



Durham

News and Information from the City of Durham

CITIZENS' NEWSLETTER

September - October 2013

www.DurhamNC.gov

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Durham Publishes Strategic Plan Progress Report

Crime Data Now Reported Weekly on Strategic Plan Dashboard

Residents who want more information on how the City of Durham is reducing crime can now get updates on a weekly basis, while also getting reports on efforts to revitalize neighborhoods, maintain the City's infrastructure, and much more.

As part of its continuing commitment to transparency and accountability, the City has published its fifth Strategic Plan Progress Report, a bi-annual report to give an update on how the organization is achieving the goals and initiatives outlined in the City's Strategic Plan. The Strategic Plan is the City's business plan, which establishes priorities and objectives for the organization and defines selected actions and activities within the financial

limits set by the City Council. The bi-annual interactive and printable progress report is now available on the City's website, www.DurhamNC.gov/StrategicPlan/Goals, and is updated each February and August.

City Manager Tom Bonfield said that, in addition to now weekly publishing of citywide crime statistics to the Strategic Plan dashboard, the Durham Police Department also updates mapping information related to crime reports nightly on its RAIDS Online site, which is part of the City's efforts to be transparent to residents. "Publishing updated crime data every week, and the other data every six months, helps to fulfill the City's promise to be accountable to Durham residents and illustrates how we're doing with our 'Safe and Secure Community' goal," Bonfield said. "We want our residents to review this progress report and be fully engaged and knowledgeable about how we are working toward reaching all of our Strategic Plan goals."

The progress report delves into each of the City's five-goals: Strong & Diverse Economy; Safe & Secure Community; Thriving, Livable Neighborhoods; Well-Managed City; and Stewardship of City's Physical Assets.

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Upcoming City Holidays

Thanksgiving, November 28 and 29, 2013

For information about City holidays, garbage collection, or other City Services, contact Durham One Call.



Waste Disposal and Recycling Center

2115 E. Club Blvd., Durham

Monday - Friday: 7:30 a.m. - 4 p.m.

Saturday: 7:30 a.m. - noon / Closed Sundays

Accepting old electronics, appliances, tires, yard waste, and other recyclables.

Contact the Durham Convention & Visitors Bureau for public events and non-City holiday schedules at (919) 687-0288.

The Citizens' Newsletter is published every other month with the water bill on a staggered schedule. Information can be dated for some receiving their bill at the end of the mailing cycle. For the most current information, visit the website at www.durhamnc.gov.

City of Durham Offers Money Saving Kits for Water Customers

Saving water at home is now easier thanks to the City Water Management Department pairing water-saving devices with high efficiency showerheads to create new "Save Water Kits."

The new kits are available at the cashiering area in the lobby of City Hall. The additional components include aerators for kitchen and bathroom faucets, tank inserts for older toilets, and dye tablets to check for leaking toilets. For just a \$3 investment, customers may realize significant savings on their water and sewer bills.

The popular WaterSense High Efficiency Toilet (HET) Rebate Program remains available to all qualified residential and nonresidential water customers. Through this program, the City provides a \$100 rebate to residents

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City Briefs

Charge Ahead Durham Can Help You Save Money and Make Durham Greener!

Let's all do our part to make Durham cleaner, greener and more sustainable at the same time? Charge Ahead Durham is a new City-County program that helps residents protect the environment, save money, and improve their overall well-being. As a bonus, you can win great prizes for reporting your progress. Whether your motives are leaving a better world for your children, saving money or simplifying your life, Charge Ahead Durham has something for you. Visit www.ChargeAheadDurham.org or contact Megan Carroll at mcarroll@dconc.gov or (919) 560-7993 for information.

E-Waste Recycling and Paper Shredding Event Set For Oct. 26

Residents and businesses looking to clean out old electronics and paper should make plans to attend the next recycling and shredding event on Oct. 26 from 8 a.m. to 2 p.m. at Durham County Stadium, 750 Stadium Drive. Event staff will be on hand to unload old electronics and paper. Confidential paper shredding will be provided on site. Residents who can't make this event can safely recycle old electronics at the City's Waste Disposal and Recycling Center at 2115 E. Club Blvd.

Grass Clippings Piling Up? Give Us A Call

Fall is here, but the grass is still growing and there is still mowing to be done. For Durham residents, convenient and affordable service is here to haul away all of those clippings and other yard debris throughout the year. Take advantage of our curbside yard waste service for an annual fee of \$60 plus \$18 for the cart. Learn more at www.durhamnc.gov/ich/op/swmd/Pages/yard2.aspx or call Durham One Call at (919) 560-1200 to begin your service today.

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Some other specifics in this progress report include completed initiatives that will now be denoted by a green check mark as well as a link to the City's new Strategic Plan website, which includes the recently updated Strategic Plan along with a new section on joint City/County initiatives.

For information about the City's Strategic Plan, visit <http://www.DurhamNC.gov/StrategicPlan> or contact Strategic Initiatives Manager Jay Reinstein with the City's Budget & Management Services Department at (919) 560-4111, ext. 20102 or by email at Jay.Reinstein@DurhamNC.gov.

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who replace toilets with more efficient WaterSense models.

The switch to more efficient products can add up to big savings for consumers, said Al Nelson, water conservation coordinator for the City's Water Management Department. "According to the EPA's WaterSense Partnership Program, a household can save up to 7,000 gallons annually for each bathroom in which they replace or retrofit their toilets and fixtures with WaterSense labeled products," Nelson said. "For each bathroom 'makeover,' enough water is saved to wash six months' worth of laundry."

For information on the WaterSense® HET Rebate Program or the "Save Water Kits," visit www.DurhamSavesWater.org or call Water Conservation Program staff at (919) 560-4381.

Annual Sewer System Report

The City annually prepares a report outlining wastewater treatment processes, compliance with permit conditions, collection system maintenance activities and sanitary sewer overflows occurring during the fiscal year. By devoting additional resources to maintenance activities and Fat, Oils and Grease education, the City has reduced both the number of spills and the volume of spills. The most recent reports are available at <http://durhamnc.gov/ich/op/dwm/Pages/Annual-Sewer-System-Report.aspx>. For older reports, contact the Regulatory Compliance staff at (919) 560-4381.

Notice Under the Americans with Disabilities Act

A person with a disability may receive an auxiliary aid or service to effectively participate in city government activities by contacting the ADA coordinator, voice (919) 560-4197, fax 560-4196, TTY (919) 560-1200, or ADA@durhamnc.gov, as soon as possible but no later than 48 hours before the event or deadline date.