

Open Line

A Monthly Newsletter for City of Auburn Citizens

June 2009

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City of Auburn



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Auburn Citizens Voice Their Opinions

2009 Citizen Survey Results Now Available

Auburn citizens play a crucial role in the government process through the City's annual Citizen Survey. For more than 20 years, results of the survey have been utilized to measure the quality of City services, help set the budget, and provide a guide for the future priorities and direction of the City. Results of the 2009 citizen survey revealed a high level of citizen satisfaction with the quality of life in Auburn and the services provided by the City. Of the citizens surveyed who had an opinion, major findings include:

Quality of Life

- 96% are satisfied with Auburn as a place to raise children
- 94% are satisfied with Auburn as a place to live
- 92% are satisfied with the quality of Auburn City Schools
- 92% are satisfied with the quality of life in Auburn
- 88% are satisfied with the quality of police, fire and ambulance services
- 82% are satisfied with Auburn as a place to work
- 81% are satisfied with the quality of parks programs and facilities



City Services (Environmental Services crew)



Infrastructure Improvements (Donahue Drive - Magnolia Avenue intersection improvements)

City Services/Maintenance

- 92% are satisfied with residential garbage collection service
- 90% are satisfied with the quality of the Auburn Public Library
- 86% are satisfied with the maintenance of City buildings
- 85% are satisfied with the maintenance of City parks
- 85% who contacted the City found it easy to reach their intended audience
- 84% are satisfied with the maintenance of downtown Auburn
- 84% are satisfied with the quality of water service to their home
- 82% are satisfied with the maintenance of traffic signals
- 82% are satisfied with sanitary sewer service
- There were **no** significant decreases from 2008

The Citizen Survey allows the City to identify areas of concern to citizens and to take action. Previous survey results indicated that residents were concerned with neighborhood speeding. In response, the City increased police presence in areas where chronic speeding was reported and increased use of speed detection trailers to remind drivers to watch their speed. In the FY09 budget, the Auburn City Council allocated funds for the addition of two new police officers dedicated to traffic enforcement. As a result, satisfaction with the enforcement of speed limits in neighborhoods has increased 13% overall in the last two years. Other areas with notable increases in satisfaction since 2008 include:

- Satisfaction with the flow of traffic and congestion management increased 7% from 2008
- Satisfaction with ease of East-West travel increased 6% from 2008
- Satisfaction with ease of North-South travel increased 4% from 2008
- Satisfaction with the quality of life in Auburn increased 4% from 2008
- Satisfaction with the quality of stormwater runoff/management increased 4% from 2008
- Satisfaction with enforcement of codes/ordinances increased 4% from 2008

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2009 Auburn Citizen Survey Results

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Citizens identified two major areas they thought should receive the most emphasis from City leaders over the next two years:

1. Management of traffic flow and congestion
2. Maintenance of City streets and facilities

Several current and upcoming projects should help address these concerns. In January, Auburn voters approved the use of proceeds from the Special Five Mill Tax Fund to provide \$9 million in infrastructure and public improvements. One project approved by this measure is the Donahue Drive - Magnolia Avenue intersection improvements, now underway. Other projects expected to get underway this summer include the Magnolia Avenue resurfacing and crosswalk installation, street resurfacing, and the Frank Brown Recreation Center renovations.



Public Safety (Auburn Police Division patrols)



City Facilities (Auburn Softball Complex)

The 2009 Citizen Survey showed that 75% of citizens were satisfied with the value of City services they received for their tax dollars. A professional staff is an essential component to maintaining these services. The City of Auburn prides itself on employing a highly-qualified, competitively-compensated workforce while keeping personnel costs under 50% of the overall budget. Many government entities allocate up to 80% of their budget to personnel. The City's workforce includes a wealth of knowledgeable, long-term employees dedicated to their community and

motivated to responding to citizens. Auburn's 12 department heads alone bring a combined total of 228 years of service as City employees. In addition to the overall citizen satisfaction levels with City services, the 2009 survey shows:

