

2022 City of Auburn Citizen Survey Findings Report

Presented to the City of Auburn,
Alabama

April 2022



ETC
INSTITUTE



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Purpose

ETC Institute administered a survey to residents of the City of Auburn between February and April of 2022. The purpose of the survey was to help the City of Auburn establish budget priorities and shape policy decisions. The results will also help City leaders gauge how successful they have been in providing quality services to residents and identify areas of improvement.

Methodology

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of Auburn. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails and text messages to the households that received the survey to encourage participation. The emails and texts contained a link to the online version of the survey to make it easy for residents to complete the survey.

To prevent people who were not residents of Auburn from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 600 residents. This goal was met, with a total of 685 residents completing the survey. The overall results for the sample of 685 households have a precision of at least $\pm 3.7\%$ at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Auburn with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

**When trends are discussed in this report, a significant increase, decrease, or difference is a change of $\pm 4\%$.*

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This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- trend charts comparing the 2022 results to previous surveys,
- benchmarking data that show how the results for Auburn compare to other communities,
- Importance-Satisfaction analysis showing priorities for investment,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Perceptions of the City

Eighty-seven percent (87%) of residents surveyed, *who had an opinion*, were satisfied with the quality of life in the City; only 4% were dissatisfied and the remaining 10% gave a neutral rating. Eighty-seven percent (87%) of residents surveyed, *who had an opinion*, were also satisfied with the overall quality of City services, 79% were satisfied with the overall image of the City, 76% were satisfied with the value received for their City tax dollars and fees, and 74% were satisfied with the overall appearance of the City.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of police, fire, and ambulance services (95%), the collection of garbage, recycling, and yard waste (91%), overall quality of the City’s school system (89%), and the overall quality of City library services (87%).

The overall areas that residents thought should receive the most emphasis from the City of Auburn over the next two years were: 1) flow and management of traffic, 2) maintenance of City infrastructure, and 3) the quality of the City’s school system. These were the same three priorities from the 2020 survey results.

Feelings of Safety

Nearly all (98%) of the residents surveyed, *who had an opinion*, indicated they feel either “very safe” or “safe” in their neighborhood during the day. Ninety-two percent (92%) of residents indicated they feel safe in Auburn in general, 89% of residents feel safe in their neighborhood at night, and 88% feel safe in downtown Auburn.

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Satisfaction with Specific City Services

- Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire protection (94%), the overall quality of police protection (92%), fire response times (88%), and the quality of local ambulance service (85%). The public safety services residents felt should receive the most emphasis from City leaders over the next two years were: 1) efforts to prevent crime, 2) the visibility of police in neighborhoods, and 3) the overall quality of police protection.
- Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the cleanup of debris and litter (81%) and the cleanup of large junk and abandoned vehicles (79%). The code enforcement services residents felt should receive the most emphasis from City leaders over the next two years were: 1) the cleanup of overgrown and weedy lots, 2) the cleanup of debris and litter, and 3) efforts to remove dilapidated structures.
- Garbage, Recycling, Sewer and Water Services.** The highest levels of satisfaction with garbage, recycling, sewer and water services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential garbage collection service (94%), yard waste removal service (90%), water service (89%), and sewer service (89%). The services residents felt should receive the most emphasis from City leaders over the next two years were: 1) quality of drinking water and 2) material types accepted for recycling.
- Development and Redevelopment in the City.** The highest levels of satisfaction with development and redevelopment in the City, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall appearance of Downtown Auburn (62%), the quality of new industrial development (61%), and the quality of new business development (61%).
- Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of parks (81%), the quality of cemeteries (75%), the quality of special events (73%), and the quality of youth athletic programs (70%). The three parks and recreation services respondents indicated should receive the most emphasis over the next two years were: 1) the quality of parks, 2) the quality of walking trails, and 3) the quality of community recreation centers.

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- **Library Services.** The highest levels of satisfaction with library services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: customer service (85%) and hours of operation (84%). The two library services respondents indicated should receive the most emphasis over the next two years were: 1) children’s programs and 2) books and audio/visual for children.
- **Traffic Flow and Transportation.** The highest levels of satisfaction with traffic flow and transportation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the ease of travel by car in Auburn (55%) and the ease of pedestrian travel in Auburn (54%).
 - Compared to other City priorities, 48% of residents indicated they believe it is either “extremely important” (24%) or “somewhat important” (24%) for the City of Auburn to implement a mass transit system
- **City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance City facilities (90%), maintenance of traffic signals (83%), the overall cleanliness of streets/public areas (81%), and the maintenance of street signs (80%). The three items respondents indicated should receive the most emphasis over the next two years were: 1) the maintenance of streets, 2) the adequacy of City street lighting, and 3) the maintenance of sidewalks.
- **Downtown Auburn.** The highest levels of satisfaction with Downtown Auburn, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the cleanliness of downtown areas (88%), pedestrian accessibility (79%), the feeling of safety downtown at night (76%), and the quality of public events held downtown (75%). The item respondents indicated should receive the most emphasis over the next two years was the availability of parking.
- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of Open Line newsletter (71%), the quality of the City’s website (63%), and the availability of information on City services and programs (63%).

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Additional Findings

- Ninety-five percent (95%) of residents surveyed, *who had an opinion*, rated the City as an “excellent” or “good” place to live.
- Ninety-four percent (94%) of residents surveyed, *who had an opinion*, rated the City as an “excellent” or “good” place to raise children.
- There were two significant changes in the ratings of City leadership from 2020 to 2022: transparency of City government (5% increase) and effectiveness of appointed boards/commissions (4% increase). Most residents either gave positive or neutral ratings when asked to rate various items related to City Leadership.
- The primary sources from which residents received information about City issues, services, and events were: word of mouth (57%), Open Line newsletter (48%), and the City website (39%). Although most (57%) currently receive information from word of mouth, residents would most prefer to receive information from the City social media sites, the City’s website, the Open Line newsletter, and local newspaper.
- Twelve percent (12%) of residents indicated they have used the City’s FixIt app to access City services. Of those who have used the app, 84% indicated it was “very easy” (49%) or “somewhat easy” (35%) to use.
- Eighty-nine percent (89%) of residents who had contacted the City during the past year felt it was either “very easy” (46%) or “somewhat easy” (43%) to contact the person they needed to reach.
- Eighty-two percent (82%) of residents who contacted the City during the past year indicated the department they contacted was responsive to their issue; 10% indicated they were not responsive, and 8% did not provide a response.

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How the City of Auburn Compares to Other Communities Nationally

The City of Auburn continues to set the standard for the delivery of services compared to other U.S. communities that are a part of ETC Institute's Benchmarking Database. **Auburn rated at or above the national average in all 71 areas that were assessed**; 68 of these areas were rated significantly above the national average (4% or more above). The following table shows the areas where the City rated at least 20% above the national average:

Service	Auburn	U.S.	Difference	Category
As a place to live	95%	50%	45%	Overall Ratings of the Community
Quality of the city's school system	89%	47%	42%	Major Categories of City Services
Overall value received for city tax dollars/fees	76%	34%	42%	Perceptions of the City
Recycling at city's drop-off recycling center	84%	46%	38%	Garbage, Recycling, Sewer and Water Services
Overall quality of police protection	92%	55%	37%	Public Safety Services
Quality of the city's customer service	77%	41%	36%	Major Categories of City Services
Overall quality of city services	87%	51%	36%	Perceptions of the City
Cleanup of debris/litter	81%	46%	35%	Code Enforcement
Yard waste removal service	90%	55%	35%	Garbage, Recycling, Sewer and Water Services
Water service	89%	54%	35%	Garbage, Recycling, Sewer and Water Services
Collection of garbage, recycling and yard waste	91%	57%	34%	Major Categories of City Services
Sewer service	89%	55%	34%	Garbage, Recycling, Sewer and Water Services
Quality of special events	73%	39%	34%	Parks and Recreation
Maintenance of City facilities	90%	57%	33%	City Maintenance
Curbside recycling service overall	89%	57%	32%	Garbage, Recycling, Sewer and Water Services
Effectiveness of city's communication with public	70%	38%	32%	Major Categories of City Services
As a place to raise children	94%	62%	32%	Overall Ratings of the Community
Feeling of safety in downtown	88%	56%	32%	Overall Feeling of Safety
Quality of youth athletic programs	70%	39%	31%	Parks and Recreation
Police safety education programs	69%	39%	30%	Public Safety Services
Quality of parks and recreation services	80%	51%	29%	Major Categories of City Services
Efforts to prevent crime	79%	50%	29%	Public Safety Services
Quality of police, fire, and ambulance services	95%	67%	28%	Major Categories of City Services
As a place to work	85%	58%	27%	Overall Ratings of the Community
Fees charged for recreation programs	61%	34%	27%	Parks and Recreation
Quality of fire safety education programs	77%	51%	26%	Public Safety Services
Feeling of safety in your neighborhood at night	89%	63%	26%	Overall Feeling of Safety
Overall cleanliness of streets and public areas	81%	55%	26%	City Maintenance
Police response time	83%	58%	25%	Public Safety Services
Visibility of police in retail areas	77%	52%	25%	Public Safety Services
Residential garbage collection service	94%	69%	25%	Garbage, Recycling, Sewer and Water Services
Maintenance of city infrastructure	65%	41%	24%	Major Categories of City Services
Overall image of the city	79%	55%	24%	Perceptions of the City
As a diverse & inclusive community	71%	47%	24%	Overall Ratings of the Community
Overall feeling of safety	92%	68%	24%	Overall Feeling of Safety
Overall quality of leadership	62%	39%	23%	City Leadership
Visibility of police in neighborhoods	78%	55%	23%	Public Safety Services
Feeling of safety in the city's parks	79%	56%	23%	Overall Feeling of Safety
Quality of senior programs	51%	28%	23%	Parks and Recreation
Enforcement of traffic laws	73%	51%	22%	Public Safety Services
Quality of the city's social media	62%	40%	22%	Communication
Quality of city library services	87%	66%	21%	Major Categories of City Services
Mowing/trimming along streets and public areas	77%	57%	20%	City Maintenance
Quality of the city's website	63%	43%	20%	Communication
Control of nuisance animals	70%	50%	20%	Code Enforcement

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Trends Since 2020

Positive ratings for the City of Auburn improved or stayed the same in 81 of the 123 areas that were assessed in 2020 and 2022; 19 of these improvements were statistically significant. There were decreases in positive ratings in 42 of the 123 areas that were assessed in both 2020 and 2022; 16 of these decreases were statistically significant. The significant changes can be found in the tables below:

Significant Increases Since 2020

Service	2022	2020	Difference	Category
Availability of parking	34%	20%	14%	Downtown Auburn
Quality of drinking water	79%	70%	9%	Garbage, Recycling, Sewer and Water Services
Overall appearance of Downtown Auburn	62%	55%	7%	Development and Redevelopment
Quality of parks	81%	75%	6%	Parks and Recreation
Quality of cemeteries	75%	69%	6%	Parks and Recreation
Maintenance of City facilities	90%	84%	6%	City Maintenance
Control of nuisance animals	70%	64%	6%	Code Enforcement
Quality of new industrial development	61%	55%	6%	Development and Redevelopment
Quality of playgrounds	69%	63%	6%	Parks and Recreation
City's planning for future growth	40%	35%	5%	Development and Redevelopment
Transparency of City government	51%	46%	5%	City Leadership
Overall appearance of the City	74%	70%	4%	Perceptions of the City
Feeling of safety in City parks	79%	75%	4%	Feeling of Safety
Feeling of safety traveling as a pedestrian in Auburn	65%	61%	4%	Feeling of Safety
Water service	89%	85%	4%	Garbage, Recycling, Sewer and Water Services
Quality of new business development	61%	57%	4%	Development and Redevelopment
Maintenance of downtown Auburn	79%	75%	4%	City Maintenance
Effectiveness of appointed boards/commissions	57%	53%	4%	City Leadership
Efforts to remove dilapidated structures	58%	54%	4%	Code Enforcement

Significant Decreases Since 2020

Service	2022	2020	Difference	Category
Effectiveness of city's communication with public	70%	74%	-4%	Major Categories of City Services
Quality of senior programs	51%	55%	-4%	Parks and Recreation
Children's programs	72%	76%	-4%	Library Services
Adult programs	62%	66%	-4%	Library Services
Quality of the city's website	63%	67%	-4%	City Communication
Quality of community recreation centers	54%	59%	-5%	Parks and Recreation
Maintenance of sidewalks	64%	69%	-5%	City Maintenance
Availability of outdoor dining venues	45%	50%	-5%	Downtown Auburn
Availability of info regarding City initiatives/projects that affect you/neighborhood	39%	44%	-5%	City Communication
Fees charged for recreation programs	61%	66%	-5%	Parks and Recreation
Quality of cultural arts programs	60%	65%	-5%	Parks and Recreation
Quality of adult athletic programs	47%	52%	-5%	Parks and Recreation
Ease of registering for programs	58%	64%	-6%	Parks and Recreation
Overall appearance of Opelika Road	22%	30%	-8%	Development and Redevelopment
Quality of fitness areas within recreation centers	44%	52%	-8%	Parks and Recreation
Special needs/therapeutics programs	43%	51%	-8%	Parks and Recreation

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Flow and management of traffic (IS Rating=0.3428)
- Maintenance of City infrastructure (IS Rating=0.2145)

The table below shows the Importance-Satisfaction rating for all 10 major categories of City services that were rated.

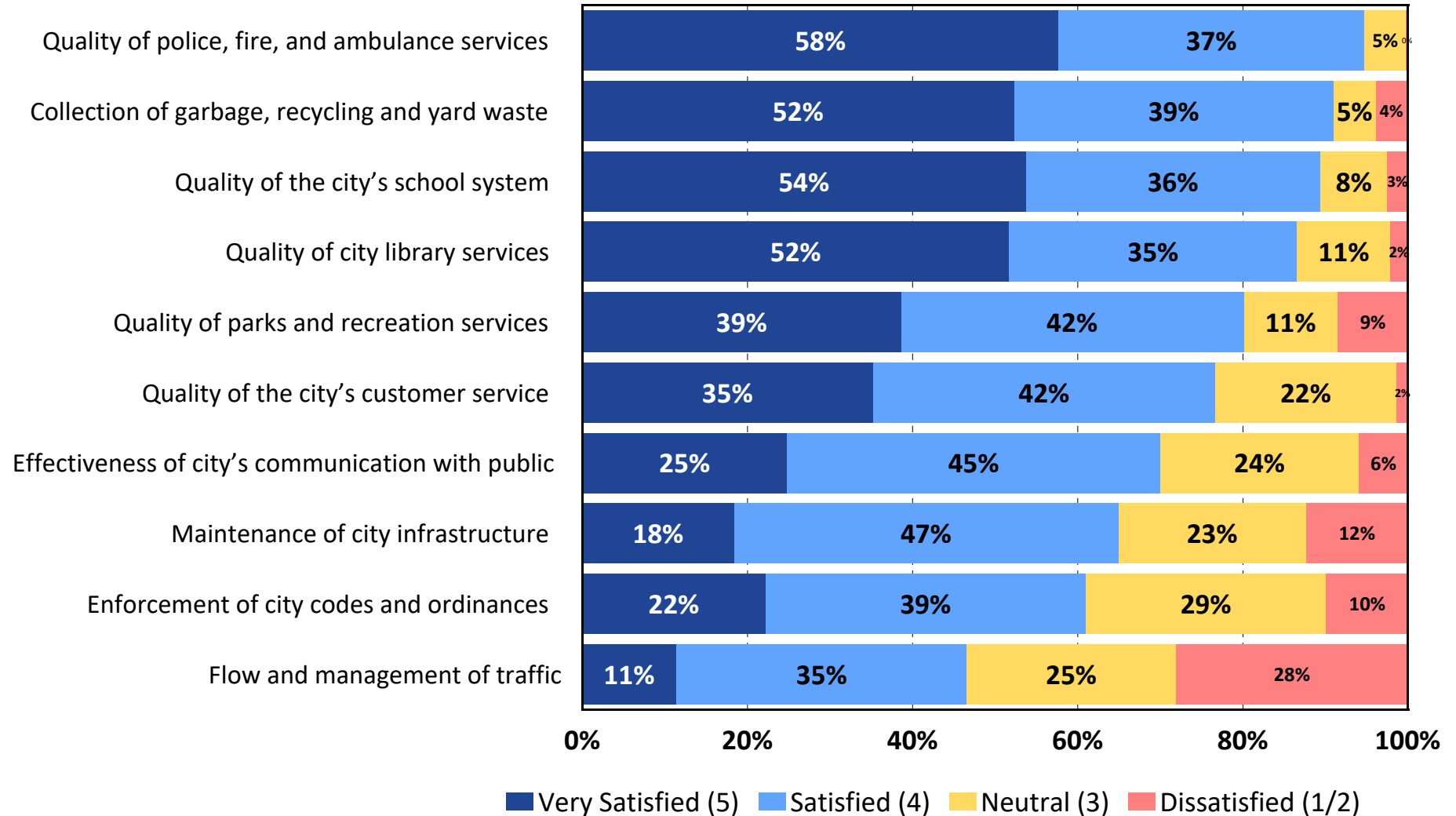
2022 Importance-Satisfaction Rating						
City of Auburn Citizen Survey						
Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Flow and management of traffic	64%	1	47%	10	0.3428	1
Maintenance of city infrastructure	61%	2	65%	8	0.2145	2
High Priority (IS .10-.20)						
None						
Medium Priority (IS <.10)						
Enforcement of city codes and ordinances	21%	6	61%	9	0.0831	3
Quality of parks and recreation services	30%	4	80%	5	0.0595	4
Effectiveness of city's communication with public	17%	7	70%	7	0.0513	5
Quality of the city's school system	37%	3	89%	3	0.0393	6
Quality of the city's customer service	7%	10	77%	6	0.0161	7
Quality of police, fire, and ambulance services	23%	5	95%	1	0.0121	8
Quality of city library services	7%	9	87%	4	0.0099	9
Collection of garbage, recycling and yard waste	10%	8	91%	2	0.0090	10



Charts and Graphs

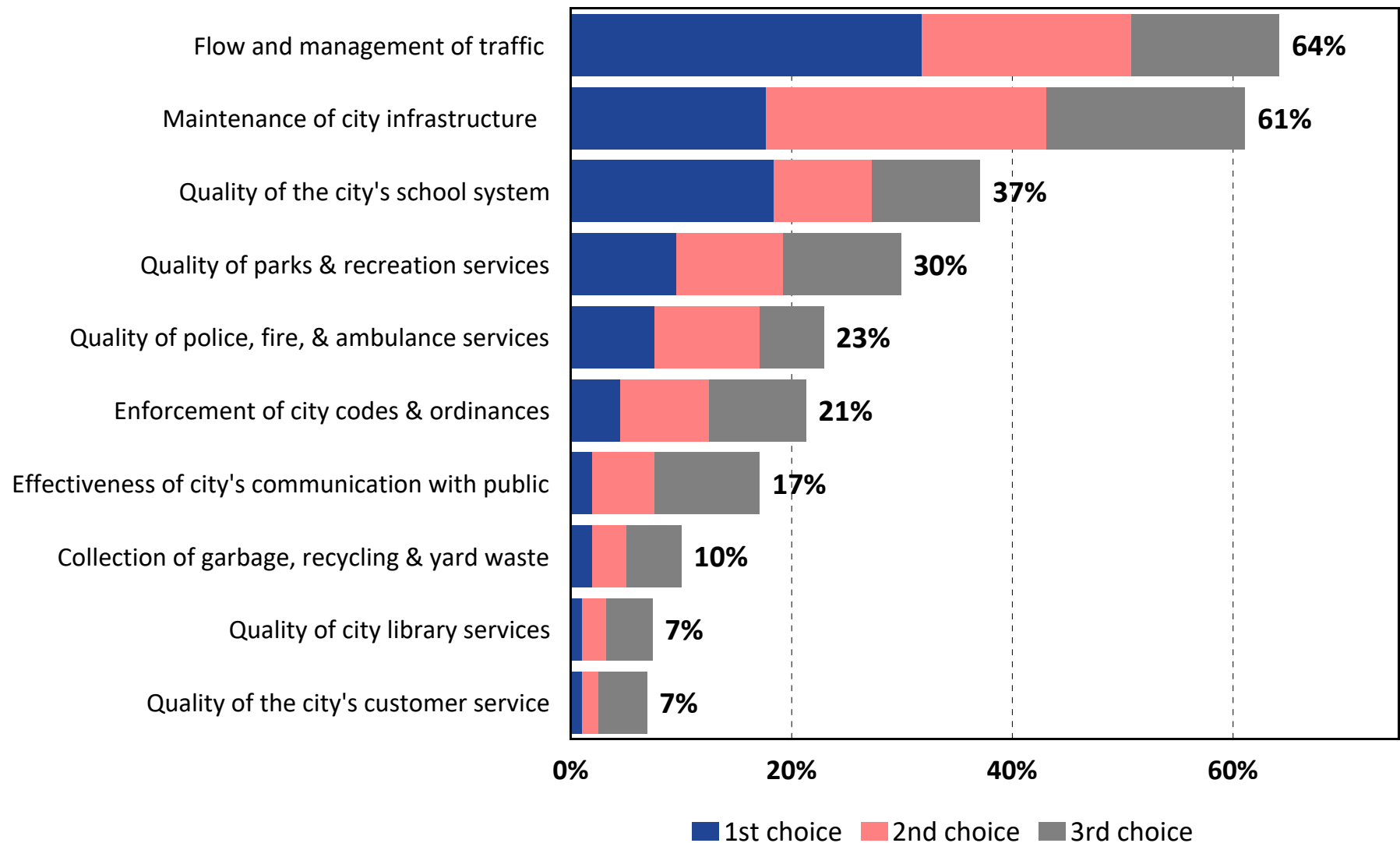
Q1. Overall Satisfaction With City Services by Major Category

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



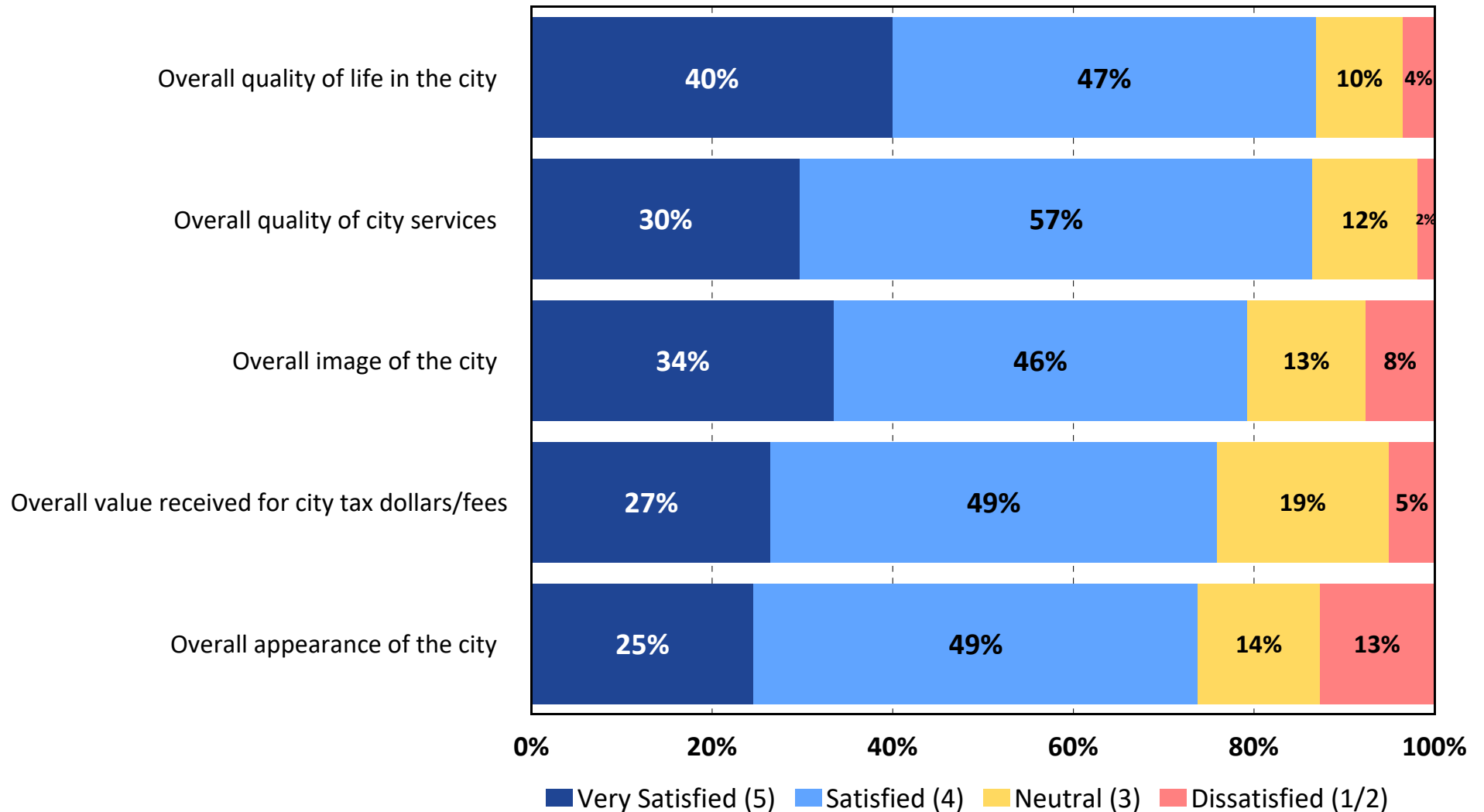
Q2. Major Categories of City Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of residents surveyed who selected the item as one of their top three choices



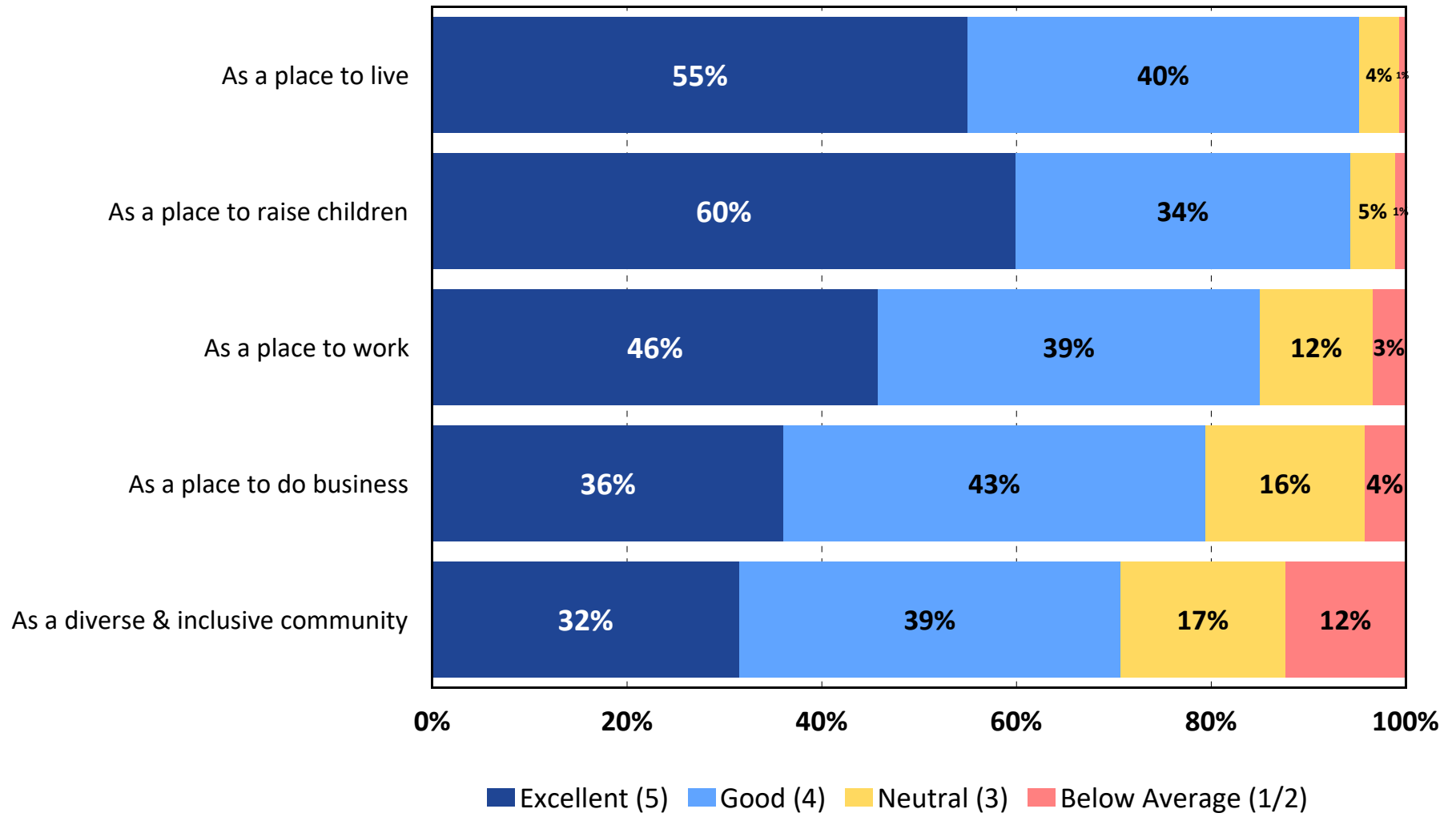
Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Q4. Quality of Life in the City of Auburn

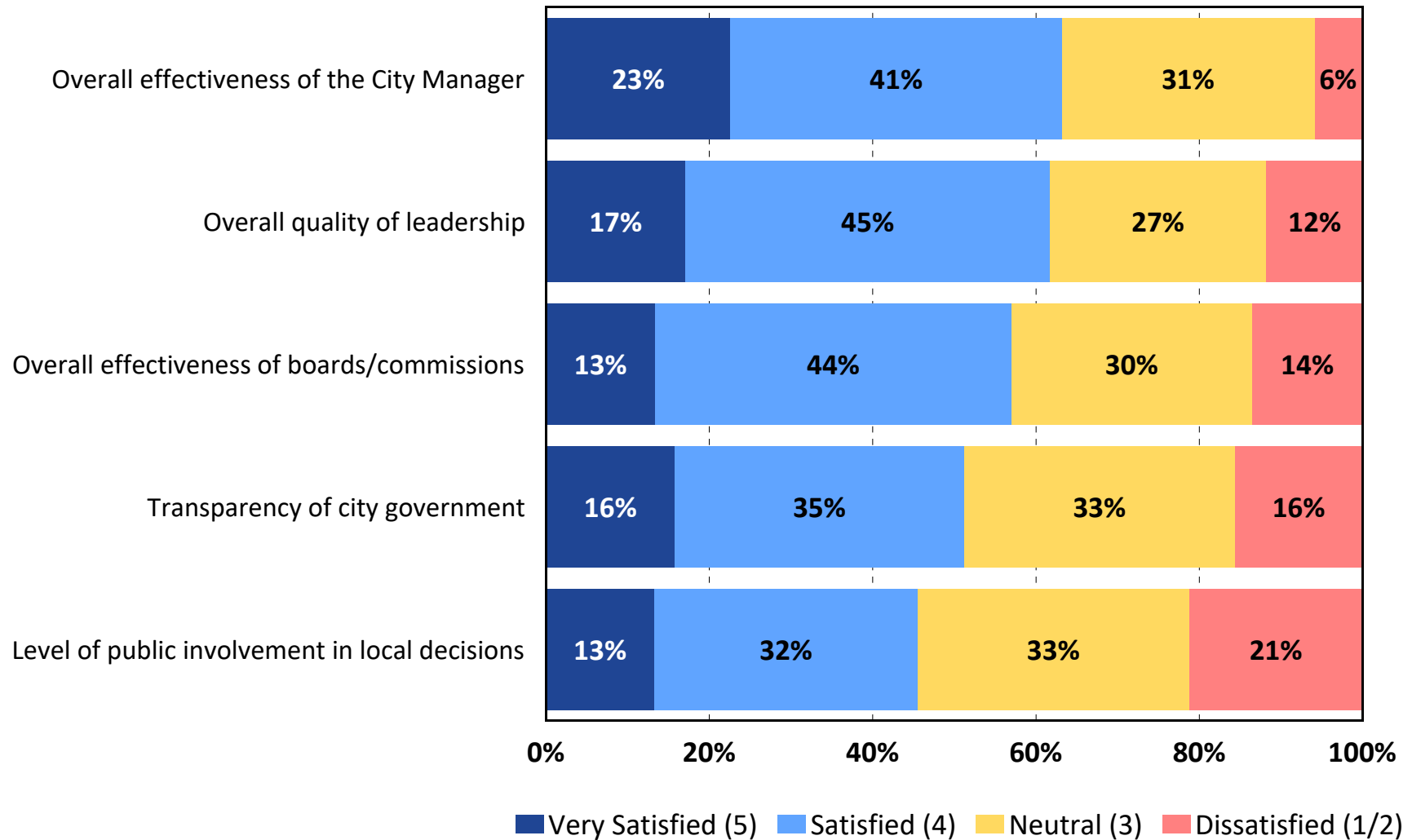
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



CITY LEADERSHIP

Satisfaction with City Leadership

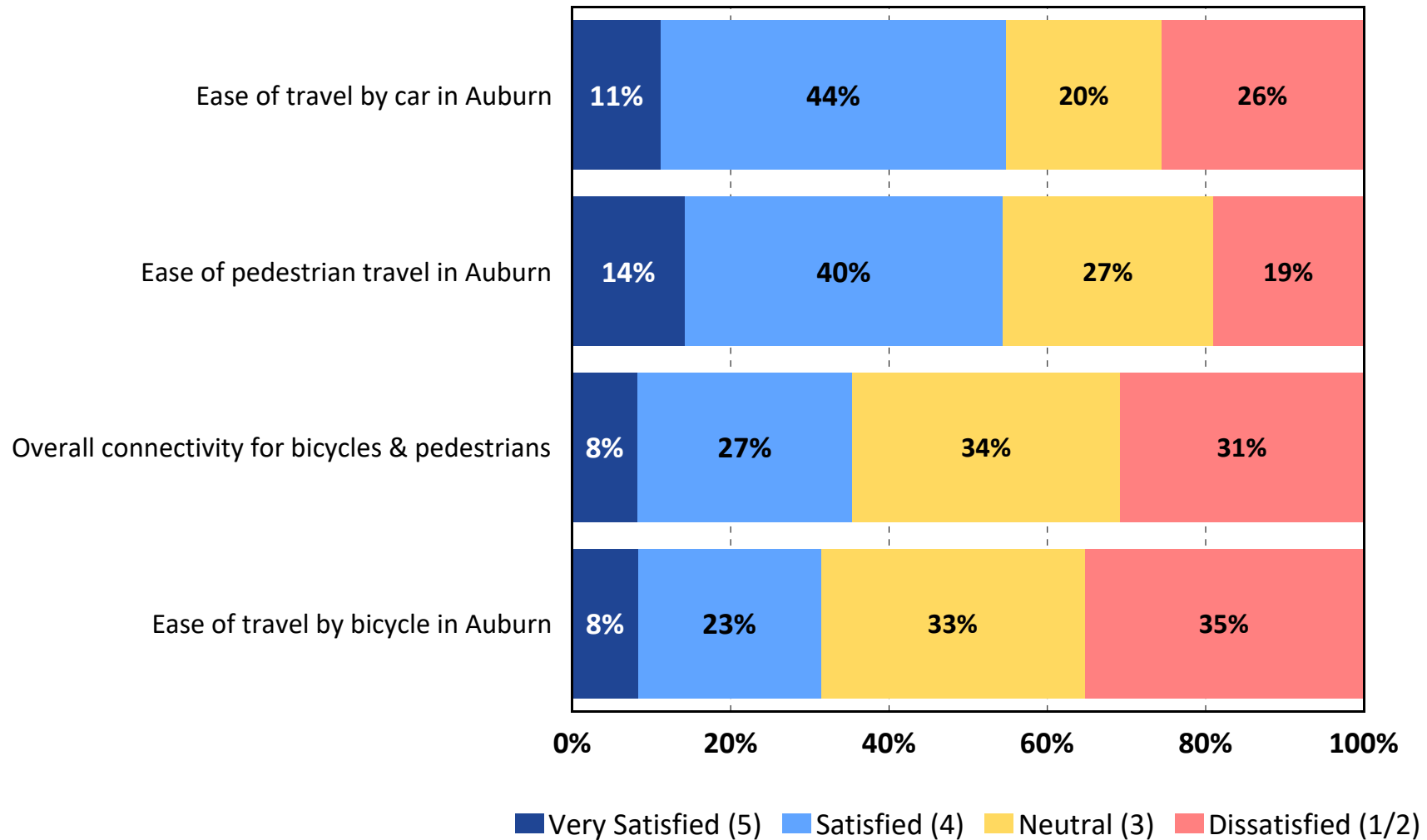
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



TRAFFIC FLOW and TRANSPORTATION

Q6. Satisfaction with Traffic Flow and Transportation

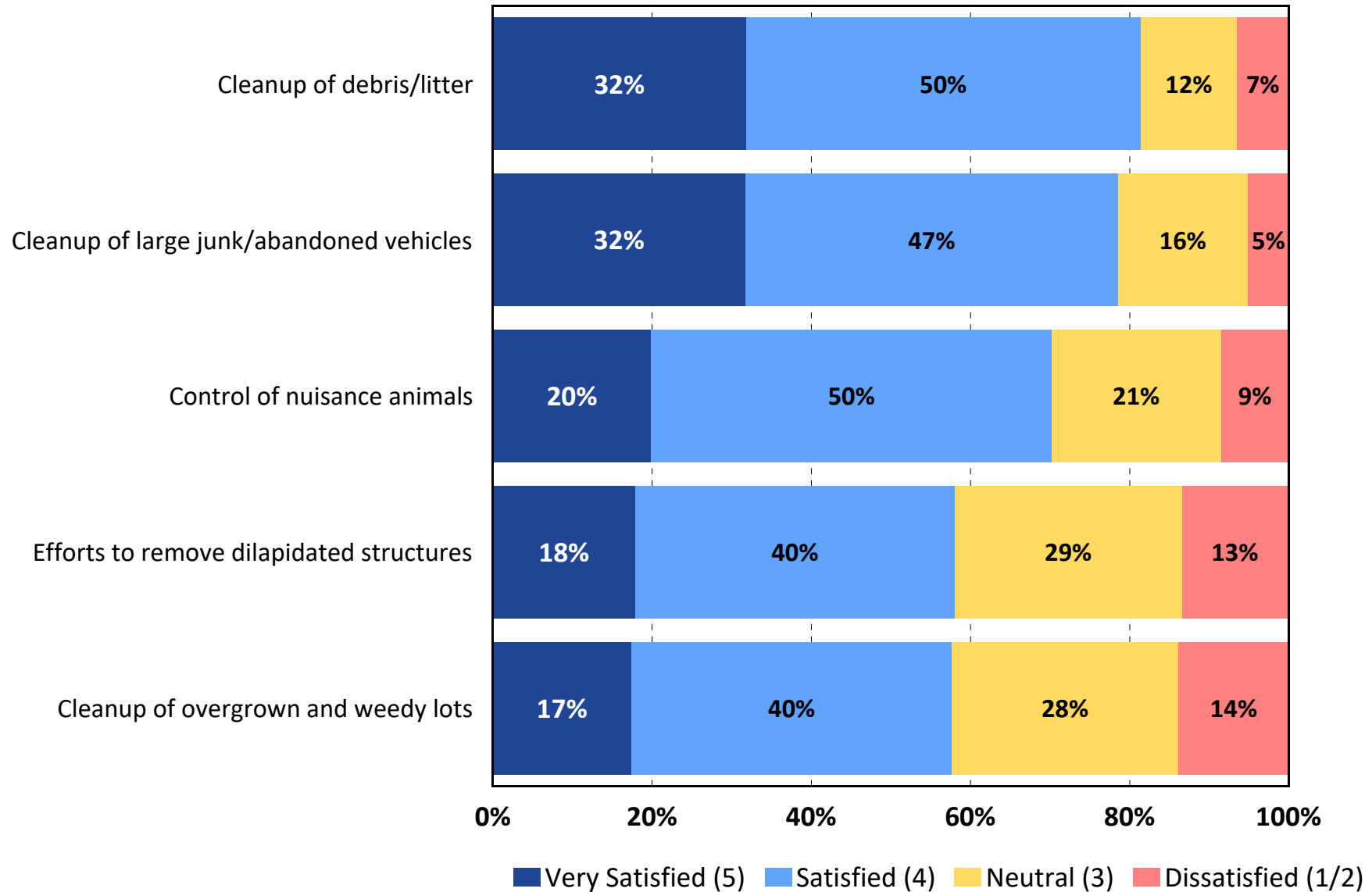
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



CODE ENFORCEMENT

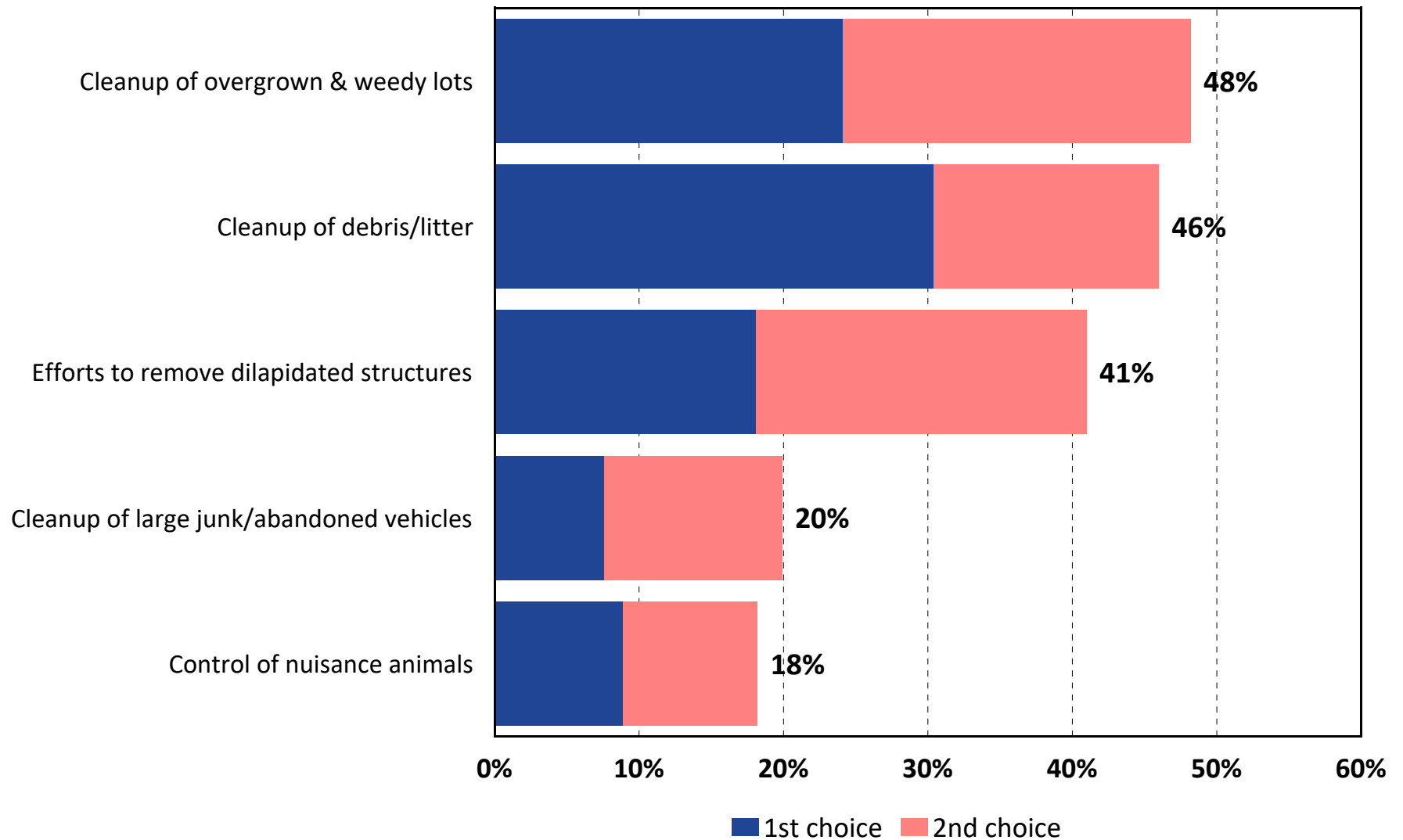
Q7. Satisfaction with Code Enforcement

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Q8. Code Enforcement Services That Should Be Emphasized Most Over the Next Two Years

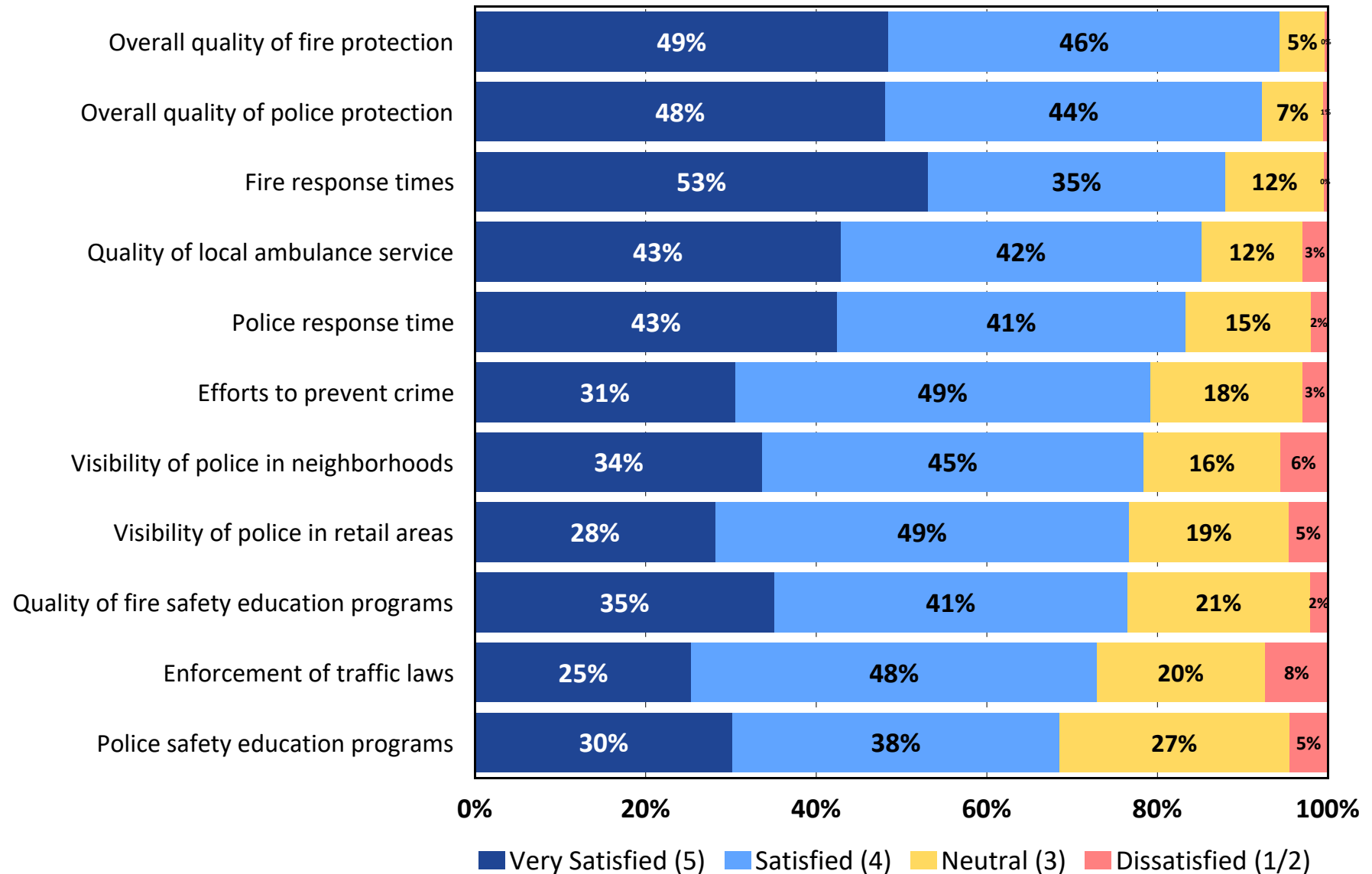
by percentage of residents surveyed who selected the item as one of their top two choices



