

~~H~~10. Community Facilities and Services

A community facility is established primarily for the benefit and service of the population of the community in which it is located. This ~~Element~~section focuses on community facilities and the policies and actions that will drive future decisions about siting, acquisition, co-location, programming, design, and construction. Community facilities and services covered include:

- Municipal buildings;~~;~~Stations.
- Solid Waste Services;~~;~~Stations.
- Police ~~stations;~~Stations.
- Fire ~~stations—~~Stations — engine, ladder, rescue, EMS,
- arson investigation; ~~and~~.
- Health and Human Services.

Two important community facilities, public schools and libraries, are provided by Wake County—~~—~~ the City~~city~~ does not maintain separate systems of its own. As such, the City's~~city's~~ role in ensuring Raleigh's~~Raleigh's~~ residents receive the schools and libraries they need is one of collaboration and coordination with the county. ~~Policies and actions related to both schools and libraries can be found in Element L: 'Regional and Inter-Jurisdictional Coordination.'~~

Policies and actions related to both schools and libraries can be found in Section 14: 'Regional and Interjurisdictional Coordination.'

Population growth drives decisions to add community facilities to the City's~~city's~~ landscape. Currently, City of Raleigh community facilities include: ~~eight~~ten police facilities; ~~twenty-eight~~nine fire stations; three solid waste services facilities;~~;~~; seven municipal buildings; ~~thirty~~twenty-five community centers; ~~nine~~eleven public libraries; seventy-five public schools; and three hospital networks. The City~~city~~ has outgrown its current operational facilities and will be challenged by significant growth in the future.

Service delivery has become a challenge as ~~land, energy, and water resources~~appropriate sites have ~~steadily decreased and~~become harder to obtain; land acquisition, construction, operation, and maintenance costs have risen sharply. ~~All~~; ~~and energy costs have become less predictable.~~ Many departments are experiencing excessive drive times to work sites due to policies that historically have centralized facilities. Given Raleigh's ~~explosive growth and continuing low density development~~geographic spread, there is an increasing ~~demand~~rationale for the dispersion of many community facilities and services.

The Evaluation of Remote Operational Facilities study conducted by consultants to the Public Works Department set the stage for a new approach. City Council has approved and funded the implementation of a network of five decentralized Service Centers (in addition to the current seven operations facilities). A new Remote Operations center has been constructed at Raleigh and Westinghouse Boulevards, housing Vehicle Fleet Services, Street Maintenance, and Traffic Engineering. Municipal crews will achieve shorter drive times and greater productivity as less time is spent bringing vehicles to and from the shop. ~~Future decentralization of community facilities includes objectives to co-locate, or share space and costs, as the City brings more services to residents in new and emerging urban centers. While departments currently plan year to year, new strategies include forecasting 5, 10, 15, and 20 years out to secure land to build community facilities and to be prepared for the growth Raleigh continues to experience.~~The city is also looking at its space needs downtown, with a view toward

consolidating core functions currently scattered across multiple leased and owned buildings into a revitalized municipal campus.

This ~~element~~section addresses the siting, acquisition, colocation, programming, design, and construction of community facilities downtown and in the new and emerging urban centers. In a time of ~~dwindling~~increased competition for land, financial, energy, and water resources, Raleigh's future viability and quality of life depend on aligning the planning processes of municipal departments and partners, and strategic use of land for siting capital improvement projects.

In the 2008 Community Inventory Report, the following issues were identified that this Section intended to address:

- Municipal departments and their current and potential partners often work independent of a collaborative process when forecasting land acquisition for siting facilities; ~~Demographic and growth projections are derived from a variety of sources and not aligned;~~
- Demographic and growth projections are derived from a variety of sources and not aligned.
- The Comprehensive Plan and the Capital Improvement Program are viewed as unrelated processes. There is a need to align both documents and better set priorities for capital improvement ~~improvements~~ projects;
- No mechanisms exist to articulate levels of service that determine the adequacy of police, fire protection, and emergency services to meet community needs; ~~and;~~
- Projects often lack the benefit of feedback from the development services review team, which results in adverse fiscal, timeline, operations, and maintenance implications.

