



# CITY MANAGER'S WEEKLY REPORT

raleighnc.gov



CITY OF  
**Raleigh**  
MANAGER'S  
OFFICE

Issue 2020-11

March 14, 2020

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## INFORMATION:

### Budget Work Session - Monday, March 16

Reminder that Council will meet in the second of a series of scheduled budget work session on **Monday** at **4:00 P.M.** The agenda for the work session was published Thursday.

### Regular Council Meeting Tuesday, March 17; 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 BoardDocs electronic agenda system:

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

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

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

### Reminder - Required Ethics Training – On-Demand Webinar Available

Staff Resource: Louis Buonpane, City Manager's Office, 996-4275, [louis.buonpane@raleighnc.gov](mailto:louis.buonpane@raleighnc.gov)

As a reminder to the item which appeared in *Weekly Report Issue 2020-08* (February 21), North Carolina law requires that members of governing boards of cities and other public entities receive two hours of ethics training within 12 months after each election or appointment to office. The ethics training requirement is an ongoing obligation, triggered by each subsequent re-election or reappointment to office.

To assist Council Members with meeting this requirement, the City has purchased the on-demand webinar - "Ethics for Local Elected Officials" - from the School of Government at UNC-Chapel Hill. Council Members will receive information on how to log-in to the webinar from their assigned Policy Analyst. At the conclusion of the webinar, participants will be prompted to open a link to the "Elected Officials Verification Form".

Printed copies of this form are available in the Council Office. Following completion of the online webinar, each Council Member should provide a signed copy of this form to the City Clerk.

Please see your assigned Policy Analyst with any questions.

*(No attachment)*

### Coronavirus and COVID-19 - City Response Continues

Staff Resource: Derrick Remer, Office of Emergency Management, 996-2200, [derrick.remer@raleighnc.gov](mailto:derrick.remer@raleighnc.gov)

As shared with Council on Friday, emergency proclamations have been declared statewide by the Governor and locally by Wake County and the City. Events scheduled to occur at City facilities have been cancelled or postponed while other coordination efforts remain ongoing. Staff will continue to provide information and updates regarding the ongoing public health and safety situation to the City Council as necessary.

*(No attachment)*

### Bio-Energy Recovery Project Recognized by the U.S. Environmental Protection Agency

Staff Resource: Robert Massengill, Raleigh Water, 996-3479, [robert.massengill@raleighnc.gov](mailto:robert.massengill@raleighnc.gov)

The US Environmental Protection Agency (EPA) recognizes clean water and drinking water infrastructure projects for excellence and innovation through the Clean Water State Revolving Fund (CWSRF). The CWSRF program is a federal-state partnership that provides communities with a permanent, independent source of low-cost financing for a wide range of water quality infrastructure projects.

The ***Performance and Innovation in the SRF Creating Environmental Success (PISCES)*** recognition program provides national recognition to innovative CWSRF funded projects. The program also provide recognition for exceptional accomplishments in promoting the reduction of energy consumption needs for publicly-owned treatment works and facilities.

The Bio-energy Recovery Project has been recognized by the EPA as one of 13 projects nationwide meeting the criteria for the PISCES program as an **exceptional honoree** due to the process of transforming wastewater into energy efficient fuel to be used by the GoRaleigh natural gas bus fleet. This innovative approach will assist the City organization in reaching various sustainability goals while also creating a more energy efficient future.

Staff with the North Carolina Department of Environmental Quality presented the award to Raleigh Water on January 31.

*(No attachment)*

### Weekly Digest of Special Events

*Staff Resource: Derrick Remer, Special Events Office, 996-2200, [derrick.remer@raleighnc.gov](mailto:derrick.remer@raleighnc.gov)*

Included with the *Weekly Report* materials is the special events digest for the upcoming week.

*(Attachment)*

## Council Member Follow Up Items

### Follow Up from the February 18 City Council Meeting

#### Community Engagement – Hispanic and Immigrant Affairs Board (Mayor Baldwin)

*Staff Resource: Linda Jones, Housing & Neighborhoods, 996-5707, [linda.jones@raleighnc.gov](mailto:linda.jones@raleighnc.gov)*

During the meeting staff was requested to share the Hispanic and Immigrant Affairs Board application to graduates of the Raleigh Neighborhood College. The board application was posted to the City website Monday, March 2 in both Spanish and English; the same week the application was emailed to 80 Neighborhood College graduates.

*(No attachment)*

### Follow Up from the March 3 City Council Meeting

#### Building Heights in the UDO (Mayor Baldwin)

*Staff Resource: Ken Bowers, Planning and Development, 996-2626, [ken.bowers@raleighnc.gov](mailto:ken.bowers@raleighnc.gov)*

During the meeting Council requested staff to provide information regarding the origin and purpose of the specific height categories in the Unified Development Ordinance (UDO), with a specific focus on the large jump between the 20 and 40 story categories.

Staff review indicates that the categories relate to specific breakpoints in the height and massing standards of the ordinance, and that the minimum number of categories were included to reflect these breakpoints. No technical reason exists why additional categories could not be added to the UDO via a future text change process. A staff memorandum is included with the *Weekly Report* materials which contains additional details.

*(Attachment)*

**Beamon Lake Sedimentation and Maintenance Schedule (Council Member Cox)**

*Staff Resource: Wayne Miles, Engineering Services, 996-3964, [wayne.miles@raleighnc.gov](mailto:wayne.miles@raleighnc.gov)*

During the meeting Council Member Cox noted that he has heard from residents living in the vicinity of Beamon Lake that the lake is noticeably filling up with sediment. Council requested staff to provide information related to the planned timing of lake maintenance and any commitments that the City had made related to a lake maintenance schedule.

In the late 1990s, the City acquired property in anticipation of restoration of the lake and rehabilitation of the dam for the purpose of water quality improvement. In 2004, as part of the Stormwater Capital Improvement Program, funding for a rehabilitation project was appropriated, which involved improvements to the dam structure and modification of the lake bed including construction of emergent marsh areas, sediment sump areas, and open water areas as a means of enhancing water quality. The design included two areas that act as sediment sumps that will require periodic cleaning. Note that the emergent marsh areas were designed to include significant wetlands vegetation and not intended to be modified as part of long-term maintenance of the facility.

Investigation by staff and research of project records uncovered no formal agreement or commitment related to either scheduled sediment removal or other lake maintenance activity. Staff continues to monitor the condition of the lake and the rate at which sediment is accruing; this monitoring provides the opportunity to appropriately plan for sediment removal before sediment impacts the lake's ability to operate as a water quality device. At present, appropriate and planned sediment removal is projected for capital funding in the year 2025 or 2026.

Included with the *Weekly Report* materials is a memorandum containing additional detail on the design approach as well as a history of the lake and sedimentation issues. The memorandum also contains several aerial photographs of the lake ranging from 1999 to 2019.

*(Attachment)*

## **Follow Up from the City Council Retreat**

**Items Referred from the 2020 City Council Retreat, February 7-8**

*Staff Resource: Stephanie Olson, Budget & Management Services, 996-4300, [stephanie.olson@raleighnc.gov](mailto:stephanie.olson@raleighnc.gov)*

In follow up to the *Retreat Summary* provided to Council in *Weekly Report Issue 2020-08* (February 21), included with the materials in this issue is a compilation of items referred to staff during the annual retreat.

*(Attachment)*

# Special Events Weekly Digest

Friday, March 13 – Thursday, March 19

City of Raleigh Special Events Office  
[specialevents@raleighnc.gov](mailto:specialevents@raleighnc.gov) | (919) 996-2200 | [raleighnc.gov/special-events-office](http://raleighnc.gov/special-events-office)

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## ***Permitted Special Events***

All permitted special events scheduled for the following week have been cancelled. Please check individual event websites for the latest information regarding postponements and rescheduling.

### **[Raleigh St. Patrick's Day Parade and Festival](#)**

Fayetteville Street District

Saturday, March 14

NOTE: This event has been cancelled.

### **[Glenwood South St. Patrick's Day Festival](#)**

Glenwood Avenue & North Street

Saturday, March 14

NOTE: This event has been cancelled.

### **[4<sup>th</sup> Annual St. Patrick's Block Party](#)**

Tucker Street

Saturday, March 14

NOTE: This event has been cancelled.

### **[Flight Day at Dorothea Dix Park](#)**

Dorothea Dix Park, Big Field

Saturday, March 14

NOTE: This event has been cancelled.

### **[Glenwood South St. Patrick's Day Festival](#)**

North Street

Tuesday, March 17

NOTE: This event has been cancelled.

### **[Raleigh Night Market](#)**

City Market

Thursday, March 19

NOTE: This event has been cancelled.

## ***Other Events This Weekend***

### **[Marsh Madness at Marsh Creek](#)**

Friday, March 13

Marsh Creek Park

### **[The Millenium Tour](#)**

Friday, March 13

PNC Arena

### **[Yappy Hour Community Conversations](#)**

Saturday, March 14

Dorothea Dix Park Temporary Dog Park

**Pi Day at Pullen Park**

Saturday, March 14  
Pullen Park

**Sensory Friendly Creative Saturday**

Saturday, March 14  
Sertoma Arts Center

**Shamrocks and Shenanigans**

Sunday, March 15  
Pullen Park

**Harlem Globetrotters**

Sunday, March 15  
PNC Arena

***Public Resources***

**Event Feedback Form**: Tell us what you think about Raleigh events! We welcome citizen and participant feedback and encourage you to provide comments or concerns about any events regulated by the Special Events Office. We will use this helpful information in future planning.

**Road Closure and Road Race Map**: A resource providing current information on street closures in Raleigh.

**Online Events Calendar**: View all currently scheduled events that are regulated by the City of Raleigh Special Events Office.

# Council Member Follow Up



Raleigh

MEMO

TO: Ruffin L. Hall, City Manager

THRU: Joe Durham, Director, Planning and Development

FROM: Ken Bowers, Planning and Development

DEPARTMENT: Planning and Development

DATE: March 13, 2020

SUBJECT: Height Categories in the Unified Development Ordinance

The Unified Development Ordinance (UDO) contains discrete categories for height in mixed-use districts: 3, 4, 5, 7, 12, 20, and 40 stories. The “jump” between these categories is 1, 1, 2, 5, 8, and 20 stories, respectively. At the March 3, 2020 Council meeting, Mayor Baldwin posed the question as to why these specific categories were chosen in the UDO, particularly the very large jump from 20 to 40 stories. Under the current UDO, developers wishing to build a 21-story building have no choice but to petition for 40-story zoning. Even if conditions are added which limit height, the number 40 tends to take a place of prominence within the press coverage and public imagination when discussing the rezoning petition, with people assuming a 40-story tower is desired even if the actual intended project is for something much shorter.

The close spacing of the lower story categories (3, 4, 5, and 7) reflect that such heights are much more likely to be mapped in areas close to residential neighborhoods, and the residents of such neighborhoods have often demonstrated strong opinions on appropriate building height, such that 4 might be acceptable when 5 is not. The height categories above 5 or 7 are likely to be mapped in areas where neighborhood transitions are not at issue, and therefore attention was paid to break points within the building massing standards. Specifically,

- Minimum building heights start with the 7-story category and increase at the 20-story category;
- Stepbacks apply to buildings above the 7-story category;
- Maximum floor plate size applies to buildings above the 12-story category; and
- Tower spacing applies to buildings above the 20-story category.

