

# CITY MANAGER'S WEEKLY REPORT

raleighnc.gov



CITY OF  
**Raleigh**  
MANAGER'S  
OFFICE

Issue 2020-20

May 22, 2020

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## INFORMATION:

### City Offices Closed in Observance of Memorial Day

Reminder that City administrative offices will be **closed** on **Monday, May 25** in observance of the **Memorial Day** holiday.

### Convention Center Distributes Meals to Hospitality Partners

Staff Resource: Kerry Painter, Convention & Perf. Arts Centers, 996-8503, [kerry.painter@raleighnc.gov](mailto:kerry.painter@raleighnc.gov)

Last Wednesday, May 13, the Raleigh Convention Center (RCC) culinary team prepared and distributed 1,000 meals for the benefit of various hospitably partners. Leftovers from the meal service were subsequently distributed to Wake Med Hospital and the shelters. In anticipation of upcoming conferences during the summer months, some significant quantities of beef and chicken were available in the RCC freezer. With the

realization that conferences are unlikely to take place in the near term, some of this stored food was utilized for the event. Centerplate maintains bake staff who created homemade breads and desserts at very low cost to include with the meals.



The menu included pre-packaged meals consisting of rosemary-roasted chicken with cavatappi in a homemade marinara sauce and spring vegetables, beef bourguignon with pearl onions and herbed rice, dinner rolls and butter, along with two of the much-loved chocolate chip cookies. Staff and our partners at CenterPlate are all honored to have utilized these available resources to assist the community.

(No attachment)

### GoRaleigh Service Updates

Staff Resource: David Eatman, RDOT-Transit, 996-4040, [david.eatman@raleighnc.gov](mailto:david.eatman@raleighnc.gov)

Beginning May 24, in order to provide additional seats on our buses for social distancing, all GoRaleigh routes will be operating on normal weekday schedules. The GoRaleigh R-Line will begin operating on the new route beginning May 24, ending at 6 P.M. daily.

Services operated by GoRaleigh under contract will operate as follows:

- The 40X Wake Tech Express will remain on its modified schedule
- FRX Fuquay-Varina will return to regular service on July 6
- ZWX Zebulon-Wendell will return to regular service on July 6
- WRX Wake Forest will return to regular service on July 6
- Wake Forest Loop routes A and B will begin on May 26

Customers will continue to be asked to board buses using the rear doors in an effort to promote greater social distancing. GoRaleigh cannot collect fares at the rear doors, therefore fare collection will continue to be suspended. Front door access will be available for persons with disabilities.

GoRaleigh standard sized buses will allow up to 16 passengers to comply with social distancing practices. If a bus reaches full capacity and resources are available at the time, a tripper bus will be sent to pick up any remaining passengers. For the safety of the operators and passengers, the wearing of a face covering of some form will be requested for passengers on all buses.

(No Attachment)

## Public Engagement – Roadway Design and Construction Division

Staff Resource: Kenneth Ritchie, Engineering Services, 996-4112 [kenneth.ritchie@raleighnc.gov](mailto:kenneth.ritchie@raleighnc.gov)

Public engagement is an important component of successfully delivering transportation infrastructure projects. With the adjustments that have been necessary in the last few months to effectively protect the public and staff from COVID-19, the ability to engage the public via our traditional methods of in-person project information meetings has not been possible. To allow progress of transportation infrastructure projects, the Roadway Design and Construction division of the Engineering Services department has established a new strategy for public engagement during these times. This new strategy is designed around a 3-week engagement period and relies on the following components:

1. **Postcards:** Mailed to corridor property owners and residents with basic information regarding the project as well as providing a URL and QR code to the project website.



2. **Enhanced Virtual Presence:** Project webpages are being enhanced to include a voice-over presentation or project video, project concept maps/plans and a link to complete a feedback survey through our vendor, PublicInput.com, which continues to serve as a key partner for effectively engaging and obtaining feedback from the public regarding our various projects. These are all elements that would traditionally be made available during in-person public meetings that will now be made available on-line at the start of the public engagement period.

Additionally, we will continue to leverage our various social media outlets to engage our stakeholders and guide the public to the project website for project details and feedback opportunities.

3. **Corridor Signage:** Projects will utilize yard signage placed along the project corridors to notify the public of the public engagement opportunity. These signs will include a URL as well as a QR code to guide the public to the project website.

For high commuter corridors, Variable Message System (VMS) boards or larger project signage will be used to alert the public of engagement opportunities and guide them to the City website. Signs will be placed for a one-week period during the second (or middle) week of the engagement period. The Blount-Person Two-Way Conversion Project Pre-Design public engagement will be the first project to utilize this engagement

tool, with the VMS boards being in place starting on Friday, 5/29/2020 and remaining in place through Friday, 6/5/2020.

The goal of this strategy is to continue to engage with the public as our transportation infrastructure projects continue forward during these challenging times. Additionally, it is intended that this new strategy will supplement the more traditional in-person public meetings in the future to broaden our reach and engagement with the public on these important projects.

