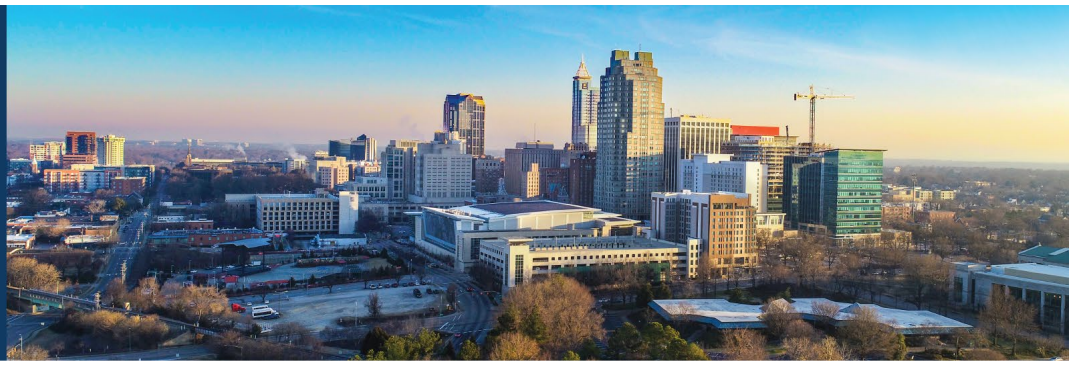
CITY MANAGER'S OFFICE

Manager's Update

raleighnc.gov



Issue 2025-45 November 14, 2025

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Regular Council Meeting Tuesday, November 18; Lunch Work Session at 11:30 - Lunch Will be Provided

Council will meet in regular work session at **11:30 A.M.** in the **Council Chamber.** Please note the agenda for the lunch work session is included with the regular meeting agenda and may be accessed via the eScribe electronic agenda system:

https://pub-raleighnc.escribemeetings.com/

The **regular** Council meeting begins at **1:00 P.M.**

Please note there will be a **Closed Session** immediately following the afternoon session of the Council meeting.

Reminder: If there is an item you would like to pull from the consent agenda for discussion, please e-mail mayorstaff@raleighnc.gov by 11 A.M. the day of the meeting.

INFORMATION:

2026 City of Raleigh Program Catalog

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

The 2026 City of Raleigh Program Catalog is designed to give residents a clearer picture of how the City of Raleigh serves the community and the public funds and staff that support those services. Traditionally, the City's Adopted Budget presents City financial information by fund and department in broad categories like "personnel" or "operating expenses". While this is useful for internal purposes, it does not always reflect how residents and visitors experience local government. Every day, Raleigh residents and visitors interact with City services like parks, emergency response, or community events. The Program Catalog organizes these services into individual "programs" and complements the Adopted Budget by breaking down the budgeted expenses and staff for these programs. For the purposes of translating these services into programs, programs were defined as "a group of closely related and interdependent activities that lead to an identifiable result". This catalog is just the beginning of an ongoing effort to make local government more transparent, accountable, and responsive to the people it serves.

(Attachment)

Supporting Our Community – Food Collection Locations

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

To support the Raleigh community as concerns continue to escalate regarding food security, Raleigh, Parks, Recreation, and Cultural Resources is partnering with Wake County Cooperative Extension by offering community centers across the city as designated food collection sites. Beginning November 15 through December 19, during normal operating hours, the community can drop off: non-perishable food items, personal care items, and other essential supplies. Items collected will be distributed through established Wake County food pantries.

Donations will be accepted at the following locations:

- Abbotts Creek Community Center, 9950 Durant Rd., Raleigh, NC 27614
- Barwell Road Community Center, 5857 Barwell Park Dr., Raleigh, NC 27610
- Biltmore Hills Community Center, 2615 Fitzgerald Dr. Raleigh, NC 27610
- Brier Creek Community Center, 10810 Globe Rd., Raleigh, NC 27617
- Carolina Pines Community Center, 2305 Lake Wheeler Rd., Raleigh, NC 27603
- Green Road Community Center, 4201 Green Rd, Raleigh, NC 27604
- Greystone Recreation Center, 7713-55 Lead Mine Rd., Raleigh, NC 27615
- Halifax Community Center, 1023 Halifax St., Raleigh, NC 27604
- Jaycee Community Center, 2405 Wade Ave., Raleigh, NC 27607
- John Chavis Community Center, 505 Martin Luther King Jr Blvd, Raleigh, NC 27601

- Lake Lynn Community Center, 7921 Ray Road, Raleigh, NC 27613
- Laurel Hills Community Center, 3808 Edwards Mill Rd., Raleigh, NC 27612
- Marsh Creek Community Center, 3050 N. New Hope Rd., Raleigh, NC 27604
- Millbrook Exchange Community Center, 1905 Spring Forest Rd., Raleigh, NC 27615
- Worthdale Community Center, 1001 Cooper Rd., Raleigh, NC 27610

(No attachment)

Charging Smart Silver Designation for Electric Vehicle Readiness

Staff Resource: Megan Nation, Sustainability, 996-4657, megan.nation@raleighnc.gov

On September 26, the City received a Silver designation from the national Charging Smart program for achieving national best practices and policies that facilitate the expansion of electric vehicles (EVs) and EV charging infrastructure.

The City is the first Charging Smart designee in North Carolina, and the first Silver designee in the Southeast.

Raleigh was one of the first cities in the country to adopt EV infrastructure and continues to lead the way in foundational steps to support the clean energy transition. Raleigh's top greenhouse gas emissions come from transportation, and transportation electrification is one of the top high impact actions in Raleigh's Community Climate Action Plan. The City achieved Silver designation due to its history of leadership in strategies such as adopting zoning that supports EV charger installation and municipal fleet electrification. These achievements were possible through ongoing partnerships among the Office of Sustainability; Fleet Management Operations Division of Engineering Services; Planning and Development; Raleigh Parks, Recreation and Cultural Resources; and many other partnerships across the City and community.

Charging Smart is led by partners including the Interstate Renewable Energy Council (IREC) and the North Carolina State University Clean Energy Technology Center, and funded by the U.S. Department of Energy Vehicle Technologies Office.

(No attachment)

Chavis-Dix Strollway: Fourth Ward

Staff resource: Kenneth Bowers, Planning & Development, 996-2633, ken.bowers@raleighnc.gov

The City received a $3 million federal grant in 2022 to advance two urban cultural trail projects, the South Park Heritage Trail, and the Chavis-Dix Strollway. With the schematic design for the South Park project complete and the trail moving into implementation, staff are now working to begin the design process for the Strollway, with a particular focus on the history and heritage of Fourth Ward. Planning for the trail through concept design, and implementation of a demonstration area, will be accomplished with the same design team as the Heritage Trail, given the project similarities. Included with the *Update* materials is a detailed update on the project.

(Attachment)

Update on Crisis Call Diversion (CCD) Line

Staff Resource: Dominick Nutter, Emergency Communications, 996-5015, dominick.nutter@raleighnc.gov

The City's Crisis Call Diversion (CCD) Line officially went live on November 10, marking a major step forward in providing compassionate and specialized responses to 911 callers experiencing behavioral health crises. This innovative program allows eligible 911 calls to be transferred to licensed clinicians who can provide immediate support, resources, and intervention. Three clinicians staff the consoles during business hours as part of the program's pilot phase, and they have already diverted calls from traditional emergency dispatch of first responders, including police. Additionally, to support these efforts, 100% of the Emergency Communications Telecommunicators and Call Takers have completed Crisis Intervention Training (CIT), ensuring they are equipped to recognize and appropriately handle mental and behavioral health-related calls. These efforts mark another milestone in the Raleigh CARES program.

(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 23 Economic Development and Innovation Committee Meeting

Overview of Downtown Services Maintenance and Parking Deck Cleanliness

Staff Resources: Steve Halsey, Transportation, 996-5755, steven.halsey@raleighnc.gov
Kenneth Ritchie, Transportation, 996-4112, kenneth.ritchie@raleighnc.gov

During the meeting, Committee Members requested that staff provide information on the maintenance/cleanliness in the downtown area including cleaning services provided for city owned parking decks and surface lots. Included with the *Update* materials is a staff memorandum detailing an overview of the downtown services maintenance and parking deck cleanliness services being provided.

(Attachment)

Follow Up from the October 21 Council Meeting

Pedestrian Infrastructure: Nowell Road and the Lenovo Center Area (Council Member Lambert-Melton)
Staff Resource: Carter Roberson, Transportation, 996-7942, john.roberson@raleighnc.gov

During the public comment section of the meeting, Mr. Matthew Busch shared concerns about the long-standing need for sidewalks in the Nowell Pointe and Lincolnville area along Nowell Road and the surrounding area of the Lenovo Center. Council requested that staff provide information regarding this item. Included with the *Update* materials is a staff memorandum containing additional information about current projects and planned improvements in this area.

(Attachment)

Granicus Accessibility (Council Member Patton)
Staff Resource: Beth Stagner, Information Technology, 996-5485, beth.stagner@raleighnc.gov

During the meeting, Council requested information from staff regarding the accessibility of the Granicus platform used by residents to apply for City Boards and Commissions. Granicus' Boards and Commissions software platform demonstrates a strong commitment to digital accessibility, aligning with the Americans with Disabilities Act (ADA) and the latest Web Content Accessibility Guidelines (WCAG) standards. The platform has been evaluated using leading screen readers and accessibility tools, and it supports most Level A and Level AA criteria across WCAG 2.0, 2.1, and 2.2. This means the platform is broadly usable by individuals with disabilities, including those who rely on assistive technologies such as screen readers, keyboard navigation, and alternative input devices.

Key strengths include:

- Accessible non-text content, audio/video, and captions.
- Consistent navigation and labeling, making the platform intuitive for users with disabilities.
- Keyboard navigation is supported for most features, allowing users who cannot use a mouse to interact with the platform.
- Error identification and suggestions are provided in many cases, helping users complete tasks successfully.

Areas for improvement:

- **High Contrast and Visual Tracking:** Some focus colors do not meet minimum contrast standards, and certain elements are difficult to visually track. This may affect users with low vision or those who require high-contrast interfaces.
- **Keyboard Navigation:** There are some issues with keyboard traps in dropdown menus, and focus does not always loop or move as expected. The absence of a "Skip to Main Content" link may make navigation more challenging for keyboard-only users.

- **Error Handling and Labels:** Focus does not always move to errored fields after invalid submissions, and some labels or instructions are incorrect.
- **Status Messages and Predictable Interactions:** Status messages are not always read aloud to users, and some elements behave differently on hover or focus, which may confuse users relying on predictable interactions.

The software also includes the option to download the application as a PDF, providing an alternative for instances where the online form does not suffice. This PDF version offers more extensive ADA accommodation that might not be technically feasible in the online form. This approach was taken by the Clerk's Office to ensure an accessible application for a recent request.

Vendor Commitment to Improvement: Granicus is actively working to address these gaps and is committed to ongoing enhancements. In particular, they are preparing for new federal regulations that will take effect in the first half of 2026, requiring government websites to meet stricter accessibility standards. The vendor's roadmap includes targeted improvements to ensure compliance with upcoming federal law.

(No attachment)

Follow Up from the November 12 Public Comment Session

Big Branch Creekside Renderings

Staff Resource: Lisa Schiffbauer, Parks, 996-4785, elizabeth.schiffbauer@raleighnc.gov

During the meeting, public comments were made regarding design renderings for the Big Branch Greenway Connector project. To provide Council with context and clarity, staff has provided the design rendering that was referenced, as well as the existing conditions photo from which it was drawn. Both images have been included with the *Update* materials.

(Attachment)

BUDGET AND
MANAGEMENT SERVICES

2026 City of Raleigh Program Catalog

raleighnc.gov

Raleigh

Special thanks
to City of Raleigh employees
who provide the world-class
programs compiled in this report.

Introduction

The City of Raleigh Program Catalog is designed to give residents a clearer picture of how the City of Raleigh serves the community and the public funds and staff that support those services.

Traditionally, the City's Adopted Budget presents City financial information by fund and department in broad categories like "personnel" or "operating expenses". While this is useful for internal purposes, it does not always reflect how residents and visitors experience local government. Every day, Raleigh residents and visitors interact with City services like parks, emergency response, or community events.

The Program Catalog organizes these services into individual "programs" and complements the Adopted Budget by breaking down the budgeted expenses and staff for these programs. For the purposes of translating these services into programs, programs were defined as "a group of closely related and interdependent activities that lead to an identifiable result".

This catalog is just the beginning of an ongoing effort to make local government more transparent, accountable, and responsive to the people it serves.

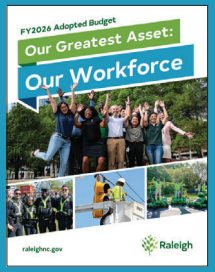
About the City of Raleigh

The City of Raleigh serves residents and visitors of Raleigh, North Carolina, which remains one of the fastest growing areas in the country. Raleigh covers an area of more than 148 square miles and is home to a growing and diverse population of approximately 488,854 (data from the World Population Review) residents. The City of Raleigh is both the county seat of Wake County and the capital of North Carolina. Known as the "City of Oaks" for its treelined streets, Raleigh is situated in the heart of North Carolina's Piedmont region, centering residents between the sandy Atlantic beaches and the Blue Ridge Mountains.

Raleigh, Chapel Hill, and Durham form the Research Triangle Park, which was founded in 1959 as a model for research, innovation, and economic development; it is now the largest research park in the nation. The Raleigh Durham-Chapel Hill combined statistical area (CSA), which encompasses Raleigh and surrounding counties including Wake, Durham, and Orange, has a population of over two million. A great economy, top educational institutions, and exceptional health care facilities are some of the characteristics that attract people to the area. The mild climate and diverse workforce combine to make Raleigh a great place to live, work, play, and learn.

Overview of the Program Catalog

The Program Catalog is intended to provide a more transparent way for residents to understand the City budget. For that reason, the structure of this FY26 Program Catalog mimics the structure of the FY26 Adopted Budget so the two documents can be compared directly.



On each page is a list of a department's programs, followed by a description of the program, an approximate number of full-time equivalent (FTE) employees who provide the program, and the total amount budgeted for the program in the Adopted FY26 Budget (July 2025 – June 2026). The resource allocations are a snapshot in time based on the FY2026 Adopted Budget, and changes in City structure, staffing and funding levels can occur from year to year.

Key Disclaimer! The budget and employee numbers identified in the Catalog are intended to indicate a current level of service for the program and include shared overhead expenses. These shared expenses could include facility costs, administrative support, indirect costs, and other expenses allocated across a department's programs. The program costs and position numbers do not represent the "go away" budget savings if a specific service was enhanced, reduced, or eliminated. City staff would need to complete additional analysis to determine specific budget savings if a program was reduced or eliminated.

Methodology

At the start of the program catalog development process, City staff from each department created a list of program names that accurately represents the services the departments provide to residents and visitors. Department staff then provided concise descriptions explaining the purpose and function of each program.

After the FY26 Budget was adopted by City Council, department staff allocated their FY26 budgets to their programs. This program allocation consisted of two major steps: (1) allocating staff and (2) allocating expenses to programs. In Step One, department staff were assigned to programs based on estimates of how they spend their time supporting the work of one or more programs. Once Step One was completed, each program had a calculated percent of total staff that were assigned to that program. By default, this percent of total staff assigned to the program was used to calculate Step Two, the allocation of expenses to programs. Endorsed by the Government Finance Officer's Association (GFOA), this default calculation is created by multiplying the percent of FTE assigned to a program by the total department's expenses. Staff then reviewed these default calculations of program expenses and had the opportunity to override the default if they could provide sufficient justification that their alternative allocations more accurately represented the expenses of the program. These exceptions to the default method were documented to ensure future consistency of methods in future iterations of the program catalog.

Future Opportunities

As the Raleigh community continues to grow and demand for services evolves, this document can help provide a baseline on existing services, understand resource allocation, and provide a starting place for future process improvements. Over time, the Catalog will evolve, names and descriptions of programs may change, and new programs may be added or removed. This is all expected in a continuous process of improvement.

