



CITY OF DURHAM
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101 CITY HALL PLAZA
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News Release

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Share! New #Durham City Hall on the Go debuts to community at National Night Out Aug. 2

Durham City Hall on the Go Rolls into Neighborhoods Next Week

New Mobile City Hall to Debut to Community During National Night Out

DURHAM, N.C. – Durham residents who need help from City Hall will soon no longer need to visit 101 City Hall Plaza for assistance...they'll simply need to look for the new [Durham City Hall on the Go](#) truck coming soon to their neighborhoods.

Inspired by the many successful food trucks that call Durham home, the new [Durham City Hall on the Go](#) will serve residents where they live, work, and play. The truck, overseen by the City of Durham's Neighborhood Improvement Services Department on behalf of all City departments, will visit Durham's many neighborhoods throughout the year and offer a select menu of services for residents as well as attend special events, block parties, street festivals, and more.

The truck will make its debut to the City Council on Monday, August 1 from 4:30 p.m. to 7 p.m. on City Hall Plaza and will also be at various National Night Out events on Tuesday, August 2.

According to Director Constance Stancil with the City's Neighborhood Improvement Services Department, for most residents, [Durham One Call](#) and the City's website – <http://DurhamNC.gov> – will remain the frontline for City service. But for some, traveling downtown to City Hall can be burdensome or time consuming.

“Many people need a personal interaction to get direct services, ask a question or get information, so Durham is taking City Hall to them,” Stancil said. “Every City department will have information on the truck and many different City employees – from police officers to

firefighters to water management to solid waste – will also be represented at various times to answer questions, provide information, and offer assistance.”

Since the truck is outfitted with Wi-Fi, residents can get help directly from the truck with searching and applying for employment, paying water utility bills, or sending requests for services online to Durham One Call. But, according to Stancil, the truck is about more than simply providing services – it’s about connecting and communicating with residents in a face-to-face setting.

“In this day and age, everything seems to be going digital and folks spend all of their time behind the screens of their mobile phones or tablets. We’re losing human connections and it’s important for us, as public servants, to be out there so our residents see and know the people that serve their community. We really care about Durham, we want to help, and we’re coming to you.”

Durham’s program is based on similar programs such as the [City of Boston's City Hall to Go](#) and the [City of Dallas' City Hall on the Go](#).

For additional information about Durham City Hall on the Go, including the schedule and how to request the truck to come to a specific neighborhood or special event, visit the Durham City Hall on the Go [Web page](#) or contact a member of the department’s Community Engagement team at (919) 560-1647 or by [email](#).

About the City of Durham Neighborhood Improvement Services Department

The [Neighborhood Improvement Services Department](#) works to preserve and improve quality of life conditions for Durham residents, and to encourage active participation in neighborhood redevelopment and public policy and decision making dialogue. The department is responsible for enforcement of quality of life ordinances and state statutes including the City’s Fair Housing Ordinance; Minimum Housing Code; Nonresidential Code; Weedy Lot, Abandoned & Junk Vehicle ordinances; and the State of North Carolina’s Unsafe Building Statute. The department’s rapid responders, known as the Impact Team, remediate non-compliant housing properties; abate public nuisances, such as graffiti, illegal dumping, and abandoned shopping carts; and conduct neighborhood service projects. The department’s Community Engagement staff provides outreach and education to Durham residents and community organizations.

Guided by the City's [Strategic Plan](#), the department helps ensure that Durham has thriving, livable neighborhoods by providing the highest quality of services to engage and educate the community, eradicating blight, ensuring safer neighborhoods and fair housing opportunities, and enhancing neighborhood revitalization.

[City Hall on the Go photo](#)

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