#### **Upcoming Public Engagement Opportunities**

- Blue Ridge Road Bike/Ped Improvement Project – Advanced Design Public Engagement
  - Dates: May 22 – June 11
- Blount-Person Two-Way Conversion Project – Pre-Design Public Engagement
  - Dates: May 27 – June 16
- Atlantic Avenue Improvements Project – Advanced Design Public Engagement
  - Dates: June 1 – June 19

(No attachment)

#### **Annual Street Resurfacing Program – Night Work**

Staff Resource: Chris McGee, RDOT, 996-6446, [christopher.mcgee@raleighnc.gov](mailto:christopher.mcgee@raleighnc.gov)

The City's street resurfacing contractor, Barnhill Contracting Company, is moving at a steady pace to complete the annual contract. While the work does come with some inconvenience to the public, staff has worked with the contractor to reduce the overall impact. As part of the strategy to improve worker and community safety and to reduce inconvenience, four streets have been identified for overnight work due to the volume of traffic during normal daytime business hours and potential conflicts between vehicles and equipment. These street segments and the planned dates of work are included in the following chart:

Street	Work Dates	From	To	Length
Thistledown Drive	June 4-5	Trailwood Drive	Gorman Street	1,900 feet
Poole Road	June 8-9	New Bern Avenue	Raleigh Boulevard	1,555 feet
Atlantic Avenue	June 10-13	Six Forks Road	High Woods Boulevard	3,557 feet
Colonnade Center Drive	June 15	Six Forks Road	Strickland Road	935 feet

Staff has carefully considered community impacts and worked to balance those impacts with safe, expeditious project completion before including night work in the resurfacing contract. Colonnade Center Drive lies within a commercial medical park and has no residential impacts. Thistledown Drive and Atlantic Ave portions border some residential properties; however, there are only a few residences directly on these street sections. A wooded buffer is present along significant portions of the streets as well. The Poole Road section to be repaved does have several residential properties immediately adjacent to the street. Work on Poole will require a lane closure on New Bern Avenue, and a daytime closure at this intersection will create issues for worker safety, congestion, and potential delay along a corridor with heavy transit use and hospital access.

Transportation staff and the contractor recognize that this overnight work is a significant disruption to the community and will work to minimize the inconvenience that will be created.

(No Attachment)

### Resumption of On-Street Parking – Metered Parking and Enforcement

Staff Resource: Matthew Currier, RDOT-Parking, 996-4041, [matthew.currier@raleighnc.gov](mailto:matthew.currier@raleighnc.gov)

Raleigh Parking temporarily suspended payment requirements for on-street parking in order to minimize the public contact and interactions with payment kiosks. Subsequently staff has also relaxed enforcement of parking violations except for those violations related to safety, loading zones and access (e.g. parking in front of fire hydrants or obstructing driveways). A result of these changes the on-street spaces in downtown have become occupied with all day parkers leaving very few open spaces available for customers to access downtown businesses. This has resulted in overflow parking into commercial loading zones which has blocked deliveries for businesses and long-term parkers blocking the temporary curbside pickup zones which restaurants and retailers are relying on at this time.

With Phase 2 of the Governor's COVID-19 recovery plan many businesses and restaurants will be allowed to open at 50% capacity. As a result of the anticipated customer demand and the current conditions observed throughout the downtown staff, in coordination with the Downtown Raleigh Alliance, will resume normal operations for curbside management and enforcement.



Effective June 1, parking meters will be turned on and accepting payment throughout Downtown and Glenwood South. This will encourage on-street parking space turnover allowing more space on the curb for customers to access downtown businesses. This will also encourage long-term parkers to return to the parking garages further freeing up parking spaces for commerce. To help ensure customer safety, Raleigh Parking ambassadors are taking the following steps:

- Parking meter touch pads will be regularly sanitized,
- Staff will wear personal protective equipment to protect themselves and keep others safe, and



- Staff will remind customers they can pay for parking without touching the meter by downloading the Passport app, available for free to any mobile phone user.

Signs will be posted on parking meters and on parking signage starting Friday May 22; staff will provide soft enforcement, by issuing warnings until June 15, to provide ample time for customers to readjust. After two weeks of soft enforcement staff will return to issuing live citations for parking infractions.

The Hillsborough Street District will continue to remain without paid parking due to the absence of students and thus a decreased demand for space turnover. Staff is working closely with the Hillsborough Street Community Service Corporation and NC State University to monitor activity on the corridor and understand when to expect students and faculty returning to campus.

*(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)

All Special Events continue to be cancelled for the month of May.

*(No attachment)*

## Council Member Follow Up Items

### Follow Up from the May 19 City Council Meeting

#### Public Comments on the Proposed FY21 Budget (Council Member Cox)

Staff Resource: Gail Smith, City Clerk, 996-3040, [gail.smith@raleighnc.gov](mailto:gail.smith@raleighnc.gov)

During the meeting Council asked staff to provide information on how the public could provide comment on the proposed FY21 budget. Written comments may be submitted to the City at the following address: City of Raleigh, Post Office Box 590, Raleigh, North Carolina 27602; Attention: City Clerk. Comments may also be submitted via email to [cityclerkpetition@raleighnc.gov](mailto:cityclerkpetition@raleighnc.gov). Written comments submitted to the City Clerk will be compiled and distributed to City Council.

