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Regular Council Meeting Wednesday, March 4 – Afternoon Only - Evening Sessions Cancelled

Reminder that Council will meet next **Wednesday** in regularly scheduled sessions at **1:00 P.M.** Please note there will be no evening session. The agenda for the meeting was published on Thursday:

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

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 have pulled from the consent agenda for discussion, please send an e-mail mayorstaff@raleighnc.gov by 11 A.M. on the day of the meeting.

INFORMATION:

WCPSS and Raleigh Parks Athletic Field Partnership

Staff Resource: Ken Hisler, Raleigh Parks, 996-4823, kenneth.hisler@raleighnc.gov

Raleigh Parks has a history of executing development and now joint use agreements (JUA) with Wake County Public School System (WCPSS). One of those is at Fletcher Park where we share property with the school system. The Fletcher/Broughton agreement originated in 1990. The purpose was to support the sports and activities provided at Broughton High School where they do not have sufficient space to

accommodate the athletic and extracurricular activities of their students. For Raleigh Parks, the agreement supported the athletic program needs of Raleigh Parks. The current JUA was executed in 2013. At Fletcher Park, the athletic spaces support practice for Broughton soccer, lacrosse, their marching band and on occasion PE classes. Broughton's campus is landlocked, limiting their ability to introduce additional sport fields needed to support their students. For many years Raleigh Parks has provided athletic fields beyond Fletcher Park, the most recent, their softball team is using a field at Oakwood Park as their home field.

To address the athletic space challenges Raleigh Parks has been engaged with WCPSS on the potential to expand and enhance the athletic spaces at Fletcher Park. Working collaboratively to meet the needs of WCPSS and Raleigh Parks, we have developed a concept plan that includes the introduction of a lighted, high school regulation size softball field and regulation size multi-purpose field. Support structures such as restroom, dugouts, etc. are included. WCPSS will be the lead agency for construction and funding.

To coincide with the improvements to the athletic spaces Raleigh Parks will renovate the playground and relocate the existing picnic shelter closer to the play area. Both investments will increase accessibility and connectivity to the larger park. The existing playground primarily serves ages 2–5. The improved playground will accommodate ages 2–5 and 5–12 and will introduce social spaces and amenities that support family gatherings. A mature vegetated buffer will remain between Washington Street and the play area. The existing picnic shelter has been underutilized due to its secluded location and lack of accessible paths. A new shelter is proposed adjacent to the improved playground to increase visibility and encourage multigenerational use. Accessible sidewalks will be added to enhance existing pedestrian circulation and to connect the play areas and the new picnic shelter.

Moving forward, Raleigh Parks and WCPSS will partner on the community engagement as outlined in the following project schedule. With input from the public, and funding available for both parties, we will move to the next phase of planning as we amend the existing JUA to reflect the new spaces and use by each party . Construction is tentatively scheduled for 2028.

- 3/24 Hillsborough-Wade CAC, 7pm. Parks to confirm location
- 4/1 public meeting at Jaycee Community Center, 5:00 – 7:00 pm project presentation at 5:00 pm and 6:00pm

(No attachment)

Water and Utility Billing - Customer Self-Service ePortal and Return to Past Due Collections

Staff Contacts: Gregory Jenkins, Raleigh Water, 996-3475, gregory.jenkins@raleighnc.gov

On November 12, 2025 Raleigh Water launched a new customer utility bill portal (“Raleigh Water Self - Service”) that offers improved functionality, security, and a better user experience. This transition included an upgrade of the existing Customer Care & Billing (CC&B) system to a Cloud-based solution, which significantly enhanced data management and security.

The ePortal continues to see strong adoption. To date, more than 125,000 users have registered for portal accounts and over 58,000 are actively enrolled in AutoPay. Prior to the new web portal, there were approximately 70,000 registered portal users and about 70,000 AutoPay enrollments.

The collections process, which includes late fees and service disconnections for non-payment, will resume on March 2nd. Raleigh Water will be taking a tiered approach to the process, starting with the highest delinquencies first, to ensure the highest level of customer service and operational efficiency. This approach is similar to the process used when we reinstated collections following the COVID-19 pandemic.

Communication: Raleigh Water has previously communicated this transition through bill inserts, website updates, marketing campaigns, social media posts, and media outreach, including press releases. Raleigh Water implemented the following communication plan to inform customers about the new portal and the upcoming collection process:

- Additional website updates, stories, and alerts
- Multiple social media platforms administered by Raleigh Water
- Directly emailed customers previously enrolled in AutoPay who have not re-enrolled
- Additional information in the bill inserts
- CC&B staffed four in-person workshops (Nov. 12 Chavis; Jan. 13 Garner Senior Center; Jan. 20 Five Points Community Center; and Feb. 11 Tarboro Rd Community Center)
- Held 8 in-person “drop-in” sessions at the Biltmore Hills and Millbrook recreation centers in February, where a CC&B staff member was on hand to answer questions and help customers register from 10 am-3 pm
- Attended 6 CAC meetings to promote the new portal (Midtown CAC – Nov. 17; Five Points CAC – Jan. 12; East CAC Lions Park – Jan. 12; North CAC Abbotts Creek – Jan. 20; Hillsborough-Wade CAC – Jan. 27; and Southwest CAC — Feb 9)
- Currently, CC&B is also calling customers who have past due accounts

For the most up-to-date information about this transition, please refer to our main webpage: [A New Way to Manage Your Utility Account | Raleighnc.gov](#)

Plus, this new story: [Your New Raleigh Water Billing Portal Is Live | Raleighnc.gov](#)

Additional information can be found: <https://apolitical.co/list/en/50-states-50-breakthroughs-2026>

(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

No Items this Week

Weekly Events Digest

Friday, February 27 – Thursday, March 5

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

[Peter Rowan – PineCone](#)

Friday, February 27
Fletcher Opera Theater

[Winter Jam 2026](#)

Friday, February 27
Lenovo Center

[Living in Color Meet the Artists](#)

Saturday, February 28
The Chapel at Dix Park

[Invasive Species Awareness Day](#)

Saturday, February 28
Walnut Creek Wetland Park

[Detroit Red Wings vs. Carolina Hurricanes](#)

Saturday, February 28
Lenovo Center

[A Taste of Ireland](#)

Sunday, March 1
Raleigh Memorial Auditorium

[The High Kings: The Rocky Road Tour with The Byrne Brothers](#)

Sunday, March 1
Meymandi Concert Hall

[Duke vs. NC State](#)

Monday, March 2
Lenovo Center

[Pieces of Gold](#)

Wednesday, March 4
Raleigh Memorial Auditorium

[Conan Gray](#)

Wednesday, March 4
Lenovo Center

[Música, Música, Máximo, Música \(TVY\)](#)

Wednesday, March 4 – Sunday, March 15
Raleigh Little Theatre

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.

New Amplified Noise Ordinance Takes Effect January 2026

The City Council approved a [new amplified noise ordinance](#), which went into effect Jan. 1, 2026. Stadiums, arenas, and outdoor sports or entertainment venues, including amphitheaters, are exempt. Parades, outdoor events, races, festivals, and concerts that receive a permit from the Office of Special Events are also not subject to the ordinance.