

# Open Line

## A Monthly Newsletter for City of Auburn Citizens

July 2018

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City of Auburn

### The results are in: 2018 Citizen Survey shows high marks for city services, value for tax dollar

Since 1986, the City of Auburn has conducted an annual survey asking residents how they feel about the services we provide. From the customer service you receive when paying your water bill to your thoughts about the overall appearance of Opelika Road, the survey touches on every aspect of the City's operations.

Why do we conduct the survey? Because we want to know how we can do better. These results are more than a report card; they let us hear from the collective wisdom of our residents and not just from the few residents who show up at council meetings. The results from the survey give us input to help set goals, provide a budget to meet those goals and measure outcomes to gauge how well we achieved those goals.

This year, 95 percent of residents think Auburn is a great place to live and raise a family. Our ratings for City services are 24 percent higher than the national average, with 84 percent of residents satisfied with the services we provide. Residents rate the value that they receive for their tax dollars with a 75 percent satisfaction rating, 36 percent higher than the national average. ETC Institute President Chris Tatham, whose company conducts the survey, presented this year's results at the May 15 City Council meeting and included these major findings:

- Residents have a very positive perception of the City.
- Residents rank the delivery of City services with satisfaction levels that are among the highest in the nation. Auburn is setting the standard for the delivery of City services, according to Tatham.
- The City is equitably serving the needs of residents in all areas of Auburn.
- Traffic flow and downtown parking are the top priorities for improvement.

#### What we're doing well

Auburn ranked higher than the national average in 61 categories, including the quality of our police, fire and ambulance services (14 percent higher), and litter and debris cleanup (39 percent higher). Our recycling drop-off center was rated 32 percent higher than the national average, and our customer service was rated 25 percent higher.

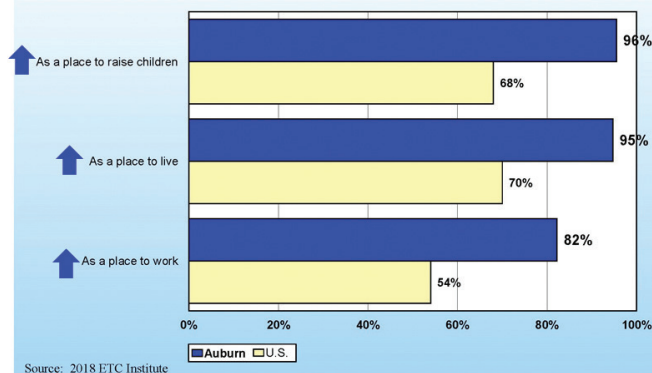
Over the last year, we saw a notable spike in satisfaction levels with our City's website, which was relaunched in July 2017 after years of hard work and collaboration among all City departments and with input from our citizens. Satisfaction with our social media presence also significantly improved over the last year. Satisfaction with materials accepted for recycling improved significantly over the last year. We believe that this area of improvement was fueled by our introduction of single-stream recycling. We plan to have the new single-stream recycling service available to all residents by the end of this calendar year.

#### Opportunities for improvement

Because Auburn is a great place to live, more and more people are moving to the area, which has led to traffic congestion and the need for more downtown parking. According to Tatham, traffic flow issues are a constant for growing communities, and Auburn is growing. The latest U.S. Census findings identified Auburn as being in the top 100 fastest growing

#### Overall Ratings of the Community Auburn vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



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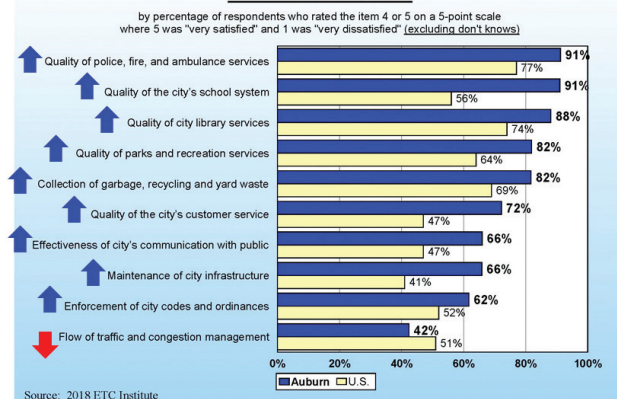
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communities above 50,000 people. With only 42 percent of our citizens satisfied with traffic flow and parking in downtown, we have already begun to address these issues.

