avenue between Lumley Road and William B. Umstead State Park Road will be closed from 8:45am until 10:45am. Eastbound Glenwood Avenue will be diverted onto Lumley Road, Exit 293. For the detour, traffic will be directed left onto Westgate Road, right onto Ebenezer Church Road, and then back onto Glenwood Avenue eastbound. View the 5K route map for more details.

Other Upcoming Events

Jon Pardi
Friday, October 10
Red Hat Amphitheater

All Beethoven
Friday, October 10 & Saturday, October 11
Meymandi Concert Hall

Iron Pour at Sertoma: Art in the Making
Saturday, October 11
Sertoma Arts Center

Fire Prevention Week
Saturday, October 11
Raleigh Fire Museum

Legends of Laughter
Saturday, October 11
Raleigh Memorial Auditorium

Philadelphia Flyers vs. Carolina Hurricanes
Saturday, October 11
Lenovo Center

North Carolina Home Show
Saturday, October 11 & Sunday, October 12
Raleigh Convention Center

North Carolina Bridal & Wedding Expo
Sunday, October 12
Raleigh Convention Center

NCMA Movie Night: Sonic the Hedgehog 3
Sunday, October 12
Moore Square

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

All Things Open
Sunday, October 12 – Tuesday, October 14
Raleigh Convention Center

Lunch Box Lecture
Thursday, October 16
City of Raleigh Museum

Budget and Brews – City Budget Listening Session
Thursday, October 16
State of Beer

Billie Eilish
Thursday, October 16 & Friday, October 17
Lenovo Center

NC State Fair
Thursday, October 16 – Sunday, October 26
NC State Fairgrounds

The Seven Deadly Sins Presented by Carolina Ballet
Thursday, October 16 – Sunday, November 2
Fletcher Opera Theater

Curtain Call From Beyond: Theatre Haunts & History
Through Monday, October 27
Raleigh Memorial Auditorium

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 & 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.

Council Member Follow Up

Raleigh

memo

To	Marchell Adams-David, City Manager
Thru	Dominick Nutter, Director
From	Robert Parrish, Technology Project Manager
Department	Emergency Communications Center
Date	October 9th, 2025
Subject	Top 10 Types of 911 Calls Received by Emergency Communications Center

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The Emergency Communications Center (ECC) receives over 500,000 911 calls each year and is the second busiest 911 center in North Carolina. In addition to processing 911 calls, ECC telecommunicators dispatch for 57 public safety agencies in Wake County that includes Law Enforcement, Fire, and EMS.

The dataset below represents the top ten (10) categories selected by City of Raleigh Emergency Communications Center (ECC) staff after receiving calls from citizens from **October 2nd 2022 to October 2nd 2025**. These categories are selected based on the caller's initial statement, and any of the problems above can change over the life of an incident.

For example, if a caller reports they are having chest pain the 911 call taker would select "Chest Pain" and submit the call for dispatch while they continue to question the caller. Using our medical dispatch protocols the call taker will eventually select a final category that could upgrade or downgrade the response of field units. Continuing with the example of a caller reporting chest pain, if the patient is having difficulty speaking between breaths the call would be upgraded to a higher level "Chest Pain" category in the computer aided dispatch system.

This can also apply to law enforcement calls as well. If a concerned citizen witnesses a convenience store clerk arguing with a customer, it would be entered by the 911 call taker as a "Disturbance". When police arrive on scene and deescalate the situation the officer could change the problem to "Trespassing" to better reflect the charges or crime that occurred.

Initial Problem Reported to 911	Quantity
EMS-Sick Person	54,284
Motor Vehicle Collision (No Injuries) (Law)	39,648
EMS-Falling/Lift Assist	36,697
Domestic (Law)	31,179
EMS-Breathing Problems	26,200
Welfare Check (Law)	26,200
EMS-Unconscious/Fainting	18,687
EMS-Chest Pain (non-traumatic)	16,811
Be on the lookout (BOLO) (Law)	16,809

Definitions and Examples:

1. **Sick Person**
    - EMS call
    - General EMS request that does not fit in any other category
    - Example: Sickle cell crisis, COVID symptoms

2. **Motor Vehicle Collision (MVC)**
    - Law Enforcement call
    - Non injury motor vehicle collision

3. **Fall/Lift Assist**
    - EMS type call
    - Selected when call statement mentions that the mechanism of the incident was caused by a fall

4. **Domestic**
    - Law Enforcement call
    - Call Taking Definition: A disturbance involving family or people in an intimate relationship

5. **Disturbance**
    - Law Enforcement call
    - Call Taking Definition: Any annoying, disturbing, or alarming act or condition exceeding the bounds of social toleration normal for the time and place in question which occurs in a public place or which occurs in, affects persons in, or is likely to affect persons in a place to which the public or a substantial group has access.

