

Durham Online Citizen Service Request Center

The Durham Online Citizen Service Request Center is now under the direction of the Office of the First Selectman and we urge all residents to use it to request non-emergency services and report complaints to the Town of Durham staff. This service is available on the town's official website www.townofdurhamct.org and can be accessed by clicking the Citizen Service Request button located in the right hand corner under the words "Durham, CT".

Citizen Service Request Center is a web-based system that will allow citizens to quickly and easily report complaints from home, work or even a hand-held web enabled device 24/7. Users can choose such service categories as a tree problem, mailbox replacement, speeding/traffic concern, curb replacement, town property maintenance, drainage, potholes, street lights, and more. An online form will prompt the citizen to fill out his location and/or the location of the issue and to describe the request. Citizens can even upload a picture or document to be attached to the service request. Before submission, the resident can choose to be notified on all complaint/service request activity either by email, "snail" mail or telephone.

There are many internal benefits for our staff as well. All requests are stored in a secure database and can be easily tracked for administrative, historical and budgeting purposes. Each request will be routed to the appropriate department for resolution and actions will be documented. There is an automatic mapping feature built in to visually see trends and connect problem areas. All staff will be trained to input requests made over the phone for tracking purposes as well.

Our goal is to use the Online Citizen Service Request Center to resolve requests in a more timely and efficient manner. Our data proves that our website is heavily used. We hope this interactive tool will become an effective way for citizens to communicate with our staff.