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## INFORMATION:

### **Survey of City Employees - Childcare Needs**

*Staff Resource: Michele Mallette, City Manager's Office, 996-3070, [michele.mallette@raleighnc.gov](mailto:michele.mallette@raleighnc.gov)*

Earlier today a survey was released to all City employees in an effort to identify childcare needs associated with the reopening of schools in August. Results of the employee survey will assist with determining demand, potential resource allocation and potential necessary support. Survey participants will be asked to identify preschool and school-age children; survey results will be confidential, and the City will use the results to identify trends and ascertain demand for childcare services within the employee base. The survey will be open through the close of business July 31.

*(No attachment)*

### Utility Accounts in Arrears - Resumption of Customer Disconnects

*Staff Resource: Aaron Brower, Raleigh Water, 996-3469, [aaron.brower@raleighnc.gov](mailto:aaron.brower@raleighnc.gov)*

Council will recall that Raleigh Water reacted to the public health crisis back in March by suspending water service disconnects due to non-payment, waiving late payment fees, and reconnecting accounts previously had been previously disconnected. Courtesy payment plans were also offered to customers whose accounts were delinquent.

Subsequent to the City action, Governor Cooper issued Executive Order Number 124 on March 31 directing all utility providers to suspend disconnects, waive late payment fees and reconnect accounts previously disconnected. Executive Order 142 extended the governor's directive for an additional 60 days. Staff has been working to monitor the fiscal impact of utility accounts in arrears; the expiration of the executive order will allow utility disconnects to resume July 30. Included with the *Weekly Report* materials is a staff memorandum which outlines a phased approach to utility disconnects beginning September 19.

*(Attachment)*

### Annexation Agreement - Town of Cary

*Staff Resource: Ira Mabel, Planning and Development, 996-2652, [ira.mabel@raleighnc.gov](mailto:ira.mabel@raleighnc.gov)*

North Carolina state law allows cities to enter into agreements concerning future annexations that might be undertaken. Typically these agreements are adopted between municipalities whose extraterritorial jurisdictions (ETJ) are adjacent, or nearly so, and are intended to promote orderly planning of the participating cities and to avoid potential conflicts. The most recent annexation agreements were adopted in April 2019 with the town of Wake Forest and the city of Durham.

The previous annexation agreement with Cary was adopted by both municipalities in 1996. The agreement had a term of twenty years, the maximum allowed by state law, and therefore the agreement expired in 2016. Although both Raleigh and Cary have been operating without a formal agreement since 2016, all other state and local regulations including ETJ boundaries have remained in place. Since both municipalities were informally conducting annexation programs as if the original agreement were still in effect while legal review of the new document was ongoing, finalizing a new agreement has not been an urgent priority for either party. No annexations have occurred since 2016 that would have been affected by an agreement.

Planning and Development staff has now concluded the final stages of discussions with staff from the town of Cary for a new, 20-year agreement. No major changes from the previous agreement have been proposed by staff from either jurisdiction. The boundary line has been adjusted to account for subdivisions, parcel recombinations, and right-of-way dedications that have shifted property boundaries over time.

Prior to adoption of a new annexation agreement, each participating jurisdiction must hold a public hearing. Staff expects to place the new agreement on the consent agenda for the August 18 Council meeting, with a recommended public hearing date of September 1. Staff from Cary expects the Town Council to similarly hold a public hearing on September 10; if approved the new annexation agreement with Cary would not need to be renewed until the year 2040.

*(No Attachment)*

**Little Creek Resource Recovery Facility - Town of Middlesex Purchases Additional Treatment Capacity**

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

As Council will recall from a previous briefing, the City has an interlocal agreement with the town of Middlesex to provide wastewater treatment services at the Little Creek Resource Recovery Facility (LCRRF), which is located in Zebulon. Terms of the agreement allow Middlesex to purchase an additional 30,000 gallons per day (gpd) of treatment capacity upon a 90-day notice of availability.

The town received notice from the City of the capacity availability April 24, as required by the agreement. On July 22 the town made payment for the additional capacity in the amount of \$710,057 within the terms of the agreement. The town of Middlesex now has a total treatment capacity allocation of 270,000 gpd at the LCRRF through the term of the agreement, which expires August 13, 2037.