As of the Comprehensive Plan Update prepared in 2016, substantial progress had been made on each of these:

- Real Estate Services has been moved under the City Planning Department, to provide a more strategic and collaborative approach to property acquisition.
- All major facilities and infrastructure systems are now planned using a common set of spatial growth projections, developed in conjunction with CAMPO and TJ-COG.
- The Comprehensive Plan has been incorporated into the review and prioritization process for capital improvement projects classified as General Public Improvements, and the city's Strategic Plan calls for further integration.
- The city's public safety agencies have refined their level of service methodologies.
- The creation of a Development Services Department has streamlined and improved the development review process for both private and public projects, and improved review procedures for city and county projects (including schools) have been put in place.

More information on these issues can be found in Chapter 10 of the Community Inventory Report, available at www.RaleighNC.gov. For information on community centers and athletic facilities, see Element F ~~Section 8: 'Parks, Recreation, and Open Space'~~ Space.'

As described in Section 2 ~~'Framework'~~ 'Framework,' Raleigh's Vision for 2030 is structured to address these community facilities and service issues through five of the six vision themes or citywide goals. The Community Facilities and Services ~~Element~~Section will allow the ~~City~~city to meet these goals in numerous ways.

Relative to Economic Prosperity and Equity, clustering and co-locating community facilities and services is cost effective and creates conditions for economic development, including new business and job

growth. Residents reap the benefits from a broader tax base, easy access to services, and reduced travel times. Social equity is reinforced as internal and external communication is improved and more residents can access the services they need.

For Managing Our Growth, service needs will grow proportionate with Raleigh's population. The City must have the ability to maintain high service levels, at the same time reducing operation and maintenance costs. Clustering and co-locating facilities and services can be a means to sustain service levels as the City strives to lower costs. Aligning long-range construction and service plans with the Comprehensive Plan, the Future Land Use Map, and growth and demographic projections will enable the City to effectively address service needs and cost goals in the Capital Improvement Program.

For Coordinating Land Use and Transportation, more than two-thirds of the nation's petroleum consumption is for transportation, and that includes the delivery of municipal services. Better coordination between transportation and land use will allow Raleigh to plan more effectively for public services, while reducing its energy consumption. The City will save by distributing operational locations around the City, resulting in shorter deployment distances for employees who provide services to Raleigh residents and business owners.

For Greenprint Raleigh, the protection and wise use of resources will be one of the key building blocks for a sustainable future. Several priorities have already set the stage. By applying LEED certification and other sustainable practices to the siting, design, and construction of Community Facilities, the City's natural and environmental resources will be conserved and the goals of energy and water conservation advanced. For Growing Successful Neighborhoods and Communities, community services and facilities are often viewed as anchors and stabilizing forces in urban neighborhoods. Building on the concept of clustering and co-location, community facilities—along with shopping, business, recreational and office services, and open space—will create focal points for success. Urban centers and their surrounding neighborhoods and communities can become destinations. The inclusion of public art can make them distinctive, all of which will contribute to livability, sense of place, and identity.

~~Policies and actions in the Community Facilities and Services Element appear in the next section. To track the efficiency of the City's policies, numbers that relate to any of the City's six Comprehensive Plan's vision themes are used throughout the that may be relevant to a particular policy section as follows are indicated by one of six icons. The vision themes are:~~

- Economic Prosperity and Equity
- Expanding Housing Choices
- Managing Our Growth
- Coordinating Land Use and Transportation
- Greenprint Raleigh
- Growing Successful Neighborhoods and
- Communities

⚡

In this Section and throughout the Plan, Key Policies used to evaluate zoning consistency are noted as such with an orange dot ().

10.1 Community Facilities and Services

Raleigh needs to optimize limited resources, reduce costs, and secure the capacity to support continued growth and prosperity. Sustainability is the organizing principle that City departments will use as

they evaluate new construction and renovations to ~~City~~city-owned property. The ~~City's~~city's sustainability policies and procedures will create an action plan for Raleigh's future viability. ~~The LEED green building rating system will be a key tool~~

Recognizing the ~~City~~growth of broad energy efficiency initiatives across the United States and its public and private partners globally, the city will use~~utilize these tools to benchmark development practices, construction management, and facilities management and maintenance. See also Element C: 'Environmental Protection' for additional policies on environmental sustainability.~~

See also Section 5: 'Environmental Protection' for additional policies on environmental sustainability.

