

The way we communicate with others and with ourselves ultimately determines the quality of our lives ~

 [Anthony Robbins](#)

Leadership coach Anthony Robbins has said, “The way we communicate with others and with ourselves ultimately determines the quality of our lives.” I believe that is true for our municipal government and our community. Ever since my town clerk days, communication between and among our government and citizens has been very important to me. It is critical that our residents communicate what is important to them and it is crucial that our government officials communicate what is necessary to deliver the services that are required by law or initiated and requested by residents. Some of you apologize when registering a complaint. However, it is necessary that you help be our eyes and ears all over town and we appreciate you bringing issues to our attention.

How do we communicate; let me count the ways. Obviously we are available by phone. Each department has a voice mail account where messages can be left. We do not issue every official a cell phone. In fact, only some people in public works, building and health and public safety have cell phones. However, many of us have personal phones, so do not be afraid to ask that we be contacted via cell phone if necessary.

When I built the website eight years ago, I wanted it to be an interactive site; a way to impart and receive information. If you haven’t done so already, please visit our website to see how many different communication tools it contains. All our email addresses are listed in the ‘Contact Us’ section. You can also sign up for many different email lists for specific types of information such as GovCasts, Senior Issues, Health Department Updates. You can register a complaint or service request using our online Citizen Request system. That tool allows you to put in your request and attach any supporting documentation along.

The SAFERDurham emergency notification system was installed as a way to communicate our emergency messages to you. If you haven’t signed up, please visit our website or call in to the town hall to do so. There is also a new State of Connecticut system. A link to that registration can also be found on our website.

My latest foray and attempt at communicating is the use of social media. Facebook, blogs and Twitter are now being used by many governmental and commercial entities to network to large groups. There is a Residents of the Town of Durham page on Facebook that is being used and populated more and more each day. It was created as a friendly forum for the residents of the Town of Durham to network, share ideas, express thoughts and concerns and to distribute news relative to the Town of Durham. It is not intended to be political or to be used for personal gain however. Please join us. I can honestly tell you that these efforts have already reaped positive results.

You will soon be viewing our community access tv show on channel 19 on COMCAST as another way to communicate. More details will be provided when our production team is ready.

Please contact us any time. Although you may not always get the answer you want or as quick as you would like, I promise you that your calls are very important to each and every one of us at the town hall. It is not always within our capability to help solve your problems but we appreciate the opportunity to try.

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