*(No attachment)*

**Storefront and Window Murals Created in Aftermath of Demonstrations**

Staff Resource: Sarah Powers, Raleigh Arts, 996-4685, [sarah.powers@raleighnc.gov](mailto:sarah.powers@raleighnc.gov)

Raleigh Arts is partnering with the Black on Black Project, the Raleigh Mural Project, the Downtown Raleigh Alliance, Anchorlight, and the community to display and document murals created on temporary panels installed on storefronts and buildings following the recent social unrest and mass demonstrations. The role of Raleigh Arts in this collaborative effort is to compile photographs and information and to convene leaders from different organizations interested in working together to document this moment in the history of the City.

At present the partners are taking the first step of identifying and connecting with the artists and community members that created or commissioned a mural. Plans are envisioned to develop a display of a small set of the murals later this summer, along with a series of virtual programs. Partners are also planning to exhibit a larger set of the artworks in a second outdoor installation this fall. Sites for the outdoor installation will be selected in collaboration with partners and with input from participating artists. Staff with Raleigh Arts are in conversation with Saint Augustine's University, Shaw University, the NC Museum of Art, the NC Museum of History, as well as City sites including Dorothea Dix Park as host sites for the exhibitions and to help organize programs. Efforts to digitally archive all the artworks are ongoing. Raleigh Arts is working to [photograph murals](#) and compile information about the artworks, artists and concepts behind the work. To ensure independent, community-generated artworks are also documented, Raleigh Arts staff is managing an [open survey](#) to gather submissions from the artists, volunteers and neighborhood organizers.

Community members that desire to create their own public art projects may contact Raleigh Arts if they need guidance developing projects or finding artists to complete the artwork. Projects that will be installed on City property need to follow the [Citizen-Initiated Public Art Process](#). Additional resources and financial support for projects on private property may be available through the [Neighborhood Art Fund](#) program or the [Façade Grant program](#).

*(No attachment)*

## Council Member Follow Up Items

### Follow Up from the July 7 City Council Meeting

#### Emergency Shelter Operations Update - COVID-19 Public Health Crisis (Mayor Baldwin)

Staff Resource: John Niffenegger, Housing and Neighborhoods, 996-6961, [john.niffenegger@raleighnc.gov](mailto:john.niffenegger@raleighnc.gov)

During the meeting Council requested an update on the occupancy status of Raleigh homeless shelters. Also requested was an update on shelter practices related to the ongoing COVID-19 public health crisis.

As a result of the public health crisis, shelters have reduced occupancy requirements accordingly or have revised operating procedures. These updates were implemented to protect the clients and staff. Since the COVID-19 pandemic, agencies that provide shelter have been doing so at reduced capacity and all available beds are typically occupied.

To assist with this situation, the Wake County Housing Department contracted with two community partners to operate two separate emergency shelter sites. One site is for families with minors and children, and the other is for single adults. 216 rooms are under contract for the purpose of emergency shelter. There are still a few vacancies at these sites; however, these are projected to reach capacity over the next couple of weeks.

The two hotels are separately managed by local non-profit organizations. Triangle Family Services and Interact are both responsible for managing one site. The site manager oversees the client intake process, facilitates all transportation needs, and provides case management to those who need it. Additionally, the site managers arrange for wellness checks, 3 meals per day for every client, and 24/7 security. In order to be eligible for rooms at these sites, a client must meet specific criteria related to homelessness and the COVID-19 virus.

Below is a status update on the major area shelters as of July 23:

- **The Salvation Army of Wake County.** Shelter is currently full but expect to have vacancies for 1-2 households next week. They have worked with Advance Community Health to complete a successful testing event for clients and staff. They are also partnering with the County's hotel program to transition over families residing in the shelter with pre-existing conditions and therefore vulnerable to COVID-19.
- **Helen Wright Centers.** Currently operating three shelters. The old Helen Wright Center is at capacity with 20 emergency overnight beds and a cohort of women awaiting transfer to the new Helen Wright Center (following quarantine or testing) where more intensive case management services occur. Also, ten of the 12 beds for working women are full at Harrington Place.
- **South Wilmington Street Center.** Currently has 65 beds due to social-distancing, and all are full. They are working with the General Services Department to expand capacity in a safe manner. Once this is completed, they will develop a plan to bring in additional people safely. Advance Community Health is responsible for the testing.
- **Healing Transitions.** Currently operating ten emergency shelter beds; Advance Community Health is responsible for the testing.