Members of the public who wish to provide comment during the public hearing that will be conducted at the evening session of the June 2 Council meeting may do so by signing up to speak by 5 P.M. the Friday before the Council meeting (May 29). Members of the public may sign up to speak by filling out the electronic form on the City's website under public hearings:

<https://raleighnc.gov/services/government/public-hearings-city-council-sign-speak>

*(No attachment)*

**Guidelines for Council Constituent Meetings**

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

Included with the *Weekly Report* materials is a copy of the **Guidelines for Council Constituent Meetings**, which was presented and revised during the March 3 City Council meeting. During the May 19 meeting Council Member Martin reported an upcoming virtual district council meeting and requested a staff presentation in support of the district meeting.

During the March 3 discussion of the guidelines by Council, several adjustments were requested; the guidelines document included with this issue reflect those adjustments. As a reminder for Council, the requested adjustments were as follows:

- Council requested edits to the general practices section regarding that “any” meetings be specified as town hall and district meetings;
- Council members are to announce town hall and district meetings at the table;
- Zoning and text change items follow the UDO, not the town hall or district meetings;
- Limit the number of Town Hall meetings to no more than 2 per year, with Council members requesting more from the Council; and
- Refer the guidelines to the community engagement consultant for review.

*(Attachment)*

**Wake CARES Act Relief Funds (Mayor Baldwin)**

*Staff Resource: Allison Bradsher, Finance, 996-4970, [allison.bradsher@raleighnc.gov](mailto:allison.bradsher@raleighnc.gov)*

As reviewed for Council in last week's *City Manager's Weekly Report* (Issue 2020-19), staff provided cost details to Wake County totaling \$9.2M to \$9.7M related to the estimated impact on the City of the public health crisis. The information provided was requested by Wake County to help County staff develop a strategy to optimize the use of CARES Act funding. During the Council meeting staff was requested to share the Wake County presentation provided to the Board of Commissioners. The presentation is included with the *Weekly Report* materials.

Wake County received direct funding totaling \$194.0M as an allocation from the federal CARES Act. On May 18 the Wake Board of Commissioners received a proposed framework for initial allocations as follows: \$65.5M Public Health Emergency Response, \$34.2M Community Response and Resiliency, \$30.8M Continuity of Operations, \$24.7M Economic Recovery, and \$38.8M Reserve. The proposed allocation framework is subject to change based on guidelines from the federal government, and some portion of these funds are anticipated to flow to local jurisdictions. The County has indicated that more information will be forthcoming regarding CARES Act funding and staff will review funding opportunities to support City issues as well as public safety initiatives.

Staff has created a CARES Act Grant Committee comprised of multiple departments across the organization to monitor new legislative actions and to better understand funding opportunities. In addition to CARES Act funding available both through the county and direct state agency programs, staff is collaborating with various partners to identify opportunities for reimbursement through other channels such as FEMA.

*(Attachment)*

**Raleigh Small Business COVID-19 Support Fund (Council Member Knight)**

*Staff Resource: Veronica Creech, Office of Economic Dev, 996-2707, [veronica.creech@raleighnc.gov](mailto:veronica.creech@raleighnc.gov)*

During the meeting staff was requested to provide an update on the Raleigh Small Business Support Fund (RSBSF). In review, during the April 21 meeting Council authorized funding to extend support to local small businesses with the RSBSF. The two partner organizations are Wake Tech Community College and the Carolina Small Business Development Fund (CSBDF). Staff has coordinated the partners ensured diverse marketing and strategic engagement while building upon years of experience leading similar efforts.

**Wake Tech Community College : Rally Fund**

\$60,000 was allocated to the Wake Tech Rally Fund to support microbusinesses in Raleigh that had received technical assistance through the Wake Tech Small Business Center or the Launch Raleigh program over the past year. City financial support enabled Wake Tech to fully fund all qualified Raleigh microbusinesses (23) that had applied for the program. As part of the program, all recipients will receive free monthly business coaching from the Wake Tech Small Business Center through December 2020.

**Carolina Small Business Development Fund**

\$940,000 was allocated to the Carolina Small Business Development Fund to support Raleigh based small businesses (defined as 49 or less employees). The application pool for Round 1 of the Raleigh Small Business COVID-19 Relief Fund closed Thursday, May 21 with a total of 617 applications. Applications will be evaluated over the next week with successful applicants receiving funds between June 3 - 5. Coupled with the support effort, the Greater Raleigh Chamber is leading a fundraising campaign with current fundraising from more than 20 private sources yielding **\$433,161** in commitments for Round 2 funding. After Round 1 funds have been disbursed, the team will focus on a Round 2 process with an anticipated late June kick-off.

It is anticipated that Council will receive further updates to the program during the June 2 City Council meeting.

*(No attachment)*

**Compassion Fund Update (Council Member Knight)**

*Staff Resource: Larry Jarvis, Housing & Neighborhoods, 996-6947, [larry.jarvis@raleighnc.gov](mailto:larry.jarvis@raleighnc.gov)*

Prior to the COVID-19 pandemic, working in coordination with Wake County Public Schools, Passage Home had identified families living in hotels who appeared to be candidates for the assistance offered by the Compassion Fund. However, as a result of lost wages associated with COVID-19, assistance and support needed to move these families into permanent housing exceeds that provided by the Fund.