Active projects around the City include resurfacing projects such as the one on Bedell Avenue; sidewalk projects such as those on Annalue Drive, Moores Mill Road and the Martin Luther King Drive multi-use path; beautification projects such as Glenn Avenue median landscaping and improvements on Richland Road and its intersection with Shug Jordan; and road widening projects on Donahue Drive, Cox Avenue and Wire Road. There are many more infrastructure improvement projects planned in the near future.

A comprehensive, citywide traffic study is underway to help us identify top priorities for improvement. Our Traffic Engineering Division is working on a project to coordinate and update Auburn's traffic signals so that they handle traffic flow in a smarter and more dynamic way throughout the City. Major downtown intersection improvements are in the works for the intersections of Samford Avenue at Gay and College streets and Glenn Avenue at College and Wright streets. Additional improvements are planned to link downtown to the new performing arts center forthcoming on South College Street.

### Overall Satisfaction with Major Categories of City Services Auburn vs. the U.S.



On the parking front, the newly opened East Glenn Avenue Municipal Parking Lot has added 88 free parking spaces within

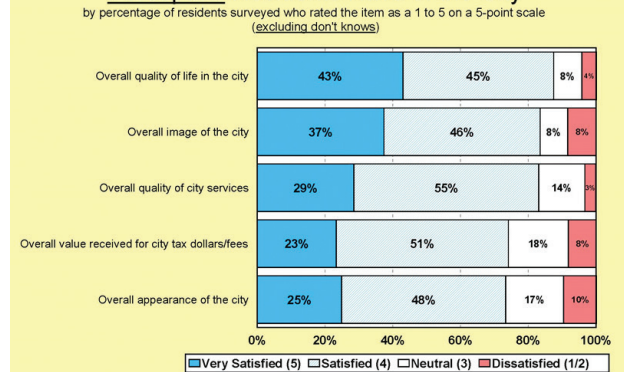
walking distance of downtown. The City's valet parking has added an additional 60 spaces available for use by those electing to use the valet services. By late August of this year, we will have 100 parking spaces available on the Auburn Bank property for downtown employees, thereby freeing up 100 public parking spaces for downtown customers. By next year at this time, there will be a new 600 space parking deck at the old Student Baptist location on North College. We have heard the citizens, and we are working to make their desires a reality.

### How accurate are these results?

Since the survey is conducted using scientific survey principles, it provides a statistically valid measure of public opinion. The 2018 Citizen Survey provided a 95 percent level of confidence with a precision of plus or minus 3.5 percent. This means that if the survey was conducted 100 times using 100 different random samples, it would show the same results (plus or minus 3.5 percent) 95 out of 100 times. By following these scientific principles, we can be confident that the survey accurately measures the feelings and opinions of Auburn residents. The Citizen Survey is conducted by an independent third party, the ETC Institute, to protect the survey from bias and to provide an independent analysis of the results.

A full report of this year's survey results is available at [auburnalabama.org/survey](http://auburnalabama.org/survey).

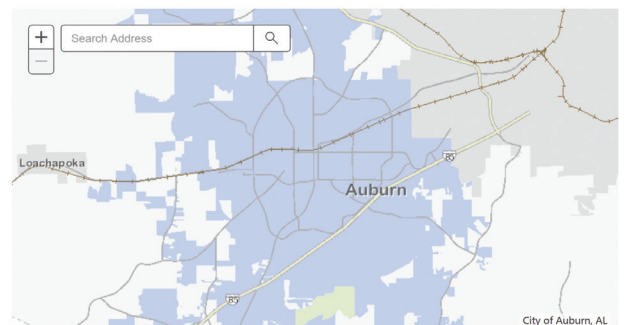
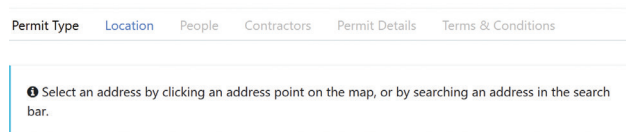
### Q3. Satisfaction With Items That Influence the Perception Residents Have of the City



## City launches new public portal for development permits

Over the last year, City of Auburn staff have been working to simplify and improve our permitting process for all development services. Staff from across City departments, including Inspection Services, Engineering Services, Environmental Services, Planning, Water Resource Management, Public Safety, Finance and Information Technology, have worked together to make the process more friendly to residents, businesses and developers alike. This organization-wide assessment helped us pinpoint several opportunities to standardize and optimize the way we work to serve you, our customers.