Staff at all shelters have been taking additional precautions considering COVID-19, providing temperature checks for clients and staff, requiring masks to be worn, marking for social distance, placing beds 6 feet apart to ensure safe distance, discontinuing congregate meals, and using new protocols for sanitizing shared spaces.

The new procedures are intended to prevent the spread of COVID in shelters. A guest at one shelter returned from work febrile, tested positive, and was isolated in a hotel. Guests and staff were quarantined. All were subsequently tested, with all test results negative.

*(No attachment)*

### **Use of GoRaleigh Buses for City Support Activities (Mayor Pro Tem Branch)**

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

During the meeting Council requested staff to provide a report on the use of GoRaleigh services during the protest activities that took place in Downtown beginning on May 30.

The Office of Emergency Management and Special Events routinely coordinates cross-departmental resources for response to emergencies. GoRaleigh has previously responded to natural disasters, other emergencies, and special events requiring the use of transportation assets throughout the State of North Carolina.

The Office of Emergency Management and Special Events made a request on behalf of the Raleigh Police Department (RPD) to utilize bus assets to allow safe and efficient movement of RPD and the Raleigh Fire Department (RFD) personnel given the scale of demonstration events for May 30 through June 8. Much of this period overlapped with a local state of emergency which dictated that city resources should be used to assist in implementation of the declaration. The GoRaleigh buses were requested as part of a multi-faceted contingency plan for RFD and RPD and were used to transport both RPD personnel as well as other law enforcement personnel.

Throughout the ten days of protest activity GoRaleigh utilized a total of 14 operators and supervisors to perform transports. These 14 staff members volunteered to assist RPD and RFD and had knowledge of the situation to the fullest extent that it could be known and shared. Management asked multiple times during days one and two if anyone would like to be relieved from duty. During peak periods, mid-level management including managers and directors were on scene with the operators. Supervisors were on the scene at all times. Managers kept in contact with all operators during peak periods and made sure they were OK, asked if they needed to be relieved of duty, made sure they had eaten and were well hydrated. RPD provided water, snacks and facilities. GoRaleigh managers bought dinner for several shifts as well.

In any emergency response situation, if an operator becomes uncomfortable and feels that their bus should be relocated or not enter an area, this is authorized and encouraged as an option. The removal of an operator and their bus from any threat is the first step that should be taken.

Personnel performed transports with interior lights off for safety. Transportation was drop-and-go and staging was done in areas of no activity. GoRaleigh also maintained continuous communications with RPD.

Throughout the ten-day period three GoRaleigh buses were damaged. The damage included extensive breakage of one windshield, one side glass panel, and one door glass panel. A bus was also painted with graffiti.

Managers further followed up with staff that were in the damaged buses to ensure they were OK after the events. There were no reported injuries.

**Overview of the Ten-day Period:**

May 30 – At 2 p.m. the request for RPD transportation was received. Two buses were staged by 3 p.m. GoRaleigh evacuated GoRaleigh Station at 10:15 p.m. due to large crowds and teargas and relocated to Bloodworth Street. Supervisors drove officers until 10:30 p.m. GoRaleigh received a request for an additional bus later that night, both the supervisor and the operator provided transportation until approximately 3 a.m.

May 31 – GoRaleigh was notified support would be needed. GoRaleigh staged four buses at 4 p.m. At approximately 9 p.m. more intense protest activities began. GoRaleigh evacuated GoRaleigh Station at 10:55 p.m. due to large crowds and teargas and relocated to Bloodworth Street. Transportation continued until after 3 a.m.

June 1 to June 8 - GoRaleigh continued to be on the scene with one bus if needed. GoRaleigh received no further requests during this time.

*(No attachment)*

**Follow Up from the July 16 Briefing Sessions****Community Engagement Consultant Progress Report (Council Member Knight)**

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

During the briefing was requested to provide periodic updates on the progress of work from the community engagement consultant, Mickey Fearn. Included with the *Weekly Report* materials is a report for the period of July 6 through 17.