As of May 20, Passage Home reports that it has identified three families that are making progress towards pre COVID wage levels that are considered viable candidates for the Compassion fund program. Passage Home's plan is to continue to house them in the hotel for a bit longer so they can maintain some stability, accrue income and be more housing ready, hopefully within the next two months.

To date, no Compassion Funds have been expended to assist families. Passage Home continues to conduct intake and assessment of potential families who might receive financial assistance.

It is anticipated that Council will receive further updates to the program during the June 2 City Council meeting.

*(No attachment)*



**Options for Property Tax Relief (Mayor Pro Tem Branch)**

*Staff Resource: Larry Jarvis, Housing & Neighborhoods, 996-6947, [larry.jarvis@raleighnc.gov](mailto:larry.jarvis@raleighnc.gov)*

During the meeting Council requested that staff provide options for property tax relief for low to moderate income homeowners. A related question was previously requested; the staff response to the previous inquiry is included with the *Weekly Report* materials.

*(Attachment)*

## Council Member Follow Up

# Guidelines for Council Constituent Meetings

## PURPOSE

The City of Raleigh endeavors to foster a well-informed citizenry and participatory government by means of various citizen engagement strategies. One such strategy that has proven to be effective is the format of a "town hall meeting". As there are important distinctions between meetings hosted by the City organization and those hosted by elected officials, these guidelines seek to provide guidance for town hall meetings hosted by Council members and to create a shared understanding of how city resources may be used to support such meetings.

Given the high level of citizen engagement and the regular requests for participation by City staff at evening and weekend meetings, the goal of these guidelines is to balance available staff resources and time with existing workload. Additionally, the goal is to ensure all Council members have equitable staff support available and to clarify staff responses to requests for meeting participation from the elected officials.

## DEFINITIONS

There are generally three different types of Council constituent meetings, defined as follows:

- **Town Hall** - "Town Hall" style meetings are hosted by an elected official and supported with City resources.
- **Community or District meetings** - Elected officials may call meetings without direct City staff involvement at any point. These meetings are hosted by an elected official but without utilizing City staff or resources beyond identifying the meeting site or facility. In those cases, the Council members are responsible for the agenda, speakers and recording any potential follow up items.
- **Other constituent meetings** - Any other community or constituent meeting called by outside citizens or groups. These meetings are not set, publicized, nor called by the City or elected officials.

## POLITICAL ACTIVITY

The City of Raleigh staff shall not provide support for political activity, to ensure that staff remain apolitical and objective. Constituent meetings (if attended by any City staff) should focus on the exchange of information and ideas, and should not be subject to characterization as a political rally or campaign event.

These guidelines will be suspended from 30 days prior to the first day of the filing period for municipal elections in Wake County through the last scheduled day for a municipal election, to include the date of a final runoff election. Specifically, Council members may not receive complimentary use of city-owned facilities, City support with publicity, or meeting participation from City staff while campaigning for public office, either the municipal elections timeframe as described or the comparable period for any other elected office.

## GENERAL PRACTICES

Council members shall publicly announce town hall and district meetings they intend to host during a regularly scheduled City Council meeting. The announcement should include the meeting date, time, and location.

Constituent meetings shall be open to the general public. Council members must be aware of any potential conflicts with Open Meeting statutes (such as a quorum of Council members being present). Public input on rezoning and text changes is to occur via processes outlined in the Unified Development Ordinance and not via Council member town hall and district meetings. Staff is available to advise if needed.

In order to balance staff workload demand, town hall meetings are limited to two (2) events per year; requests for additional town hall meetings shall be made by a Council member to the full City Council.

Council members may call community or district meetings at their discretion. Since there is very little staff support, the only limitation is available space on the calendar and an appropriate facility.

## STAFF SUPPORT

Upon request of a Council member, Council Office staff may provide the following types of support for town hall meetings:

- secure meeting space;
- submit publicity requests to the Communications Department;
- prepare information for Council members to share at meetings;
- schedule City staff for presentations on a particular topic of interest;
- attend meetings; and
- follow up on questions or concerns raised at the meetings.

Council members may receive publicity assistance with town hall meetings from the City's Communications Department, to include a press release, email notifications (within the City's email notification framework), announcements on the City website, and posts on the City's social media channels. Requests for publicity support shall be made via Council Office staff.

While City staff wish to be accommodating of speaking requests, Council members are asked to be mindful of demands on staff time. Staff presentations are more typically provided at meetings hosted by the City organization, such as community meetings for specific projects. Constituent meetings are often most effective and engaging when residents simply have the opportunity to dialogue with their elected officials, which may or may not benefit from a staff presentation.

Council members should try to give City staff at least 30 days' notice for a town hall meeting in order to develop the agenda, schedule the appropriate City staff support, begin preparation for any presentations, and publicize the meeting.

For community or district meetings, staff support is much more limited. The Communications Department will send out a public notice of the meeting, including an electronic press release upon request. Council members are responsible for their own agenda, speakers, and recording follow up items. City staff generally do not attend.