PUBLIC SAFETY

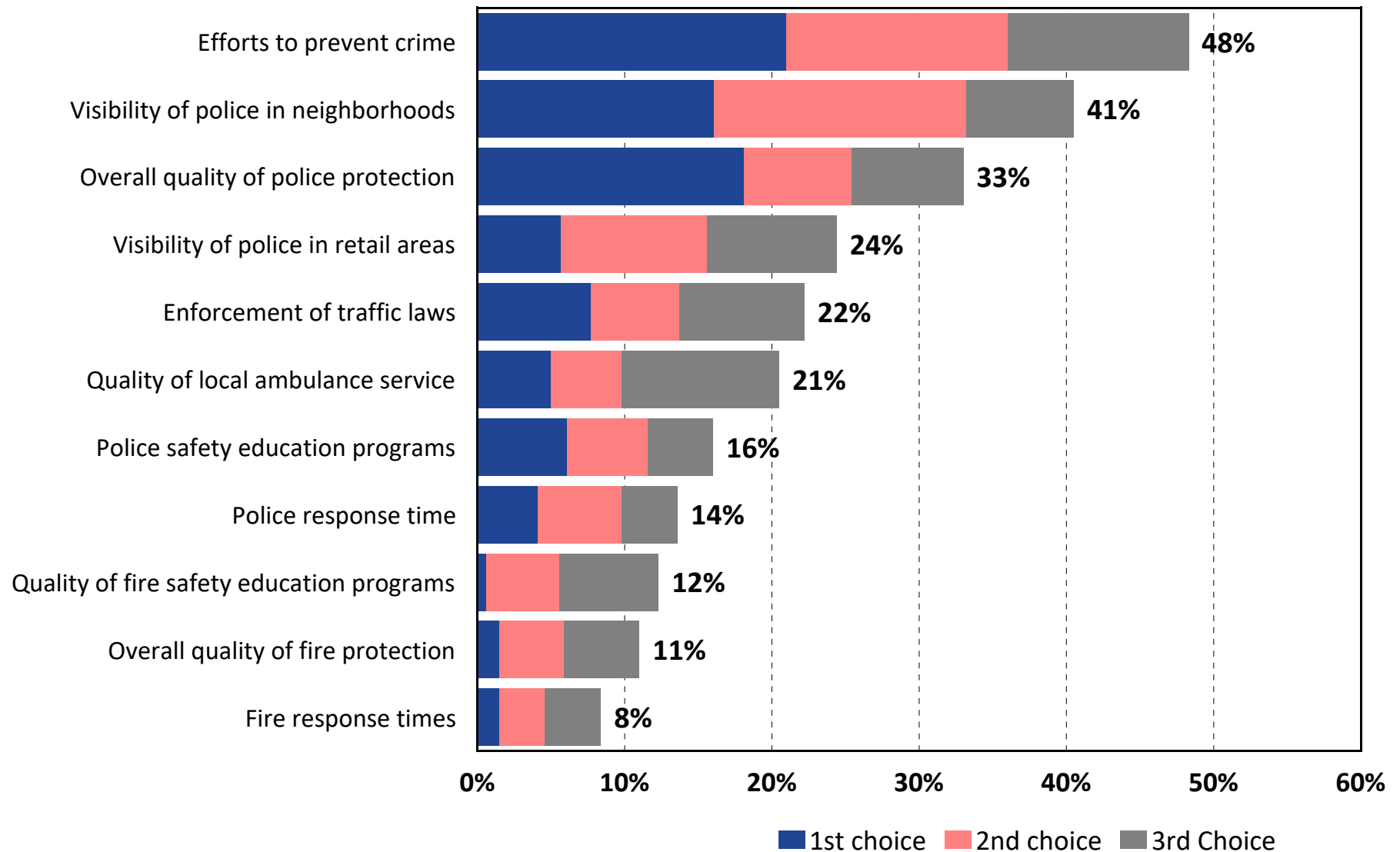
Q9. Satisfaction with Public Safety

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Q10. Public Safety Services That Should Be Emphasized Most Over the Next Two Years

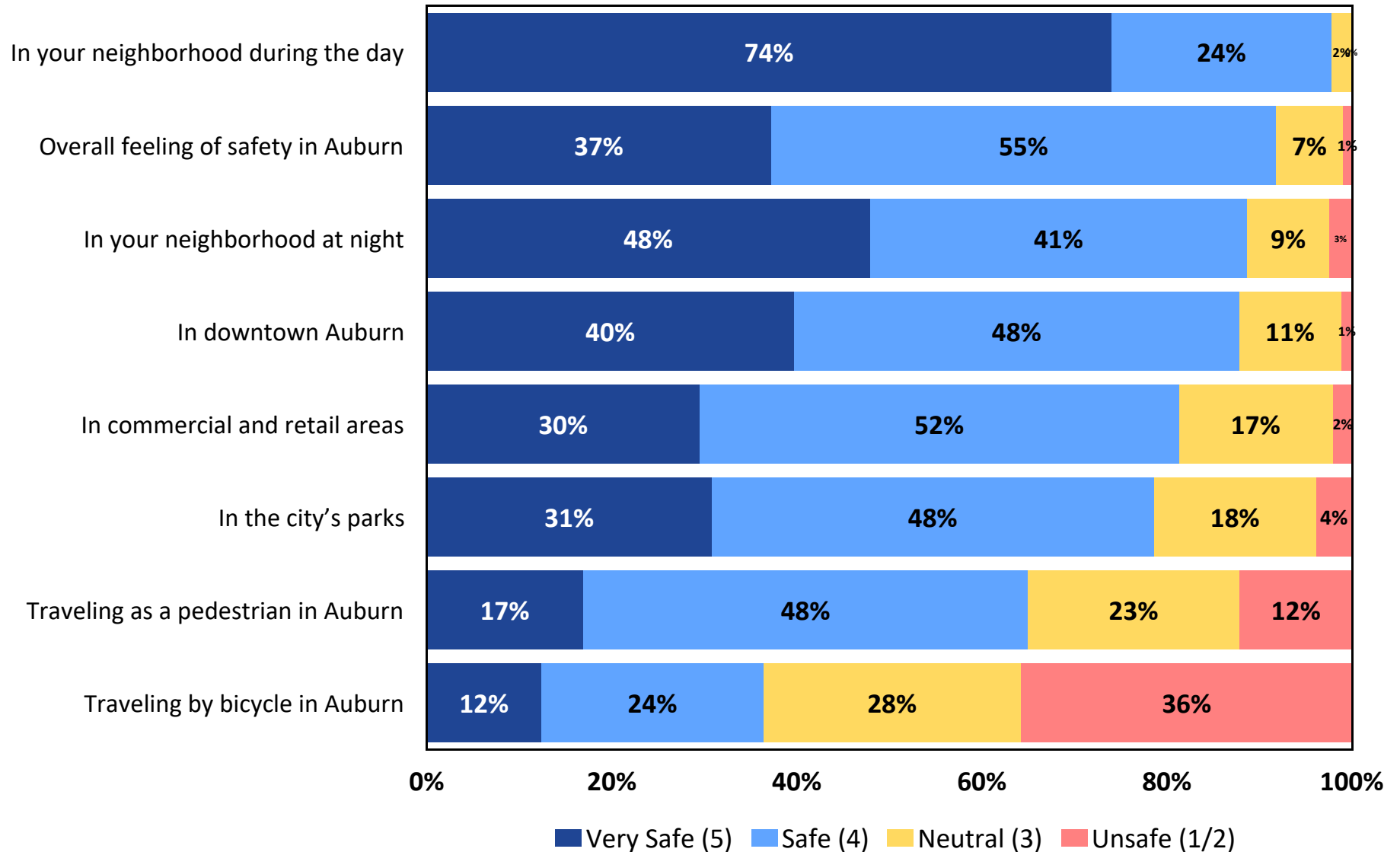
by percentage of residents surveyed who selected the item as one of their top three choices



FEELING OF SAFETY

Q11. Feeling of Safety in the City of Auburn

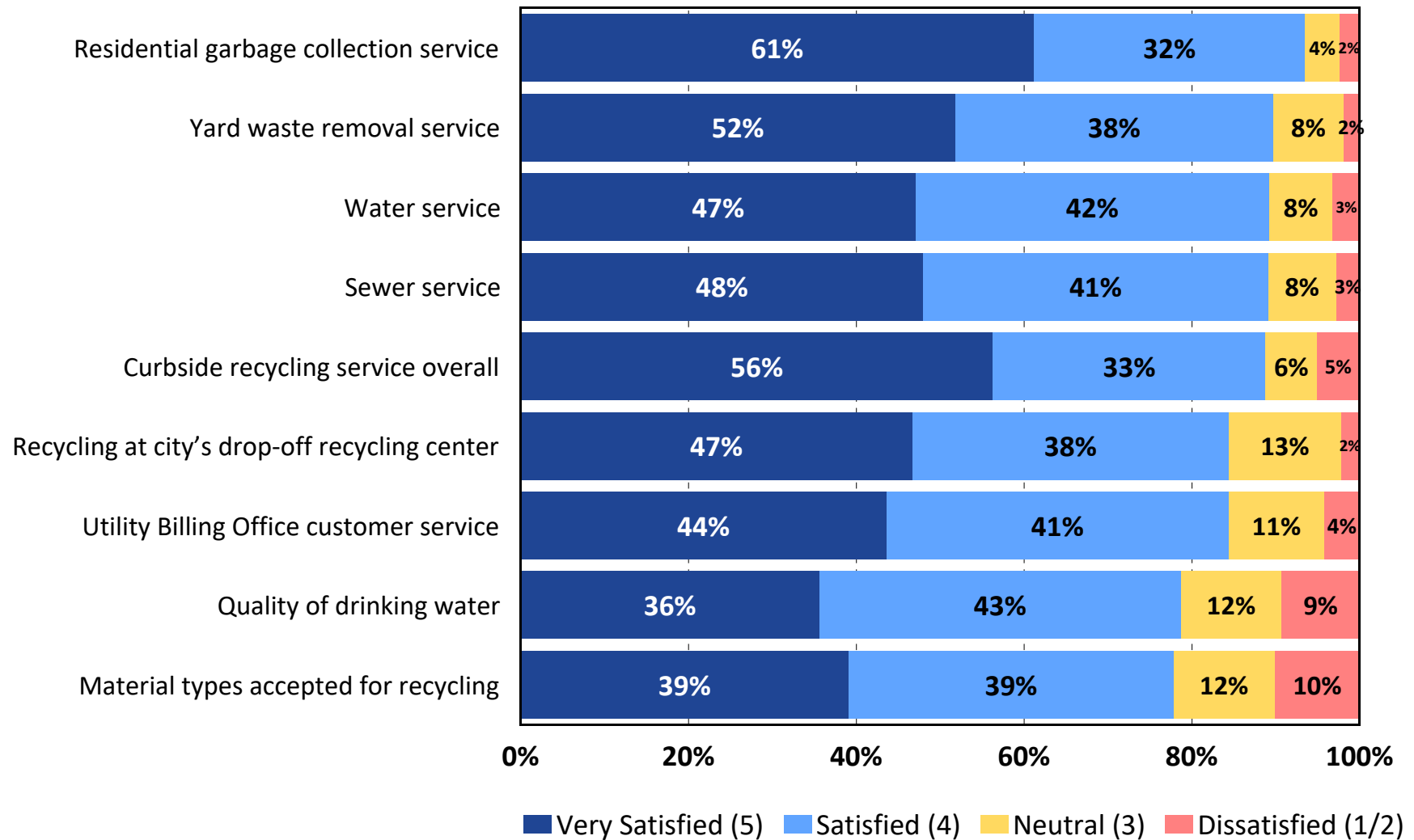
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



GARBAGE, RECYCLING, SEWER AND WATER SERVICES

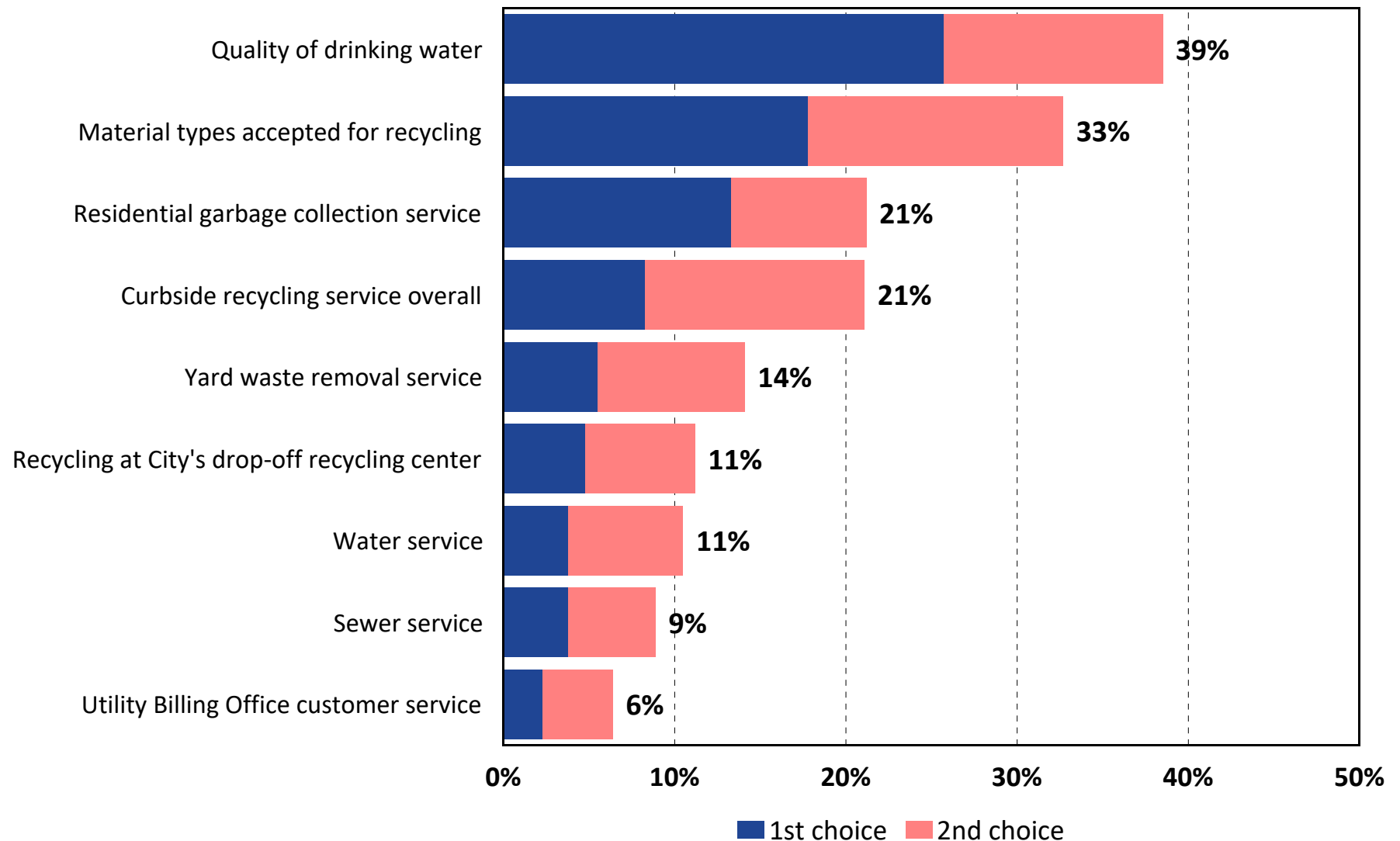
Q12. Satisfaction with Garbage, Recycling, Sewer and Water Services

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Q13. Garbage, Recycling, Sewer and Water Services That Should Be Emphasized Most Over the Next Two Years

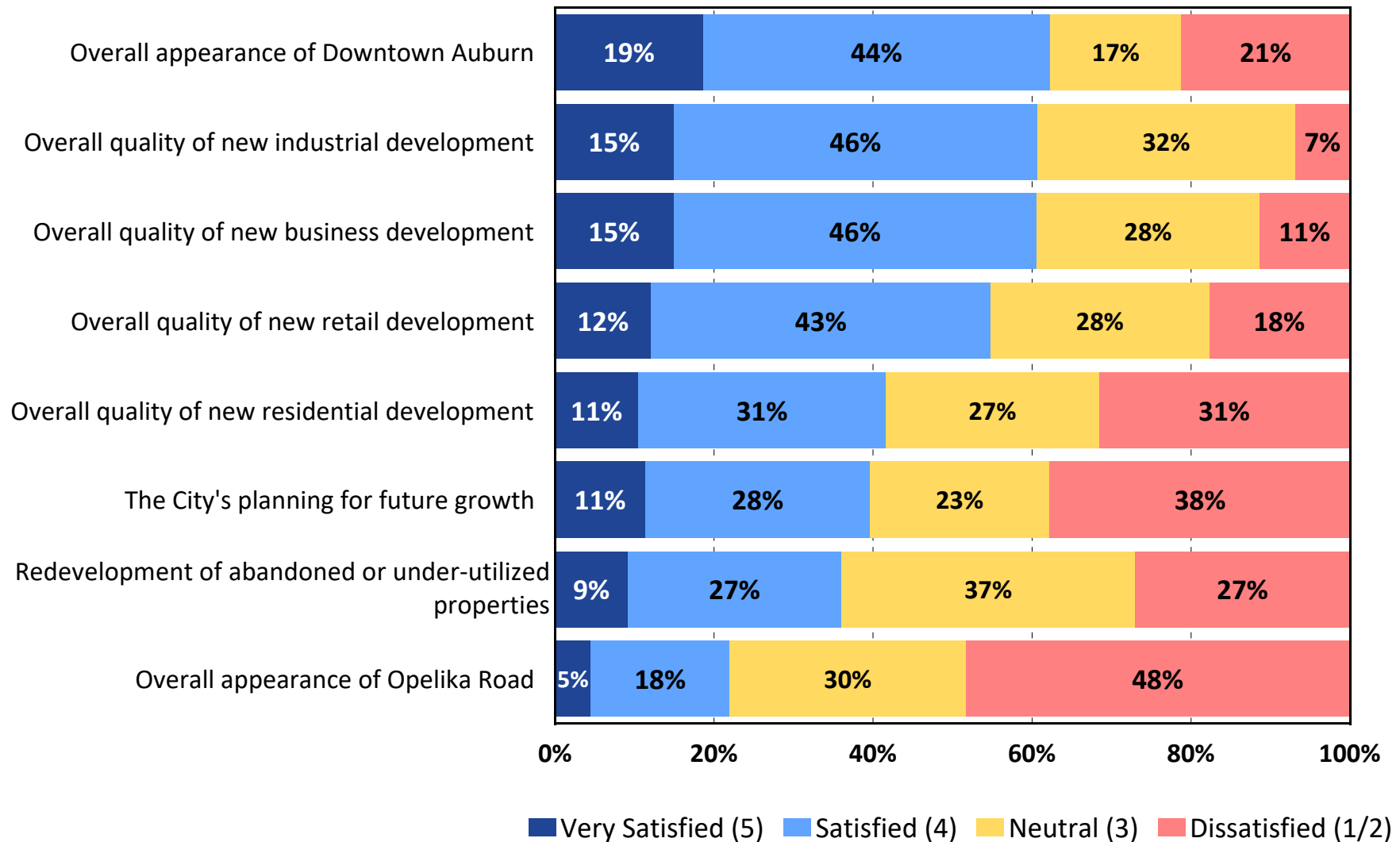
by percentage of residents surveyed who selected the item as one of their top two choices



DEVELOPMENT AND REDEVELOPMENT IN THE CITY

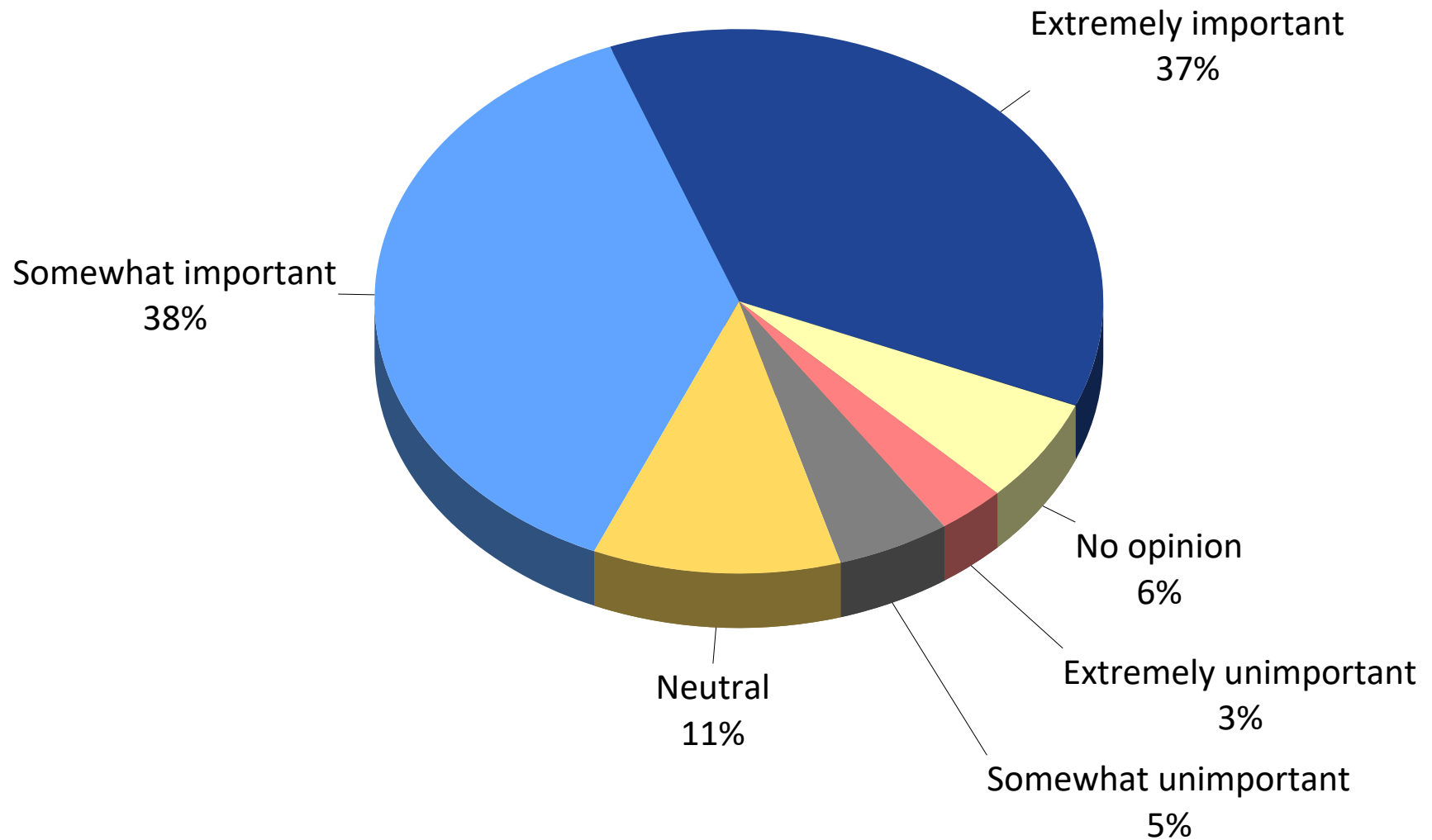
Q14. Satisfaction with Development and Redevelopment in the City

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Q15. Importance of the City Investing in the Acquisition and Rehabilitation of Historically Significant Buildings for Public Use

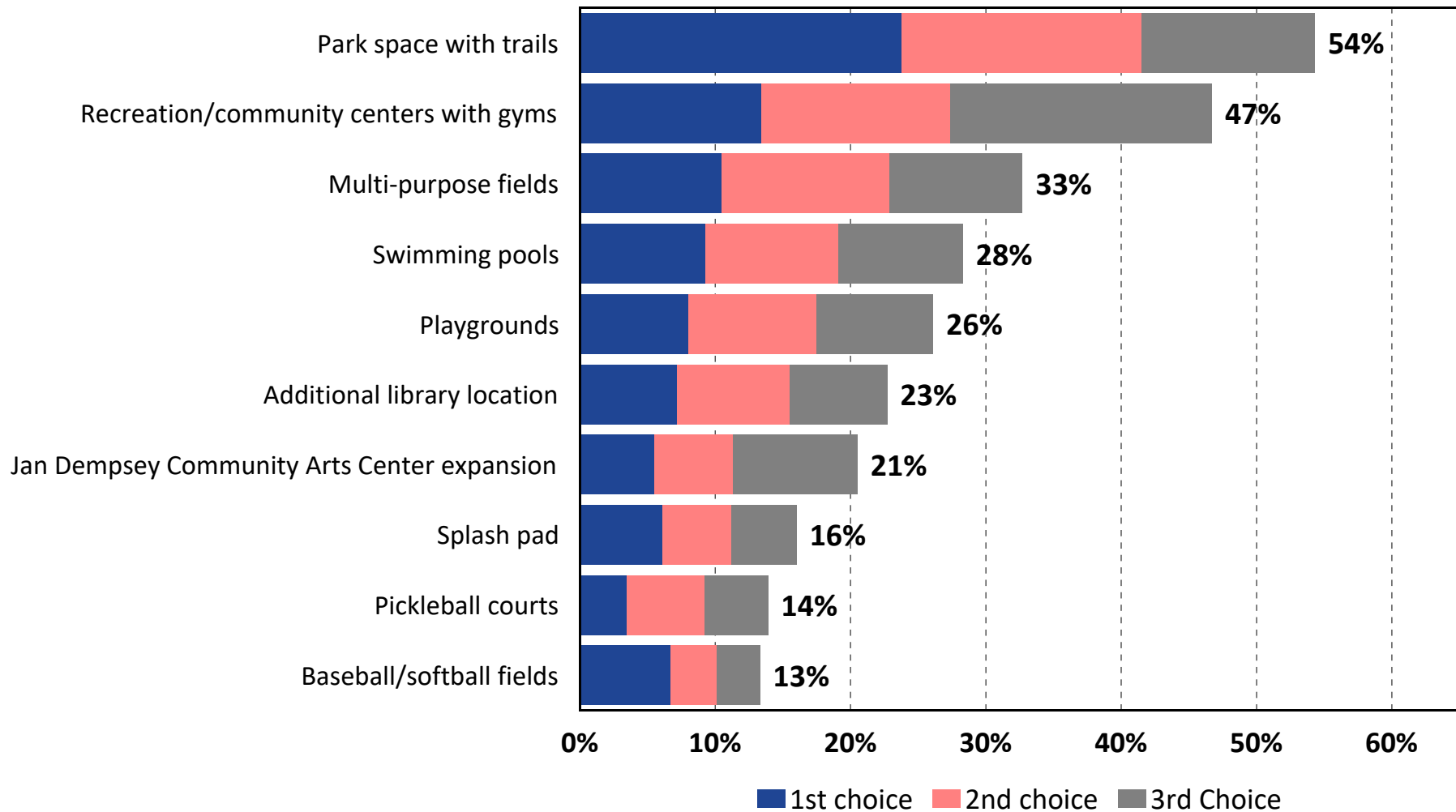
by percentage of residents surveyed



PARKS & RECREATION

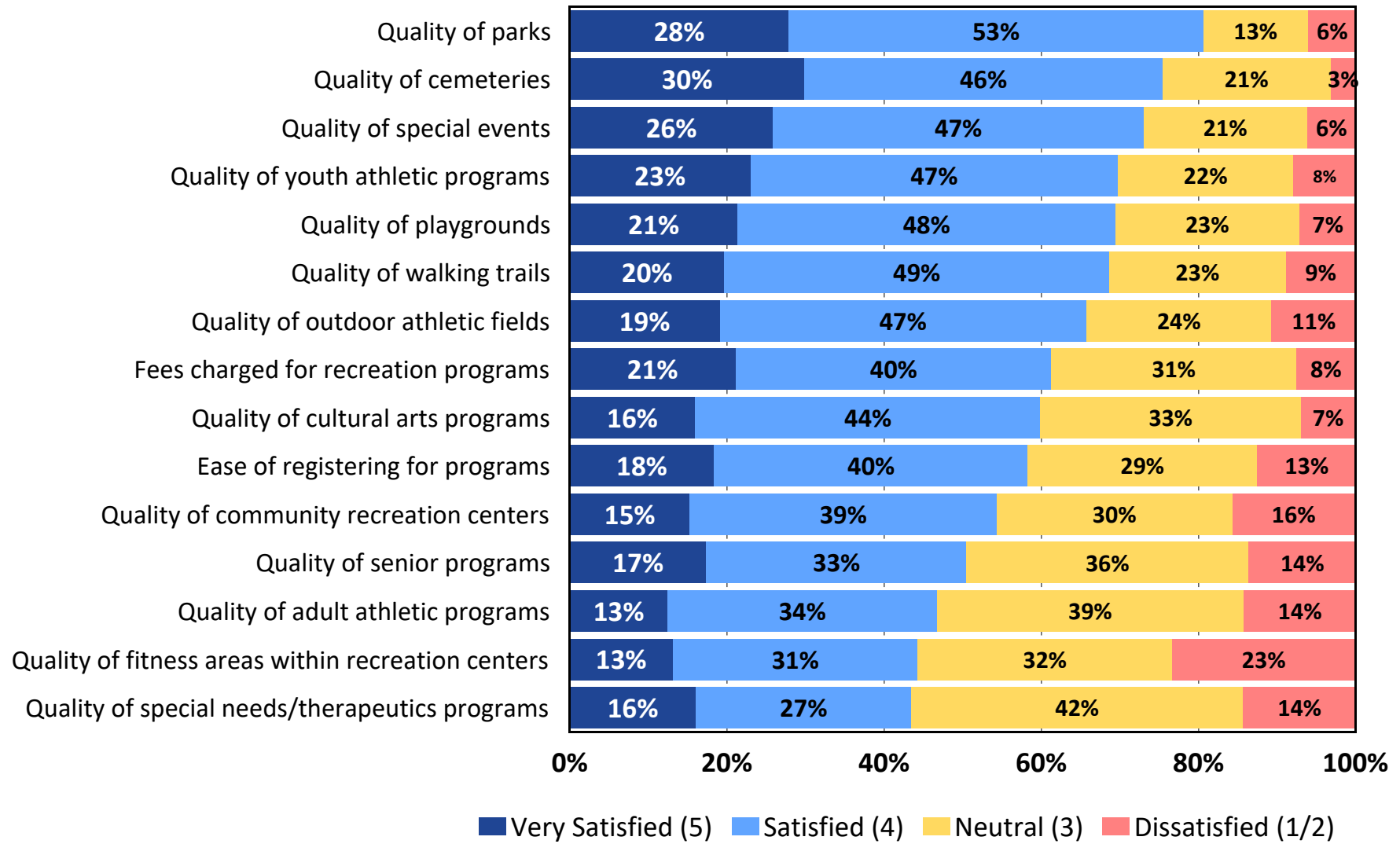
Q16. Parks and Recreation, Cultural and Library Categories That Should Receive the Most Funding Emphasis Over the Next Two Years

by percentage of residents surveyed who selected the item as one of their top three choices



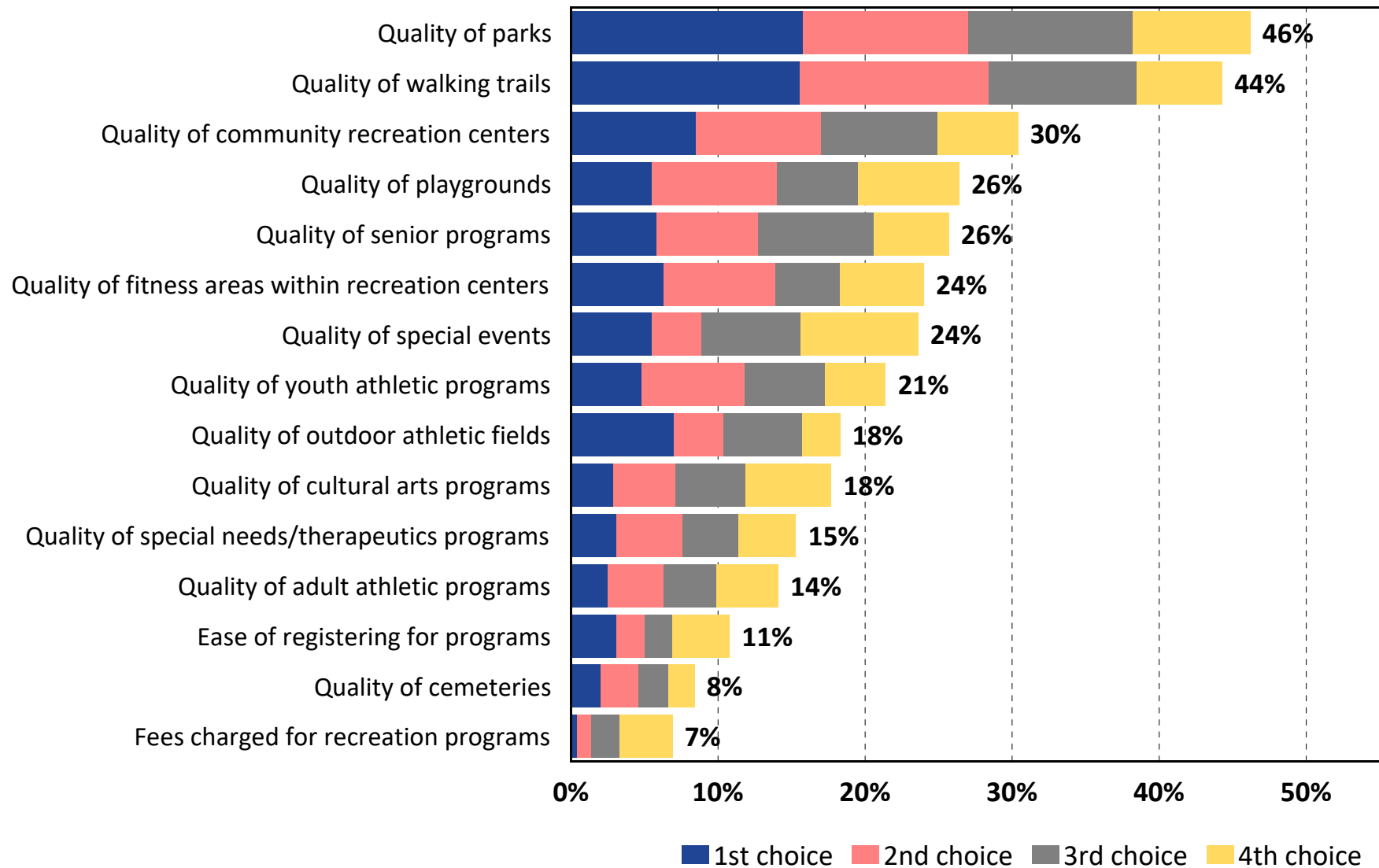
Q17. Satisfaction with Parks and Recreation

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Q18. Parks and Recreation Services That Should Be Emphasized Most Over the Next Two Years

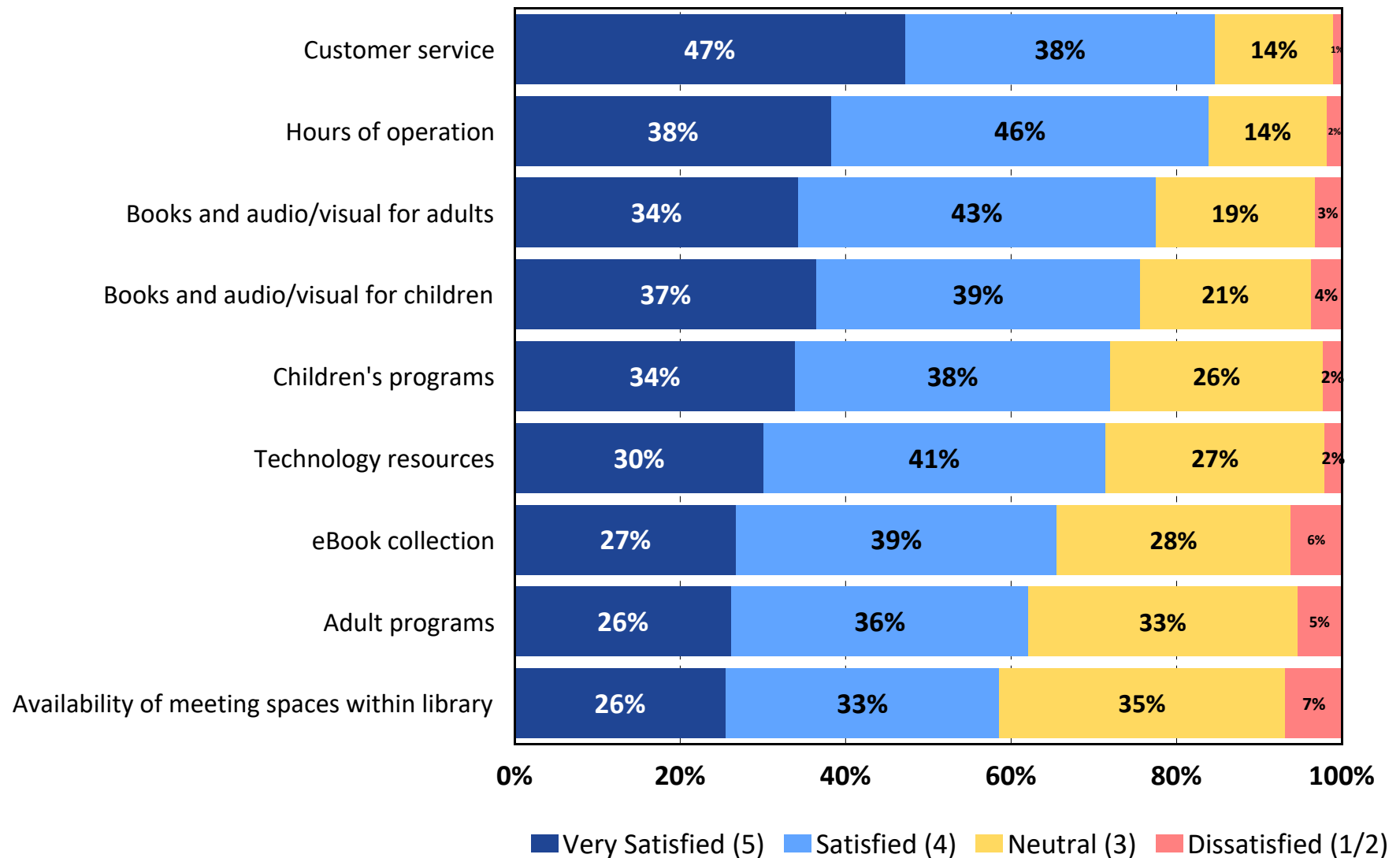
by percentage of residents surveyed who selected the item as one of their top four choices



LIBRARY SERVICES

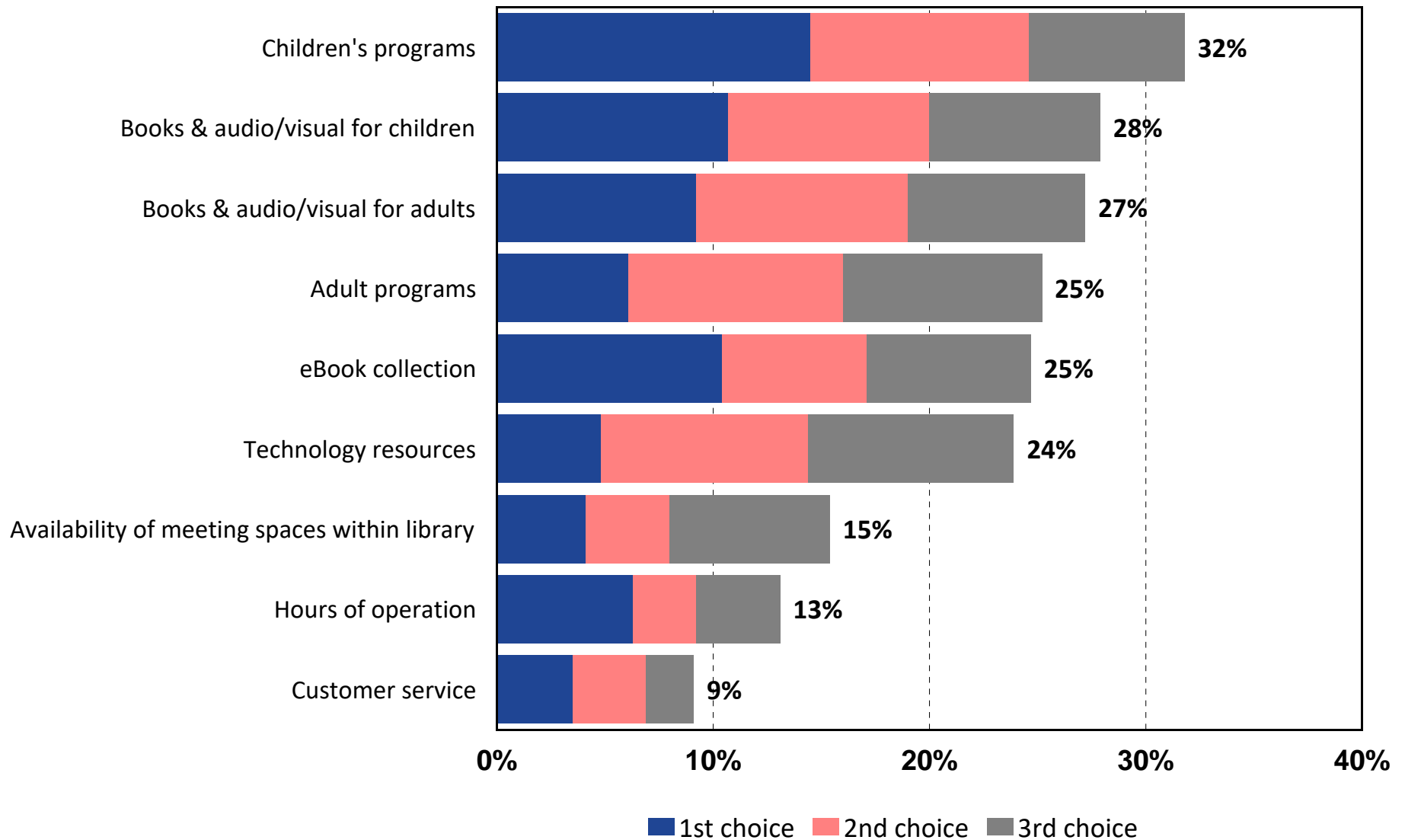
Q19. Satisfaction with Library Services

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Q20. Library Services That Should Be Emphasized Most Over the Next Two Years

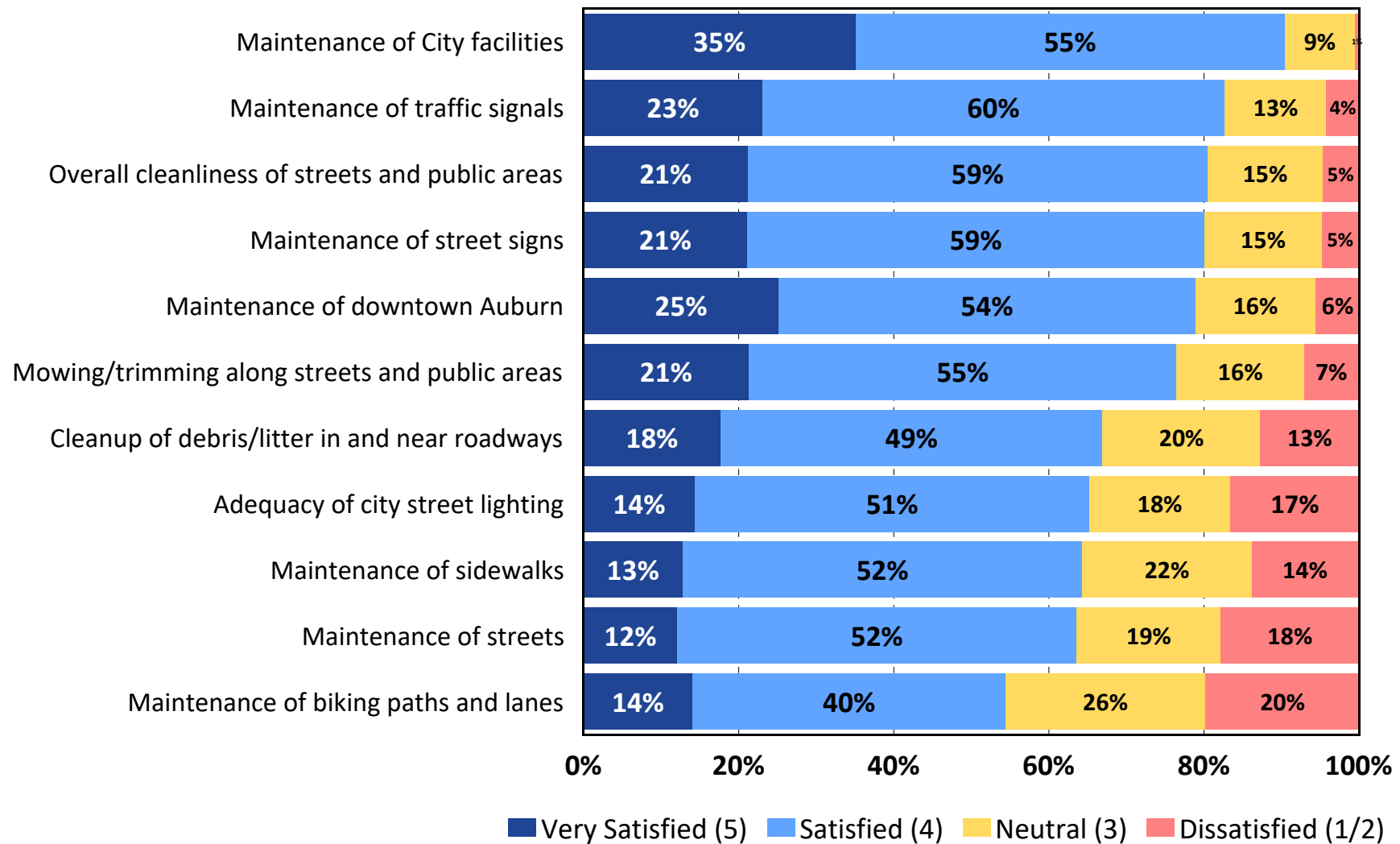
by percentage of residents surveyed who selected the item as one of their top three choices



CITY MAINTENANCE

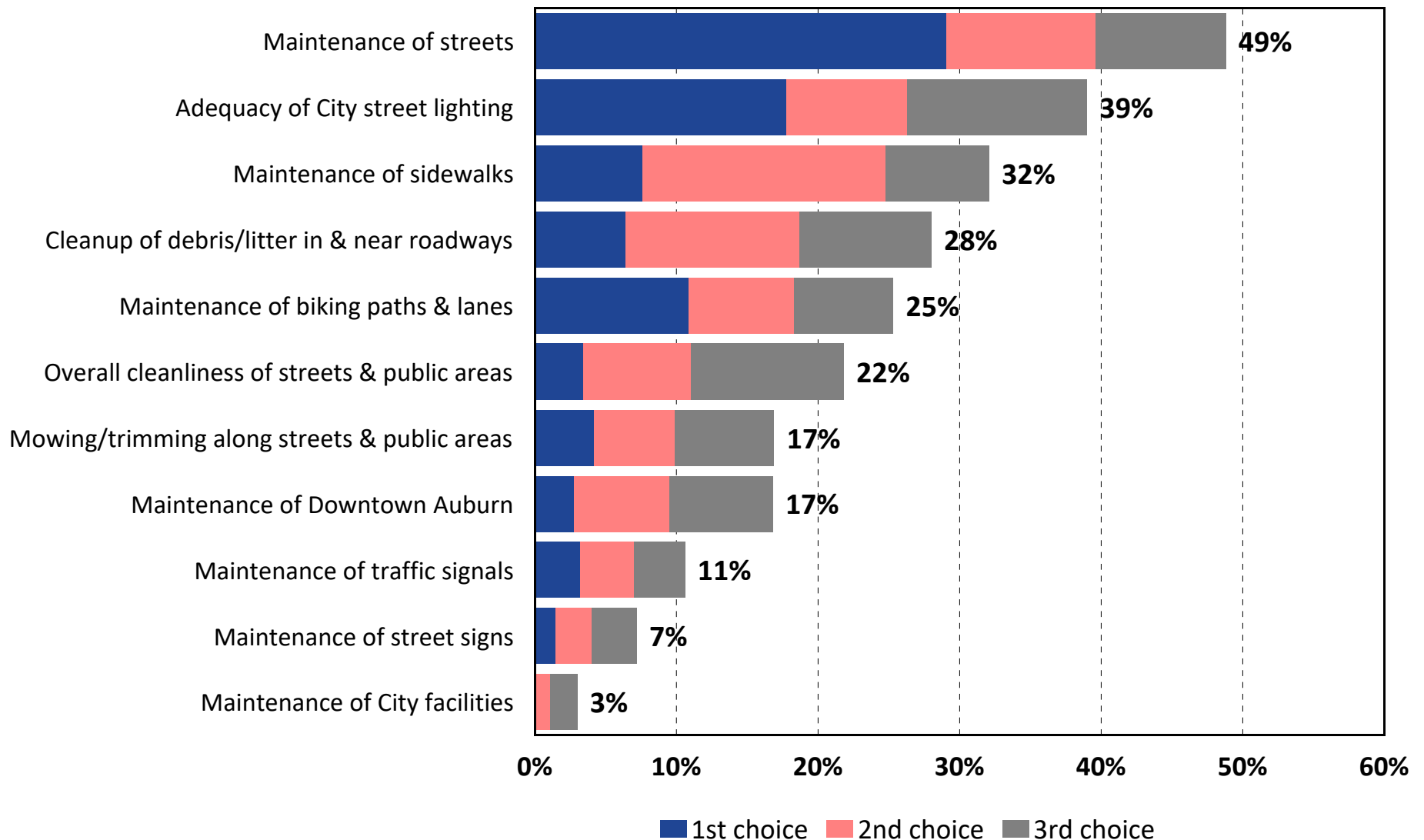
Q21. Satisfaction with City Maintenance

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Q22. City Maintenance Services That Should Be Emphasized Most Over the Next Two Years