A key part of improving our permitting process was incorporating a new permitting software. In November 2017, we started using Cityworks Permits, Licensing & Land (PLL) to host our new processes. This software works seamlessly with the wealth of mapping data in our Geographic Information System, allowing citizens to see permit locations and other data, such as utilities, zoning info and floodplain, in one map. We've been using Cityworks for several years for asset and work order management, and now, Cityworks PLL allows us to tie the permitting process into our existing workflows.



We've seen great improvements to the way we process permits within City departments since we switched to Cityworks PLL. The software has allowed us to go paperless and use one computer system, cutting out repetitive work, and has sped up the permitting process by allowing seamless communication between departments. It also makes it easier for you, whether you're looking for a permit to add a deck to your house or a developer getting started on a new subdivision. Instead of visiting multiple departments to obtain the various certificates and permits, you can visit one office to fill out forms and pay fees.

But there is more coming. We will soon launch our public permit portal connected to Cityworks PLL that will make it even easier for those seeking a permit. The portal is a one-stop website where the public

can submit permit applications, schedule inspections, view inspection results and pay fees. Rather than waiting until our offices open or rushing to get in before they close, anyone can submit and work on their application from beginning to end anytime, anywhere and from any device. By creating this flexibility, we hope to save time and create better communication between all parties throughout the permitting process.

To help familiarize those interested in using the portal, we're inviting the public to training sessions where you can experience a hands-on demonstration and ask questions. Keep an eye on [auburnalabama.org](http://auburnalabama.org) for the announcement of the portal's official release and dates for training sessions.

## **Auburn Water Works Board releases 2017 Consumer Confidence Report**

Each year the Auburn Water Works Board distributes its Consumer Confidence Report, which notifies customers about the quality and safety of their drinking water. We are pleased to report that Auburn's water is safe and free of any significant contaminants. The full 2017 report is available at [auburnalabama.org/wrm/ccr/2017](http://auburnalabama.org/wrm/ccr/2017).

The report provides customers with information about the contaminants that may be found in their drinking water and how these contaminants may affect their health. It is also an opportunity to educate customers about where Auburn's drinking water comes from, how we treat and ensure our water is safe and reliable and the delivery methods we use to ensure compliance with State and Federal laws. In this year's report, you'll find information about the Auburn Water Works Board's year-round monitoring of Lake Ogletree for nutrients, bacteria and taste and odor causing compounds. You'll also learn about recent improvement projects, like the new spillway at Lake Ogletree.

To receive a hard copy of the Consumer Confidence Report, please call (334) 501-3060, email [webwtrswr@auburnalabama.org](mailto:webwtrswr@auburnalabama.org), visit the Water Resource Management Department or submit a request with your monthly payment. Paper copies will also be available at the Bailey Alexander Water and Sewer Complex and other City facilities.



## **Starting a Business in Lee County**

The Auburn Public Library will host an interactive course on how to start your own business in Lee County and in Alabama as a whole on Tuesday, July 24, from 5:30-7 p.m. The course will be presented by Brett A. Smith, MPA, JD, LL.M., a partner with Huff Smith Law, LLC.

The course is free and open to the public. To register, email [libraryevents@auburnalabama.org](mailto:libraryevents@auburnalabama.org) or call (334) 501-3198.

## **Annual 4<sup>th</sup> of July Celebration sponsored by Briggs & Stratton**

Celebrate Independence Day Auburn-style with a FREE celebration! Join Auburn Parks and Recreation and Briggs & Stratton for the Annual Fourth of July Celebration at Duck Samford Park from 6-9 p.m., Enjoy fireworks, food, goodies, music and fun!

