

2013 Comprehensive Plan Implementation Highlights

City-County Planning

- Completed the Village of Rougemont Plan, updating the Future Land Use Map to better reflect potential commercial development in Rougemont and amending development regulations within the village to allow a modest increase of development.
- Completed a draft of the Downtown Open Space Plan, providing guidance to City departments and policy makers on preservation and design of future and existing open space within Downtown Durham.
- Amended the Unified Development Ordinance to better incent structured parking and reduce parking requirements in targeted areas.

Transportation

- The DCHC MPO and the City of Durham Transportation Department successfully updated the Triangle Regional Model (TRM) for the forecast year 2040. The TRM is used to analyze highway, transit, passenger rail and other transportation projects throughout the Triangle, including the MPO's long-range transportation plan.
- The DCHC MPO adopted the updated 2040 Metropolitan Transportation Plan (MTP) in June 2013, and this plan includes all the indicated modes. Tasks for the updated 2014 MTP have begun.
- The DCHC MPO directs funding to:
 - Purchase hybrid transit buses;
 - Support the region's Transportation Demand Management plan and programs; and
 - Plan and construct alternative transportation facilities such as bike lanes and sidewalks.
- The Imagine 2040 effort created a regional land use model based on the comprehensive plans of local jurisdictions and counties. This land use model was a foundation for the Triangle Regional Model (e.g., travel demand model) and the 2040 MTP.

City Public Works Department

- Public Works conducted the following outreach over the past year:
 - Maintained the Stormwater Services page on the City's website and a Stormwater Services Facebook page, including self-produced educational videos;
 - Distributed 35 guides on proper mobile washing and surface power-washing techniques;
 - Sent 141 industry-specific, pollution prevention informational flyers to landscapers and 1153 postcards to the food service industry; and
 - Distributed pollution prevention literature at presentations and public events.
- Public Works conducted the following educational activities over the past year:
 - Prepared 3 utility bill newsletter articles and 8 Manager's Report briefs;

- Wrote 3 educational columns for the Herald–Sun newspaper;
 - Continued to maintain the stormwater pollution reporting hotline;
 - Gave 29 stormwater presentations to 1068 students;
 - Conducted 5 workshops for educators and landscapers, reaching 85 people;
 - Conducted 3 workshops for development community and local government officials; and
 - Gave 13 pollution prevention presentations to City departments, reaching 477 employees.
- Public Works continued to implement the City’s stormwater development review process, including reviews of 530 site plans, 170 construction drawings, and 70 as-built drawings for City Stormwater Services facilities.
 - Public Works conducted the following activities to promote alternative stormwater treatment for environmental protection:
 - Attended trainings on green roof design and innovative rainwater harvesting;
 - Coordinated with NCSU on project to install and monitor permeable pavement in a parking lot and to develop a model of performance-based design for a variety of soil conditions;
 - Continued work on multiyear Rain Catchers project to install and evaluate 230 residential green infrastructure practices (e.g., rain gardens, trees, cisterns, downspout disconnections) in the South Ellerbe Creek watershed; and
 - Initiated two feasibility studies of innovative nutrient-removal technologies.
 - City-wide, the Water Quality Index declined in 2012 to a rating of 79 (on a scale of 0–100).

Community Development

- The Southside Revitalization Project has reached implementation phase and is where the majority of the Department’s home ownership efforts are focused.
- Continued home ownership assistance is offered to buyers of homes developed by nonprofits Northeast Central Durham and Southwest Central Durham through a competitive application process. In addition to education and counseling provided by third parties, the Department provides these services to prospective Southside buyers and owners previously assisted with City loans.
- Planning for the Southeast Central Durham (McDougald Terrace) project area is underway through the Choice Neighborhoods Initiative.
- The current lead abatement program through the state of North Carolina ends February 2014.

Durham Police Department

- Priority 1 response time was 5:48 (below the target) for FY 2013–14.
- Forty-four Neighbor Watch units were formally created throughout the previous year.

- Police Citizen Academy graduated 19 students.

