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Mayor

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## Communication is Key

Occasionally you may have the need to reach out to the city for one reason or another. Maybe you have a question about a recreation program or want to report a pothole. As a city, we strive to maintain an open line of communication with our residents. Our city website ([murray.utah.gov](http://murray.utah.gov)) is updated regularly to answer many questions about what is going on in Murray. In May we implemented a new Murray City monthly e-newsletter to help keep you informed via email. You can subscribe to the email newsletter on our website. We also post on our city Facebook, Instagram, and Twitter pages. In addition, several of our departments, such as Parks and Recreation, Power, and Fire, post to their social media pages regularly. We also continue the longstanding practice of utilizing the Murray Journal to publicize city activities.

On those occasions that you need to contact the city, it may not always be clear which department or division can help you. On the front page of our website there is a "button" called "Report a Concern." Clicking this button opens a window with some helpful phone numbers, and links to a form for reporting problems. Whether it be a street issue or a code enforcement complaint, using this form will direct your communication to the right person who can help you or respond to your concern. The mayor's office can also help direct calls to the right department.

We want to make things as straightforward as possible in communicating with you, so we are always open to suggestions for improving our website and social media outlets. Email is a good way to make suggestions and there are email addresses for all our departments on the website.

If you have a complaint or concern, we want to hear from you. Please be as specific as possible and focus on the facts of the problem or situation. Often a resident is frustrated when making a



report, but rude or offensive comments toward an individual or individuals is not productive. Our Murray City employees will respond and help where they can. There are limits to what a city can legally do, and in some cases it's not the answer the complainant may be looking for. Sometimes the city is asked to intervene on matters where the city has no jurisdiction or authority, especially involving disputes between neighbors and private property issues. In addition, the city has no authority to enforce HOA regulations. It's also difficult to enforce anonymous complaints because code enforcement involves a criminal citation and by law there must be a complainant.

On a positive note, we appreciate your observations throughout the city and when you let us know there are issues we need to address such as streetlights that have burned out, signs that are damaged, graffiti, and so forth. We are constantly seeking to improve our services and communication. I believe in the concept of continuous improvement and I know that there are always ways that we can improve.

I like this quote by the author and professional speaker Rich Simmonds: "Communication is only effective when we communicate in a way that is meaningful to the recipient, not ourselves." I hope you will visit our website and social media outlets regularly to stay informed, and please share with us your suggestions for improvement in making our communication more meaningful to you.