Therefore, the widely-space categories in the upper height ranges represent breakpoints within the UDO regulations, and the minimum number of categories were chosen to reflect these breakpoints. It was thought that conditional use zoning could fill the gap between these categories, should height be an issue. However, an unintended side effect of this choice has been that every zoning for towers above 20 stories is treated as an assumed 40-story project, when in reality a 40-story building has never been built in our market.

Municipal Building  
222 West Hargett Street  
Raleigh, North Carolina 27601

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

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



There is no reason why one or more additional categories—such as one at 30 stories—could not be added to the UDO. This would permit developers to request 30 story zoning when their project is planned to fall within the 21 – 30 story range. A text change to accommodate this would be easy to draft, as it would only require adding a column to the tables within the building massing standards of Article 3.3.



Raleigh

MEMO

TO: Ruffin Hall, City Manager

FROM: Wayne Miles, PE, Stormwater Program Manager

DEPARTMENT: Engineering Services, Stormwater Management Division

DATE: March 12, 2020

SUBJECT: March 3, 2020 City Council Meeting  
Request from Council Member Cox  
to Provide an Update on Sedimentation of Beamon Lake

At the March 3, 2020 City Council meeting, Council Member Cox noted that he has heard from residents living in the vicinity of Beamon Lake that the lake is noticeably filling up with sediment. He asked for information from staff related to the planned timing of lake maintenance and any commitments that the city had made related to a lake maintenance schedule.

#### Background

Beamon Lake is located in northeast Raleigh just north of Capital Boulevard in the vicinity of Huntleigh Drive and Trawick Road.

In the late 1990s, the City acquired the lake in anticipation of restoring the lake and dam for the purpose of improving water quality. In 2004 as part of the Stormwater Capital Improvements Program, the City rehabilitated the dam and modified the lake bed, including construction of emergent marsh areas, sediment sump areas, and open water areas as a means of enhancing water quality.

Figure 1 illustrates the design concept used in reconstructing the dam embankment and modifying the lake to improve its water quality benefits. The design included two areas that act as “sediment sumps” (as noted on the diagram in Figure 1) which will require periodic cleaning. Note that the emergent marsh areas were designed to include significant wetlands vegetation and were not intended to be modified as part of the long-term maintenance of the facility.

In 2013, the Brentwood Today Lake Dam, which is upstream of Beamon Lake, failed thus releasing significant debris and sediment into the downstream channel. Over the course of the next several years, this sediment continued to be transported into Beamon Lake, thus filling the upper portion of the lake with sediment more quickly than had been anticipated during the original design. A 2019 stream restoration project downstream of Brentwood Today and upstream of Beamon Lake helped to stabilize the situation; however, the sediment remains in the upper portion of Beamon Lake.

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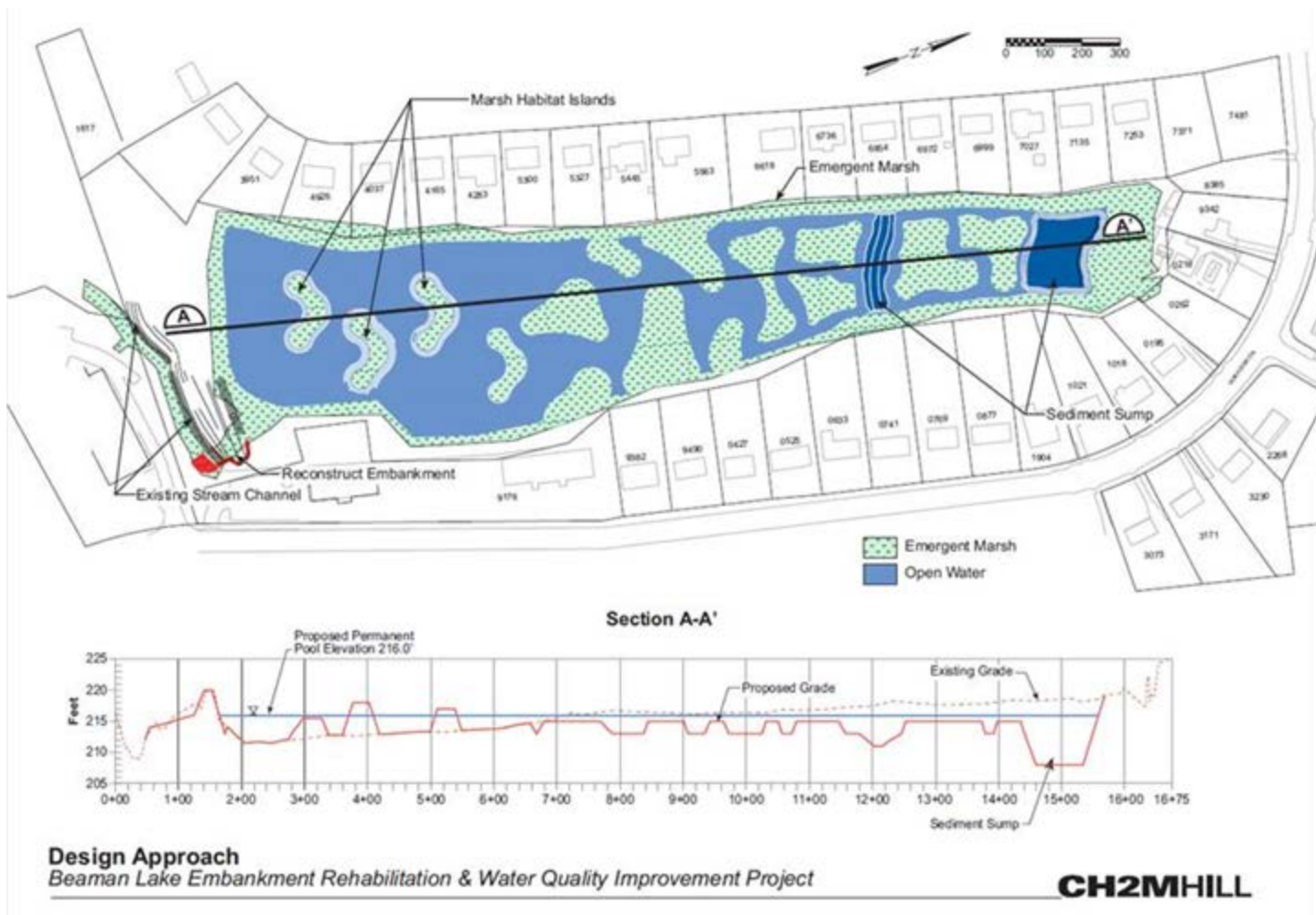


Figure 1. Design Approach Excerpt from CH2MHill Design Report

The aerial maps provided at the end of this memo (see Figures 2-7) illustrate the history of Beaman Lake between the years 1999 and present. In the late 1980s the primary spillway failed causing a partial drainage of the lake. This failure reduced the lake water level significantly, which is evidenced in the 1999 aerial photograph provided below.

Discussions with past and present city staff involved in the project and research of city files have uncovered no formal agreement or commitment related to scheduled sediment removal or other maintenance of the lake. While periodic removal of sediment from the sump areas is not based on any established schedule or agreement, staff continue to monitor the condition of the lake and the rate at which sediment is accruing in order to appropriately plan for its removal before it impacts the lake's ability to operate as a water quality device. Currently this work is tentatively scheduled to occur in 2025 or 2026.



Figure 2. Beaman Lake 1999, after dam failure occurred in the late 1980s.

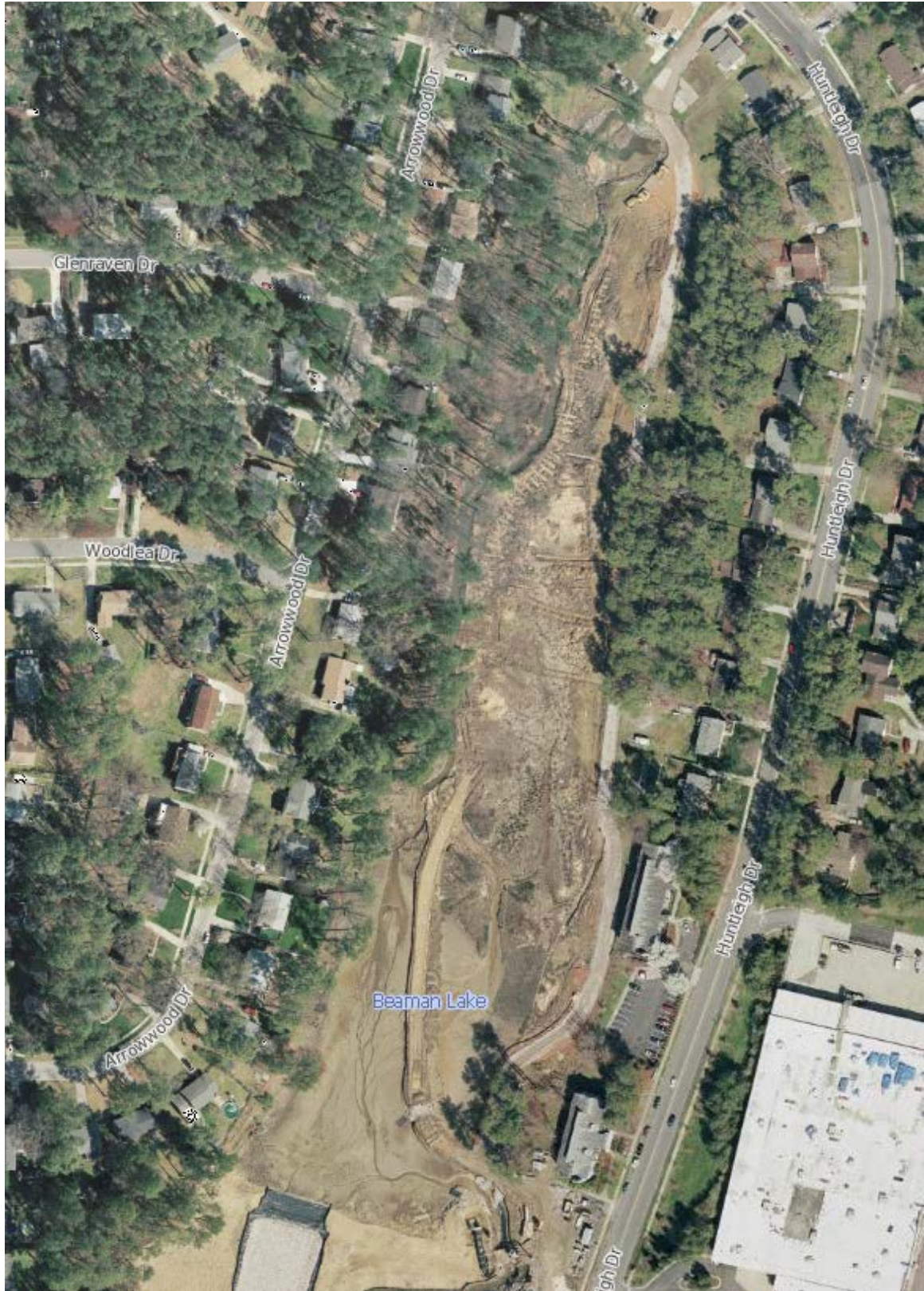


Figure 3. Beaman Lake 2004, during construction of City improvements project.



Figure 4. Beaman Lake 2006, after construction of City improvements project.

