



# Durham

News and Information from the City of Durham

## CITIZENS' NEWSLETTER

October 2015

DurhamNC.gov

FY 2015-2016

### New City Government Website Design Aims To Improve Resident Engagement

With more than 6,000 unique visitors each day, the City of Durham's website, DurhamNC.gov, is easily one of the go-to sites to find information about City government and all the Bull City has to offer.

To make finding information more user friendly and engaging, the City has reinvented the site, making it mobile-friendly as well as loading it with

new features. "It's an entirely new look that is unique among other websites in this area," said Public Affairs Director Beverly B. Thompson. "While the new design looks modern and innovative with large images of iconic Durham scenes in the background, the functionality is fairly intuitive for most users. That really is the most pleasing feature – knowing that most visitors will be able to quickly find the information they're seeking."

The new design was created with the user in mind and was data driven, placing the top-visited places prominently on the front page of the site, making it easier for people who use the site most to do business with the City.

"From our research, we know that a growing number of people use the Internet from a mobile device," said Chief Information Officer Kerry Goode. "One of our goals with this new site was to accommodate that user by adapting to whatever device they might use."

Additionally, on the Online Services page, users can subscribe to specific information they'd like to receive from the City, including press releases, newsletters, bid posting, parks and recreation updates, and a host of other information. Users may also sign up for alerts to be notified about urgent or emergency information about City services or facilities.

Users should update any bookmarked URL addresses since all have changed and will not work with the new website. Any shortened links, such as those created by bit.ly or owl.ly, also will no longer work.

The City wants to hear from users as they familiarize themselves with the new site through a feedback link, Thompson said. "We want people enjoy using our improved site, and we welcome their feedback."

The site was built by CivicPlus. The redesign work was led by the City's Technology Solutions Department and the Office of Public Affairs, a division of the City Manager's Office.

#### Upcoming City Holidays

Thanksgiving - November 26 & 27

Christmas - December 24 & 25

New Years - January 1, 2016

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 the first month of each quarter with the water bill. For the most current information, visit the website at [durhamnc.gov](http://durhamnc.gov).

# City Briefs

## Annual Sewer System Report Now Available

### Hallow-Eno

The Hallow-Eno event will be held Saturday, October 31 from 6 p.m. - 9 p.m. at West Point on the Eno, 5101 N. Roxboro Road. This free event is for all ages and will feature activities including campfire stories and songs, hayrides, treats, face painting, arts, crafts and more. Rain or shine. Call 919-471-1623, option 2, for details.

### Holiday Fun Fest

Mark the beginning of the holiday season at Durham's Annual Holiday Fun Fest Saturday, December 5, from 1 p.m. to 5 p.m. at Rock Quarry Park, 701 Stadium Dr. Enjoy snow sledding and a host of family friendly activities including a campfire with s'mores, hay rides, an interactive kid's corner, food vendors, a holiday market and more. Santa will be on hand to greet children and receive their gift wish list. Call 919-560-4355 or visit [www.DPR-PlayMore.org](http://www.DPR-PlayMore.org) for details.

### Senior Holiday Party (For ages 55 or better)

Celebrate the holidays with an evening of food, fun, fellowship and more at the annual Senior Holiday Party Tuesday, December 8 from 4:30 p.m. to 7:30 p.m. at the Sheraton Imperial Hotel and Convention Center, 3700 Emperor Blvd. The night will conclude with dancing as participants enjoy the band "Image." Each participant will also receive a special holiday gift. Tickets will be available beginning Monday, November 2. Call 919-560-4355 or visit [www.DPRPlayMore.org](http://www.DPRPlayMore.org) for details.

### Kwanzaa Celebration

Mark your calendar for the annual Kwanzaa Celebration Wednesday, December 30 from 6 p.m. - 8 p.m. at the Holton Career and Resource Center, 401 N. Driver St. The celebration of family, community and culture will feature entertainment, activities, food and more. Participants will enjoy drumming and theatrical presentations and a Kwanzaa ceremony where leaders will light candles to signify unity in Durham. For details, call 919-354-2750 or visit [www.DPRPlayMore.org](http://www.DPRPlayMore.org).

Each year, the City prepares a report which outlines the wastewater treatment processes, compliance with permit conditions, maintenance activities in the collection system, and provides a list of reportable sanitary sewer overflows that have occurred during the fiscal year. This report is available to all customers and is submitted to the North Carolina Department of Environment and Natural Resources. The most recent report is available online at [durhamnc.gov/946](http://durhamnc.gov/946). You may also contact Water Management staff at 919-560-4381 for more information. For the Durham County wastewater treatment plant report, visit [38.106.4.244/Home/ShowDocument?id=13481](http://38.106.4.244/Home/ShowDocument?id=13481).

### Exercise Your Right To Vote

The 2015 municipal election will be held on November 3, 2015. For information, visit the Durham County Board of Elections at [www.dconcgovernment/departments-a-e/board-of-elections](http://www.dconcgovernment/departments-a-e/board-of-elections) or call 919-560-0700.

**Connect With The City**  
**Subscribe to the**  
**City Manager's Report.**  
***[www.durhamnc.gov/  
managersreport](http://www.durhamnc.gov/managersreport)***  
**Social Media**  
***[durhamnc.gov/1190/Social  
Media](http://durhamnc.gov/1190/SocialMedia)***

### 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 919-560-4196, TTY 919-560-1200, or at [ADA@durhamnc.gov](mailto:ADA@durhamnc.gov) as soon as possible but no later than 48 hours before the event or deadline date.