## LOCATION

Council members are encouraged to use City facilities for constituent meetings. Public meetings held in public spaces demonstrate a commitment to openness and accessibility and afford residents additional opportunities to visit City facilities.

Community centers are ideal locations for constituent meetings, as they are open and staffed during evening and weekend hours, provide free parking, and are dispersed throughout the City. Should a Council member wish to host a constituent meeting in a community center or other City-owned facility, the following factors should be considered:

- Council members will not be required to pay standard rental costs at City-owned fee-based facilities for a constituent meeting as defined in these guidelines. However, Council members are asked to be mindful that complimentary use of spaces precludes the spaces from being available for private rentals and other community functions.

- Constituent meetings must be scheduled during a facility's regular hours of operation.
- Established programming or private rentals will not be cancelled or relocated in order to accommodate a constituent meeting.
- Support for constituent meetings from community center staff will be limited to directing attendees to the appropriate room and room set up, i.e., setting up chairs and tables. As with private rentals, hosts of constituent meetings should ensure a space is left in the same condition it was found.
- Community center amenities and supplies – i.e. audio-visual equipment, white boards, easels, Wi-Fi access, etc. - vary by location. Council Office staff may be able to identify needed supplies on behalf of Council members.

Adopted March 3, 2020

# CARES Act Funding Plan

May 18, 2020



@wakegov    

wakegov.com

## CARES Act

\$2.5 trillion in packages passed by Congress

- Aid to individuals, businesses and state and local governments through a variety of federal agencies, state, and direct local funding

Established the Coronavirus Relief Fund (\$150 billion) for:

- Necessary expenditures due to the public health emergency with respect to COVID-19;
- Expenditures not accounted for in the budget most recently approved as of the date of enactment; and
- Were incurred during the period beginning March 1 and ends on December 30, 2020.



# Coronavirus Relief Funds (CRF)

Wake County received approximately \$194 million in Coronavirus Relief Funds (CRF)

- Includes expenses to “directly respond to the emergency” AND
- “Second-order effects” including “economic support to those suffering from employment or business disruption...”

The State set aside \$150 million of their CRF distribution for counties

- Wake, Guilford, and Mecklenburg Counties excluded from this distribution

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WAKE COUNTY

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## CRF Considerations

The State directed recipients to exhaust CRF prior to applying to FEMA (except where any direct appropriations were received); Wake municipalities should first apply to FEMA for FEMA-eligible expenses

Guidance is released frequently to clarify language in the CARES Act; not all potential uses have been verified as eligible

County continues to advocate CRF be allowed to offset revenue losses caused by COVID-19 economic downturn, *not currently eligible*

County anticipates high level of scrutiny over funding decisions, eligibility of expenses, and recordkeeping

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WAKE COUNTY

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# CRF Funding Plan Framework

Develop a strategic plan for utilization of CRF throughout Wake County  
County's first priority is to ensure funding supports direct COVID response (public health and safety) for duration of event

Board and community feedback:

- Support vulnerable populations, specifically housing, food security, and behavioral health
- Support the business community impacted by COVID-19 business restrictions and stay-at-home orders
- Utilize community partners to facilitate County's response and recovery efforts

# CRF Funding Plan Categories

- Public Health Emergency Response
- Community Response & Resiliency
- Continuity of Operations
- Economic Recovery
- Miscellaneous

# Public Health Emergency Response

Purpose: Adequately respond to the public health emergency created by COVID-19 through containment and mitigation

Estimated Need: \$65.5 million

Responsible Groups: County (primarily) and municipalities



WAKE COUNTY

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## Public Health Emergency Response Costs

### EOC Operations & Coordinated Public Health Response

- Overtime and special pay provided to employees working under direction of EOC
- Full salaries and benefits of employees redirected from regular assignments to COVID response
- Supplies, materials, contracted services, etc. for EOC operations
- Communication and enforcement of public health orders
- Testing, field sampling, contact tracing, and monitoring efforts (supplies, contracts, and facilities)
- Enforcement of isolation and quarantine orders
- Immediate care of most-vulnerable populations to mitigate COVID-19
- Additional medical transportation, telehealth, and other related costs

WAKE COUNTY

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# Community Response & Resiliency



Purpose: Ensure the County's most vulnerable populations impacted by COVID-19 are cared for during and after the crisis

Estimated Need: \$34.2 million

Responsible Groups: County, municipalities, contracted agencies, and non-profits

WAKE COUNTY

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## Community Response & Resiliency Costs

### Housing

Healthy Hotels & Hotel Families Programs  
Expanded Case Management & Housing Navigation Programs  
Assisting homeless populations with basic needs

### Utility Assistance

Assist individuals with delinquent utility payments (*still researching eligibility and administrative capacity*)

### Food Security

Expand capacity for Family Meal Program  
Enhance access to fresh produce  
Restore SNAP Double Bucks Program

### Behavioral Health

Enhance and/or expanded behavioral and/or substance abuse management (*still researching eligibility*)

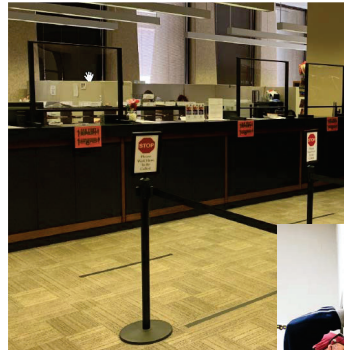
WAKE COUNTY

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# Continuity of Operations

Purpose: Continue providing essential and desired public services while maintaining best practices in a COVID-19 environment

Estimated Need: \$30.8 million



WAKE COUNTY

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# Continuity of Operations Costs

## Special Premium Pay

Fairly compensate public-facing employees unable to social distance while continuing normal operations.