Parks and Recreation

- A new Parks and Recreation Master Plan was adopted in August 2013, stating that “the baseline recommendations for facilities . . . is that Durham should aim to be at or over the average for facilities for the surrounding communities in this region.”
- The Department adopted internally a Maintenance and Operations Plan to set standards for park maintenance; data are collected regularly and contribute to DPR’s performance measures on whether maintenance standards are being met. The 2013 Master Plan states its highest-scored recommendation to be “to continue to upgrade and renovate existing parks.” The last remaining funding from the 2005 bond is currently being expended on renovation projects.
- DPR has been successful in implementing two “KaBOOM!” community-build playground projects in the past year. A “Friends of Sandy Creek Park” group has added landscaping, built trails, and repaired a major bridge in that park. A local business group brought labor and funding to Carroll St. Park and worked with the residents to add amenities and landscaping to the site.
- DPR worked with the Durham Public Schools to provide two ball fields and two athletic fields on Snow Hill Road, adjacent to Lucas Middle School, serving an area of the community with few facilities; the site opened in 2013. DPR and DPS have created an Interlocal Agreement that encourages each agency to open its facilities to the other without charge.
- DPR has assigned one staff member to searching out and applying for relevant grants for facility and program funding for the City. This staff member also administers grant funding. The Department receives frequent, small targeted grants for programming (e.g., \$5000 from BCBS to create a walking program for seniors and those with arthritis). In the past year, U.S. Tennis Association awarded the City \$80,000 in funds to assist with the resurfacing of tennis courts at Rock Quarry Park and Southern Boundaries Park. Funding was obtained for partnership projects for several playgrounds, and KDB assisted by holding the funding for sponsorships. DPR is currently going through the process of having a 501(c)3 Parks Foundation in the department to assist with fundraising.
- DPR staff worked with Planning staff on the new Downtown Open Space Plan, suggesting locations and amenities for urban parks and ways to use impact fee funding from all zones to support the downtown area.
- DPR and Planning staff updated the Trails and Greenways Plan in 2012. The priorities developed by the Durham Open Space and Trails Commission guide the projects recommended by DPR in its capital project submittals: for FY 2015, requested projects include funding for construction of the West Ellerbe Creek Trail (phase 2) and the American Tobacco trailhead at Scott King Road.
- There has been no automatic increase in parks maintenance funding in either General Services or DPR budgets. However, the City Council demonstrated in its discussion of the

2013 Master Plan a keen awareness of the issues involving park and trail maintenance and is considering ways to increase funding for FY 2015.

- Leigh Farm Park, now renovated and upgraded, will be online in March 2014.

Fire Department

- To maximize response times and ensure improved community outcomes, the department analyzed its physical and human resources. Several emergency response apparatus and crews were successfully relocated and/or reconfigured. The performance for the full effective response force was subsequently improved without additional costs to the community.
- Additional and/or relocated city fire stations are needed based on both increasing population density and current overall response time and performance. The Department has begun the process of improving resource concentration and distribution by relocating Fire Station Nine to a more centralized location within its response area, allowing greater ease of access for travel.
- The Department annually inspects fire hydrants, collaborating with the City of Durham Public Works department to ensure continual operational readiness.
- Performance compliance with target response rates throughout the metropolitan/urban, suburban, and rural response areas range between 70%–75%.

Fleet Management

- City of Durham has once again received recognition for its efforts in having one of the greenest government vehicle fleets in North America. The City's Fleet Management Department was awarded 30th place in the Top 50 Government Green Fleet™ Awards from the 100 Best Fleets in North America and Green Fleet Conference & Expo organizers. The City of Durham is the only city in North Carolina to be recognized, and no other city or county in North Carolina made the Top 50 list. The Government Green Fleet Award is open to more than 38,000 federal, state, and local government fleets in North America. The Government Green Fleet Award is a comprehensive set of criteria specifically tailored around the challenges and requirements of the government fleet manager. The award is given based on several key evaluation categories, including best practices, management, fleet composition, fuel and emissions, policy and planning, fleet utilization, education, executive and employee involvement, and supporting programs.
- The City currently operates 4 electric vehicles, 8 hybrid vehicles, a fleet of hybrid buses, and over 330 flexible fuel vehicles.

Emergency Medical Services (EMS)

- EMS currently meets its stated target response rate approximately 65% of the time. The EMS system reaches "level zero" (no ambulances available in county) several times on most weekdays.
- The Durham County EMS System has seen only minor growth in resources since 1998. What appeared as growth in the county EMS Department was actually the absorption of EMS services from county fire departments. The level of EMS resources available is

currently insufficient to meet desired response performance and force concentration goals. There has been no exploration of supplemental funding methods to date. Many agencies seek EMS assistance (e.g., mental health centers, hospital emergency departments), but no money has been made available to address these specific problems.

- The system enjoys excellent inter-agency cooperation. All fire service organizations in Durham County provide medical first response services within their respective response areas. EMS is well-integrated with county and city law enforcement agencies.
- EMS is a core participant in a variety of planning efforts to improve the “system of care” in Durham County, including care provided to mental health and substance abuse patients. EMS is prepared to initiate “community paramedic” services upon appropriation of funds for that purpose.
- There have been no new facilities added since approximately 2005. There was initially a plan to have a community-use facility associated with EMS station 2 (Lincoln area); however that portion of the plan was deleted as a cost-saving measure. Generally EMS facilities are in poor repair and are inadequate for today’s needs. EMS has requested funding for a station location study and an engineering evaluation of existing facilities.

Library Services

- Durham County Library’s completed Regional Capital Improvement Plan (CIP) ensures that most County residents live within a 5-mile radius of a Library facility.
- The Main Library completed a renovation of the teen and second-floor adult areas, including an upgrade in shelving and public seating. It also renovated the check-in area of the lobby.
- After assessing the parking needs of its facilities and responding to customer feedback, the Durham County Library, in conjunction with county engineering and landscaping architects, will be expanding the Southwest Library parking lot by adding an additional 22 parking spaces and a brick walking path and garden.
- The library system completed basic upgrades of the library system, moving the integrated library system (ILS) to a Sirsi cloud server; it also collaborated with the Environmental Protection Agency (EPA) to provide real-time air quality data through the Village Green Project.
- The CIP includes the expansion and renovation of the Main Library to start in year 2015.