- 81% of those who contacted the City found employees responsive to their needs
- 69% are satisfied with the effectiveness of the City Manager
- 67% are satisfied with the effectiveness of elected officials

The Citizen Survey represents one of many ways in which the City Council and staff facilitate open and transparent government. Survey results are posted online in their entirety and presented publicly to the City Council and citizens. The City's award-winning Biennial Budget, the Comprehensive Annual Financial Report or CAFR (the previous year's audited budget), meeting packets, and a wealth of other materials are available for citizens to review on the City's website at www.auburnalabama.org. These documents, coupled with the City's e-Notifier electronic subscription service, are an integral part of transparency in Auburn's government.

The Citizen Survey is an independently-conducted, scientifically-valid survey administered by ETC Institute of Olathe, KS. Results are available online at www.auburnalabama.org/survey. Copies are also available for review at Auburn City Hall and the Auburn Public Library. The City of Auburn would like to thank the citizens who participated in this year's survey.

Please visit www.auburnalabama.org/survey or contact Auburn City Hall at 501-7260 for more information.

Board Vacancies

- One vacancy on the **Indian Pines Recreation Authority** will be filled at the June 16 City Council meeting.
- Three vacancies on the **Auburn Downtown Redevelopment Authority** will be filled at the July 7 City Council meeting.



Citizens interested in serving are encouraged to contact their City Council member or notify the City Manager's Office at webocm@auburnalabama.org or call 501-7260.

MEETING SCHEDULE

JUNE

- 1 Cemeteries Advisory Board**, 4 p.m., Dean Road Recreation Center
- 2 Parks & Recreation Advisory Board**, 5:15 p.m., Dean Road Recreation Center
- City Council**, 7 p.m., Council Chamber
- 3 Board of Zoning Adjustment**, 4:30 p.m., Council Chamber
- 5 Tree Commission**, 11:30 a.m., Chamber of Commerce Conference Room
- 9 Greenspace Advisory Board**, 11:30 a.m., City Meeting Room
- Historic Preservation Commission**, 4 p.m., Development Services Building
- 11 Planning Commission**, 5 p.m., Council Chamber
- Board of Education**, 6 p.m., AHS Multi-Media Room
- 16 City Council**, 7 p.m., Council Chamber
- 18 Water Works Board**, 4 p.m., Water Board Conference Room
- 23 Bicycle Committee**, 7 p.m., Development Services Building

Meeting times and places are subject to change.

For more information, including a map of City meeting locations, please visit www.auburnalabama.org/boards.

City Launches Fats, Oil, and Grease Recycling Program

Recently, the City of Auburn Water Resource Management Department launched a new pilot program for recycling used fats, cooking oil, and grease. Residential fats, oils, and grease can now be properly disposed of 24 hours a day at the RecycleAuburn Drop-Off Center, located at 365-A North Donahue Drive. The program provides citizens with an excellent alternative to pouring fats, oils, and greases down kitchen sinks and drains.



City of Auburn Watershed Division Manager Matt Dunn commented, "One of the main causes of sewer line blockages is an accumulation of fats and greases in the system. Over time, these materials create problems in the system and can lead to costly and destructive sewer overflows for property owners. This new program will allow citizens to safely dispose of their cooking by-products without clogging their sewer lines."

Participation in the program is simple and best of all, it's free. Here's what to do:

- Collect the cooking waste - fats, oils, and grease - in an empty, sealable container. Containers are available to borrow free of charge at the RecycleAuburn Drop-Off Center on Donahue Drive.
- Return the container to the RecycleAuburn Drop-Off Center and place it in the bottom of the recycling cabinet.
- Pick up an empty recycling container for your next use.

By working together, we can help keep Auburn's sewer system fat free. Please visit www.auburnalabama.org/wrm-sewer/FOG.asp, or contact the City of Auburn Water Resource Management Department at 501-3060 for more information.