- Example: Loud music, party, public arguments, or loitering

6. **Breathing Problems**
    - EMS call
    - Patient reports breathing problems (not caused by trauma)

7. **Welfare Check**
    - Law Enforcement call
    - This category can be used in several situations where the caller is requesting a welfare check on an individual. For example, out of state caller would like a police officer to check on their family member who has not returned their calls for several days.
    - Examples: Worried parent, worried friend, or concerned citizen reporting homeless person exposed to extreme heat or cold

8. **Unconscious/Fainting**
    - EMS call
    - Caller statement indicates a patient that is unconscious or feels like fainting

9. **Chest Pain**
    - EMS call
    - Patient reporting non-traumatic chest pain or heart attack symptoms

10. **Be On the Look Out (BOLO)**
    - A 911 call creates a BOLO when actionable descriptive information comes in that other responders or jurisdictions need immediately to locate or monitor a person, vehicle, or hazard.
        - Note: The data provided is only looking at calls received through 911 and would not include requests from first responders or other jurisdictions to transmit a BOLO. Additionally, this is a common call type that could receive multiple 911 calls for the same incident. For example, the same racing vehicles on I-440 could be reported by multiple callers driving along the highway.
    - Example: Racing motorcycles, careless/reckless/aggressive driving, or Wanted/Missing Person

Raleigh

memo

To	Marchell Adams-David, City Manager Niki Jones, Assistant City Manager
Thru	Stephen C. Bentley, Director
From	Ken Hisler, Assistant Director
Department	Parks, Recreation and Cultural Resources
Date	October 10, 2025
Subject	Limited License Agreement-Lake Johnson Pool

At the October 7, 2024, City Council meeting, members of the Council requested additional information regarding the proposed partnership between the Raleigh Parks, Recreation and Cultural Resources Department (Raleigh Parks) and Wolfpack Elite, Inc. (WPE) at Lake Johnson Pool. Raleigh Parks and WPE have negotiated a nine (9) year limited license agreement that will ensure Wolfpack Elite has some dedicated time for training and in return the City will receive a minimum $2.0 million investment to replace the existing forty (40) year-old pool. This will include expansion of the pump and related mechanical systems as required to meet the requirements of the new pool, introduction of gas heat, supporting equipment, and site accessories to introduce year-round use of the pool. Of additional consideration are the known private sector delivery of faster and more cost-efficient projects similar to those opportunities being deployed at Dix Park by our partner with the Conservancy.

This memorandum will reiterate and expand on the information presented at the October 7 City Council meeting as well as the review of the project in consideration of the City of Raleigh Partnership Policy City of Raleigh's Partnership Policy that was adopted in April 2024.

At its core, this partnership significantly expands public access to Lake Johson Pool providing additional opportunities to the community for water-safety/swimming instruction (life skills), recreational and competitive swimming. And financially it provides for an upgrade to our infrastructure that is far beyond its life span.

Essential elements that influenced the terms of the partnership

- Post-pandemic, City Council directed Raleigh Parks to look for opportunities to expand use of city pools without putting more pressure on existing resources.

- Wolfpack Elite approached Raleigh Parks with an offer to invest in a 40-year-old pool, create a year-round use and in return have secure times for their program to train.
- Raleigh Parks evaluated times that had minimal to no impact on public use. Evaluating use data, the loss of lap swimming time prior to 10:00 was offset by year-round access to the pool.
- Raleigh Parks will not have to staff the pool while Wolfpack Elite is training. Per the agreement, they are required to provide certified lifeguards during their use.