Gates will open at 6 p.m., and entertainment will begin at 7 p.m. Fireworks will launch at 9 p.m. The celebration will be held behind the Home Side of the Duck Samford Football Stadium. The parking lot off of East University Drive next to the Old Duck fields will be open to the public for parking. For more information, please visit [auburnalabama.org/parks](http://auburnalabama.org/parks).



## **Board Vacancies**

One vacancy for the Building Board of Adjustments was announced at the May 15 Auburn City Council meeting and will be filled at the June 19 meeting. Three vacancies for the Planning Commission and two vacancies for the Greenspace Advisory Board will be announced at the June 19 meeting and will be filled at the July 17 meeting.

Visit [auburnalabama.org/boards-and-commissions](http://auburnalabama.org/boards-and-commissions) for more information about volunteering for one of our boards and commissions.

# JULY **up**COMING EVENTS

Due to space considerations, we are unable to publicize events that are not directly affiliated with a City department.

<p><b>1</b></p> <p><b>Movies</b> 2 &amp; 6 p.m.</p> <p><b>Cemeteries Advisory Board</b> 4 p.m.</p> <p><b>National Parks and Recreation Month Movie Madness Tournament Kicks off</b></p>	<p><b>2</b></p> <p><b>Movies</b> 2 &amp; 6 p.m.</p> <p><b>National Parks and Recreation Month Movie Madness Tournament Kicks off</b></p>	<p><b>3</b></p> <p><b>Baby Time</b> 9:30 a.m., 10:30 a.m. and 1 p.m.</p> <p><b>50+ Bingo</b> 10:30 a.m. at Harris Center</p>	<p><b>4</b></p> <p><b>Auburn City Pools Open</b> 9 a.m. - 4 p.m.</p> <p><b>Toddler Storytime</b> 9:30 a.m., 10:30 a.m. and 1 p.m.</p> <p><b>Auburn Public Library Studio</b> 9:30 a.m.</p> <p><b>Independence Celebration</b> 6 - 9 p.m. at Duck Sanford Park</p>	<p><b>5</b></p> <p><b>Preschool Storytime</b> 9:30 a.m., 10:30 a.m. and 1 p.m.</p> <p><b>Hometown Heroes</b> 2 p.m.</p> <p><b>Gamer's Society</b> 4 p.m.</p> <p><b>RAIN DATE for Independence Celebration</b></p>	<p><b>6</b></p> <p><b>Tree Commission</b> 11:30 a.m.</p> <p><b>Deadline for Rising Tiger and Jr. Soccer Camp II</b></p>	<p><b>7</b></p> <p><b>STEM Storytime</b> 10 a.m.</p>
<p><b>8</b></p> <p><b>Mondays with MyGym</b> 10:30 a.m.</p> <p><b>Movies</b> 2 &amp; 6 p.m.</p> <p><b>Online Registration begins for flag football, fall baseball, softball, cheerleading, tackle football, soccer &amp; fall instructional league</b></p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>Mondays with MyGym</b> 10:30 a.m.</p> <p><b>Movies</b> 2 &amp; 6 p.m.</p> <p><b>Online Registration begins for flag football, fall baseball, softball, cheerleading, tackle football, soccer &amp; fall instructional league</b></p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>Baby Time</b> 9:30 a.m., 10:30 a.m. and 1 p.m.</p> <p><b>Parks &amp; Recreation Advisory Board</b> 11:45 a.m.</p> <p><b>Greenspace Advisory Board</b> noon</p> <p><b>Historic Preservation Commission</b> 4 p.m.</p> <p><b>Board of Education</b> 6 p.m.</p> <p><b>Committee of the Whole</b> 6:55 p.m.</p> <p><b>City Council</b> 7 p.m.</p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>Toddler Storytime</b> 9:30 a.m., 10:30 a.m. and 1 p.m.</p> <p><b>Auburn Public Library Studio</b> 9:30 a.m.</p> <p><b>Board of Zoning Adjustment</b> 4:30 p.m.