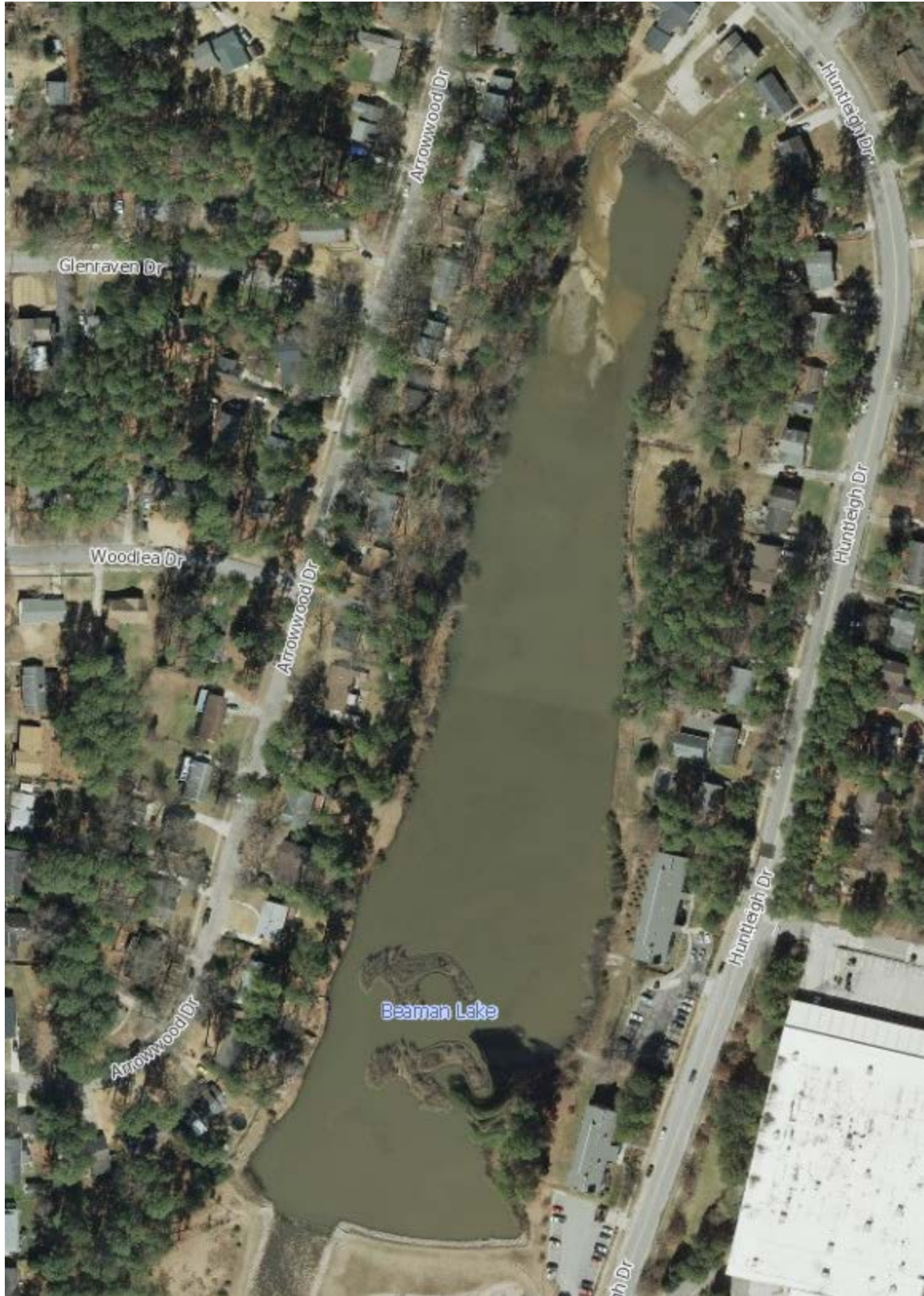


Figure 5. Beaman Lake 2014, after failure of upstream Brentwood Today Dam.

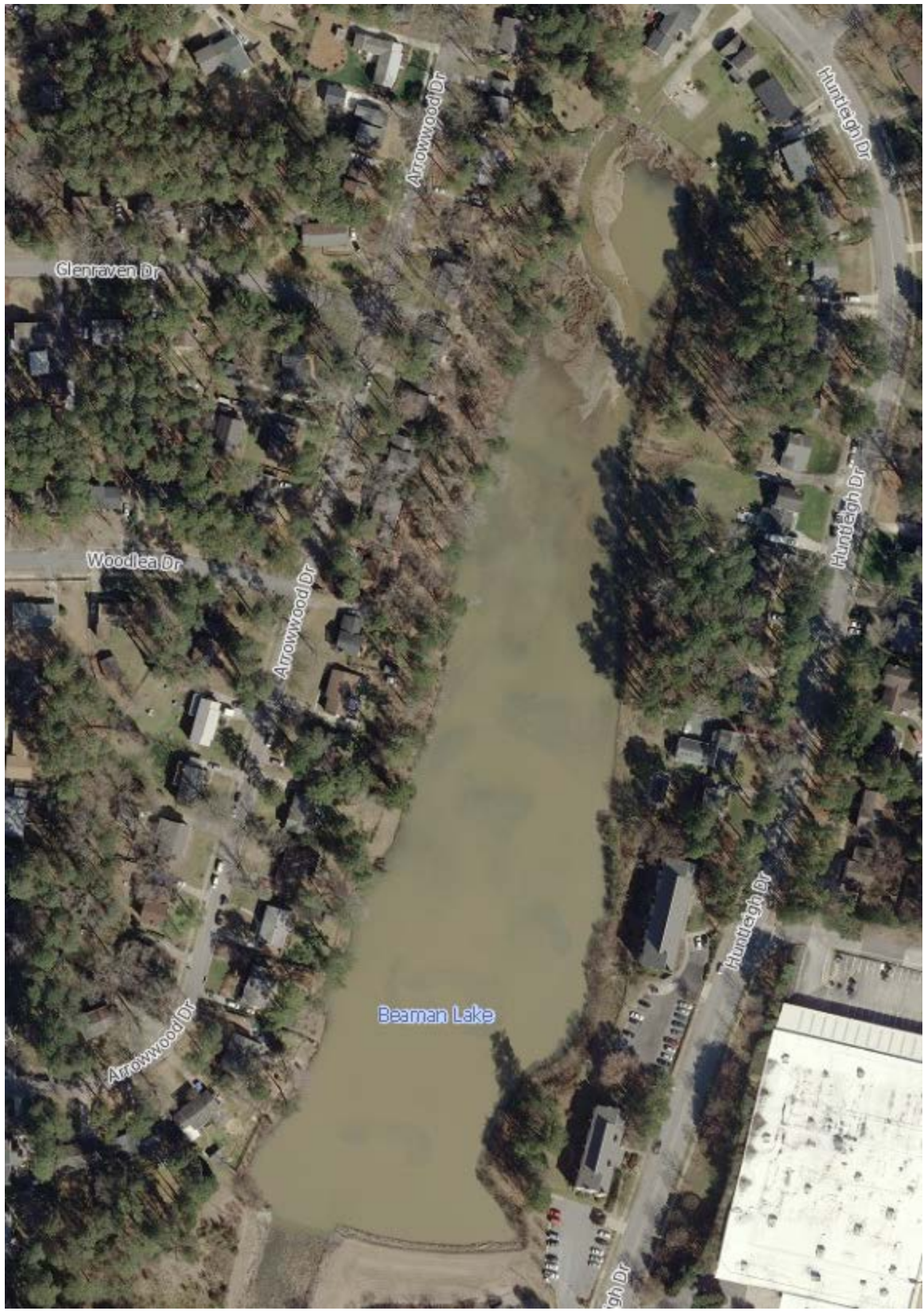


Figure 6. Beaman Lake 2016, showing sediment deposits in upper portion of lake.



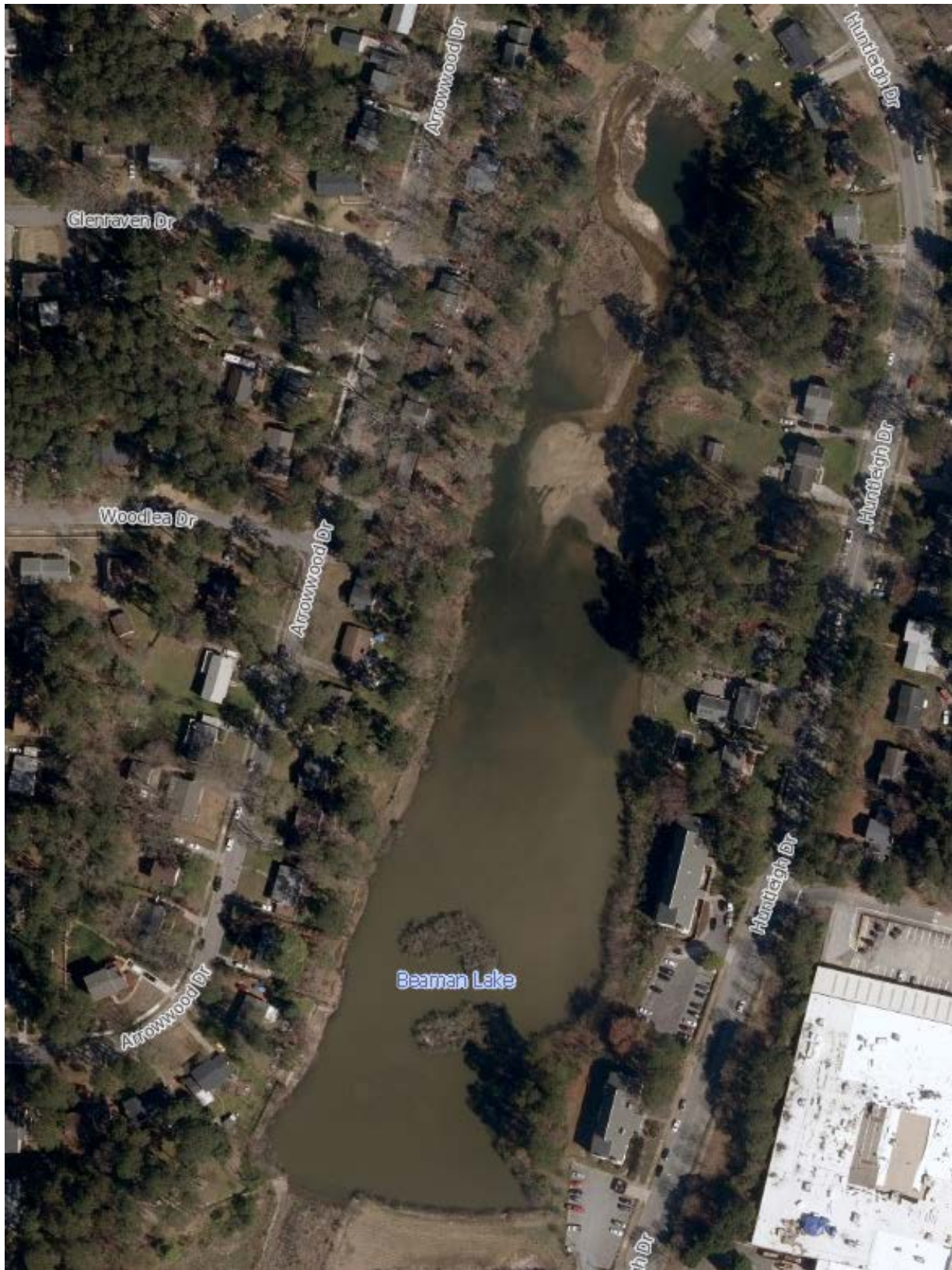
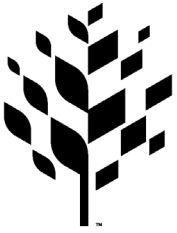


Figure 7. Beaman Lake 2019, most recent aerial photograph.