Lake Johnson pool is one of four (4) seasonal pools and eight (8) total pools in the Raleigh Parks inventory. Its annual operation is from Memorial Day to Labor. This is a thirteen (13) week period, with nine weeks of peak operations. Two weeks at the front and back end of the schedule are limited while schools remain in session and staffing is impacted due to the volume of staff that are high-school and college age.

Under the terms of the agreement, Wolfpack Elite will have access to the pool as follows:

- From Memorial Day weekend through Labor Day, the Club shall have exclusive use of all lanes of the Pool on Monday through Saturday from 6:00am to 10:00am.
- From the day after Labor Day through the Friday before Memorial Day, the Club shall have exclusive use of all lanes of the Pool on Monday through Friday from 6:00am to 9:00am and from 3:00pm to 5:30pm, and on Saturdays from 7:00am to 10:00am

<u>Public Access - Key Data Points</u>

- Over the 13-week summer operating season Lake Johnson is open a total of **760+/- hours.**
- Included in these hours are those dedicated to lap swimming Monday – Friday, prior to the pool opening for recreational use. In 2025, during the peak of the 9-week operations, the public could access Lake Johson Pool for lap swimming only, between the hours of 8:00 am – 9:30 am. Recreational use of the pool began at 10:00 am (lap swimming is available during recreational swimming hours). The total number of hours available for dedicated lap swimming = **68 hours.**
- Recognizing the reduction in dedicated lap swimming time, <u>additional public access</u> is provided as follows:
    - An additional thirty-six (36) weeks of operation (accounts for a 3-week maintenance closure) = **1,440 hours** (40 hrs./week x 36 weeks). This is primarily middle of the day and weekend days (it is recognized that public use would be limited December – February)
    - Wolfpack Elite has agreed to provide two (2) lanes for public lap swimming from 9:00 am – 10:00 am, during the 9 weeks of peak summer operations. Initial draft agreements did not provide any lanes but two were eventually offered to address community input. Based on our actual

data of lap swim activity, this more than sufficiently meets the demand based on our trend analysis over multiple years.

- Pool use data is another source data used to inform the terms of the partnership. Raleigh Parks has used data based on our registration and daily participation systems that show there is limited lap swimming and that the current proposal meets those demands.

  It is evident that there are a few members of our community that value accessing the pool prior to 10:00 am at Lake Johnson pool It is understood that users enjoy the interrupted pool access. However, based on our review of multi-year data for lap swimming we can meet those demands, all while the pool is open for recreational swimming. Additionally, the public can access any of the other seven pools in the Raleigh Parks inventory. Specific to Lake Johnson we are going to add significant additional public access over the course of the year.

Project review in consideration of the City of Raleigh's Partnership Policy

The proposed partnership would align with Type 3 - Partnerships to Monetize Public Assets for Public Benefit – *"Partnerships to unlock value (monetary or otherwise) from a public asset and use the proceeds for public benefit."*

Per the policy, if a partnership aligns with one of the three Partnership Types, the City evaluates the opportunity by considering against a series of twelve (12) questions. Each of the questions has a numerical value associated . Projects should score at least 20 points on these 12 criteria to be eligible. Projects already in the CIP or identified in an adopted plan are automatically eligible.

Eligibility of the Wolfpack Elite partnership is accomplished through the following:

1. The project fulfills a specific project recommendation or goal in an adopted Area Plan, 2030 Comprehensive Plan, Street Plan, or another approved plan. (20 points)
    - The Raleigh Parks System Plan, adopted by City Council. The plan specifies *"**PHYSICAL WELLBEING:** Access to play, exercise, and a healthy lifestyle."* By expanding public access to the seasonal pool, we directly advance the goals of the system plan.
2. The project unlocks value from an underutilized City asset. (10 points)
    - As demonstrated, the current pool operates three (3) months out of the year for a total of 760+/- hours. Expanding to year-round access, introduces an additional 1,440 hours.

As Raleigh Parks pursued this opportunity Wolfpack Elite, the expanded public benefit is extensive. This partnership significantly expands public access to Lake Johson Pool providing additional opportunities to the community for water-safety/swimming

instruction (life skills), recreational and competitive swimming. And financially it provides for an upgrade to our infrastructure that is far beyond its life span.

This agreement will be placed as a “Special Item” on the October 21 City Council agenda.