## PPE

Purchase personal protective equipment for employees for services requiring close, personal proximity.

## Facility Modifications

Enhance cleaning services and supplies in high traffic areas; reconfigure spaces to attain proper social distancing practices.

## Transit

Ensure transit facilities receive additional cleanings and fairly compensate transit employees.

## Telework

Create and maintain infrastructure and equipment to enable employees to successfully telework.

## County Partners

Ensure municipalities as well as education partners and contract agencies have resources to provide needed public services.

WAKE COUNTY

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# Economic Recovery



**Purpose:** Ensure that individuals and businesses have support to rebound from the economic downturn caused by COVID-19

**Estimated Need:** \$24.7 million



**Responsible Groups:** County, education partners, and contracted non-profits and agencies

WAKE COUNTY

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# Economic Recovery Costs

## Small Business Support

Fund Wake Forward Program (small business loans)

Technical and other support for businesses impacted by COVID-19

## Tourism Regeneration

Partner with appropriate agencies to bring tourism, arts and culture programming, and other events back to Wake County within new safety parameters (*still researching eligibility*)

## Workforce Development

Work with community partners and agencies to support the workforce displaced by COVID-19 business curtailment and closures

WAKE COUNTY

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# Miscellaneous

Reserve 20% of total CRF (\$38.8 million) received for:

- Potential use to offset lost revenues, should future federal legislation allow it
  - County revenue losses from sales tax and development fees ~\$45 million
- Unknown additional testing costs around duration and/or fluctuations in response and recovery efforts

County can re-evaluate the Contingency later in the fall, should conditions and/or legislation change

WAKE COUNTY

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## CARES Act Funding Plan Summary

Category / Program	Estimated Cost for FY20	Estimated Cost for FY21	Total
Public Health Emergency Response	\$30.2	\$35.3	\$65.5
Community Response & Resiliency	\$14.2	\$20.0	\$34.2
Continuity of Operations	\$10.2	\$20.6	\$30.8
Economic Recovery	\$8.1	\$16.6	\$24.7
Miscellaneous		\$38.8	\$38.8
<b>Total</b>	<b>\$62.7</b>	<b>\$131.3</b>	<b>\$194.0</b>

*Numbers in millions.*

WAKE COUNTY

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# Other Financial Relief

## Housing

Received approximately \$2 million in CDBG, ESG, and HOPWA funding to assist individuals and families facing homelessness.

## EMS

Received \$664K from HHS to cover COVID-related healthcare and EMS transport expenditures.

## Human Services

Received additional \$113K to support Ryan White Program and \$552K from HHS to support additional efforts related to COVID-response activities.

## Other

County and its partners continue to advocate for additional funding opportunities. Examples include elections and public safety.

WAKE COUNTY

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# Today's Budgetary Action

The County appropriated \$10.8 million of fund balance in March and April to cover COVID-19 response expenditures until other funding sources were identified

Today's budgetary action:

- Un-appropriates fund balance and replaces it with CARES Act funding needed for expenditures to date and anticipated through June 30
- Expenditures through May 1 total approximately \$12.4 million, largely around the public health response
- Estimated total expenses for FY 2020 = \$62.7 million (see next slide)
- Funds not actually expended will go to restricted fund balance at end of fiscal year (to be used for these same efforts in FY 2021)

WAKE COUNTY

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# FY 2020 Estimated COVID-Related Expenditures

Category/Program	Description	Estimated Cost
Public Health Emergency Response	EOC Operations (including initial containment & mitigation activities)	\$19,458,400
	Additional Testing/Contact Tracing/Field Sampling	4,520,000
Community Response & Resiliency	Housing & Homelessness Services	6,994,300
	Food Security Programming	410,000
	Utility Assistance Placeholder	3,250,000
Continuity of Operations	Employee Pay, PPE, Facilities, Teleworking	10,215,000
Economic Recovery	Wake Forward – Small Business Loan Program	5,275,000
	25% for Unidentified Needs/Unknowns	12,608,400
	<b>FY 2020 Estimated Total</b>	<b>\$62,731,100</b>

WAKE COUNTY

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## Summary

County received \$194 million in direct Coronavirus Relief Funds to support the County's response and recovery efforts

County's first priority is to ensure sufficient funding supports our responsibility to contain and mitigate the public health emergency

County has developed a funding plan to utilize CRF for a variety of potential uses that support vulnerable populations, local governments and agencies, and the business community

The funding plan is meant to be a high-level guideline, and subject to change based on updated guidance from the federal government

WAKE COUNTY

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# Next Steps

## TODAY:

- Approve budget amendment for actual and anticipated costs for remainder of FY 2020

## NEXT STEPS:

- Engage appropriate stakeholders to develop and implement strategies for funding plan
  - Municipalities, non-profits, contract agencies and other community partners
- Bring back specific programs for approval as developed



## Questions & Discussion





Raleigh

## MEMO

TO: Larry M. Jarvis, AICP, Director

FROM: Niki S. Jones, AICP, Assistant Director

DEPARTMENT: Housing and Neighborhoods

DATE: February 29, 2020

SUBJECT: Tax Relief Programs – Benchmarking

This memo will review the tax relief programs that have been implemented in the City of Charlotte and the City of Durham. It will also discuss NC General Statutes and the requirements that should be considered in developing a tax relief program.