Key drivers in the ~~City's~~city's community facilities efforts are ~~the Administrative:~~

- Office of Sustainability.
- Budget and Management Services Department, ~~the~~
- Department of City Planning.
- Construction Management Division of the
- Public Works Department, ~~and the~~
- Facilities and Operations Division of the Parks
- and Recreation Department.

Administrative

The Office of Sustainability develops programs, projects, and ideas for reducing the city's environmental impact. The Office provides guidance for community facilities in areas, such as energy efficiency, mobility, and waste management.

The Budget and Management Services Department coordinates the development of the City ~~operating budget~~Operating Budget and Capital Improvement Program,

The Department of City Planning provides real estate services related to the acquisition of real property for ~~City~~city purposes, ~~and coordinates the City's sustainability efforts.~~

Construction Management within Engineering services manages capital building and general improvement projects for ~~Public Works and many other departments~~the city through conceptual planning and budgeting, site evaluation and acquisition, consultant evaluation and selection, project development and design, selection of construction delivery systems, awarding and administering contracts, and constructing improvements.

Facilities and Operations, also within ~~Parks and Recreation~~Engineering Services, oversees a portion of the Capital Improvement Program and general improvement funding for projects that improve and maintain existing ~~City~~city facilities, including police, public works, solid waste, and downtown commercial facilities. Sustainable efforts are incorporated into the life cycle replacement of these systems.

The Department of Parks, Recreation and Cultural Resources manages and maintains community centers and several city-owned historic resources, including the Pope House and the Mordecai Historic Park.

Likewise, other municipal departments responsible for community facilities and services ~~will need to change~~are changing their business model from one founded on seemingly abundant land and energy resources to one structured to be sustainable in an environment of decreasing resources. ~~Departments~~

~~will need to~~ The Office of Sustainability, along with guidance provided in the Strategic Plan’s Growth and Natural Resources chapter, are helping departments work collaboratively to align their growth projections, needs, siting, acquisition, design, programming, construction, and maintenance. The ~~City~~ city also will need to expand current collaborative efforts with the county, state, and regional partners.

Informed by an agreed-upon sustainable development action plan, the City of Raleigh will base activities on the following policies and actions.

Policy CS 1.1 Community Services in Urban Centers

Use the Future Land Use Map to ensure all new and emerging urban centers are connected by transit corridors and supported appropriately with fire, police, and other community facilities and services.

~~(1, 4, 5, 6)~~

Policy CS 1.2 Responding to Demographic Change

Consider anticipated demographic changes and the importance of aging in place in all land use, transportation, and community service planning and decisions.

~~(3, 4, 6)~~

Policy CS 1.3 Land Reservation for Community Facilities

During development and redevelopment, sufficient land areas should be retained for future schools, parks, greenways, streets, fire and police stations, and other public purposes and essential services.

~~(3, 5, 6)~~

Policy CS 1.4 Equitable Facility Distribution

Provide equitable facilities and services to all of ~~Raleigh's~~ Raleigh’s neighborhoods.

~~(3, 4, 6)~~

Policy CS 1.5 Adequacy of Community Facilities

Plan for community facilities that are adequate to provide residents with the activities, programs, and services—including choices for passive and active pursuits—necessary to maintain a high quality of life.

~~(5, 6) See also F.2 ‘Park System and Land Acquisition’ in Element F: ‘Parks, Recreation, and Open Space’.~~

See also ‘8.2 Park System and Land Acquisition’ in Section 8: ‘Parks, Recreation, and Open Space.’

Policy CS 1.6 Transit Accessibility of Community Facilities

Concentrate community facilities in transit accessible areas and walkable communities to increase access to and delivery of services.

~~(1, 4, 5, 6)~~

Policy CS 1.7 Equitable Facility Distribution

Ensure that community centers, senior centers, libraries, schools, and other community facilities are sited equitably across Raleigh and are accessible to those requiring adaptive services.

~~(1, 4, 6)~~

Policy CS 1.8 Community Facilities as Centers

Use recreation centers, senior centers, schools, and libraries as a means of enhancing and strengthening a neighborhood’s sense of community.~~(6)~~

Policy CS 1.9 Co-~~Location~~ location

Co-locate community facilities and services when and where feasible to provide residents and businesses with easily accessible and convenient ~~City~~ city services and to encourage the efficient use of land and resources.