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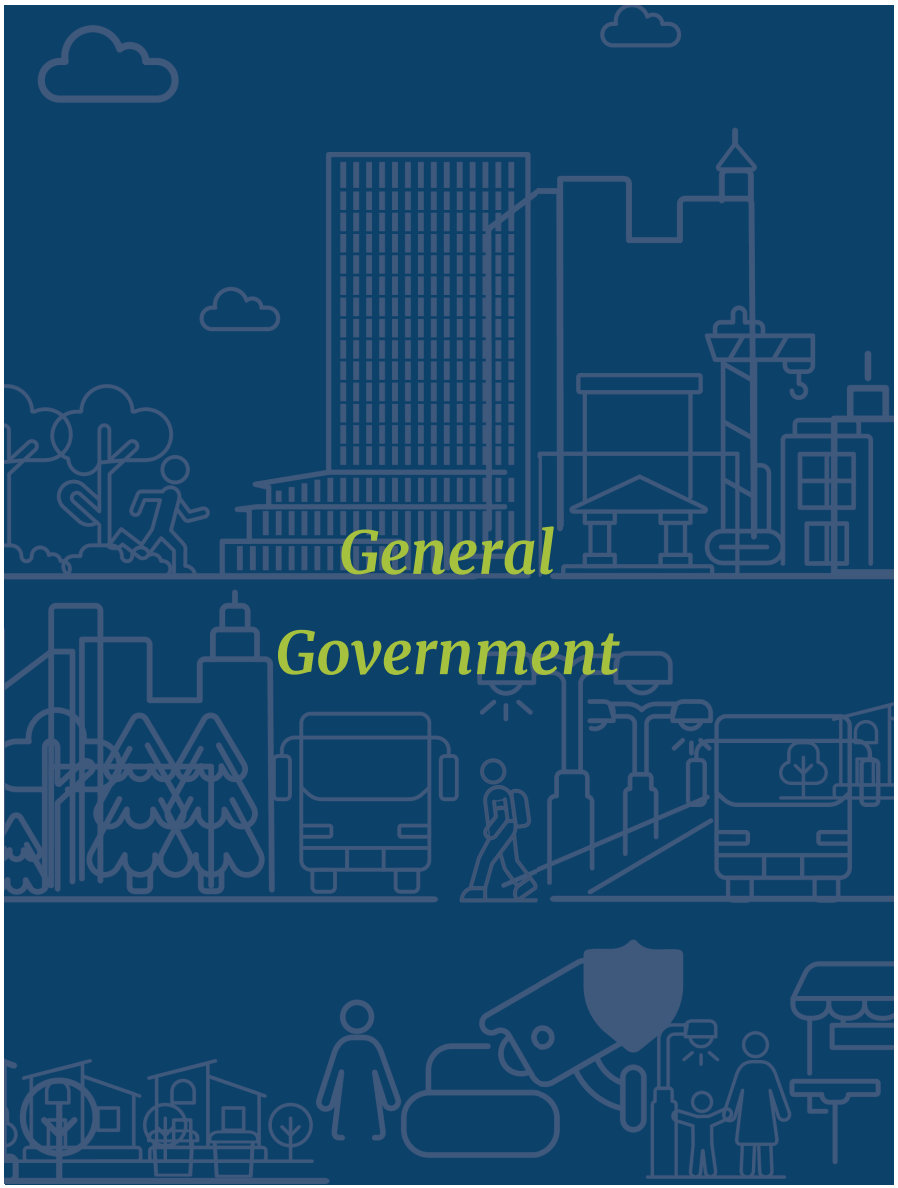
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City Attorney

Department Overview

The City Attorney serves as the chief legal advisor to the Mayor, City Council, and City administration. The City Attorney's Office supports the City Attorney in the provision of these legal services and provides legal guidance and direction to City departments and the City's advisory boards and commissions. The City Attorney is appointed by and reports directly to the City Council.

Department Program Highlights

Total Budget
$7,221,902

Full Time Employees
31

Legal Services

Total Budget	$7,221,902	FTE	31

Provides legal advice on all aspects of City operations. Assists with real estate acquisition and disposition, negotiation of City contracts, and construction and environmental issues relating to City projects or properties. Represents the City in economic development projects and public-private partnerships. Offers guidance in planning and zoning matters, including development plan review and code enforcement. Assists in drafting ordinances and resolutions that are submitted to the City Council.

Represents the City and City officials in lawsuits filed by or against the City in all North Carolina and United States Courts and in administrative and quasi-judicial matters before other review bodies, including the Board of Adjustment and North Carolina Industrial Commission.

Coordinates the retention and oversight of outside counsel for matters where the City seeks external legal representation.

City Manager's Office

Department Overview

The City Manager's Office is the center for administration of the City of Raleigh organization. In addition to the coordination and oversight of activities of all City departments, the City Manager's Office also provides direct staff assistance to City Council members, including the Mayor and Council committees. The City Manager's Office provides guidance and overall direction for the City's budget and financial management processes and directs the City's efforts to plan for the future. Staff members perform research, suggest public policy development and direction for City Council, and evaluate potential public programs. The City's established organizational values – responsiveness, integrity, respect, collaboration, honesty, diversity, stewardship, and initiative – guide the work of the City Manager's Office and staff throughout the organization.

Department Program Highlights

Total Budget
$5,583,020

Full Time Employees
25.75

City Management

Total Budget	$2,005,551	FTE	9.25

Coordinates and oversees all activities of City departments. Executes policies and directs the City's efforts to plan for the future. Performs research, suggests public policy development and direction for City Council, and evaluates potential public programs.

Council Support

Total Budget	$1,409,306	FTE	6.5

Provides direct staff assistance to City Council members (including the Mayor and Council committees). Answers Council member questions and distributes information prior to posted meetings. Prepares and distributes Council agendas in accordance with the NC Open Meetings Act.

Customer Experience

Total Budget	$325,225	FTE	1.5

Enhances the City's ability to deliver high-quality, responsive, and equitable services to all residents. Leverages technology, training, and cross-departmental collaboration to improve customer engagement and streamline service delivery.

Key initiatives include ongoing technology development, centralized issue tracking, phone support improvement, consistent training, and community outreach. These efforts ensure the City can better address community needs and foster trust through innovative and reliable customer service solutions.

Intergovernmental Relations

Total Budget	$325,224	FTE	1.5

Aligns with evolving policies and practices by fostering strong relationships with federal, state, and regional governments. Emphasizes understanding external governmental priorities, attending key legislative and policy events, and maintaining consistent coordination with outside agencies. Keeps City policies and programs current and supports the City’s strategic initiatives in collaboration with external stakeholders.

Special Events

Total Budget	$1,300,898	FTE	6

The City of Raleigh is proud to host and celebrate hundreds of events each year, from major conventions and sporting events to community-based festivals and races. This program provides a single point of contact for event management and compliance, and oversees all aspects of special events that utilize City streets, public plazas, and Dorothea Dix Park.

Raleigh CARES

Total Budget	$216,816	FTE	1

Ensures effective implementation, coordination, and continuous improvement of the City’s new alternative response program, CARES (Crisis Alternative Response for Empathy and Support). Provides empathetic and efficient responses to individuals experiencing crises related to behavioral health, mental health, and substance use. Oversees program operations, conducts research, secures and manages grants, facilitates interdepartmental collaboration, and evaluates program outcomes.

Office of Internal Audit

Department Overview

The Office of Internal Audit is an independent audit and consulting function that helps the City accomplish its objectives by bringing a systematic, disciplined approach to evaluating and improving the effectiveness of risk management, control, and governance processes. Audits identify emerging risks in all areas of the City, including strategy and governance, stewardship of assets, performance of programs, and compliance with regulations.

Department Program Highlights

Total Budget	Full Time Employees
$730,706	5

Audit Services

Total Budget	$511,494	FTE	3.5

Reviews City programs and processes that are designed to enhance risk management practices and improve stewardship of City assets. Evaluates the effectiveness of internal controls that mitigate risks and protect the City’s reputation. Tests compliance with laws, regulations, and City policies.

Performs different types of audits: performance audits that review internal controls and consider process improvements; compliance audits that ensure compliance with grants, laws, regulations, policies, and procedures; and IT and financial based audits that combine a performance audit and compliance audit, focusing on internal control reviews and applicable governing rules. Communicates findings in audit reports if improvements are needed.

Consulting, Advisory and Training Services

Total Budget	$175,370	FTE	1.2

Offers consulting services to City departments that request assistance in understanding risks, creating risk mitigation strategies, and identifying solutions when implementing internal controls.

Provides risk-based advice and consistent visibility by providing ethics training to new hires and new supervisors for all City departments; participating in several committees in a non-voting, advisory capacity; and reviewing the audit clauses in draft City contracts and advising on other contracting risks.

Investigations

Total Budget	$43,842	FTE	0.3

Receives information about matters that may require further investigation (“tips”). Examples of tips include misuse or wasteful use of funds, unsafe work conditions, violation of laws or contracts, inefficient processes, personnel matters, and environmental issues. Operates the Integrity Line for employees to report tips anonymously and evaluates those tips and where appropriate, either leading the investigations or assigning them to departments for resolution.

Office of Strategy and Innovation

Department Overview

The Office of Strategy and Innovation boldly reshapes strategy and supports ongoing cycles of continuous improvement by integrating leading-edge tools of creativity and human-centered design to enhance City projects and service delivery. The Office of Strategy and Innovation inspires City staff to think boldly, work collaboratively, empower others, and foster impact by leading City strategy and transformative projects like Bloomberg Challenges, Raleigh Impact Lab, Big Ideas, and Smart Cities initiatives.

Department Program Highlights

Total Budget	Full Time Employees
$1,230,757	6

Strategic Planning

Total Budget	$423,586	FTE	2

Leads the development and management of the City’s Strategic Plan with identified focus areas, goals, objectives, and corresponding performance measurement. Coordinates the City’s biennial Community Survey. Manages dissemination of survey results to inform decision-making across the organization. Performs program and process improvement analysis for Citywide priorities and assists other City departments with strategy development and implementation, as needed.

Innovation Ecosystem Support and Partnerships

Total Budget	$74,646	FTE	0.5

Coordinates partnerships with Raleigh’s vibrant innovation ecosystem (startups, entrepreneurial co-working centers, social enterprises, universities, nonprofits, and technology companies). Connects the external innovation ecosystem to City departments to advance City priorities and provide opportunities for mutual learning and partnerships. Manages the Impact Partner Grant. Co-leads the Bloomberg American Sustainable Cities initiative with the Office of Sustainability, I-team, and Community Based Partners.

Raleigh Impact Lab

Total Budget	$440,909	FTE	2.25

Applies human-centered design to understand shared needs, barriers to service delivery, and opportunities for improvement, with the goal of co-designing policies and services that work for people through a one-of-a-kind municipal government consulting lab. Develops and facilitates human-centered design trainings and workshops for City staff and external partners. Collaborates with residents and City staff to develop co-design pilots.

Smart Raleigh Program

Total Budget	$291,616	FTE	1.25

Develops and leads City strategy for innovating, developing, and deploying “smart” technology throughout the City of Raleigh. Consults with departments to pilot technology to enhance efficiencies and services. Leads the Big Ideas Meetups and the Connected Communities+ regional initiative—serving as the regional collaborative leader to foster regional technology projects to improve all communities. Leads efforts to secure and host sizable national and international Smart City events and conferences in the City.

Office of Sustainability

Department Overview

The Office of Sustainability (OS) works collaboratively to prioritize sustainability, climate, equity and resilience efforts at a City and community-wide level. The OS leads the implementation of Raleigh’s Community Climate Action Plan (CCAP), released in 2021. The CCAP was one of the first climate action plans in the country to focus not only on reducing community-wide greenhouse gas (GHG) emissions with the goal of an 80% reduction by 2050; but also addressing equity, environmental justice and community health; and building community resilience to the impacts of climate change. The OS serves as a catalyst, convener, consultant and technical expert to work on behavior change, education, and resource efficiencies. OS also serves to strengthen innovative partnerships through pilot projects, testing new technology and encouraging new ways of thinking that positively impact the environment, our economy and all who live, work and play in Raleigh.

Department Program Highlights

Total Budget
$897,097

Full Time Employees
5

Community Climate Action Plan

Total Budget	$897,097	FTE	5

Leads the implementation of the award-winning CCAP and its three strategy areas:

The first strategy area is Buildings and Energy. It includes increasing energy efficiency and access to clean energy including solar and electric vehicles within City operations and the community as well as supporting a cleaner energy grid.

The second strategy area, Transportation and Land Use, includes: developing climate action ordinances; supporting sustainable forms of transportation like bus, bus rapid transit, walking, biking and more; and supporting sustainable development including density and more housing options.

The third strategy area, Resilience and Cross Cutting, engages residents on community resilience and emergency preparedness; increasing green stormwater infrastructure, green space, pollinator habitat, and food security; sustainably managing and reducing waste, supporting community beautification projects; and developing innovative pilots to reach City climate and equity goals.

All CCAP initiatives have a focus on equity and resilience, such as initiatives to increase access to rooftop solar and green stormwater infrastructure for low-to-moderate income households, and programs to empower local communities most impacted by climate change.

Budget and Management Services

Department Overview

The Budget and Management Services Department (BMS) supports the City Council, City Manager, and City departments as they provide quality public services to Raleigh residents. The department helps with the development and execution of the City's annual operating and capital budgets; city-wide performance measurement and benchmarking; conducting ongoing program and policy analyses to inform Council and executive decisions; and city-wide grants program administration.

Department Program Highlights

Total Budget
$2,193,694

Full Time Employees
13

Budget Development and Department Support

Total Budget	$914,349	FTE	5.75

Coordinates development and monitoring of over $1.3 billion in annual operating budgets, including the General and Enterprise Funds. Develops and builds relationships with departments to perform analysis and research as needed, including trainings, process improvements, benchmarking, and service enhancements. Consults with departments to develop solutions for budgetary issues, and partners in the development and review of enterprise rates charged to users.

Capital Improvement Program Coordination

Total Budget	$431,189	FTE	2.55

Coordinates development and monitoring of $616.9 million annual Capital Improvement Program (CIP); the five-year capital budget is $2.5 billion. Coordinates the cross-departmental CIP Steering Committee. Analyzes major facility and equipment needs, establishes priorities, estimates fiscal resources, and schedules the development of funded projects. Monitors cash funding and debt finance issuing to achieve better forecasting of large bond and infrastructure projects for Steady State and Advanced Planning models.

Data Analysis and Performance Management

Total Budget	$362,807	FTE	2.25

Coordinates the City's participation in annual benchmarking programs, and departmental business planning and performance reports. Performs program and process improvement analyses for Citywide priorities.

Grants Program Management

Total Budget	$485,348	FTE	2.45

Supports the coordination of all City grant activities (grants that the City receives and grants that the City awards) from grant application through grant closing with a focus on three areas: governance, budget, and administration; fiscal and program compliance; and departmental administration. Works collaboratively with departmental staff that manage both internal and external grants, including American Rescue Plan Act (ARPA) funds. Coordinates the annual budget and monitoring of two municipal service districts: Downtown and Hillsborough Street.

Communications

Department Overview

The Communications Department guides the overall messaging and visual brand for the City. Organizationally, it is divided into two major areas – strategic communications and public affairs. Strategic communications ensures cohesion across department communications to align with overall City goals. It encompasses the website, the City's intranet, and print services. Public affairs serves as the City's media liaison, owns the City's social media channels, and provides guidance to departments on these topics. It includes communications about emergency response and the Raleigh Television Network. Public affairs also responds to public records requests. Finally, the department provides visual brand oversight for the City.

Department Program Highlights

Total Budget
$4,727,142

Full Time Employees
29

Strategic Communications

Total Budget	$1,374,828	FTE	8

Provides strategy, tactics, and storytelling for communicating high-level and cross-department projects in a way that connects with residents, businesses, visitors, community leaders, and other stakeholders. These campaigns often employ multiple channels in reaching their intended audience. The program reports campaign metrics, and includes project management and content development to support department communications.

Public Affairs

Total Budget	$1,014,518	FTE	5

Plans communications for weather, public safety, and other crisis and emergency incidents in partnership with Emergency Management, the City Manager's Office, and multiple departments. The program also coordinates media relations, responses to public records requests, and social media across the City.

RTN and Video Services

Total Budget	$1,278,922	FTE	9.5

Delivers video production and broadcast services for City Council, boards and commissions, and other high-level public meetings for the Raleigh Television Network (RTN). The team also produces videos and podcasts to support department communications.

Design and Print Services

Total Budget	$1,058,874	FTE	6.5

Includes graphic design for printed and electronic materials in many formats. Print services manages the vendor relationship and production for large-scale print jobs. Visual brand management resides in this program as well.

Community Engagement Department

Department Overview

The Community Engagement Department leads the City of Raleigh's efforts to reimagine how the City connects with its residents, promoting a people-centered approach to civic life. By empowering residents, amplifying underrepresented voices, and supporting local leadership, the department fosters civic participation and ensures access to resources and decision-making processes.

Department Program Highlights

Total Budget
$4,169,955

Full Time Employees
22

Youth Services

Total Budget	$1,089,316	FTE	3

Empowers Raleigh's young residents by equipping them with the skills and experiences needed for personal and professional success. Offers a range of initiatives that prepare youth and young adults for the workforce and encourages them to become civic leaders. By bridging the gap between education and employment, Youth Services ensures that the next generation is ready to thrive in a competitive and evolving environment.

Neighborhood Services

Total Budget	$823,277	FTE	5

Strengthens community bonds by encouraging active participation in local decision-making and providing access to resources that foster vibrant, resilient neighborhoods. With a focus on leadership development, cultural enrichment, and environmental stewardship, Neighborhood Services offer residents the tools they need to shape the future of their communities and contribute to Raleigh's diverse social fabric.

Organizational Development

Total Budget	$168,512	FTE	3.5

Enhances internal community engagement operations, capacity, and practices. Through specialized training, support services, and strategic initiatives, Organizational Development empowers City staff to increase collaboration with the community and establish sustainable tools to gather meaningful input, especially from historically underrepresented populations.

Community Partnerships

Total Budget	$757,828	FTE	4.5

Fosters meaningful connections between residents and the City by creating opportunities for community members to engage with City resources, services, and initiatives. Through educational offerings, volunteer programs, and cultural initiatives, Community Partnerships encourage civic participation and strengthen collaboration between individuals, organizations, and the City.

Business Services

Total Budget	$1,331,022	FTE	6

Ensures transparent financial stewardship and optimizes resource allocation for programs that directly impact community wellbeing. These programs play a pivotal role in driving departmental success by overseeing the financial, operational, and grant management processes that support a diverse portfolio of community engagement centered services.

Economic and Social Advancement

Department Overview

The Department of Economic & Social Advancement (DESA) is focused on cultivating organizational excellence and implementing community practices that foster community cohesion, safety, economic prosperity, and wellbeing in the City of Raleigh. This team leads learning, community engagement, and programming in four areas of specialized support: Community Relations, Training and Development, Business Engagement and Opportunities Program, and Small Business Development. The department is responsible for the management and administrative support of five Council-appointed boards and commissions.

Department Program Highlights

Total Budget
$2,613,685

Full Time Employees
19

Community Relations

Total Budget	$847,384	FTE	6.16

Builds and strengthens positive relationships between the City and the various communities it serves by fostering mutual understanding and cultivating transformative and empowering dialogue. Develops, plans, and executes events and initiatives that aim to celebrate and empower the entire community. Develops relationships with external community partners and residents. As a part of this program, staff work to understand the experiences of all communities and implement programming that promotes positive practices.