Raleigh

MEMO

TO: Ruffin L. Hall, City Manager  
FROM: Stephanie Olson, Strategic Planning & Performance Manager  
DEPARTMENT: Budget and Management Services  
DATE: March 13, 2020  
SUBJECT: 2020 City Council Retreat Follow-Up Items

At the February 2020 City Council Retreat, Council members requested information on various items related to the discussion. This report provides responses to those requests.

**Request: A report on current and planned efforts in accessibility and customer service training at the Performing Arts Center and the Convention Center.**

*Staff Resource: Kerry Painter, Raleigh Convention and Performing Arts Complex, 996-8500, [Kerry.Painter@raleighnc.gov](mailto:Kerry.Painter@raleighnc.gov)*

Staff Response:

Since my arrival January 2019, we have increased over-all training to get staff across all venues to a common level. Everyone attended ADA training in February 2019, in the spring the complex hosted a day of Security Training to include Situational Awareness, Stop the Bleed and in the afternoon, they all became Trained Crowd Manager certified. We invited all the surrounding area venues and several churches to attend and share the training. It was important to us that if we could bring in a trainer for such a pivotal subject that we behave as a leader in our community and share this opportunity. The entire Complex attended harassment and inclusion training in February 2020. Collectively there has been 2741 hours of training in 2019, a combination of internal trainers, venue schools, external business needed classes and city- lead training.

As of February 2020, the complex completed a culture/values exercise to identify ways to “Make a moment and improve service delivery.” We have a book club group reading *The Power of Moments* to engage ways into seeing the potential for a memorable service moment with all guests and renters of the venues. Two of our new values are “Care Ferociously” and “Make Moments.” These explicitly target enhanced guest experience and venue care.

The Complex’s website is designed with accessibility in mind with alt text which describes photos, colors and space to help enhance those with visibility challenges to use the site and it is fully responsive no matter the device you are using.

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While we recognize there is a way to go to exceed expectations of service, we have made great strides in improving our delivery and guest satisfaction. This effort will continue relentlessly. Below is a recap of each venue's previous, present and planned actions.

### **Duke Energy Performing Arts Center**

Annual orientation for ushers (with Customer Service) is held in the fall and we are enhancing the role of the Head Usher to assist with additional continuous customer service beyond this effort throughout the year. Head Usher training is scheduled for March 16, 2020.

We are working to create a volunteer ushering program to launch September 2020 which will add more staff to address guest needs and allow more time with each need. Presently, we only have a limited number of paid staff, which is an expense to the show. The hope is that the volunteer program will elevate the guest experience at no additional cost to the show.

We have requested a second front-of-house manager in the 2020/21 budget as we presently have only one for 633 annual events within the four theaters. We are also working to reclass a position to become a Guest Service Ambassador so that we can be more proactive in our approach to service for those who need a little more attention and time. This position will also assist with the guest service around the metal detector entrances and lines coming September 2020.

As of December 2019, both the theatres and convention center were certified as Kulture City venues. This requires all staff to take training and pass an exam regarding ways to serve those who have sensitivity issues. Guests are able to get free 'sensitivity kits' for those struggling with over-stimulation while in the venues from our security staff or ushers. See guest feedback from this program below.

*"We had one child about 4 years old having a hard time, it was obvious he had autism. Millie [usher] gave him a quiet kit and the dad came out to tell me it was great. He got very emotional and said it is awesome that we have them!" – Head Usher, Karen Cattano*

*"Matt (the dad) was WAY upstairs early in the performance with their autistic son Isaac. Someone on staff noticed and took them a "gift bag" designed for audience members with autism. Matt was blown away. All of this way exceeded our expectations. Thank you all for everything" – Founder of Church Street*

In 2019, a survey was sent to all single ticket buyers asking questions about ticketing experiences, concessions, etc. One question was asked regarding service - 75.98% or 427/562 were very highly satisfied with the staff. A new survey is scheduled to be distributed again through Ticketmaster with a more robust service question.

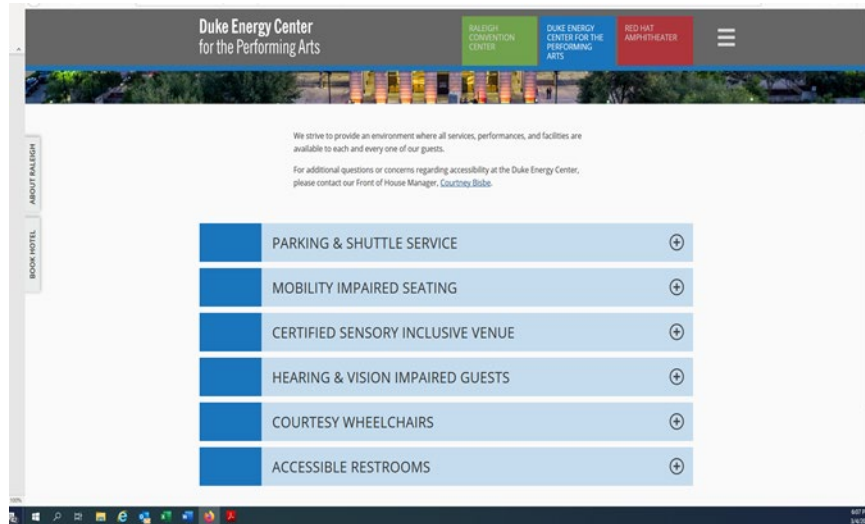
A second new survey will be conducted in the month of March 2020 throughout the lobbies during events. More questions referring to guest service and concession experiences will be included.

A "Know before you go" email is sent to all of our ticket buyers outlining things they need to know such as time of show, short show description, door opening time, if there is a seating hold, parking,

road closures as well as other unique information. If it's a resident company's show, then that company sends their own information e-mail to their ticket holders.

Golf cart shuttles are provided for free to assist patrons from the garage to the venue doors. As we work on the updates for the front plaza we are identifying and asking for solutions to a more accessible drop-off location for patrons and accessible ramps for Memorial entrance. The plaza project, which is in the Capital Improvement Program budget, will be over the next 2 fiscal years. The venue is constructed in a way that is too far from the curb with no simple path of travel for drop-off needs. We hope to remedy this challenge.

The theater website features the accessible offerings and provides a contact for individual needs of a patron intending to visit the venue.



### Raleigh Convention Center

Many of the RCC leadership, sales and event manager staff attended 'All Access Wake County' presented by the Raleigh CVB. This was an all-day session to address the best ways to assist patrons with disabilities, things to be aware of when serving and interacting, how to offer the best services to said patrons, etc. It was offered to all the hospitality members in the community, so we are better prepared for the Kennedy Center event. We are hosting the Kennedy Center LEAD conference August 2-8, 2020. Attached is the checklist we provided to them for the bid. Info on ADA listed on website: <https://www.raleighconvention.com/accessibility>.

Guest surveys go out to each client after their event. We have a 4.93 /5.0 overall score with Execution- 4.94, Friendliness- 4.94, Responsiveness- 4.98 among other various scores and questions regarding food/beverage and cleanliness.

Some survey quotes:

*"I always enjoy working with the Convention Center team. Everyone is professional and friendly. Ashley was a great event coordinator. She was very responsive and organized." – Downtown Raleigh Alliance annual Meeting*

*"I couldn't have been happier with the services provided. Everyone I worked with was super helpful (Lindsay Clapp, Heather Brown and Kate Jansen)." – Dillon Supply Company*

*“The staff at the RCC is second to none. The facility is wonderful, but no facility would make it without a staff to make your event shine. The RCC staff are like family to one another and make us feel like part of their family while we are in house. They help to make our event run smoothly and we greatly appreciate everything they do to make our event the success it is each year.” – NCFSA South Atlantic Fire Rescue Expo*

*“I would like to say thank you again for an outstanding event. Everyone has been kind, easy to work with, accommodating, and I really can’t say enough good things. Courtney please pass along to your team what a wonderful job they do, how welcoming they are, and they only added to the fun today.” – Disney shareholder and board meeting*

*“To all of you, for the insanity leading up to this it truly was the best experience I’ve had at shareholder meeting. It was a joy working with all of you!  
THANK YOU!!!” – Disney shareholder and board meeting*

Attachment: RCC Accessibility Checklist

### **Request: Information on the City’s relationship with the North Carolina Department of Transportation.**

*Staff Resource: Michael Moore, Transportation, 996-3030, [Michael.Moore@raleighnc.gov](mailto:Michael.Moore@raleighnc.gov)*

#### **Staff Response:**

At the February 8, 2020, Raleigh City Council Retreat, Councilmember Buffkin requested information on the history of the City’s relationship with the North Carolina Department of Transportation (NCDOT) on maintenance and reimbursements, including permissions to complete upgrades up-front and then receive reimbursement. Mayor Baldwin also requested a report on potential improvements to the process for receiving NCDOT approval for bus shelters in their rights-of-way.

#### **NCDOT Reimbursements for Maintenance Services**

The City of Raleigh currently partners with NCDOT in a variety of project development and service agreements, specifically when partnering on federally funded projects in our area. City staff works through the Capital Area Metropolitan Planning Organization to prioritize and program projects, and then works with NCDOT on each project’s scope to ensure it aligns with the City’s goals, policies and standards. Once a project scope has been established, City staff works with NCDOT to negotiate terms for a municipal agreement to establish any financial responsibility by the City for project elements that are above and beyond what NCDOT would normally provide for a project. The City Council reviews and approves all proposed municipal agreements.

The Raleigh Department of Transportation’s (RDOT) Traffic Engineering Group also maintains a municipal maintenance agreement with NCDOT for signs, markings, signals, and the signal system on NCDOT-maintained routes. Over the last few years, the reimbursement amount has equated to approximately \$1.1 million; however, this does not cover all City costs, as NCDOT’s rates for reimbursement are set on a state-wide basis and have no adjustments for differing geographic areas and their related costs of work. Despite this disparity between costs and reimbursements, there is an economy of scale in work and effort, particularly in signal operations, that helps to offset the difference.

RDOT does not receive reimbursement for roadway maintenance from NCDOT. Over a decade ago, there were agreements in place between NCDOT and local municipalities, including Raleigh, for maintenance activities performed by the municipality. Even when these agreements were active,

NCDOT did not always reimburse the costs charged for the service; they paid only for the level of service they would have provided. For example, if NCDOT would normally mow an area once every 4 weeks, and RDOT mowed every 2 weeks, NCDOT would only reimburse for every other mowing cycle.

Also, NCDOT does not currently reimburse the City of Raleigh for ice and snow removal from NCDOT maintained streets during winter weather events. The City of Raleigh provides this level of service for the safety and convenience of its residents and commuters, and in doing so, we allow NCDOT to focus on the interstates and freeways.

As a matter of practice, the City of Raleigh has not traditionally performed up-grade work on behalf of NCDOT and received reimbursement later for the work. (One exception to this practice was the resurfacing of two non-city streets, Middle Branch Road and Birch Ridge Drive; however, this work happened several years ago.) Although there are likely efficiencies to be gained with this approach, it may be prudent to continue this practice until NCDOT's recent financial issues stabilize.

### **Bus Shelter Installations on NCDOT Thoroughfares**

GoRaleigh (and other transit providers) can install transit shelters in NCDOT-managed thoroughfares through encroachment agreements. These encroachment agreements are generally site specific and require an application that includes design plans illustrating the bus amenity improvements, roadway design speeds, clear zone distances, and sight triangles to any obstructions/structures (i.e. shelter, bench, retaining wall, etc.). NCDOT then reviews the application, including an on-site visit if necessary, and issues the encroachment approval.