~~(3, 6)~~

Policy CS 1.10 Alignment of Growth Projections

Align long-range construction and service plans with the Comprehensive Plan, the Future Land Use Map, and growth and demographic projections to develop a Capital Improvement Program to meet ~~future needs.~~ ⁽³⁾ future needs.

Policy CS 1.11 Joint-~~Services~~ Service Space

Provide space for joint ~~services~~ with other municipal, county, and state entities when feasible. ⁽³⁾

Policy CS 1.12 Operations and Maintenance Staffing

Maintain adequate community facility maintenance and management operations and staff as land is acquired and sites are developed. ⁽³⁾

Action CS 1.1 Land Demand Projections

Develop and maintain 20-year projections for the land needs for each City department.

Action CS 1.2 ~~Reserved~~ Sustainable Development Plan

Develop a sustainable development action plan for community facilities.

Action CS 1.3 Land Acquisition

Purchase land in the short-term for long-term construction of community facilities (i.e., land bank).

Action CS 1.4 ~~Reserved~~ Completed 2011

Action CS 1.5 ~~Building Design Team~~ Removed 2018

~~Implement a procedure to include Raleigh Public Works Department Construction Management, Parks and Recreation, Solid Waste Services, and Sustainability staff in programming, concept and design phases for new civic buildings.~~

Action CS 1.56 ~~Retrofitting of~~ Retrofit Municipal Buildings

Retrofit current municipal buildings using the agreed-upon sustainable development plan.

Action CS 1.7 Shared Space

Investigate joint agreements between City departments to maximize space and share costs. ^H

10.2 Solid Waste

Raleigh's solid waste stream consists of household refuse destined for landfills, recyclables collected and sorted separately, and yard waste, such as leaves and trimmings that are prohibited from landfills. All three are collected curbside within the City limits. Debris generated through construction and demolition is also a significant part of the waste stream, representing nearly ~~23~~ ³² percent of waste countywide. In ~~2005~~ ²⁰¹¹, the City of Raleigh generated over 130,000 tons of solid waste, of which only ~~11~~ ¹⁹ percent, or about ~~16~~ ²⁵,000 tons, was recycled. The City also collected and processed over ~~32~~ ²⁶,000 tons of yard waste, which was ground for mulch at the City's yard waste processing facility.

Municipal solid waste generated in Wake County, which totaled about ~~620~~630,000 tons in ~~2004~~2011, is collected at five transfer stations. About ~~60~~68 percent is disposed at the ~~County's~~county's only municipal waste landfill, with the remainder destined for out-of-county and even out-of-state landfills. The Southwest/Holly Springs (Southern Wake) landfill opened in January 2008 and the Northern Wake Landfill closed in May of the same year. Trends indicate that in the future the county may eventually rely on privately-owned and -operated landfills for municipal waste disposal.

In order to reduce the city's environmental and financial impact generated from its waste stream, a Waste Reduction Task Force identifies waste reduction goals and strategies that consider issues of social, fiscal, and environmental impacts.

The policies below are designed to decrease the overall amount of waste generated and to divert as much of the remaining waste stream away from landfill as is practicable. These policies also reflect and incorporate the vision and goals articulated in the 2006 – 2016 Wake County Solid Waste Management Plan.

See also ~~Element L~~Section 14: 'Regional and Inter-Jurisdictional Coordination' and ~~Element C~~Section 5: 'Environmental Protection' for related policies on solid waste.

Policy CS 2.1 Solid Waste Collection and Disposal

Provide an adequate and cost-effective solid waste collection and disposal system that includes recycling, land reclamation, and ~~reuse~~re-use of waste materials.

~~(3, 5)~~

Policy CS 2.2 Completeness of Solid Waste Services

Ensure that solid waste management and recycling collection services are made available to all solid waste generators. ~~(3, 5)~~

Policy CS 2.3 Waste Reduction Target

Reduce, re-use, ~~and~~recycle, and recover beneficial end-products of municipal solid waste to the maximum extent practicable, with the overall objective of achieving or surpassing the ~~State's~~state's waste reduction goal of 40 percent by 2016 as measured against a baseline of fiscal year 1988– 89.