FEMA Floodplain Maps and Flood Insurance Study Update

Property Owners in Floodplain Encouraged to Contact Insurance Agent About Flood Insurance

Lee County is in the process of updating its Federal Emergency Management Agency (FEMA) Floodplain Maps and Flood Insurance Study. The City of Auburn's FEMA Floodplain Maps and Flood Insurance Study will also be updated as part of the countywide map modernization project. Printed copies of the proposed maps are available at the Development Services Building, located in the Douglas J. Watson Municipal Complex on Ross Street. Maps will be available for public review Monday - Friday from 7:30 a.m. - 4:30 p.m. Additional information about the FEMA project, as well as an interactive map that will help you determine if your property is located within FEMA's proposed floodplain, is available online at www.auburnalabama.org/fema.

For more information, visit the City's FEMA website at www.auburnalabama.org/fema or contact the City of Auburn Public Works Department at 501-3000 or webpw@auburnalabama.org.

Summer Night downtown art walk

friday
June 19th → 6-9:30pm



Join the City of Auburn, the Auburn Arts Association, and the Downtown Auburn Merchants for SummerNight 2009 on Friday, June 19 from 6 - 9:30 p.m. in downtown Auburn. This free community event features works by local artists on display throughout downtown. Enjoy live music, children's activities, and special late-night shopping hours at downtown stores.

For more information, please contact the Jan Dempsey Community Arts Center at 501-2963.

Please note, downtown streets will be closed during this event.

Maneuvering Traffic Circles

The 2009 Citizen Survey results showed a 13% increase in satisfaction with the enforcement of speed limits in neighborhoods over the last two years. In addition to increased police patrols, one of the many ways the City of Auburn seeks to combat neighborhood speeding is through the use of traffic circles.

Traffic circles function as miniature roundabouts, redirecting cut-through traffic, reducing speed, and cutting back on the number and severity of accidents. Statistics show that a neighborhood typically sees a 9 - 10 mph reduction in speed following the installation of a traffic circle. In order to best utilize the traffic circles, drivers should keep the following points in mind:

- Be prepared to yield to traffic. All roads approaching the circle are marked with yield signs.
- Yield to traffic already in the circle.
- If two vehicles arrive at the circle at the same time, the vehicle to the right goes first.
- Maintain a maximum speed of 15 mph while in the traffic circle.
- To turn left, drivers must go all the way around the circle before turning.

Please visit our website at www.auburnalabama.org and select the "Traffic Calming Request" button under the "Residents" tab for more information.



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Open Line Feedback

Do you have any suggestions, feedback, or story ideas that you would like to share? If so, please contact us at openline@auburnalabama.org or call 501-7255.

up COMING EVENTS

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



Coming Soon...Jan Dempsey Community Arts Center Exhibition - Mark your calendar for the following Jan Dempsey Community Arts Center Exhibition. The exhibit is free and open to the public Monday - Friday from 8 a.m. - 5 p.m. For more information, contact the Arts Center at 501-2963.

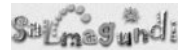
• **11th Annual Juried Art Exhibition, May 15 - June 30.** A competitive exhibition open to artists and craft persons in Lee County.

Tuesdays in June...Movies for Tweens - Rising 5th - 8th graders are invited to join the Auburn Public Library for Movies for Tweens every Tuesday this month at 2 p.m. For more information, visit www.auburnalabama.org/library or contact Youth Services at 501-3196.



Wednesdays in June...Preschool Story Time - Preschoolers ages 3 - 5 years are invited to join the Auburn Public Library for Preschool Story Time every Wednesday at 10 a.m. For more information, visit www.auburnalabama.org/library or contact Youth Services at 501-3196.

Wednesdays in June...Salmagundi® - Rising K - 5th graders are invited to join the Auburn Public Library for Salmagundi® every Wednesday this month from 2 - 3 p.m. Don't miss special activities and performers all summer! For more information, visit www.auburnalabama.org/library or contact Youth Services at 501-3196.