### **A. Charlotte Tax Relief program: Aging in Place**

The Charlotte program was created FY 2018 and budgeted for FY 2019. The program intended to target homeowners that are 65 years old or older with incomes at or below 80% of the area median income (AMI). The program was funded via PAYGO. PAYGO is a capital reserve fund using operating revenues. In the FY 19 budget, the program was seeded with \$750,000.

The Program guidelines are as follows:

- Person must be at least 65 years old by the end of the calendar year
- Property must be a primary residence
- Property owner's/ resident's name must be on the deed
- Owner occupied for 5 years or more
- Residence must be located within Charlotte city limits (i.e. city-wide)
- Prior years taxes must be current
- Grant up to \$1,000
- Grants are based on the net increase experienced by the homeowner for their City tax burden.
- Average amount approved was for \$109 for a total of \$25,116.
- Payments were made directly to the County Tax Office
- Homeowner cannot be participating in any County Tax Relief programs

Outreach Efforts:

- Webpage
- Pre-application made public beginning of the year
- Staff assisted with applications when needed
- Targeted neighborhood canvassing
- Predeterminations for applicants based on value increase

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)

- Once tax bills are released, staff initiates invitations to apply for Aging in Place
- County tax listening sessions
- CMPD on-site outreach
- 4 neighborhood meetings

#### Outcomes:

- 771 pre-applications from all over the city. (I have found nothing that states what happened to the 581 pre-applicants that didn't complete an application).
- 190 fully completed the application
- 142 (64%) were approved.
- Those that qualified saw an average 80 percent increase in their 2019 property value as compared with 2018; as a result, they also experienced an average 28 percent increase in the City portion of their property tax liability.
- Program is still on-going.

### **B. Durham Tax Relief Program: Longtime Homeowner Grant Program**

The Durham program was created in November of 2017. The program intended to target homeowners with incomes at or below 80% of the area median income (AMI). In addition, the City of Durham wanted to specifically target areas that were witnessing rapid growth and property value increases. The program was funded via their dedicated affordable housing fund (comparable to Raleigh's Penny).

The Program guidelines are as follows:

- Assistance will be in the form of a grant that will not require the homeowner to repay any of the funds received.
- Payment made directly to the homeowner Homeowners must have household incomes at or below 80% of Area Median Income (AMI)
- Owned and occupied their home as their primary residence since July 1, 2012.
- Properties must be located the following neighborhoods: Southside, Northeast Central Durham, Southwest Central Durham, or within 500 feet of a City housing investment that occurred between 2010 and 2015
- Have to apply to the State's programs: Homestead Exemption, NC Circuit Breaker, Disabled Veteran
- Prior years taxes must have been paid or any delinquent taxes must be on a payment plan.
- The increase in property taxes will be determined by calculating the difference between the 2016 property tax obligation, after the reassessment, and that of the 2015 property tax obligation.
- Execution of a grant agreement (i.e. contractual document)

#### Outreach Efforts

- Mailed 1,000 letters to all homeowners in the three target neighborhoods informing them about the program.
- Program information was shared with all neighborhood associations
- Community meetings in each of the three target neighborhoods
- Home visits to several elderly or disabled homeowners to help them fill out their applications.
- Mailed letters in English and Spanish to all homeowners in the three target neighborhoods informing them about the program.

- Department staff also reached out to all 2016 grantees to make sure they are aware of the 2017 process.
- Neighborhood meetings

Outcomes:

- 24 grants have been awarded over the past year and a half, for a total of about \$10,000.
- Payments were made directly to the homeowner.
- Below is the chart Durham provided to show the use of the program. There was an increase in 2017 in applications with more money awarded in 2017. There is a marked increase in the highest award between the two years (\$908 vs. \$421).
- The number of individuals served by the program is modest, as is the level of benefit provided.
- Program administration costs are high compared to the benefit being provided. During the 2016 tax year, 285 staff hours were spent in managing the program.
- The timing of the transaction is inefficient. By definition, the Longtime Homeowner Grant is a reimbursement program. Clients must either have paid their property taxes or have worked out a payment plan in order to be eligible to receive City assistance.
- Going forward, staff will focus their efforts on increasing utilization of existing state property tax programs and on homeowner education in neighborhoods where prices are rising.