In past years, approvals have taken between 3-6 months; however, recently, NCDOT has been completing approvals 6-10 week turn-around time. NCDOT has allowed GoRaleigh to "batch" applications for corridor-wide installations, rather than multiple individual permits. For example, multiple transit stops on Rock Quarry are included on one permit, and all sites on Barwell Road are on another separate permit. This improvement has drastically helped improve our installation schedules.

Another process improvement has resulted from developing an approved design model for shelter installations. We have design approval for our standard shelter designs, including the new custom shelters.

One issue that still complicates shelter installations is the lack of curb and gutter on many NCDOT thoroughfares. NCDOT requires shelters at locations without curb and gutter to be set an additional distance off the roadway, out of the "clear" zone, for safety. While we can still install shelters in these locations, the deep setbacks often become very impactful to adjacent properties, resulting in prolonged easements negotiations or special designs that require longer review times.

To further expedite approval times, GoRaleigh is working on a "blanket" encroachment agreement form. This negotiation is still in progress, but in the interim, NCDOT has permitted the grouping of sites as previously discussed. All in all, the encroachment approval process has recently increased in efficiency and greatly expedited the installation of shelters and other transit facilities.

### **Request: Opportunities to increase murals along the greenway system.**

*Staff Resource: Oscar Carmona, Parks, Recreation and Cultural Resources, 996-3285,  
[Oscar.Carmona@raleighnc.gov](mailto:Oscar.Carmona@raleighnc.gov)*

#### **Staff Response:**

There are potentially endless opportunities to increase murals along the greenway system. The 3,700-acre greenway system spans 117 miles and each of the 28 trails have unique features, destinations and character. However, until recently public art along the Greenway has not been a priority and few, if any, public art projects have been undertaken outside of special events. In 2016, the Raleigh Arts Plan identified the greenway as an opportunity for public art and creative placemaking. To start developing a system to manage mural projects on the trails, Raleigh Arts has begun to pilot art projects to test internal processes, evaluate maintenance needs and gauge community interest.

To illustrate the opportunities and challenges these pilots have identified, this document provides an overview of the Greenway Tunnel Pilot Project, information about recent Citizen-Initiated murals on utility equipment and other pilot projects that could inform projects on the system.

#### **Greenway Tunnel Pilot Project**

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The first greenway tunnel mural is currently being installed. Taylor White's 'Sky Rift' will transform the Rocky Branch Greenway pedestrian tunnel into an exciting, immersive experience by combining painted murals with a fully programmable lighting installation. The unique fusion of traditional mural techniques with digital phenomena will call attention to the way we experience the natural and the digital environments as they become further conjoined in the technological age.

#### **Pilot Project Objectives**

- Transform an inert space into an engaging, empathetic, living work of art.
- Enhance pedestrian safety and comfort.
- Ensure long-term serviceability and low cost of ownership.

The mural draws upon visual motifs of playful movement; a rhythmic combination of blue, pink and purple hues. These shapes, born from the negative space around the human form, will create an electric ocean ripple throughout the length of the tunnel. The design also features six individual prefabricated overhead light fixtures, constructed out of acrylic and aluminum and embedded with high-resolution LED strip lighting.

#### **Citizen-Initiated Murals**

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There are several murals on the greenway that were initiated by the community and managed through the [Citizen-Initiated Public Art program](#). The process for the review and acceptance of public art projects on City property or City rights-of-way was developed by the Raleigh Arts Commission and the Public Art and Design Board and approved by City Council in 2014. Two recent examples are Laurie Neilson and Morgan Cook's recent works. For these and similar projects, Raleigh Arts has worked closely with the staff that manages the greenways, working through scheduling, site selection and maintenance as well as developing communication and approval processes.

#### **Laurie Neilson & Roberts Park Teen Outreach Program Participants**

For her North Carolina Environmental Educator (NCEE) Community Partnership Project, Laurie worked with the Roberts Park Teen Outreach Program to identify and prepare teen artists to paint realistic depictions of N.C. native wild species on the concrete casings supporting sewer access manholes along the Neuse River Trail. The goal of the project is to create a series of educational paintings to help Greenway patrons identify native

species of butterflies, birds and wildflowers likely to be encountered in this area.

### **Morgan Cook Alphabet Project**

Artist Morgan Cook of MCK Studios is installing a scavenger hunt-style public art tour in the form of 26 unique, hand painted murals featuring our alphabet in locations around Raleigh. He will install 12 letters (B-M) on greenway sewer ups, working with the arts, greenway and utilities teams to select locations. B and M have already been installed.

### **Other Opportunities**

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**Collaborations with COR Departments:** Raleigh Arts is currently developing a public art project along the greenway near Crabtree Mall, a location that is prone to flooding, with COR's Stormwater service unit. The goals of this collaborative project are to create artwork with lighting or sculptural elements that can be interactive for community enjoyment while educating our community about the floodplains and the work of the Stormwater team

**Alternatives to Murals:** Recent construction fence projects using natural or found materials have showcased non-paint alternatives for two-dimensional temporary public art along corridors. These projects also allow the community to participate by sourcing materials or creating small components.



Panorama of Keith Norval and Anna Podris' construction fence installation at Durant Nature Preserve

**Functional Enhancements:** Raleigh Arts worked with RDOT to create murals under bike racks near the new Go Raleigh Station on Wilmington Street. This approach could be considered with racks and other amenities along the greenway. Similarly, sidewalk and asphalt murals have been used successfully to playfully encourage the community to engage in preferred behaviors. For example, Leah Palmer-Priess's Litter Critters micro-murals encouraged recycling near downtown trash receptacles as part of the #artbeats project. Vinyl wraps are another way to enhance equipment with artwork or visual displays.

### **Challenges**

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- Limited staff to manage mural projects and to ensure that the works are monitored and maintained.
- Coordinating a mural can be as much work as a permanent work of art.
- Funding for creating, maintaining and removing murals.
- Areas of the trails that flood regularly will not be ideal for paint.
- Murals are not permanent, but the community might expect them to be in place in perpetuity.



### **Maintenance Concerns for Murals and Temporary Public Art**

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Murals, while they might last ten or more years, are considered temporary public art. Paint is an ephemeral material that will degrade over time, especially when used outside or in environments that will compromise the materials. Because of this, murals are not accessioned into the Municipal Art Collection. This gives staff flexibility in removing them when their condition inevitably deteriorates. Maintenance is handled operationally like any painted surface, with more intensive restoration or repair handled as an ongoing program cost. Maintenance and removal of Citizen-Initiated projects is the responsibility of the artist or project organizer in coordination with Parks Maintenance and Raleigh Arts staff.

### **Planning Connections & Future Opportunities**

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Art on the greenway system will be a topic of discussion for the Public Art and Greenway Master plans in development. Opportunities to partner across departments will continue to grow as the success of these pilot projects illustrates the power of art to raise awareness about City initiatives and include the community in a proactive and positive way. Strategic placement of murals on the greenway can help with wayfinding and enhance spaces like tunnels.



Roberts Park Teen Artist with Mural

**Request: Information on the status of the Parks, Recreation, & Cultural Resources registration system as it relates to managing large volume and complaints.**

*Staff Resource: Oscar Carmona, Parks, Recreation and Cultural Resources, 996-3285, [Oscar.Carmona@raleighnc.gov](mailto:Oscar.Carmona@raleighnc.gov)*

Staff Response:

#### **Background:**

The Parks, Recreation and Cultural Resources (PRCR) summer camp registration process has evolved over the decades from patrons completing walk-in registrations, to patrons forming long lines outside community centers, to a mail-in lottery process, to now the current online registration process. These changes made in the summer camp process have been the department's response to request from patrons including a move to online registration.

In 2016, PRCR introduced online summer camp registration for the first time. The process saw few performance issues, most likely due to the new process. In 2017 as the public became more familiar with the online registration process significant performance issues occurred with the CLASS registration system, a system implemented in 1994. Note: PRCR has selected a vendor to replace

CLASS and has begun the implementation process. The ability to handle large volume registration process served as a key requirement during the selection process.

Up through 2018, online camp registration was held on one day with all camps available to the public at the same time. This approach placed a large volume of simultaneous traffic on the CLASS system. With registrations exceeding 13,000, the volume overwhelmed the system. Changes were made in advance of the 2018 camp season to stagger registration over four days based on camp location. This approach considerably improved system performance by reducing the registration volume. In 2019, registration was staggered over five days. The schedule was determined by using registration data from the previous year to balance the potential load each day and further refined by geographic area of the City. This change greatly reduced the number of software-related complaints; however, complaints still occur when patrons cannot get their first choice of camp site for the Summer. This capacity issue mainly occurs for Summer Xpress camps at Optimist, Lake Lynn, Millbrook, Abbots Creek, Laurel Hills and Jaycee.

To support customer service during these major registration periods, staff are available via phone and email every day from 6:00 am to 5:15 pm. PRCR and City of Raleigh Information Technology (IT) staff monitor server traffic and are available for any optimization procedures if necessary.

Last week, 3/2 through 3/6/20, PRCR staff supported 13,480 registrations within the first week of summer camp registration, successfully using staggered registration over the five-day period.

### **Summer Camp Process:**

The following steps taken to provide PRCR patrons the best possible experience include;

#### **Before Registration**

##### **Business Process Management:**

- Use historical registration data as well as geographic distribution strategies to set a five-day staggered registration schedule.
- Audit all camps entered into Class, specifically checking ages, fees, payment plans and registration dates.
- Convene an internal coordination meeting between Recreation Business Office (RBO) staff, PRCR IT staff, and PRCR Marketing staff.
- Send emails to all School Programs participants letting them know that they are required to pay their March balance before they are able to register for Summer Camp.

##### **PDC – Technology:**

- The team enters a request within ServiceNow and communicates the schedule for the upcoming registration event with the City of Raleigh IT Department's Network Operations Center (NOC). PRCR and IT schedule resources to monitor and respond.
- PRCR staff attend registration coordination meetings and relay relevant information to IT staff.
- In the days prior to the event, PRCR and IT staff follow vendor recommended procedures to prepare for the anticipated period of high volume.
- Staff perform updates to an internally accessible availability viewer and ensure it is available online.

##### **Marketing:**

- Design/Printing/Distribution of publications (Leisure Ledger and Camp Brochure).

- Updated information on the COR website about registration (how to register, schedule etc.).
- News item/feature on COR website.
- Social media posts leading up to registration (reminders of how to prepare, schedule etc.).
- GovDelivery email.

**Financial Assistance:**

- Send out a “save the date” notice once registration dates are confirmed.
- Send second reminder with the new brochure and the FAQs.
- The week before camp registration goes online, we send a final reminder with tips and the FAQ sheet.
- For first time families, staff will meet with family prior to registration and walk them through the registration process on RecLink, the CLASS online portal, so that they are prepared for the process.

**During Registration**

**Business Process Management:**

- Staff the RecLink support phone line and email inbox starting at 6:00 am each day to support external customers.
- Staff the Camp Registration support phone line and email inbox starting at 6:00 am each day to support external customers.
- Diagnose and resolve any registration issues arising from course configuration.
- Resolve all customer withdrawal and transfer requests.
- Contact clients on the camp waitlist when a spot in a camp becomes available.