This program also provides administration and management support to five City boards and commissions that serve as advisory bodies to the City Council on key issues. These advisory bodies include the Human Relations Commission, Hispanic & Immigrant Affairs Board, Mayor's Committee for Persons with Disabilities, Substance Use Advisory Commission, and Police Advisory Board. Each board has a City Council-approved staff liaison that supports the board's work and serves as their connection to City staff. Each advisory body executes programs or initiatives that advance their scope and purview while still aligning with the mission of the Department of Economic & Social Advancement.

Training and Development

Total Budget	$423,692	FTE	3.08

Enhances educational opportunities and assessment functions for the department and the organization. Builds internal capacity to better serve community needs, support organizational goals, and inspire personal innovation. Collaborates with other departmental programs and external departments (including Human Resources) to assess training gaps across the organization, develop community-specific learning curricula, and assist with the application of an inclusive lens across the organization.

Training and Development provides administrative support to the City of Raleigh Impact Team, which is an interdepartmental working group that supports the purpose and goals of the Department of Economic & Social Advancement. It is composed of multiple working groups focused on addressing organizational change in areas such as policy, training, and advocacy. This initiative utilizes the expertise and interest of City staff in different departments to ensure that varied perspectives are integrated into the development of services and programs that work to advance organizational success. The Raleigh Impact Team communicates the City's goals related to the Department of Economic & Social Advancement to ensure that the work remains a priority throughout the organization.

Business Engagement and Opportunities Program (BEOP)

Total Budget	$740,086	FTE	5.38

Advocates, promotes, and designs expanding opportunities for small, growing, and under-resourced businesses within the City. Efforts aim to increase economic prosperity through success in the process of contracting with the City. Increases business capacity by expanding the pool of qualified vendors from various backgrounds, supporting economic empowerment in impacted communities, and ensuring engagement opportunities are available with the City's procurement processes. Monitors and reports on progress and outcomes. Key features include a user-friendly vendor registration portal and dashboard where vendors can share information about their capabilities, business development workshops, technical assistance, and matchmaking and mentorship opportunities. Creates a more positive business environment leading to economic growth in Raleigh.

Small Business Development

Total Budget	$602,523	FTE	4.38

Supports local storefronts and entrepreneurs, helping generate jobs and tax revenue in Raleigh. Funds are allocated for resources on the RaleighNC.gov Small Business Development homepage, including a Business Resource Guide, Startup Roadmaps, directories, event calendars, and multilingual materials. Investments in technology provide 24/7 market data and best practices for small business owners. Funding also supports community outreach at public events and partnerships with economic development organizations like Downtown Raleigh Alliance, Hillsborough Street Service Corp, and Blue Ridge Corridor Alliance for targeted services and reporting.

Finance

Department Overview

The Finance Department provides support services for City Council, City management, departments, and residents. Services provided include treasury, accounting and financial reporting, management accounting, procurement, payroll, revenue, ERP Center of Excellence, and risk management. The Finance Department ensures the integrity and accuracy of the City's financial transactions in accordance with applicable accounting standards, City ordinances, state statutes, and federal laws.

Department Program Highlights

Total Budget
$18,744,684

Full Time Employees
63

Accounting and Financial Reporting

Total Budget	$1,876,317	FTE	13.28

Oversees accounting and financial reporting for Citywide financial transactions. Provides annual external reporting (ACFR, PAFR and other deliverables). Maintains oversight of underlying systems, processes, and controls to ensure ledger integrity at the level required to achieve excellence in financial reporting. Manages the general ledger for the City as well as monthly and yearly close-outs.

Accounts Payable

Total Budget	$853,303	FTE	5.57

Reviews, approves, and ensures compliance of Citywide payments in a timely and accurate manner. Reviews and approves employee expense and travel reimbursement payments. Responsible for federal and/or state agency filings for annual 1099 and unclaimed property processes. Utilizes third party software to monitor potential fraudulent and/or duplicate payment requests.

Payroll

Total Budget	$1,038,922	FTE	7.57

Manages all aspects of Citywide payroll processing and compliance to policy including appropriate withholding and deductions, remittance and reporting of employment taxes to appropriate agencies and other deductions. Completes and submits quarterly federal and state agency filings and annual W-2 processing and reporting. Manages contributions to Medical and Other Post Employment Benefits (OPEB) Trusts and Local Governmental Employees' Retirement System (LGERS) and Police separation payments.

Management Accounting

Total Budget	$541,820	FTE	3.57

Provides financial analysis and projections, modeling, proforma of Citywide fund activities and reporting results. Monitors pending legislative items and potential fiscal impacts to City operations. Leads internal rate setting for various funds. Completes the annual indirect cost plan, allocating central service costs to enterprise funds.

Grants Management

Total Budget	$268,524	FTE	1.37

Manages the City's external grants program in collaboration with Budget and Management Services. Supports Transit and other departments in required reporting for federal grants, manages the reimbursement process for all grants, and oversees the external annual single audit. Manages annual review of external agency grants and completion of fiscal health scorecard.

Revenue

Total Budget	$1,487,211	FTE	10.56

Oversees the receipting, recording, and depositing of all payments including those processed in person at the Municipal Building, mail, phone, and online. Provides Citywide oversight of revenue collection and payment card processing. Manages and supports an enterprise-wide cashiering application and provides accounts receivable services for multiple City departments.

Procurement

Total Budget	$1,623,526	FTE	13.56

Develops integrated procurement strategies, aligned with City departmental needs for goods and services. Manages Citywide procurement of equipment, goods, and services. Oversees procurement guidelines to ensure statutory compliance, eProcurement, Pcard program administration, Surplus Program administration, supplier onboarding, bid and request for proposals administration, contract administration, as well as department and supplier assistance.

Risk Management

Total Budget	$10,230,359	FTE	3.56

Ensures appropriate insurance coverage levels are maintained for workers compensation, City property, general claims and cyber to protect for claims against the City. Maintains property appraisals and coverage on City owned assets, buildings, vehicles, and personal property. Supports the Citywide risk management fund. Salaries and operating expenses are supported through charges to departments and are not represented in the program costs represented here.

Treasury

Total Budget	$824,702	FTE	3.96

Manages the City's debt portfolio, investments, and banking activities. Debt management includes adherence to requirements to maintain the City's AAA credit rating, reviewing issuance and refunding opportunities which minimize debt service costs, coordination with outside bond counsel, leading debt issuances and associated compliance documentation. Investment management includes making short and long-term investment decisions, maintaining desired liquidity levels, and interest income management to maximize earning potential.

Human Resources

Department Overview

The Human Resources Department supports the City's efforts to attract, recruit, develop, and retain a diverse, high-performing workforce. Human Resources partners with departments to provide a great employee experience. The department facilitates the development, implementation, and administration of a wide range of programs and initiatives that align with the City's workforce goals while ensuring compliance with local, state, and federal regulations. The department is committed to creating a work environment that motivates, rewards, and supports employees, fostering a culture of inclusivity, responsiveness, and excellence.

Department Program Highlights

Total Budget	Full Time Employees
$14,150,252	53

Benefits and Wellness

Total Budget	$1,732,594	FTE	4.5

Ensures active and retired employees have comprehensive benefits. Oversees contracts with various vendors, administers multiple benefit programs, manages employee leaves, and assists with retirement processes. Promotes holistic employee well-being by hosting a variety of events that support physical, mental, financial, occupational, and social wellness.

Classification and Compensation

Total Budget	$1,626,308	FTE	9.5

Develops, administers, and maintains the City's pay structures and classification systems, as well as reviews reclassifications. Manages Citywide pay changes, conducts compensation studies/surveys, and regularly updates job descriptions to accurately reflect the job responsibilities of employees.

Employee Health Center

Total Budget	$1,273,176	FTE	5.5

Provides essential health services including physicals, health exams, and screenings for City employees. Administers flu shots and the reasonable suspicion program, and manages the City's response to public health crises such as COVID-19. Responds to certain workers' compensation injuries and maintains employee medical records.

Employee Relations and Business Partner Consulting

Total Budget	$378,637	FTE	8.5

Provides employee relation services and business partner consulting to City departments on workforce issues and opportunities. Creates an inclusive and supportive work environment where employee concerns are addressed effectively and reviews accommodation requests under the Americans with Disability Act. Prioritizes fair treatment and compliance through transparent grievance mediation, conflict resolution, and proactive policy development.

Operational Excellence

Total Budget	$378,637	FTE	3.5

Oversees business services and special projects. Prioritizes continuous improvement, policy development, communications, and budget and finance management to ensure operational efficiency and compliance. Maintains and enhances both human resources technology systems and data reporting processes.

Organizational Learning and Development

Total Budget	$1,378,416	FTE	4.5

Designs and implements organizational development strategies and coordinates Citywide learning and development initiatives. Provides essential training such as New Employee Orientation, Manager/Supervisor Training, and skills development programs like LEAN, as well as facilitation, coaching and consulting.

Safety and Workers' Compensation

Total Budget	$5,957,785	FTE	6.5

Ensures the implementation of proper safety systems and procedures to maximize employee safety and reduce workplace incidents. Manages new and ongoing workers' compensation claims, while actively promoting safety across the City through initiatives like the Accident Prevention Program, Hazard Mitigation, and the Safety Shoe Program.

Talent Acquisition

Total Budget	$1,424,699	FTE	10.5

Focuses on attracting, recruiting, hiring, and onboarding City employees. Manages job postings, requisitions, and eligibility lists while developing strategies for diversity and recruitment (e.g., building partnerships through career fairs).

Information Technology

Department Overview

The Information Technology Department partners with City departments to deliver services they value through five key areas of focus: Information Technology Infrastructure and Operations; Applications, Data and Business Intelligence; Cybersecurity and Risk; Strategic Technology Initiatives; and Information Technology Administration.

Department Program Highlights

Total Budget
$29,981,844

Full Time Employees
93

Information Technology Infrastructure and Operations

Total Budget	$11,889,771	FTE	31.4

Ensures smooth, reliable technology support across the organization and serves as a critical backbone for Citywide operations. Provides essential support that benefits all departments and functions, ensuring seamless coordination and collaboration across the entire City.

Key services include a Service Desk, which provides prompt assistance to resolve technical issues and keeps employees productive; Servers and Data Center Operations, which manage data storage and processing to maintain secure and efficient systems; Network and Telephone Infrastructure, which ensures stable communication channels for staff at all locations; and Device Management, which secures and maintains employee devices such as computers and smartphones. Together, these Citywide services ensure uninterrupted operations for employees and residents interacting with the City of Raleigh, enabling the delivery of essential services and advancing strategic priorities.

Information Technology Administration

Total Budget	$2,634,452	FTE	5.4

Manages the financial and human capital aspects of IT operations. This includes IT Finance and Administration, which handles budgeting, financial planning, and administrative tasks to ensure efficient resource allocation; Vendor Management, overseeing relationships with third-party suppliers to optimize costs and service quality; Talent Management, which focuses on recruiting, developing, and retaining IT talent; and IT Org Design and Culture, shaping the IT department's structure and fostering a positive culture that supports innovation and collaboration. Ensures that financial and human resources are effectively aligned with the organization's IT strategy and goals.

Applications, Data, and Business Intelligence

Total Budget	$10,146,267	FTE	34.4

Manages and optimizes software and data systems to enhance efficiency and support the entire organization. Ensures seamless integration and functionality across all City departments. Key components include Application Maintenance, which keeps software updated and functioning reliably; Customer-Facing Technology, which manages digital tools and platforms used by residents and businesses; Application Development, responsible for creating, configuring, and enhancing custom and platform applications to meet unique organizational needs; Development and Operations (DevOps), which integrates development and operations for faster, more reliable software delivery; Data Management, ensuring data is accurate, secure, and easily accessible; and Business Reports, providing analytics and insights to support informed, data-driven decision-making. Together, these services enable the City to harness technology and data to drive continuous improvement, innovation, and growth.

Cybersecurity and Risk

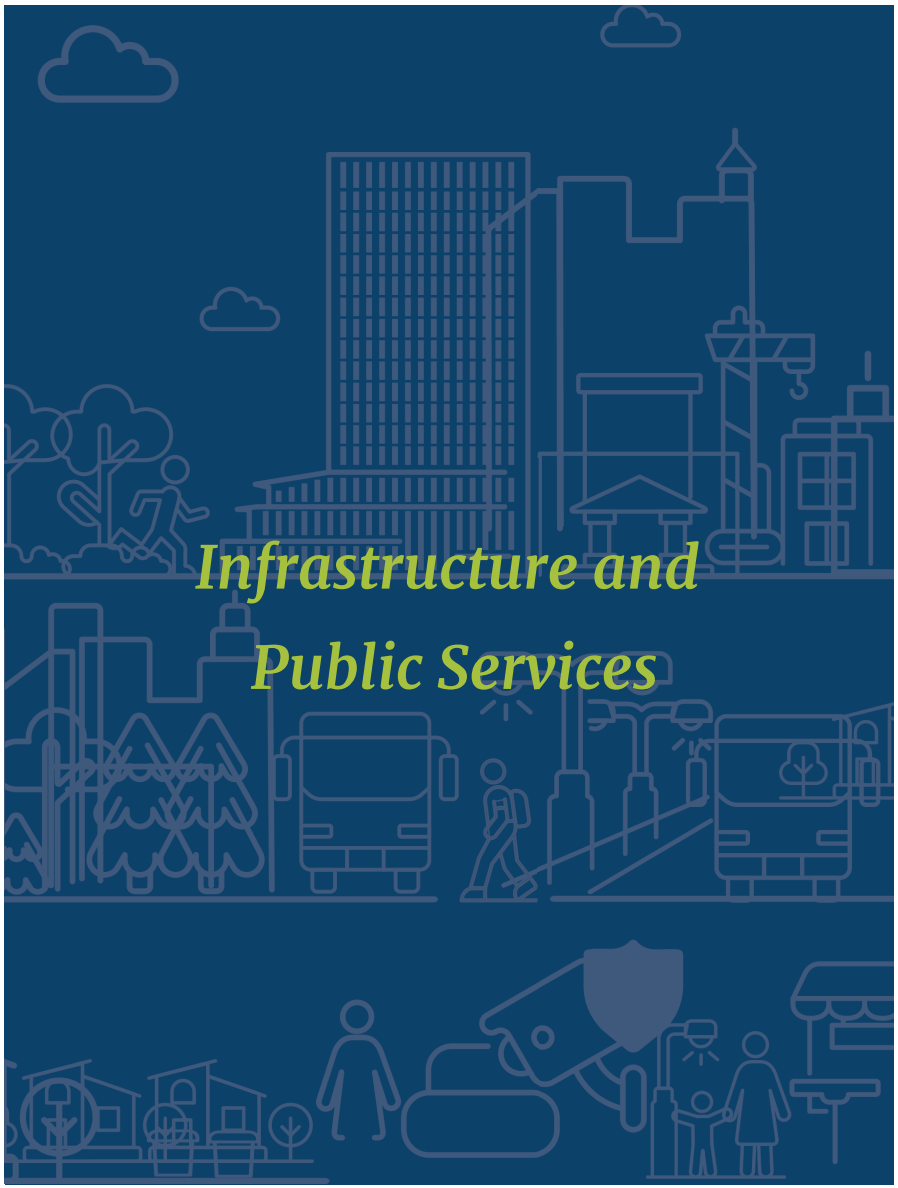
Total Budget	$2,523,277	FTE	4.4

Safeguards the organization's technology infrastructure, data, and personnel from cyber threats. This service encompasses a range of protective measures, including continuous system vulnerability monitoring, enforcement of data protection standards and protocols, and adherence to security regulations. Emphasizes proactive risk management by identifying potential threats and implementing strategies to prevent, address, or mitigate them. By maintaining a comprehensive security and risk framework, this service ensures robust protection against cyberattacks, data breaches, and other risks, preserving the integrity of operations and the organization's reputation.

Strategic Technology Initiatives

Total Budget	$2,788,077	FTE	17.4

Guides the long-term direction of IT operations by aligning IT initiatives with business objectives through IT Governance, Strategy, Innovation, and Strategic Planning. Oversees policy development, adoption of new technologies, and the architectural framework to ensure IT aligns with future goals and supports business growth. The Projects & Project Portfolio Management (PPM) service ensures efficient project delivery by managing timelines, budgets, and requirements, aligning project outcomes with the strategic objectives of the City and enhancing organizational efficiency and results. Together, these services drive innovation and support growth through structured governance and effective project management.


Infrastructure and
Public Services

Infrastructure and Public Services

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Engineering Services

Department Overview

The Department of Engineering Services provides innovative, efficient, and effective management and delivery of modern public infrastructure assets for the Raleigh community. This is done through strategic planning, key partnerships, teamwork, and collaborative implementation leading to focused, measurable, and beneficial outcomes. By strategically aligning efforts within the department and across the City, Engineering Services incorporates leading sustainable and resilient infrastructure and natural resource management practices in capital projects—such as roadways, buildings, stormwater, parks, greenways, and utilities—to protect and improve quality of life in Raleigh.

Department Program Highlights

Total Budget
$32,510,283

Full Time Employees
164

Administration

Total Budget	$1,891,266	FTE	8

Provides administrative and financial oversight over the entire Engineering Services Department, which consists of three main branches (Stormwater Management, Operational Services, and Project Administration) and ten divisions. Works collaboratively with the City Manager's Office and other City Departments through coordination with the Director's Office. Supports project managers through creation and implementation of a project management and delivery framework consisting of standard processes, project delivery tools, and training for capital improvement project managers across the City through the Project Controls Team.