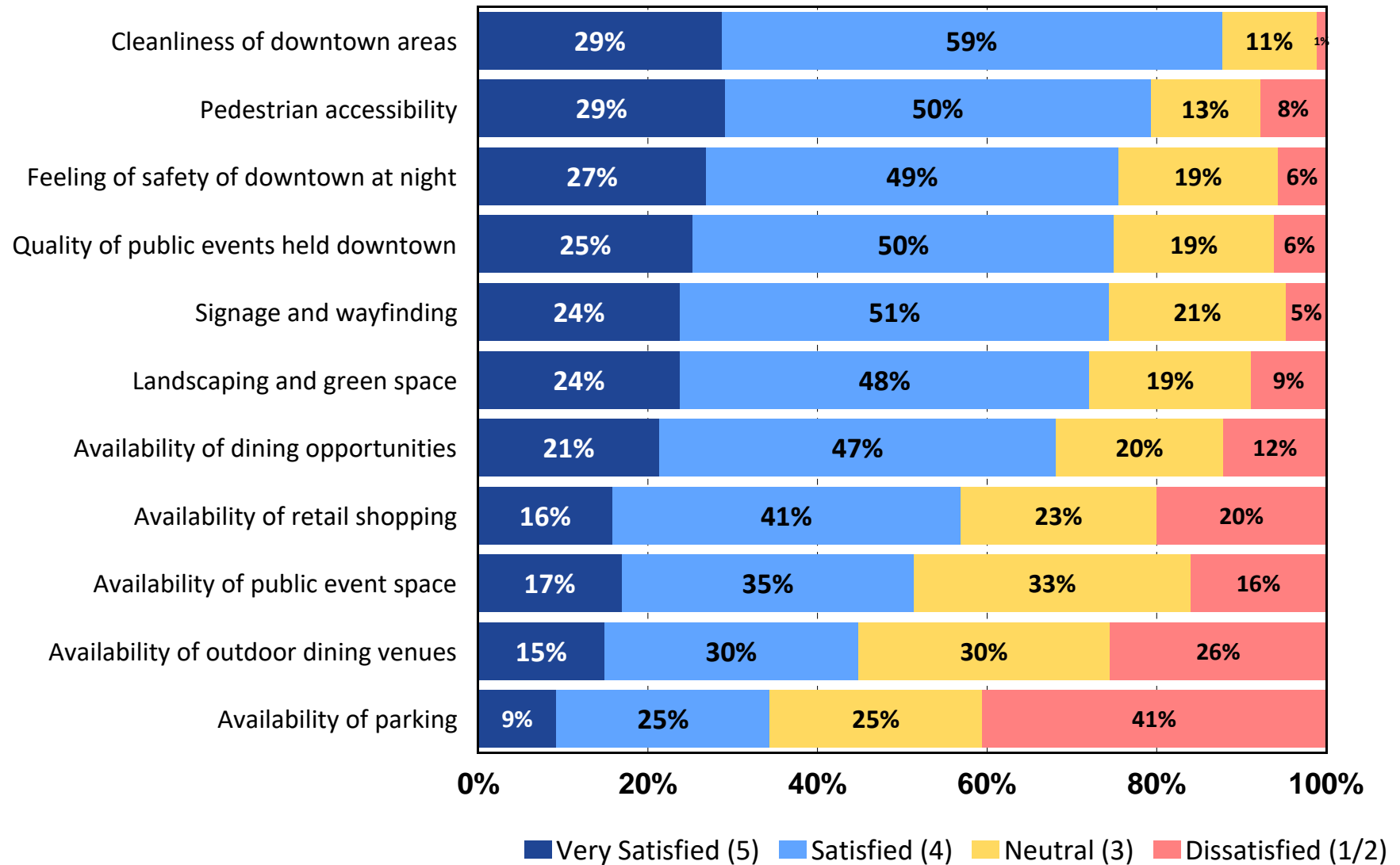
by percentage of residents surveyed who selected the item as one of their top three choices



DOWNTOWN AUBURN

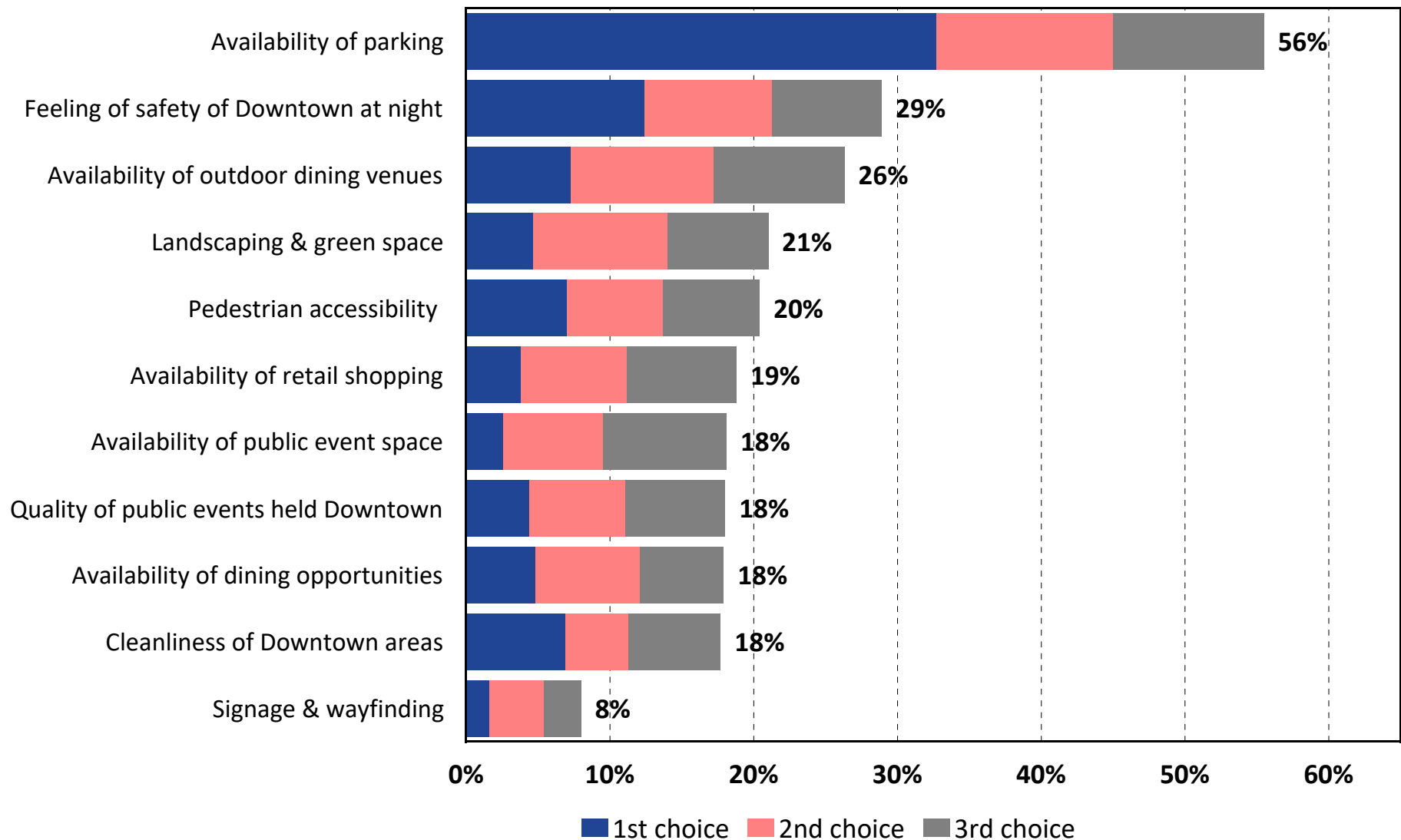
Q23. Satisfaction with Downtown Auburn

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Q24. Areas of Downtown Auburn That Should Receive the Most Emphasis Over the Next Two Years

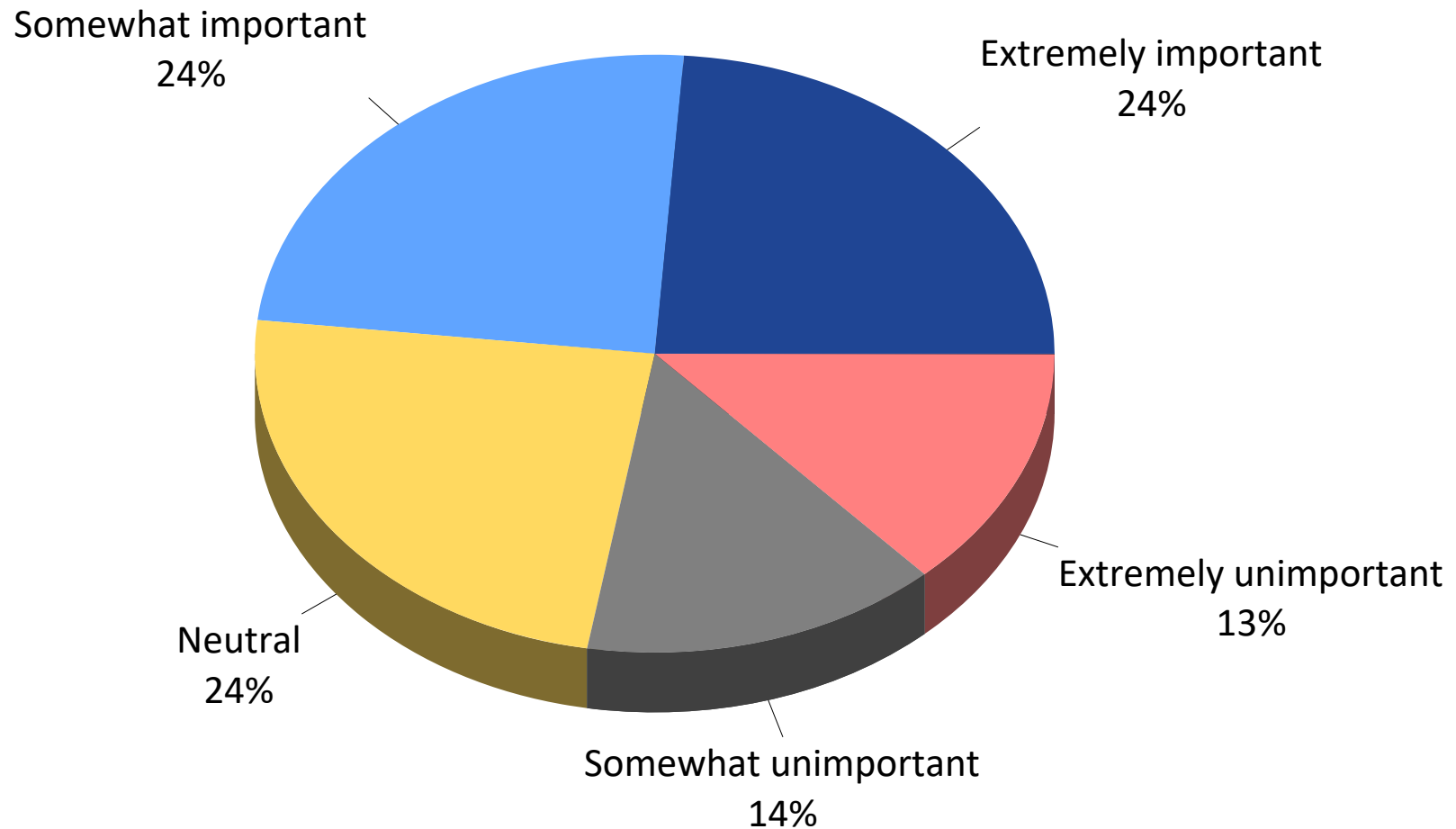
by percentage of residents surveyed who selected the item as one of their top three choices



Project or Initiative Priorities

Q25. Importance of Implementing a Mass Transit System Compared to Other City Priorities

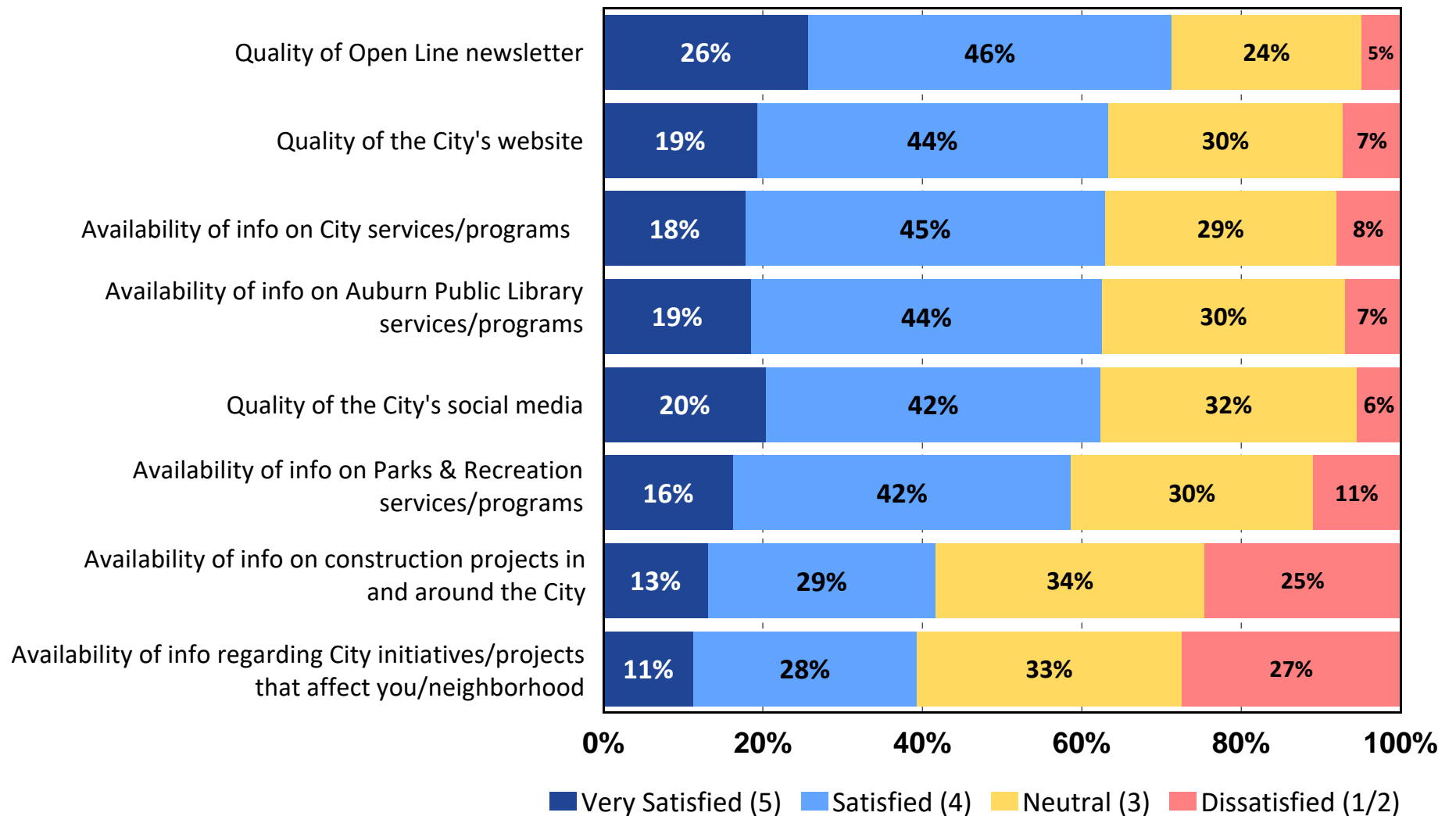
by percentage of residents surveyed (excluding "not provided")



CITY COMMUNICATION

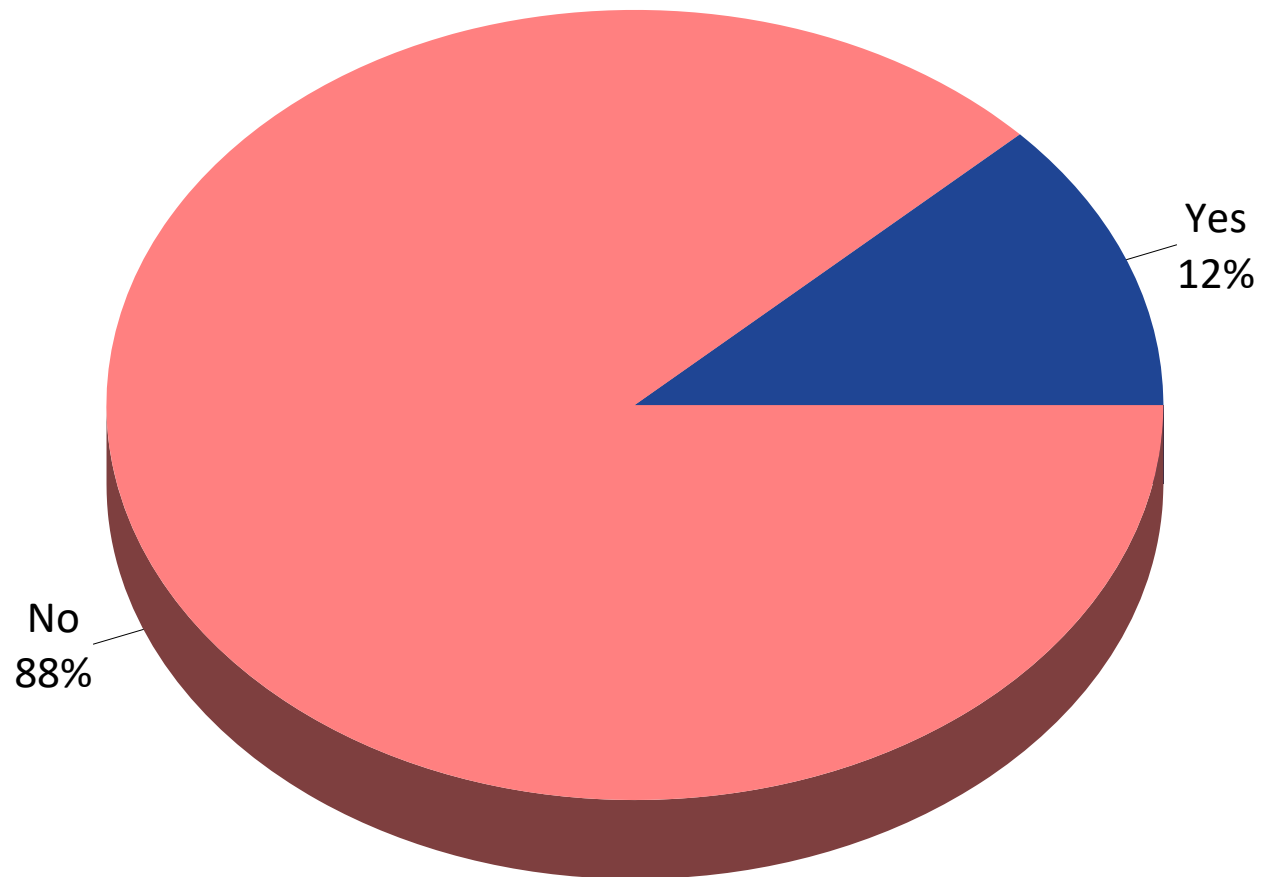
Q26. Satisfaction with City Communication

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



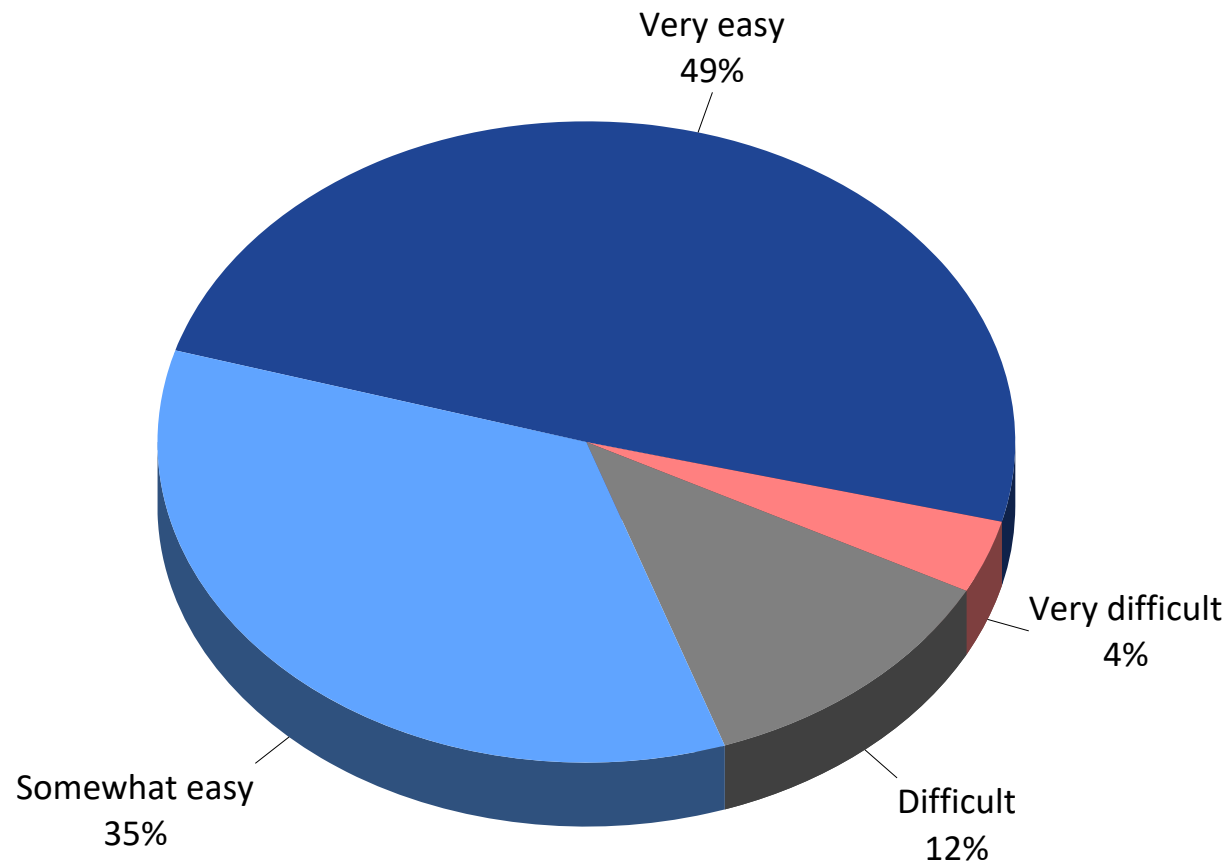
Q27. Have you used the City's FixIt app to access City services?

by percentage of residents surveyed (excluding "not provided")



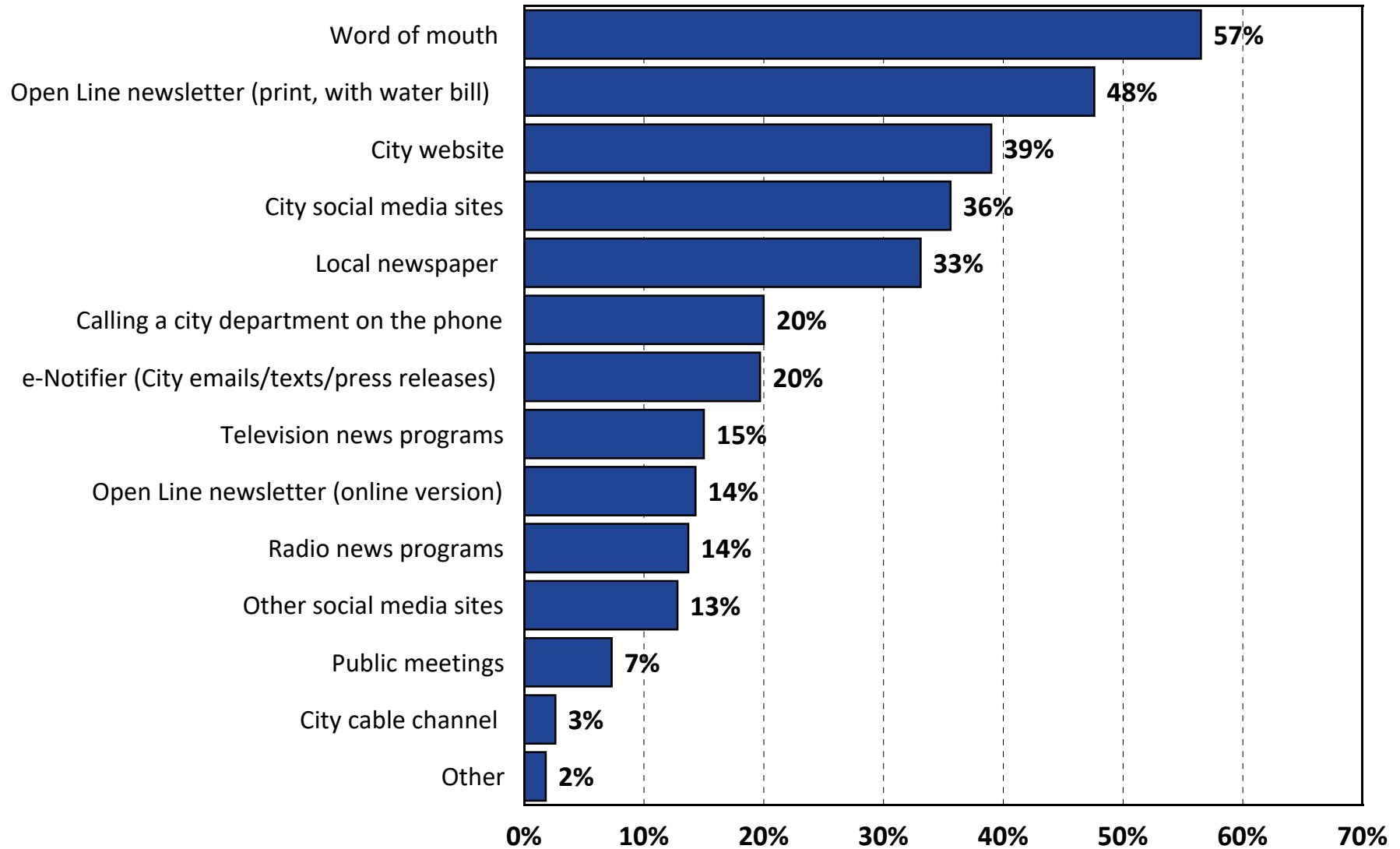
Q27a. How easy was it to use the app?

by percentage of respondents who have used the City's FixIt app



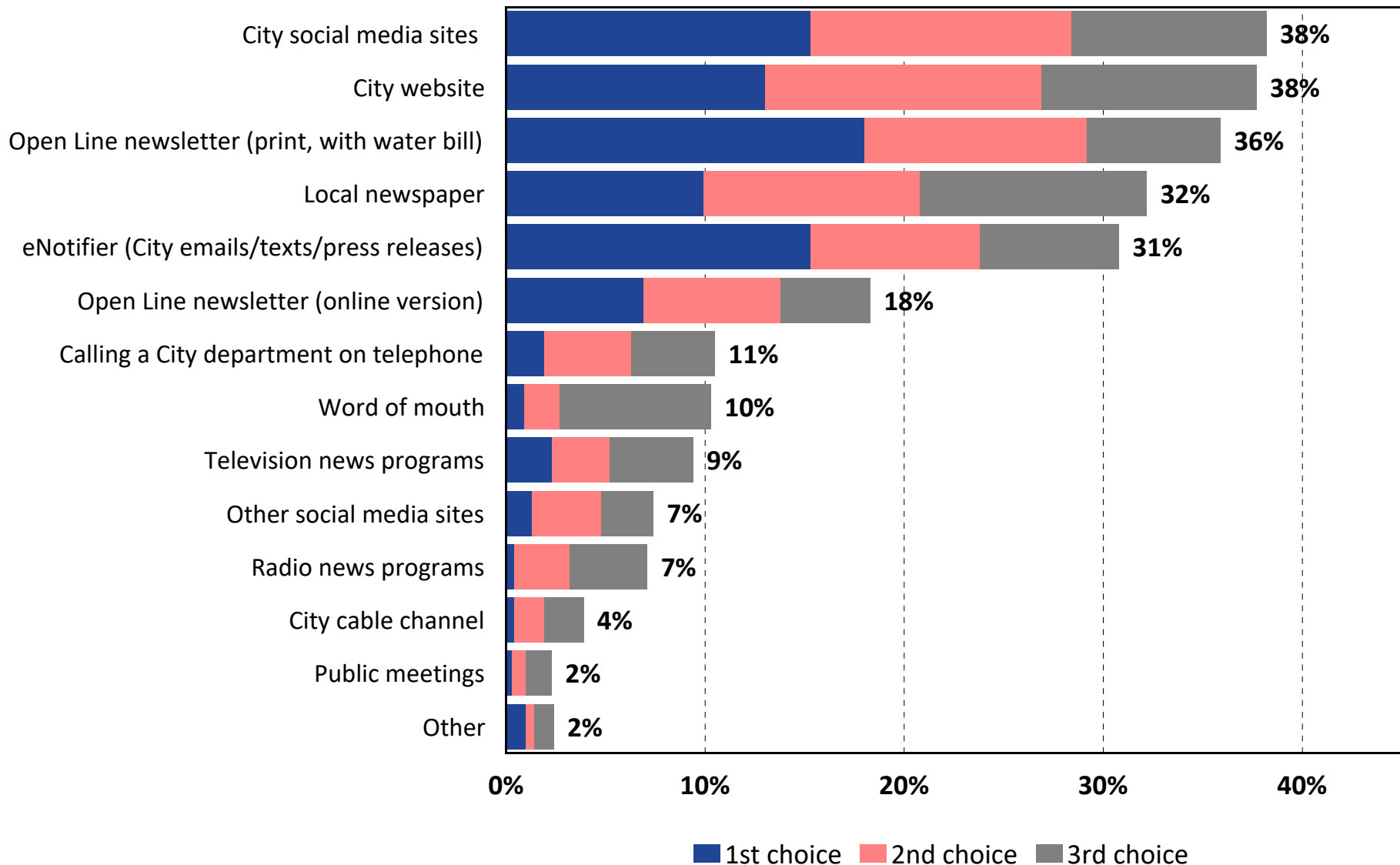
Q28. Which of the following are your primary sources of information about city issues, services, and events?

by percentage of residents (multiple choices could be made)



Q29. Preferred Sources of Information

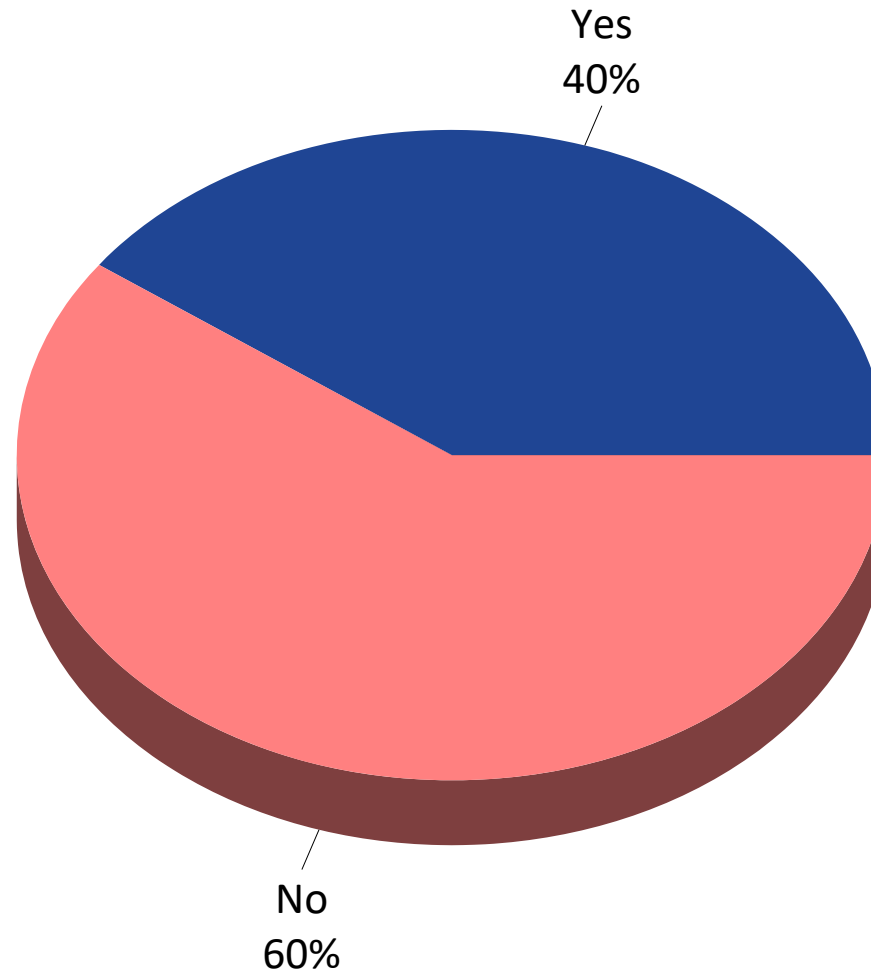
by percentage of residents surveyed who selected the item as one of their top three choices



CUSTOMER SERVICE

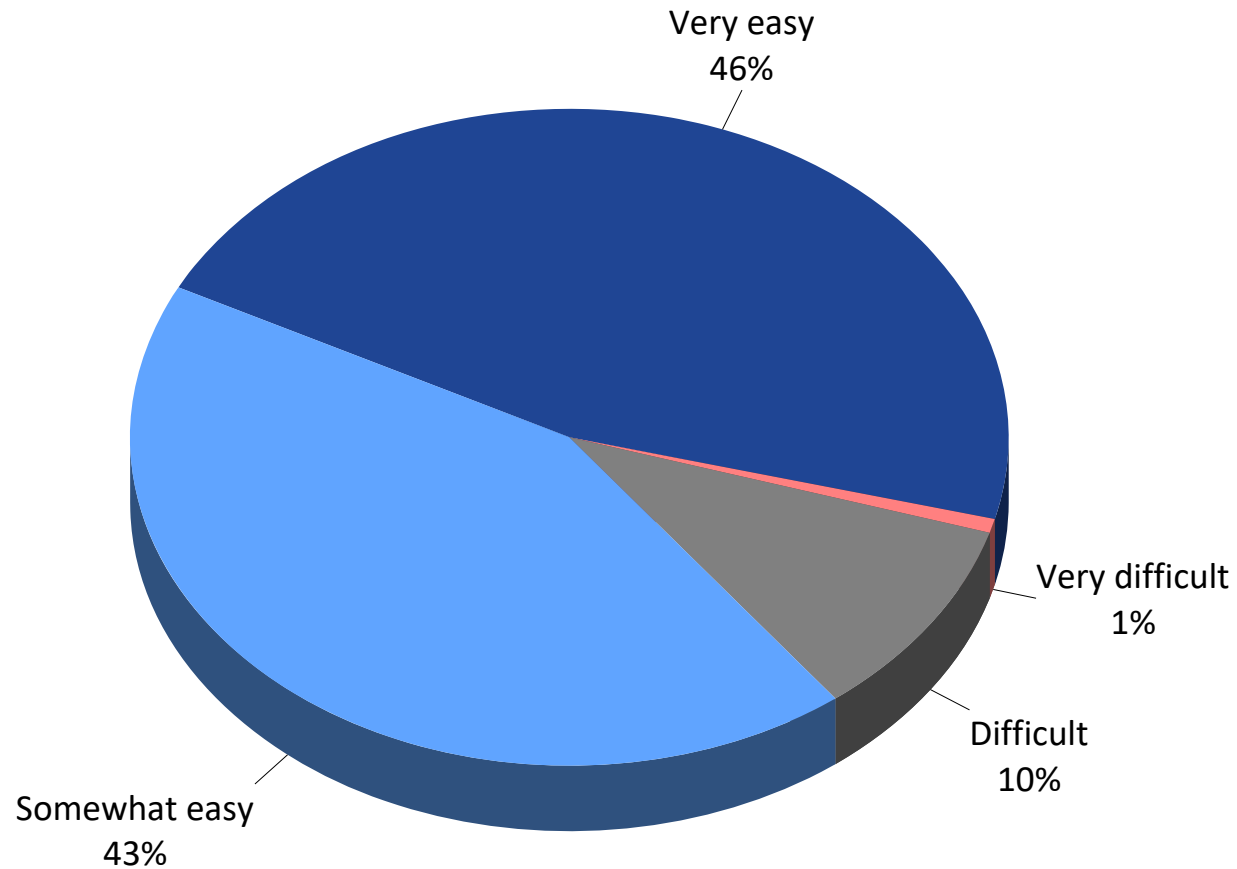
Q30. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of residents surveyed



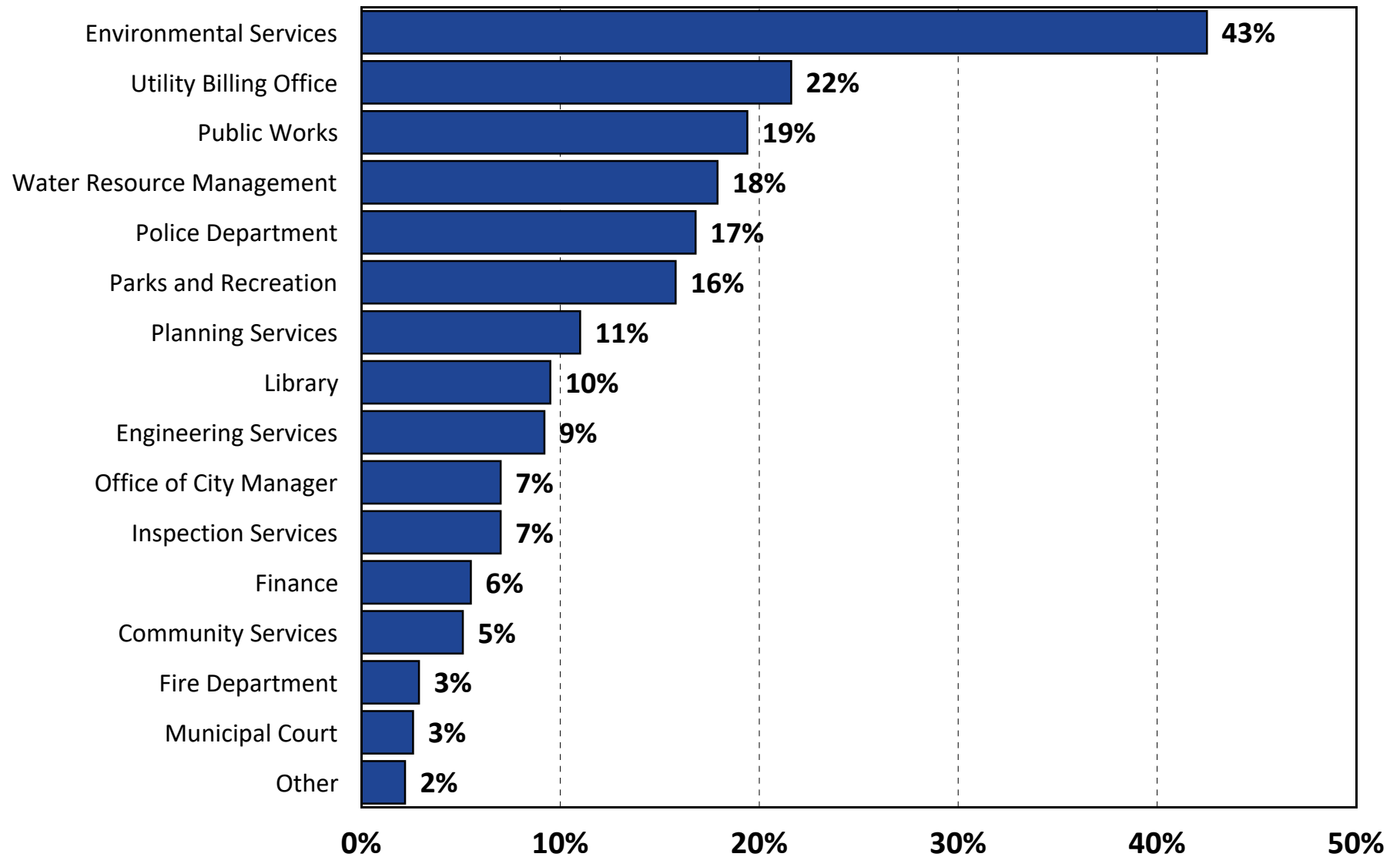
Q30a. How easy was it to contact the person you needed to reach?

by percentage of respondents who contacted the City in the past year (excluding "not provided")



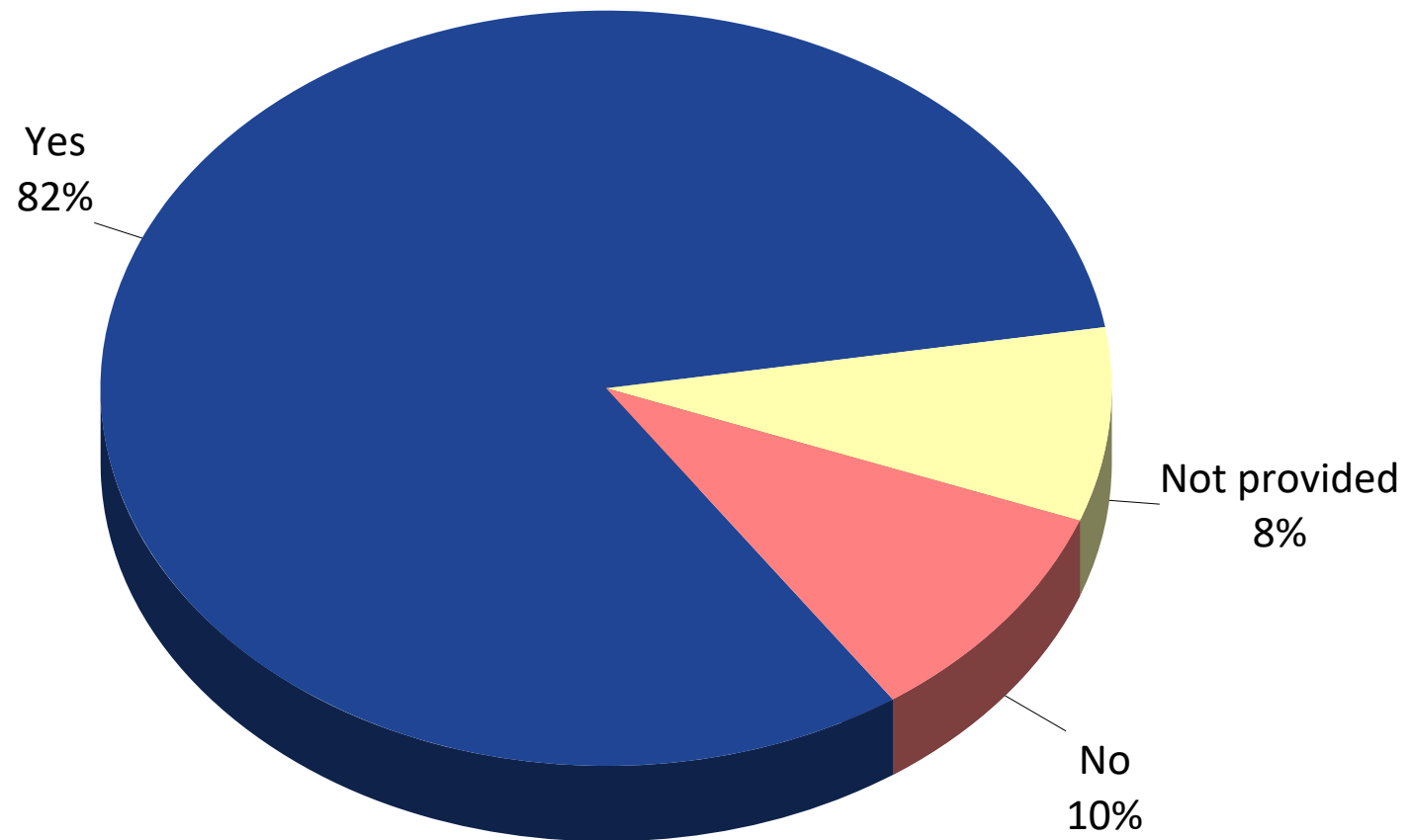
Q30b. What City department did you contact?

by percentage of respondents who contacted the City in the past year



Q30c. Was the department(s) you contacted responsive to your issue?

