



**City of Durham
Durham County**

Media Advisory

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News Media Contacts:

Amy Blalock
Sr. Public Affairs Specialist, City of
Durham
(919) 560-4123, ext. 11253
Amy.Blalock@DurhamNC.gov

Dawn Dudley
Sr. Public Information Specialist, Durham
County
(919) 560-0008
ddudley@dconc.gov



Durham Hosts Development Services Center Grand Opening Ceremony

- What:** Development Services Center Grand Opening Ceremony
- Who:** Durham City-County Planning and Inspections Departments and the City of Durham Public Works and General Services Departments
- When:** Friday, March 31, 2017, from 1 p.m. to 2 p.m.
- Where:** Development Services Center Lobby
101 City Hall Plaza, Ground Floor
Durham, N.C. 27701

Fast Facts:

- The construction of the new [Development Services Center](#), overseen by the City's General Services Department, will coordinate over 20 City and County departments as well as State agencies and advisory boards in one location to provide a 'one-stop shop' for information and assistance with Durham's development review process.
- This grand opening ceremony will include remarks from City of Durham Deputy City Manager Keith Chadwell followed by a ribbon-cutting ceremony and refreshments.
- The focus of the new Center is assist Durham homeowners and small business owners by bringing customer service specialists from several departments into the Center to ensure

high quality and timely information is provided so customers understand the requirements they must meet to build including the time and cost of all required reviews.

- The Center will also have staff available to sit down with design professionals and contractors and walk them through the required steps either in person, by phone, or by email.
- The Center is also launching a new website - <http://DurhamNC.gov/DSC> - to further improve the development review process. The website will have tools that allow customers to easily search for information on the development review process, track their application and get a real-time status update, and allow customers to ask questions directly to appropriate staff.
- The opening of this new center is in direct response to the [Durham Joint Economic Development Strategic Plan](#) and the [Development Review Process Performance Audit](#), which noted the need for time-sensitive, easy-to-navigate development review process and improvement of internal collaboration on review turnarounds.
- The Center, which officially opens on Monday, April 3, can be reached at (919) 560-4137 or (919) 560-4144, by [email](#), or through the Center's [website](#).
- Construction of the \$500,000 project began in January 2017, and was completed on time and on budget. For more construction details, visit the [Development Services Center project Web page](#).

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