Building Project Management

Total Budget	$2,343,610	FTE	17

Provides advanced planning and comprehensive project management for vertical construction projects and parks and greenway projects included in the Capital Improvement Program. Oversees the process from planning and design through post-construction activities. Provides advanced planning services that evaluate land parcels as locations for facilities, reviews zoning and deed restrictions, and stormwater.

Roadway Project Management

Total Budget	$5,848,470	FTE	48

Provides engineering design, construction management, and oversight for all transportation projects such as capital roadway improvements, corridor and petition sidewalks, and the implementation of complete streets, bicycle facilities, traffic calming, and traffic signals.

Inspects the construction of capital projects involving, but not limited to, grading, roadways, ADA pedestrian ramps, bridges, concrete work, asphalt work, box culverts, traffic signals, signage, bicycle pavement markings, sidewalks, greenway trails, boardwalks, retaining walls, water mains, sewer mains, storm drains and bio-retention cells to ensure conformance to project plans and specifications. Provides boundary identification, topographic surveys, location surveys, easement identification/exhibits and construction staking surveys for divisional projects as well as in support of numerous City departments.

Facility Maintenance and Operational Services

Total Budget	$22,426,937	FTE	91

Ensures the core operations, occupant comfort, and safety of City-owned facilities, systems, and structures. Integrates capital planning with operational support for corrective, reactive, preventive, and predictive maintenance. Aligned with the City's strategic and comprehensive plan objectives, this maintenance enhances efficiency and improves service delivery across City facilities.

Oversees capital improvement plan development and the evaluation, planning and execution of facility upgrades and services. Manages and oversees building automation to improve the overall energy efficiency of building systems. Supervises security and access resolutions for City-owned buildings. Manages internal City mail services and space requests. Provides asset management by developing facility portfolios that identify aging infrastructure, establish performance indicators, and benchmark data to assist internal customers with capital planning.

Stormwater Utility

Stormwater Management delivers services to the residents of Raleigh through the City's Stormwater Utility, including drainage and water quality assistance programs, capital improvement projects, and the water quality program mandated by the federal Clean Water Act. Stormwater Management also provides private development review and inspection to ensure development is in accordance with stormwater, soil erosion, and floodplain management requirements. In addition, Stormwater Management conducts public outreach and engagement efforts to residents along with addressing citizen inquiries regarding stormwater services.

Program Highlights

Total Budget
$43,341,026

Full Time Employees
149

Infrastructure and Capital Improvements

Total Budget	$9,514,986	FTE	20

Manages and delivers the highest-priority stormwater capital improvements across the City. Protects public safety by mitigating flooding impacts, improving water quality, restoring aging infrastructure, and improving stormwater system performance. These projects include stormwater system upgrades, repairs, and rehabilitation of stormwater infrastructure including pipes, culverts, dams, bridges, streams, and stormwater control measures, such as Green Stormwater Infrastructure (GSI). Includes projects under Drainage Assistance and Stream Stabilization programs, which are voluntary programs that assist private residents to complete projects to address flooding and erosion on their property in exchange for the property owner dedicating a permanent drainage easement to the City.

Planning and Asset Management

Total Budget	$21,142,415	FTE	87

Oversees the watershed planning, water quality, and asset management functions of the City's stormwater programs. Sets priorities to improve the performance of the stormwater system for customers. Comprehensively reviews stormwater conveyance needs, asset renewal, water quality, flooding, and stream conditions in a watershed. Maintains compliance with the Phase 1 Municipal Separate Storm Sewer System (MS4) Permit issued by the North Carolina Department of Environmental Quality. This permit and corresponding Stormwater Management Plan (SWMP) protect water quality by preventing polluted stormwater runoff from discharging to Raleigh waterways.

Includes public education and outreach, illicit discharge detection and elimination, construction site runoff controls, post-construction site runoff controls, and pollution prevention and good housekeeping for municipal operations. Establishes policies, and initiatives to improve and sustain water quality across the City by implementing Green Stormwater Infrastructure (GSI) and stream restoration and repair projects. Through the asset inventory and geographic information systems, manages risk within the stormwater system by identifying where condition assessment, rehabilitation, and replacement investments are needed to extend the life of stormwater assets.

Business and Financial Management

Total Budget	$6,832,186	FTE	17

Manages the business and financial aspects of the City's stormwater programs. Oversees quality assurance and customer inquiries for all stormwater accounts within the stormwater utility, which is an enterprise fund that provides the majority of revenues used to fund stormwater capital improvements and operational needs. Manages a financial rate model that supports all budget development and monitoring of expenditures for Stormwater Management. Implements all fiscal controls and processes, including contract administration and invoice management. Develops and monitors key performance metrics for stormwater programs and the implementation of data dashboards to support other Stormwater Management functions. Supports administrative and business management functions to support all other Stormwater Management functions. Manages and implements the City's Flood Early Warning Program.

Development and Mitigation Management

Total Budget	$5,851,439	FTE	25

Implements the permit & plan review, the development inspection, and the floodplain management functions of the City's stormwater programs. Permits all private and public development projects for compliance with local, state and federal stormwater regulations. Reviews all designs for compliance before construction. Monitors all permitted projects during construction and all stormwater treatment devices post-construction. Reviews all floodplain modeling within the City, manages various flood mitigation grant projects across the City, and oversees the City's community rating system (CRS), which impacts flood insurance costs for residents.

Maintains City compliance with the National Flood Insurance Program overseen by Federal Emergency Management Agency, the State of North Carolina Neuse River Basin Stormwater Regulations, the State of North Carolina Water Supply Watershed Regulations, and the locally delegated Sediment and Erosion Control Regulations. Pursues state and federal funding for local floodplain mitigation projects. Assists in implementing the City's Green Stormwater Infrastructure (GSI) policy initiatives for both public and private developments by advocating for GSI use in private projects, assisting City project managers to include GSI in City projects, and updating policies to reflect the emerging technology associated with GSI.

Performs stormwater maintenance functions including maintenance of stormwater inlets, pipes, culverts, stormwater control measures (SCM), ditches, and unpaved streets. The Stormwater Asset Management Unit provides CCTV inspections.

Fleet Management Operations

Fleet Management Operations (FMO) works to meet the transportation and equipment needs of City departments by providing cost effective maintenance and repair services, procuring vehicles and equipment, managing fuel operations, and operating the City motor pool. As an internal service fund, FMO provides the ability to manage and track fleet needs across all City departments.

Program Highlights

Total Budget
$21,403,433

Full Time Employees
80

Fleet Administration

Total Budget	$1,741,769	FTE	14.5

Manages all aspects of the City's fleet, including accurate record keeping of vehicle information, vehicle monitoring via the City's vehicle GPS provider, maintaining the Smart Fleet Motor Pool software and vehicles for the City's motor pool, and overseeing the purchase, replacement, and disposal of City equipment and vehicles. Leads this division's yearly budget process, grant applications, finance and management staff – all to optimize fleet efficiency.

Fleet Maintenance, Repairs, and Inventory Management

Total Budget	$13,752,188	FTE	63

Ensures that all vehicles and equipment in the fleet are properly maintained and in good working condition. This includes scheduled and unscheduled maintenance tasks, inspections, and repairs to prevent breakdowns and extend the lifespan of equipment. Oversees the implementation of preventative maintenance and monitors maintenance costs to maximize efficiency and minimize equipment downtime. Procures equipment parts inventory, develops and maintains relationships with vendors, obtains competitive pricing for parts, and tracks repair costs to identify opportunities for cost savings through efficient repair practices.

Fleet Fueling and EV Charging Management

Total Budget	$5,909,476	FTE	2.5

Oversees the planning and coordination of fueling operations for traditional vehicles and manages the charging and maintenance of electric vehicles and equipment in the fleet. Monitors fuel usage, tracks costs, and implements fuel conservation strategies to minimize expenses. Manages the City's transition to electric vehicles, installs charging infrastructure, and tracks the environmental impact of the fleet's operations. Ensures the City's fuel sites remain in compliance with the NC Department of Environmental Quality's (NCDEQ) requirements.

Housing and Community Development

Department Overview

The Housing and Community Development Department provides funding for the creation and preservation of affordable housing and for services and programs benefitting low-to-moderate income persons. The Department enforces codes to ensure safe and decent housing and carries out neighborhood revitalization and community engagement and enrichment activities.

Department Program Highlights

Total Budget
$13,379,508

Full Time Employees
60

Code Enforcement

Total Budget	$3,472,365	FTE	30

Enforces The City's Housing Code (Unified Development Ordinance) which ensures the minimum standards are met for housing in Raleigh. Inspects properties for North Carolina State Code compliance in building, electrical, mechanical and plumbing for permitted construction having active Housing Code cases. Uses the Health, Safety and Public Nuisance Code to protect property values and to ensure that the City continues to be a safe and attractive place to live, work, and play. Enforces zoning vehicle codes which prohibits more than one unlicensed vehicle on a parcel. Manages and facilitates the Raleigh Tool Share Program in collaboration with Community Engagement.

Affordable Rental Housing Development

Total Budget	$1,008,628	FTE	4

Oversees the allocation of funds to developers on a competitive basis for the creation or preservation of affordable rental housing. These funds are leveraged for federal low-income housing tax credits, bond financing, conventional financing, and/or other public sources. The City will continue to support affordable rental housing developments through the expanded use of the 4% tax credits for affordable housing allocated through the North Carolina Housing Finance Agency (NCHFA) to create housing opportunities for individuals and families making less than 60% of Area Median Income.

Homeless and Community Programs

Total Budget	$2,189,461	FTE	6.5

Provides funding to nonprofit partners to help prevent households at imminent risk from becoming homeless, rapidly re-house those experiencing homelessness, and divert and rapidly exit households experiencing homelessness from the homeless response system. Funding also supports the Unsheltered Homelessness Response Program, which provides direct rental assistance and case management to households who had been living unsheltered, and to the development and implementation of the Unsheltered Homelessness Response Plan, a comprehensive strategy to end unsheltered homelessness.

Housing Rehabilitation Program

Total Budget	$1,834,550	FTE	4.3

Preserves housing stability and ensures long term affordability through four rehabilitation initiatives. The Department offers three owner-occupied rehabilitation programs including the Substantial Homeowner Rehabilitation Program, the Limited Repair Program, which are both Citywide, and the Home Revitalization Program, which is available in targeted geographic areas. These programs are made available to low-income homeowners to make necessary repairs and maintenance which extend the useful life of the homes. In addition to the owner-occupied programs, capital improvements and maintenance of the City's Affordable Rental Portfolio are funded with repair dollars to preserve existing affordable rental housing.

Homebuyer Assistance

Total Budget	$1,899,051	FTE	3.4

Provides funds to first-time low-income homebuyers for down-payment and closing cost assistance or to provide gap financing.

Property Maintenance and Capital Improvements Program

Total Budget	$1,008,628	FTE	4

Supports the ongoing preventative maintenance to protect the City's affordable housing real estate assets and investments. Supports Citywide affordable housing and maintains City-owned rental units to ensure continued marketability to potential low-income renters with incomes below 50% of the area median.

Neighborhood Redevelopment Program

Total Budget	$958,197	FTE	3.8

Provides funding for professional and contractual services associated with neighborhood redevelopment projects. This could include but is not limited to land acquisition for affordable housing projects, demolition of existing structures on land acquired for future development, and site improvements such as infrastructure (water, sewer, electrical, grading, sidewalks, street improvements). This would also include soft costs associated with land acquisition such as appraisals, preliminary land assessments, and environmental reviews.

Raleigh CARES – Care Navigation

Total Budget	$1,008,628	FTE	4

Connects people experiencing homelessness or at risk of becoming homeless to housing resources as part of the larger Raleigh CARES program. Makes referrals to other service providers for any other needs as identified.

Planning and Development

Department Overview

The Planning and Development department is responsible for planning and visioning for the future growth of Raleigh and ensuring growth occurs in a safe manner through the permitting and inspections functions for residential and non-residential development projects.

Department Program Highlights

Total Budget
$26,596,197

Full Time Employees
193

Comprehensive and Long-range Planning

Total Budget	$2,199,575	FTE	16

Envisions Raleigh's future growth while preserving its history. Works collaboratively with the community to envision future growth and development through Citywide, corridor, area, and neighborhood planning processes. Oversees the City's Comprehensive Plan – a long-range policy document that guides the City's growth and development – and engages with residents, developers, special groups, and appointed and elected officials to establish and update the vision of Raleigh's future. Processes and manages the annexation and rezoning processes, which require review and approval by the City Council. Serves to identify, preserve, protect, and promote Raleigh's historic resources by keeping inventory of Raleigh's historically significant properties. Reviews requests for exterior changes to properties within historic districts or that are designated as a Raleigh Historic Landmark, and issues Certificates of Appropriateness. Conducts educational programs, historical research, and provides design review assistance.

Supports the Planning Commission, which advises the City Council on future growth and development issues that affect the City, such as Comprehensive Plan items, text changes, and rezonings. Supports the Raleigh Historic Development Commission, which serves as the City Council's official historic preservation advisory body to identify, preserve, protect, and promote Raleigh's historic resources.

Building Safety

Total Budget	$9,476,106	FTE	69

Performs full project review and inspections for all private development within the jurisdiction to promote and ensure quality, safety, usability, sustainability, and compliance in the built environment. Enforces the North Carolina Building Code for all non-residential projects by reviewing plans and supporting documents and inspecting construction in commercial and multi-family buildings and structures. Enforces the North Carolina Residential Code for all residential projects by reviewing plans and supporting documents and inspecting construction in single-family and duplex buildings and structures to ensure compliance of residential and non-residential structures with the applicable adopted codes. Enforces provisions of all North Carolina Construction codes, as it relates to unpermitted activities, unlicensed contractors, expired permits, and violations.

Business and Strategy Management

Total Budget	$3,931,638	FTE	28

Supports the department and ensures its ongoing operational needs are met. Develops strategies to engage with the community through design work and project-based and departmental communications. Maintains the website, social media, and all Raleigh Planning and Raleigh Permits communications. Manages the department's financial and administrative needs including the development of the annual budget, development fee model, and Capital Improvement Program (CIP) funding. Ensures staff are appropriately trained and fulfill continuing education requirements. Enhances existing processes, innovates and increases efficiency and effectiveness across the department. Manages departmental policies and public records, processes requests, provides support to customers, and provides development data online. Provides technology support and data quality control. Manages databases and dashboards, including the department's geographic information systems platform. Creates maps for legislative decision making, develops online mapping applications, and supports publicly available data and mapping tools.

Continuous Improvement and Customer Service

Total Budget	$4,395,551	FTE	32

Provides centralized intake and customer service functions for all development projects. Supports the Permit and Development Portal as a primary resource for application processing, plan review, inspection scheduling, and payment processing. Serves as the initial touchpoint for applicants, overseeing the intake of development and permit applications. Addresses process deficiencies and solves them in the acceptance process. Assesses and mitigates escalatory permit and development matters, oversees training, and facilitates express review services – a premium fee-based service to facilitate an expedited review. Oversees the Permit and Development Portal, streamlining the application process and enhancing accessibility for users. Finalizes permits, providing quality control. Supports applicants through managing the call center for general inquiries, payment processing, and inspection scheduling assistance.

Urban Projects Group

Total Budget	$2,334,290	FTE	17

Accelerates plan and project implementation through internal coordination, public private partnerships, and creative problem solving. Leads, coordinates, and facilitates civic and public realm design improvements and small-scale capital projects that the City invests in and builds. Advocates for urban design excellence, sustainable practices, and creation of people-centric places. Seeks out and responds to proposals to marry private development projects with public infrastructure improvements, commonly known as public-private partnerships. Supports the review process for complex development projects that are in the public interest. Handles the acquisition and disposition of property for the entire City of Raleigh organization, including partial interests in property such as easements or total purchases to support projects such as rights-of-way, public utilities, greenway, parks, community development, and City facilities. Manages the disposition of City surplus land and the strategic acquisition and disposition of property in support of City Council's priorities. Conducts real estate analysis and research.

Zoning and Land Development

Total Budget	$4,259,037	FTE	31

Ensures that development meets standards identified in the City's Unified Development Ordinance (UDO). The UDO is designed to protect the health, safety, and welfare of residents. It contains important standards for land development, zoning, subdivision, stormwater, and natural resource conservation.

Assists residents, the development community, and all interested stakeholders with the land development process. Ensures compliance with the UDO standards through the review of subdivisions and plats, site plans, signs, and other residential and commercial permit applications. Manages the UDO, oversees text revisions, processes variances from development standards, enforces zoning provisions, and manages code violations. Updating the UDO through text amendments ensures it stays up-to-date and addresses emerging issues.

Supports the Design Review Commission, which provides guidance, advice, and recommendations regarding the visual quality and aesthetic characteristics of the City. The Commission administers the Sir Walter Raleigh Awards program that recognizes outstanding contributions to the character, environment, and appearance of Raleigh. The Commission also acts as a quasi-judicial body and hears requests for design alternates from the City's UDO.

Supports the Board of Adjustment, which is a quasi-judicial body that conducts evidentiary hearings for requests for variances, special use permits, and appeals from administrative decisions regarding the City's UDO.

Solid Waste Services

Department Overview

Solid Waste Services provides safe and efficient residential garbage, recycling, bulky and yard waste collection and disposal services across the City, including specialized services in the Central Business District and in support of City-sponsored events.

Department Program Highlights

Total Budget
$54,615,149

Full Time Employees
208

Administrative Services

Total Budget	$7,733,768	FTE	32.25

Administrative Services is composed of Geographic Information System (GIS), training and development, safety, code enforcement, fiscal, customer care, communications and outreach, facilities and landfill post closure management, executive leadership functions and positions that support and enhance departmental operations. Provides a wide variety of functions to support the safe, efficient, and effective delivery of solid waste services. Works collaboratively to develop and attain short and long-term organizational and strategic goals and initiatives.