*(Attachment)*

**General Follow Up Item****Face Coverings and GoRaleigh Transit Passengers**

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

GoRaleigh recently received an inquiry from members of City Council regarding efforts to obtain full compliance with state and local orders requiring the wearing of face coverings in public, particularly on transit and GoRaleigh buses. The inquiry requested information on the rate of use of face coverings by GoRaleigh customers, efforts to expand education on the requirements for face coverings, and the distribution of masks by GoRaleigh. As a reminder, GoRaleigh has posted all buses with signs directing customers to wear a face covering on the bus, and to help facilitate compliance, GoRaleigh has recently distributed over 6000 masks to our customers. The Governor's Executive Order 147 addresses the question of the face coverings and masks on public transportation and specifically states:

*In Transportation. All workers and riders on public or private transportation regulated by the State of North Carolina, as well as all people in North Carolina airports, bus and train stations or stops, must wear Face Coverings when they are or may be within six (6) feet of another person. This provision does not apply to people traveling alone with household members or friends in their personal vehicles, but does apply to ride-shares, cabs, vans, and shuttles, even if the vehicle is privately owned.*

*Notwithstanding the foregoing, no customer will be removed from or denied entry to public transportation for failure to wear a Face Covering.*

### **Mask Utilization**

To determine the extent of mask use, last week GoRaleigh staff sampled 67 total buses in service on a single weekday morning. Using on-board photos, staff reviewed use over 2 primary time periods (7AM and 9AM). GoRaleigh is experiencing an adjusted average mask usage rate of 91%. (The adjusted rate does not count persons not clearly visible).

While this sample is isn't an exhaustive survey and analysis, it does provide a good snapshot of customer behavior. It is likely that there are instances where usage is less on certain routes or in certain areas, and maybe even certain times of the day. The sample represented all the buses that were on the street with a "live look-in" at the time and can be considered an accurate representation of mask usage.

### **Educational Efforts**

Staff continues to escalate efforts to increase education about face covering use. While the GoRaleigh Station and the buses themselves currently have signs and placards prominently displayed, GoRaleigh has expanded education efforts and will apply additional decals related to face covering information at all 200 bus shelters throughout the City. A draft version of the decal follows below. In addition, this information will run on all digital screens on the buses and at GoRaleigh Station.

Similar signage will also be placed at transit station locations including Triangle Town Center, Crabtree Valley Mall, Hope Commons Shopping Center and Pecan Road at Wilmington Street. This effort will begin immediately and should be complete in seven to ten days. Social media will also continue to be utilized to educate customers via Facebook, Instagram and Twitter.



### **Mask Distribution**

As noted earlier, GoRaleigh has handed out over 6000 masks to customers to date, and masks continue to be available at the customer service window at GoRaleigh Station for any customers that do not have a face covering for their ride. GoRaleigh staff will continue to investigate other options to provide masks at other high-passenger locations like our neighborhood transit centers. GoRaleigh is also exploring options to

dispense face coverings on buses, however this requires a method to do so which minimizes potential contamination or waste of the face covering stock.

*(No attachment)*





Raleigh

MEMO

TO: Ruffin L. Hall, City Manager

FROM: Robert Massengill, Director, Raleigh Water

CC: Jim Greene, Assistant City Manager

DATE: July 24, 2020

SUBJECT: Expiration of Governor's Executive Order #142 and Resumption of Utility Disconnects

This memo is prepared to discuss the expiration of the Governor's Executive Orders, the status of utility revenues, assistance programs and payment plans available to customers to pay past due utility bills, and the proposed plan for resuming late fees, collections, and utility disconnects.

#### **Executive Orders 124 & 142**

In response to the unprecedented COVID-19 public health crisis, Raleigh Water acted March 12 by suspending water service disconnects due to non-payment, waiving late payment fees, and reconnecting accounts previously disconnected. Courtesy payment plans were also offered to customers whose accounts were delinquent. Subsequently, Governor Cooper issued Executive Order 124 on March 31, 2020 which directed all utilities to suspend disconnects, waive late payment fees and reconnect accounts previously disconnected. Executive Order 142 extended the directive for an additional 60 days. These Executive Orders mandate the following with regard to utility operations and customer accounts:

- All disconnections of domestic residential water service for nonpayment are suspended until July 29, 2020;
- All fees for late payment for domestic residential water service shall be suspended for until July 29, 2020; and
- Information about the local government utility's payment plan (minimum duration of 6 months) options shall be publicized to customers;

Raleigh Water is in compliance with these Executive Orders based on the actions previously implemented on March 12. On July 17 Governor Cooper issued a letter to utility providers stating that due to the financial strain on several utilities, the order would expire and that his administration would continue to work to identify funding for utility assistance.