**PDC – Technology:**

- Before online registration begins, check the log and scheduled task tables and clear out any old entries.
- Confirm NOC staff are available and monitoring.
- Monitor and report user volume to the team throughout the morning.
- Monitor task tables to ensure records are processing as expected. If there is a deviation from normal behavior, the NOC is contacted to check on performance and respond appropriately.
- Browse RecLink from outside the City’s network to gain a customer perspective on performance.
- Repeat above steps during first hour of online registration.

**Marketing:**

- Monitoring of all PRCR social media accounts.
- Respond to questions on PRCR social media.

**Financial Assistance:**

- For any families that do not have access to the Internet or a computer, arrangements are made to meet with families to help get them registered for camp.

Complaints are handled as they are received by PRCR staff and the marketing team during and after registration.

### **Business Process Management:**

The RBO responds to questions and complaints received through phone and email before, during and after heavy registration periods. Outside of our online system concerns, the complaints that we tend to receive relate to capacity, waitlist, sibling registrations and program locations.

- For waitlist complaints, we explain to patrons that we process our waitlist at least once a week starting as early as the first week after the registration kick-off. We also encourage our patrons to secure a second-choice program in case their first choice does not become available.
- For sibling registrations, if one sibling is successfully registered but the other sibling(s) is not, PRCR we will make an exception to allow all siblings into the program as long as any camp required equipment (computers, camera, etc.) is available for each participant. For programs with limitations on their equipment we attempt to locate a program that is similar in nature and move the family's registration to the program with space.
- For program location complaints, we explain the geographic information data which assists us in determining the needs of certain camps (age, cost and location). We are mindful of growth and work with our staff, churches and schools to make sure that we offer camps and programs geographically around Raleigh.
- With each complaint, we are open for suggestions towards making the registration process more effective and efficient.

### **Marketing:**

- Respond to questions and complaints received through PRCR social media, when appropriate.

As previously mentioned, in February 2020 a contract was signed with Vermont Systems to begin the implementation of a new recreation management system to replace the existing CLASS system. The new system is web-based which will help in handling the large volume of registrations. In researching how other agencies of similar size deal with the large volume issue, it appears that continuing to use the staggered process may still be of value. As for the capacity issue with certain camps, the new system will not have any impact. This is an issue that the department continues to address by providing additional camps when possible. Summer camp 2020 is still ongoing and staff are continuing to support patrons daily.

### **Request: A report outlining current programs and funding sources for the Pathways Center, along with information on the lack of signage at the building.**

*Staff Resource: Linda Jones, Housing & Neighborhoods, 996-5707. [Linda.Jones@raleighnc.gov](mailto:Linda.Jones@raleighnc.gov)  
Lex Benton, Engineering Services, 996-2969, [Lex.Benton@raleighnc.gov](mailto:Lex.Benton@raleighnc.gov)  
Sharon Felton, Communications, 996-3010, [Sharon.Felton@raleighnc.gov](mailto:Sharon.Felton@raleighnc.gov)*

### **Staff Response:**

During the February 8 Council Retreat, staff was requested to provide a report outlining current programs and funding sources for the Raleigh Pathways Center along with information on the lack of signage on the building. Housing and Neighborhoods is working with Engineering Services and Communications to install signage on the Raleigh Pathways Center. This team is currently reviewing building property designation and the signage requirements noted in the Raleigh, NC – Unified Development Ordinance (UDO) and permits needed in addition to the signage design phase and specifications. The lack of signage is due to the building being rebranded as the Raleigh

Pathways Center in February 2018 and priority was placed on programming, funding, and partnerships at that time.

Housed in Housing and Neighborhood’s Community Engagement Division, the **Raleigh Pathways Center** is a partnership between the City of Raleigh, Capital Area Workforce Development and Wake Tech Community College. The Pathways Center supports the City of Raleigh Strategic Plan Economic Development Initiative 1.2: *Support educational organizations, industry, workforce development, and economic development partners in hosting regional forums to build strategies for providing programs and degrees to meet workforce needs* and Initiative 1.3: *Continue to partner with non-profits on workforce development issues.*

Programs at the Raleigh Pathways Center are funded from a variety of sources. Programs are implemented by utilizing City of Raleigh general budget funds, federal and corporate grant funding, and in-kind support from Pathways Center partner organizations. Programs and funding sources are outlined below:

Program	Funding Source
<p><b>Raleigh Summer Youth Employment Program</b>            RSYEP helps area teens between the ages of 15 and 18 develop skills and prepare for future employment. Those selected work 20 to 30 hours a week as office staff, light laborers and recreation support staff and earn a competitive salary. The program runs from June through August.</p> <p>In addition to work experience, the program provides life skills training and mentoring by local lawyers, law enforcement officers and other professionals. Teens in the program attend training workshops on topics such as employment readiness, financial literacy, communication, decision-making and conflict resolution. To be eligible, a teen must live in the Raleigh city limits.</p> <p>Between 200-210 youth are hired to work in the Raleigh Summer Youth Employment Program each program cycle.</p>	<p>General Fund</p>
<p><b>Partnership Raleigh</b>            Young adults are connected to the workforce through Partnership Raleigh, a public-private youth employment initiative between local government and the local business and nonprofit community. Partnership Raleigh’s goal is to employ young adults between the ages of 17 and 21 who live in Raleigh. To date, there are 106 registered Partnership Raleigh participants and the program connects with 21 local businesses and nonprofits for job opportunities and internships.</p>	<p>Corporate Grants            BOA \$31,000/yr            Verizon \$20,000/yr</p>
<p><b>Capital Area YouthBuild</b>            YouthBuild provides underserved young adults, between the ages of 16-24, with education and construction skills training, leading to a high school equivalency degree and HBI-PACT construction industry-recognized credential. YouthBuild recruitment primarily serves young adults residing in the 27601, 27604, and 27610 communities that have significant percentages of opportunity youth.</p>	<p>US Dept. of Labor            Capital Area Workforce Development</p>
<p><b>Raleigh Connect to Your Success</b></p>	<p>Youth Services</p>

<p>This innovative service provides multiple opportunities for participants in any Pathways Center program connect to supportive services to ensure their success. Services include LifeSkills Development (soft-skills) training, pre-employment and professional development workshops (resume writing, interviewing skills), Bring Your A-Game to Work workforce development am work ethic certification, and mentoring opportunities through Lunch with a Professional. Pathways Center community partners such as Dress with Success, the Men’s Warehouse, the Crosby Center, Passage Home, Step Up Ministries and Ship of Zion Ministries help provide resources from professional attire to family support to program participants.</p>	<p>Dress for Success                  StepUp Ministries                  Raleigh Police Dept.                  Wake County Bar Association</p>
<p><b>Wake Works Apprenticeship Program</b>                  Most job postings these days require not only education beyond high school but also work experience, a barrier to many lower income students who must work to go to school and cannot afford to take part in free, non-paid internships.</p> <p>Consequently, “work-based” learning is the surest way to ensure future success in the workforce, and of the various work-based learning options, apprenticeships offer the best opportunities for students to learn as they earn. The ability to learn as they earn is especially critical to students from lower-income families.</p> <p>The Raleigh Pathways Center has partnered with Wake Tech Community College and Capital Area Workforce Development to implement Wake Works, a no cost county-wide apprenticeship program for low to moderate income students. Launching this fall, Wake Works will offer ten occupational tracks. The Pathways Center will be a participant registration site, provide National Career Readiness Certification, and offer pre-apprenticeship classes.</p>	<p>Wake County Board of Commissioners</p>
<p><b>Working Smart Career Readiness Classes</b>                  Working Smart, training is a soft skills curriculum designed to provide work ethic and life skills that enhance employee productivity. The classes are geared to young adults, age 18 and older and are taught by Wake Tech Community College instructors.</p>	<p>Wake Tech Community College</p>
<p><b>Youth Entrepreneur Boot Camp</b>                  As at-risk youth continue to struggle to connect to the economy, entrepreneurship offers a chance for them to learn the skills and mindset needed to thrive in today’s economy. These youth, often encounter significant barriers to education and employment, and entrepreneurship programs may offer solutions to the challenges they face.</p> <p>The Youth Entrepreneurship Boot Camp helps these youth, age 14-18 gain the business skills and experience needed to succeed in the working world – whether as entrepreneurs or employees.</p>	<p>Youth Services                  NC Small Business Development Center</p>
<p><b>Pathways to Public Service</b>                  Pathways to Public Service introduces young adults to jobs and careers in the public sector (municipal, state and local government). City departments, specifically those with hard to fill entry level positions such as the Raleigh Police Department, Fire Department, Inspections and Public Utilities, are connected with qualified candidates for hire. A</p>	<p>Partnership Raleigh (Bank of America &amp; Verizon)</p>

<p>comprehensive hiring fair that includes representatives from County and State government is held in the fall.</p>	
<p><b>America Saves for Young Workers</b>                  America Saves for Young Workers (ASYW) is a nationwide initiative of America Saves Inc. that promotes workplace savings and financial capability for young adults. The initiative serves vulnerable populations, primarily young first-time summer workers. These young people are inexperienced about personal finance and are less likely to save any of their earnings.</p> <p>ASYW focuses on two variables to instill savings behavior in young people: account ownership and use of direct deposit. Studies indicate that young workers that are more engaged in their financial wellbeing tend to set savings plan with higher monthly contributions and for a greater number of months.</p> <p>The Raleigh Summer Youth Employment Program has partnered with ASYW since 2016 with very notable results: over 95% of our 2019 youth workers utilize direct deposit and 87% own savings accounts; nearly 89% of them participated in America Saves; and the average pledge was \$1,371. Nearly 75% of our youth workers are still savings six months after the registering with ASYW.</p>	<p>America Saves/                  Consumer Federation of                  America</p>

**Digital Inclusion**

Also housed in the Pathways Center is Community Engagement’s Digital Inclusion Unit. Connecting low resourced individuals and families to technology is essential in today’s digital age. The Digital Inclusion Unit provides community-based opportunities that use technology as a catalyst to foster creativity and improve the quality of life for citizens of Raleigh. Through a diverse group of programs and partners, participants connect to valuable information, gain knowledge, and learn skills necessary to help them become active members of the digital economy.

Digital inclusion is a priority at the highest level of the city as reflected in the City of Raleigh’s Strategic Plan, Initiative 4.2: *Develop strategies to close the digital divide within our community by connecting underserved communities to affordable internet service through partnerships with private sector and nonprofit internet service providers.*

Recent broadband data indicated the following Digital Inclusion Statistics:

- 35% of residents who make under 35k a year do not have broadband in the home
- 9 census blocks within inner city Raleigh have anywhere between 20% - 40% non-adoption rates for broadband access.