Garbage and Recycling Services

Total Budget	$32,570,598	FTE	111.33

Provides the City's garbage and recycling services to more than 125,000 residential households for the protection of public health, safety, and environmental quality. This involves the weekly collection of garbage via curbside collection and the transportation and disposal of waste materials at the landfill, and the bi-weekly collection of recycling material via curbside collection and its transportation to a recycling facility for processing. Supports the City's commitment to waste diversion and sustainability efforts.

Special Services

Total Budget	$9,456,668	FTE	50.31

Provides a wide variety of special collection services: bulky, special, dead animal, electronic waste, illegal dumping collections, and grease collection. Provides weekly collection of yard waste materials for City of Raleigh customers via curbside collection and its transportation to the yard waste center for processing. Also provides specialized services in the collection of the City's Central Business District (CBD)[1] and in support of City-sponsored events. Special Services manages the inventory of the City's garbage, recycling, and yard waste carts.

Yard Waste Center

Total Budget	$4,854,115	FTE	14.11

Manages the City's yard waste collection site and drop off center that processes yard and vegetative waste into reuseable materials (mulch, wood chips, etc.) via the City's residential yard waste curbside collection program and excess yard waste drop offs from residential customers within Wake County. The reuse of these materials supports the City's commitment to waste diversion and sustainability efforts.

Transportation

Department Overview

The Department of Transportation provides all aspects of transportation infrastructure services including planning, operations, and maintenance. The Department works diligently to optimize service delivery, steward the community's investment, and position the City for ongoing growth. The Department of Transportation includes the functions of Mobility Strategy and Infrastructure, Multi-modal Transportation, Transportation Development Review, Traffic Engineering, and Transportation Maintenance. The Department also manages GoRaleigh Transit services, including GoRaleigh Access paratransit services, and the Parking enterprise.

Department Program Highlights

Total Budget	Full Time Employees
$148,019,136	320

Administration

Total Budget	1,777,493	FTE	5.5

Comprised of several functions including executive management, administration, communications, and financial management. Implements strategies that make the City's multi-modal transportation network safe, equitable & accessible for all users. Supports executive leadership managing schedules, ensuring department divisions remain compliant with deliverables; serves as liaison with HR, Safety, and IT to streamline processes; guides administrative staff in City and department-wide initiatives. Creates and edits communication materials, including press releases, social media content, and newsletters, to effectively inform and engage the community; manages media relations, responding to inquiries and coordinating/supporting community events to promote a positive public image; analyzes communication metrics to assess campaign effectiveness; collaborates with City departments to ensure consistent messaging; and supports crisis communication efforts when needed. Oversees the Department's operating budget, conducts financial analysis and projections, and monitors expenditures. Ensures compliance with budget policies and procedures, coordinates the departmental business plan, and works with management to provide annual status updates of objectives and initiatives.

Mobility Strategy and Infrastructure

Total Budget	$3,586,249	FTE	24

Facilitates the growth and enhancement of safe multi-modal transportation infrastructure to support all who live, work, and visit in Raleigh. Promotes modal options that provide safe, equitable access for users of all ages and abilities through planning, project development, and regulatory oversight of private activities within the City's public rights-of-way. Leads strategy and collaboration around transportation data. Provides data management, analytics, visualization, and innovation support to promote transparency and informed decision-making by all Transportation functions.

Transportation Maintenance

Total Budget	$23,138,321	FTE	160

Provides street asset repairs, and street cleaning including clearing streets of snow and ice and storm debris during inclement weather. In coordination with Solid Waste Services, delivers the City's annual loose leaf collection program during fall and winter months.

Provides vegetation maintenance, mowing and mulching along many street corridors throughout the City. Maintains guardrails and fences, removes graffiti and debris, performs street sweeping, handles nuisance abatements. The Bridge Maintenance Unit provides maintenance and inspection of the City's qualifying structures.

Maintains the City's paved streets, sidewalks, curb ramps and curb and gutter, including pavement and sidewalk repairs needed following Raleigh Water's work on water and sewer lines. Manages the pavement condition survey and sidewalk inventory, including asset condition assessments that assist in the development of budget requests and spending strategies. Inspects all private development and utility right-of-way work to ensure compliance with City code and to protect the assets.

Provides litter removal, minor graffiti removal and sidewalk cleaning within Municipal Service Districts seven days a week. Supports special events downtown by providing pre- and post-event inspections and deployment of barricades and barriers.

Traffic Engineering

Total Budget	$14,256,168	FTE	52.7

Maintains all traffic signs, pavement markings (aside from interstates), and traffic signals in the corporate limits. Operates the traffic signal system which is comprised of 200+ miles of fiber optic cable, approximately 700 switches, and over 100 closed circuit TV cameras. The City's Vision Zero program resides in this division which includes a transportation safety program and streetlight program. The street light program has a fleet of over 200 City-owned light fixtures and approximately 30,000 leased streetlights from our local energy provider.

Transit

Total Budget	$85,928,915	FTE	39.8

Seeks to improve mobility for Raleigh residents and visitors by providing safe, affordable, and customer-oriented transportation while proactively promoting economic opportunity, intermodal connection, and sustainable regional development. Supports transit-related capital projects including facility construction and renovation, bus stop improvements, and other transit infrastructure. Raleigh is the project sponsor for the Wake Transit Bus Rapid Transit (BRT) initiative.

GoRaleigh is the fixed route service responsible for operating most of the public transportation services in Raleigh. GoRaleigh Access provides subsidized curb-to-curb transportation services for Raleigh residents with disabilities who are unable to use GoRaleigh fixed route services. Union Station is an intermodal transit station, accommodating current and future demand for inter-city passenger rail, commuter rail, buses, taxis, bicycles and other forms of transportation. Provides Amtrak service in Raleigh's downtown Warehouse District location, including daily round-trip trains available from Raleigh to Charlotte. Revenue is generated through event rentals and tenant lease fees. Train service began at the station in 2018 and now serves more than 640,000 passengers a year.

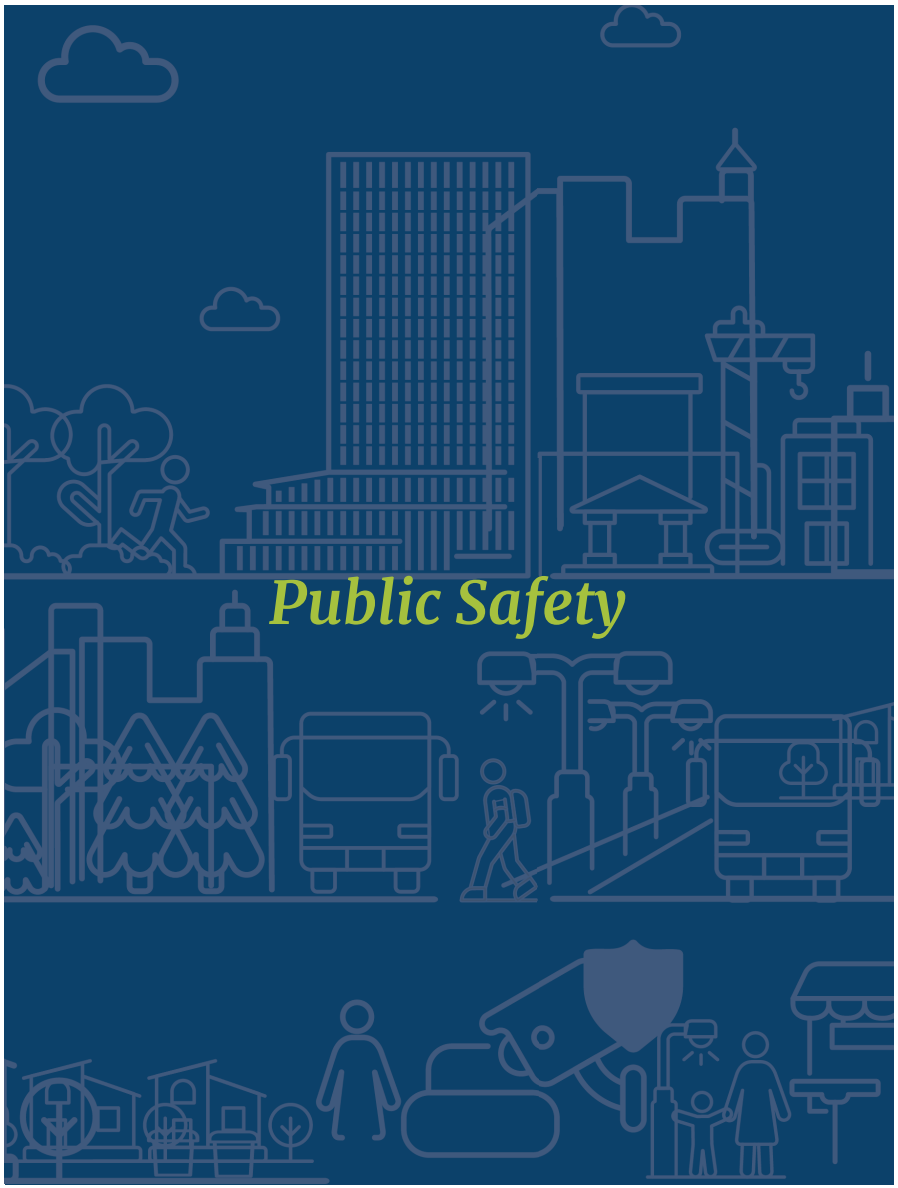
Actively communicates these transportation options through marketing, advertising and public engagement.

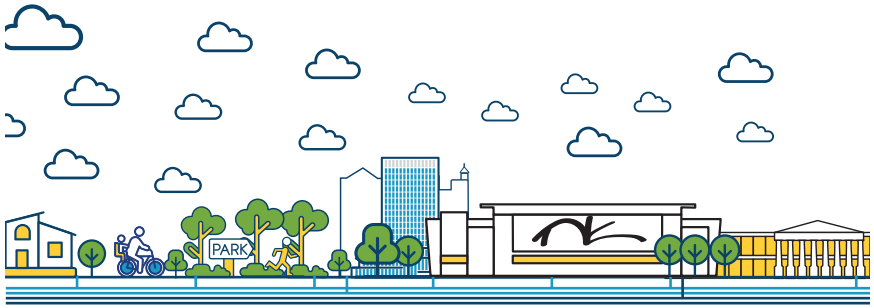
Parking

Total Budget	$19,331,991	FTE	38

Administers on- and off-street parking programs. Off-street parking is provided in ten parking decks and five surface lots in the downtown area which are managed and operated under contract with the City. Manages street parking spaces including enforcement, fine collection, pay station maintenance, and residential permit parking. Manages all aspects of curb space regulations including 1,737 metered spaces within the City limits, parking regulations, enforcement and implementation of parking permits and programs, as well as customer service.

Partners with the Downtown Raleigh Alliance to provide Downtown Safety Ambassadors within the City-owned parking decks and lots which includes 8,678 spaces. The ambassadors patrol the parking decks/lots and provide a range of safety-related services.


Public Safety



Public Safety

Emergency Communications Center **57**
Fire **59**
Police **62**

Emergency Communications Center

Department Overview

The Raleigh-Wake Emergency Communications Center (ECC) processes emergency and non-emergency calls for police, fire, and EMS for the City of Raleigh and the majority of Wake County. The ECC also provides dispatching and centralized communications, coordinating the development, implementation, maintenance, security, and administration of public safety information technology and radio systems. Costs are shared between Wake County and participating jurisdictions.

Department Program Highlights

Total Budget
$18,536,335

Full Time Employees
130

Administration

Total Budget	$998,110	FTE	7

Ensures funding, annual budgeting, tracking and fulfillment of contracts, accuracy of payroll, and verification of technological projects. Administration conducts the hiring process through identifying and selecting talent for 911 Center operations.

911 Center Operations

Total Budget	$15,542,004	FTE	109

Serves the community through answering emergency and administrative calls and dispatching and coordinating appropriate emergency response to partner agencies including Raleigh Fire and Raleigh Police. Operations staff are rigorously trained and certified, and participate in continual professional education programs to better serve the community.

Emergency Communications Center Information Technology (ECC-IT)

Total Budget	$998,110	FTE	7

Works closely with Administration, 911 Center operations, City of Raleigh-IT, and Wake County-IT to ensure the maintenance and proper functionality of the Computer-Aided Dispatch (CAD) system and associated connectivity. Supports the infrastructure and compliance of various technical systems and servers which ensure the protection of data and optimal functionality for ECC operations. Provides valuable input and evaluates technological purchases and contracts which support employee day-to-day tasks.

Training Division

Total Budget	$570,349	FTE	4

Conducts and executes training academies each fiscal year which certifies and trains new employees who work in 911 Center Operations. Coordinates and monitors compliance through up-to-date continuing education requirements and certifications, and updates academy materials to meet the needs of the evolving environment of emergency communications. Ensures that 911 Center operations personnel are aware of professional development opportunities to better serve in their role, equipping personnel for career advancement and best preparing them to handle the daily demands of the job.

Quality Assurance

Total Budget	$427,762	FTE	3

Listens to calls to assesses the 911 Center operations employees' performance to improve the quality of response and dispatching of 911 calls received in the operations center. This frequent assessment and feedback of calls ensures that personnel can serve the community to the best of their abilities. Quality Assurance updates 911 Center operations on certifications and licensures on a regular basis to maintain good standing with national compliance organizations.

Fire

Department Overview

The Fire Department is responsible for fire prevention, fire inspections, fire suppression, rescue, hazardous materials response, and life safety education for the residents and visitors of Raleigh. The mission of the Fire Department is to serve with the highest level of customer service through excellence in public safety and community engagement. Our vision is to be an industry leader serving a progressive community through education, training, effective communication, health and safety, and superior customer service.

Department Program Highlights

Total Budget
$96,320,302

Full Time Employees
632

Fire Administration

Total Budget	$5,445,033	FTE	8

Leads the department's strategic financial management and annual budget development. Coordinates long-term planning to support department goals and growth. Maintains critical information technology systems and databases essential for daily operations.

Logistics

Total Budget	$7,015,122	FTE	12

Manages the monthly supply chain to ensure facilities are stocked with necessary goods and personal protective equipment while procuring and deploying new equipment and conducting annual testing. Oversees fleet maintenance for fire apparatus and equipment, executes preventative and emergency repairs, provides 24/7 support, manages parts inventory, plans for new builds, and decommissions outdated units.

Maintains facilities by addressing emergency and routine repairs, responds to daily requests, and coordinates preventative maintenance with annual inspections of critical systems. Leads multi-year capital improvement projects by assessing existing facilities, collaborating with stakeholders, and standardizing equipment and systems across locations.

Operations

Total Budget	$74,897,444	FTE	553

Provides emergency incident mitigation services in areas of fire suppression, medical first responder (EMS), vehicle accidents/extrication, water rescue, high-angle rescue, trench rescue and others as requested. In addition, RFD's hazmat crew and Response Team #4 respond to hazardous material emergencies within the state, county, and City.

Training and Recruitment

Total Budget	$2,358,235	FTE	13

Recruits firefighter candidates and conducts a comprehensive recruit academy twice a year to prepare them for their roles. Plans, develops, and implements certification training for department firefighters to enhance their skills and knowledge. Coordinates fire officer development programs that emphasize growth of both tactical and personal skills. Organizes and executes promotional processes on an annual or biannual basis, creating clear advancement opportunities. Leads recruitment efforts to build a workforce representative of the Raleigh community.

Office of the Fire Marshal

Total Budget	$5,197,890	FTE	38

Conducts inspections of newly permitted work, leading to Certificate of Occupancy issuance, and performs routine fire inspections of existing businesses on State-mandated schedules. Reviews all submitted plans for site access, water systems, and building fire protection systems. Investigates fire incidents to determine cause and origin, identifying issues for correction and informing targeted educational programs. Develops and delivers educational initiatives aimed at reducing loss of life through improved fire safety behavior and awareness.

Emergency Management

Total Budget	$270,304	FTE	2

Organizes mitigation, preparedness, response, and recovery efforts for the City, managing all aspects of emergencies to effectively reduce their impact on the City and its residents. Develops emergency response and continuity of operations plans, and identifies and assesses hazards, threats, and vulnerabilities and their potential impact on the population. Implements training programs for City staff and volunteers to ensure readiness for emergency and non-emergency events while establishing communication systems to disseminate critical information and coordinate response efforts of internal and external stakeholders.

Health and Safety

Total Budget	$1,136,274	FTE	6

Provides on-scene Chaplain crisis support services for both staff and civilians during critical incidents. Monitors incident safety with Incident Safety Officer on scene, evaluating and maintaining safe conditions for both staff and civilians. Coordinates safety programs including regular training sessions, equipment inspections, and annual fit testing requirements. Manages occupational health processes including workers' compensation claims, modified duty assignments, and vehicle accident report reviews. Ensures access to psychological and peer counseling services 24/7, providing firefighters with professional support when needed.

Police

Department Overview

In the spirit of service, the Raleigh Police Department (RPD) exists to preserve and improve the quality of life, instill peace, and protect property through unwavering attention to our duties in partnership with the community. RPD works in partnership with the community to advance strategies that focus on reducing crime. The Department employs a community- and intelligence-led approach that emphasizes the importance of maintaining a full range of enforcement priorities, including quality-of-life issues and violations that lead to more serious crime. Through the dedicated service of officers and civilians, district policing, innovative programs, effective technology use, and enhanced relationships between residents and the police, the Department is addressing crime in Raleigh and making the City an even better place to live, work, play and learn.