~~(3, 5)~~

Policy CS 2.4 Expanding Recycling Programs

Continue to add new types of waste items to the recycling program as recycling technology evolves and markets for recycled materials develop. Zero waste will be the long-term goal of the ~~City.~~(5)city.

Policy CS 2.5 E-~~Waste~~waste Disposal

Continue solid waste management programs, including computer and other electronic equipment recycling, the Charge Up to Recycle program, ink jet and toner cartridge recycling, and the Solid Waste Services Department Swap Shop.

~~(3, 5)~~

Policy CS 2.6 Safe Waste Handling

Properly manage waste requiring special handling, including hazardous materials.

~~(5)~~

Policy CS 2.7 Land Clearing and Inert Debris Landfills

Ensure that land clearing and inert debris (LCID) landfills that operate in Raleigh comply with applicable rules and regulations.

~~(3, 5)~~

Policy CS 2.8 Funding of Waste Management

Pursue a fair and equitable funding system to cover current and future costs associated with the programs and services needed to meet adopted solid waste reduction and management goals. ~~(1, 3)~~

Policy CS 2.9 Waste-to-Energyenergy

Pursue opportunities to utilize landfills and the waste stream as a source of energy; potential examples could include technologies, such as landfill gas capture and combustion, thermal depolymerization, and the Day Cycle (incineration of waste in electric plasma furnaces at temperatures over 15,000 degrees Celsius, with excess heat used to generate electricity). ~~(1, 3, 5)~~

Policy CS 2.10Agency10 Agency Coordination in Waste Management

Encourage cross-agency collaboration in managing solid waste, including participation in Development Plans Review Group site plan meetings and similar. ~~(1, 3, 5)~~

Action CS 2.1 ReservedEnterprise Resource Planning and Solid Waste

As part of the Enterprise Resource Planning (ERP) project, build into Solid Waste Service's billing system the flexibility needed to implement the accounting and cost recovery practices identified in the Plan policies.

Action CS 2.2 ReservedFull-cost Accounting for Waste Management

Utilize full-cost accounting practices for identifying and monitoring all solid waste management program costs.

Action CS 2.3 Mandatory Recycling

Explore implementing a mandatory recycling program by ~~2012~~2021, consistent with the 10-year Solid Waste Plan.

Action CS 2.4 Solid Waste Monitoring

Establish program measures and an evaluation system to monitor progress toward attaining local solid waste management goals, including waste reduction rates.

Action CS 2.5 Alternative Waste Disposal Techniques

Study economically viable opportunities for ~~incineration, as well as other~~ disposal alternatives, that arise in the future, including opportunities involving regional cooperation.

Action CS 2.6 ReservedSolid Waste Services and Design Standards

Develop and adopt regulations that establish Design Standards to accommodate Solid Waste Services operations.

Action CS 2.7 Regulations for Recyclables Storage

Update the site plan regulations to include mandatory accommodations for recycling in all new public ~~(and private)~~ developments. (assuming inclusion in CP-1-16).

Action CS 2.8 ReservedRemoved 2015 Retrofits to Facilitate Recycling

Explore design changes on house to retrofit existing residential and non-residential developments that facilitate participation in the recycling program.

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10.3 Public Safety

The Police Department works in partnership with the community to identify and address conditions that may contribute to crime. The ~~Department~~department employs an approach to policing that emphasizes prevention and enforcement. Under the District Policing System, officers are becoming more involved with, and more closely linked to, the citizens they serve and protect. The ~~Department~~department is committed to building its capacity to meet the challenges of a growing population.

In addition to the Police Department's efforts, the city can promote public safety through regulations that promote safe and comfortable built environments, incorporating Crime Prevention through Environmental Design (CPTED) techniques.