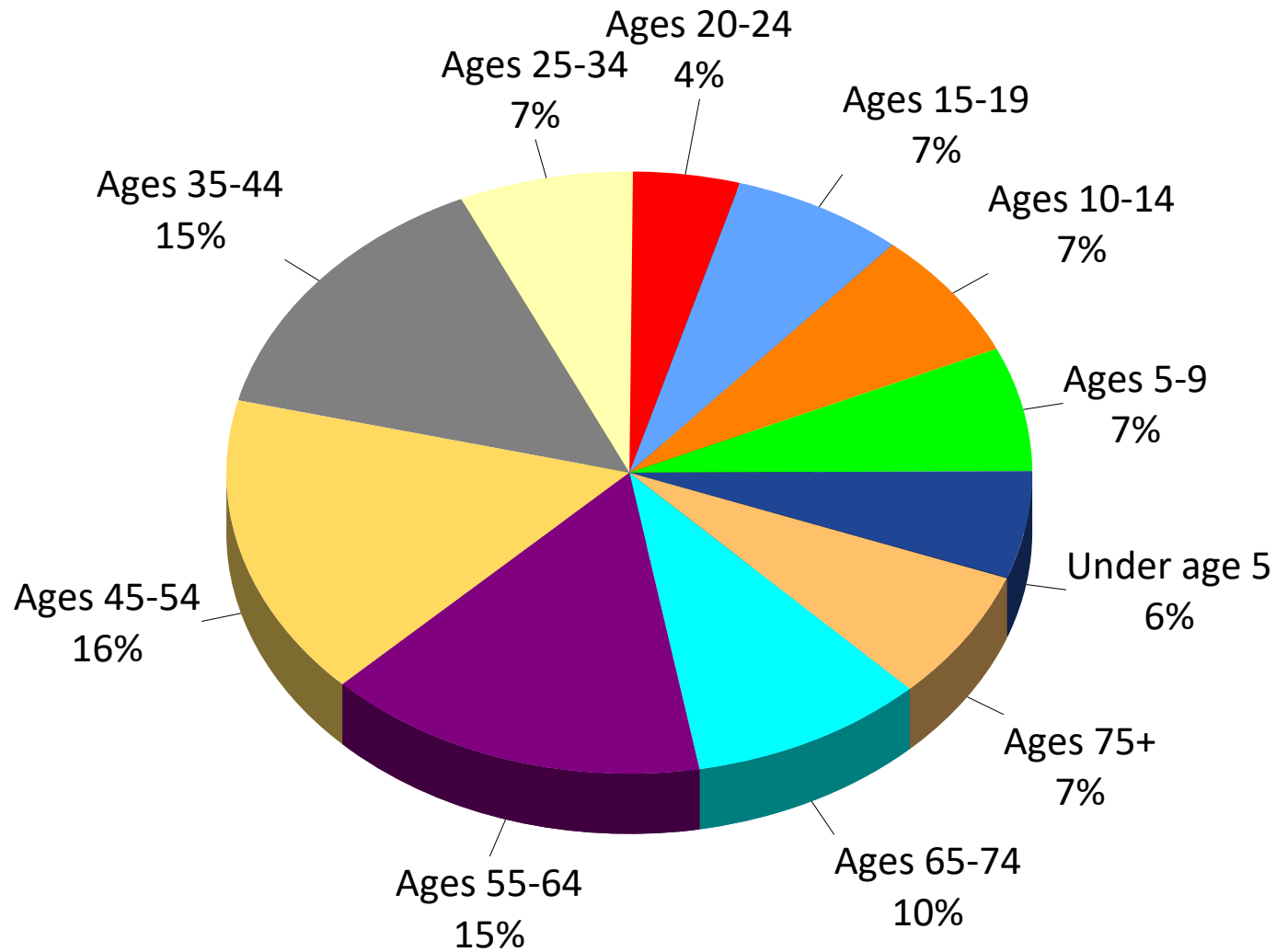
by percentage of respondents who contacted the City in the past year



DEMOGRAPHICS

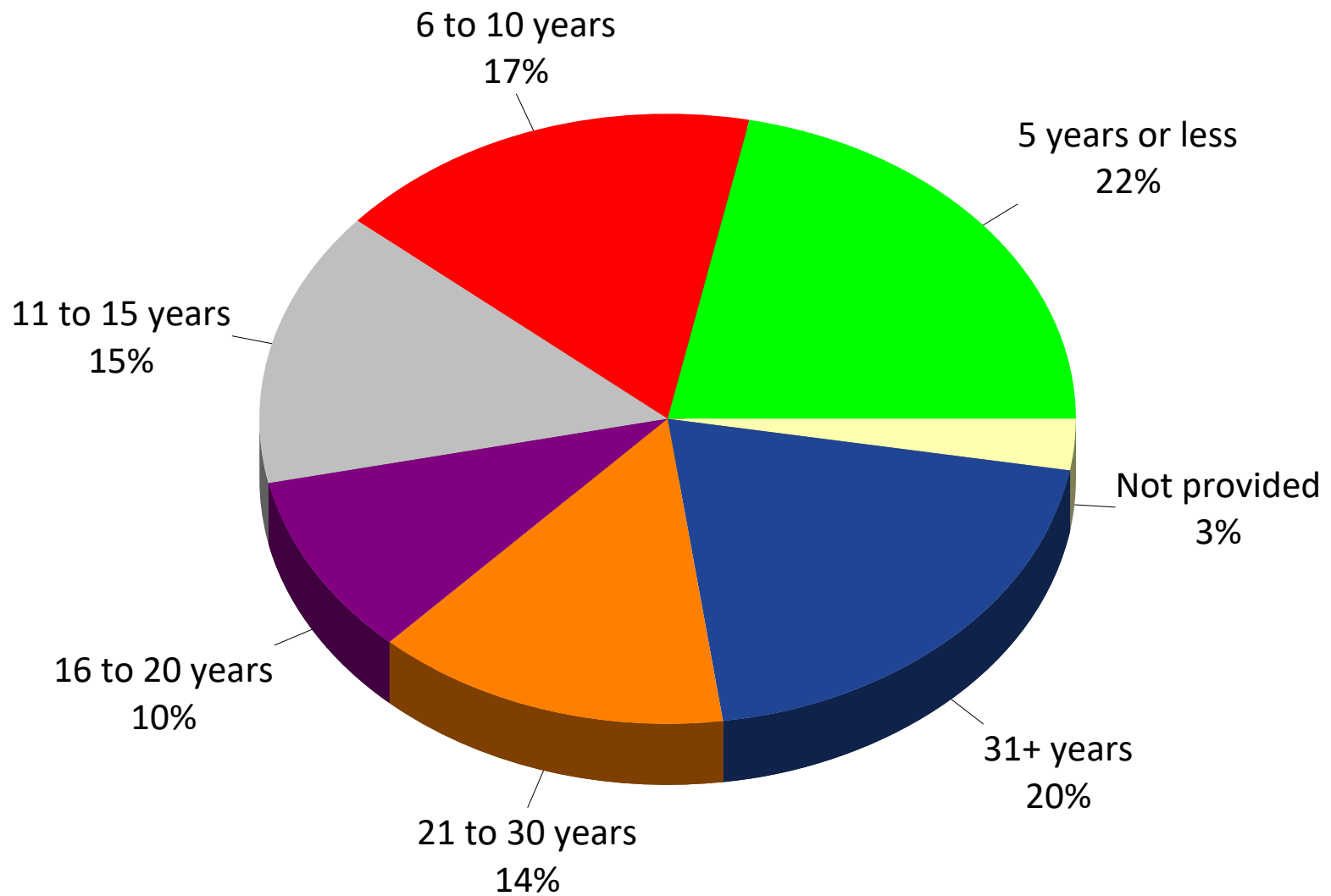
Q32. Demographics: Ages of Household Members

by percentage of residents in the household



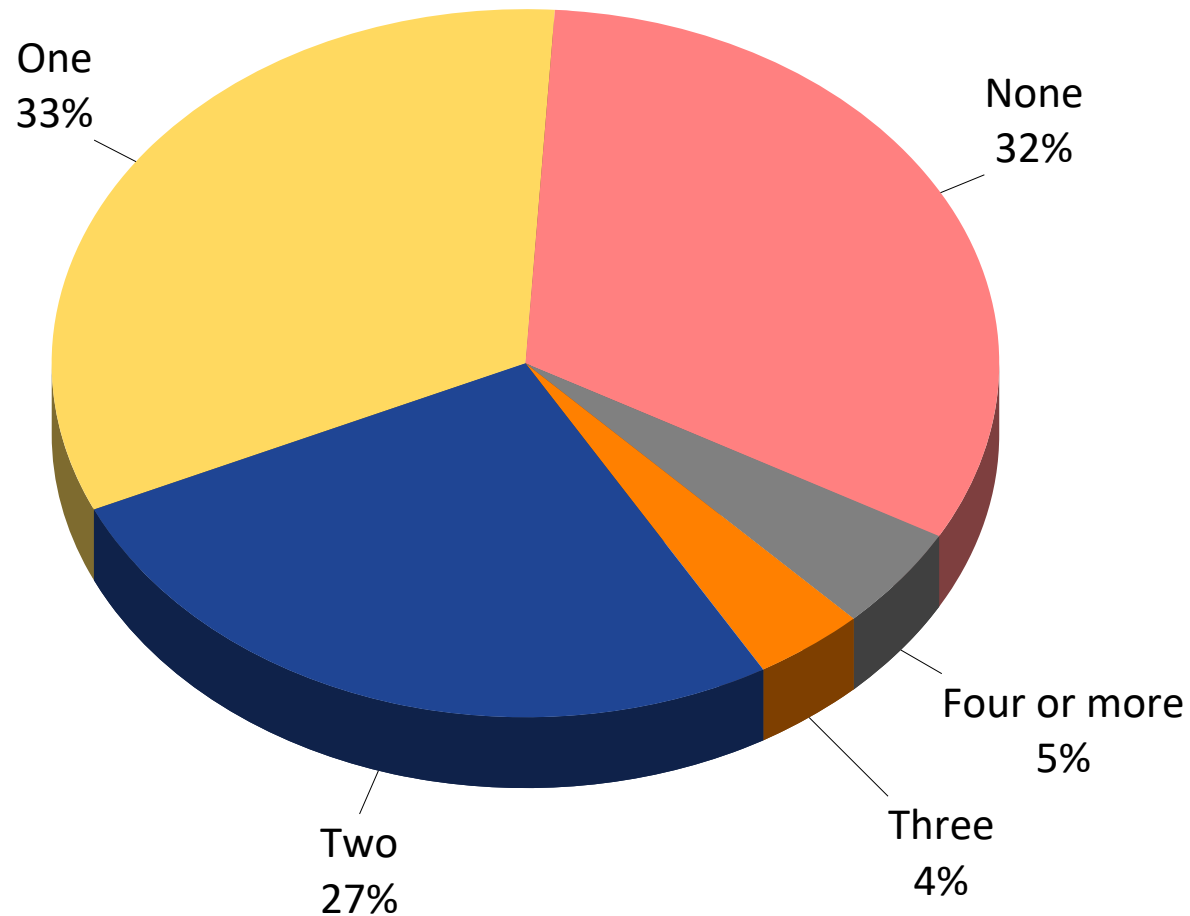
Q33. Demographics: How many years have you lived in the City of Auburn?

by percentage of residents surveyed



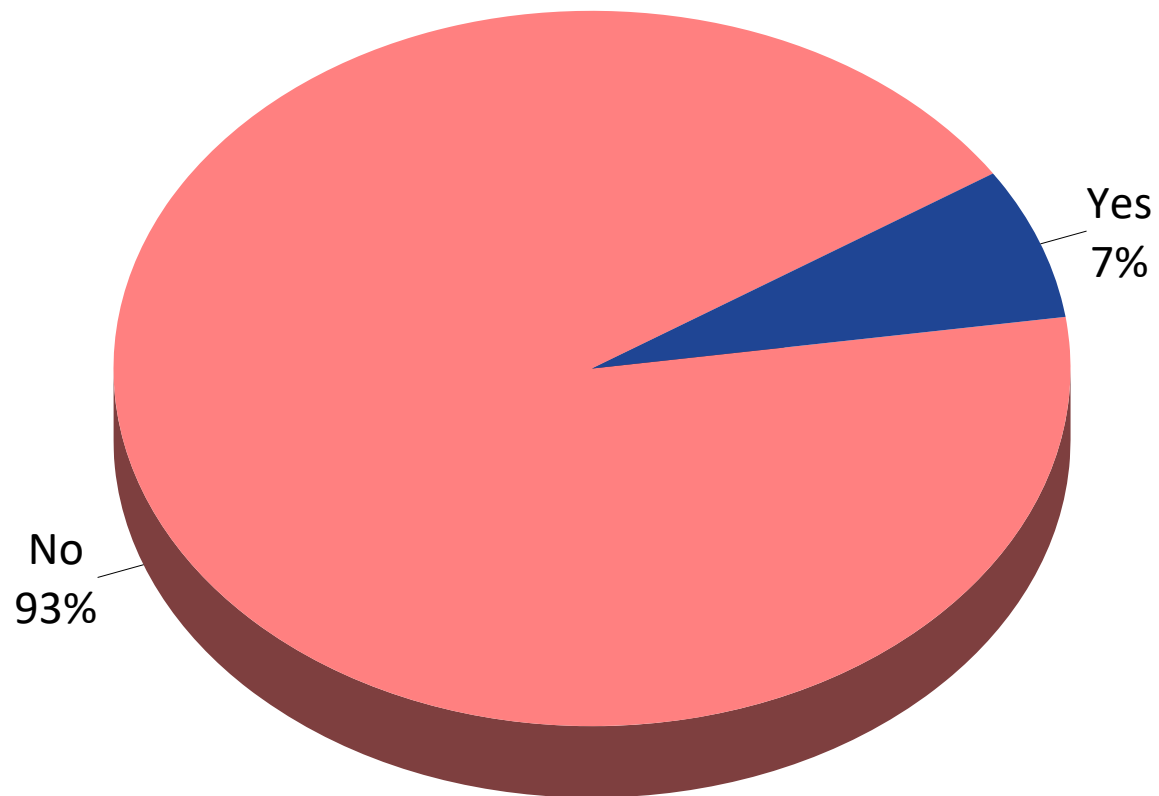
Q34. Demographics: How many people in your household work within the Auburn City Limits?

by percentage of residents surveyed



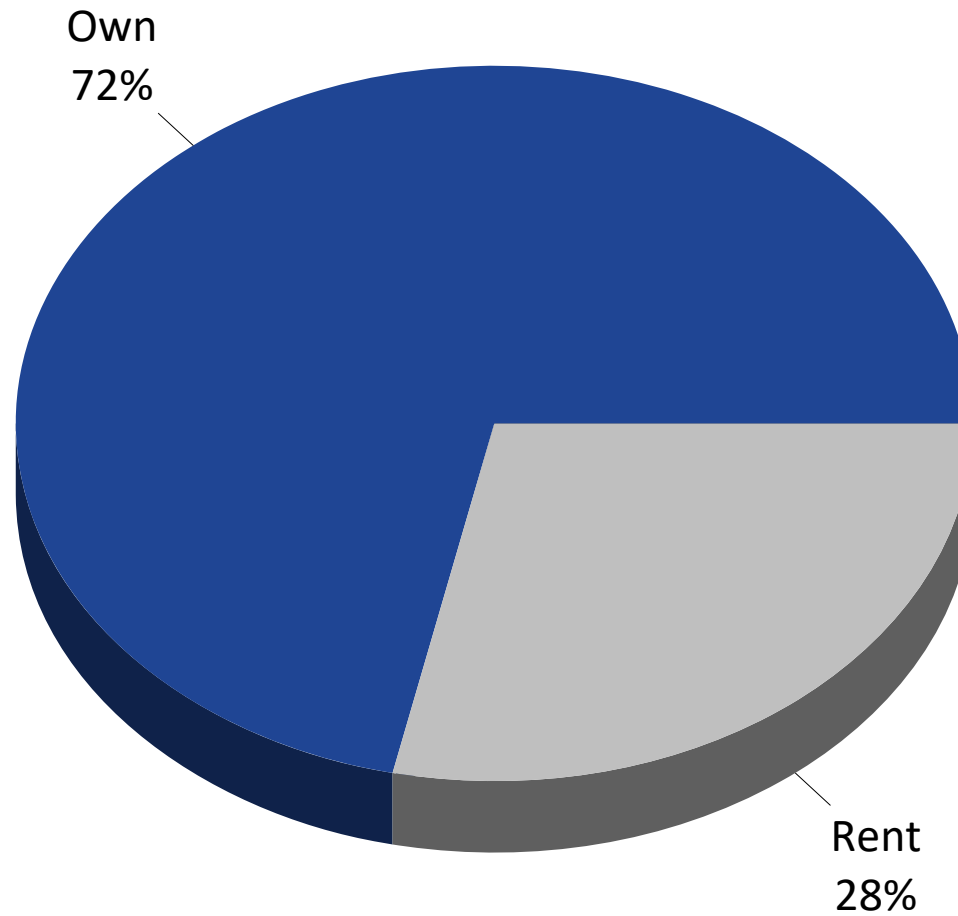
Q35. Demographics: Are you a full time Auburn University student?

by percentage of residents surveyed



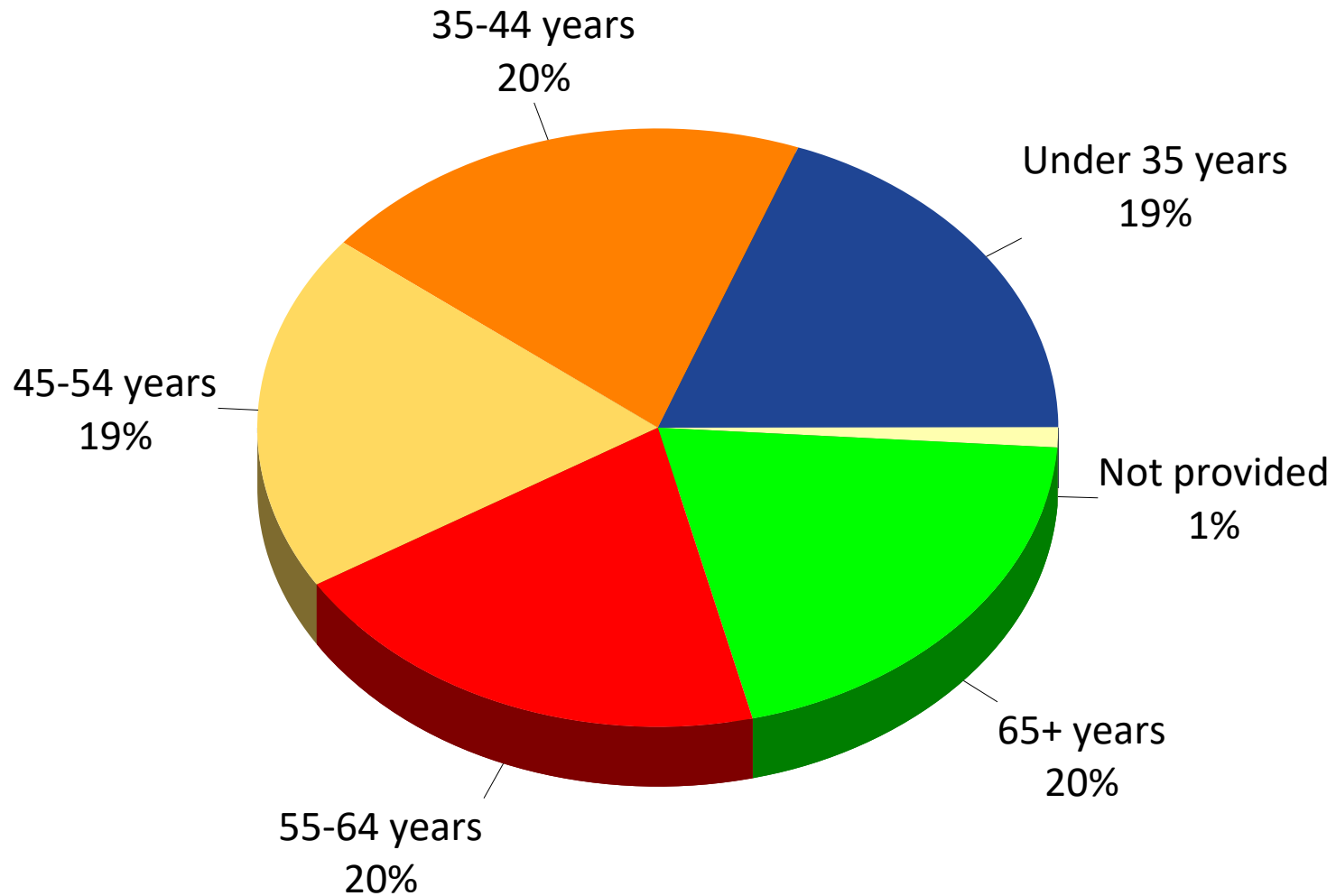
Q36. Demographics: Do you own or rent your current residence?

by percentage of residents surveyed



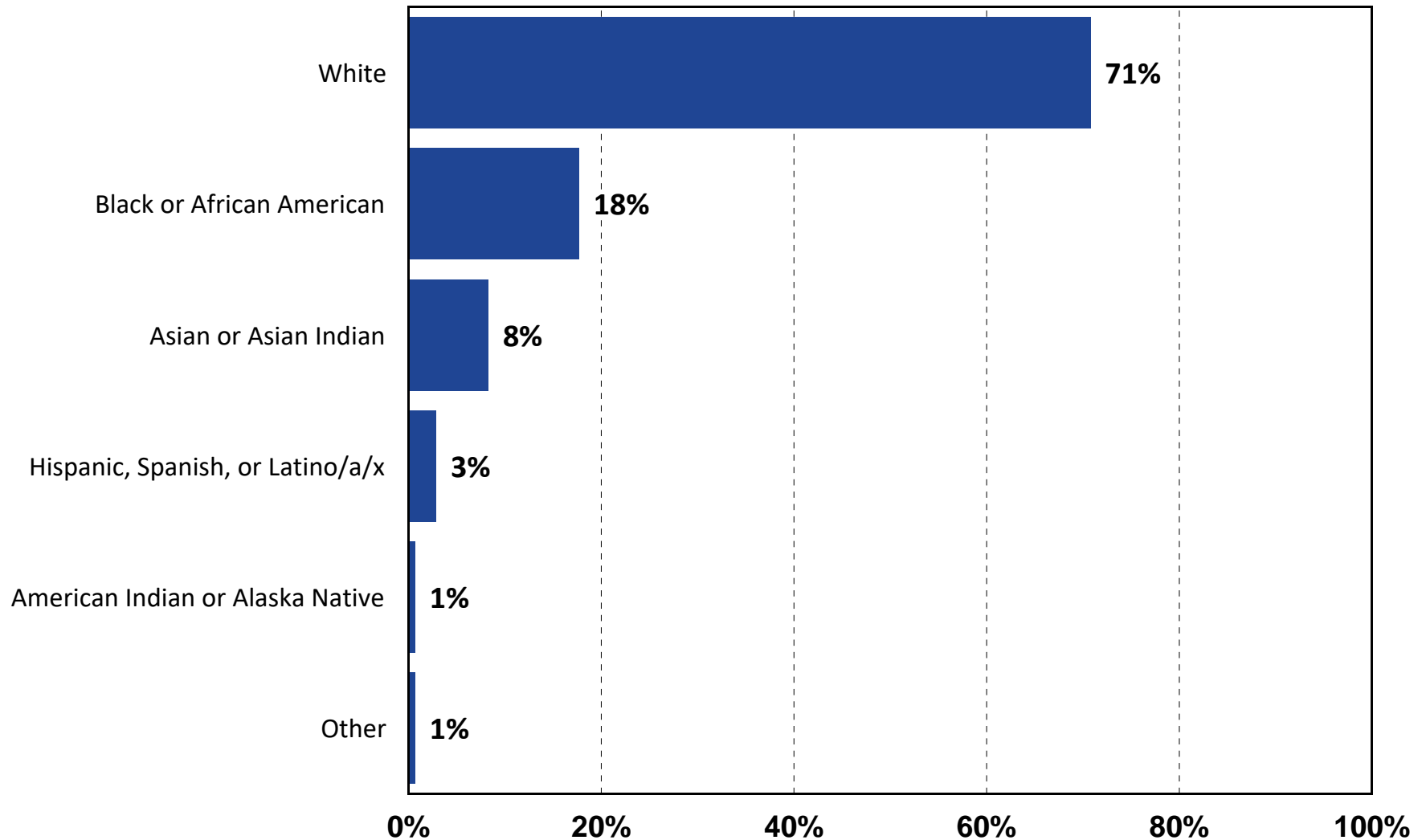
Q37. Demographics: What is your age?

by percentage of residents surveyed



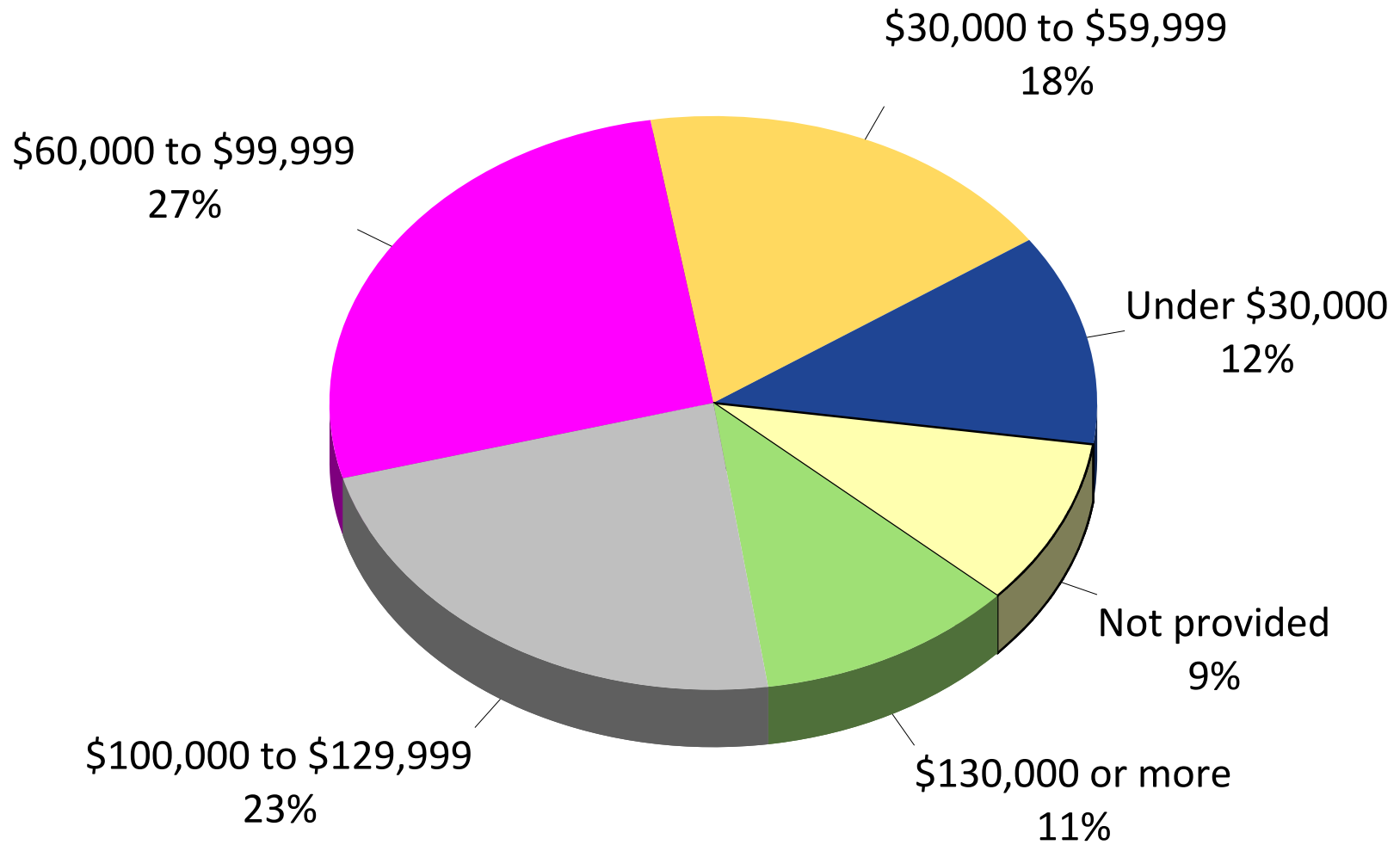
Q38. Demographics: Which best describes your race/ethnicity?

by percentage of residents surveyed (multiple choices could be made)



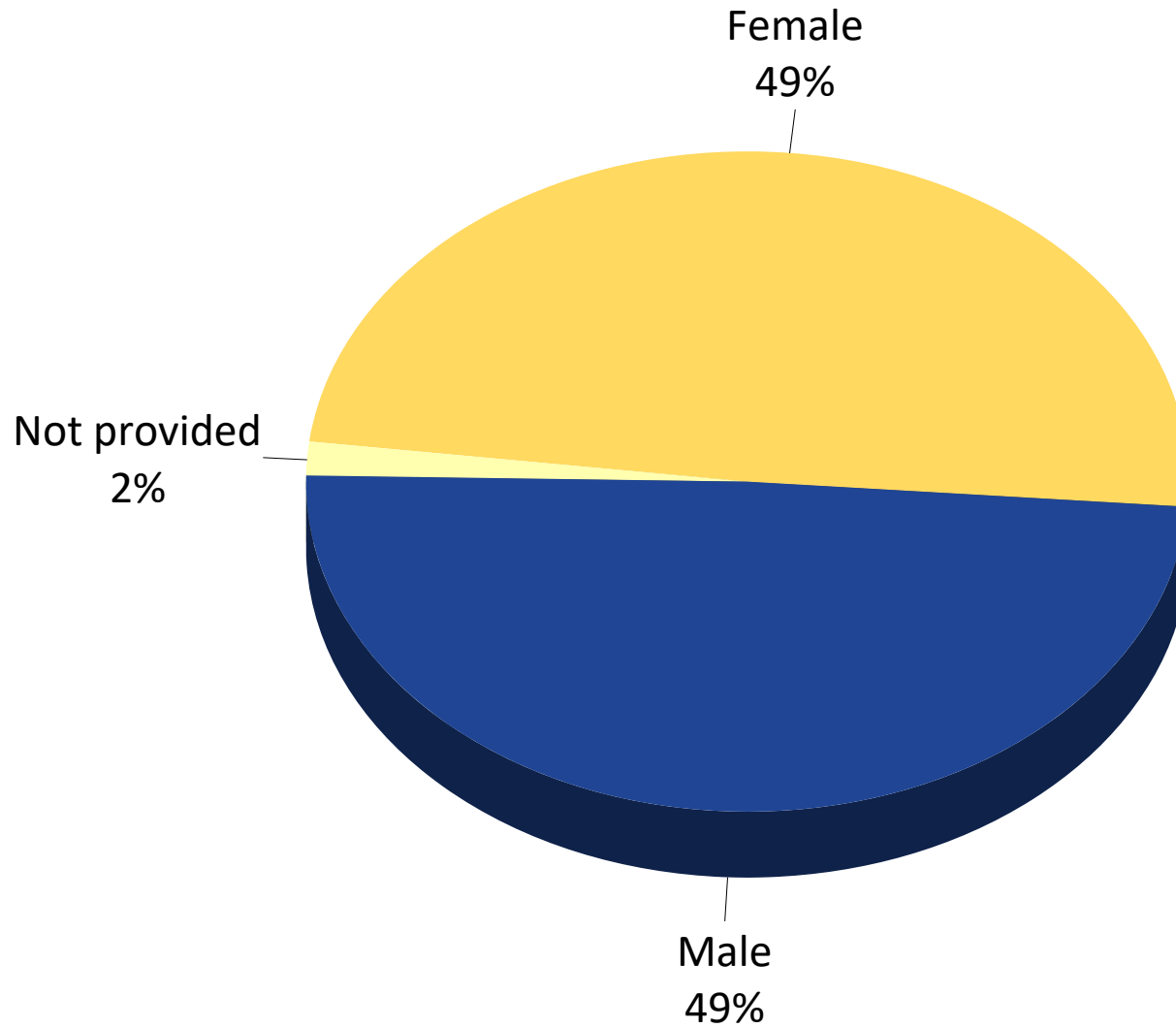
Q39. Demographics: Total Annual Household Income

by percentage of residents surveyed



Q40. Demographics: Gender of the Respondents

by percentage of residents surveyed



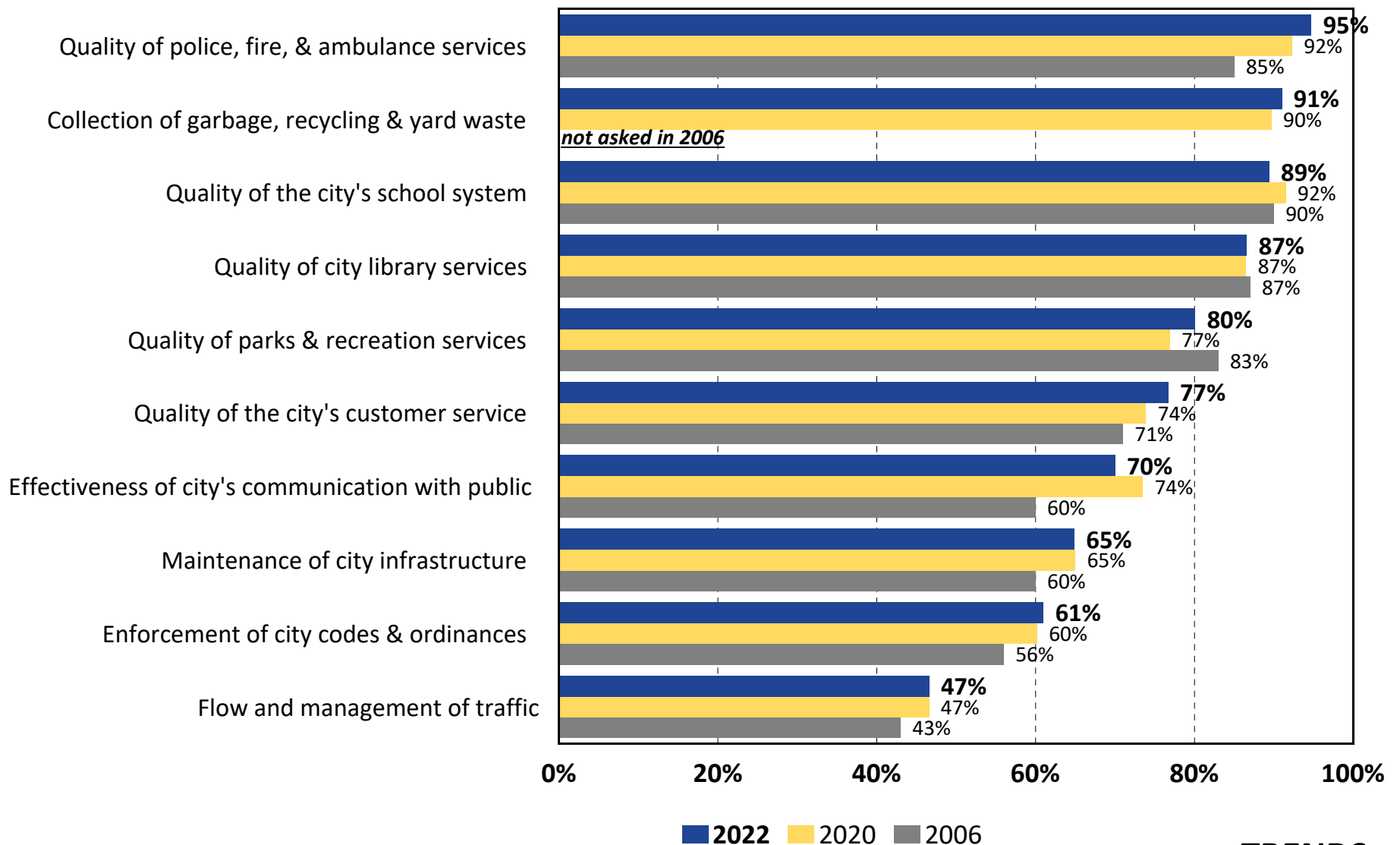


2

Trend Charts

Overall Satisfaction With City Services by Major Category (2006, 2020 & 2022)

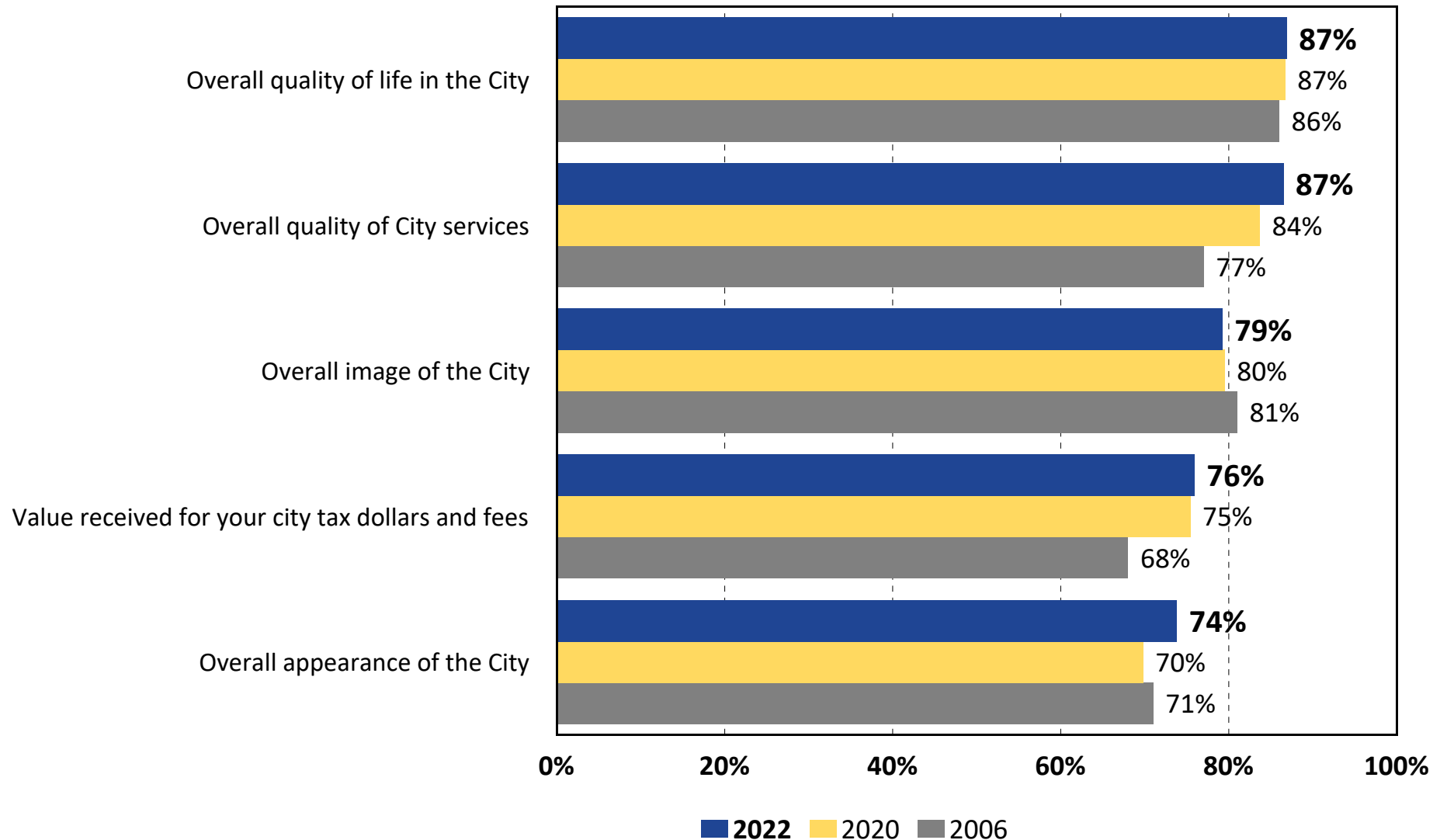
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



TRENDS

Perceptions of the City of Auburn (2006, 2020 & 2022)

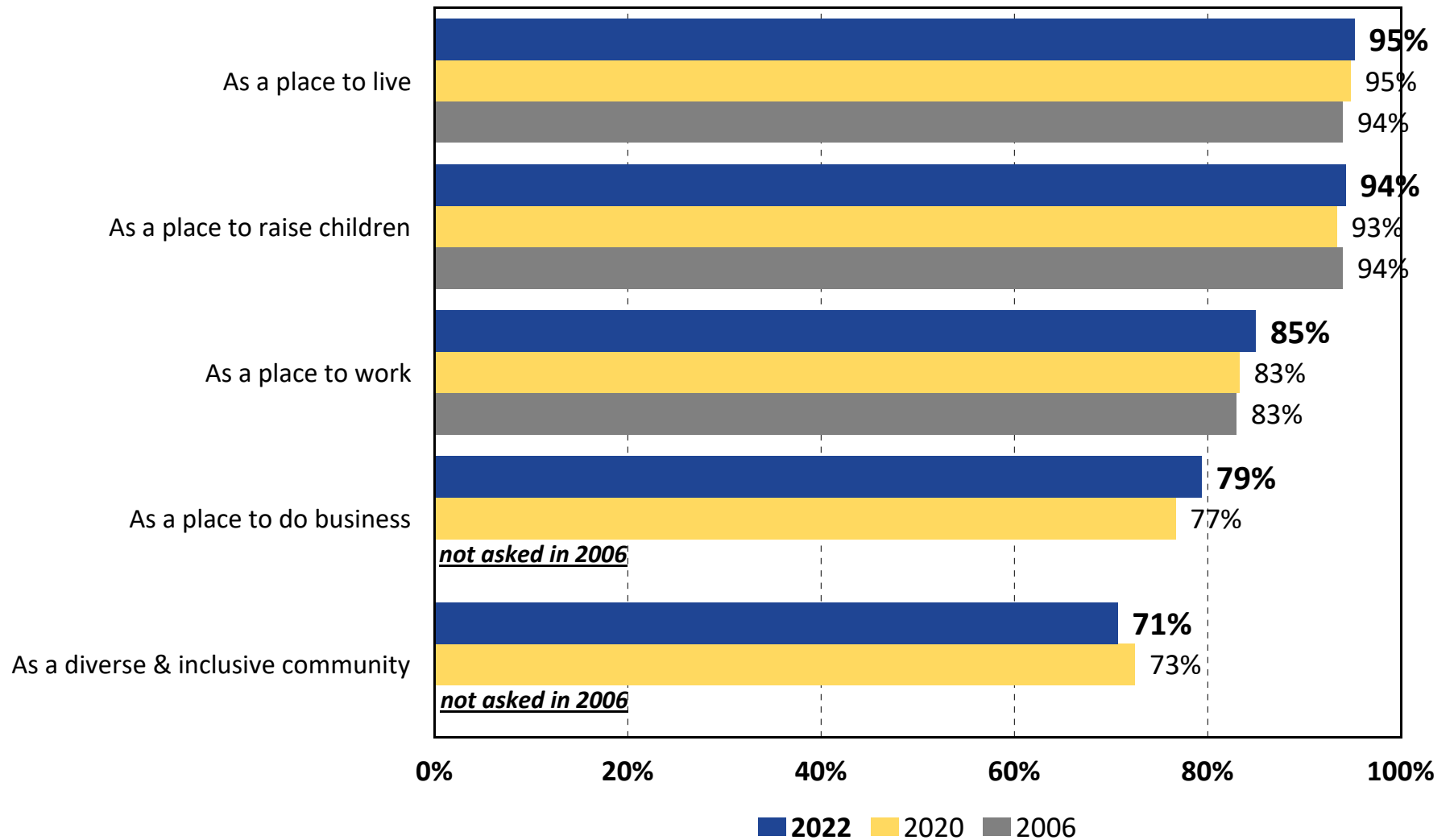
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



TRENDS

Ratings of the Quality of Life in the City of Auburn (2006, 2020 & 2022)

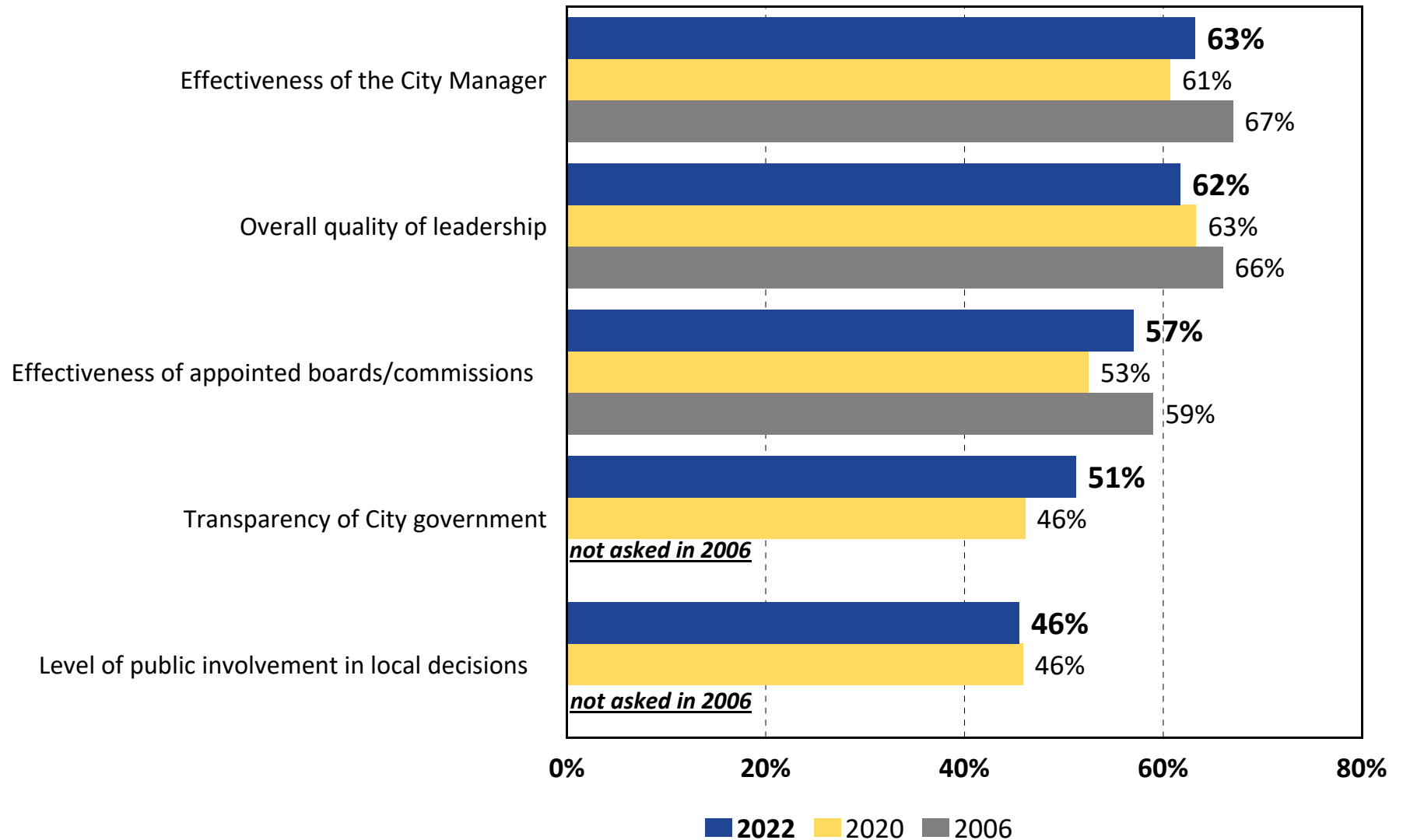
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



TRENDS

Satisfaction with City Leadership (2006, 2020 & 2022)

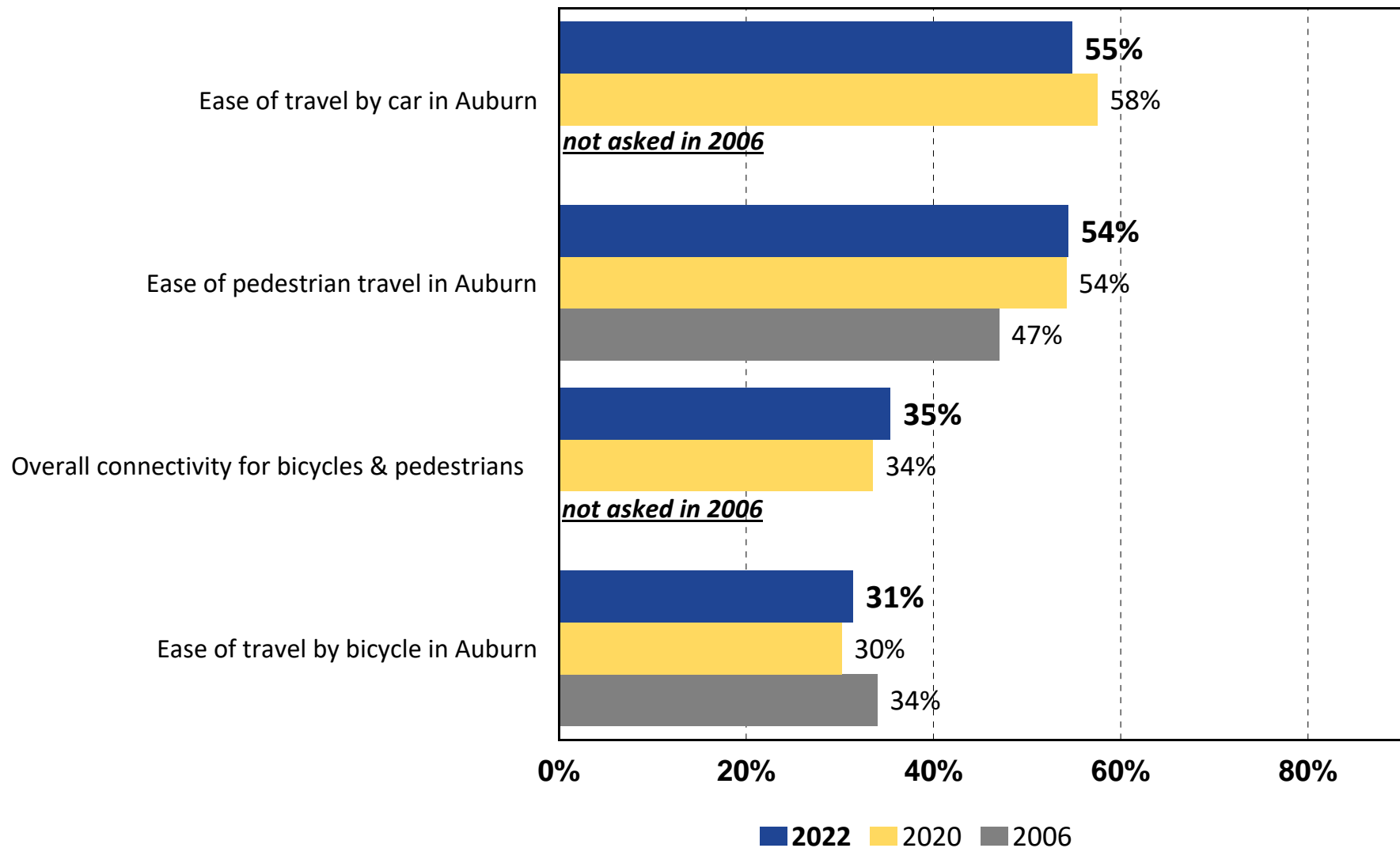
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