To help address these statistics, the Digital Inclusion Unit develop and facilitates the following programs:

<b>Program</b>	<b>Funding Source</b>
<p><b>Digital Connectors Program</b>                  The City of Raleigh provides the Digital Connectors training program for youth living in Raleigh city limits. Digital Connectors is a nationally renowned program. It provides</p>	<p>General Fund                   Corporate Donations:</p>

<p>technology training and mentoring for young people, age 14 through 18, from diverse backgrounds and neighborhoods.</p> <p>Raleigh Digital Connectors are dedicated to improving their communities and themselves through technology and community service. The program allows young people to expand 21st century technology skills, develop professional life skills, participate in technology centered projects, explore workplace pathways, and serve their communities.</p> <p>The City of Raleigh sustains the program through strategic partnerships and offers expanded levels of digital readiness. Raleigh aims to develop a sustainable program other communities can use for preparing youth to succeed in the evolving digital economy.</p> <p><u>Program Overview:</u> During the 9 months Digital Connectors attend sessions two evenings a week for a total of five hours. Youth learn technical, leadership, social, and life skills through a combination of instructor- led training, team exercises, field trips, guest speakers, mentors, and community service. Participation in this interactive, challenging learning experience culminates in a formal graduation celebration and the opportunity to continue serving the community as Digital Connectors alumni. Graduates of the program receive \$500, a laptop computer, and other incentives for participating.</p> <p>Digital Connectors learn skills in twelve core competencies: • Leadership &amp; Diversity • Personal Development • Workforce Development • Financial Literacy • Digital Literacy • Coding • Open Data Principles • Environmentalism and Sustainability • Civic Engagement • Service and Global Engagement • Teaching and Facilitation</p> <p><u>Community Service:</u> Youth in Raleigh Digital Connectors serve as ambassadors, teaching their families, friends, and neighbors to participate in the digital economy. Digital Connectors practice skills that prepare young people for opportunities in tomorrow's technology-driven economy. Students give 60 community service hours throughout the school year. Raleigh Digital Connectors give back to the community and help address the digital divide by: • Promoting digital literacy at community events with partner agencies • Teaching computer and Internet skills to community members • Refurbishing computers for economically disadvantaged families • Performing humanitarian community service projects</p> <p><u>Long-lasting Benefits:</u> • Increase computer and Internet knowledge • Learn the value of access and digital inclusion in the community • Get certified in Ever-Fi financial literacy • Develop entrepreneurship and life skills • Gain skills to succeed in high school, college, and global workforce • Become young community leader</p> <p>Raleigh's multi-generational approach of selecting Digital Connectors throughout the city to do the work of Digital Inclusion is innovative, unique, and has caught national attention.</p> <p><a href="https://www.mcnc.org/news/raleigh-wins-2017-digital-inclusion-leadership-award">https://www.mcnc.org/news/raleigh-wins-2017-digital-inclusion-leadership-award</a>  <a href="https://broadbandnow.com/report/2019-digital-inclusion-trailblazers/">https://broadbandnow.com/report/2019-digital-inclusion-trailblazers/</a></p>	<p>Google Fiber \$10,000/yr</p> <p>Red Hat \$5,000/yr</p>
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<p><u>Digital Connectors Graduates:</u> 163 Geographically and Ethnically Diverse Young and Engaged Leaders have Graduated the 9-month internship successfully. 178 participants are expected by May of 2020</p>	
<p><b>Raleigh Digital Ambassadors</b>                  The Digital Inclusion Unit currently has 35 Active Alumni who come back to assist with many projects including Digital Literacy, and STEAM Fairs. To be a Digital Ambassador they must complete at least 25 hours of service per semester.</p> <p><u>Citizen Request Trainings</u>                  Currently the Digital Inclusion Unit is piloting one on one requests for Digital skills trainings. When a citizen requests to learn specific digital skills we then pair that resident with a Raleigh Digital Ambassador that is in their geographic region of the city. The Ambassador meets with the resident at a local library or community center that meets the demands of both of their schedules. This interaction gives the citizen a specific level of attention that maximizes their benefit and allows the Digital Ambassadors to stay engaged with citizens in their local community.</p>	<p>General Fund</p> <p>Corporate Donations:                  Google Fiber                  \$10,000/yr</p> <p>Red Hat                  \$5,000/yr</p>

**Request: A report on current sidewalk programs and criteria.**

*Staff Resource: Eric Lamb, Transportation, 996-2161, [Eric.Lamb@raleighnc.gov](mailto:Eric.Lamb@raleighnc.gov)*

**Staff Response:**

There are five principal means by which sidewalks are constructed in the City by three different entities: the City, NCDOT, and the private sector.

Sidewalks by Private Development

The City's development standards require the installation of new sidewalks as part of any new development plan, whether property is being subdivided into smaller lots or with a site plan for a new building. There are certain types of smaller site plans that are exempt from constructing sidewalks and other public improvements. There are also certain situations where developers may pay a fee in lieu of constructing frontage improvements, but the City's default position is to require sidewalk construction with any new development. These developments are also required to construct ADA-compliant accesses from each building to connect to these public sidewalks.

Sidewalks in NCDOT Projects

City staff works with NCDOT to include sidewalks as part of the construction of any major street or highway improvements. This can be in the form of sidewalks or multiuse paths along a major street, as well as for streets crossing one of their projects. Historically NCDOT required a cost share of 50% for new sidewalk installations, however NCDOT recently implemented a new Complete Streets implementation policy that will include primary sidewalk installations with their projects at no costs to municipalities. Additional sidewalks outside the scope of their main project may still be included but will still require funding from the City to install.

City staff negotiates the extent of these improvements to be included in NCDOT's projects based on City standards and the adopted Comprehensive Plan. Once the project scope and potential City responsibility has been established, NCDOT drafts a municipal agreement for the City's consideration. These agreements require City Council approval regardless of the dollar amount.

Funding for participation in NCDOT projects has been previously allocated from transportation bond funds.

#### Sidewalks in City CIP Projects

The City includes new sidewalk construction in all capital improvement program (CIP) projects on streets per the City's adopted Complete Streets Policy. These sidewalks are a key component to every CIP project, both for improving multimodal accessibility along a corridor and for facilitating access to transit. Funding for these sidewalks is included in the base cost for each project, which is approved by the City Council annually as part of the CIP adoption process.

#### Major Corridor Sidewalk Projects

The City's CIP also includes dedicated funding for retrofitting existing streets with new sidewalks. The focus of this program has been to construct missing links of sidewalks along major streets across the City. The City Council significantly updated the prioritization system for this sidewalk program with the adoption of the Comprehensive Pedestrian Plan in 2013. That prioritization system was further refined by the Bicycle & Pedestrian Advisory Commission (BPAC) in 2015. Each sidewalk project is ranked based on a variety of factors that include proximity to pedestrian generators, such as schools, parks, retail areas, greenways, and transit; connectivity with other sidewalks; crash history along a street; exposure risk based on street widths, speeds and volumes; and demographic data such as median household incomes and population density. A complete breakdown of the scoring criteria is attached.

There are three types of sidewalk projects in this category: 1) streets with other planned major street improvements per the adopted Comprehensive Plan (additional lanes, bicycle facilities, curb & gutter), 2) streets that only require curb and gutter improvements, and 3) streets that only require standalone sidewalk installations. Streets in the first two categories are funded individually as part of larger and more comprehensive street improvement projects in the CIP, while streets that require only sidewalk construction are addressed programmatically based on available funding for new sidewalk construction. Funding for these sidewalk projects has been previously allocated from transportation bond funds.

#### Petition Projects

The City has a program that allows residents and property owners to petition for new sidewalks. This program is oriented primarily to retrofitting sidewalks along residential streets, however there has been the occasional commercial or industrial street addressed through this program. The petition program requires a majority of the responses of those balloted along a street in order to advance a project for the City Council's consideration. There have been efforts by the City Council in recent years to lower the thresholds for petition participation in order to make it easier for neighborhoods to be retrofitted. Currently this program operates on a first-come/first-served basis, with projects advancing to construction as funding becomes available through the CIP.

Attachment: Sidewalk Project Scoring Methodology

**Request: A report on cities that allow autonomous vehicles, including information on the source of authority.**

*Staff Resource: Michael Moore, Transportation, 996-3030, [Michael.Moore@raleighnc.gov](mailto:Michael.Moore@raleighnc.gov)*

*Robin Tatum, City Attorney, 996-6614, [Robin.Tatum@raleighnc.gov](mailto:Robin.Tatum@raleighnc.gov)*

**Staff Response:**

At Raleigh City Council's February 8, 2020 Retreat, Councilmember Knight requested a report on cities that allow autonomous vehicles, including information of the source of authority. The City Attorney's Office (CAO) and the Raleigh Department of Transportation (RDOT) have researched this subject and offer the following report for your consideration.

**Communities Currently Permitting Autonomous Vehicle Operations**

Although there is considerable activity at all levels of government to anticipate the future and autonomous vehicles, cities have been the "hothouse" for actively testing and exploring the impacts from and accommodations necessary for an autonomous future. A number of communities around the United States have permitted the limited operation of autonomous vehicles under a "pilot" or "test period" to evaluate the vehicles' safety and compatibility with local conditions. Most tests or pilot programs have involved partnerships with specific companies. For example, Pittsburgh partnered with Uber to test autonomous ridesharing vehicles for a brief period.

Other pilots have involved more direct city (or institutional) involvement. Arlington, Texas piloted a low-speed autonomous shuttle on a closed street network to move people from parking areas to entertainment venues and had begun to study the vehicles' potential on open streets. Unfortunately, the National Highway Traffic Safety Administration recently suspended use of the shuttles after a braking problem occurred in a similar pilot in Columbus, Ohio. This suspension of operations also affected the CASSI pilot program at the North Carolina State University campus.

The wide range of approaches reflects the relatively permissive federal regulatory environment that has allowed companies and cities considerable flexibility to work together. This flexibility can afford a community the opportunity to craft a local approach calibrated to their level of acceptable collective risk and broader community mobility goals.

While this is by no means a comprehensive list, communities that have implemented autonomous pilots include:

- Arlington, Texas
- Arlington, Virginia
- Austin, Texas
- Boston, Massachusetts
- Chandler Arizona
- Columbus, Ohio
- Denver, Colorado
- Detroit, Michigan
- Gainesville, Florida
- Knoxville, Tennessee

Las Vegas, Nevada  
Park City, Utah  
Pittsburgh, Pennsylvania  
Portland, Oregon  
Raleigh, North Carolina (NCSU)  
Salt Lake City, Utah  
San Antonio, Texas  
San Francisco, California  
San Jose, California  
San Ramon, California  
Tampa, Florida  
Tempe, Arizona  
Washington, DC

### **Sources of Authority for Regulation of Autonomous Vehicles**

Currently, 29 states—Alabama, Arkansas, California, Colorado, Connecticut, Florida, Georgia, Illinois, Indiana, Kentucky, Louisiana, Maine, Michigan, Mississippi, Nebraska, New York, Nevada, North Carolina, North Dakota, Oregon, Pennsylvania, South Carolina, Tennessee, Texas, Utah, Virginia, Vermont, Washington and Wisconsin —and Washington D.C. have enacted legislation related to autonomous vehicles.

In 2017, the North Carolina General Assembly enacted the Act To Regulate The Operation Of Fully Autonomous Motor Vehicles On The Public Highways Of This State. S.L. 2017-166 (H.B. 469) (“Autonomous Vehicle Act”). The Autonomous Vehicle Act is codified in N.C.G.S. §§ 20-400 - 20-403) and establishes a comprehensive regulatory frame work for autonomous vehicles operating on public highways. Additional State and federal laws and regulations also apply to the operation of the vehicles. However, the Autonomous Vehicle Act preempts municipalities from enacting ordinances that attempt to specifically regulate autonomous vehicles and those equipped with automated driving systems (N.C.G.S. § 20-401 (i)). Thus, a municipality is preempted from singling out autonomous vehicles for local regulation. However, autonomous vehicles must still comply with lawful ordinances that apply to motor vehicles in general. An informal inquiry of other North Carolina municipalities indicates that none have attempted to regulate autonomous vehicles.

### **Request: A report on modifying the capital match requirement for the Impact Partner Grant.**

*Staff Resource: Veronica Creech, Office of Economic Development & Innovation, 996-2596,  
[Veronica.Creech@raleighnc.gov](mailto:Veronica.Creech@raleighnc.gov)*

#### **Staff Response:**

At the 2020 City Council Retreat, Mayor Pro Tem Branch requested a report on modifying the capital match requirement for the Impact Partner Grant program.

