



Community Engagement NEWSLETTER PAC District 3

“To keep the city safe is a fundamental task of a city’s streets and its sidewalks.”
Jane Jacobs (1916-2006), American-Canadian urbanist, writer, and activist.

MARCH 2014

Inside this issue:

2014 Neighborhood/Community Watch Coordinator and Community Workshop

Empowering Durham Residents Block by Block

Hosted by the Durham Police Department Community Resource Unit

Saturday, March 29, 2014

9 a.m. to 1p.m.

Holton Career and Resource Center

(401 N. Driver Street)

REGISTRATION

Participation is limited to the first 200 persons who confirm attendance by close of business Tuesday, March 25, 2014. For details and to register contact Ofc. Laurence Brown at (919) 560-4404 ext. 29292 or Laurence.Brown@durhamnc.gov.

Sessions

- Residential, Vehicle Breaking and Entering
- CHOICE Program
- Fraud Scams and Prevention
- Fair Housing Laws and Awareness
- Meet Your Community Resource Officer

(Lunch provided to registered attendees)



City Survey Shows Residents Pleased With Durham 2

Crooks Use Tax Form to Sell Scam 3

District 3 Contact Information 4

911 Center Non-Emergency Number

Barking dogs, loud music, burglaries occurring hours or days earlier and vandalism to public or private property are just a few examples of the types of calls that can now be reported to Durham’s new, non-emergency phone number.

The new number, (919) 560-4600, was established by the Durham Emergency Communication Center (DECC) to free up 911 lines for life threatening or in-progress emergencies.

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT (ADA)

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 send an email to ADA@durhamnc.gov, as soon as possible but no later than 48 hours before the event or deadline date.

American Tobacco Trail Pedestrian Bridge Now Open

The long-awaited American Tobacco Trail Bridge over I-40 is now open. The new 270-foot long pedestrian bridge is located just west of Fayetteville Road. The connection to the trail heading south is located in the parking lot near Southpoint Cinemas at the Streets at Southpoint.



**Report code violations, call
Durham One Call!
919.560.1200**

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Department of Neighborhood
Improvement Services*

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 as an "excellent" or "good" place to live and 78 percent feel the city as an "excellent" or "good" place to work. These ratings remain steady from the 2011 survey, which were 82 percent and 77 percent respectively.

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

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.

Areas that influence overall perceptions of Durham also ranked highly, with three-in-four people satisfied with the quality of life in their neighborhood, the quality of services provided by the City, and two-in-three people satisfied with the overall quality of life in the city. Although residents were least satisfied with the value they receive for their tax dollars and fees, satisfaction has increased from 35 percent in the 2009 survey, to 40 percent.

Fire protection and rescue services continued to show the highest satisfaction of all City services, with 84 percent happy with the quality of fire protection and rescue services, and proximity of fire stations. Although 36 percent of residents were least satisfied with the overall maintenance of City streets, the level of satisfaction increased significantly from 31 percent in the 2009 survey, just prior to a major streets repaving program with bond dollars.

Other 2013 results showed:

Code Enforcement. 68 percent were satisfied or highly satisfied with the appearance of houses in neighborhoods, while 34 percent were least satisfied with removal of abandoned vehicles.

Zoning Services. 53 percent were content with enforcement of the mobile vendor ordinance, while 37 percent were least satisfied with enforcement of no front-yard parking.

Utilities Services. 84 percent were happy with solid waste and curbside recycling services; 71 percent with the quality of drinking water and sewer services.

Customer Service. 83 percent were happy with courteousness of, and ease of contact with City employees.

Communication. 61 percent were happy with the availability of information about City programs, and 40 percent were least satisfied with the level of public involvement in local decisions.

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>.

Don't Recognize the Number? Don't Return the Call

Phone-based crooks are always on the lookout for a new way to take your money. In their latest scam, they use computers to place calls to thousands of phones, including to numbers in North Carolina. After your phone rings one time, the computer ends the call but your phone captures the number of that incoming "missed" call.

Even though the number is unfamiliar, some people call back to see who called them. However, calling the number may connect you to an adult entertainment line overseas and trigger charges of \$19.95 plus \$9 for each minute of the call. These calls usually come from area codes in the Caribbean including 473, 809, 284, 649, or 876.

Remember, if the call you missed was legitimate and important, the caller would have left you a voicemail message or will call you back.

To protect yourself from the one-ring scam: Don't automatically return calls from numbers or area codes you don't recognize.

- If you don't know the number but think the call may be legitimate, check it out by typing the number into an online search engine. You can also search the area code to see if it's an overseas call.
- To avoid accidentally calling the number and falling victim to a scam, delete it from your phone.
- Check your cell phone bill carefully, and if you get billed for one of these calls report it to your cell phone carrier.

If you believe that you've been scammed or if you have trouble getting the charges removed from your bill, report it to the Attorney General's Consumer Protection Division by calling 1-877-5-NO-SCAM or file a complaint at www.ncdoj.gov/.

Crooks Use Tax Form to Sell Scam

By Attorney General Roy Cooper

Watch out for scammers using a real tax form to try to trick you out of your money.

A North Carolina consumer recently got an email with tax form IRS Form W-2G, which is used to report gambling winnings. The [form](#) was already filled out with the consumer's name and address, and it showed that he had recently won \$2.5 million dollars in a lottery.