</p> <p><b>Registration Deadline for ARPD Sports Camp II</b></p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>Preschool Storytime</b> 9:30 a.m., 10:30 a.m. and 1 p.m.</p> <p><b>Hometown Heroes</b> 2 p.m.</p> <p><b>Gamer's Society</b> 4 p.m.</p> <p><b>Planning Commission</b> 5 p.m.</p> <p><b>Float-N-Movie</b> 8:30 p.m. at Sanford Pool</p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>13</b></p> <p><b>Registration deadline for Soccer Advanced &amp; Goalkeeper Camps</b></p> <p><b>Registration Deadline for Thunder Tykes Camp II</b></p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>14</b></p> <p><b>STEM Storytime</b> 10 a.m.</p> <p><b>Day In Clay</b> 1 - 4 p.m.</p> <p><b>Dean Road Rec Center</b></p>
<p><b>15</b></p>	<p><b>Mondays with MyGym</b> 10:30 a.m.</p> <p><b>Movies</b> 2 &amp; 6 p.m.</p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>17</b></p> <p><b>Baby Time</b> 9:30 a.m., 10:30 a.m. and 1 p.m.</p> <p><b>50+ Bingo</b> 10:30 a.m. at Harris Center</p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>18</b></p> <p><b>Toddler Time</b> 9:30 a.m., 10:30 a.m. and 1 p.m.</p> <p><b>Auburn Public Library Studio</b> 9:30 a.m.</p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>19</b></p> <p><b>Preschool Storytime</b> 9:30 a.m., 10:30 a.m. and 1 p.m.</p> <p><b>Hometown Heroes</b> 2 p.m.</p> <p><b>Gamer's Society</b> 4 p.m.</p> <p><b>Water Works Board</b> 5 p.m.</p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>20</b></p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>21</b></p> <p><b>STEM Storytime</b> 10 a.m.</p>
<p><b>22</b></p>	<p><b>Mondays with MyGym</b> 10:30 a.m.</p> <p><b>Movies</b> 2 &amp; 6 p.m.</p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>23</b></p> <p><b>Mondays with MyGym</b> 10:30 a.m.</p> <p><b>Movies</b> 2 &amp; 6 p.m.</p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>25</b></p> <p><b>Toddler Time</b> 9:30 a.m., 10:30 a.m. and 1 p.m.</p> <p><b>Auburn Public Library Studio</b> 9:30 a.m.</p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>26</b></p> <p><b>Preschool Storytime</b> 9:30 a.m., 10:30 a.m. and 1 p.m.</p> <p><b>Hometown Heroes</b> 2 p.m.</p> <p><b>Gamer's Society</b> 4 p.m.</p> <p><b>Summer Therapeutic Camp</b></p>	<p><b>Friday Night Splash</b> 6-8 p.m. at Sanford Pool</p> <p><b>Summer Therapeutic Camp</b></p> <p><b>National Parks and Recreation Month Movie Madness Tournament ends</b></p> <p><b>Goal Keeper &amp; Advanced Soccer Camp Registration ends</b></p>	<p><b>28</b></p> <p><b>STEM Storytime</b> 10 a.m.</p>
<p><b>29</b></p> <p><b>Drake Pool closes for the 2018 Summer Season</b></p>	<p><b>30</b></p> <p><b>Mondays with MyGym</b> 10:30 a.m.</p> <p><b>Movies</b> 2 &amp; 6 p.m.</p>	<p><b>31</b></p> <p><b>Baby Time</b> 9:30 a.m., 10:30 a.m. and 1 p.m.</p> <p><b>Summer Learning Challenge Celebration</b> 4 p.m.</p> <p><b>Walk-in baseball, softball, flag &amp; tackle football and soccer registration</b> 6-7 p.m. at Dean Road Recreation Center</p>		<p><b>View our online edition of Open Line at</b> <a href="http://auburnalabama.org/openline">auburnalabama.org/openline</a></p>	<p><b>Auburn Public Library</b> <a href="http://auburnalabama.org/library">auburnalabama.org/library</a> (334) 501-3198</p> <p><b>Parks and Recreation</b> <a href="http://auburnalabama.org/parks">auburnalabama.org/parks</a> (334) 501-2930</p>	 <p>City of Auburn</p>

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