Policy CS 3.1 Planning for Adequate Police Stations

Plan and provide for police stations and supporting facilities adequate to protect the health and safety of Raleigh's current and future citizenry and business population, and to support Police Department level of service policies. ~~(1, 3, 4, 6)~~

Policy CS 3.2 City Ownership of Police Stations

Police stations should be City~~city~~-owned facilities providing a civic presence and appropriately designed for police functions, rather than rented space. ~~(6)~~

Policy CS 3.3 Co-~~Location~~location of Police and Non-~~Police~~police Facilities

Co-locate police stations, training facilities, and administrative offices when feasible. In addition, consider co-locating with other community facility services, including sharing a common lobby. ~~(3)~~

Policy CS 3.4 Crime Prevention ~~through~~Through Environmental Design

Encourage use of the Crime Prevention ~~through~~Through Environmental Design (CPTED) program standards as one of many tools to improve environments and deter crime. ~~(1, 6)~~

CPTED Strategies

The Four Strategies of Crime Prevention ~~through~~Through Environmental Design are:

1. Natural Surveillance: A design concept directed primarily at keeping intruders easily observable.
2. Territorial Reinforcement: Physical design can create or extend a sphere of influence.
3. Natural Access Control: A design concept directed primarily at decreasing crime opportunity by denying access to crime targets and creating in offenders a perception of risk.
4. Target Hardening: Accomplished by features that prohibit entry or access: window locks, dead bolts for doors, and interior door hinges.

~~Source: CPTED Watch~~ The City of Raleigh supports the national CPTED program and encourages implementation of its recommendations in facilities siting, design, and construction activities.

Source: CPTED Watch

Action CS 3.1 ~~Reserved~~Completed 2014

Action CS 3.2 ~~Reserved~~Completed 2014

Action CS 3.3 ~~Reserved~~Completed 2014

Action CS 3.4 ~~Reserved~~Completed 2014

Action CS 3.5 ~~Reserved~~ Training Facility Efficiency

Examine ways to work with Wake County to share space and costs at the Police Training Facility.

Action CS 3.6 Police Training ~~Center~~ Facility

Complete construction of a Police Training Center on ~~City~~city-owned land at Battle Bridge Road adjacent to the current Police Range facility.

Action CS 3.7 Field Operation Units

Continue to plan and operate field operation ~~headquarters. These units in combination with other public facilities. These sites are generally located in the east~~northwest, northeast, southeast, and ~~west~~southwest portions of the Raleigh metropolitan area ~~to ensure optimal span and are typically part of control for incident management~~outlying Municipal Service Centers.

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10.4 Fire and Emergency Response

The Fire Department protects life and property by providing fire prevention, fire suppression, rescue, emergency medical services, hazardous materials response, and life safety education for residents of the City of Raleigh. Construction plans reflect the ~~Department's~~department's core response time mandate.

The ~~Department~~department maintains an ISO Class III Fire Protection rating. The purpose of the Insurance Service Organization is to give insurance companies a uniform system on which to base their ~~insurance~~premiums. The ISO uses a consistent set of guidelines to evaluate a fire department, including the number of personnel on duty, training, level of personnel (paid or volunteer), the amount of water the fire department can get to a fire, and the amount and quality of equipment used, such as fire engines and hand tools. ~~In the nation only~~Only 3.6 percent of fire departments ~~in the nation~~ are an ISO Class III.

The Fire Department also follows standards established by the National Fire Protection Association to strategize the location of fire stations. The location strategy incorporates the ~~Department's~~department's design and construction commitment to environmental initiatives to capitalize on solar energy and water re-use, adhering to the ~~City's~~city's sustainability policies and procedures.

Raleigh's Office of Emergency Management seeks to improve resiliency by strengthening the city's emergency and disaster mitigation, preparedness, response, and recovery efforts. The office coordinates disaster planning efforts, maintains response plans, handles information flow during events, and works with other jurisdictions at multiple levels.

The office assists in implementing the Wake County Multi-Jurisdictional Hazard Mitigation Plan, which the city developed with other Wake County local governments. The plan focuses on decreasing the city's vulnerability through actions that include upgrading hazard response, reducing the potential effect of hazards, and protecting "the most vulnerable populations, buildings, and critical facilities."

A key component of the city's emergency response initiatives is the use of community facilities as disaster-response centers. Resilience to natural and man-made disasters and emergencies can be accomplished in part by guaranteeing that all of the city's residents can access quickly and safely city-managed facilities that can provide shelter, water, food, and information in times of emergency.

Policy CS 4.1 Fire and Emergency Response Facilities

Plan and provide for fire and emergency facilities adequate to protect the health, life, livelihood, and property of Raleigh's current and future citizenry and business.