Later, the consumer got a call telling him to be ready to pay \$485 in cash to cover the fee for having the lottery check delivered to his home. The consumer agreed, but when the person delivering the check would not accompany him to the bank to deposit it, the consumer decided to keep his \$485 and report the fraud.

Scammers often use the promise of a prize to get you to pay them money, claiming you owe taxes or fees before you can get your winnings. Once you've paid the first fee, they'll usually ask for another, and then another, but you never get the prize they've promised.

It's against the law to charge a fee before you can collect a prize, or get a loan or a credit card. When someone demands payment upfront in situations like these, close your wallet.

Report scams like this one to the Attorney General's Consumer Protection Division by calling 1-877-5-NO-SCAM or filing a complaint online at www.ncdoj.gov/.

Avoid IRS imposters

By Attorney General Roy Cooper

With the April 15th tax filing deadline coming up, watch out for criminals and con artists posing as the Internal Revenue Service to try to win your trust and steal your money.

We've warned you before about [phony calls from the IRS](#). One North Carolina consumer recently reported getting one of these threatening calls from someone claiming to be with the IRS. The fake IRS agent told him a warrant had been issued for his arrest and, if he did not pay his taxes immediately, police would put him in jail within hours. The caller continued to harass and intimidate him until he felt he had no choice but to pay more than \$8,000 to the scammers.

If you get a call that claims to come from the IRS, look for warning signs that it's scam:

The IRS will not threaten arrest, deportation or license revocation if you don't pay back taxes immediately.

- IRS agents will never demand immediate payment by credit card, pre-paid debit card or wire transfer.
- Typically, the IRS communicates with consumers about tax issues via mail, not by phone, email or text message.
- Ask for the caller's call back number and employee badge number, and then call the IRS directly at 1-800-829-1040 to check them out.
- Don't rely on Caller ID to identify who is calling you, since scammers can manipulate it to make it appear they are calling from the real IRS.
- Never share personal information, such as your Social Security Number or bank account number, with anyone you don't know who contacts you, even if they claim to be with the IRS. Identity thieves can use this information to open up accounts in your name and even claim your tax refund.

If you spot a tax related scam, report it to the Attorney General's Consumer Protection Division by calling 1-877-5-NO-SCAM or [filing a complaint online](#) at ncdoj.gov. If you need help filing your taxes, check out our tips for finding [tax help you can trust](#). So before you pay extra for a quick refund, consider these free options:

- The IRS has partnered with Free File Alliance to provide free use of tax preparation software for taxpayers making \$58,000 or less. When used with direct deposit refunds, you may get your money in as few as 10 days. For more information visit www.irs.gov/efile.
- Volunteer Income Tax Assistance (VITA) is a nationwide program that gives low and middle income consumers free tax help. Many locations also offer self-assistance service, where consumers can access a computer to file on their own. To locate the nearest VITA site, call 1-800-906-9887.
- In North Carolina, State Employees' Credit Union and the Local Government Federal Credit Union both offer free tax help through the VITA program for families earning less than \$52,000 at all branch locations. Families earning more are eligible for the Low-Cost Tax Preparation service, which charges a flat fee of \$75.
- You might be entitled to a refund even if you don't owe income taxes. Call the IRS or visit www.irs.gov/eitc to learn more and see if you qualify for an Earned Income Tax Credit (EITC). The EITC is a refundable federal income tax credit for low-income working individuals and families.

Clean Slate Clinic

A **Clean Slate Clinic** will be held on Saturday, March 22, 2014 from 10AM until 3PM at 118 Hunt Street, Durham North Carolina to help residents with criminal records to access if the person is eligible to clean up their record. Attorneys will be on hand to speak with individuals directly.

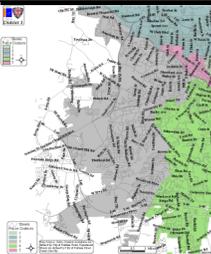
The event is a collaboration by Durham Center for Senior Life, the Southern Coalition for Social Justice, CAARE, the Career Ministry of Union Baptist Church and the Durham Economic Resource Center.

Facilitators: DeWarren K. Langley, JD politicallyactive@gmail.com (919) 423-8089
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Assistant Commander
Lieutenant Terrence Sembly
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Citizen Observation Patrol (C.O.P.)
Master Officer
Erwin Baker
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Erwin.Baker@durhamnc.gov
Community Resources
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High Enforcement Abatement Teams (H.E.A.T.)
Unit Supervisor Sgt. Tracey Bobbitt
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Partners Against Crime District 3

Communities working together to find sustainable solutions to community crime and quality of life issues.

Join us!!

Second Saturday of each month at 10:00 a.m. to 12:00 p.m.

Community Family Life & Recreation Center at Lyon Park

1309 Halley Street, Durham, North Carolina 27707

Join our PAC 3 LISTSERV:

- [Http://groups.yahoo.com/group/pac3](http://groups.yahoo.com/group/pac3)
- Access recent and archived newsletter and minutes

- Post community and neighborhood alerts and criminal activity
- Keep informed about PAC 3, City and County of Durham government organized events and news.

Subscribe to other PAC LISTSERV

PAC 1- Subscribe@yahoo.groups.com

PAC 2- Subscribe@Yahoo.groups.com

PAC 4- Subscribe@yahoo.groups.com

PAC 5- Subscribe@yahoo.groups.com

Latest City of Durham news and information—sign-up at: www.durhamnc.gov

City of Durham
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