



Durham

News and Information from the City of Durham

CITIZENS' NEWSLETTER

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www.DurhamNC.gov

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City Survey Shows Residents Pleased With Durham

More Emphasis Wanted on Streets, Police, and Flow of Traffic

Just released results of the City of Durham's 2013 resident satisfaction survey show 81 percent of residents feel the city is an "excellent" or "good" place to live and 78 percent feel the city is an "excellent" or "good" place to work.

City Manager Tom Bonfield said the biennial survey helps the organization better assess residents' satisfaction with City-provided services and gather input from residents about issues facing the community. "The survey provides a great opportunity to touch base with residents – in a statistically sound way – to find out what they really think of our community and the services the City pro-

vides. We use that information to help direct our priorities, from making day-to-day decisions to overall long-term planning and resource allocation," he said.

Results from the 2013 survey indicate that satisfaction improved in 49 of 51 areas since 2005, with the highest increases in the city's image, feelings of safety downtown, the appearance of the city, and maintenance of City streets. While satisfaction with City streets bumped up by 5 percent since 2011, residents cited less happiness since that time with some areas involving parks, including greenways and trails, condition of city parks, recreation centers, and bike facilities.

When asked where Durham leaders should focus their attention over the next two years, residents responded the same as 2011: the quality of police protection, the maintenance of City streets, and the flow of traffic in the city.

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Upcoming City Holidays

Good Friday, Friday, April 18, 2014

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.

Water Main Construction Coming To Downtown Loop This Summer

Beginning this summer, the Department of Water Management's project to replace the water main and upgrade the water meters in Durham's downtown loop will be underway. It will take about 18 months to complete the work.

The project replaces water lines that were originally constructed in the 1930s. The work will include replacing about 12,000 feet or nearly 2.3 miles of lines within the downtown loop and upgrading 25 water meter boxes. The \$6 to \$8 million project will be paid for by previously authorized capital improvement program (CIP) funds.

While the work will take place on public property, there will be changes in traffic patterns, detours, and temporary limited access to some properties as well as planned water service disruptions. Noise throughout the area during construction should also be expected.

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City Briefs

Wanted: A Few Good Residents

Are you a Durham enthusiast looking for a meaningful way to serve your community and promote public safety? Check out the Citizen Observer Patrol. COP volunteers perform invaluable non-emergency services that support the mission of the Durham Police Department. Interested residents (at least 21 years of age) must meet the COP application and background requirements. Training and uniforms are provided. For details, call (919) 560-4404, ext. 29361 or visit www.durhampolice.com and click "Get Involved."

Alarm Registration Program

Do you have an alarm system at home or work? If so, take note that all alarm users and providers are required to register by law. Public Safety Corporation, through the use of its CryWolf software, is now coordinating alarm registrations, false alarm notifications, billing and collections for the City of Durham. The False Alarm Program provides for alarm registration and includes a civil penalty process for multiple false alarms, as well as an appeals procedure. For information, visit www.crywolf.us/durhamnc or call toll free, 1 877 665-2982.

Yard Waste Renewals Coming This Spring

Keep taking advantage of our convenient yard waste service by renewing your service. The annual fee remains \$60 plus \$18 for the cart rental. Service is from July to June of each year. If you are new to Durham or want to add the service, sign up today by calling Durham One Call at (919) 560-1200 or visit the Solid Waste Management website at www.durhamnc.gov.

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.

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While the City continues to look at how to improve those areas, the ETC Institute, which conducts the biennial survey for the City, says Durham's overall resident satisfaction, with a 21 percent rise since 2005, stands out when compared to all U.S. cities. "Community input and Council's continued focus in areas that matter to our residents have made all the difference. Durham is still headed in the right direction," Bonfield said.

A random sample of 1,200 households was contacted for the 2013 survey, with 413 completing it for a 34 percent response rate. The survey has a 95 percent level of confidence, +/- 4.9 percent. Full results of the survey are now available on the City's website at <http://durhamnc.gov/ich/as/bms/Pages/Resident-Survey-Results.aspx>.

Water From Page 1

As part of an agreement between the City and NCDOT, the entire width of Morgan and Great Jones streets will be resurfaced following completion of the waterline installation. The NCDOT has a separate project to resurface Ramseur Street in the same timeframe. Scheduling the resurfacing projects during this time will minimize construction-related disruptions in the area.

Visit www.DurhamOperationGreenLight.org for information about the Downtown Loop Water Main Replacement and Water Meter Upgrades project. You can also follow us on Facebook at www.Facebook.com/DurhamSavesWater or on Twitter at www.Twitter.com/DurhamWater for the latest project updates.

Earth Day Set For April 27

Durham residents can "go green" and attend a day filled with music, entertainment, green products, art, and hands-on environmental education at the 2014 Durham Earth Day Festival. The annual event will be held in downtown from noon to 5 p.m. at Durham Central Park, 502 Foster St. and is sponsored by Durham Parks and Recreation and Keep Durham Beautiful in partnership with the Herald-Sun.

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