~~(1, 3, 4, 6)~~

Policy CS 4.2 Ancillary Fire Protection Facilities

Provide facilities equipped to meet the ~~operational~~operation needs of the Fire Department, including training and fire equipment service and repair.

~~(3)~~

Policy CS 4.3 Fire Protection Service Standards

Adhere to standards established by the ISO and the National Fire Protection Association. Maintain the ISO Class III Fire Protection Rating.

~~(6)~~

Policy CS 4.4 Response Time Standards

Maintain standards in response time/coverage for fire calls and emergency medical response calls as outlined in the National Fire Protection Association 1710 (standard for the organization and deployment of fire suppression operations, emergency medical operations, and special operations): one minute from 911 call to wheels rolling and four minutes total response time. ~~(6)~~

Policy CS 4.5 Resilient Community Facilities

Ensure that all city residents can quickly and safely access community facilities in times of disaster. Provide shelter, food, water, and information when necessary.

Policy CS 4.6 Vulnerable Populations

Explicitly take into account the needs of vulnerable populations and neighborhoods in the emergency management planning process. These include areas and populations that face particular difficulties during and after disasters or emergencies due to economic status, lack of access to resources, lack of community institutions, geographical barriers, or similar issues.

Action CS 4.1 Measuring Level of Service

Develop a mechanism to identify levels of service to determine the capacity of police, fire protection, and emergency services to meet community needs.

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10.5 Health and Human Services

While the City of Raleigh does not provide health and human services directly, the ~~City~~city does influence the actions of private sector health care providers (including the three major hospital systems—WakeMed, Rex, and Duke Healthcare) through zoning and development review. The City of Raleigh partners with the county in working to address human service needs—including childcare and elder care. Moreover, the ~~City's~~city's plans and ordinances must keep current as new types of service delivery evolve—an example is continuing care retirement communities—which did not exist 20 years ago. The following policies seek to facilitate the provision of these vital services.

In addition to traditional health and human services facilities, the city recognizes the role of environmental planning and design in forming a comprehensive preventative health care vision. Planning policies that encourage mobile, mixeduse communities improve access to health care for those without access to automobiles and transit. Additionally such policies promote active transportation behaviors and access to recreational facilities, which are a key component of a healthy lifestyle.

An additional area in which the city encourages healthy communities is through expanding healthy food options for Raleigh’s residents. This section contains policy guidance for expanding such options for Raleigh’s residents, particularly underserved communities.

Policy CS 5.1 Best Practices in Health Care

Work with private and public institutions, Wake County, and non-profits to ensure medical and health facilities adhere to best practices.

~~(3)~~

Policy CS 5.2 Supportive Services

Provide supportive services and facilities to Raleigh’s families, elderly, special needs, and others in need of adaptive services that contribute to their quality of life.

~~(1, 3)~~

Policy CS 5.3 Access to Health Care

Support the siting of health care facilities and services in appropriate and accessible locations.

~~(6)~~

Policy CS 5.4 Publicity of Social and Health Programs

Improve the effectiveness of communication methods used to publicize social and health programs. Maximize participation of and support for low-income residents.

~~(1, 3)~~

Policy CS 5.5 Transit Access to Health and Human Services

Promote transit accessibility for health and human ~~services~~services facilities.

~~(1, 4, 6)~~

Policy CS 5.6 Childcare Facilities

Plan and provide for childcare facilities adequate to meet the needs of Raleigh families.

~~(1, 3, 6)~~

Policy CS 5.7 Elder Care Facilities

Plan and provide for elder care facilities adequate to meet the needs of ~~Raleigh's~~Raleigh’s aging population. ~~(1, 3, 6)~~

Policy CS 5.8 Active Transportation and Healthy Communities

Promote active transportation in existing and new communities as a preventative health care measure.

Policy CS 5.9 Recreational Facilities and Healthy Communities

Ensure that each of Raleigh’s communities has ample access to recreational facilities, which are a key component of a preventative health care model.

Policy CS 5.10 Healthy Food Options

Promote access to healthy food options, including farmers markets and grocery stores, particularly in areas that lack sufficient access to fresh fruits and vegetables.

Action CS 5.1 ~~Reserved~~Completed 2013