Department Program Highlights

Total Budget
$148,209,916

Full Time Employees
920

Police Field Operations

Total Budget	$81,515,454	FTE	506

Responds to calls for service from citizens and provides preventive patrol to positively impact the level of real and perceived safety in the City. Comprises six districts: the Northwest District, North District, Northeast District, Southeast District, Downtown District, and Southwest District. The FLEX Team, Strategic Enforcement Unit (SET), FORTIS team, Watch Commanders, and Community Policing Units are also a part of the Field Operations Division. The primary focus of the Community Policing function is to help reduce quality-of-life issues through the creation of collaborative programs, projects, and other forms of public engagement.

Police Chief's Office

Total Budget	$4,994,030	FTE	31

Houses all executive-level leadership functions within the Department as well as other administrative functions such as Fiscal Services, Research and Planning, and the Public Information Office. Oversees the Office of Professional Standards which includes Internal Affairs, Accreditation, Inspections, and the police attorneys. Coordinates the activities of the I-CARE (Interfaith Community Ambassadors for Responsive Engagement) Team, which is a diverse group of leaders from the faith community who represent a wide range of interests and experiences and have demonstrated a desire to work with the RPD to build community relationships and solve problems.

Police Administrative Services

Total Budget	$13,371,112	FTE	83

Provides managerial, administrative, wellness, and other support functions to the Department. Composed of several functions, including Human Resources, Recruitment, Training, Information Services, Records, Evidence, Quartermaster, Fleet Services, the Crime Reporting Center, and the Radio Shop. Coordinates RPD's Volunteer Program, Chaplain Unit, Wellness Program, Citizens Police Academy, and Families Behind the Badge. Families Behind the Badge consists of an Action Team of family members who coordinate family-friendly events to build a network of support for RPD staff and their families.

Police Special Operations

Total Budget	$13,532,210	FTE	84

Provides auxiliary and support functions for the Department to include specialized response to field situations, special events, and emergency incidents. Composed of several units, such as the Selective Enforcement Unit, Crash Reconstruction Unit, Traffic Enforcement Unit, Greenway Unit, K-9 Unit, Mounted Unit, Civilian Traffic Investigators, Animal Control Unit, and Code Enforcement Unit. Coordinates the RPD's secondary employment, taxi inspections, special events management, and planning/logistics function.

Police Detective Division

Total Budget	$32,863,938	FTE	204

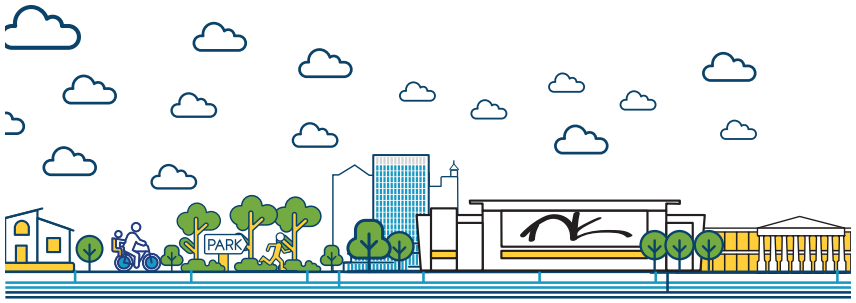
Conducts follow-up investigations of incidents that are reported to the Department. Comprised of units and areas such as property crimes, drugs & vice, fugitive and career criminal, crime analysis and intelligence, homicide, robbery, special victims and aggravated assault, youth and family services, and gang suppression. Also contains the department's trauma counselor, crisis counselors, victim advocate, school resource officers, school crossing guards, and Family Violence Intervention Unit. Manages RPD's many youth outreach programs, such as summer camps, after-school mentoring programs, sports leagues, Public Safety Cadet Program, and the Raleigh Youth Summit.

ACORNS

Total Budget	$1,993,173	FTE	12

The ACORNS (Addressing Crisis through Outreach, Referrals, Networking, and Service) Unit is a team of sworn personnel and social workers who work with outside agencies to provide intervention strategies and services to meet the needs of individuals who are experiencing homelessness and mental health issues. ACORNS officers and social workers respond together to certain 911 calls and also follow up with individuals who have been referred to the unit by RPD personnel in an effort to help them move toward longer-term solutions to housing and mental health needs. Consists of one sergeant, one detective, three officers, one social worker supervisor, and six social workers.

Leisure Services



Leisure Services

Raleigh Convention and Performing Arts Complex **67**
Parks, Recreation, and Cultural Resources **69**

Raleigh Convention and Performing Arts Complex

Department Overview

The Raleigh Convention & Performing Arts Complex is home to four pristine venues. The Raleigh Convention Center, the Martin Marietta Center for the Performing Arts, and Red Hat Amphitheater are located within a two-block radius in the heart of Downtown and welcome approximately one million visitors annually. Nearby, Coastal Credit Union Music Park at Walnut Creek welcomes roughly 400,000 people each season.

Department Program Highlights

Total Budget
$30,312,431

Full Time Employees
122.5

Administration

Total Budget	$4,622,210	FTE	17.5

Leads, guides, establishes, manages, and oversees the direction of business operations including financial, budgetary, technology, payroll and human resource policies, procedures and processes of the Complex to align with statutory requirements and best practices for strategic operations.

Event Production

Total Budget	$8,840,627	FTE	36.75

Provides event production services, overseeing all aspects of events that utilize the Complex, including planning through execution and close out. Includes the management of internal and external security services to ensure safe and secure events.

Sales and Marketing

Total Budget	$3,343,149	FTE	12.5

Serves as representatives and liaisons between clients, the public, and department management. Manages internal and external communications for the Complex. Enters into negotiations and executes contracts with clients across all venues through relationship building practices and industry outreach programs.

Facility Operations

Total Budget	$13,506,444	FTE	55.75

Maintains the overall condition of the venues within the Complex through regular housekeeping activities, as well as repairs and preventative maintenance work. Ensures that buildings are meeting required code and safety measures.

Parks, Recreation, and Cultural Resources

Department Overview

The Parks, Recreation and Cultural Resources Department (PRCR) plays a leading role in providing exceptional experiences to the residents and visitors of Raleigh. With over 10,000 acres of parkland, 120 miles of greenway trails and over 1.3 million square feet of facilities, the department provides a wide range of creative programming and events that promote the social, cultural, mental and physical wellbeing of residents. The City's vision for its parks, recreation and cultural resources system is "bringing people to parks and parks to people".

Department Program Highlights

Total Budget
$95,014,601

Full Time Employees
553.875

Parks

Total Budget	$30,567,689	FTE	184

Manages over 10,000 acres of public land across six park districts, ensuring Raleigh's parks and natural areas are clean, safe, and welcoming. Provides turf and tree care, horticulture, infrastructure maintenance, athletic field upkeep, and safety compliance. Leads environmental stewardship efforts through land management, invasive species control, aquatic habitat care, and citywide urban forestry services such as tree planting, maintenance, permitting, and emergency response. Additional responsibilities include operating indoor and outdoor pools, splash pads, interactive fountains, historic amusement rides at Pullen and Chavis Parks, and managing two greenhouses that produce over 50,000 plants annually. Also supports equipment maintenance, irrigation, warehouse services, refuse collection, and park events.

Among these public assets is Dix Park, Raleigh's largest urban park at 308 acres, located just two miles from downtown on the site of a former state mental health hospital. Acquired in 2015, the park features historic buildings, wooded trails, open fields, old-growth oaks, and iconic skyline views. Guided by a community-driven master plan completed in 2019, Dix Park is being transformed into a signature destination through a public-private partnership between the City and the Dix Park Conservancy. The City oversees daily operations and programming, offering year-round events, a dog park, public art, and popular amenities like the Chapel, Stone Houses visitor center, and seasonal sunflower field. The first major project, Gipson Play Plaza, brings the vision to life with 18.5 acres of inclusive play areas, gardens, art, a civic plaza, splash pad, and concessions—creating a welcoming and inspiring public space for all ages.

Recreation

Total Budget	$33,433,410	FTE	201.25

Provides a wide range of recreation and leisure programs designed to support individual and community well-being. Delivered through more than 50 facilities, including centers focused on aquatics, athletics, adults, neighborhoods and teens, the programming is accessible, inclusive, and community centered. Partners with external organizations and use non-city-owned spaces to expand reach and participation across Raleigh.

Promotes a healthier Raleigh by encouraging active living, supporting students and families while school is out, and fostering connections through social, cultural, and educational experiences. From fitness and sports to arts, nature, and technology, the Recreation program sparks curiosity, creativity, and lifelong learning while creating a welcoming environment for all and celebrating what makes Raleigh unique.

Greenways

Total Budget	$9,697,765	FTE	58.375

Manages 120 miles of trails that connect Raleigh's neighborhoods, parks, schools, and commercial areas. These trails provide safe, scenic routes for walking, running, biking, and enjoying nature. Maintains trail surfaces and supporting infrastructure, including parking lots, fencing, trailheads, signage, wildflower beds, and 9.5 miles of bridges, boardwalks, and stairs to ensure year-round access and safety.

Provides routine and seasonal maintenance, vegetation management, storm recovery, and safety inspections and assessments. Supports events such as marathons and races held on the trail system. Through this work, the Greenway Program enhances outdoor experiences, promotes active living, and contributes to Raleigh's health, connectivity, and environmental sustainability.

Arts

Total Budget	$5,923,908	FTE	17.6

Raleigh Arts, with the Arts Commission and Public Art and Design Board, serves as the City's central resource for arts programs and support. Manages grants, public art projects, arts centers, exhibitions, and capacity-building efforts for artists and organizations. Oversees $2.94 million in annual grant funding, with $2.4 million awarded to 39 nonprofit organizations reaching over one million people each year. Also manages the 756-piece Municipal Art Collection, valued at $7.4 million, including its ongoing conservation and educational use.

Currently manages 24 active percent-for-art projects and 22 temporary projects, including SEEK Raleigh and interdepartmental collaborations, engaging over 100 artists annually in public art initiatives. Also oversees six artist residencies, such as the Nature Preserve and BRT Artist-in-Residence programs, Documentarians-in-Residence, and two upcoming residencies at the RDOT sign shop and Dix Park in partnership with the Dix Park Conservancy. Hosts around 35 exhibitions each year, featuring 500–600 local artists and student showcases like Gifts of Gold. Pullen and Sertoma Arts Centers offer over 400 annual programs in a wide range of disciplines, including pottery, painting, printmaking, and more, engaging 5,600 participants of all ages and producing over 100,000 ceramic artworks yearly.

Historic Resources

Total Budget	$5,424,104	FTE	32.65

Protects and activates the City's cultural, museum, and historic assets. Manages operations, programs, and facilities at key sites including the City of Raleigh Museum, Mordecai Historic Park, Moore Square, Pullen Park Historic Attractions, the Dr. M.T. Pope House Museum, John P. “Top” Greene African American Community Center, and others. Also stewards a collection of over 30,000 historic artifacts representing Raleigh’s material culture.

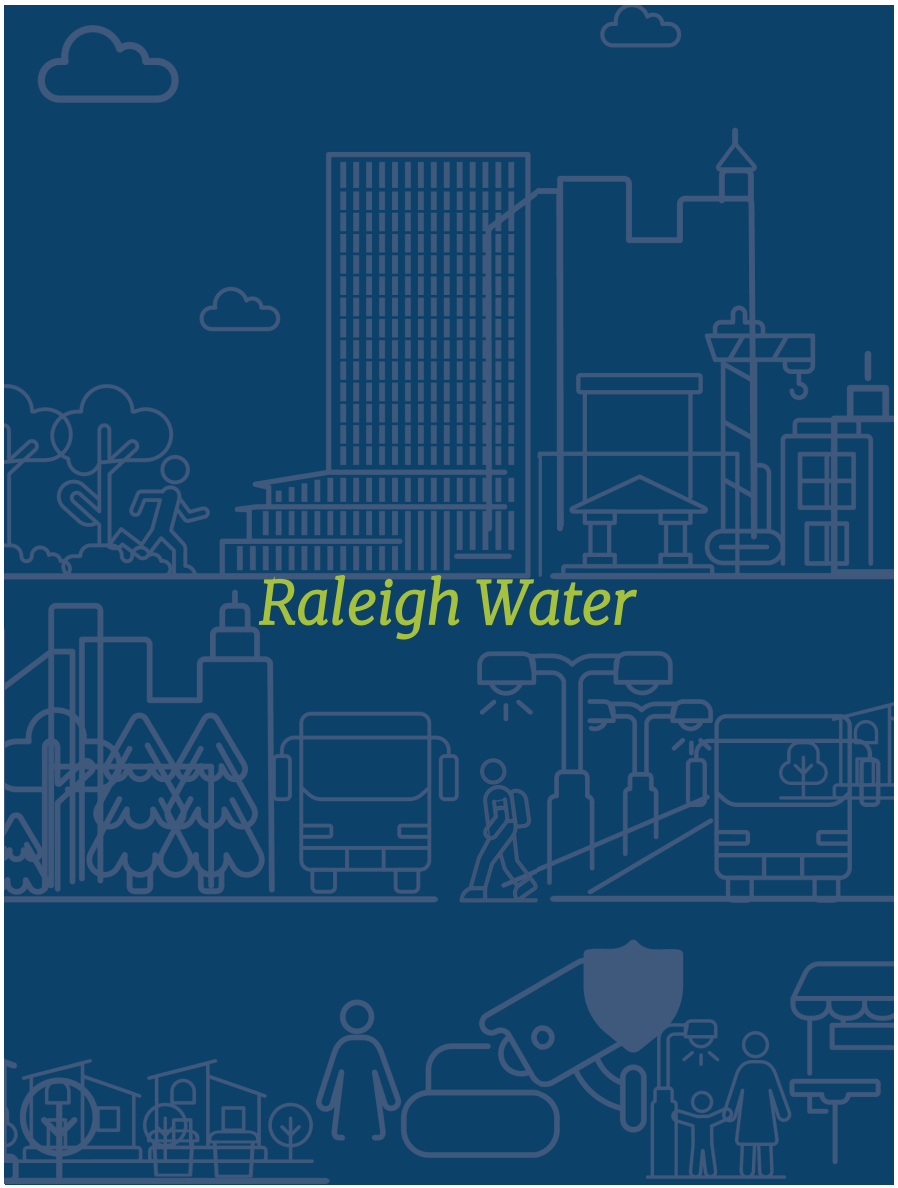
Maintains four historic cemeteries and 12 other cemeteries located on park properties. Mt. Hope Cemetery and City Cemetery are designated as National Register Landmarks and Raleigh Historic Cemeteries. O’Rorke-Catholic Cemetery is designated as a Raleigh Historic Property. Operations of Mt. Hope Cemetery includes sale of grave sites, burial preparation, coordination with funeral homes and families and perpetual maintenance, including grave marker/headstone repairs.

Administration

Total Budget	$9,967,725	FTE	60

Provides the operational foundation for the Parks, Recreation, and Cultural Resources Department. Encompasses critical operational functions including financial and HR policy alignment, oversight of the department budget (operating, capital, bond, and grant), system management, compliance auditing, and customer service. Ensures strategic effectiveness in collaboration with the City’s Office of Internal Audit. Increases access to recreation through sliding-scale support and flexible payment options via the Financial Assistance Program. Manages registration, billing, and collections, ensuring efficient service delivery for residents. Supporting over 2,600 employees, delivers more than 30,000 hours of training annually to promote staff development and retention.

Manages capital finances, long-term planning and department-wide initiatives, and handles system maintenance, data analysis, and mapping. Leads community outreach and engagement, overseeing strategic messaging, digital content, and publications in partnership with City Communications. Extends the department’s impact by coordinating nearly 13,000 volunteers annually. Fosters a high-performing, future-ready organization that supports staff in designing creative, responsive services and programs promoting safety, engagement, and health, ultimately enhancing the wellbeing of Raleigh’s communities.


Raleigh Water

Raleigh Water

Raleigh Water **75**

Raleigh Water

Department Overview

Raleigh Water is an award-winning regional utility that provides drinking water, sanitary sewer, and reuse water services to Raleigh and six neighboring communities (Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon corporate limits and their Extraterritorial Jurisdiction) with approximately 210,000 water and sewer customers and a service population of approximately 620,000 people.

Department Program Highlights

Total Budget
$320,889,620

Full Time Employees
683

Administrative Operations

Total Budget	$17,372,138	FTE	55.125

Provides a multitude of services and department-wide business support. This includes facility and fleet maintenance for field operations centers throughout the service area, warehouse and inventory services, budget development and financial modeling, contract oversight and payment processing, employee training and development, departmental communications, technology support, code enforcement and education, incident preparedness and employee safety. Also includes departmental leadership, which guides and supports programs throughout Raleigh Water.

Infrastructure Investment

Total Budget	$152,529,742	FTE	48.125

Oversees departmental infrastructure projects, maintains asset information, and reviews plans for water/wastewater development. Oversees a data-driven, decision-making program that identifies utility assets that require investment for inspection, maintenance, rehabilitation, and/or replacement, which include water and wastewater treatment facilities, pipelines, and remote facilities. Partners project managers with stakeholders to complete departmental infrastructure projects. Provides field observation services for Raleigh Water projects to ensure that construction meets the approved project specifications and Raleigh Water Utility Design Manual. Includes the GIS team, which supports and leverages a geospatial platform to ensure GIS data availability and accuracy for use within Raleigh Water for the purposes of system modeling, asset management, project planning, and field operations support. Reviews all plans for water and wastewater infrastructure development within the service area. Reviews extensions of water system and service connections for residential and commercial customers; program staff interacts with developers, design engineers, other government units, residents, and contractors within each of those communities.

Drinking Water Treatment

Total Budget	$37,053,871	FTE	91.625

Treats raw water from Falls Lake (at the EM Johnson Water Treatment Plant), and Lakes Benson and Wheeler (at the DE Benton Water Treatment Plant) through coagulation, sedimentation, filtration, and disinfection to provide clean, safe drinking water to a population of approximately 620,000 throughout the service area.