## **Impact Partner Grant Policy Overview**

The Raleigh City Council created the Impact Partner Grant in 2018 to help entrepreneurial startup companies and small businesses by providing resources and support necessary to develop thriving businesses through funding capacity building partners in the community. To date the Impact Partner Grant program has funded nine organizations supporting a diverse group of startups and small businesses.

The Impact Partner Grant provides one-time operational grants of up to \$25,000 to grant recipients to fund new or significantly enhanced programming. The policy states that City funding can be no more than 50% of the overall program budget and that a 1:1 match is required. The matching contribution can be monetary or in-kind exchange of products and services.

An important note about the match requirement is that the matching funds do not be secured at the time of application or award. Upon execution of the grant, recipients have 12 months to complete work including securing the matching contribution. We have seen examples of recipients leveraging our award to secure their matching funds, as part of the application we do ask awardees to share how they will secure their matching contribution.

The match requirement as written exists for several reasons. The first reason is that leverages additional funding from the City investment. Our \$25,000 investment in a program produces \$50,000 in programming to support the entrepreneurial ecosystem.

The second reason is one of risk reduction. There is an inherent risk whenever developing a new program or expanding an existing program. The match requirement helps ensure that any applying organizations have the organizational capacity to carry out the proposed work.

The third reason is that one of the goals of the Impact Partner Grant is to support programs that will have long-term sustainable support. By requiring that recipients be able to contribute funds, we support that sustainability goal.

## **Impact and Mitigation of Match Requirement**

In preparing for this memo, staff conducted a review of all applications for the Impact Partner Grant and found no instances of an application being denied for failure to meet the match requirement and staff have received no complaints or concerns from potential applications about the match requirement. Additionally, staff receive significantly more qualified applications each cohort than there is funding available. Staff does understand that the match requirement could potentially prevent an organization for applying. The Office of Economic Development and Innovation has taken several steps to make the program as inclusive and open as possible.

The policy allows for the match to be in-kind including staff salaries. This allows for smaller organizations to launch programming with existing staff by shifting staff support to the new or enhanced programming.

Upon a review of the applications for the first cohort, staff realized that some organizations struggled to submit a strong application due to a lack of experience in grant writing. Based on that review, staff conducted a free workshop for the second cohort to walk through the Grant and RFP process and provide guidance on best tips for application. The workshop had over 30 attendees and several attendees applied for a 2nd time and submitted noticeably improved applications. As a continuation of that effort, for the third cohort the Office hosted two workshops with one offsite (Barwell Road Community Center) and one online. As an extra value to attendees, staff members from the Minority and Women-Owned Enterprises team attended to provide additional resources to attendees. We had over 60 attendees between the two workshops.

The Grant also allows for applicants to apply for amounts less than \$25,000. This provision allows for smaller organizations to still compete for grants even if matching \$25,000 is too much of a burden for them. In the second cohort, one awardee, Triangle Art Works, applied for and received a grant in the amount of \$15,000 as \$25,000 exceeded their capacity for this program. The scoring criteria for the grant provides no preference for grants based on their size.

### **Potential Alternative**

The primary option that would be available to the City Council would be to either remove or lower the match requirement. While lowering this requirement could increase the number of eligible applicants, it would also lower the effectiveness of the grant by reducing the investment into the new or enhanced programming covered by the grant. This option could increase risk as City funding would become the primary or sole source of funding.

### **Request: A list of completed and in-progress small area plans and the year each plan was adopted.**

*Staff Resource: Bynum Walter, Planning and Development, 996-2178,  
[Bynum.Walter@raleighnc.gov](mailto:Bynum.Walter@raleighnc.gov)*

#### **Staff Response:**

During the February 8, 2020 Council Retreat, Council Member Martin asked for a list of pending and adopted area plans. The Planning and Land Development division tracks, records, and reports this information using several tools, including a map-based Area Plan Prioritization Model, Quarterly Updates and other communications to the City Council and Manager, and updates to the Comprehensive Plan. Each of these options have been included below for additional information and quick accessibility. In addition, the requested lists are also included.

#### **Area Plan Prioritization Model**

Maps of pending and adopted area plans are available online in the [Area Plan Prioritization Model](#). Use the "Layer List" button on the righthand side of the viewer to turn off or on any layer, including Ongoing Area Plans or Completed Area Plans. The model provides citywide analysis of 26 factors in five categories (Social, Environmental, Market, Policy, and Infrastructure) to assist Council decision-making about area plan funding during the annual budget process.

#### **Quarterly Updates and Other Communications**

Quarterly updates are provided to City Council regarding all of City Planning's ongoing projects, including area plans. Council received information during the [January 4 work session](#) and the most

recent update was delivered in [City Manager's Weekly Report Issue 2020-03](#). Among City Planning's ongoing projects, these seven area plans are in-progress:

<b>Area Plans In-Progress</b>	
Capital Boulevard North Corridor Plan	Funded through CIP
Dix Edge Area Study	Funded in FY20 budget
Midtown-St. Albans Area Plan	Funded in FY19 budget
Olde East Raleigh Area Plan Update	Funded in FY20 budget
Southeast Area Study	Unfunded, staff-led
Wakefield Area Plan	Funded in FY20 budget
Western Boulevard Corridor Study	Funded by Raleigh Transportation

### 2030 Comprehensive Plan

Adopted area plans are incorporated into the 2030 Comprehensive Plan in [Section 16: Area Specific Guidance](#). There are 28 adopted plans:

<b>Adopted Area Plans</b>	
Arena Blue Ridge	Arena (2001), Blue Ridge (2012), Jones/Franklin Asbury Village (2011), and Raleigh-Cary Rail Crossing (2016)
Avent Ferry	Adopted 2019; included update of Mission Valley (2007)
Avent West	Adopted 2005
Brier Creek Village	Adopted 2004
Buffaloe New Hope	Adopted 2015
Blount Street/Person Street	Adopted 2013
Capital Boulevard	Adopted 2012
Cameron Village/Hillsborough Street	Adopted 2018
Cameron Park	Adopted 2004
Crabtree	Adopted 2002
Downtown West Gateway	Adopted 2004
Falls Lake	Adopted 2001
Falls North	Adopted 2019; update of Falls of Neuse (2006)
Five Points East	Adopted 2003
Forestville Village	Adopted 2004
Garner Tryon Neighborhood	Adopted 2003
I-540/Falls of Neuse	Adopted 1999
King Charles	Adopted 2004
New Bern	Adopted 2012
Olde East Raleigh	Adopted 2007; update in-progress
Rock Quarry Road	Adopted 2004
Six Forks	Adopted 2018
Swift Creek	Adopted 1987
Southern Gateway	Adopted 2017
South Park	Adopted 2007
Triangle Town Center	Adopted 2000; update in progress (Capital Boulevard North)
Wake Crossroads	Adopted 2005
West Morgan	Adopted 2011

## Attachment 1: RCC Accessibility Checklist

# RCC Accessibility Checklist- A Space for Everyone

At the Raleigh Convention Center, we strive to make the Center highly accessible according to the spirit and intent of the Americans with Disabilities Act (ADA).

The Raleigh Convention Center is an ADA-compliant facility with the following accessibility features.

### Transportation and Parking

- There is a drop-off/pick-up lane immediately in front of the Raleigh Convention on S. Salisbury Street.
- The [R-Line](#), Downtown Raleigh's free circulating bus, has a stop located in front of our building, at the top of the drop-off/pick-up lane on S. Salisbury Street.
- Designated accessible parking spaces are located on the first floor of all [Downtown Raleigh parking decks](#).
  - Parking decks are monitored and managed by [McLaurin Parking](#). Please contact them with parking-specific questions.

### Entering/Exiting the RCC

- The front facility doors on South Salisbury Street are accessible daily.
- Two additional entrances are available at the corners of Salisbury/Lenoir Street and Cabarrus/McDowell Street. Access to these doors is limited and depends upon the event location. To use these entrances, contact the event organizer.

### Restrooms

- Restrooms are available in main lobby, ballroom lobby, south lobby, and mezzanine. Each restroom features accessible accommodations.
- Family/gender neutral/single-stall restrooms are available in the main lobby, ballroom lobby, and mezzanine. All bathrooms include a baby changing station.
- Faucet controls start automatically through sensors.

### Navigating the RCC

- A limited number of wheelchairs are available on a first-come, first-served basis at the main lobby security kiosk. Wheelchairs may not be removed from the facility. A fee will be imposed for any wheelchairs not returned.
- Braille placards are available throughout the building.

### Quiet Kits

- The RCC is pleased to offer Quiet Kits to visitors who have sensory processing needs. The kits include calming items that may help individuals manage potentially overwhelming or overstimulating environments.
- Quiet Kits are available upon request at the Security Desks in the Main Lobby and on the Mezzanine. They are free-of-charge and are for the visitor to keep.



### **Additional ADA Features**

- Our fire alarms and emergency warning systems are equipped with both audible and visual strobe alarms.
- Our facility is equipped with multiple AED units on each level with signage designating the location of these devices.
- The Raleigh Convention Center welcomes guests with disabilities and their assistive animals.

For additional information regarding accessibility in our facility, please [contact us](#).

**Attachment 2: Sidewalk Project Scoring Methodology**

**City of Raleigh Sidewalk Project Scoring Methodology**

**Needs Analysis**

	Ranges	Score
<b>Median Household Income</b> 2010 Census Block Group Standard Deviation Distribution	0 to 16844	25
	16845 to 51707	15
	51708 to 86570	10
	86571 to 121433	5
	121434 to 205200	0
<b>Ped Crashes**</b>	Unknown and no injury, possible injury	0
	$((\text{Accident\_K\_A} * 80) + (\text{Accident\_B\_C} * 8)) / \text{Length of Project}$	Max of 50
<b>Street Classification</b>	Residential, non-artial commercial/industrial	0
	2 Lane	5
	3 Lane	10
	4 or 5 Lane	15
	6 to 8 Lane	25
<b>Posted Speed Limit</b>	<26	0
	26 to 35	5
	36 to 45	15
	>45	25
<b>Higher than city average population of population ages &gt;65</b>		10
<b>Higher than city average population of population ages &lt;18</b>		10
**Total Score multiplied by factor where highest scoring project is weighted 50 points		
Accident_Totl_ByLenght: Calculated by $[((\text{Accident\_K\_A} * 80) + (\text{Accident\_B\_C} * 8)) / \text{Length of Project}] * (\text{Weighting Factor})$		
*Weighting factor = $(50 / \text{Maximum value of } ((\text{Accident\_K\_A} * 80) + (\text{Accident\_B\_C} * 8)) / \text{Length of Project})$		

**Demand Analysis**

	Within Parcel	1/4 mile	1/2 mile
<b>University or College</b>	12	10	5
<b>Parks</b>	12	10	5
<b>Government Facilities and Post Offices</b>	12	10	5
	1/8 mile	1/4 mile	1/2 mile
<b>Schools, K-12</b>	12	10	5
<b>Retail</b>	12	10	5
<b>Trail Heads</b>	12	10	5
<b>Bus stops</b>	12	10	5
<b>Libraries</b>	12	10	5
<b>Hospitals</b>	12	10	5
<b>Museums</b>	12	10	5
<b>Sports Facilities</b>	12	10	5
	Ranges	Score	
<b>Population Density</b>	0 to 666	0	
2010 Census Block Group	667 to 1450	2	
Population Per Sq Mile	1451 to 2327	4	
Quantile Distribution	2328 to 3055	6	
	3056 to 4344	8	
	4345 to 18784	10	