Water Management

- Interconnections with the City of Raleigh are now complete. Through regional cooperation, Durham has developed three interconnections with the Town of Cary, two with the Orange Water & Sewer Authority, two with City of Raleigh, and one each with Chatham County and Town of Hillsborough.
- Construction of the Angier Avenue elevated storage tank (3 MG capacity) was completed in late 2013 and is anticipated to begin service in spring 2014.
- In 2013, parcels were purchased around Lake Michie and Little River. Through

partnership with the City of Raleigh, Durham County, and the Clean Water Management Trust Fund, land was purchased in the Upper Neuse area to protect the Falls Lake watershed.

- Currently, the Western Intake Partners (WIP) (e.g., City of Durham, Orange Water & Sewer Authority, Town of Pittsboro, and Chatham County) have commissioned a feasibility study for developing a new intake structure on the western side of Jordan Lake to provide access to both current and future allocations. Additionally, the study will explore delivery options for raw water and the construction of a new water treatment facility to serve the WIP and others.
- Through aggressive rehabilitation activities, pump station monitoring and other collection system strategies, the City has reduced the quantity and volume of Sanitary Sewer Overflows (SSOs) significantly in the past five years. No repeat SSOs occurred in 2013.
- Residential per capita usage decreased from 51.1 gallons per capita per day (gcpd) in 2010 to 47.0 gcpd in 2012. The toilet rebate/credit program expanded to include commercial customers (mostly multifamily residential). To date, approximately 4,300 toilets have been replaced.
- As a part of the North and South Durham water reclamation facility Master Plans, facilities for sidestream treatment were evaluated and slated for future construction. In addition to improving overall water treatment, it will provide additional options for the beneficial reuse of residuals.

City General Services

- Mangum and Roxboro interchanges are currently under study by the Planning Department and the General Services Department (GSD), along with NCDOT, as a joint City–County Strategic Plan initiative. Cleaning and clearing of overgrown areas along this stretch was completed in August 2013. Key private stakeholders were approached about sharing the cost of ongoing landscape maintenance and planting.
- Initial Canopy Analysis was conducted in 2009. An initiative is underway to complete a data layer and ongoing inventory to provide baseline data on the canopy and the projected coverage as existing trees grow to mature size or age out of the population. The second and most critical piece will be an adopted and agreed-upon canopy goal for the percentage of area covered by canopy. Volunteers are being trained to work with GSD staff to enter data via smartphone using software purchased with end-of-FY-13 operating funds. Data collection will take several years.
- GSD has set forth in its departmental strategic plan measures related to energy management in our City buildings. General Services and City–County Inspections are ensuring that designers meet 2012 N.C. Energy Code standards for all new projects and renovations.

- Under the direction of the City Manager, GSD and DPR are evaluating their maintenance roles and responsibilities to develop a process improvement plan for ongoing maintenance. Items remaining “unclaimed” by both departments will be evaluated for appropriate assignment by the CMO.
- There must be an increase in maintenance budgets in GSD for every unit of trail that comes into maintenance; otherwise the system is not sustainable. Trails should be designed to include access point which will allow for maintenance personnel and equipment to be dispatched to every linear foot of the trail. Creating trails which require specialized equipment to access and materials to maintain is not practical for a municipality.

Economic and Workforce Development

- Through the Environmental Workforce Development and Job Training Program, the EPA awarded an Environmental Workforce Development and Job Training Grant to the City of Durham Office of Economic and Workforce Development (OEWD). The training was nonpaid, was provided at no cost to participants, and will be offered at the main campus of Durham Tech.
- The N.C. Incumbent Workforce Development Program is a competitive, retention-solutions grant for qualifying businesses to use to address gaps in employees’ skills. The grant increases employee knowledge and certifications, contributing to a company’s competitiveness in regional and global economies. Eligibility criteria include for-profit and nonprofit Durham-based businesses that are active in North Carolina for a minimum of one year prior to the application date, are current on all federal and state tax obligations, and are financially viable. The program is coordinated through the Business Services Committee (BSC) to the Durham Workforce Development Board.
- The Durham Career Centers seek to continuously improve the delivery of high quality employment related services to individual and business customers through customized solutions. This is accomplished through a systemic delivery plan known as “Integrated Service Delivery.” An integrated customer pool, integrated customer flow, integrated Career Center staffing and integrated technology best describe the execution of Integrated Service Delivery. In general, the main objective of integrated service delivery is more customers receiving skill-building services – which are critical to the Durham Career Center’s local, regional and statewide economy, and necessary to meet employers’ needs. The Durham Career Centers support Goal One of the City of Durham’s Strategic Plan: a strong and Diverse Economy by ensuring that Durham has a well-trained, qualified community workforce and leveraging local and regional workforce development partnerships. All services offered through the Durham Career Center are offered in Spanish.