TRENDS

Satisfaction with Traffic Flow and Transportation (2006, 2020 & 2022)

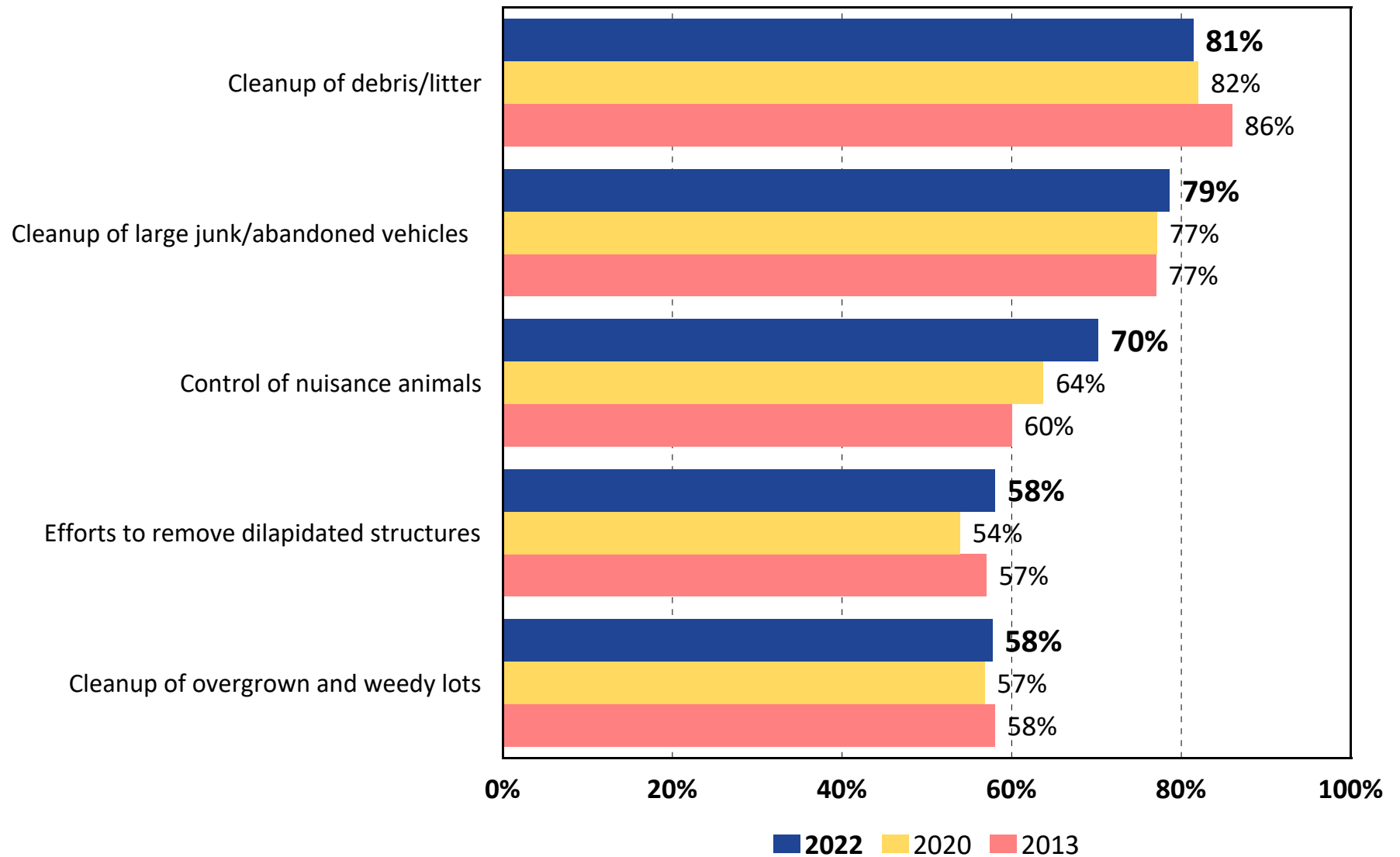
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



TRENDS

Satisfaction with Code Enforcement (2013, 2020 & 2022)

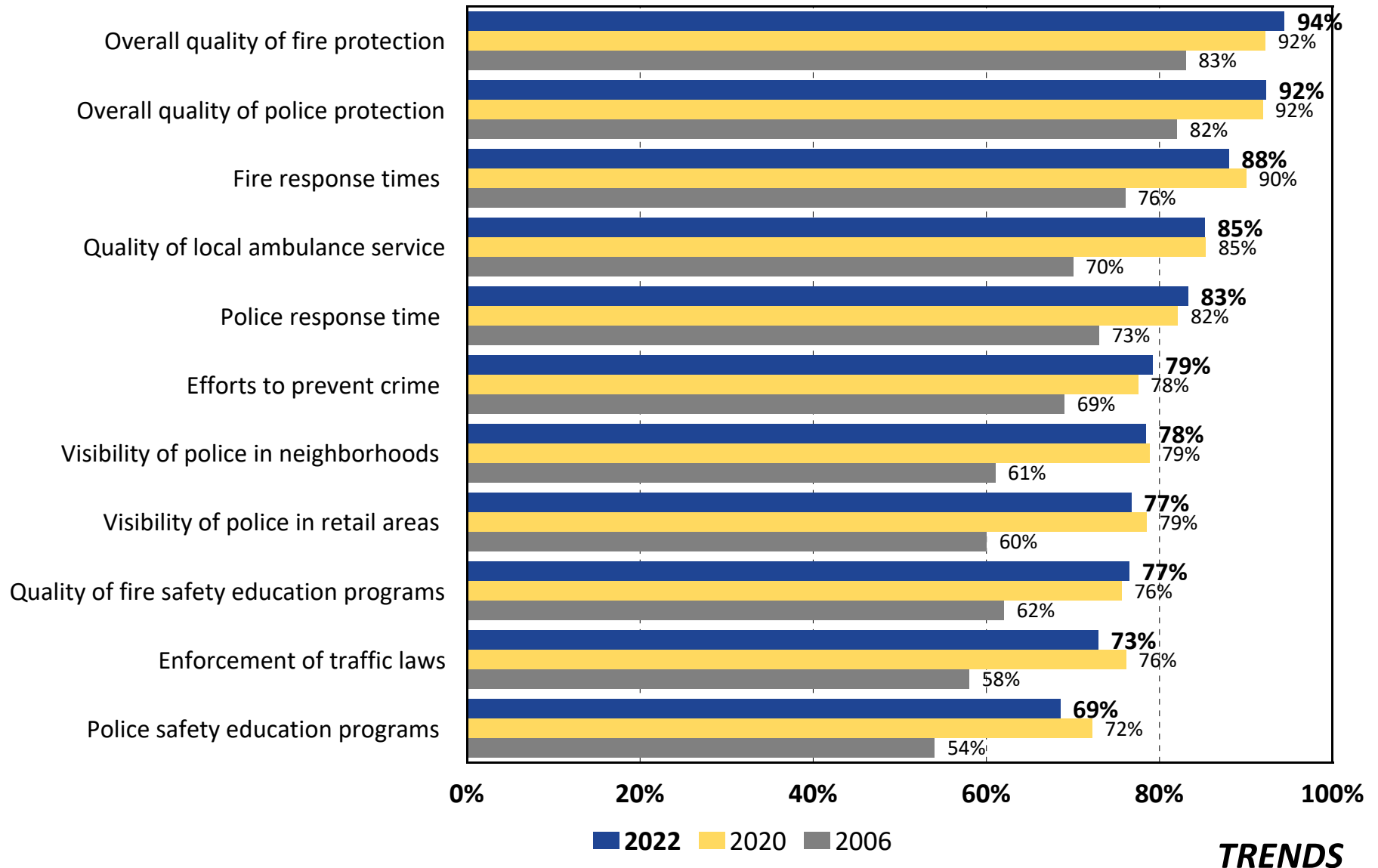
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



TRENDS

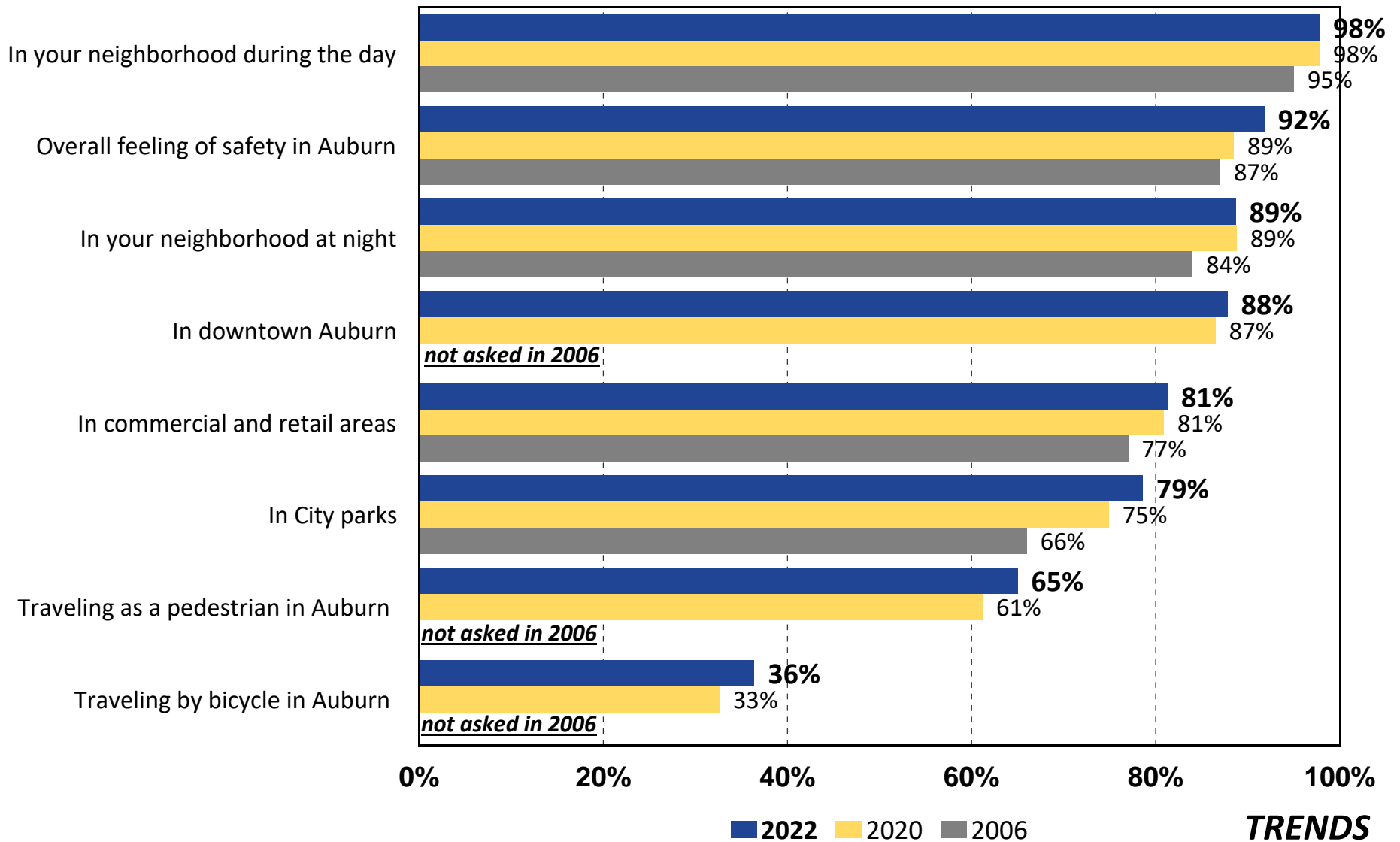
Overall Satisfaction with Public Safety Services (2006, 2020 & 2022)

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



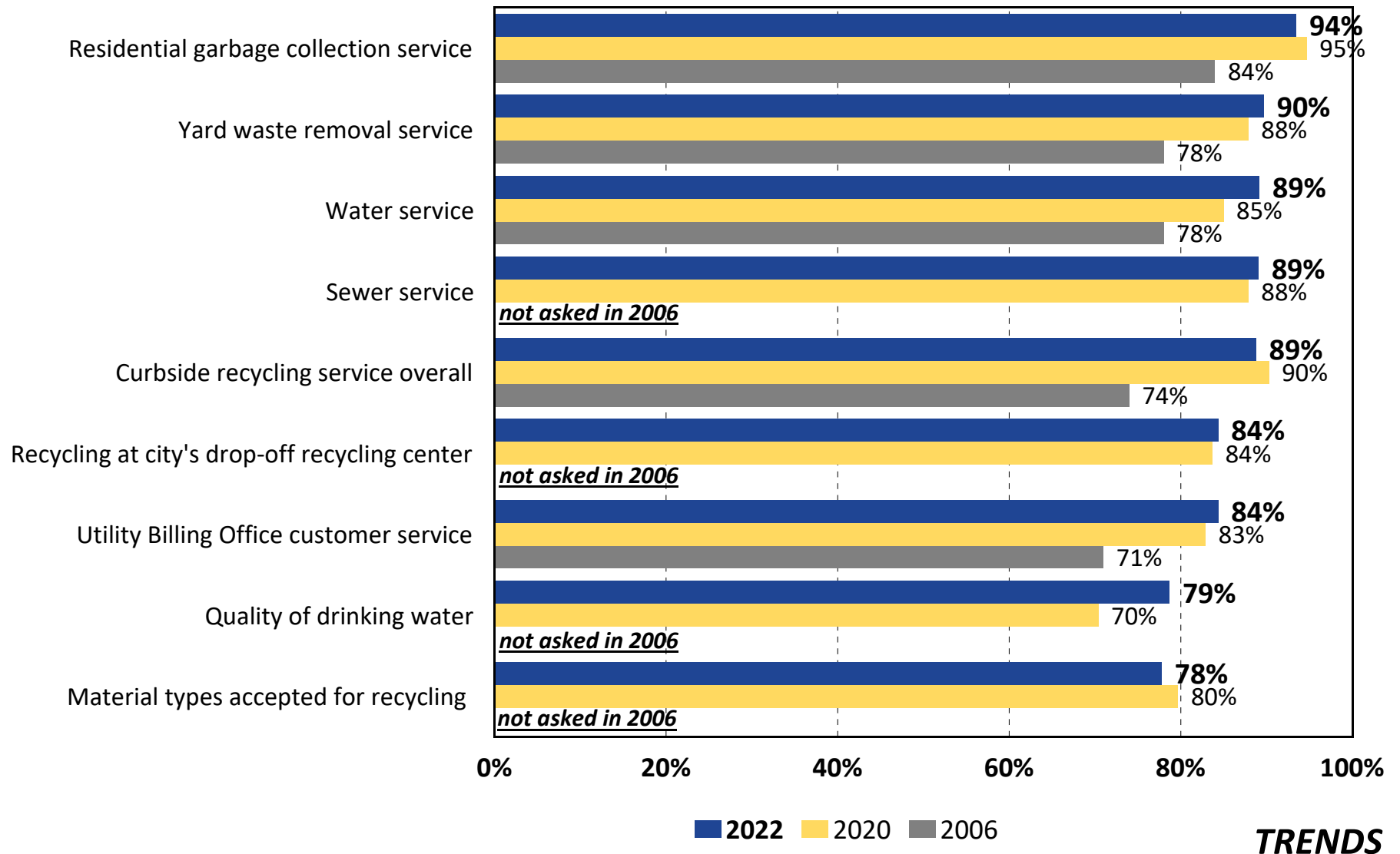
Feeling of Safety in the City of Auburn (2006, 2020 & 2022)

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



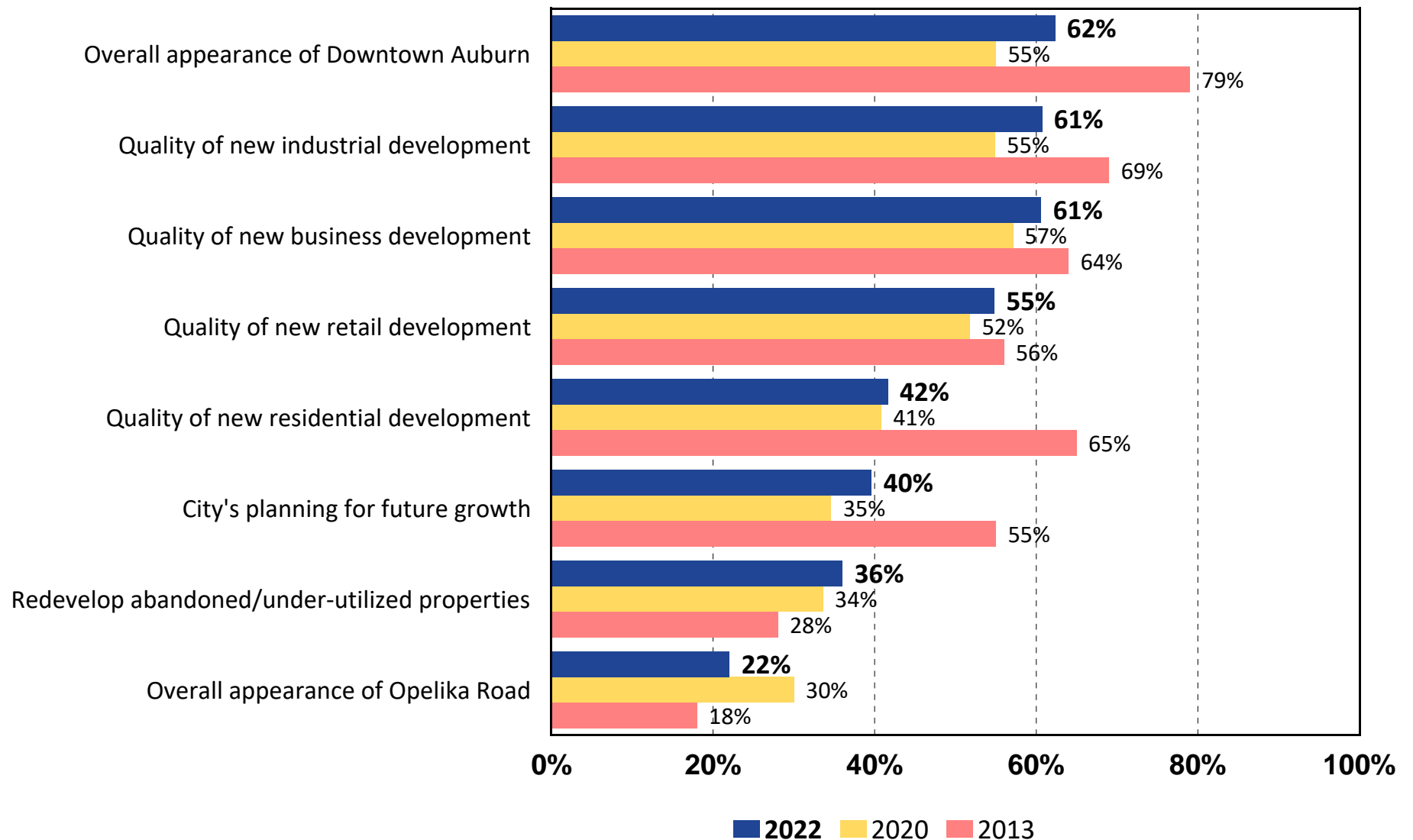
Satisfaction with Garbage, Recycling, Sewer and Water Services (2006, 2020 & 2022)

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Satisfaction with Development and Redevelopment in the City (2013, 2020 & 2022)

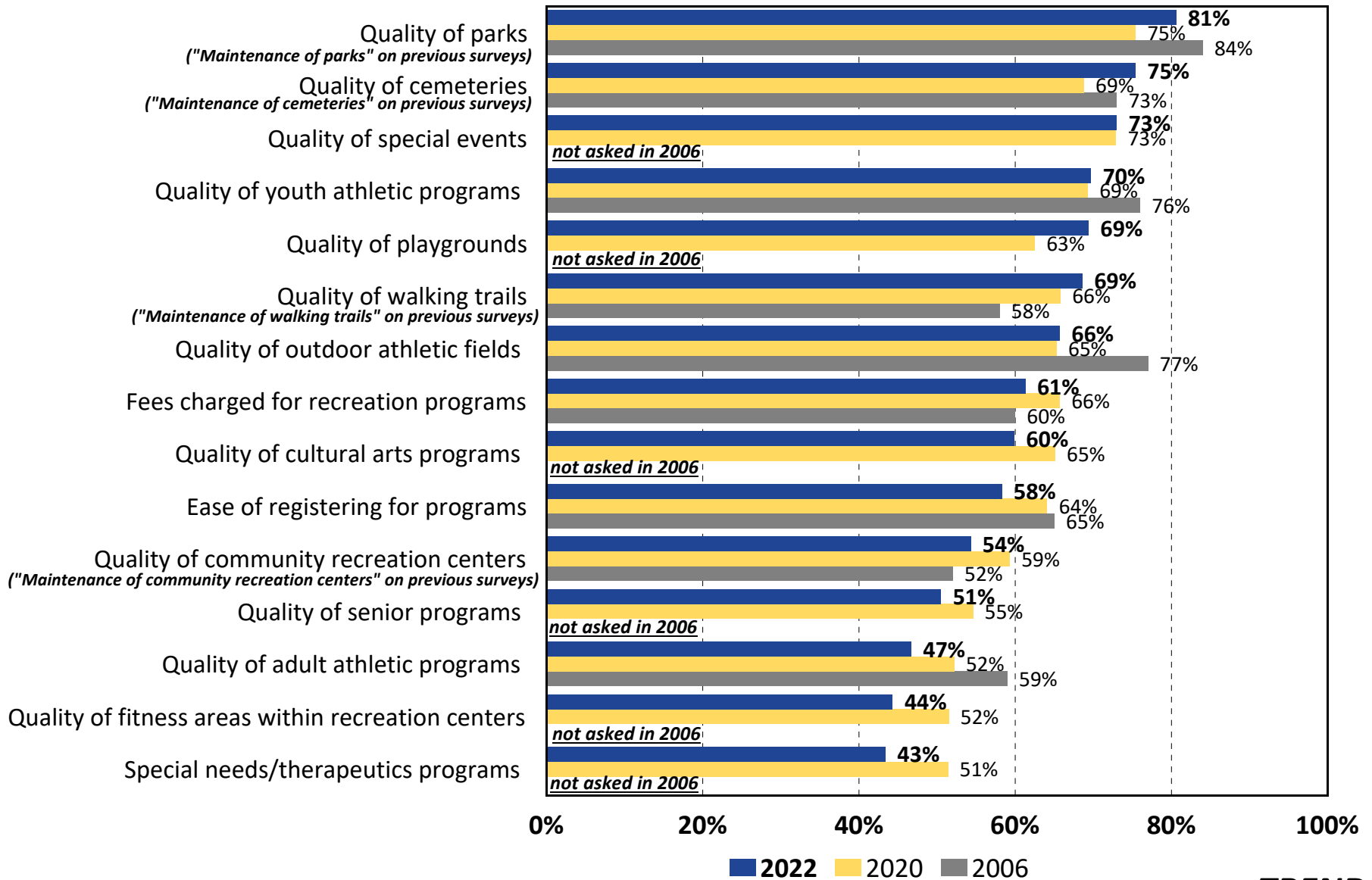
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



TRENDS

Satisfaction with Parks and Recreation (2006, 2020 & 2022)

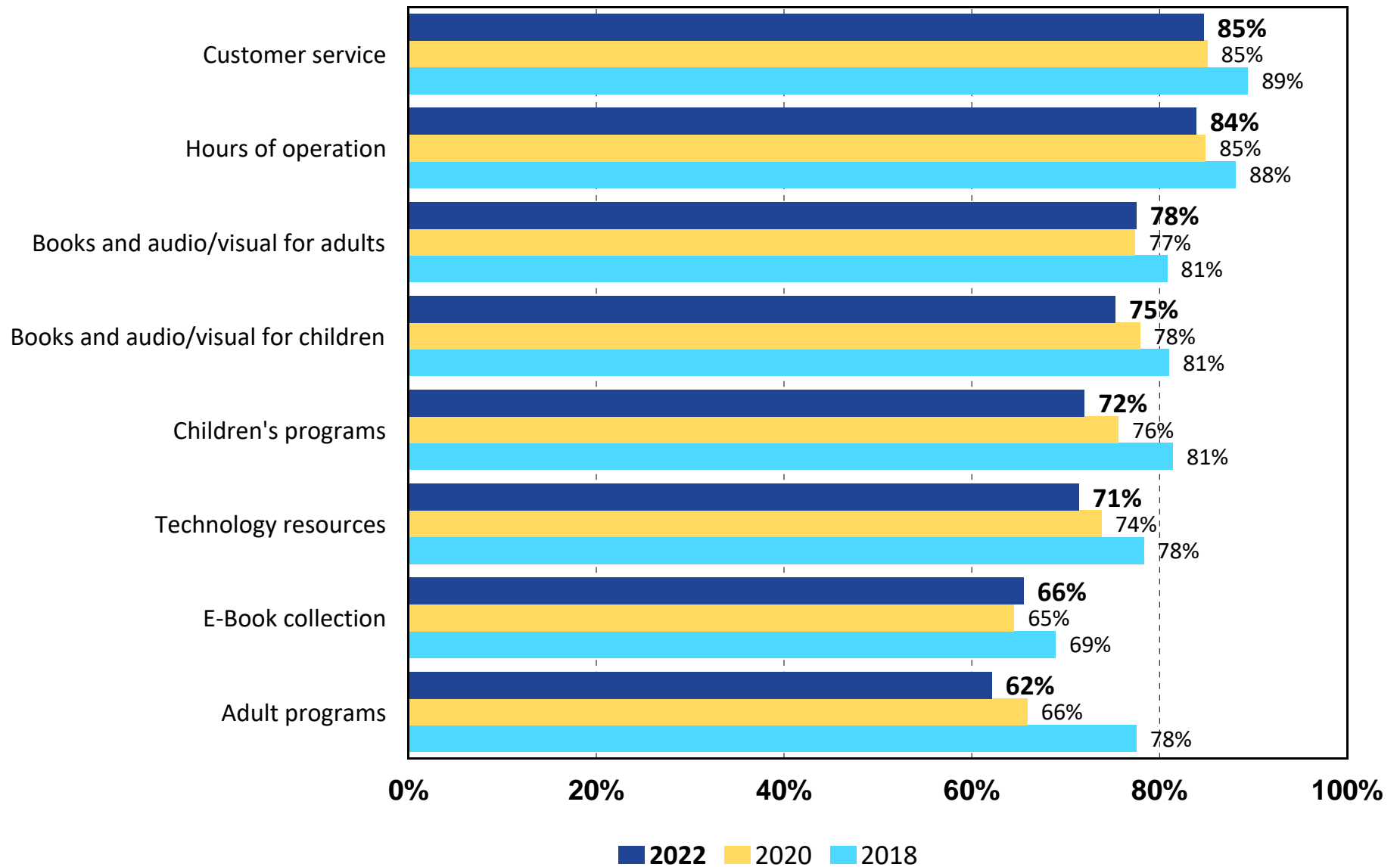
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



TRENDS

Satisfaction with Library Services (2018, 2020 & 2022)

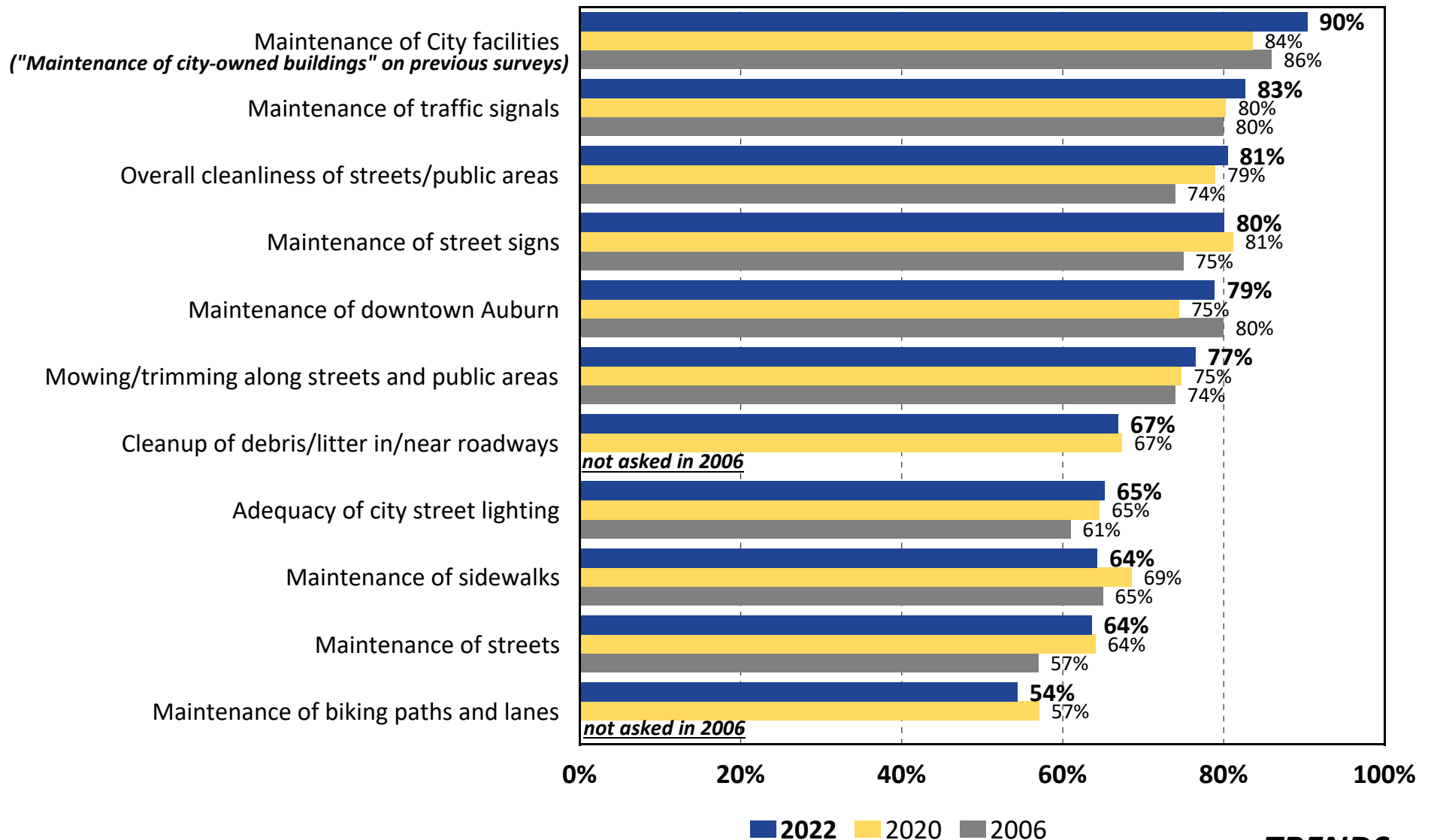
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



TRENDS

Satisfaction with City Maintenance (2006, 2020 & 2022)

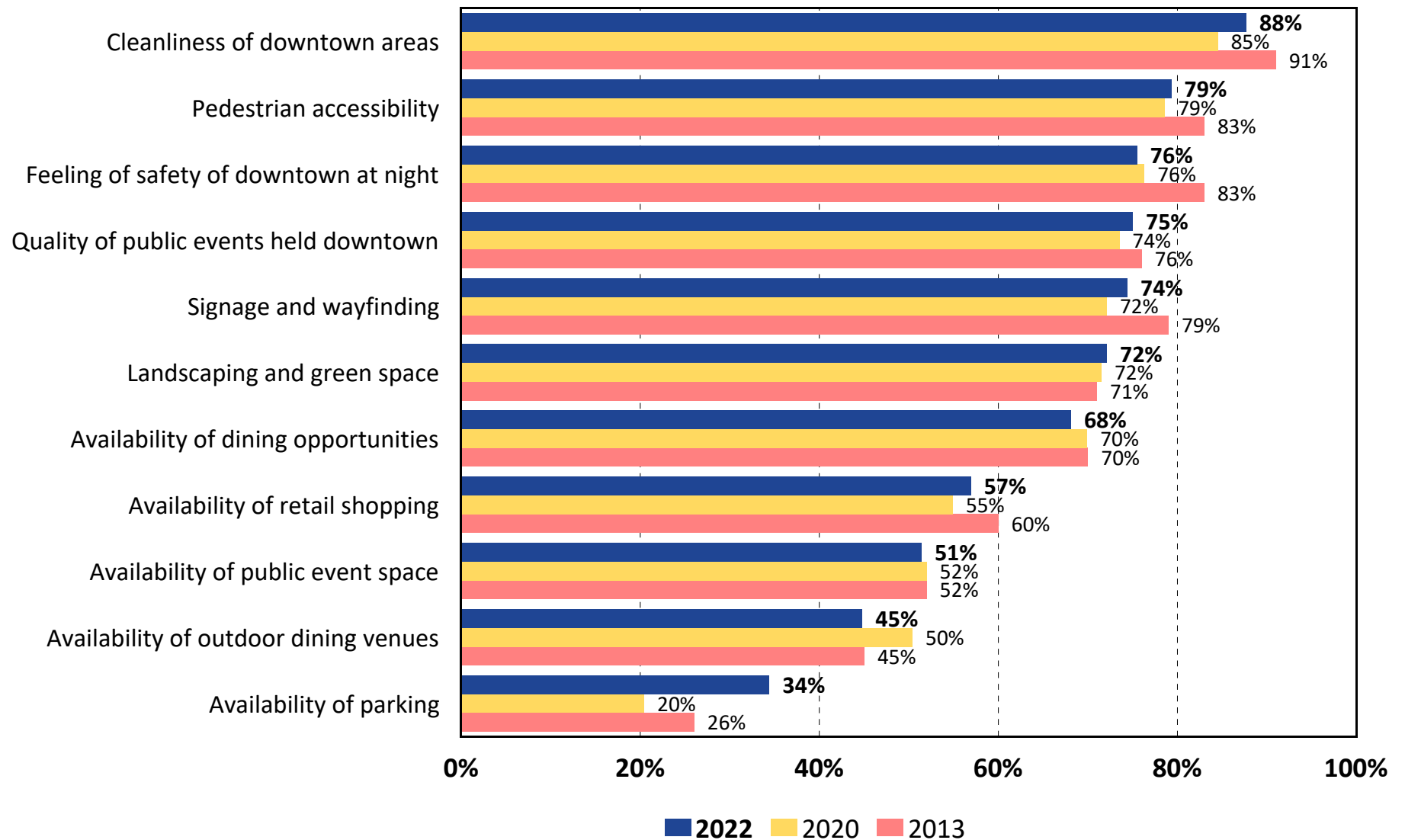
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



TRENDS

Satisfaction with Downtown Auburn (2013, 2020 & 2022)

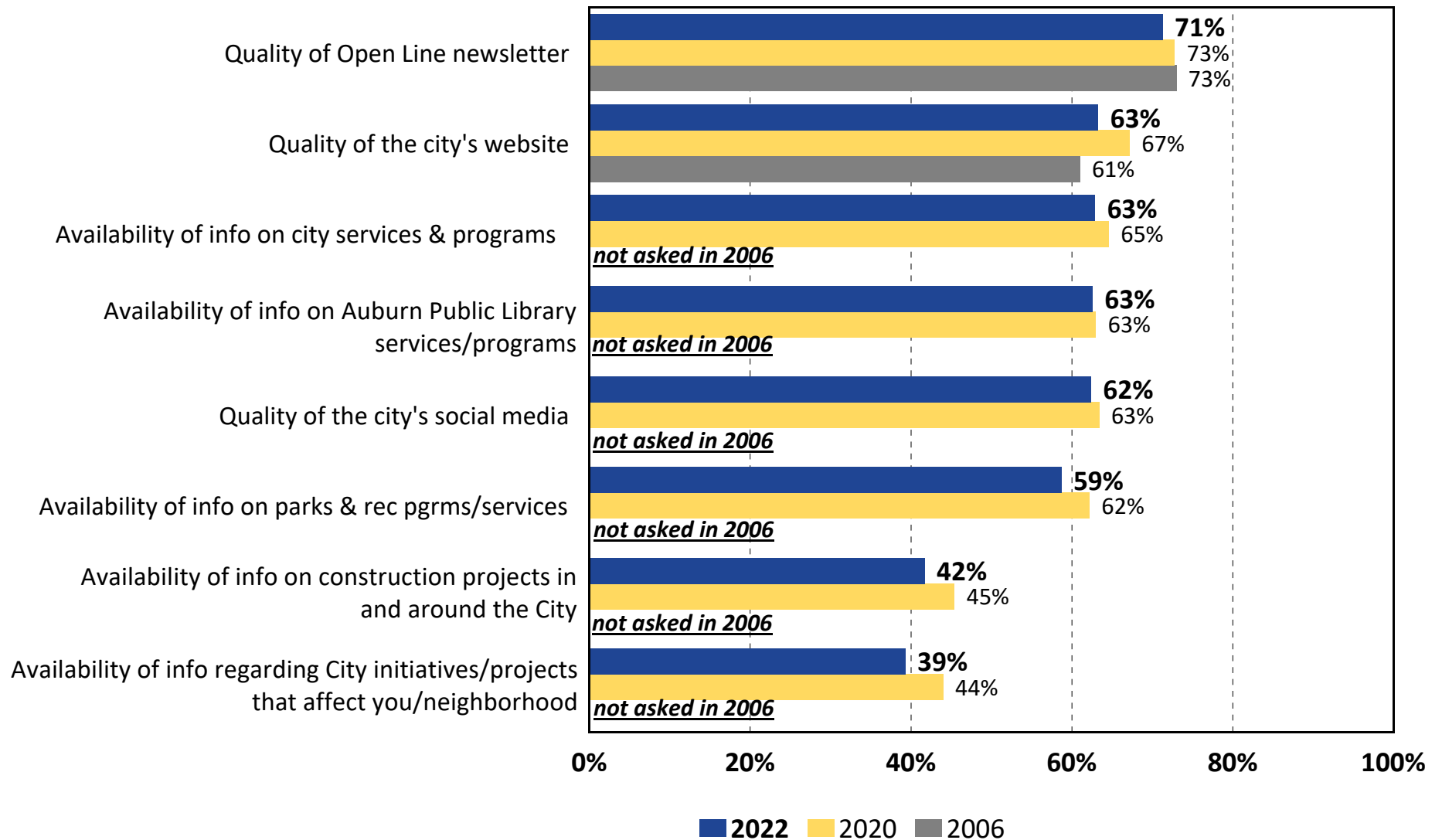
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



TRENDS

Satisfaction with City Communication (2006, 2020 & 2022)

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

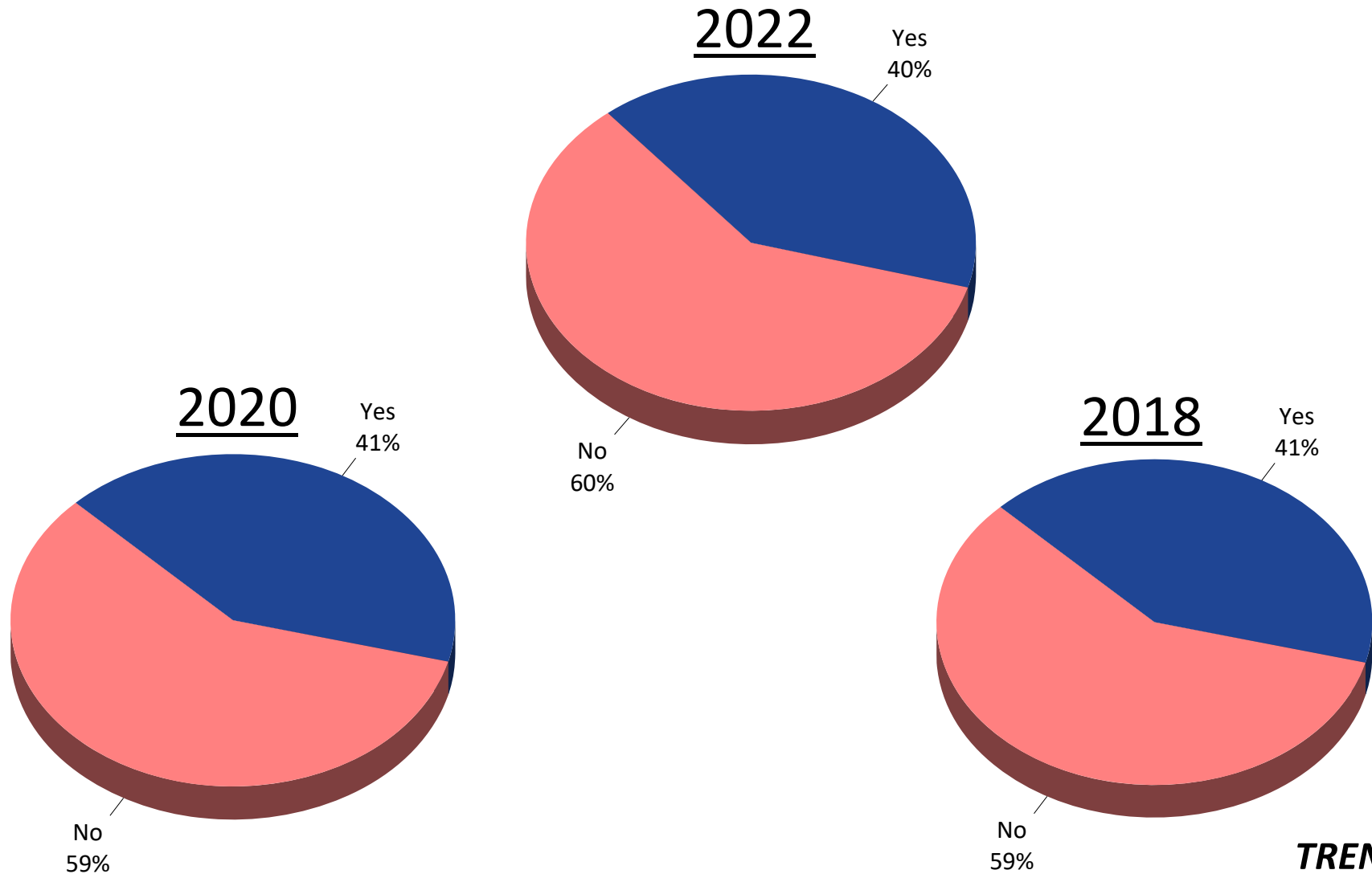


TRENDS

Have you called or visited the City with a question, problem, or complaint during the past year?

2018, 2020 & 2022

by percentage of residents surveyed

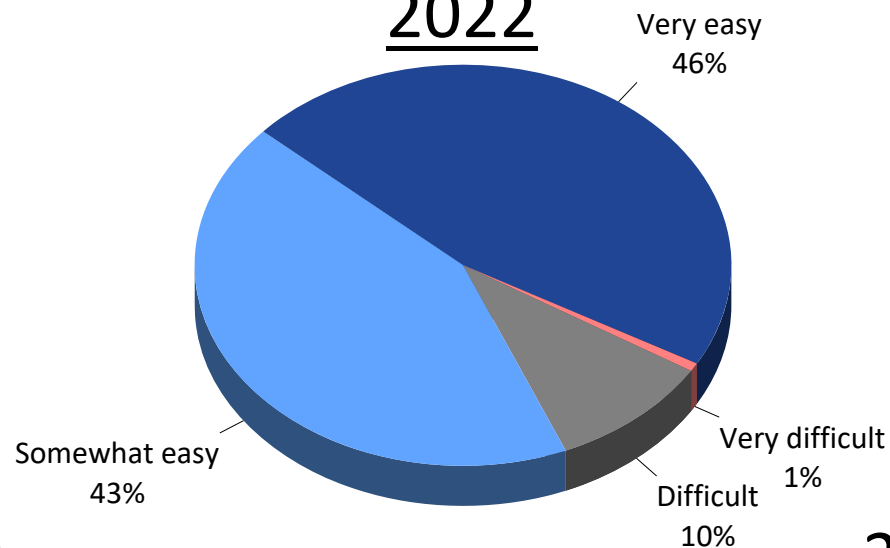


TRENDS

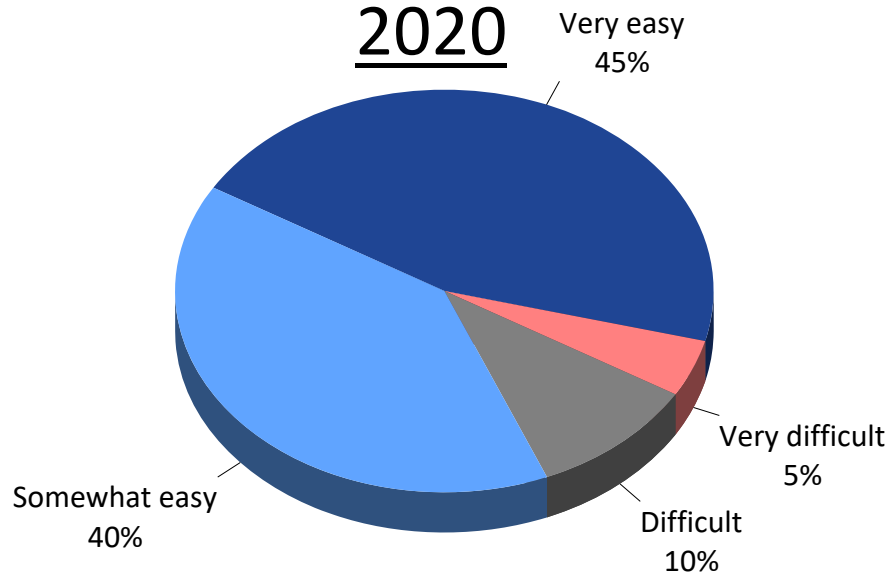
How easy was it to contact the person you needed to reach? (2018, 2020 & 2022)

by percentage of respondents who contacted the City in the past year

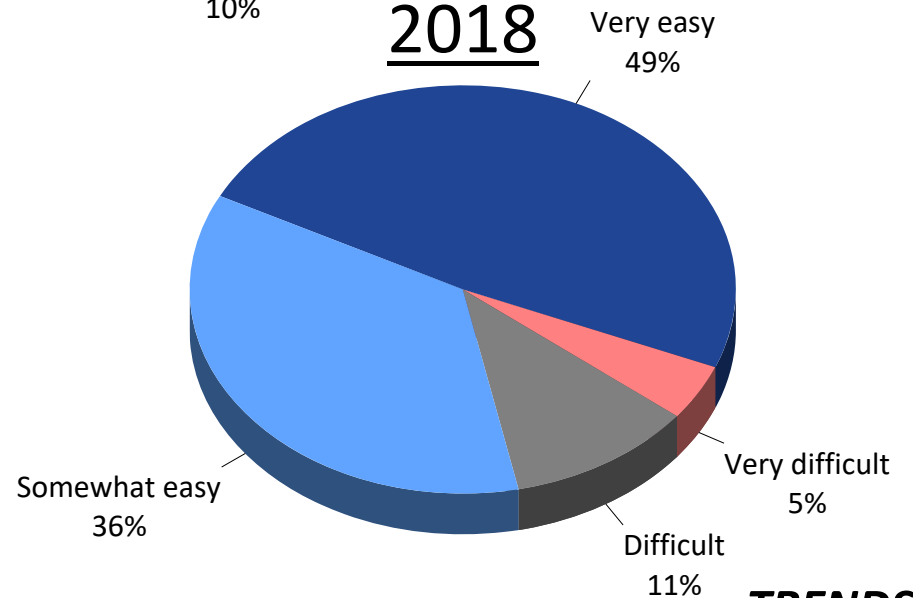
2022



2020



2018

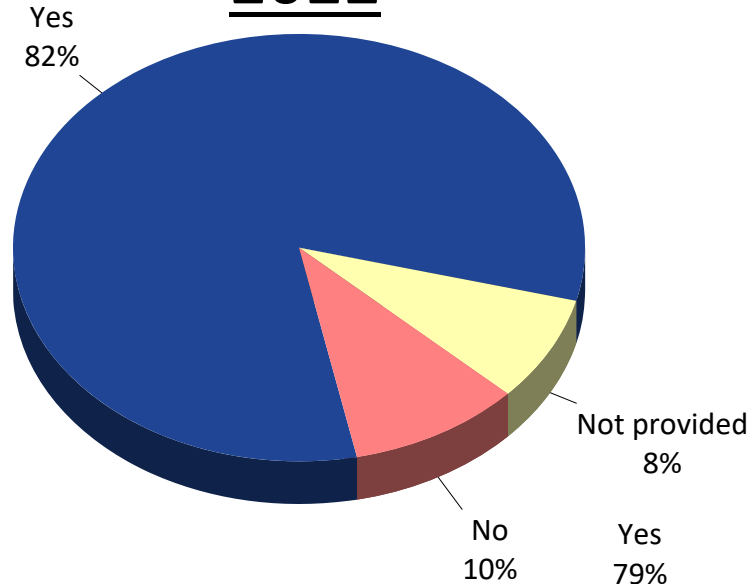


TRENDS

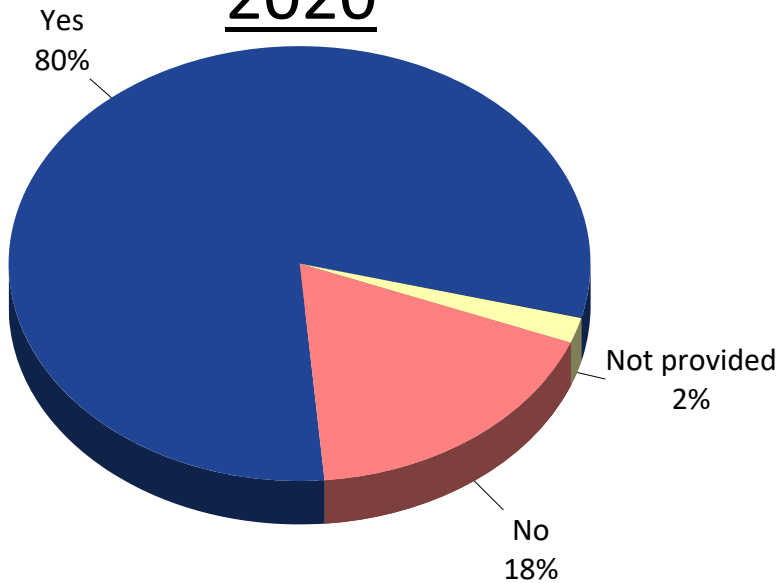
Was the department you contacted responsive to your issue? (2018, 2020 & 2022)

by percentage of respondents who contacted the City in the past year

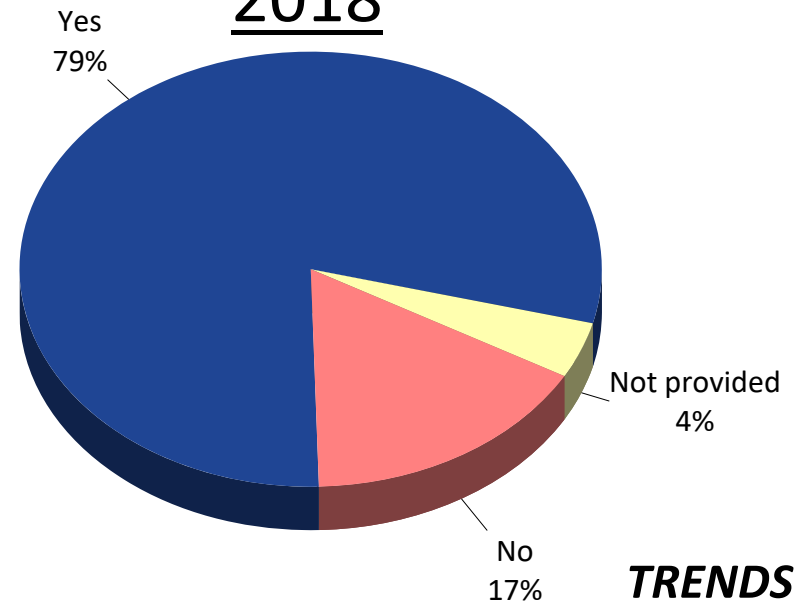
2022



2020



2018



TRENDS



3

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the fall and winter of 2021 to a random sample of more than 9,000 residents in the continental United States. The City of Auburn's results are shown as a blue bar and the U.S. average is shown as a yellow bar in the charts on the following pages.