	2016 Tax Year	2017 Tax Year (partial)
<b>Applications</b>		
Approved	18	24
Declined	25	13
<i>No tax increase</i>	56%	61%
<i>Over income</i>	20%	8%
<i>No increase &amp; over income</i>	12%	8%
<i>Other</i>	4%	23%
Repeat Applicants	na	16
<b>Award Amounts</b>		
Total \$ awarded	\$3,687	\$7,349
Average \$ awarded	\$205	\$306
<i>Low award</i>	\$54	\$33
<i>High award</i>	\$421	\$908
<b>Neighborhood (Approved)</b>		
Northeast Central Durham	28%	42%
Southside	22%	16%
Southwest Central Durham	50%	42%
<b>Utilization of State Exemptions (all)</b>		
Not eligible	42%	57%
Eligible, enrolled	33%	38%
Eligible, not enrolled	26%	13%

\* Application period for 2017 Tax Year will close 3/31/19.

## C. NC General Statues

Article used for research: <https://canons.sog.unc.edu/gentrification-and-property-tax-relief/>

There are 3 property tax exemptions provided for by the state: Homestead Exemption, NC Circuit Breaker, Disabled Veteran. Local governments can't create or modify these to help meet their needs. **\*\*Homeowners may only receive assistance from 1 tax relief program.**

### I. Homestead Exemption: N.C.G.S. 105-277.1

- Exclusion amount is the greater of twenty-five thousand dollars (\$25,000) or fifty percent (50%) of the appraised value of the residence.
- To be a qualifying owner, one must meet all of the following requirements as of January 1 preceding the taxable year for which the benefit is claimed:
  - Is at least 65 years of age or totally and permanently disabled.
  - Has an income for the preceding calendar year of not more than the income eligibility limit.
    - income eligibility limit is the amount for the preceding year, adjusted by the same percentage of this amount as the percentage of any cost-of-living adjustment made to the benefits under Titles II and XVI of the Social Security Act for the preceding calendar year, rounded to the nearest one hundred dollars (\$100.00).
      - 2020 Tax year income limit was \$31,000
  - Is a North Carolina resident.

### II. NC Circuit Breaker: NC GS 105-277.1B:

- Taxes are limited to a percentage of the qualifying owner's income
- Must file a new application every year.
- To qualify as an owner who meets all the following requirements as of January 1 preceding the taxable year for which the benefit is claimed:
  - The owner has an income for the preceding calendar year of not more than one hundred fifty percent (150%) of the income eligibility limit specified in the Homestead Exemption
    - 2020 Tax year income limit was \$31,000
  - The owner has owned the property as a permanent residence for at least five consecutive years and has occupied the property as a permanent residence for at least five years.
  - The owner is at least 65 years of age or totally and permanently disabled.
  - The owner is a North Carolina resident.

### III. Disabled Veteran: NCGS 105-277.1C:

- First forty-five thousand dollars (\$45,000) of appraised value of the residence is excluded from taxation.
- No age or income limitation for this program
- Disabled veteran. – A veteran of any branch of the Armed Forces of the United States whose character of service at separation was honorable or under honorable conditions and who satisfies one of the following requirements:
  - As of January 1, preceding the taxable year for which the exclusion allowed by this section is claimed, the veteran had received benefits under 38 U.S.C. § 2101.

- The veteran has received a certification by the United States Department of Veterans Affairs or another federal agency indicating that, as of January 1 preceding the taxable year for which the exclusion allowed by this section is claimed, he or she has a service-connected, permanent, and total disability.
- The veteran is deceased and the United States Department of Veterans Affairs or another federal agency has certified that, as of January 1 preceding the taxable year for which the exclusion allowed by this section is claimed, the veteran's death was the result of a service-connected condition.
- G.S. 105-380 and -381: Provides that the only time taxes can be waived is in 2 instances: levied illegally or clerical error. Concern about a person's financial status doesn't give the local government the authority to waive property taxes.

## **E. Conclusion**

In conclusion, both tax relief programs reviewed in this memo received a low level of interest and utilization. Both cities structured their programs similarly. However, it is important to note that there are several differences between the two programs.

First, there is a contrast in each program's target audience. Durham sought to target specific neighborhoods and areas; whereas, Charlotte decided to make their program city-wide.

Second, Durham encourages the homeowner to participate in County Tax Relief Programs while Charlotte states you must choose between the City program and the County program.

Finally, Durham makes the payment directly to the homeowner; whereas, Charlotte makes the payment directly to the Tax Office on behalf of the homeowner. These differences are technical in nature, but impact the administrative operability of the program.

After reviewing the programs, staff believes there are several considerations if the City of Raleigh wishes to create its own property tax relief program.

First, a determination should be made as to whether or not we require that the participants of the program will maintain the home as affordable (i.e. deed restriction). It is imperative that the City is clear as to who the target audience is – for administrative and marketing purposes.

Additionally, it should be considered whether or not utilization matters. Meaning, does the City wish to have the program in place just in case a resident needs it, or is the cost of administering the program versus the utilization of the program consequential to overall implementation.

It is important to note that the City of Charlotte is still evaluating the effectiveness and efficiency of their program. Their program has been in place approximately one year, and it will take longer to determine whether they are getting the intended outcomes. The City of Durham has phased out their tax relief program due to high administrative costs and overall limited utilization.