Manages the EM Johnson Water Treatment Plant (EMJWTP) and D.E. Benton Water Treatment Plant (DEB-WTP), controlling process flows to meet system demands, adjusting chemical feeds and equipment to meet water quality standards, monitoring distribution system storage tank levels, as well as starting and stopping water booster pumps to ensure proper fire flow and storage are met 24/7/365. Provides water quality monitoring and testing of organic and inorganic chemicals and responds to customer concerns. Maintains remote facilities throughout the nine different pressure zones in the Raleigh Water service area by providing preventative and predictive maintenance, managing failures and consequences through corrective and reactive maintenance, and responding to emergencies for elevated and ground water storage tanks, water booster pump stations, zone separation assets, and flood warning sites.

Wastewater Treatment

Total Budget	$43,059,044	FTE	115.625

Treats wastewater generated by the service area before it is returned to the Neuse River or used as reuse water for irrigation and other beneficial uses. Operates and maintains three resource recovery facilities, approximately 126 pump stations and odor control stations, as well as a certified laboratory. Operations and lab staff both follow certified processes to manage environmental impacts (ISO 14001:2015) and ensure high testing standards (ISO 17025) that are verified by a third-party auditor.

Ensures effective/efficient operations and maintenance of the 75 Million Gallons per Day (MGD) capacity Neuse River Resource Recovery Facility (NRRRF). The NRRRF incorporates an advanced biological nutrient removal treatment process providing high levels of treatment, includes production of Class A and Class B biosolids, and reclaimed water for both on-site irrigation and offsite use by commercial customers. Conducts laboratory analysis for regulatory compliance and process control.

Also ensures effective/efficient operations of the 3 MGD Smith Creek Resource Recovery Facility (SCRRF) located in Wake Forest, the 2.2 MGD Little Creek Resource Recovery Facility (LCRRF) located in the Town of Zebulon, and maintenance of essential assets for remote wastewater pump stations located throughout the service area. This includes approximately 126 pump stations and associated equipment and appurtenances.

Customer Care and Billing

Total Budget	$15,646,654	FTE	68.625

Provides direct customer, billing, and accounting support to Raleigh Water's approximately 210,000 customers, and is the product owner and developer for the key applications that staff and customers use to perform inquiries, tasks, and functions. These applications consist of Oracle Customer Care & Billing, Customer Web Self Service, Phone Interactive Voice Responses, and Telstrat recording and quality assurance.

Manages a contact center that provides billing, collections, and customer service to Raleigh Water, Solid Waste Services, and Stormwater customers in the service area through ePortal, online, phone, email, in-person, fax, and postal mail interactions. Provides information and processes requests for billed services, rates and fees, starting and stopping services, payment options, payment plans and available assistance, leak adjustments, and scheduling work orders and field activity review for special services. Provides 24/7 on-call support for Raleigh Water emergencies. Processes nearly 35,000 customer contacts per month and works closely with Meter Management, other Raleigh Water programs, Solid Waste Services, as well as the City Manager's Office for any escalations.

Sewer Maintenance

Total Budget	$23,619,367	FTE	124.625

Inspects, maintains, and repairs approximately 2566 miles of sanitary sewer piping and appurtenances of the sewer collection system through enforcement, preventive and reactive activities.

Plans, schedules, and facilitates infrastructure repairs related to residential services, sewer mains, manholes, stream bank stabilization, and other appurtenances as required. Conducts emergency sewer infrastructure repairs to minimize and mitigate environmental impacts and provides mutual aid to other City departments during inclement weather and other emergencies that require debris management and excavation. Manages inspection and maintenance services (a permit-driven function) for approximately 1,300 miles of sanitary and water easements, sanitary sewer structures and appurtenances. This ensures easement access during emergencies such as sanitary sewer overflows or emergency repairs to limit environmental damage and mitigate impacts from sewer system overflows.

Monitors over 2,500 food service establishments and vehicle maintenance facilities for compliance with the City of Raleigh Sanitary Sewer Use Ordinance and Collection System Permit regarding fats, oils, and grease discharges.

Water Distribution

Total Budget	$20,381,352	FTE	106.625

Operates and maintains the water mains, valves and hydrants that transfer drinking water from the water treatment plants to the end users. Performs daily planned inspections and repairs on all water assets, including hydrants and valves, and performs emergency repairs as needed.

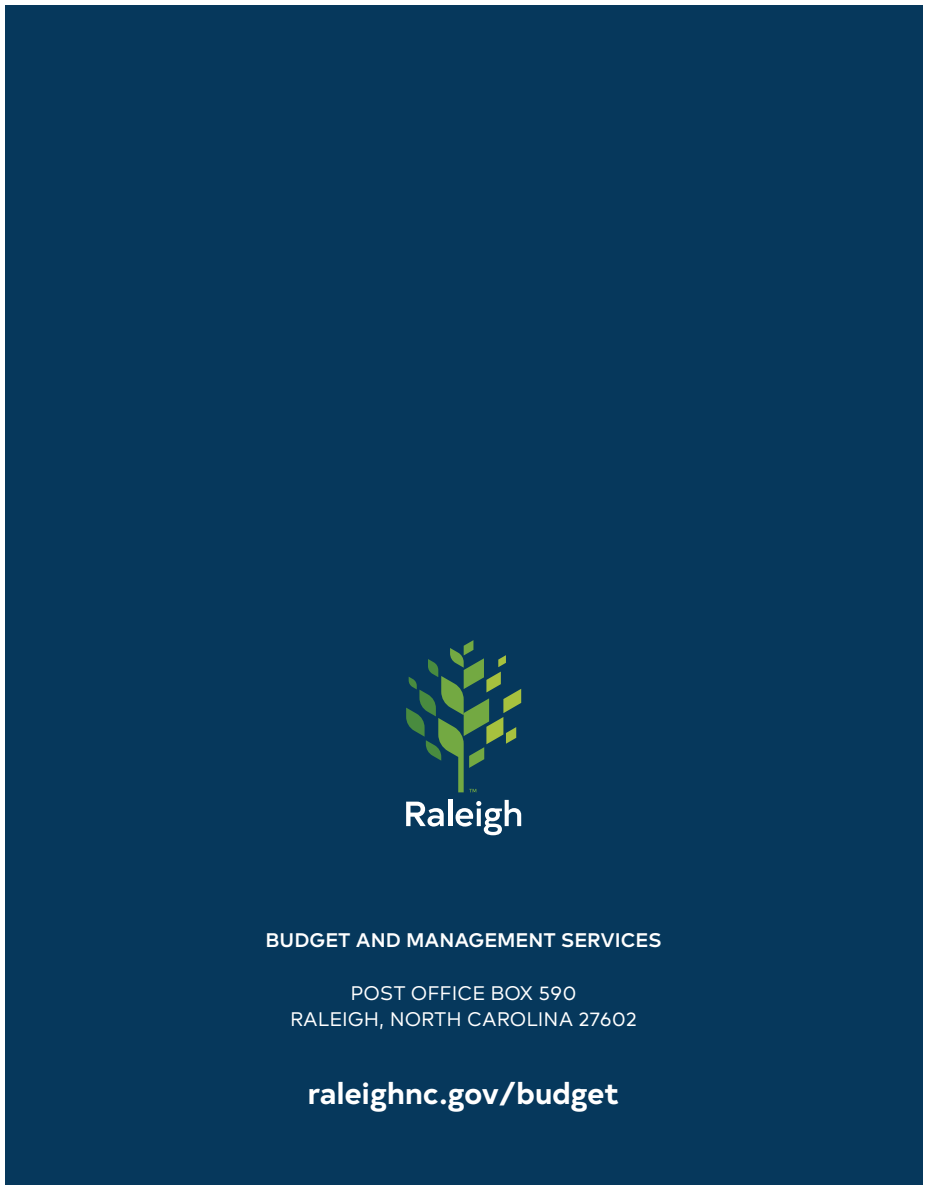
Responds to NC811 requests by locating Raleigh Water underground utilities and City of Raleigh Fiber to prevent damage from construction and excavation per North Carolina General Statute, Chapter 87, Article 8A. Works with staff throughout Raleigh Water and external contractors to perform system shutdowns, ISO Insurance Ratings, GIS map updating, leak detection, and large projects in the water distribution system.

Meter Management

Total Budget	$11,227,451	FTE	72.625

Responsible for all commercial, industrial, and residential meter services, including meter installations, maintenance, replacements, reading, as well as service initiations and severances. Protects the water supply system through administration of the cross-connection ordinance and validating testing of over 40,000 backflow assemblies.

Maintains over 206,000 small meters (1", 3/4" and 5/8") and over 8,800 1.5"-10" commercial water meters in the service area and is responsible for attaining consumption readings and analytical data from these meters on a monthly basis. Helps resolve billing issues that may arise by verifying and troubleshooting customer bill concerns. Responds to requests for meter turn on/offs when customers need assistance. Establishes new accounts within the service area, and provides routine maintenance as needed to ensure accurate readings.


Raleigh
BUDGET AND MANAGEMENT SERVICES
POST OFFICE BOX 590
RALEIGH, NORTH CAROLINA 27602
raleighnc.gov/budget

Raleigh

memo

To	Marchell Adams-David
Thru	Patrick Young, Director
From	Ken Bowers, Deputy Director
Department	Planning & Development
Date	November 12, 2025
Subject	Chavis-Dix Strollway update

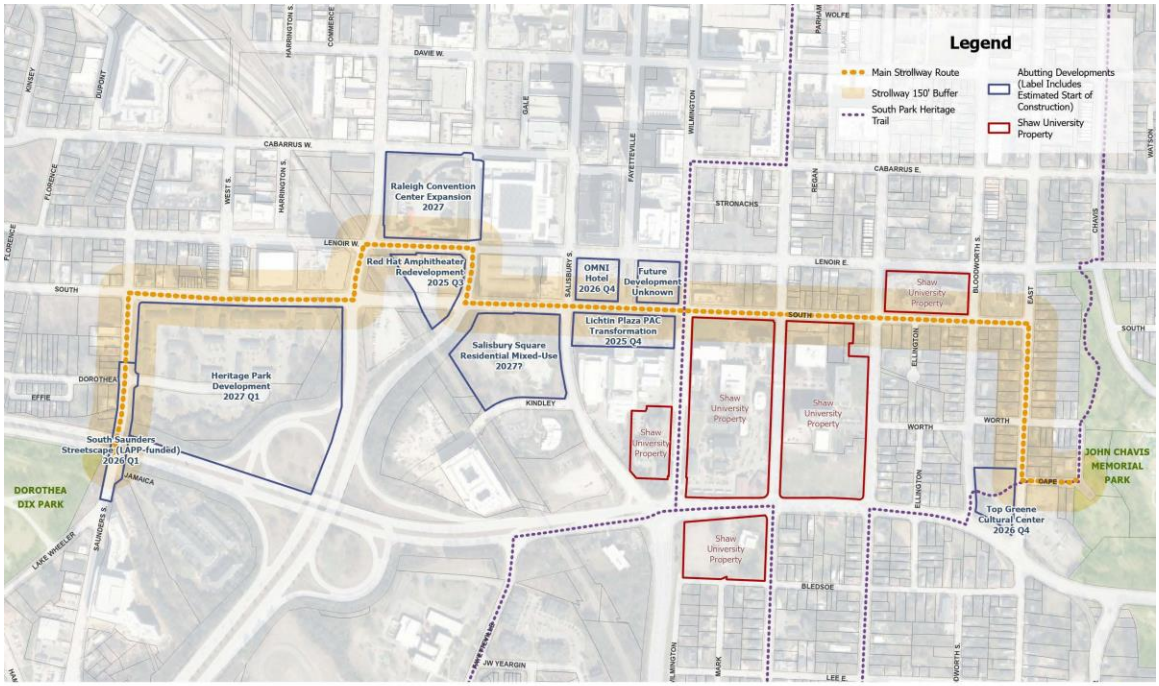
On November 18, 2022, the City of Raleigh received a federal grant to advance the implementation of two urban cultural trail projects—the South Park Heritage Trail, and the Chavis-Dix Strollway. City Council divided the grant funds equally between the two projects on October 15, 2024. The South Park trail was fully funded as part of the 2022 parks bond and subsequently advanced through the phases of design, with the most recent milestone being the approval of schematic design by City Council on November 4 of this year.

The Strollway, by contrast, has been delayed as staff analyzed the best way to balance the cost of designing the facility while still retaining enough of the limited funding to implement a meaningful portion of the project (the inability to reserve sufficient funding for capital was why an earlier RFP process did not result in an acceptable scope and fee agreement). The project was not well defined at the outset and consensus around project elements has been difficult to reach. The preferred route utilizes the frontage of sites that will be subject to redevelopment by the city or private developers over the next several years. While this offers the opportunity to partner with these projects on implementation, it also meant that staff had to carefully scope the design phase to avoid the imposition of federal requirements on these non-federal projects.

Given these difficulties, and capitalizing on the similarities between the South Park Heritage Trail and the Chavis-Dix Strollway, staff have taken the step of selecting the design team for the South Park project, led by Design Workshop, to extend their scope to complete a concept plan for the Strollway and provide design and implementation services for a demonstration area to be identified during the concept planning process. Review of the scope and fee proposal is underway, and work will commence once agreement is reached. The scope will focus on the signage, wayfinding, and heritage elements and will not include major streetscape work or right-of-way acquisition. Particular attention is being given to documenting important sites and people in the historic Fourth Ward neighborhood.

The revised scope for the Strollway places it within the context of an emerging cultural trail and heritage site *program*, of which the South Park Heritage Trail is the first project. The graphic standards, wayfinding signs, and marker designs from the SPHT will form the template for future cultural trails and interpretive markers. Design cues (such as color and logos) can distinguish between different trails and programs. While a contractor will deliver the first batch of signage, markers, and furniture, these have been designed with the ability of the city to maintain and replace them using in-house capabilities in mind. These attributes are intended to create a sustainable program that can be implemented in phases over time.

The attached map shows the preferred Strollway route and its relationship to future redevelopment projects and improvements along its length. Each of these projects represents a partnership opportunity for streetscape enhancements that will complement the wayfinding and cultural elements of the Strollway plan. Staff have been and will continue to consult with the project sponsors on partnership and collaboration.



The Strollway Heritage Trail

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Note on Abutting Developments:
The label text below the development title is the estimated year and quarter that construction will begin.

Weekly Events Digest

Friday, November 14 – Thursday, November 20

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

Permitted Special Events

There are no permitted events scheduled during this time.

Other Upcoming Events

Vancouver Canucks vs. Carolina Hurricanes
Friday, November 14
Lenovo Center

Poetry in the Wetlands: Writing for Future Public Art
Friday, November 14
Walnut Creek Wetland Park

Beethoven "Eroica" Symphony – NC Symphony
Friday, November 14 & Saturday, November 15
Meymandi Concert Hall

Carolina Youth Ballet: Magical Nutcracker
Friday, November 14 & Saturday, November 15
Fletcher Opera Theater

The Wheels on the Bus
Friday, November 14 – Sunday, November 23
Raleigh Little Theatre

Stream Cleanup
Saturday, November 15
Southgate Park

Magic & Mischief: A Wizard's Market
Saturday, November 15
Fred Fletcher Park

Reopening Celebration with the Doctor Is In
Saturday, November 15
Pope House Museum

Edmonton Oilers vs. Carolina Hurricanes
Saturday, November 15
Lenovo Center

Brincos Dieras
Saturday, November 15
Raleigh Memorial Auditorium

The Triangle Wedding Show
Saturday, November 15
Raleigh Convention Center

VCU vs. NC State
Monday, November 17
Lenovo Center

2025 GIS Day
Wednesday, November 19
City of Raleigh Museum

Fallin' Into Holidays
Wednesday, November 19
Marsh Creek Park

Lunch Box Lecture – Kaya Littleturtle
Thursday, November 20
City of Raleigh Museum

La Valse
Thursday, November 20 – Sunday, November 23
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

FROM: Paul Kallam, Transportation Director

DEPARTMENT: Transportation

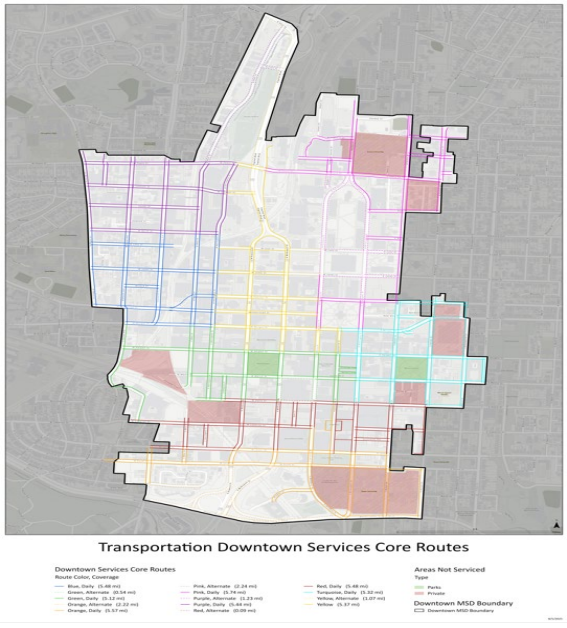
DATE: November 14, 2025

SUBJECT: Overview of Downtown Services Maintenance and Parking Deck Cleanliness

Downtown Services Maintenance Overview

In 2016, Team Downtown Raleigh was created with 15 new positions primarily focused on the cleanliness of Fayetteville Street and surrounding core in the Downtown Raleigh Municipal Service District (MSD). Since then, the team has evolved into the Downtown Services Unit, increasing its geographic area to Glenwood South and Warehouse District in 2018; moving to full 7 day a week coverage in 2022 with the addition of new staff; taking on additional maintenance tasks in 2023 and servicing the significantly expanded MSD footprint as of July 2024.