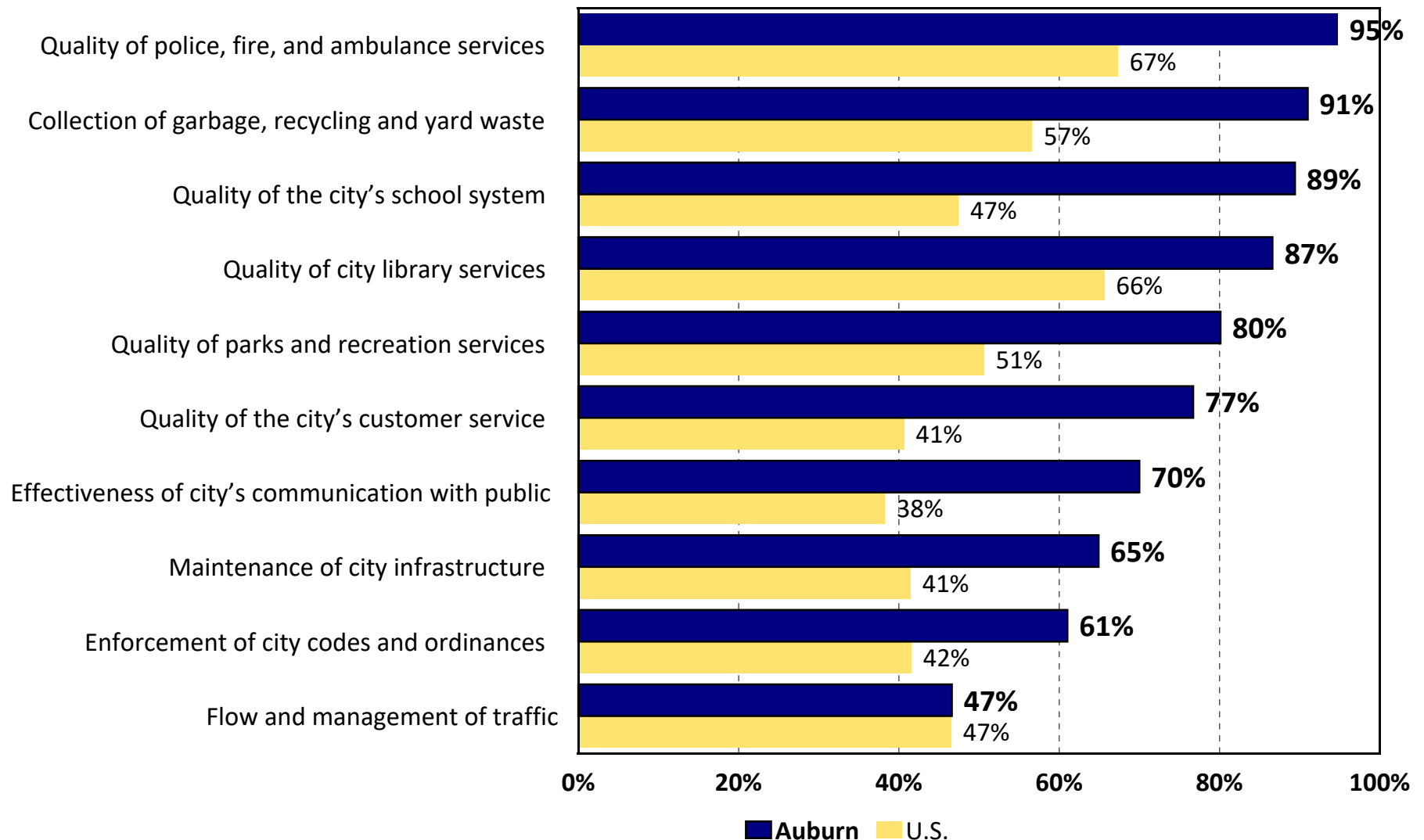
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Auburn, Alabama is not authorized without written consent from ETC Institute.

Overall Satisfaction with Major Categories of City Services

Auburn vs. the U.S.

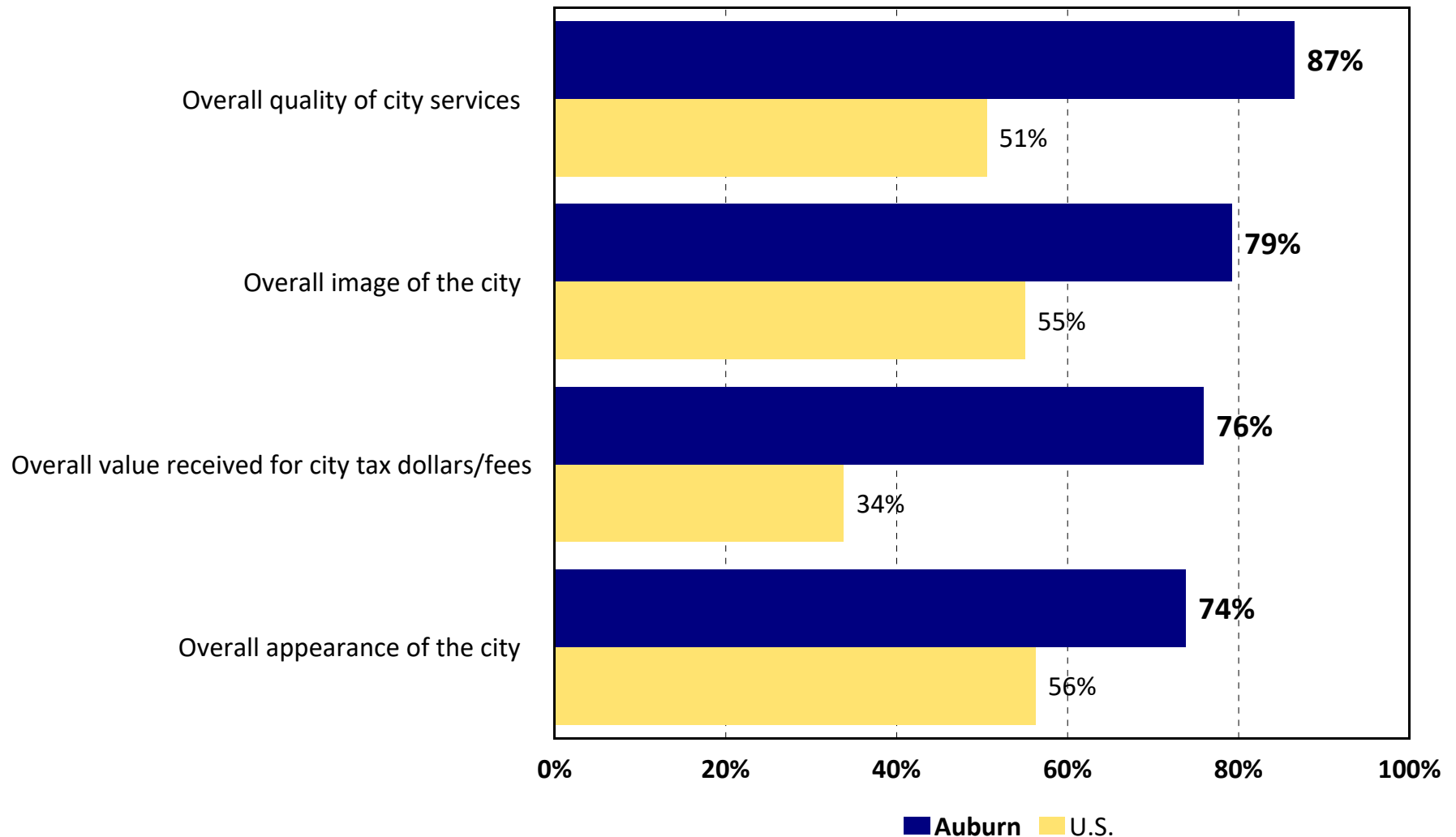
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Issues that Influence Perceptions of the City

Auburn vs. the U.S.

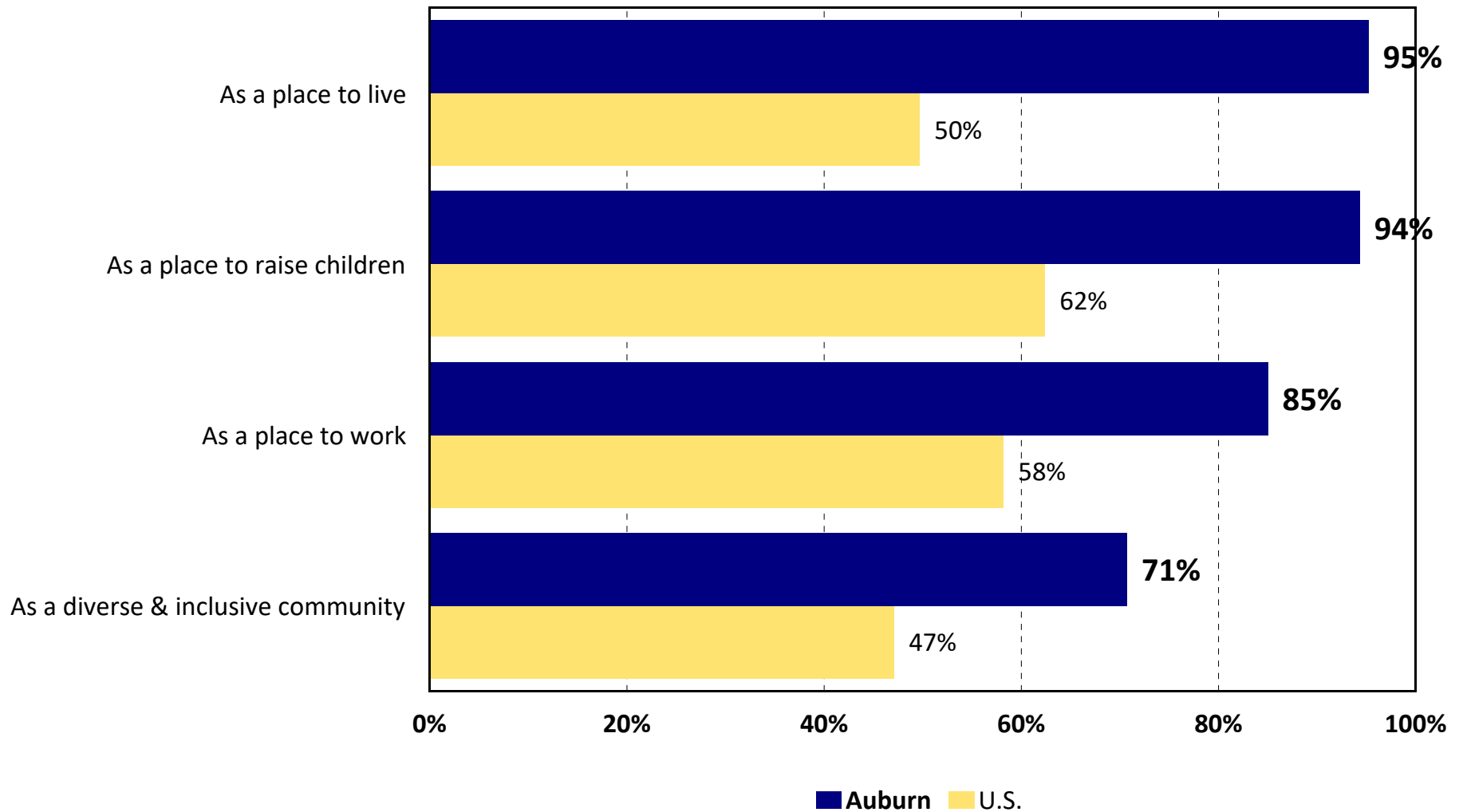
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Ratings of the Community

Auburn vs. the U.S.

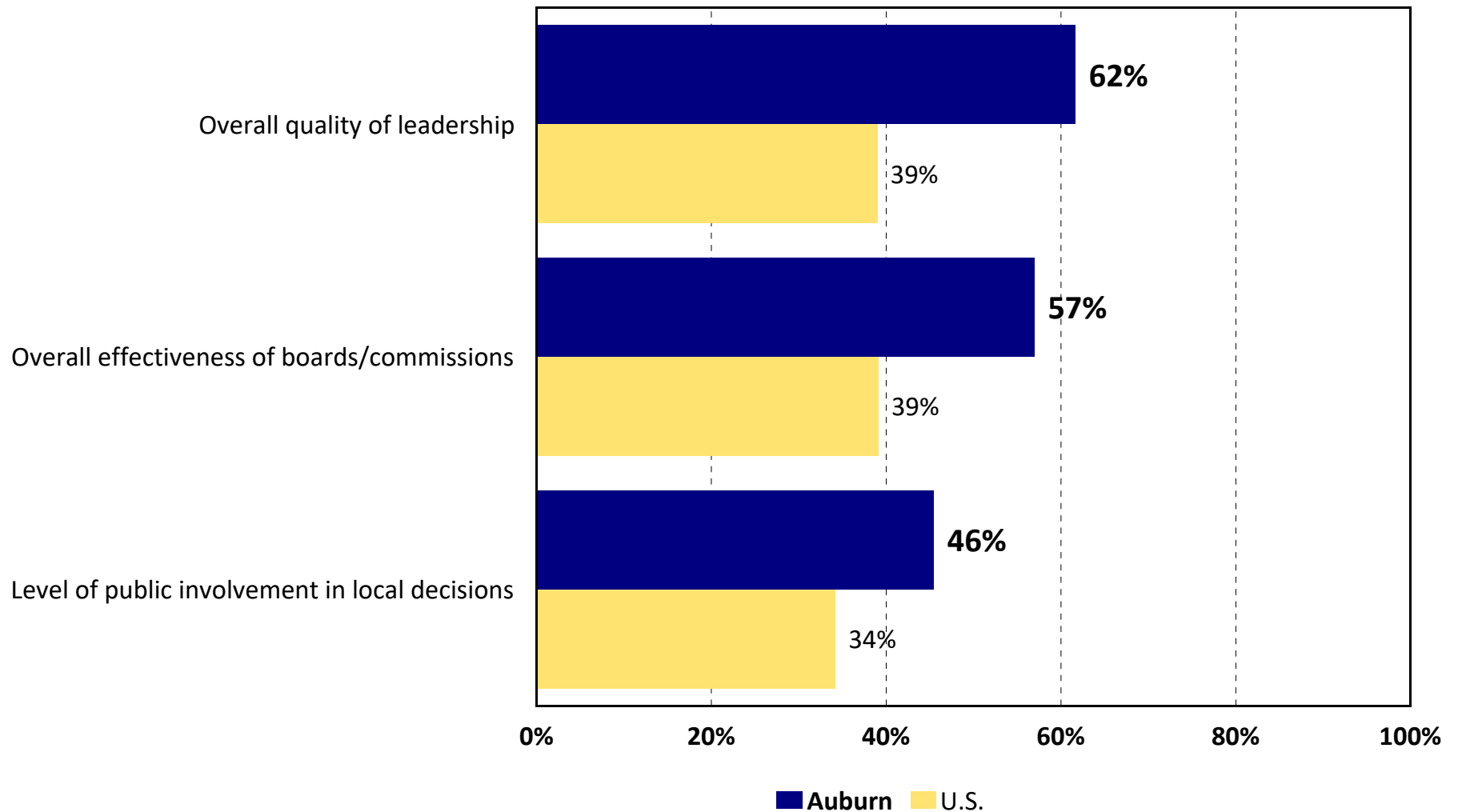
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Overall Satisfaction with City Leadership

Auburn vs. the U.S.

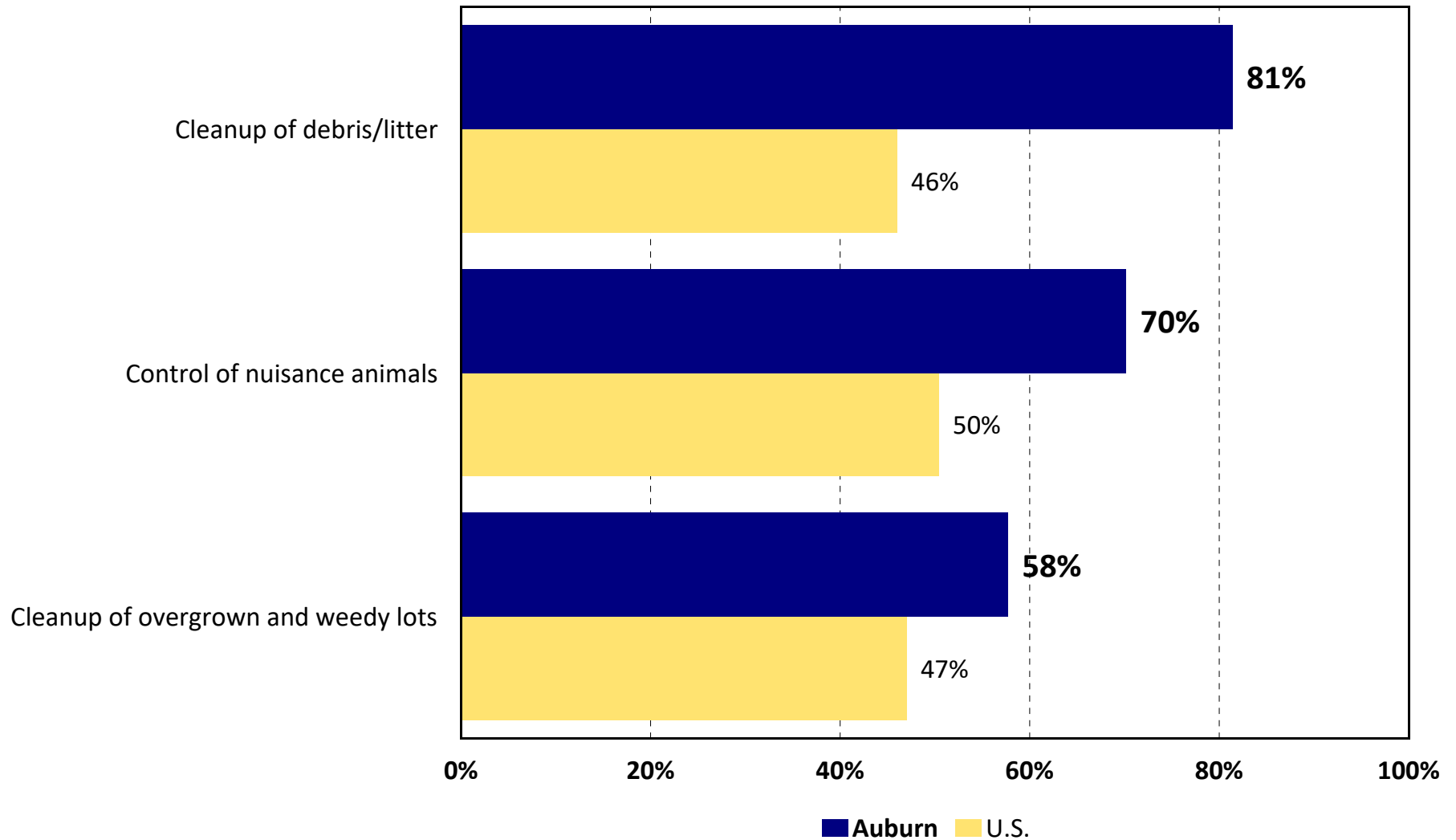
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Code Enforcement

Auburn vs. the U.S.

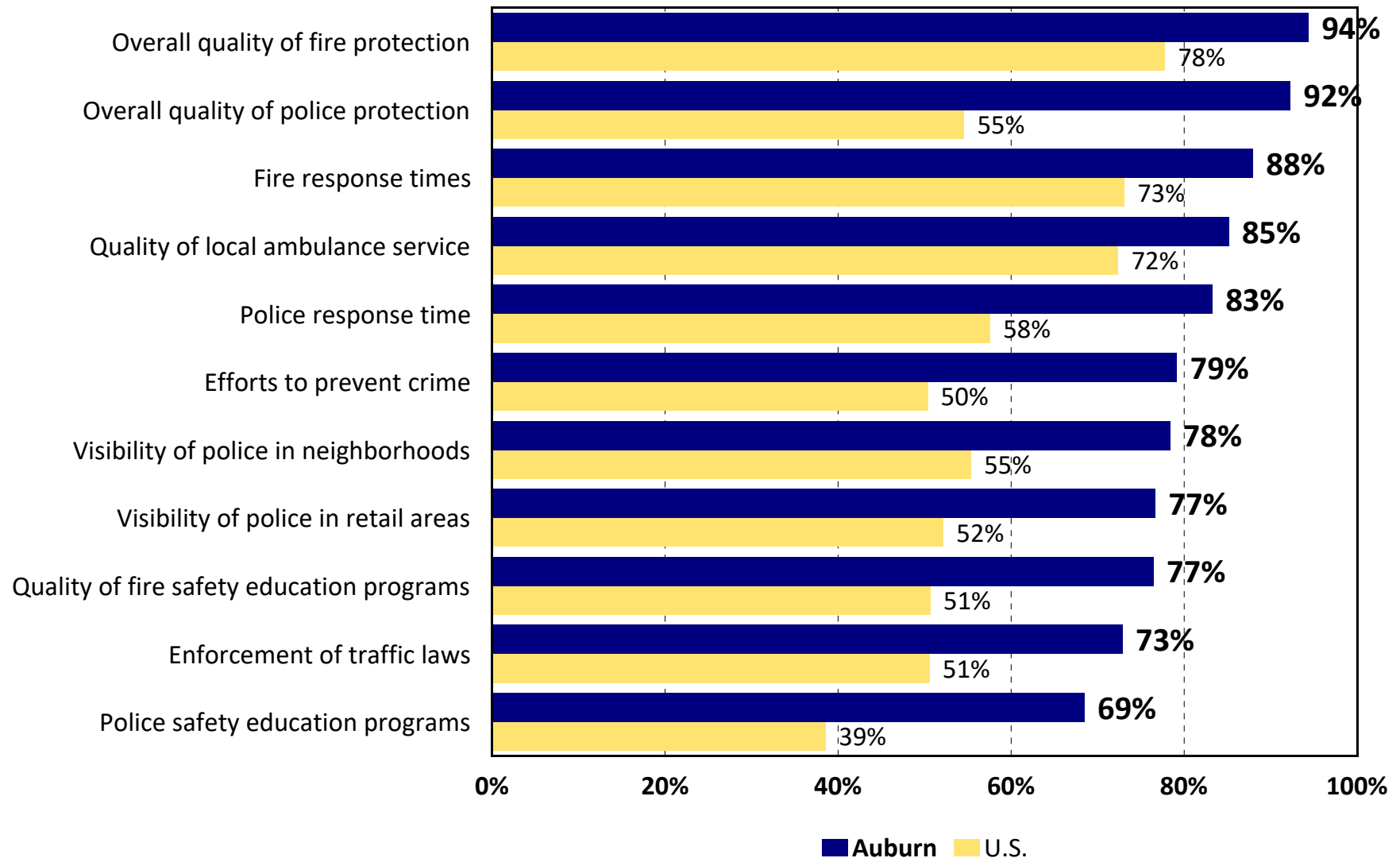
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Safety Services

Auburn vs. the U.S.

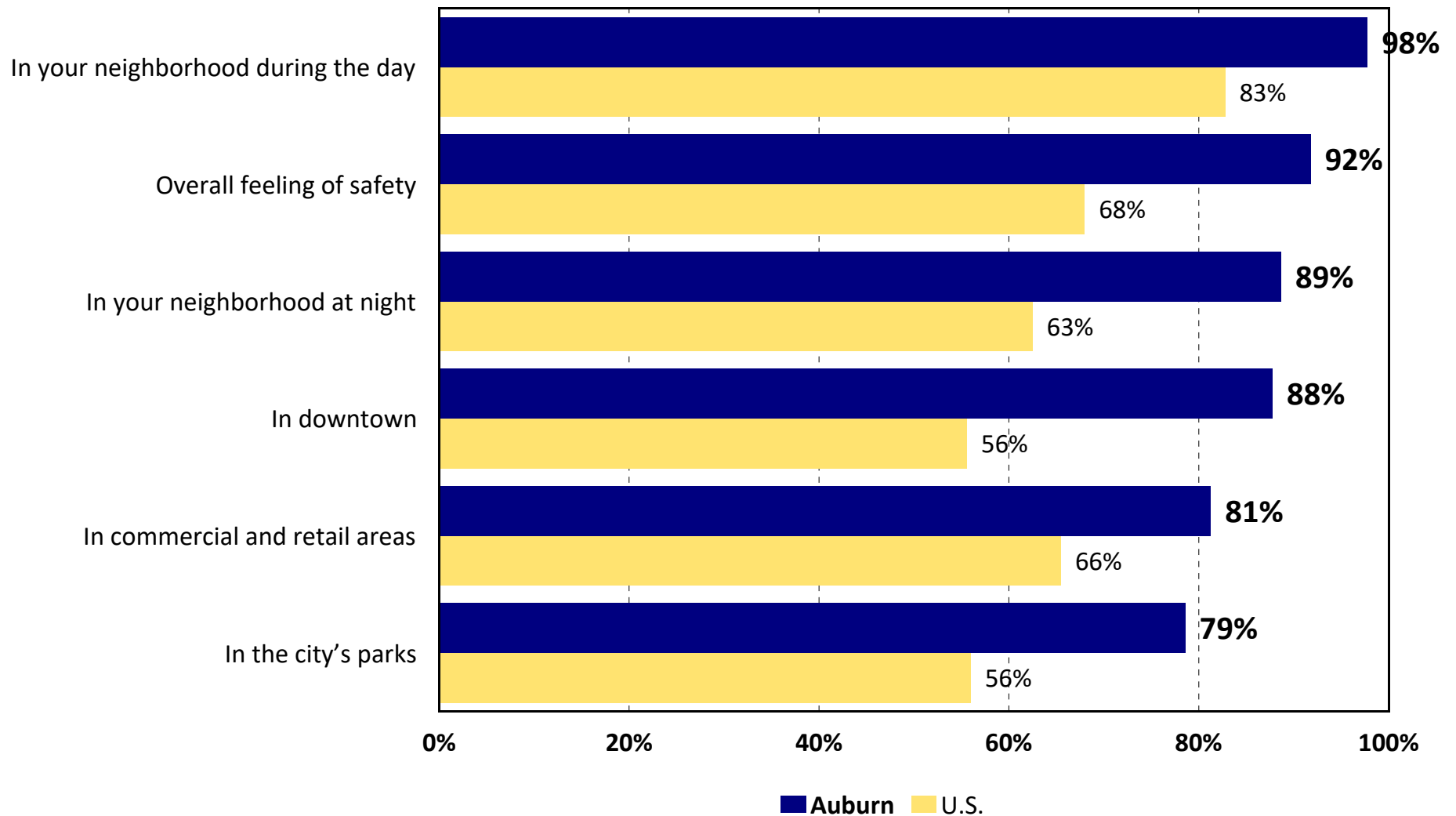
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Feeling of Safety

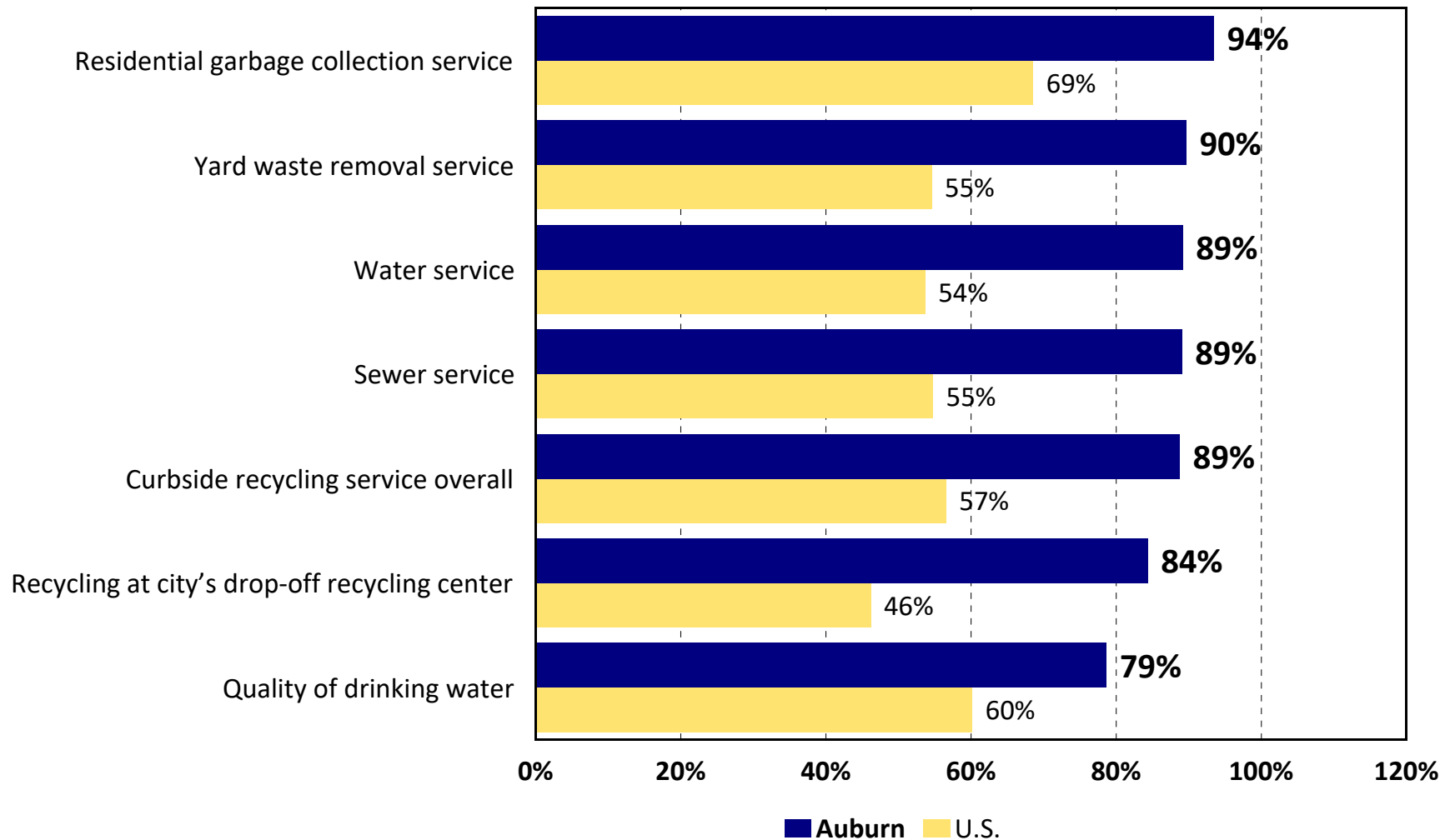
Auburn vs. the U.S.

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



Overall Satisfaction with Garbage, Recycling, Sewer and Water Services Auburn vs. the U.S.

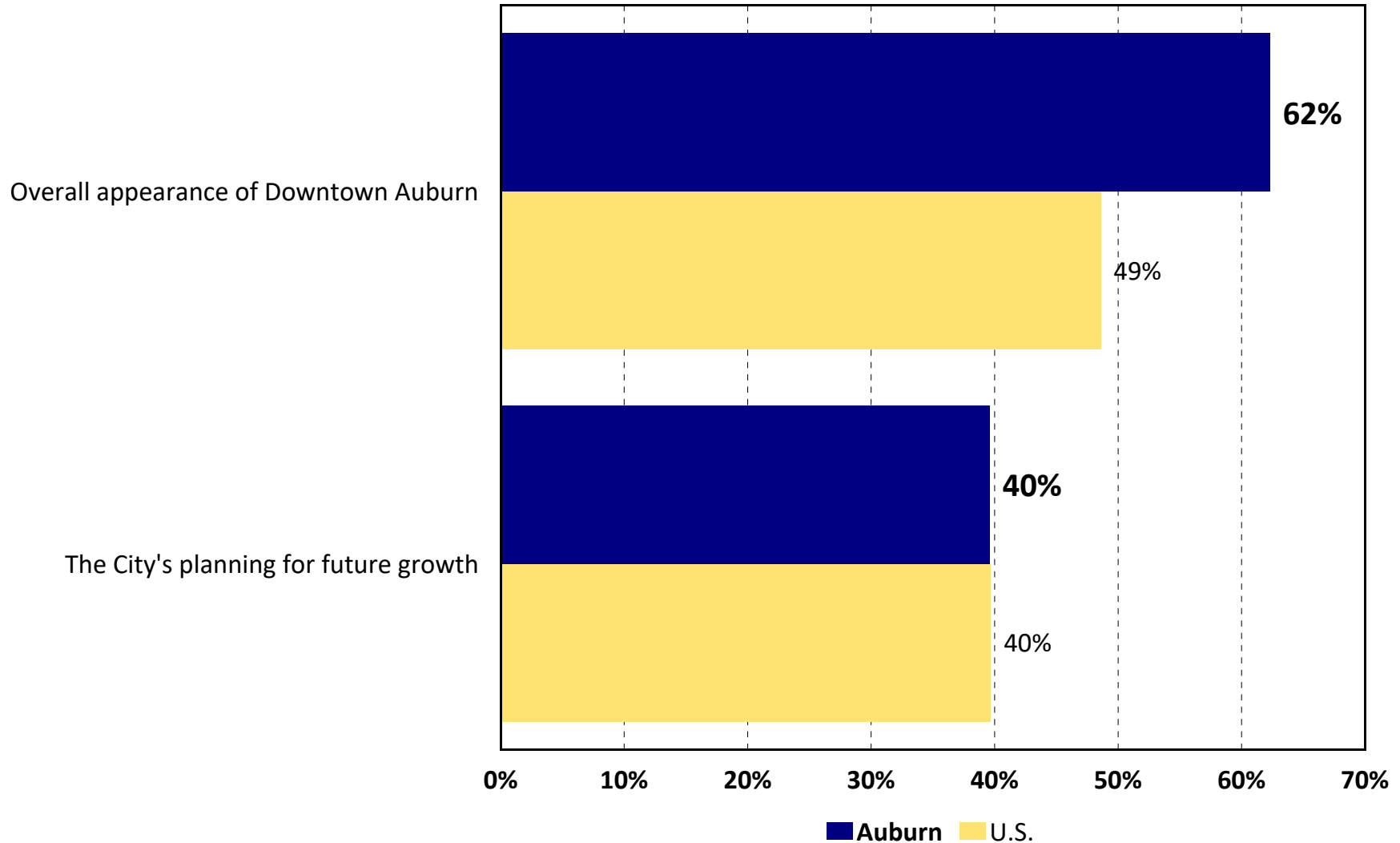
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Development and Redevelopment

Auburn vs. the U.S.

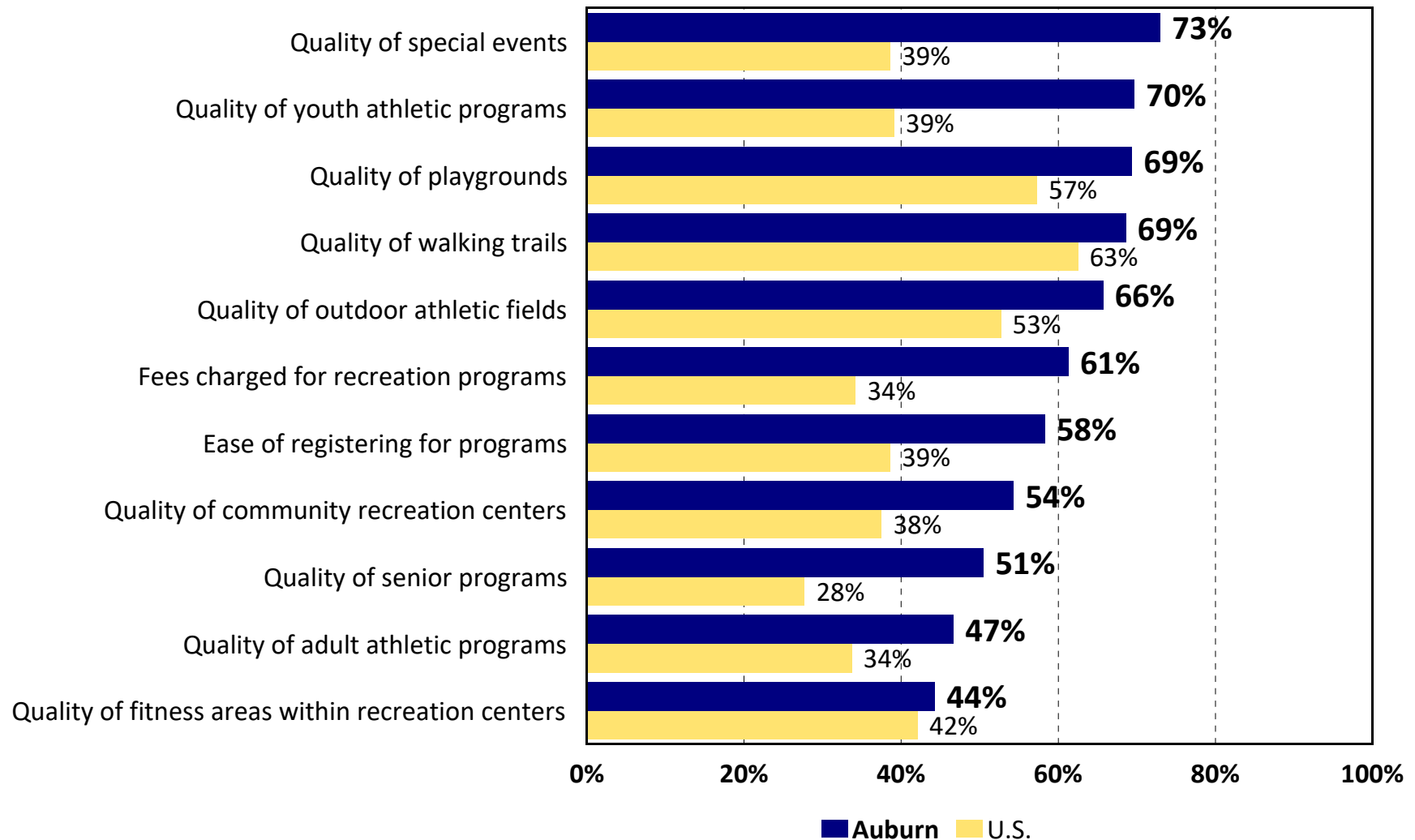
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Parks and Recreation

Auburn vs. the U.S.

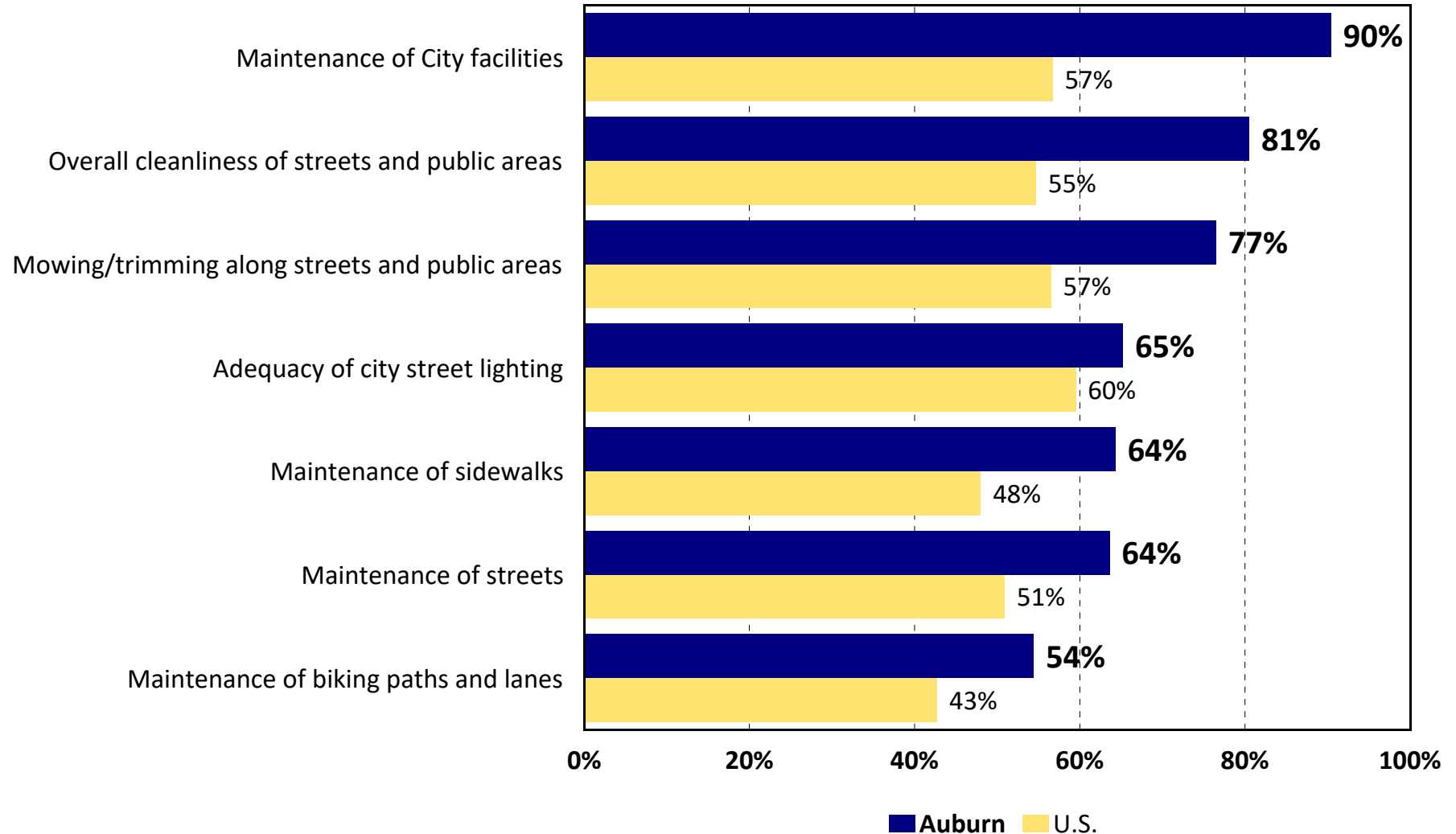
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Maintenance

Auburn vs. the U.S.

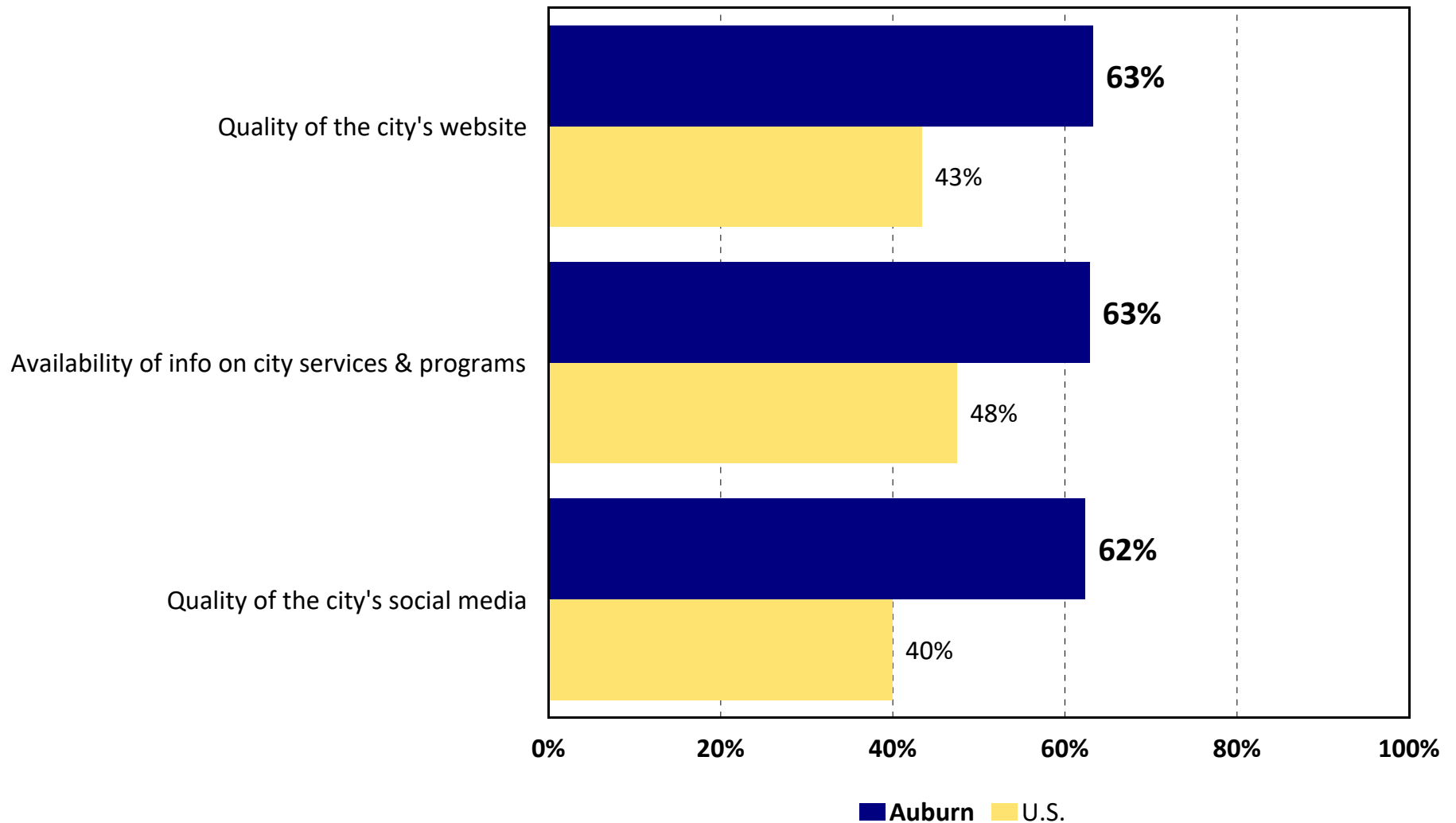
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Communication

Auburn vs. the U.S.