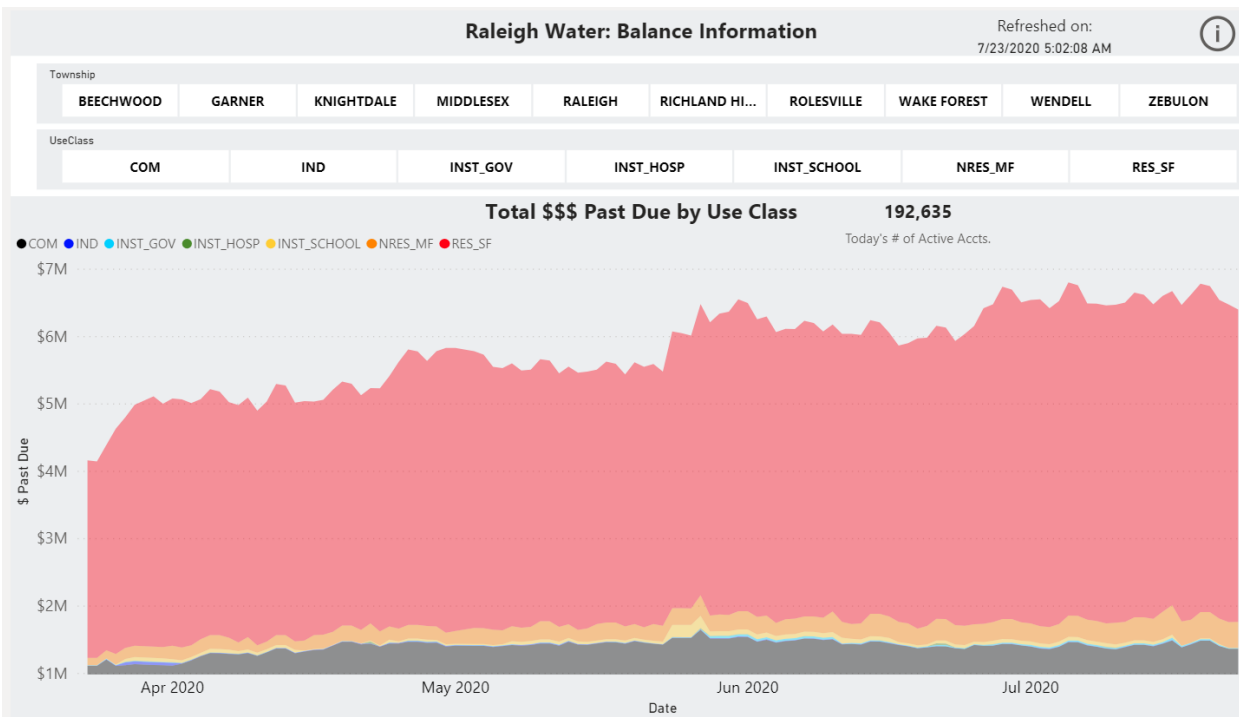
#### **Raleigh Water Revenue**

Shortly after suspending disconnects and late fees, Raleigh Water began tracking revenues more closely than normal via a daily snapshot of the financial position; immediately below is a graphic of the financial dashboard as of yesterday:

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)



While past due utility bill amounts have increased since suspending disconnects, it has been manageable. Prior to COVID-19 public health crisis past due amounts generally range between \$3.5-4 million on any given day. As of yesterday, past due amounts were \$6.4 million meaning that the utility revenue is \$2.5 - \$3 million more in arrears than normal. This represents about 1% of annual revenue and note these figures include both solid waste and stormwater charges. There are approximately 4,000 additional past due accounts than prior to COVID-19, representing 2% of all utility accounts.