Thursdays in June...Toddler Time - Toddlers ages 18 months - 3 years are invited to join the Auburn Public Library for Toddler Time every Thursday at 10 a.m. For more information, contact Youth Services at 501-3196.

Thursdays in June...Young Adult Coffeehouse - Rising 8th - 12th graders are invited to join the Auburn Public Library for Young Adult Coffeehouse every Thursday this month at 6:30 p.m. Express yourself this summer through writing, art, music, and performance! For more information, visit www.auburnalabama.org/library or contact Youth Services at 501-3196.



Beginning June 1...Preschoolers - Rising 5th Graders Summer Reading Program Registration - Join the Auburn Public Library's summer reading program, Be Creative @ Your Library. Sign up at the Youth Services Desk beginning June 1. Set a goal and win prizes for every five books you read. For more information, visit www.auburnalabama.org/library or contact Youth Services at 501-3196.

Beginning June 1...Rising 6th - 12th Graders Summer Reading Program Registration - Join the Auburn Public Library's summer reading program, Be Creative @ Your Library. Sign up at the Youth Services Desk beginning June 1. Prizes will be awarded for participants who reach their reading goals. For more information, visit www.auburnalabama.org/library or contact Youth Services at 501-3196.

June 2...Brown Bag Lunch Series at the Auburn Public Library - Bring your lunch and join the Auburn Public Library for the Brown Bag Lunch Series on June 2 from Noon - 1 p.m. Tim Thornberry, a graduate clinician at Auburn University, will discuss Attention Deficit Hyperactivity Disorder (ADHD) and provide guidelines and techniques for helping your loved one. For more information, visit www.auburnalabama.org/library or contact the Reference Desk at 501-3195.



June 6...Guest Author at the Auburn Public Library - Join us as the Auburn Public Library welcomes bestselling author Joshilyn Jackson June 6 at 1 p.m. For more information, visit www.auburnalabama.org/library or contact the Reference Desk at 501-3195.

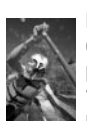


June 13...Auburn Dog Club Volunteer Work Day - Calling all dog lovers! Join us June 13 from 9 a.m. - 1 p.m. for a day of volunteering and fun with the animals and staff of the Lee County Humane Society at the Wash-n-Wag fundraiser. For more information, contact Melissa Weldon at mweldon@auburnalabama.org or call 501-2946.



June 16...Auburn Public Library Book Club - The Auburn Public Library Book Club will meet June 16 at 6:30 p.m.

For more information, contact the Reference Desk at 501-3195.



Register by June 18...X-Cell Field Trip on the Coosa River - Youth ages 12 - 15 are invited to spend the day paddling the Coosa River June 27 from 9 a.m. - 4 p.m. The cost is \$30, payable in cash on the day of the trip. Participants should wear appropriate clothing, sunscreen, and footwear for the water. Top quality river equipment will be provided. **Participants must be able to swim.** Bring a light lunch in a soft-sided, waterproof container. For more information, contact Melissa Weldon at mweldon@auburnalabama.org or call 501-2946.

June 23...Brown Bag Lunch Series at the Auburn Public Library - Bring your lunch and join the Auburn Public Library for the Brown Bag Lunch Series on June 23 from Noon - 1 p.m. Auburn resident David Newton will present a program on alternative energy. For more information, visit www.auburnalabama.org/library or contact the Reference Desk at 501-3195.



Summer Camps and Programs



The City of Auburn Parks and Recreation Department offers a wide variety of summer camps and programs for children of all ages. Join us for preschool music camp, visual arts workshops, art for young children, young artist atelier, theatre camp, musical theatre camp, and much more this summer. For more information, including registration fees and deadlines, pick up a FREE copy of the Parks and Recreation Summer Brochure. Brochures are available at City facilities and online at www.auburnalabama.org/parks/brochure.asp.

For more information, visit the City of Auburn Parks and Recreation Department online at www.auburnalabama.org/parks or call 501-2930.