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



A graphic consisting of a dark blue horizontal bar. On the left side of the bar, there is a white circle containing the number '4' in a dark blue font. To the right of the circle, the text 'Importance-Satisfaction Analysis' is written in a white, sans-serif font, with 'Importance-Satisfaction' on the top line and 'Analysis' on the bottom line.

4 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, third, and fourth most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that are most important for the City to provide. Nearly two-thirds (64.2%) of households selected "*flow and management of traffic*" as one of the most important services for the City to provide.

With regard to satisfaction, 46.6% of respondents surveyed rated "*flow and management of traffic*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 64.2% was multiplied by 53.4% (1-0.466). This calculation yielded an I-S rating of 0.3428, which ranked first out of ten categories of major City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Auburn are provided on the following pages.

2022 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Flow and management of traffic	64%	1	47%	10	0.3428	1
Maintenance of city infrastructure	61%	2	65%	8	0.2145	2
High Priority (IS .10-.20)						
None						
Medium Priority (IS <.10)						
Enforcement of city codes and ordinances	21%	6	61%	9	0.0831	3
Quality of parks and recreation services	30%	4	80%	5	0.0595	4
Effectiveness of city's communication with public	17%	7	70%	7	0.0513	5
Quality of the city's school system	37%	3	89%	3	0.0393	6
Quality of the city's customer service	7%	10	77%	6	0.0161	7
Quality of police, fire, and ambulance services	23%	5	95%	1	0.0121	8
Quality of city library services	7%	9	87%	4	0.0099	9
Collection of garbage, recycling and yard waste	10%	8	91%	2	0.0090	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be most emphasized over the next 10 years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Cleanup of overgrown and weedy lots	48%	1	58%	5	0.2039	1
<u>High Priority (IS .10-.20)</u>						
Efforts to remove dilapidated structures	41%	3	58%	4	0.1722	2
<u>Medium Priority (IS <.10)</u>						
Cleanup of debris/litter	46%	2	81%	1	0.0856	3
Control of nuisance animals	18%	5	70%	3	0.0542	4
Cleanup of large junk/abandoned vehicles	20%	4	79%	2	0.0426	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be most emphasized over the next 10 years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Efforts to prevent crime	48%	1	79%	6	0.1005	1
Medium Priority (IS <.10)						
Visibility of police in neighborhoods	41%	2	78%	7	0.0875	2
Enforcement of traffic laws	22%	5	73%	10	0.0602	3
Visibility of police in retail areas	24%	4	77%	8	0.0569	4
Police safety education programs	16%	7	69%	11	0.0504	5
Quality of local ambulance service	21%	6	85%	4	0.0303	6
Quality of fire safety education programs	12%	9	77%	9	0.0289	7
Overall quality of police protection	33%	3	92%	2	0.0254	8
Police response time	14%	8	83%	5	0.0227	9
Fire response times	8%	11	88%	3	0.0101	10
Overall quality of fire protection	11%	10	94%	1	0.0062	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be most emphasized over the next 10 years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Garbage, Recycling, Sewer & Water Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Quality of drinking water	39%	1	79%	8	0.0820	1
Material types accepted for recycling	33%	2	78%	9	0.0726	2
Curbside recycling service overall	21%	4	89%	5	0.0236	3
Recycling at city's drop-off recycling center	11%	6	84%	6	0.0175	4
Yard waste removal service	14%	5	90%	2	0.0145	5
Residential garbage collection service	21%	3	94%	1	0.0138	6
Water service	11%	7	89%	3	0.0113	7
Utility Billing Office customer service	6%	9	84%	7	0.0100	8
Sewer service	9%	8	89%	4	0.0097	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be most emphasized over the next 10 years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Quality of walking trails	44%	2	69%	6	0.1391	1
Quality of community recreation centers	30%	3	54%	11	0.1389	2
Quality of fitness areas within recreation centers	24%	6	44%	14	0.1337	3
Quality of senior programs	26%	5	51%	12	0.1272	4
Medium Priority (IS <.10)						
Quality of parks	46%	1	81%	1	0.0896	5
Quality of special needs/therapeutics programs	15%	11	43%	15	0.0866	6
Quality of playgrounds	26%	4	69%	5	0.0808	7
Quality of adult athletic programs	14%	12	47%	13	0.0752	8
Quality of cultural arts programs	18%	10	60%	9	0.0710	9
Quality of youth athletic programs	21%	8	70%	4	0.0648	10
Quality of special events	24%	7	73%	3	0.0637	11
Quality of outdoor athletic fields	18%	9	66%	7	0.0628	12
Ease of registering for programs	11%	13	58%	10	0.0450	13
Fees charged for recreation programs	7%	15	61%	8	0.0267	14
Quality of cemeteries	8%	14	75%	2	0.0207	15

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be most emphasized over the next 10 years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Library

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Adult programs	25%	4	62%	8	0.0955	1
Children's programs	32%	1	72%	5	0.0890	2
eBook collection	25%	5	66%	7	0.0852	3
Technology resources	24%	6	71%	6	0.0684	4
Books and audio/visual for children	28%	2	76%	4	0.0681	5
Availability of meeting spaces within library	15%	7	59%	9	0.0638	6
Books and audio/visual for adults	27%	3	78%	3	0.0612	7
Hours of operation	13%	8	84%	2	0.0211	8
Customer service	9%	9	85%	1	0.0139	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be most emphasized over the next 10 years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of streets	49%	1	64%	10	0.1776	1
Adequacy of city street lighting	39%	2	65%	8	0.1357	2
Maintenance of biking paths and lanes	25%	5	54%	11	0.1154	3
Maintenance of sidewalks	32%	3	64%	9	0.1146	4
Medium Priority (IS <.10)						
Cleanup of debris/litter in and near roadways	28%	4	67%	7	0.0927	5
Overall cleanliness of streets and public areas	22%	6	81%	3	0.0425	6
Mowing/trimming along streets and public areas	17%	7	77%	6	0.0397	7
Maintenance of downtown Auburn	17%	8	79%	5	0.0354	8
Maintenance of traffic signals	11%	9	83%	2	0.0183	9
Maintenance of street signs	7%	10	80%	4	0.0143	10
Maintenance of City facilities	3%	11	90%	1	0.0029	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be most emphasized over the next 10 years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Downtown Auburn

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Availability of parking	56%	1	34%	11	0.3641	1
<u>High Priority (IS .10-.20)</u>						
Availability of outdoor dining venues	26%	3	45%	10	0.1452	2
<u>Medium Priority (IS <.10)</u>						
Availability of public event space	18%	7	51%	9	0.0880	3
Availability of retail shopping	19%	6	57%	8	0.0810	4
Feeling of safety of downtown at night	29%	2	76%	3	0.0708	5
Landscaping and green space	21%	4	72%	6	0.0586	6
Availability of dining opportunities	18%	9	68%	7	0.0571	7
Quality of public events held downtown	18%	8	75%	4	0.0450	8
Pedestrian accessibility	20%	5	79%	2	0.0422	9
Cleanliness of downtown areas	18%	10	88%	1	0.0218	10
Signage and wayfinding	8%	11	74%	5	0.0205	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be most emphasized over the next 10 years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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5

Tabular Data

Q1. Major Categories of City Services. Please rate your overall satisfaction with the following major categories of services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q1-1. Quality of City's school system	43.6%	29.1%	6.6%	1.6%	0.4%	18.7%
Q1-2. Quality of police, fire, & ambulance services	54.6%	35.0%	4.8%	0.0%	0.1%	5.4%
Q1-3. Quality of parks & recreation services	37.2%	40.0%	10.9%	6.3%	1.9%	3.6%
Q1-4. Quality of City library services	42.8%	28.9%	9.3%	1.6%	0.1%	17.2%
Q1-5. Quality of City's customer service	28.2%	33.3%	17.5%	1.0%	0.1%	19.9%
Q1-6. Maintenance of City infrastructure (streets, sidewalks & right-of-ways)	18.2%	46.3%	22.6%	10.4%	1.9%	0.6%
Q1-7. Enforcement of City codes & ordinances	19.0%	33.1%	24.8%	6.7%	1.8%	14.6%
Q1-8. Flow & management of traffic	10.1%	30.8%	26.7%	24.2%	6.7%	1.5%
Q1-9. Collection of garbage, recycling & yard waste	52.1%	38.5%	5.1%	3.4%	0.4%	0.4%
Q1-10. Effectiveness of City's communication with the public	24.1%	43.8%	23.4%	5.0%	0.7%	3.1%

WITHOUT DON'T KNOW

Q1. Major Categories of City Services. Please rate your overall satisfaction with the following major categories of services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of City's school system	53.7%	35.7%	8.1%	2.0%	0.5%
Q1-2. Quality of police, fire, & ambulance services	57.7%	37.0%	5.1%	0.0%	0.2%
Q1-3. Quality of parks & recreation services	38.6%	41.5%	11.4%	6.5%	2.0%
Q1-4. Quality of City library services	51.7%	34.9%	11.3%	1.9%	0.2%
Q1-5. Quality of City's customer service	35.2%	41.5%	21.9%	1.3%	0.2%
Q1-6. Maintenance of City infrastructure (streets, sidewalks & right-of-ways)	18.4%	46.5%	22.8%	10.4%	1.9%
Q1-7. Enforcement of City codes & ordinances	22.2%	38.8%	29.1%	7.9%	2.1%
Q1-8. Flow & management of traffic	10.2%	31.3%	27.1%	24.6%	6.8%
Q1-9. Collection of garbage, recycling & yard waste	52.3%	38.7%	5.1%	3.4%	0.4%
Q1-10. Effectiveness of City's communication with the public	24.8%	45.2%	24.1%	5.1%	0.8%

Q2. Which THREE of the major categories of City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. Top choice	Number	Percent
Quality of City's school system	126	18.4 %
Quality of police, fire, & ambulance services	52	7.6 %
Quality of parks & recreation services	66	9.6 %
Quality of City library services	7	1.0 %
Quality of City's customer service	7	1.0 %
Maintenance of City infrastructure (streets, sidewalks & right-of-ways)	121	17.7 %
Enforcement of City codes & ordinances	31	4.5 %
Flow & management of traffic	218	31.8 %
Collection of garbage, recycling & yard waste	13	1.9 %
Effectiveness of City's communication with the public	13	1.9 %
None chosen	31	4.5 %
Total	685	100.0 %

Q2. Which THREE of the major categories of City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 2nd choice	Number	Percent
Quality of City's school system	61	8.9 %
Quality of police, fire, & ambulance services	65	9.5 %
Quality of parks & recreation services	66	9.6 %
Quality of City library services	15	2.2 %
Quality of City's customer service	10	1.5 %
Maintenance of City infrastructure (streets, sidewalks & right-of-ways)	174	25.4 %
Enforcement of City codes & ordinances	55	8.0 %
Flow & management of traffic	130	19.0 %
Collection of garbage, recycling & yard waste	21	3.1 %
Effectiveness of City's communication with the public	39	5.7 %
None chosen	49	7.2 %
Total	685	100.0 %

Q2. Which THREE of the major categories of City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Quality of City's school system	67	9.8 %
Quality of police, fire, & ambulance services	40	5.8 %
Quality of parks & recreation services	73	10.7 %
Quality of City library services	29	4.2 %
Quality of City's customer service	30	4.4 %
Maintenance of City infrastructure (streets, sidewalks & right-of-ways)	123	18.0 %
Enforcement of City codes & ordinances	60	8.8 %
Flow & management of traffic	92	13.4 %
Collection of garbage, recycling & yard waste	34	5.0 %
Effectiveness of City's communication with the public	65	9.5 %
None chosen	72	10.5 %
Total	685	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the major categories of City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q2. Sum of Top 3 Choices	Number	Percent
Quality of City's school system	254	37.1 %
Quality of police, fire, & ambulance services	157	22.9 %
Quality of parks & recreation services	205	29.9 %
Quality of City library services	51	7.4 %
Quality of City's customer service	47	6.9 %
Maintenance of City infrastructure (streets, sidewalks & right-of-ways)	418	61.0 %
Enforcement of City codes & ordinances	146	21.3 %
Flow & management of traffic	440	64.2 %
Collection of garbage, recycling & yard waste	68	9.9 %
Effectiveness of City's communication with the public	117	17.1 %
None chosen	31	4.5 %
Total	1934	

Q3. Perceptions of the City. Several items that may influence your perception of the city are listed below. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall value that you receive for your City tax dollars & fees	25.7%	47.9%	18.4%	4.5%	0.4%	3.1%
Q3-2. Overall image of City	33.4%	45.5%	13.1%	6.9%	0.7%	0.3%
Q3-3. Overall quality of life in City	39.7%	46.6%	9.5%	3.1%	0.4%	0.7%
Q3-4. Overall appearance of City	24.5%	49.1%	13.4%	11.4%	1.3%	0.3%
Q3-5. Overall quality of City services	29.1%	55.6%	11.4%	1.6%	0.3%	2.0%

WITHOUT DON'T KNOW

Q3. Perceptions of the City. Several items that may influence your perception of the city are listed below. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall value that you receive for your City tax dollars & fees	26.5%	49.4%	19.0%	4.7%	0.5%
Q3-2. Overall image of City	33.5%	45.7%	13.2%	6.9%	0.7%
Q3-3. Overall quality of life in City	40.0%	46.9%	9.6%	3.1%	0.4%
Q3-4. Overall appearance of City	24.6%	49.2%	13.5%	11.4%	1.3%
Q3-5. Overall quality of City services	29.7%	56.8%	11.6%	1.6%	0.3%

Q4. Please rate Auburn using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

(N=685)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	54.7%	40.0%	4.1%	0.7%	0.0%	0.4%
Q4-2. As a place to raise children	55.2%	31.7%	4.2%	1.0%	0.0%	7.9%
Q4-3. As a place to work	41.9%	35.9%	10.7%	3.1%	0.0%	8.5%
Q4-4. As a place to do business	30.2%	36.2%	13.7%	2.6%	0.9%	16.4%
Q4-5. As a diverse & inclusive community	30.2%	37.7%	16.2%	9.3%	2.6%	3.9%

WITHOUT DON'T KNOW

Q4. Please rate Auburn using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following. (without "don't know")

(N=685)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	55.0%	40.2%	4.1%	0.7%	0.0%
Q4-2. As a place to raise children	59.9%	34.4%	4.6%	1.1%	0.0%
Q4-3. As a place to work	45.8%	39.2%	11.6%	3.3%	0.0%
Q4-4. As a place to do business	36.1%	43.3%	16.4%	3.1%	1.0%
Q4-5. As a diverse & inclusive community	31.5%	39.2%	16.9%	9.7%	2.7%

Q5. City Leadership. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of leadership provided by City's elected officials	15.6%	40.7%	24.2%	8.5%	2.3%	8.6%
Q5-2. Overall effectiveness of appointed boards & commissions	11.4%	36.9%	25.0%	9.6%	1.8%	15.3%
Q5-3. Overall effectiveness of City Manager	19.1%	34.3%	26.1%	3.5%	1.5%	15.5%
Q5-4. Level of public involvement in local decision-making	11.7%	28.3%	29.3%	14.9%	3.8%	12.0%
Q5-5. Transparency of City government	13.9%	31.1%	29.2%	9.1%	4.7%	12.1%

WITHOUT DON'T KNOW

Q5. City Leadership. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of leadership provided by City's elected officials	17.1%	44.6%	26.5%	9.3%	2.6%
Q5-2. Overall effectiveness of appointed boards & commissions	13.4%	43.6%	29.5%	11.4%	2.1%
Q5-3. Overall effectiveness of City Manager	22.6%	40.6%	30.9%	4.1%	1.7%
Q5-4. Level of public involvement in local decision-making	13.3%	32.2%	33.3%	16.9%	4.3%
Q5-5. Transparency of City government	15.8%	35.4%	33.2%	10.3%	5.3%

Q6. Traffic Flow and Transportation. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Ease of travel by car in Auburn	11.1%	43.2%	19.4%	19.0%	6.4%	0.9%
Q6-2. Ease of travel by bicycle in Auburn	5.3%	14.6%	21.0%	14.7%	7.4%	36.9%
Q6-3. Ease of pedestrian travel in Auburn	12.7%	35.9%	23.6%	11.5%	5.5%	10.7%
Q6-4. Overall connectivity for bicycles & pedestrians	6.4%	21.3%	26.4%	15.5%	8.6%	21.8%

WITHOUT DON'T KNOW

Q6. Traffic Flow and Transportation. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Ease of travel by car in Auburn	11.2%	43.6%	19.6%	19.1%	6.5%
Q6-2. Ease of travel by bicycle in Auburn	8.3%	23.1%	33.3%	23.4%	11.8%
Q6-3. Ease of pedestrian travel in Auburn	14.2%	40.2%	26.5%	12.9%	6.2%
Q6-4. Overall connectivity for bicycles & pedestrians	8.2%	27.2%	33.8%	19.8%	11.0%

Q7. Code Enforcement. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Cleanup of debris/litter	31.2%	48.6%	11.8%	5.4%	1.0%	1.9%
Q7-2. Cleanup of large junk/abandoned vehicles	27.4%	40.6%	14.0%	3.9%	0.6%	13.4%
Q7-3. Cleanup of overgrown & weedy lots	15.3%	35.5%	25.0%	10.4%	1.9%	12.0%
Q7-4. Efforts to remove dilapidated structures	14.3%	32.1%	22.9%	8.9%	1.8%	20.0%
Q7-5. Control of nuisance animals	16.6%	42.0%	17.8%	5.7%	1.5%	16.4%

WITHOUT DON'T KNOW

Q7. Code Enforcement. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Cleanup of debris/litter	31.8%	49.6%	12.1%	5.5%	1.0%
Q7-2. Cleanup of large junk/abandoned vehicles	31.7%	46.9%	16.2%	4.6%	0.7%
Q7-3. Cleanup of overgrown & weedy lots	17.4%	40.3%	28.4%	11.8%	2.2%
Q7-4. Efforts to remove dilapidated structures	17.9%	40.1%	28.6%	11.1%	2.2%
Q7-5. Control of nuisance animals	19.9%	50.3%	21.3%	6.8%	1.7%

Q8. Which TWO of the code enforcement items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. Top choice	Number	Percent
Cleanup of debris/litter	208	30.4 %
Cleanup of large junk/abandoned vehicles	52	7.6 %
Cleanup of overgrown & weedy lots	165	24.1 %
Efforts to remove dilapidated structures	124	18.1 %
Control of nuisance animals	61	8.9 %
None chosen	75	10.9 %
Total	685	100.0 %

Q8. Which TWO of the code enforcement items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. 2 nd choice	Number	Percent
Cleanup of debris/litter	107	15.6 %
Cleanup of large junk/abandoned vehicles	84	12.3 %
Cleanup of overgrown & weedy lots	165	24.1 %
Efforts to remove dilapidated structures	157	22.9 %
Control of nuisance animals	64	9.3 %
None chosen	108	15.8 %
Total	685	100.0 %

SUM OF TOP 2 CHOICES

Q8. Which TWO of the code enforcement items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q8. Sum of Top 2 Choices	Number	Percent
Cleanup of debris/litter	315	46.0 %
Cleanup of large junk/abandoned vehicles	136	19.9 %
Cleanup of overgrown & weedy lots	330	48.2 %
Efforts to remove dilapidated structures	281	41.0 %
Control of nuisance animals	125	18.2 %
None chosen	75	10.9 %
Total	1262	

Q9. Public Safety Services. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Auburn.

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatis- fied	Very dissatisfi- ed	Don't know
Q9-1. Overall quality of police protection	46.6%	42.8%	6.9%	0.4%	0.1%	3.2%
Q9-2. Visibility of police in neighborhoods	33.1%	43.9%	15.8%	5.1%	0.3%	1.8%
Q9-3. Visibility of police in retail areas	26.9%	46.3%	17.8%	4.1%	0.3%	4.7%
Q9-4. Police response time	28.8%	27.6%	9.9%	1.2%	0.1%	32.4%
Q9-5. Efforts to prevent crime	25.5%	40.7%	14.9%	1.9%	0.6%	16.4%
Q9-6. Police safety education programs	17.5%	22.2%	15.6%	2.3%	0.3%	42.0%
Q9-7. Enforcement of traffic laws	23.4%	43.8%	18.1%	6.0%	0.9%	7.9%
Q9-8. Overall quality of fire protection	41.0%	38.8%	4.4%	0.1%	0.1%	15.5%
Q9-9. Fire response times	32.4%	21.3%	7.0%	0.1%	0.1%	39.0%
Q9-10. Quality of fire safety education programs	19.0%	22.3%	11.5%	0.9%	0.3%	46.0%
Q9-11. Quality of local ambulance service	30.8%	30.4%	8.5%	1.2%	1.0%	28.2%

WITHOUT DON'T KNOW

Q9. Public Safety Services. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Auburn.(without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Overall quality of police protection	48.1%	44.2%	7.1%	0.5%	0.2%
Q9-2. Visibility of police in neighborhoods	33.7%	44.7%	16.0%	5.2%	0.3%
Q9-3. Visibility of police in retail areas	28.2%	48.5%	18.7%	4.3%	0.3%
Q9-4. Police response time	42.5%	40.8%	14.7%	1.7%	0.2%
Q9-5. Efforts to prevent crime	30.5%	48.7%	17.8%	2.3%	0.7%
Q9-6. Police safety education programs	30.2%	38.3%	27.0%	4.0%	0.5%
Q9-7. Enforcement of traffic laws	25.4%	47.5%	19.7%	6.5%	1.0%
Q9-8. Overall quality of fire protection	48.5%	45.9%	5.2%	0.2%	0.2%
Q9-9. Fire response times	53.1%	34.9%	11.5%	0.2%	0.2%
Q9-10. Quality of fire safety education programs	35.1%	41.4%	21.4%	1.6%	0.5%
Q9-11. Quality of local ambulance service	42.9%	42.3%	11.8%	1.6%	1.4%

Q10. Which THREE of the public safety services items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. Top choice	Number	Percent
Overall quality of police protection	124	18.1 %
Visibility of police in neighborhoods	110	16.1 %
Visibility of police in retail areas	39	5.7 %
Police response time	28	4.1 %
Efforts to prevent crime	144	21.0 %
Police safety education programs	42	6.1 %
Enforcement of traffic laws	53	7.7 %
Overall quality of fire protection	10	1.5 %
Fire response times	10	1.5 %
Quality of fire safety education programs	4	0.6 %
Quality of local ambulance service	34	5.0 %
None chosen	87	12.7 %
Total	685	100.0 %

Q10. Which THREE of the public safety services items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. 2nd choice	Number	Percent
Overall quality of police protection	50	7.3 %
Visibility of police in neighborhoods	117	17.1 %
Visibility of police in retail areas	68	9.9 %
Police response time	39	5.7 %
Efforts to prevent crime	103	15.0 %
Police safety education programs	38	5.5 %
Enforcement of traffic laws	41	6.0 %
Overall quality of fire protection	30	4.4 %
Fire response times	21	3.1 %
Quality of fire safety education programs	34	5.0 %
Quality of local ambulance service	33	4.8 %
None chosen	111	16.2 %
Total	685	100.0 %

Q10. Which THREE of the public safety services items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. 3rd choice	Number	Percent
Overall quality of police protection	52	7.6 %
Visibility of police in neighborhoods	50	7.3 %
Visibility of police in retail areas	60	8.8 %
Police response time	26	3.8 %
Efforts to prevent crime	84	12.3 %
Police safety education programs	30	4.4 %
Enforcement of traffic laws	58	8.5 %
Overall quality of fire protection	35	5.1 %
Fire response times	26	3.8 %
Quality of fire safety education programs	46	6.7 %
Quality of local ambulance service	73	10.7 %
None chosen	145	21.2 %
Total	685	100.0 %

SUM OF TOP 3 CHOICES

Q10. Which THREE of the public safety services items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q10. Sum of Top 3 Choices	Number	Percent
Overall quality of police protection	226	33.0 %
Visibility of police in neighborhoods	277	40.4 %
Visibility of police in retail areas	167	24.4 %
Police response time	93	13.6 %
Efforts to prevent crime	331	48.3 %
Police safety education programs	110	16.1 %
Enforcement of traffic laws	152	22.2 %
Overall quality of fire protection	75	10.9 %
Fire response times	57	8.3 %
Quality of fire safety education programs	84	12.3 %
Quality of local ambulance service	140	20.4 %
None chosen	87	12.7 %
Total	1799	

Q11. Feeling of Safety. Please rate your feeling of safety in the following areas using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe."

(N=685)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q11-1. In your neighborhood during the day	73.6%	23.6%	2.0%	0.1%	0.0%	0.6%
Q11-2. In your neighborhood at night	47.4%	40.4%	8.8%	1.9%	0.6%	0.9%
Q11-3. In City's parks	26.6%	41.2%	15.0%	3.2%	0.1%	13.9%
Q11-4. In commercial & retail areas	28.3%	49.8%	15.9%	1.9%	0.1%	3.9%
Q11-5. In Downtown Auburn	37.5%	45.5%	10.4%	1.0%	0.1%	5.4%
Q11-6. Traveling by bicycle in Auburn	7.2%	13.9%	16.1%	14.5%	6.3%	42.2%
Q11-7. Traveling as a pedestrian in Auburn	14.6%	41.6%	19.7%	8.8%	1.9%	13.4%
Q11-8. Overall feeling of safety in Auburn	36.8%	54.0%	7.2%	1.0%	0.0%	1.0%

WITHOUT DON'T KNOW

Q11. Feeling of Safety. Please rate your feeling of safety in the following areas using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe." (without "don't know")

(N=685)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q11-1. In your neighborhood during the day	74.0%	23.8%	2.1%	0.1%	0.0%
Q11-2. In your neighborhood at night	47.9%	40.8%	8.8%	1.9%	0.6%
Q11-3. In City's parks	30.8%	47.8%	17.5%	3.7%	0.2%
Q11-4. In commercial & retail areas	29.5%	51.8%	16.6%	2.0%	0.2%
Q11-5. In Downtown Auburn	39.7%	48.1%	11.0%	1.1%	0.2%
Q11-6. Traveling by bicycle in Auburn	12.4%	24.0%	27.8%	25.0%	10.9%
Q11-7. Traveling as a pedestrian in Auburn	16.9%	48.1%	22.8%	10.1%	2.2%
Q11-8. Overall feeling of safety in Auburn	37.2%	54.6%	7.2%	1.0%	0.0%

Q12. Garbage, Recycling, Sewer and Water Services. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q12-1. Residential garbage collection service	60.4%	32.0%	4.1%	1.9%	0.4%	1.2%
Q12-2. Curbside recycling service overall	54.2%	31.2%	5.8%	4.1%	0.9%	3.8%
Q12-3. Material types accepted for recycling	37.2%	36.8%	11.5%	8.0%	1.6%	4.8%
Q12-4. Recycling at City's drop-off recycling center	35.6%	28.8%	10.2%	1.3%	0.3%	23.8%
Q12-5. Yard waste removal service	49.2%	36.1%	8.0%	1.5%	0.3%	5.0%
Q12-6. Sewer service	42.5%	36.4%	7.2%	1.6%	0.9%	11.5%
Q12-7. Water service	44.5%	39.9%	7.2%	2.3%	0.7%	5.4%
Q12-8. Quality of drinking water	33.7%	40.9%	11.4%	6.4%	2.3%	5.3%
Q12-9. Utility Billing Office customer service	36.4%	34.0%	9.5%	2.3%	1.2%	16.6%

WITHOUT DON'T KNOW

Q12. Garbage, Recycling, Sewer and Water Services. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Residential garbage collection service	61.2%	32.3%	4.1%	1.9%	0.4%
Q12-2. Curbside recycling service overall	56.3%	32.5%	6.1%	4.2%	0.9%
Q12-3. Material types accepted for recycling	39.1%	38.7%	12.1%	8.4%	1.7%
Q12-4. Recycling at City's drop-off recycling center	46.7%	37.7%	13.4%	1.7%	0.4%
Q12-5. Yard waste removal service	51.8%	37.9%	8.4%	1.5%	0.3%
Q12-6. Sewer service	48.0%	41.1%	8.1%	1.8%	1.0%
Q12-7. Water service	47.1%	42.1%	7.6%	2.5%	0.8%
Q12-8. Quality of drinking water	35.6%	43.1%	12.0%	6.8%	2.5%
Q12-9. Utility Billing Office customer service	43.6%	40.8%	11.4%	2.8%	1.4%

Q13. Which TWO of the garbage, recycling, sewer and water services listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Residential garbage collection service	91	13.3 %
Curbside recycling service overall	57	8.3 %
Material types accepted for recycling	122	17.8 %
Recycling at City's drop-off recycling center	33	4.8 %
Yard waste removal service	38	5.5 %
Sewer service	26	3.8 %
Water service	26	3.8 %
Quality of drinking water	176	25.7 %
Utility Billing Office customer service	16	2.3 %
None chosen	100	14.6 %
Total	685	100.0 %

Q13. Which TWO of the garbage, recycling, sewer and water services listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Residential garbage collection service	54	7.9 %
Curbside recycling service overall	88	12.8 %
Material types accepted for recycling	102	14.9 %
Recycling at City's drop-off recycling center	44	6.4 %
Yard waste removal service	59	8.6 %
Sewer service	35	5.1 %
Water service	46	6.7 %
Quality of drinking water	88	12.8 %
Utility Billing Office customer service	28	4.1 %
None chosen	141	20.6 %
Total	685	100.0 %

SUM OF TOP 2 CHOICES

Q13. Which TWO of the garbage, recycling, sewer and water services listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

<u>Q13. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Residential garbage collection service	145	21.2 %
Curbside recycling service overall	145	21.2 %
Material types accepted for recycling	224	32.7 %
Recycling at City's drop-off recycling center	77	11.2 %
Yard waste removal service	97	14.2 %
Sewer service	61	8.9 %
Water service	72	10.5 %
Quality of drinking water	264	38.5 %
Utility Billing Office customer service	44	6.4 %
None chosen	100	14.6 %
Total	1229	

Q14. Development and Redevelopment. Please rate your satisfaction with the following areas in Auburn using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q14-1. Overall quality of new residential development	9.9%	29.3%	25.4%	21.6%	8.0%	5.7%
Q14-2. Overall quality of new retail development (stores, restaurants, etc.)	11.7%	41.3%	26.6%	13.0%	4.1%	3.4%
Q14-3. Overall quality of new business development (offices, medical facilities, banks, etc.)	14.0%	43.1%	26.4%	8.3%	2.5%	5.7%
Q14-4. Overall quality of new industrial development (warehouses, plants, etc.)	11.4%	35.0%	24.8%	3.6%	1.6%	23.5%
Q14-5. Redevelopment of abandoned or under-utilized properties	7.2%	20.7%	28.6%	15.8%	5.1%	22.6%
Q14-6. Overall appearance of Opelika Road	4.4%	17.2%	29.2%	36.6%	10.9%	1.6%
Q14-7. Overall appearance of Downtown Auburn	18.4%	43.4%	16.4%	13.3%	7.7%	0.9%
Q14-8. City's planning for future growth	9.5%	23.5%	18.8%	19.0%	12.6%	16.6%

WITHOUT DON'T KNOW

Q14. Development and Redevelopment. Please rate your satisfaction with the following areas in Auburn using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Overall quality of new residential development	10.5%	31.1%	26.9%	22.9%	8.5%
Q14-2. Overall quality of new retail development (stores, restaurants, etc.)	12.1%	42.7%	27.5%	13.4%	4.2%
Q14-3. Overall quality of new business development (offices, medical facilities, banks, etc.)	14.9%	45.7%	28.0%	8.8%	2.6%
Q14-4. Overall quality of new industrial development (warehouses, plants, etc.)	14.9%	45.8%	32.4%	4.8%	2.1%
Q14-5. Redevelopment of abandoned or under-utilized properties	9.2%	26.8%	37.0%	20.4%	6.6%
Q14-6. Overall appearance of Opelika Road	4.5%	17.5%	29.7%	37.2%	11.1%
Q14-7. Overall appearance of Downtown Auburn	18.6%	43.7%	16.5%	13.4%	7.8%
Q14-8. City's planning for future growth	11.4%	28.2%	22.6%	22.8%	15.1%

Q15. Compared to other City priorities, how important is it for the City of Auburn to invest in the acquisition and rehabilitation of historically significant buildings for public use?

Q15. How important is it for City to invest in acquisition & rehabilitation of historically significant buildings for public use

	Number	Percent
Extremely important	252	36.8 %
Somewhat important	260	38.0 %
Neutral	74	10.8 %
Somewhat unimportant	35	5.1 %
Extremely unimportant	21	3.1 %
No opinion	43	6.3 %
Total	685	100.0 %

WITHOUT NO OPINION

Q15. Compared to other City priorities, how important is it for the City of Auburn to invest in the acquisition and rehabilitation of historically significant buildings for public use? (without "no opinion")

Q15. How important is it for City to invest in acquisition & rehabilitation of historically significant buildings for public use

	Number	Percent
Extremely important	252	39.3 %
Somewhat important	260	40.5 %
Neutral	74	11.5 %
Somewhat unimportant	35	5.5 %
Extremely unimportant	21	3.3 %
Total	642	100.0 %

Q16. Which THREE Parks and Recreation, Cultural and Library categories do you think should receive the MOST FUNDING EMPHASIS from City leaders over the next TWO years?

Q16. Top choice	Number	Percent
Baseball/softball fields	46	6.7 %
Multi-purpose fields	72	10.5 %
Park space with trails	163	23.8 %
Playgrounds	55	8.0 %
Splash pad	42	6.1 %
Swimming pools	64	9.3 %
Additional library location	49	7.2 %
Pickleball courts	24	3.5 %
Recreation/community centers with gyms	92	13.4 %
Jan Dempsey Community Arts Center expansion	38	5.5 %
None chosen	40	5.8 %
Total	685	100.0 %

Q16. Which THREE Parks and Recreation, Cultural and Library categories do you think should receive the MOST FUNDING EMPHASIS from City leaders over the next TWO years?

Q16. 2nd choice	Number	Percent
Baseball/softball fields	23	3.4 %
Multi-purpose fields	85	12.4 %
Park space with trails	121	17.7 %
Playgrounds	65	9.5 %
Splash pad	35	5.1 %
Swimming pools	67	9.8 %
Additional library location	57	8.3 %
Pickleball courts	39	5.7 %
Recreation/community centers with gyms	96	14.0 %
Jan Dempsey Community Arts Center expansion	40	5.8 %
None chosen	57	8.3 %
Total	685	100.0 %

Q16. Which THREE Parks and Recreation, Cultural and Library categories do you think should receive the MOST FUNDING EMPHASIS from City leaders over the next TWO years?

<u>Q16. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Baseball/softball fields	22	3.2 %
Multi-purpose fields	67	9.8 %
Park space with trails	88	12.8 %
Playgrounds	59	8.6 %
Splash pad	33	4.8 %
Swimming pools	63	9.2 %
Additional library location	49	7.2 %
Pickleball courts	32	4.7 %
Recreation/community centers with gyms	132	19.3 %
Jan Dempsey Community Arts Center expansion	63	9.2 %
None chosen	77	11.2 %
Total	685	100.0 %

SUM OF TOP 3 CHOICES

Q16. Which THREE Parks and Recreation, Cultural and Library categories do you think should receive the MOST FUNDING EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q16. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Baseball/softball fields	91	13.3 %
Multi-purpose fields	224	32.7 %
Park space with trails	372	54.3 %
Playgrounds	179	26.1 %
Splash pad	110	16.1 %
Swimming pools	194	28.3 %
Additional library location	155	22.6 %
Pickleball courts	95	13.9 %
Recreation/community centers with gyms	320	46.7 %
Jan Dempsey Community Arts Center expansion	141	20.6 %
None chosen	40	5.8 %
Total	1921	

Q17. Parks and Recreation. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q17-1. Quality of parks	26.6%	50.2%	12.7%	4.8%	1.0%	4.7%
Q17-2. Quality of cemeteries	21.8%	33.1%	15.6%	2.0%	0.3%	27.2%
Q17-3. Quality of walking trails	17.7%	43.8%	20.1%	7.3%	0.7%	10.4%
Q17-4. Quality of playgrounds	17.1%	38.4%	18.7%	5.1%	0.7%	20.0%
Q17-5. Quality of community recreation centers	12.4%	31.7%	24.4%	10.8%	1.9%	18.8%
Q17-6. Quality of fitness areas within recreation centers	8.6%	20.4%	21.2%	12.7%	2.6%	34.5%
Q17-7. Quality of outdoor athletic fields	14.9%	36.4%	18.4%	5.1%	3.2%	22.0%
Q17-8. Quality of youth athletic programs	15.3%	31.1%	14.9%	3.8%	1.5%	33.4%
Q17-9. Quality of adult athletic programs	6.9%	18.8%	21.5%	6.4%	1.5%	45.0%
Q17-10. Quality of cultural arts programs	11.1%	30.4%	22.9%	4.1%	0.7%	30.8%
Q17-11. Quality of senior programs	9.2%	17.5%	19.0%	6.0%	1.3%	47.0%
Q17-12. Quality of special needs/therapeutics programs	6.7%	11.4%	17.7%	5.1%	0.9%	58.2%
Q17-13. Ease of registering for programs	12.7%	27.6%	20.1%	6.1%	2.6%	30.8%
Q17-14. Fees charged for recreation programs	14.5%	27.6%	21.3%	5.0%	0.3%	31.4%
Q17-15. Quality of special events (CityFest, Downtown Trick or Treat, etc.)	23.1%	42.0%	18.5%	4.5%	1.0%	10.8%

WITHOUT DON'T KNOW

Q17. Parks and Recreation. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Quality of parks	27.9%	52.7%	13.3%	5.1%	1.1%
Q17-2. Quality of cemeteries	29.9%	45.5%	21.4%	2.8%	0.4%
Q17-3. Quality of walking trails	19.7%	48.9%	22.5%	8.1%	0.8%
Q17-4. Quality of playgrounds	21.4%	48.0%	23.4%	6.4%	0.9%
Q17-5. Quality of community recreation centers	15.3%	39.0%	30.0%	13.3%	2.3%
Q17-6. Quality of fitness areas within recreation centers	13.1%	31.2%	32.3%	19.4%	4.0%
Q17-7. Quality of outdoor athletic fields	19.1%	46.6%	23.6%	6.6%	4.1%
Q17-8. Quality of youth athletic programs	23.0%	46.7%	22.4%	5.7%	2.2%
Q17-9. Quality of adult athletic programs	12.5%	34.2%	39.0%	11.7%	2.7%
Q17-10. Quality of cultural arts programs	16.0%	43.9%	33.1%	5.9%	1.1%
Q17-11. Quality of senior programs	17.4%	33.1%	35.8%	11.3%	2.5%
Q17-12. Quality of special needs/therapeutics programs	16.1%	27.3%	42.3%	12.2%	2.1%
Q17-13. Ease of registering for programs	18.4%	39.9%	29.1%	8.9%	3.8%
Q17-14. Fees charged for recreation programs	21.1%	40.2%	31.1%	7.2%	0.4%
Q17-15. Quality of special events (CityFest, Downtown Trick or Treat, etc.)	25.9%	47.1%	20.8%	5.1%	1.1%

Q18. Which FOUR of the Parks and Recreation areas listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. Top choice	Number	Percent
Quality of parks	108	15.8 %
Quality of cemeteries	14	2.0 %
Quality of walking trails	107	15.6 %
Quality of playgrounds	38	5.5 %
Quality of community recreation centers	58	8.5 %
Quality of fitness areas within recreation centers	43	6.3 %
Quality of outdoor athletic fields	48	7.0 %
Quality of youth athletic programs	33	4.8 %
Quality of adult athletic programs	17	2.5 %
Quality of cultural arts programs	20	2.9 %
Quality of senior programs	40	5.8 %
Quality of special needs/therapeutics programs	21	3.1 %
Ease of registering for programs	21	3.1 %
Fees charged for recreation programs	3	0.4 %
Quality of special events (CityFest, Downtown Trick or Treat, etc.)	38	5.5 %
None chosen	76	11.1 %
Total	685	100.0 %

Q18. Which FOUR of the Parks and Recreation areas listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. 2nd choice	Number	Percent
Quality of parks	77	11.2 %
Quality of cemeteries	18	2.6 %
Quality of walking trails	88	12.8 %
Quality of playgrounds	58	8.5 %
Quality of community recreation centers	58	8.5 %
Quality of fitness areas within recreation centers	52	7.6 %
Quality of outdoor athletic fields	23	3.4 %
Quality of youth athletic programs	48	7.0 %
Quality of adult athletic programs	26	3.8 %
Quality of cultural arts programs	29	4.2 %
Quality of senior programs	47	6.9 %
Quality of special needs/therapeutics programs	31	4.5 %
Ease of registering for programs	13	1.9 %
Fees charged for recreation programs	7	1.0 %
Quality of special events (CityFest, Downtown Trick or Treat, etc.)	23	3.4 %
None chosen	87	12.7 %
Total	685	100.0 %

Q18. Which FOUR of the Parks and Recreation areas listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. 3rd choice	Number	Percent
Quality of parks	77	11.2 %
Quality of cemeteries	14	2.0 %
Quality of walking trails	69	10.1 %
Quality of playgrounds	38	5.5 %
Quality of community recreation centers	54	7.9 %
Quality of fitness areas within recreation centers	30	4.4 %
Quality of outdoor athletic fields	36	5.3 %
Quality of youth athletic programs	38	5.5 %
Quality of adult athletic programs	25	3.6 %
Quality of cultural arts programs	33	4.8 %
Quality of senior programs	54	7.9 %
Quality of special needs/therapeutics programs	26	3.8 %
Ease of registering for programs	13	1.9 %
Fees charged for recreation programs	13	1.9 %
Quality of special events (CityFest, Downtown Trick or Treat, etc.)	46	6.7 %
None chosen	119	17.4 %
Total	685	100.0 %

Q18. Which FOUR of the Parks and Recreation areas listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. 4th choice	Number	Percent
Quality of parks	55	8.0 %
Quality of cemeteries	12	1.8 %
Quality of walking trails	40	5.8 %
Quality of playgrounds	47	6.9 %
Quality of community recreation centers	38	5.5 %
Quality of fitness areas within recreation centers	39	5.7 %
Quality of outdoor athletic fields	18	2.6 %
Quality of youth athletic programs	28	4.1 %
Quality of adult athletic programs	29	4.2 %
Quality of cultural arts programs	40	5.8 %
Quality of senior programs	35	5.1 %
Quality of special needs/therapeutics programs	27	3.9 %
Ease of registering for programs	27	3.9 %
Fees charged for recreation programs	25	3.6 %
Quality of special events (CityFest, Downtown Trick or Treat, etc.)	55	8.0 %
None chosen	170	24.8 %
Total	685	100.0 %

SUM OF TOP 4 CHOICES**Q18. Which FOUR of the Parks and Recreation areas listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 4)**

<u>Q18. Sum of Top 4 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of parks	317	46.3 %
Quality of cemeteries	58	8.5 %
Quality of walking trails	304	44.4 %
Quality of playgrounds	181	26.4 %
Quality of community recreation centers	208	30.4 %
Quality of fitness areas within recreation centers	164	23.9 %
Quality of outdoor athletic fields	125	18.2 %
Quality of youth athletic programs	147	21.5 %
Quality of adult athletic programs	97	14.2 %
Quality of cultural arts programs	122	17.8 %
Quality of senior programs	176	25.7 %
Quality of special needs/therapeutics programs	105	15.3 %
Ease of registering for programs	74	10.8 %
Fees charged for recreation programs	48	7.0 %
Quality of special events (CityFest, Downtown Trick or Treat, etc.)	162	23.6 %
None chosen	76	11.1 %
Total	2364	

Q19. Library. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q19-1. Hours of operation	28.3%	33.7%	10.5%	1.3%	0.1%	26.0%
Q19-2. Customer service	34.9%	27.7%	10.5%	0.6%	0.1%	26.1%
Q19-3. Books & audio/visual for children	20.7%	22.2%	11.7%	1.9%	0.3%	43.2%
Q19-4. Books & audio/visual for adults	23.2%	29.2%	13.0%	2.2%	0.0%	32.4%
Q19-5. Children's programs	17.5%	19.7%	13.3%	0.9%	0.3%	48.3%
Q19-6. Adult programs	13.4%	18.4%	16.6%	2.5%	0.3%	48.8%
Q19-7. Technology resources	17.2%	23.6%	15.2%	1.0%	0.1%	42.8%
Q19-8. eBook collection	15.0%	21.8%	15.9%	3.2%	0.3%	43.8%
Q19-9. Availability of meeting spaces within the library	13.3%	17.2%	18.0%	3.1%	0.6%	47.9%

WITHOUT DON'T KNOW

Q19. Library. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Hours of operation	38.3%	45.6%	14.2%	1.8%	0.2%
Q19-2. Customer service	47.2%	37.5%	14.2%	0.8%	0.2%
Q19-3. Books & audio/visual for children	36.5%	39.1%	20.6%	3.3%	0.5%
Q19-4. Books & audio/visual for adults	34.3%	43.2%	19.2%	3.2%	0.0%
Q19-5. Children's programs	33.9%	38.1%	25.7%	1.7%	0.6%
Q19-6. Adult programs	26.2%	35.9%	32.5%	4.8%	0.6%
Q19-7. Technology resources	30.1%	41.3%	26.5%	1.8%	0.3%
Q19-8. eBook collection	26.8%	38.7%	28.3%	5.7%	0.5%
Q19-9. Availability of meeting spaces within the library	25.5%	33.1%	34.5%	5.9%	1.1%

Q20. Which THREE of the library services listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q20. Top choice	Number	Percent
Hours of operation	43	6.3 %
Customer service	24	3.5 %
Books & audio/visual for children	73	10.7 %
Books & audio/visual for adults	63	9.2 %
Children's programs	99	14.5 %
Adult programs	42	6.1 %
Technology resources	33	4.8 %
eBook collection	71	10.4 %
Availability of meeting spaces within the library	28	4.1 %
None chosen	209	30.5 %
Total	685	100.0 %

Q20. Which THREE of the library services listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q20. 2nd choice	Number	Percent
Hours of operation	20	2.9 %
Customer service	23	3.4 %
Books & audio/visual for children	64	9.3 %
Books & audio/visual for adults	67	9.8 %
Children's programs	69	10.1 %
Adult programs	68	9.9 %
Technology resources	66	9.6 %
eBook collection	46	6.7 %
Availability of meeting spaces within the library	27	3.9 %
None chosen	235	34.3 %
Total	685	100.0 %

Q20. Which THREE of the library services listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Hours of operation	27	3.9 %
Customer service	15	2.2 %
Books & audio/visual for children	54	7.9 %
Books & audio/visual for adults	56	8.2 %
Children's programs	49	7.2 %
Adult programs	63	9.2 %
Technology resources	65	9.5 %
eBook collection	52	7.6 %
Availability of meeting spaces within the library	51	7.4 %
None chosen	253	36.9 %
Total	685	100.0 %