### **Customer Assistance Plans**

There are four customer assistance plans available for customers who qualify:

- 1) **Utility Customer Assistance Program (UCAP)** – This program is funded by the Raleigh City Council in the amount of \$200,000 per year. Customers that qualify can receive up to \$240/year for utility bill assistance. In order to qualify, customers must be eligible for the Low-Income Energy Assistance Program (LIEAP) which is administered by Wake County Human Services. Income level for a family of 4 to qualify for this program is below \$33,480.
- 2) **Project Share** – This program is funded by customer and corporate contributions. Sponsors can elect to contribute monthly as part of their utility bill payment or can send a one-time contribution. The program is administered under the same criteria as UCAP. For more information on Project Share, please visit the website.
- 3) **Coronavirus Aid, Relief, and Economic Security Act (CARES Act) Funding** – The Wake County Board of Commissioners has approved \$5,000,000 of CARES Act funding to be used towards utility bill assistance. Customers that qualify can receive up to \$500 for water, gas, and electric utility bills. In order to qualify, customers must have been financially impacted by COVID. Income level for a family of 4 to qualify for this program is below \$47,040.
- 4) **Payment Plans** – Payment plans have long been offered to customers struggling to pay their utility bills in Raleigh. Under a payment plan, customers are allowed to spread out the

past due balances into manageable monthly payments. Due to the pandemic, Raleigh Water will be offering longer pay plans up to 12 months. All past due customers qualify for a payment plan.

### **Resuming Utility Disconnects**

While the expiration of the Governor's executive order would allow utility disconnects to resume as of July 30, Raleigh Water is proposing to begin a phased approach to utility disconnects beginning September 19; the delayed approach to will allow time to:

1. Fully establish the County's Cares Act Program
2. Communicate to customers the various utility bill assistance programs
3. Make necessary adjustments to billing software to resume disconnect process
4. Provide customers time to set up the COVID payment plan

In addition to delaying disconnects until September 19<sup>th</sup>, Raleigh Water will be increasing the previous severance dollar threshold of \$125 to a much higher number in order to be able to manage the call volume, disconnects/reconnects, and municipal building revenue window contacts. The threshold dollar amount will be established to target approximately 80 disconnects per day, with a goal to restore service the same day for those who make payment.

Raleigh Water staff has collaborated with the staff of neighboring utilities including Cary, Durham, Apex, OWASA, and Holly Springs on resuming utility disconnects, all of which are proposing a similar resumption of disconnects strategy.

# Council Member Follow Up

**ML FEARN, LLC**  
201 Lord Berkley Rd  
Raleigh, NC 27610  
[Mickeyfearn47@gmail.com](mailto:Mickeyfearn47@gmail.com)  
206 931-8035

July 24, 2020

To: Linda Jones,

Re: Bi-weekly Community Engagement Project Report -7/6-17

### **Activities**

Several planning meetings with Marchell Adams-David, Larry Jarvis, and Linda Jones

Interviews with City Councilors

June 8<sup>th</sup>-15

- Mayor Mary-Ann Baldwin
- Nicole Stewart
- Jonathan Melton
- Patrick Buffkin
- Corey Branch
- David Knight

Presentation to City Council regarding Project plan, approach and sequence: July 9<sup>th</sup>

### **Meetings and conversations**

The majority of the last two weeks activities entailed introductory conversations with stakeholders and familiarizing stakeholders with the consultant, project scope, and plan. Conversations provided valuable historical and current context. Stakeholders included:

- City Councilors
- Residents historically engaged with CAC's,
- The City Council
- City staff

## Activities

- Meeting with Christina Jones: June 16th
  - Christina Jones RCAC Met virtually with RCAC
- Meeting with Octavia Rainey: June 23<sup>rd</sup>
- Meeting with Patrick Martin: June 27th
- Introduction to Community engagement staff: July 8th
- Virtual meeting with Department Heads: July 8th
- Interviews with Community Engagement Staff: July 9<sup>th</sup> – 15th
- Virtually Met with SW Raleigh CAC: July 13th
  - to introduce approach each proposal scope of work
- Conversation with Ken Bowers: July 14th

## Other activities:

- I have spent several hours working on the Project communication plan and in conversations with the Seattle Office of Neighborhoods for perspective and context
- Conversations have been positive and hopeful. All stakeholders, to date, have expressed a desire to engage with the project.
- I am currently working on forming the internal team and internal/community advisory teams.