



City of Durham County of Durham

Joint News Release

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City and County Announce New Joint Mobile App Initiative

Service and Public Records Requests Submissions Accepted 24 Hours a Day

DURHAM, NC – Durham residents can now submit service and public records requests to Durham City or County governments on a new joint mobile application that launches today. The Durham One Call app is a free interactive tool and can be found by searching for “Durham One Call” on your smart phone in the [Apple Store](#) or [Google Play](#) store.

The app forwards resident requests for service to City and County departments for concerns such as:

- Pothole repair
- Missed trash or recycling collection
- Litter removal
- Dead animal removal
- Reporting a vacant, or abandoned home
- Water Service requests
- Concealed handgun permits

The application is integrated with Cityworks, software used to help manage, track and analyze assets, resident concerns and work activities, allowing for expedited service request generation with less opportunity for data entry error.

“In a society that expects prompt access to services and support, this app is an opportunity to deliver top notch customer service at the touch of a few buttons,” Durham County Manager Wendell Davis said. Durham County, he adds, has embraced many of the latest technology trends and strives to integrate technology practices that mirror the organization’s goals of being an accountable, efficient and visionary government. “App usage is quickly becoming a way of life for the people we serve. The introduction of the Durham One Call app is an example of our continuous efforts to improve quality of life for our residents and visitors.”

Durham City and County governments have embraced partnership opportunities. This most recent collaboration will increase convenience and accessibility via the Durham One Call app available for iOS and Android users. The joint effort will increase efficiency within the City and County organizations.

Both governments share the belief that the new app makes it more convenient for residents to access services. “We are increasingly becoming a mobile society and this is just our next step in providing convenient ways for our residents to contact the City and County of Durham,” City Manager Tom Bonfield said. “The Durham One Call app will give residents and visitors one more way to engage with local governments when they need service.”

Residents will still be able to call Durham One Call at 919-560-1200 or [go online](#) to place a request.

About Durham One Call

[Durham One Call](#) is the central point of contact for residents, businesses, visitors, constituents, stakeholders and employees. Durham One Call provides a high level of service in English and Spanish for customer inquiries and requests for service via telephone, email, voicemail, and in person at the City Hall lobby desk. Durham One Call is also available 24 hours a day 7 days a week via the City’s [website](#) and smartphone application. Durham One Call encompasses the majority of customer contacts on behalf of the City and is committed to providing an exceptional customer experience on behalf of the City. Durham One Call is an exemplary ambassador of the City’s values and was instrumental in obtaining the Public Technology Institute’s “Citizen Engaged Community 2013-2015” award for the City of Durham.

About Durham County Government

The [Durham County Government](#) is consistently ranked as one of the top places in the nation to live, work, and thrive. With a growing population, thriving business community and increasing popularity as a creative and unique destination, DCo is an up and coming county in the country. Guided by the Managing for Results model introduced by Durham County Manager Wendell Davis in 2014, the County uses data to set the course for how to manage, plan, budget, and evaluate programs and services – improving ways of doing business under the umbrella of local government. For information, visit dconc.gov.

About the City of Durham

The more than 2,400 employees of the [City of Durham](#) are dedicated to the service of the city's residents by providing quality services to make Durham a great place to live, work and play. Guided by the [Strategic Plan](#), 24 departments work to ensure the health, safety and welfare of residents and visitors. Services range from building inspections and code enforcement, providing emergency services, trash and waste collection, constructing and maintaining streets, providing essential water and sewer services, and much more. For more information, visit the [website](#), like on [Facebook](#), follow on [Twitter](#), [Instagram](#), [Nextdoor](#) and [YouTube](#), and watch [Durham Television Network](#).

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