



Durham

News and Information from the City of Durham

CITIZENS' NEWSLETTER

April 2018

DurhamNC.gov

FY 2017-2018

Annual Satisfaction Survey Shows Residents Enjoy Living In Durham

The results from the 2017 Durham Resident Satisfaction Survey show that 81 percent of residents feel that Durham is a good-to-excellent place to live, and 72 percent are satisfied with the overall quality of life in their neighborhood.

The 2017 results, the eighth City of Durham resident satisfaction survey, and the third combined

survey with Durham County Government and Durham Public Schools, reveal how residents feel about Durham as a community.

“The survey provides a great opportunity to touch base with our residents – in a statistically sound way – to find out what they really think of our community and the services provided by their two local governments and public school system,” said City Manager Tom Bonfield. “The overall results provide a great picture of, not only resident satisfaction, but also how we should view community-wide priorities. The City administration specifically uses this information to help direct our priorities, from making day-to-day decisions to overall long-term planning and funding allocation.”

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Upcoming City Holidays

Memorial Day, May 28
Independence Day, July 4

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.

Apply for a Neighborhood Matching Grant

The Neighborhood Matching Grants (NMG) program awards matching funds to eligible neighborhood-based organizations to help make Durham's neighborhoods better places to live, work and play.

Through NMG, the City funds projects, planned and implemented by residents, which will improve the livability of neighborhoods. City funds are matched by neighborhood volunteer labor, professional services, material donations and/or cash.

The next application deadline for funding up to \$2,500 is July 31, 2018. For information, visit http://www.durhamcommunityengagement.org/neighborhood_matching_grant.

City Briefs

Satisfaction from Page 1

A major theme that emerged from the survey indicated that, compared to other large cities with populations of 200,000 or higher, Durham is setting the standard for the overall quality of City-provided services and customer service from City employees, rating 59 percent and 57 percent, which is 14 percent and 21 percent above the national benchmark average, respectively.

Based on the survey, residents felt the overall community-wide priorities for improvement over the next two years should be public schools, maintenance of streets, quality of police protection, and ease of travel in Durham.

The top five City-provided services with the highest levels of satisfaction, which combines very satisfied and satisfied responses, included: fire protection and rescue services at 79 percent; response time for fire services at 73 percent; water and sewer utilities at 61 percent; parks and recreation programs at 60 percent; and police protection at 58 percent.

For information on the 2017 Resident Satisfaction Survey, visit the full survey results at durhamnc.gov/ArchiveCenter/ViewFile/Item/3498

April Is National Fair Housing Month

April is National Fair Housing Month, an opportunity to celebrate the Civil Rights legislation that deemed it unlawful to discriminate in housing opportunities (known as the Fair Housing Act). This civil rights legislation was passed on April 11, 1968, an effort by the U.S. government to show its commitment to fairness and equality one week after the assassination of Dr. Martin Luther King, Jr. This year is the 50th anniversary of the Fair Housing Act. The City of Durham will host an exhibit called Uneven Ground throughout April. Uneven Ground is a traveling public exhibition by Bull City 150 that tells the story of the historical roots of current-day land and housing inequality in Durham. Utilizing the exhibit, Bull City 150 intends to encourage dialogue among Durham residents about how we got here and what is needed to ensure that we do not repeat the mistakes and injustices of the past.

Universal Pre-K Application

Know someone with a 3- or 4-year-old ready for preschool? Durham's Universal Pre-K application period is open and will run through May 17. Children born between Sept. 1, 2013 and Aug. 31, 2014 are eligible to apply for the 2018-2019 school year. For information and the full application (English or Spanish), visit <http://dpfc.net/our-work/ncpk>.

Canine Field Day

Enjoy a day in the park with your furry friend. Join us for Canine Field Day on May 5 at Rock Quarry Park, 701 Stadium Drive, from 10 a.m. to 11:30 a.m. There will be activities for every dog. For information, call 919-560-4355 or visit DPRPlayMore.org.

Bimbé Cultural Arts Festival Set for May 19

Parks and Recreation will host its award winning Bimbé Cultural Arts Festival on May 19 at Rock Quarry Park, 701 Stadium Drive, from noon to 8 p.m. The festival is one of the oldest cultural festivals of its kind. For information, visit durhamnc.gov/999/Bimbe-Cultural-Arts-Festival.

New Stormwater Utility Fee Map Available

A new Stormwater Utility Fee WebMap is available for Durham residents to get an interactive view of impervious surface area. Explore the map at <http://gisweb2.durhamnc.gov/durhammaps/swsbu/desktop.html>.

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, 919-560-4197 or fax 919-560-4196, or at ADA@durhamnc.gov as soon as possible but no later than 48 hours before the event or deadline date.