Today, the Downtown Services team consists of 20 full-time and 3 part-time employees working 7 days a week. The team is broken down daily into core team members covering walking routes from building fronts to curb lines and maintenance team members covering biohazards remediation, street sweeping, pressure washing, minor sidewalk paver repair, fixture maintenance, weed control and leaf removal. They walk 8 routes, covering 48 miles of sidewalk within the 1.23 square miles of the MSD (see map).



Municipal Building
222 West Hargett Street
Raleigh, North Carolina 27601

One Exchange Plaza
1 Exchange Plaza, Suite 1020
Raleigh, North Carolina 27601

City of Raleigh
Post Office Box 590 • Raleigh
North Carolina 27602-0590
(Mailing Address)

Service level frequency is as follows:

Daily (7 days a Week) 6:30am – 3:00pm:

- First walkthrough on the main thoroughfares of Fayetteville Street, Glenwood Avenue, Wilmington Street, Peace Street and Person Street includes removing litter from sidewalk, curbs, raised planters, tree grates and landscape beds with goal of finishing by 8:00am
- Second walkthrough of the main throughfares includes additional cleaning as needed; removal of stickers, small graffiti and larger debris with a goal of finishing by 2:00pm
- The remaining non-throughfare routes are covered throughout the day and include one walkthrough for litter, stickers, and small graffiti
- All team members monitor routes for hazards and create service requests and work orders in real time
- Remove and sanitize human and significant animal biohazards within 1 hour of report during working hours
- Wipe down and reset City Plaza tables and chairs; raise and lower shade structures

Weekly:

- Vacuum and/or blow sidewalk leaves and debris to street sweeper
- Empty cigarette butt containers and recycle contents
- Remove illicit items and trash from publication kiosks on Fayetteville Street

Semi-monthly:

- Sweep streets and curbline of entire MSD minimum of twice monthly

Annually:

- Pressure wash sidewalks along throughfares and plazas (58+ block faces annually)
- Pressure wash interior of all public space waste and recycling receptacles (2x annually)

Seasonally:

- Remove weeds from tree grates and sidewalk cracks
- Brine prior to snow and ice event and remove accumulation during and after storm
- Remove all storm-related debris
- Daily leaf removal
- Bird excrement cleanup in pedestrian areas

As Needed:

- Clean buildup of debris at curb ramps
- Repair paver trip hazards (56 areas to date in 2025)
- Prune low-hanging tree branches
- Pressure wash grease stains, significant buildup and heavy bird droppings

- Installation and/or maintenance of waste receptacles, bike racks, benches and other fixtures
- Reposition scooters and bicycles out of pedestrian paths

Significant Items of Note:

- 7 employees trained to operate 2 utility vehicles fully equipped for biohazard removal
    - 543 biohazards remediated to date in 2025
- 60+ average route miles patrolled daily with a total of 13,800 miles to date in 2025
- 550 service requests and work orders created to date in 2025 for pedestrian hazards, downed street signs, large graffiti, damaged utilities, large debris and nuisances
- ~800 pounds of cigarette butts recycled into plastic pellets since 2018 at no cost to the city through a partnership with TerraCycle (~226,800 cigarette butts annually)
- 2 fully equipped brine vehicles set up to pretreat sidewalks and ADA ramps along Fayetteville, Wilmington & Peace Streets; Glenwood Avenue; shady sections of Morgan, Hargett, Martin & Davie Streets; bridges and overpasses

Parking Deck Services Overview

The Parking Division contracts with 3rd party vendor The Car Park to perform cleaning services in our parking garages and surface lots. Additionally, the division contracts with the Downtown Raleigh Alliance (DRA) to provide additional visibility and security support.

The Car Park

Daily: (6 days a week)

- First walkthrough of each garage begins at 5:00am to remove litter, human waste, graffiti, wipe down elevators, etc.
- Second walkthrough begins around 1:00p to remove litter, human waste, graffiti, wipe down elevators, etc.
- Ensure signs are in correct position (ex: 2-hour parking free signs)

Weekly:

- Sweeping of the drive lanes and other open spaces with a sweeper

Quarterly:

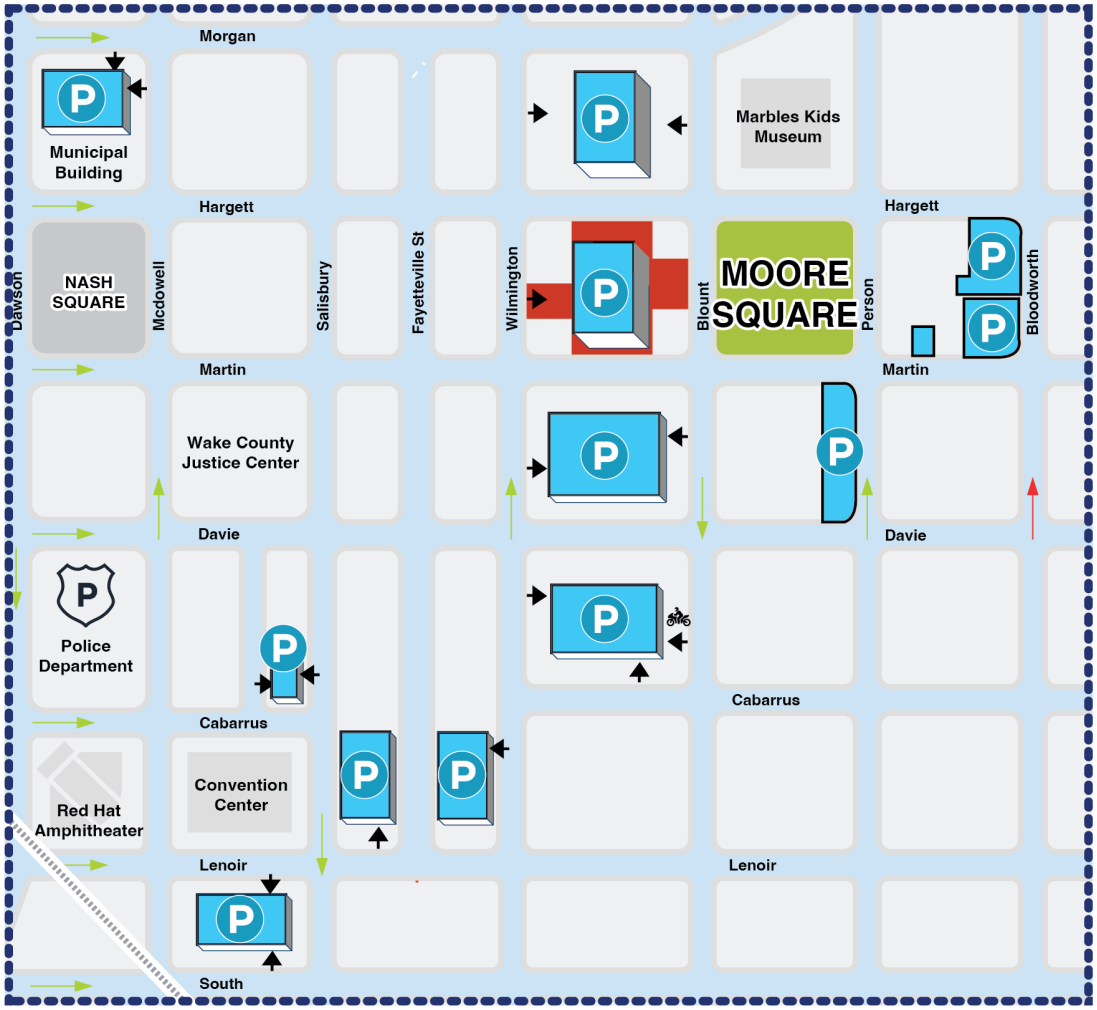
- Power washing of stairwells

As Needed:

- Power washing other areas
- Cleanup of areas that have already been cleaned that day
- Remove/Cover up graffiti

Downtown Raleigh Alliance
Services:

- 8 dedicated ambassadors
- Provide multiple daily rounds at each parking deck and surface parking lot, 7 days a week between 5:00 AM and 12:30 AM
- Presence adds additional visibility throughout downtown, providing support to downtown patrons and reporting concerns to Raleigh Police or Parking staff



City-owned Parking Deck & Surface Lot Map

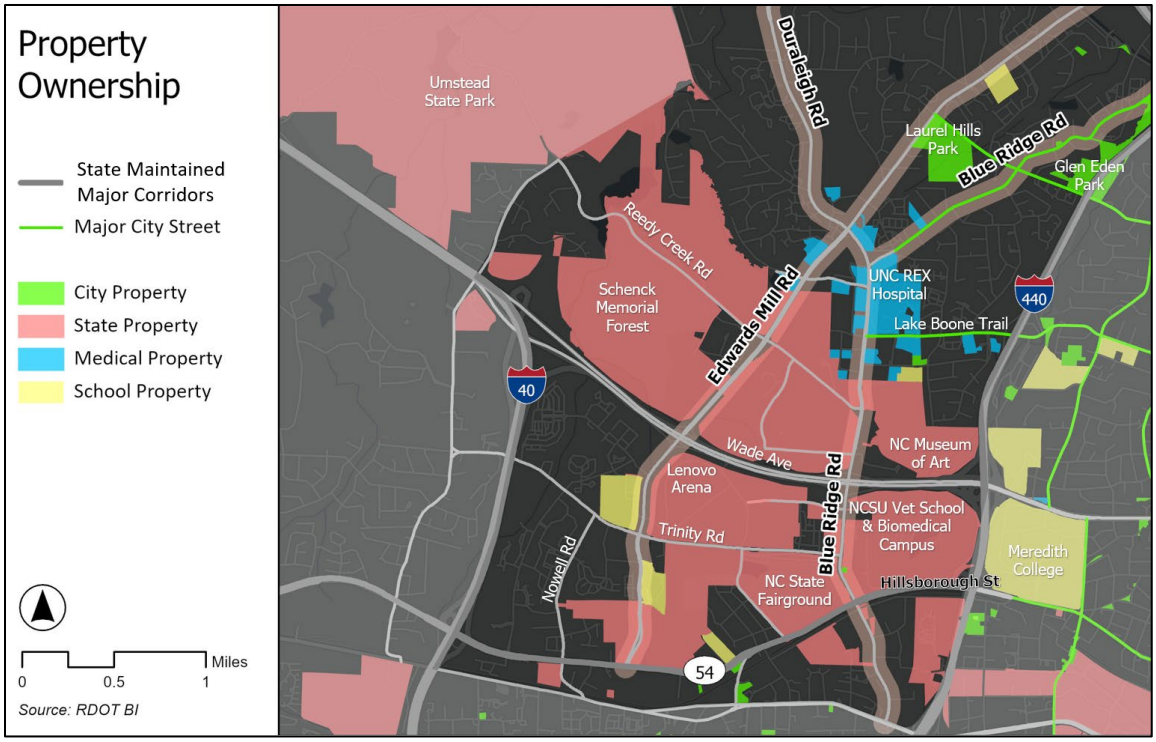
Raleigh

memo

To	Marchell Adams-David, City Manager
Thru	Paul Kallam, Transportation Director
From	Carter Roberson, Mobility Strategist
Department	Transportation
Date	November 14, 2025
Subject	Pedestrian Infrastructure in West Raleigh, near the Lenovo Center and along Nowell Road

Roadway Network Background

The roadway network around the North Carolina State Fairgrounds and the Lenovo Center are NCDOT-maintained facilities. They include Edwards Mill Road, Wade Avenue, Trinity Road, Blue Ridge Road, and Hillsborough Street. Any infrastructure improvements, including sidewalks, require review and approval by NCDOT.



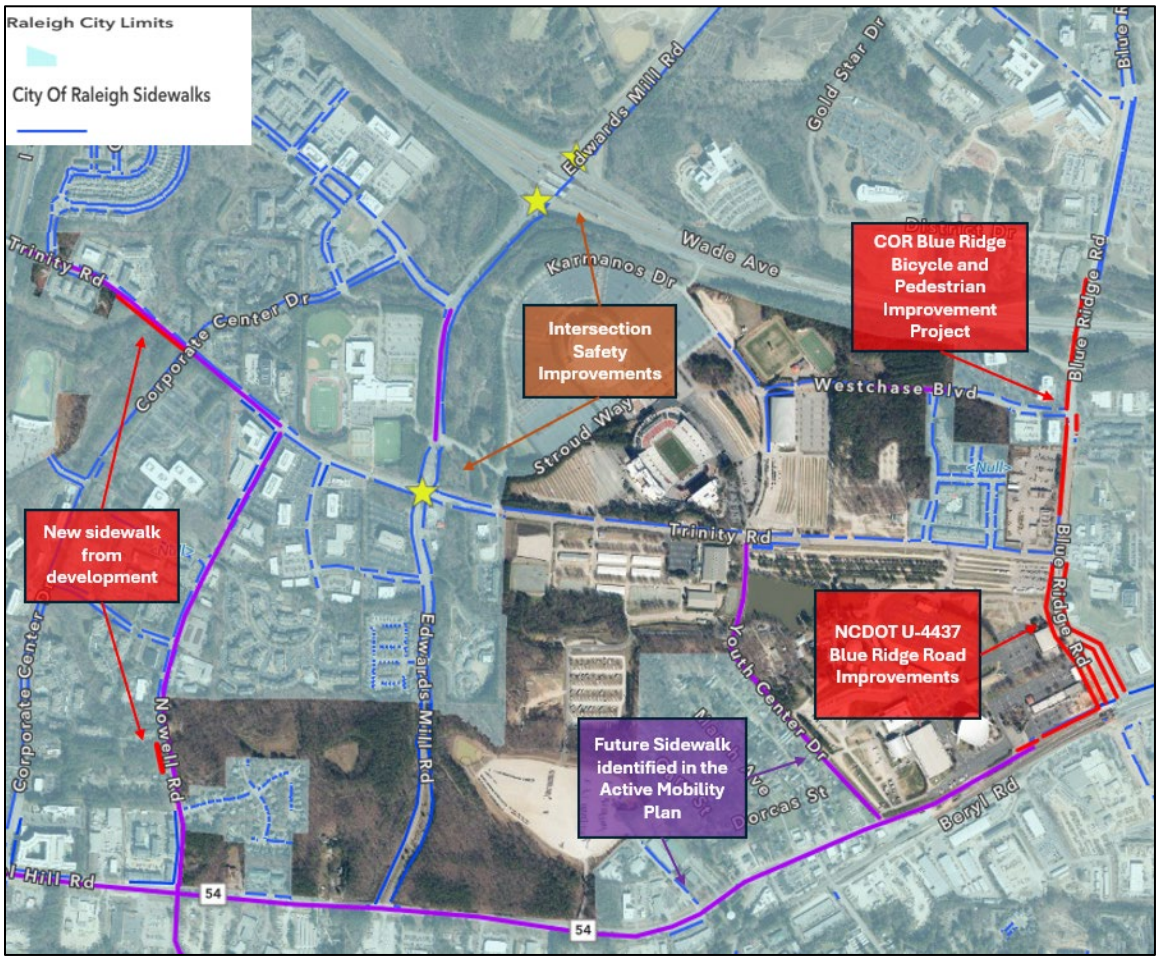
Map of West Raleigh shows NCDOT and city-maintained roadways, and property ownership

Nowell Road between Hillsborough St. and Trinity Rd. is also a state-maintained facility and any roadway changes would require NCDOT approval. Some sections of Nowell

Road are currently unimproved, ribbon paved with ditch and shoulder. Improving the roadway requires a more intensive and costly project, likely requiring grading, property acquisition, and stormwater system design in conjunction with the installation of curb and gutter.

Current and Planned Infrastructure Improvement Projects

- Two current NCDOT-funded safety projects are planned on Edwards Mill Road at key intersections. The improvements at Edwards Mill Road and Wade Avenue and Edwards Mill Road at Trinity Road will install new pavement markings, enhance pedestrian crossing facilities, and update traffic signal operations. These are pedestrian safety improvements that increase visibility and implement control measures that reduce conflicts between pedestrians and vehicles (see map below).
- NCDOT continues work on U-4437, including the grade-separation of Blue Ridge Road at Hillsborough Street, Beryl Road, and the CSX railroad line. This will reduce traffic congestion and reduce conflicts between trains, vehicles, pedestrians and cyclists. These improvements will include pedestrian facilities along Blue Ridge Road, adjacent to the North Carolina State Fairgrounds (see map below).



Pedestrian Infrastructure in the surrounding area; including existing, active construction, and future

- The City of Raleigh's Blue Ridge Road Bicycle & Pedestrian Improvement Project will build a new multi-use path along Blue Ridge Road from Trinity Road to the intersection of Reedy Creek Road and the NC Museum of Art, where a protected intersection is proposed. Recently, the future pedestrian bridge spanning Wade Avenue was placed. Construction is expected to be complete by Spring 2026 (see pix below).

Recently placed Bike and Pedestrian Bridge over Wade Avenue; the city's Blue Ridge Road project.

Active Mobility Plan (AMP) Prioritization

The Active Mobility Plan identifies several streets in the area for future sidewalk projects, including Trinity Road, Nowell Road, Chapel Hill Road and Youth Center Drive. In addition to identifying future sidewalk projects that build out the City's pedestrian network, the Active Mobility Plan identifies a "Big Jump Network" which will guide initial implementation. The Big Jump Network aims to construct 5+ miles of sidewalk over the next five years. Upon adoption, information about the Active Mobility Plan including the progress of the Big Jump projects will be available on the city's webpage.

Private Development and Infrastructure Delivery

As private development occurs, city staff encourages frontage improvements and connectivity through site plan coordination. For example, prior development along Nowell Road has contributed to the incremental buildout of the corridor's pedestrian network. Staff are continually monitoring opportunities to complete network infrastructure via partnership.