SUM OF TOP 3 CHOICES

Q20. Which THREE of the library services listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q20. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Hours of operation	90	13.1 %
Customer service	62	9.1 %
Books & audio/visual for children	191	27.9 %
Books & audio/visual for adults	186	27.2 %
Children's programs	217	31.7 %
Adult programs	173	25.3 %
Technology resources	164	23.9 %
eBook collection	169	24.7 %
Availability of meeting spaces within the library	106	15.5 %
None chosen	209	30.5 %
Total	1567	

Q21. Maintenance. Excluding areas maintained by Auburn University, please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q21-1. Maintenance of streets	11.8%	50.2%	18.1%	14.9%	2.5%	2.5%
Q21-2. Maintenance of sidewalks	12.4%	49.8%	21.2%	11.5%	1.8%	3.4%
Q21-3. Maintenance of street signs	20.4%	57.2%	14.6%	3.5%	1.2%	3.1%
Q21-4. Maintenance of traffic signals	22.5%	58.0%	12.7%	2.8%	1.3%	2.8%
Q21-5. Maintenance of biking paths & lanes	11.1%	31.7%	20.3%	10.5%	5.1%	21.3%
Q21-6. Maintenance of Downtown Auburn	23.9%	51.1%	14.7%	4.5%	0.9%	4.8%
Q21-7. Cleanup of debris/litter in & near roadways	17.1%	47.4%	19.7%	10.1%	2.2%	3.5%
Q21-8. Maintenance of City facilities (City Hall, Auburn Public Library, Fire Stations, Police Stations, etc.)	31.5%	49.6%	8.2%	0.3%	0.1%	10.2%
Q21-9. Mowing/trimming along streets & public areas	20.6%	53.4%	15.9%	5.5%	1.3%	3.2%
Q21-10. Overall cleanliness of streets & public areas	20.6%	57.5%	14.3%	4.1%	0.4%	3.1%
Q21-11. Adequacy of City street lighting	13.9%	48.9%	17.5%	14.2%	1.9%	3.6%

WITHOUT DON'T KNOW

Q21. Maintenance. Excluding areas maintained by Auburn University, please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Maintenance of streets	12.1%	51.5%	18.6%	15.3%	2.5%
Q21-2. Maintenance of sidewalks	12.8%	51.5%	21.9%	11.9%	1.8%
Q21-3. Maintenance of street signs	21.1%	59.0%	15.1%	3.6%	1.2%
Q21-4. Maintenance of traffic signals	23.1%	59.6%	13.1%	2.9%	1.4%
Q21-5. Maintenance of biking paths & lanes	14.1%	40.3%	25.8%	13.4%	6.5%
Q21-6. Maintenance of Downtown Auburn	25.2%	53.7%	15.5%	4.8%	0.9%
Q21-7. Cleanup of debris/litter in & near roadways	17.7%	49.2%	20.4%	10.4%	2.3%
Q21-8. Maintenance of City facilities (City Hall, Auburn Public Library, Fire Stations, Police Stations, etc.)	35.1%	55.3%	9.1%	0.3%	0.2%
Q21-9. Mowing/trimming along streets & public areas	21.3%	55.2%	16.4%	5.7%	1.4%
Q21-10. Overall cleanliness of streets & public areas	21.2%	59.3%	14.8%	4.2%	0.5%
Q21-11. Adequacy of City street lighting	14.4%	50.8%	18.2%	14.7%	2.0%

Q22. Which THREE of the areas of maintenance listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q22. Top choice	Number	Percent
Maintenance of streets	199	29.1 %
Maintenance of sidewalks	52	7.6 %
Maintenance of street signs	10	1.5 %
Maintenance of traffic signals	22	3.2 %
Maintenance of biking paths & lanes	75	10.9 %
Maintenance of Downtown Auburn	19	2.8 %
Cleanup of debris/litter in & near roadways	44	6.4 %
Maintenance of City facilities (City Hall, Auburn Public Library, Fire Stations, Police Stations, etc.)	1	0.1 %
Mowing/trimming along streets & public areas	29	4.2 %
Overall cleanliness of streets & public areas	23	3.4 %
Adequacy of City street lighting	122	17.8 %
None chosen	89	13.0 %
Total	685	100.0 %

Q22. Which THREE of the areas of maintenance listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q22. 2nd choice	Number	Percent
Maintenance of streets	72	10.5 %
Maintenance of sidewalks	118	17.2 %
Maintenance of street signs	17	2.5 %
Maintenance of traffic signals	26	3.8 %
Maintenance of biking paths & lanes	51	7.4 %
Maintenance of Downtown Auburn	46	6.7 %
Cleanup of debris/litter in & near roadways	84	12.3 %
Maintenance of City facilities (City Hall, Auburn Public Library, Fire Stations, Police Stations, etc.)	7	1.0 %
Mowing/trimming along streets & public areas	39	5.7 %
Overall cleanliness of streets & public areas	52	7.6 %
Adequacy of City street lighting	58	8.5 %
None chosen	115	16.8 %
Total	685	100.0 %

Q22. Which THREE of the areas of maintenance listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q22. 3rd choice	Number	Percent
Maintenance of streets	63	9.2 %
Maintenance of sidewalks	50	7.3 %
Maintenance of street signs	22	3.2 %
Maintenance of traffic signals	25	3.6 %
Maintenance of biking paths & lanes	48	7.0 %
Maintenance of Downtown Auburn	50	7.3 %
Cleanup of debris/litter in & near roadways	64	9.3 %
Maintenance of City facilities (City Hall, Auburn Public Library, Fire Stations, Police Stations, etc.)	13	1.9 %
Mowing/trimming along streets & public areas	48	7.0 %
Overall cleanliness of streets & public areas	74	10.8 %
Adequacy of City street lighting	87	12.7 %
None chosen	141	20.6 %
Total	685	100.0 %

SUM OF TOP 3 CHOICES

Q22. Which THREE of the areas of maintenance listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q22. Sum of Top 3 Choices	Number	Percent
Maintenance of streets	334	48.8 %
Maintenance of sidewalks	220	32.1 %
Maintenance of street signs	49	7.2 %
Maintenance of traffic signals	73	10.7 %
Maintenance of biking paths & lanes	174	25.4 %
Maintenance of Downtown Auburn	115	16.8 %
Cleanup of debris/litter in & near roadways	192	28.0 %
Maintenance of City facilities (City Hall, Auburn Public Library, Fire Stations, Police Stations, etc.)	21	3.1 %
Mowing/trimming along streets & public areas	116	16.9 %
Overall cleanliness of streets & public areas	149	21.8 %
Adequacy of City street lighting	267	39.0 %
None chosen	89	13.0 %
Total	1799	

Q23. Downtown Auburn. For each of the following issues in Downtown Auburn, please rate your level of satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q23-1. Cleanliness of Downtown areas	27.7%	56.9%	10.8%	1.0%	0.0%	3.5%
Q23-2. Feeling of safety of Downtown at night	24.1%	43.5%	16.8%	3.8%	1.3%	10.5%
Q23-3. Pedestrian accessibility (includes pedestrian signals, crosswalks, pushbuttons, lighting, ramps, stairways, handrails, etc.)	27.3%	47.0%	12.1%	6.4%	0.9%	6.3%
Q23-4. Quality of public events held Downtown	22.2%	43.5%	16.5%	4.2%	1.2%	12.4%
Q23-5. Landscaping & green space	22.6%	46.0%	18.1%	7.6%	0.9%	4.8%
Q23-6. Signage & wayfinding	22.3%	47.6%	19.6%	4.4%	0.1%	6.0%
Q23-7. Availability of public event space	13.1%	26.9%	25.4%	10.9%	1.5%	22.2%
Q23-8. Availability of dining opportunities	20.3%	44.4%	18.8%	9.6%	1.9%	5.0%
Q23-9. Availability of outdoor dining venues	13.4%	27.0%	26.9%	19.4%	3.6%	9.6%
Q23-10. Availability of retail shopping	14.9%	38.7%	21.8%	16.2%	2.6%	5.8%
Q23-11. Availability of parking	8.8%	24.1%	23.9%	24.7%	14.2%	4.4%

WITHOUT DON'T KNOW

Q23. Downtown Auburn. For each of the following issues in Downtown Auburn, please rate your level of satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Cleanliness of Downtown areas	28.7%	59.0%	11.2%	1.1%	0.0%
Q23-2. Feeling of safety of Downtown at night	26.9%	48.6%	18.8%	4.2%	1.5%
Q23-3. Pedestrian accessibility (includes pedestrian signals, crosswalks, pushbuttons, lighting, ramps, stairways, handrails, etc.)	29.1%	50.2%	12.9%	6.9%	0.9%
Q23-4. Quality of public events held Downtown	25.3%	49.7%	18.8%	4.8%	1.3%
Q23-5. Landscaping & green space	23.8%	48.3%	19.0%	8.0%	0.9%
Q23-6. Signage & wayfinding	23.8%	50.6%	20.8%	4.7%	0.2%
Q23-7. Availability of public event space	16.9%	34.5%	32.6%	14.1%	1.9%
Q23-8. Availability of dining opportunities	21.4%	46.7%	19.8%	10.1%	2.0%
Q23-9. Availability of outdoor dining venues	14.9%	29.9%	29.7%	21.5%	4.0%
Q23-10. Availability of retail shopping	15.8%	41.1%	23.1%	17.2%	2.8%
Q23-11. Availability of parking	9.2%	25.2%	25.0%	25.8%	14.8%

Q24. Which THREE areas of Downtown Auburn listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q24. Top choice	Number	Percent
Cleanliness of Downtown areas	47	6.9 %
Feeling of safety of Downtown at night	85	12.4 %
Pedestrian accessibility (includes pedestrian signals, crosswalks, pushbuttons, lighting, ramps, stairways, handrails, etc.)	48	7.0 %
Quality of public events held Downtown	30	4.4 %
Landscaping & green space	32	4.7 %
Signage & wayfinding	11	1.6 %
Availability of public event space	18	2.6 %
Availability of dining opportunities	33	4.8 %
Availability of outdoor dining venues	50	7.3 %
Availability of retail shopping	26	3.8 %
Availability of parking	224	32.7 %
None chosen	81	11.8 %
Total	685	100.0 %

Q24. Which THREE areas of Downtown Auburn listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q24. 2nd choice	Number	Percent
Cleanliness of Downtown areas	30	4.4 %
Feeling of safety of Downtown at night	61	8.9 %
Pedestrian accessibility (includes pedestrian signals, crosswalks, pushbuttons, lighting, ramps, stairways, handrails, etc.)	46	6.7 %
Quality of public events held Downtown	46	6.7 %
Landscaping & green space	64	9.3 %
Signage & wayfinding	26	3.8 %
Availability of public event space	47	6.9 %
Availability of dining opportunities	50	7.3 %
Availability of outdoor dining venues	68	9.9 %
Availability of retail shopping	51	7.4 %
Availability of parking	84	12.3 %
None chosen	112	16.4 %
Total	685	100.0 %

Q24. Which THREE areas of Downtown Auburn listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q24. 3rd choice	Number	Percent
Cleanliness of Downtown areas	44	6.4 %
Feeling of safety of Downtown at night	52	7.6 %
Pedestrian accessibility (includes pedestrian signals, crosswalks, pushbuttons, lighting, ramps, stairways, handrails, etc.)	46	6.7 %
Quality of public events held Downtown	47	6.9 %
Landscaping & green space	48	7.0 %
Signage & wayfinding	18	2.6 %
Availability of public event space	59	8.6 %
Availability of dining opportunities	40	5.8 %
Availability of outdoor dining venues	62	9.1 %
Availability of retail shopping	52	7.6 %
Availability of parking	72	10.5 %
None chosen	145	21.2 %
Total	685	100.0 %

SUM OF TOP 3 CHOICES

Q24. Which THREE areas of Downtown Auburn listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q24. Sum of Top 3 Choices	Number	Percent
Cleanliness of Downtown areas	121	17.7 %
Feeling of safety of Downtown at night	198	28.9 %
Pedestrian accessibility (includes pedestrian signals, crosswalks, pushbuttons, lighting, ramps, stairways, handrails, etc.)	140	20.4 %
Quality of public events held Downtown	123	18.0 %
Landscaping & green space	144	21.0 %
Signage & wayfinding	55	8.0 %
Availability of public event space	124	18.1 %
Availability of dining opportunities	123	18.0 %
Availability of outdoor dining venues	180	26.3 %
Availability of retail shopping	129	18.8 %
Availability of parking	380	55.5 %
None chosen	81	11.8 %
Total	1798	

Q25. Compared to other City priorities, how important is it for the City of Auburn to implement a mass transit system?

Q25. How important is it for City to implement a mass transit system	Number	Percent
Extremely important	158	23.1 %
Somewhat important	161	23.5 %
Neutral	159	23.2 %
Somewhat unimportant	95	13.9 %
Extremely unimportant	87	12.7 %
Not provided	25	3.6 %
Total	685	100.0 %

WITHOUT NOT PROVIDED

Q25. Compared to other City priorities, how important is it for the City of Auburn to implement a mass transit system? (without "not provided")

Q25. How important is it for City to implement a mass transit system	Number	Percent
Extremely important	158	23.9 %
Somewhat important	161	24.4 %
Neutral	159	24.1 %
Somewhat unimportant	95	14.4 %
Extremely unimportant	87	13.2 %
Total	660	100.0 %

Q26. City Communication. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q26-1. Quality of Open Line newsletter	19.3%	34.2%	17.8%	2.6%	1.0%	25.1%
Q26-2. Quality of City's website	15.3%	34.9%	23.4%	4.8%	0.9%	20.7%
Q26-3. Quality of City's social media	13.4%	27.7%	21.2%	3.2%	0.4%	34.0%
Q26-4. Availability of information on City services & programs	15.2%	38.1%	24.7%	6.3%	0.4%	15.3%
Q26-5. Availability of information on construction projects in & around City	10.8%	23.6%	27.9%	16.5%	3.8%	17.4%
Q26-6. Availability of information regarding City initiatives & projects that affect you or your neighborhood	9.3%	23.1%	27.4%	17.2%	5.4%	17.5%
Q26-7. Availability of information about Parks & Recreation services & programs	14.2%	36.8%	26.3%	7.4%	2.0%	13.3%
Q26-8. Availability of information about City library services & programs	14.7%	35.2%	24.2%	4.8%	0.7%	20.3%

WITHOUT DON'T KNOW

Q26. City Communication. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=685)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Quality of Open Line newsletter	25.7%	45.6%	23.8%	3.5%	1.4%
Q26-2. Quality of City's website	19.3%	44.0%	29.5%	6.1%	1.1%
Q26-3. Quality of City's social media	20.4%	42.0%	32.1%	4.9%	0.7%
Q26-4. Availability of information on City services & programs	17.9%	45.0%	29.1%	7.4%	0.5%
Q26-5. Availability of information on construction projects in & around City	13.1%	28.6%	33.7%	20.0%	4.6%
Q26-6. Availability of information regarding City initiatives & projects that affect you or your neighborhood	11.3%	28.0%	33.3%	20.9%	6.5%
Q26-7. Availability of information about Parks & Recreation services & programs	16.3%	42.4%	30.3%	8.6%	2.4%
Q26-8. Availability of information about City library services & programs	18.5%	44.1%	30.4%	6.0%	0.9%

Q27. Have you used the City's FixIt app to access City services?

Q27. Have you used City's FixIt app to access

<u>City services</u>	<u>Number</u>	<u>Percent</u>
Yes	81	11.8 %
No	595	86.9 %
Not provided	9	1.3 %
Total	685	100.0 %

WITHOUT NOT PROVIDED**Q27. Have you used the City's FixIt app to access City services? (without "not provided")**

Q27. Have you used City's FixIt app to access

<u>City services</u>	<u>Number</u>	<u>Percent</u>
Yes	81	12.0 %
No	595	88.0 %
Total	676	100.0 %

Q27a. How easy was it to use the app?

<u>Q27a. How easy was it to use the app</u>	<u>Number</u>	<u>Percent</u>
Very easy	40	49.4 %
Somewhat easy	28	34.6 %
Difficult	10	12.3 %
Very difficult	3	3.7 %
Total	81	100.0 %

Q28. Which of the following are your primary sources of information about City issues, services, and events?

Q28. Which following are your primary sources of information about City issues, services, & events	Number	Percent
Open Line newsletter (online version)	98	14.3 %
Open Line newsletter (print, with water bill)	326	47.6 %
eNotifier (City emails/texts/press releases)	135	19.7 %
City website	267	39.0 %
Calling a City department on the telephone	137	20.0 %
City cable channel (Charter Ch. 182, WOW Ch. 13)	18	2.6 %
City social media sites (Facebook, Twitter, Instagram, Nextdoor, YouTube, LinkedIn)	244	35.6 %
Other social media sites (private, non-City sites)	88	12.8 %
Local newspaper (Villager, OA News)	227	33.1 %
Radio news programs	94	13.7 %
Television news programs	103	15.0 %
Word of mouth (friends/neighbors)	387	56.5 %
Public meetings	50	7.3 %
Other	12	1.8 %
Total	2186	

Q28-14. Other

Q28-14. Other	Number	Percent
Auburn magazine	1	8.3 %
Calendar of events online	1	8.3 %
City employee	1	8.3 %
Conversations with city leadership	1	8.3 %
Local news	1	8.3 %
Mail	1	8.3 %
My own witness	1	8.3 %
Plainsman	1	8.3 %
Plainsman email newsletter	1	8.3 %
Signs	1	8.3 %
Things not listed	1	8.3 %
Tourism calendar online	1	8.3 %
Total	12	100.0 %

Q29. Which THREE of the sources of information listed in Question 28 would be the PREFERRED sources of information for your household?

Q29. Top choice	Number	Percent
Open Line newsletter (online version)	47	6.9 %
Open Line newsletter (print, with water bill)	123	18.0 %
eNotifier (City emails/texts/press releases)	105	15.3 %
City website	89	13.0 %
Calling a City department on the telephone	13	1.9 %
City cable channel (Charter Ch. 182, WOW Ch. 13)	3	0.4 %
City social media sites (Facebook, Twitter, Instagram, Nextdoor, YouTube, LinkedIn)	105	15.3 %
Other social media sites (private, non-City sites)	9	1.3 %
Local newspaper (Villager, OA News)	68	9.9 %
Radio news programs	3	0.4 %
Television news programs	16	2.3 %
Word of mouth (friends/neighbors)	6	0.9 %
Public meetings	2	0.3 %
Other	7	1.0 %
None chosen	89	13.0 %
Total	685	100.0 %

Q29. Which THREE of the sources of information listed in Question 28 would be the PREFERRED sources of information for your household?

Q29. 2nd choice	Number	Percent
Open Line newsletter (online version)	47	6.9 %
Open Line newsletter (print, with water bill)	77	11.2 %
eNotifier (City emails/texts/press releases)	58	8.5 %
City website	95	13.9 %
Calling a City department on the telephone	30	4.4 %
City cable channel (Charter Ch. 182, WOW Ch. 13)	10	1.5 %
City social media sites (Facebook, Twitter, Instagram, Nextdoor, YouTube, LinkedIn)	90	13.1 %
Other social media sites (private, non-City sites)	24	3.5 %
Local newspaper (Villager, OA News)	75	10.9 %
Radio news programs	19	2.8 %
Television news programs	20	2.9 %
Word of mouth (friends/neighbors)	12	1.8 %
Public meetings	5	0.7 %
Other	3	0.4 %
None chosen	120	17.5 %
Total	685	100.0 %

Q29. Which THREE of the sources of information listed in Question 28 would be the PREFERRED sources of information for your household?

<u>Q29. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Open Line newsletter (online version)	31	4.5 %
Open Line newsletter (print, with water bill)	46	6.7 %
eNotifier (City emails/texts/press releases)	48	7.0 %
City website	74	10.8 %
Calling a City department on the telephone	29	4.2 %
City cable channel (Charter Ch. 182, WOW Ch. 13)	14	2.0 %
City social media sites (Facebook, Twitter, Instagram, Nextdoor, YouTube, LinkedIn)	67	9.8 %
Other social media sites (private, non-City sites)	18	2.6 %
Local newspaper (Villager, OA News)	78	11.4 %
Radio news programs	27	3.9 %
Television news programs	29	4.2 %
Word of mouth (friends/neighbors)	52	7.6 %
Public meetings	9	1.3 %
Other	7	1.0 %
None chosen	156	22.8 %
Total	685	100.0 %

SUM OF TOP 3 CHOICES

Q29. Which THREE of the sources of information listed in Question 28 would be the PREFERRED sources of information for your household? (top 3)

<u>Q29. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Open Line newsletter (online version)	125	18.2 %
Open Line newsletter (print, with water bill)	246	35.9 %
eNotifier (City emails/texts/press releases)	211	30.8 %
City website	258	37.7 %
Calling a City department on the telephone	72	10.5 %
City cable channel (Charter Ch. 182, WOW Ch. 13)	27	3.9 %
City social media sites (Facebook, Twitter, Instagram, Nextdoor, YouTube, LinkedIn)	262	38.2 %
Other social media sites (private, non-City sites)	51	7.4 %
Local newspaper (Villager, OA News)	221	32.3 %
Radio news programs	49	7.2 %
Television news programs	65	9.5 %
Word of mouth (friends/neighbors)	70	10.2 %
Public meetings	16	2.3 %
Other	17	2.5 %
None chosen	89	13.0 %
Total	1779	

Q30. Have you called or visited the City with a question, problem, or complaint during the past year?

Q30. Have you called or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	273	39.9 %
No	407	59.4 %
Not provided	5	0.7 %
Total	685	100.0 %

WITHOUT NOT PROVIDED**Q30. Have you called or visited the City with a question, problem, or complaint during the past year? (without "not provided")**

Q30. Have you called or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	273	40.1 %
No	407	59.9 %
Total	680	100.0 %

Q30a. How easy was it to contact the person you needed to reach?

Q30a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	124	45.4 %
Somewhat easy	114	41.8 %
Difficult	27	9.9 %
Very difficult	2	0.7 %
Not provided	6	2.2 %
Total	273	100.0 %

WITHOUT NOT PROVIDED**Q30a. How easy was it to contact the person you needed to reach? (without "not provided")**

Q30a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	124	46.4 %
Somewhat easy	114	42.7 %
Difficult	27	10.1 %
Very difficult	2	0.7 %
Total	267	100.0 %

Q30b. What department did you contact?

<u>Q30b. What department did you contact</u>	<u>Number</u>	<u>Percent</u>
Police Department	46	16.8 %
Fire Department	8	2.9 %
Municipal Court	7	2.6 %
Planning Services	30	11.0 %
Parks & Recreation	43	15.8 %
Library	26	9.5 %
Community Services	14	5.1 %
Inspection Services	19	7.0 %
Public Works	53	19.4 %
Engineering Services	25	9.2 %
Office of City Manager	19	7.0 %
Utility Billing Office	59	21.6 %
Environmental Services (garbage, recycling, trash, animal control)	116	42.5 %
Water Resource Management (water, sewer, & watershed management)	49	17.9 %
Finance (City licenses & taxes)	15	5.5 %
Other	6	2.2 %
Total	535	

Q30b-16. Other

<u>Q30b-16. Other</u>	<u>Number</u>	<u>Percent</u>
City Council and Mayor	1	16.7 %
City Councilman	1	16.7 %
Councilman	1	16.7 %
IT	1	16.7 %
Main line for City of Auburn	1	16.7 %
Mayor	1	16.7 %
Total	6	100.0 %

Q30c. Was the department(s) you contacted responsive to your issue?

Q30c. Was the department(s) you contacted responsive to your issue	Number	Percent
Yes	224	82.1 %
No	27	9.9 %
Not provided	22	8.1 %
Total	273	100.0 %

WITHOUT NOT PROVIDED**Q30c. Was the department(s) you contacted responsive to your issue? (without "not provided")**

Q30c. Was the department(s) you contacted responsive to your issue	Number	Percent
Yes	224	89.2 %
No	27	10.8 %
Total	251	100.0 %

Q32. Including yourself, how many people in your household are...

	Mean	Sum
number	2.61	1771
Under age 5	0.15	100
Ages 5-9	0.17	116
Ages 10-14	0.18	125
Ages 15-19	0.18	124
Ages 20-24	0.11	74
Ages 25-34	0.18	122
Ages 35-44	0.38	257
Ages 45-54	0.42	286
Ages 55-64	0.40	271
Ages 65-74	0.25	169
Ages 75+	0.19	127

Q33. Approximately how many years have you lived in the City of Auburn?

Q33. How many years have you lived in City of

Auburn	Number	Percent
0-5	150	21.9 %
6-10	116	16.9 %
11-15	99	14.5 %
16-20	67	9.8 %
21-30	96	14.0 %
31+	139	20.3 %
Not provided	18	2.6 %
Total	685	100.0 %

WITHOUT NOT PROVIDED**Q33. Approximately how many years have you lived in the City of Auburn? (without "not provided")**

Q33. How many years have you lived in City of

Auburn	Number	Percent
0-5	150	22.5 %
6-10	116	17.4 %
11-15	99	14.8 %
16-20	67	10.0 %
21-30	96	14.4 %
31+	139	20.8 %
Total	667	100.0 %

Q34. How many people in your household work within the Auburn City limits?Q34. How many people in your household work
within Auburn City limits

	Number	Percent
0	220	32.1 %
1	223	32.6 %
2	182	26.6 %
3	27	3.9 %
4+	33	4.8 %
Total	685	100.0 %

Q35. Are you a full time Auburn University student?

Q35. Are you a full time Auburn University student	Number	Percent
Yes	47	6.9 %
No	636	92.8 %
Not provided	2	0.3 %
Total	685	100.0 %

WITHOUT NOT PROVIDED**Q35. Are you a full time Auburn University student? (without "not provided")**

Q35. Are you a full time Auburn University student	Number	Percent
Yes	47	6.9 %
No	636	93.1 %
Total	683	100.0 %

Q36. Do you own or rent your current residence?

Q36. Do you own or rent your current residence	Number	Percent
Own	489	71.4 %
Rent	193	28.2 %
Not provided	3	0.4 %
Total	685	100.0 %

WITHOUT NOT PROVIDED**Q36. Do you own or rent your current residence? (without "not provided")**

Q36. Do you own or rent your current residence	Number	Percent
Own	489	71.7 %
Rent	193	28.3 %
Total	682	100.0 %

Q37. What is your age?

<u>Q37. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 35 years	133	19.4 %
35 to 44 years	137	20.0 %
45 to 54 years	132	19.3 %
55 to 64 years	137	20.0 %
65+ years	139	20.3 %
Not provided	7	1.0 %
Total	685	100.0 %

WITHOUT NOT PROVIDED**Q37. What is your age? (without "not provided")**

<u>Q37. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 35 years	133	19.6 %
35 to 44 years	137	20.2 %
45 to 54 years	132	19.5 %
55 to 64 years	137	20.2 %
65+ years	139	20.5 %
Total	678	100.0 %

Q38. Which of the following best describes your race/ethnicity?

<u>Q38. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	57	8.3 %
Black or African American	121	17.7 %
American Indian or Alaska Native	5	0.7 %
White	485	70.8 %
Hispanic, Spanish, or Latino/a/x	20	2.9 %
Other	5	0.7 %
Total	693	

Q38-6. Self-describe your race/ethnicity:

<u>Q38-6. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
EUROPEAN AMERICAN	1	20.0 %
Mixed	3	60.0 %
Multi-race	1	20.0 %
Total	5	100.0 %

Q39. Would you say your total annual household income is...

Q39. Your total annual household income	Number	Percent
Under \$30K	81	11.8 %
\$30K to \$59,999	123	18.0 %
\$60K to \$99,999	182	26.6 %
\$100K to \$129,999	158	23.1 %
\$130K+	76	11.1 %
Not provided	65	9.5 %
Total	685	100.0 %

WITHOUT NOT PROVIDED**Q39. Would you say your total annual household income is... (without "not provided")**

Q39. Your total annual household income	Number	Percent
Under \$30K	81	13.1 %
\$30K to \$59,999	123	19.8 %
\$60K to \$99,999	182	29.4 %
\$100K to \$129,999	158	25.5 %
\$130K+	76	12.3 %
Total	620	100.0 %

Q40. Your gender:

Q40. Your gender	Number	Percent
Male	336	49.1 %
Female	338	49.3 %
Not provided	11	1.6 %
Total	685	100.0 %

WITHOUT NOT PROVIDED**Q40. Your gender: (without "not provided")**

Q40. Your gender	Number	Percent
Male	336	49.9 %
Female	338	50.1 %
Total	674	100.0 %



Survey Instrument



City of Auburn
Home of Auburn University

February 2022

Dear Auburn Resident,

I am writing to ask for your assistance with the 2022 Citizen Survey. The first Citizen Survey was conducted in 1985, and annually from 1987 through 2017. Starting in 2018, the Citizen Survey has been conducted bi-annually to align with the City's biennial budget. The feedback we receive from the results of the survey helps us gauge how successful we have been in providing quality services to the residents of Auburn and helps us identify areas where we can improve. The Citizen Survey is a vital instrument in establishing budget priorities and shaping policy decisions. Auburn is known for its active and involved citizenry and your participation in this survey is an important way to get involved in helping guide our community.

ETC Institute from Olathe, Kansas is administering the survey. A postage-paid return envelope addressed to ETC Institute has been provided for your convenience. If you prefer, you can complete the survey online at www.auburnsurvey.org. Your responses to the questions in the survey are anonymous. ***Please take a few minutes to complete and return this survey in the next few days. If you are not a resident of the City of Auburn, please disregard this survey.***

The results of the survey will be presented to the City Council and the public in Spring 2022. A comprehensive report analyzing the survey results will be available at City Hall and posted on the City's website, with a summary included in a future issue of Auburn's monthly newsletter, Open Line. If you have any questions about the survey, please call me at (334) 501-7260. Thank you for helping guide the direction of our community by completing and returning the enclosed survey. Your participation helps to ensure that "the Loveliest Village on the Plains" remains a very special place in which to live, work and raise our children.

Sincerely,

A handwritten signature in black ink that reads 'Megan McGowen Crouch'. The signature is fluid and cursive, with the first name 'Megan' being the most prominent.

Megan McGowen Crouch
City Manager

Enclosure



2022 City of Auburn Citizen Survey

Welcome to the City of Auburn's Citizen Survey for 2022. Your input is an important part of the City's ongoing effort to involve citizens in long-range planning and budget decisions. Please take a few minutes to complete this survey. If you have questions about this survey, please call the City Manager, Megan McGowen Crouch, at 334-501-7260.



1. **Major Categories of City Services.** Please rate your overall satisfaction with the following major categories of services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of the City's school system	5	4	3	2	1	9
02. Quality of police, fire, and ambulance services	5	4	3	2	1	9
03. Quality of parks and recreation services	5	4	3	2	1	9
04. Quality of City library services	5	4	3	2	1	9
05. Quality of the City's customer service	5	4	3	2	1	9
06. Maintenance of City infrastructure (streets, sidewalks and right-of-ways)	5	4	3	2	1	9
07. Enforcement of City codes and ordinances	5	4	3	2	1	9
08. Flow and management of traffic	5	4	3	2	1	9
09. Collection of garbage, recycling and yard waste	5	4	3	2	1	9
10. Effectiveness of City's communication with the public	5	4	3	2	1	9

2. Which THREE of the major categories of City Services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 1.]

1st: ____ 2nd: ____ 3rd: ____

3. **Perceptions of the City.** Several items that may influence your perception of the city are listed below. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
2. Overall image of the city	5	4	3	2	1	9
3. Overall quality of life in the city	5	4	3	2	1	9
4. Overall appearance of the city	5	4	3	2	1	9
5. Overall quality of City Services	5	4	3	2	1	9

4. Please rate Auburn using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

Please rate the city of Auburn...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to do business	5	4	3	2	1	9
5. As a diverse and inclusive community	5	4	3	2	1	9

5. **City Leadership.** Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
2. Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
3. Overall effectiveness of the City Manager	5	4	3	2	1	9
4. Level of public involvement in local decision-making	5	4	3	2	1	9
5. Transparency of City government	5	4	3	2	1	9

6. **Traffic Flow and Transportation.** Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Ease of travel by car in Auburn	5	4	3	2	1	9
2. Ease of travel by bicycle in Auburn	5	4	3	2	1	9
3. Ease of pedestrian travel in Auburn	5	4	3	2	1	9
4. Overall connectivity for bicycles and pedestrians	5	4	3	2	1	9

7. **Code Enforcement.** Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

In your neighborhood, how satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Cleanup of debris/litter	5	4	3	2	1	9
2. Cleanup of large junk/abandoned vehicles	5	4	3	2	1	9
3. Cleanup of overgrown and weedy lots	5	4	3	2	1	9
4. Efforts to remove dilapidated structures	5	4	3	2	1	9
5. Control of nuisance animals	5	4	3	2	1	9

8. Which TWO of the code enforcement items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 7.]

1st: ____ 2nd: ____

9. **Public Safety Services.** Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Auburn.

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police protection	5	4	3	2	1	9
02. Visibility of police in neighborhoods	5	4	3	2	1	9
03. Visibility of police in retail areas	5	4	3	2	1	9
04. Police response time	5	4	3	2	1	9
05. Efforts to prevent crime	5	4	3	2	1	9
06. Police safety education programs	5	4	3	2	1	9
07. Enforcement of traffic laws	5	4	3	2	1	9
08. Overall quality of fire protection	5	4	3	2	1	9
09. Fire response times	5	4	3	2	1	9
10. Quality of fire safety education programs	5	4	3	2	1	9
11. Quality of local ambulance service	5	4	3	2	1	9

10. Which THREE of the public safety services items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 9.]

1st: ____ 2nd: ____ 3rd: ____

11. Feeling of Safety. Please rate your feeling of safety in the following areas using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe."

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In the City's parks	5	4	3	2	1	9
4. In commercial and retail areas	5	4	3	2	1	9
5. In downtown Auburn	5	4	3	2	1	9
6. Traveling by bicycle in Auburn	5	4	3	2	1	9
7. Traveling as a pedestrian in Auburn	5	4	3	2	1	9
8. Overall feeling of safety in Auburn	5	4	3	2	1	9

12. Garbage, Recycling, Sewer, and Water Services. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential garbage collection service	5	4	3	2	1	9
2. Curbside recycling service overall	5	4	3	2	1	9
3. Material types accepted for recycling	5	4	3	2	1	9
4. Recycling at the City's drop-off recycling center	5	4	3	2	1	9
5. Yard waste removal service	5	4	3	2	1	9
6. Sewer service	5	4	3	2	1	9
7. Water service	5	4	3	2	1	9
8. Quality of drinking water	5	4	3	2	1	9
9. Utility Billing Office customer service	5	4	3	2	1	9

13. Which TWO of the garbage, recycling, sewer and water services listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 12.]

1st: ____ 2nd: ____

14. Development and Redevelopment. Please rate your satisfaction with the following areas in Auburn using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of new residential development	5	4	3	2	1	9
2. Overall quality of new retail development (stores, restaurants, etc.)	5	4	3	2	1	9
3. Overall quality of new business development (offices, medical facilities, banks, etc.)	5	4	3	2	1	9
4. Overall quality of new industrial development (warehouses, plants, etc.)	5	4	3	2	1	9
5. Redevelopment of abandoned or under-utilized properties	5	4	3	2	1	9
6. Overall appearance of Opelika Road	5	4	3	2	1	9
7. Overall appearance of Downtown Auburn	5	4	3	2	1	9
8. City's planning for future growth	5	4	3	2	1	9

15. Compared to other City priorities, how important is it for the City of Auburn to invest in the acquisition and rehabilitation of historically significant buildings for public use?

- ____ (1) Extremely important ____ (3) Neutral ____ (5) Extremely unimportant
 ____ (2) Somewhat important ____ (4) Somewhat unimportant ____ (9) No opinion

16. Which **THREE** Parks and Recreation, Cultural and Library categories do you think should receive the **MOST FUNDING EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers below]

- | | | |
|------------------------------|---------------------------------|---|
| 01. Baseball/Softball fields | 05. Splash pad | 09. Recreation/Community centers with gyms |
| 02. Multi-purpose fields | 06. Swimming pools | 10. Jan Dempsey Community Arts Center expansion |
| 03. Park space with trails | 07. Additional library location | |
| 04. Playgrounds | 08. Pickleball courts | |

1st: ____ 2nd: ____ 3rd: ____

17. **Parks and Recreation.** Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of parks	5	4	3	2	1	9
02. Quality of cemeteries	5	4	3	2	1	9
03. Quality of walking trails	5	4	3	2	1	9
04. Quality of playgrounds	5	4	3	2	1	9
05. Quality of community recreation centers	5	4	3	2	1	9
06. Quality of fitness areas within recreation centers	5	4	3	2	1	9
07. Quality of outdoor athletic fields	5	4	3	2	1	9
08. Quality of youth athletic programs	5	4	3	2	1	9
09. Quality of adult athletic programs	5	4	3	2	1	9
10. Quality of cultural arts programs	5	4	3	2	1	9
11. Quality of senior programs	5	4	3	2	1	9
12. Quality of special needs/therapeutics programs	5	4	3	2	1	9
13. Ease of registering for programs	5	4	3	2	1	9
14. Fees charged for recreation programs	5	4	3	2	1	9
15. Quality of special events (CityFest, Downtown Trick or Treat, etc.)	5	4	3	2	1	9

18. Which **FOUR** of the Parks and Recreation areas listed in Question 17 do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 17.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

19. **Library.** Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Hours of operation	5	4	3	2	1	9
2. Customer service	5	4	3	2	1	9
3. Books and audio/visual for children	5	4	3	2	1	9
4. Books and audio/visual for adults	5	4	3	2	1	9
5. Children's programs	5	4	3	2	1	9
6. Adult programs	5	4	3	2	1	9
7. Technology resources	5	4	3	2	1	9
8. E-Book collection	5	4	3	2	1	9
9. Availability of meeting spaces within the library	5	4	3	2	1	9

20. Which **THREE** of the library services listed in Question 19 do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 19.]

1st: ____ 2nd: ____ 3rd: ____

21. **Maintenance.** Excluding areas maintained by Auburn University, please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of streets	5	4	3	2	1	9
02. Maintenance of sidewalks	5	4	3	2	1	9
03. Maintenance of street signs	5	4	3	2	1	9
04. Maintenance of traffic signals	5	4	3	2	1	9
05. Maintenance of biking paths and lanes	5	4	3	2	1	9
06. Maintenance of downtown Auburn	5	4	3	2	1	9
07. Cleanup of debris/litter in and near roadways	5	4	3	2	1	9
08. Maintenance of City facilities (City Hall, Auburn Public Library, Fire Stations, Police Stations, etc.)	5	4	3	2	1	9
09. Mowing/trimming along streets and public areas	5	4	3	2	1	9
10. Overall cleanliness of streets and public areas	5	4	3	2	1	9
11. Adequacy of City street lighting	5	4	3	2	1	9

22. Which THREE of the areas of maintenance listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 21.]

1st: ____ 2nd: ____ 3rd: ____

23. **Downtown Auburn.** For each of the following issues in downtown Auburn, please rate your level of satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Cleanliness of downtown areas	5	4	3	2	1	9
02. Feeling of safety of downtown at night	5	4	3	2	1	9
03. Pedestrian accessibility (includes pedestrian signals, crosswalks, pushbuttons, lighting, ramps, stairways, handrails, etc.)	5	4	3	2	1	9
04. Quality of public events held downtown	5	4	3	2	1	9
05. Landscaping and green space	5	4	3	2	1	9
06. Signage and wayfinding	5	4	3	2	1	9
07. Availability of public event space	5	4	3	2	1	9
08. Availability of dining opportunities	5	4	3	2	1	9
09. Availability of outdoor dining venues	5	4	3	2	1	9
10. Availability of retail shopping	5	4	3	2	1	9
11. Availability of parking	5	4	3	2	1	9

24. Which THREE areas of downtown Auburn listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 23.]

1st: ____ 2nd: ____ 3rd: ____

25. Compared to other City priorities, how important is it for the City of Auburn to implement a mass transit system?

____(1) Extremely important ____ (3) Neutral ____ (5) Extremely unimportant
 ____ (2) Somewhat important ____ (4) Somewhat unimportant

26. City Communication. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of Open Line newsletter	5	4	3	2	1	9
2. Quality of the City's website	5	4	3	2	1	9
3. Quality of the City's social media	5	4	3	2	1	9
4. Availability of information on City services and programs	5	4	3	2	1	9
5. Availability of information on construction projects in and around the city	5	4	3	2	1	9
6. Availability of information regarding City initiatives and projects that affect you or your neighborhood	5	4	3	2	1	9
7. Availability of information about Parks and Recreation services and programs	5	4	3	2	1	9
8. Availability of information about City library services and programs	5	4	3	2	1	9

27. Have you used the City's FixIt app to access City services?

___(1) Yes [Answer 27a.] ___(2) No [Skip to 28.]

27a. How easy was it to use the app?

___(1) Very easy ___(2) Somewhat easy ___(3) Difficult ___(4) Very difficult

28. Which of the following are your primary sources of information about city issues, services, and events? [Check all that apply.]

- | | |
|---|--|
| ___(01) Open Line newsletter (online version) | ___(08) Other social media sites (private, non-City sites) |
| ___(02) Open Line newsletter (print, with water bill) | ___(09) Local newspaper (Villager, OA News) |
| ___(03) E-Notifier (City emails/texts/press releases) | ___(10) Radio news programs |
| ___(04) City website | ___(11) Television news programs |
| ___(05) Calling a City department on the telephone | ___(12) Word of mouth (friends/neighbors) |
| ___(06) City cable channel (Charter Ch. 182, WOW Ch. 13) | ___(13) Public meetings |
| ___(07) City social media sites (Facebook, Twitter, Instagram, Nextdoor, YouTube, LinkedIn) | ___(14) Other: _____ |

29. Which THREE of the sources of information listed in Question 28 would be the PREFERRED sources of information for your household? [Write in your answers below using the numbers from the list in Question 28.]

1st: ___ 2nd: ___ 3rd: ___

30. Have you called or visited the City with a question, problem, or complaint during the past year?

___(1) Yes [Answer 30a-c.] ___(2) No [Skip to 31.]

30a. How easy was it to contact the person you needed to reach?

___(1) Very easy ___(2) Somewhat easy ___(3) Difficult ___(4) Very difficult

30b. What department did you contact? [Check all that apply.]

- | | |
|------------------------------|--|
| ___(01) Police Department | ___(10) Engineering Services |
| ___(02) Fire Department | ___(11) Office of the City Manager |
| ___(03) Municipal Court | ___(12) Utility Billing Office |
| ___(04) Planning Services | ___(13) Environmental Services (garbage, recycling, trash, animal control) |
| ___(05) Parks and Recreation | ___(14) Water Resource Management (water, sewer, and watershed management) |
| ___(06) Library | ___(15) Finance (City licenses and taxes) |
| ___(07) Community Services | ___(16) Other: _____ |
| ___(08) Inspection Services | |
| ___(09) Public Works | |

30c. Was the department(s) you contacted responsive to your issue? ___(1) Yes ___(2) No

31. What is something about the City you would like to share with us?

Demographics

32. Including yourself, how many people in your household are...

Under age 5: ____ Ages 15-19: ____ Ages 35-44: ____ Ages 65-74: ____
Ages 5-9: ____ Ages 20-24: ____ Ages 45-54: ____ Ages 75+: ____
Ages 10-14: ____ Ages 25-34: ____ Ages 55-64: ____

33. Approximately how many years have you lived in the City of Auburn? ____ years

34. How many people in your household work within the Auburn city limits? ____ people

35. Are you a full time Auburn University student? ____ (1) Yes ____ (2) No

36. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

37. What is your age?

____ (1) Under 25 years ____ (3) 35 to 44 years ____ (5) 55 to 64 years
____ (2) 25 to 34 years ____ (4) 45 to 54 year ____ (6) 65+ years

38. Which of the following best describes your race/ethnicity? [Check all that apply.]

____ (01) Asian or Asian Indian ____ (04) White
____ (02) Black or African American ____ (05) Hispanic, Spanish, or Latino/a/x
____ (03) American Indian or Alaska Native ____ (99) Other: _____

39. Would you say your total annual household income is...

____ (1) Under \$30,000 ____ (3) \$60,000 to \$99,999 ____ (5) \$130,000 or more
____ (2) \$30,000 to \$59,999 ____ (4) \$100,000 to \$129,999

40. Your gender: ____ (1) Male ____ (2) Female

41. Would you be interested in participating in future surveys, focus groups, or other discussions on some of the topics covered in this survey?

____ (1) Yes [Answer Q41a.] ____ (2) No

41a. Please provide your contact information.

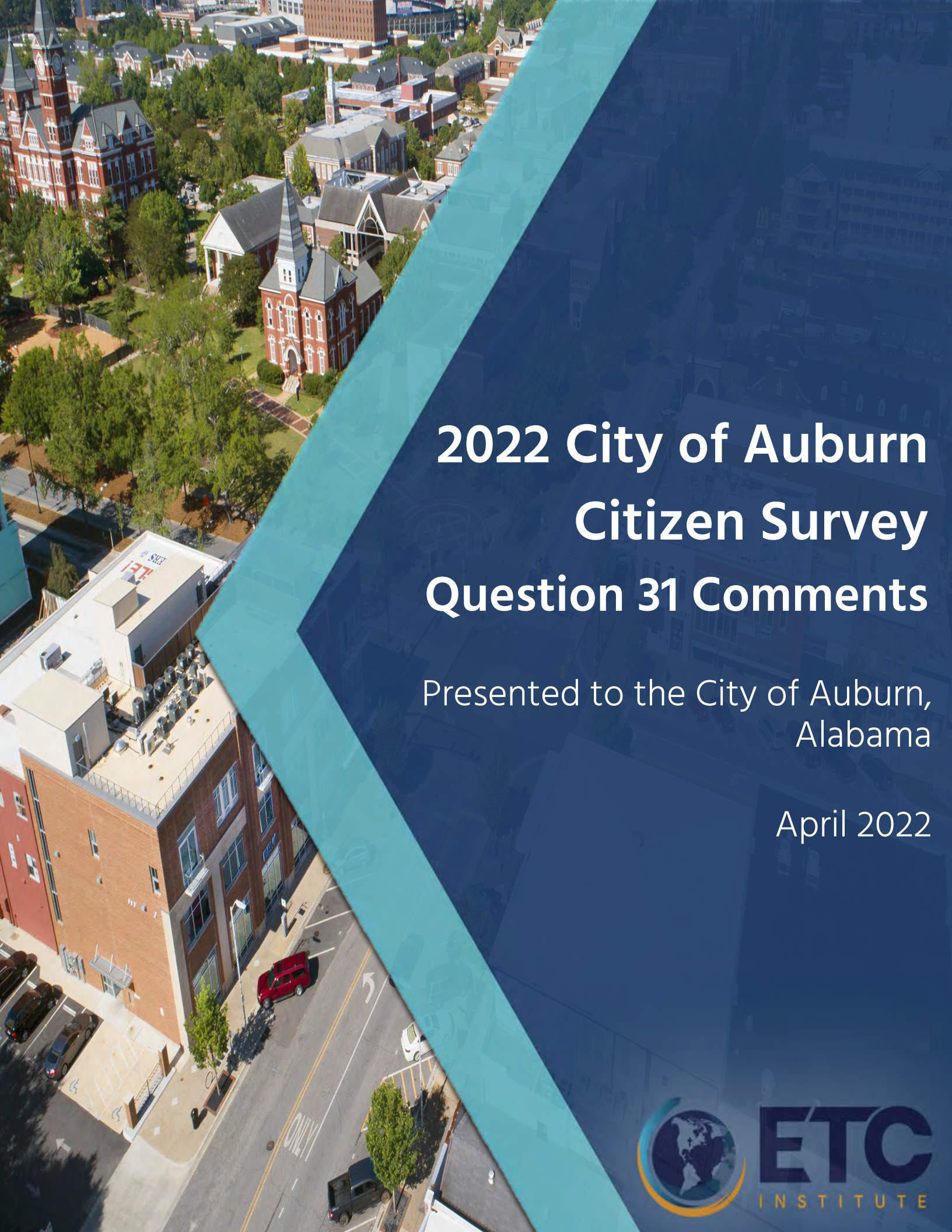
Phone: _____ Email: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

If you would like to suggest a question for consideration to be included in next year's survey, please visit our website at www.auburnalabama.org/survey and click on the "Submit Survey Question" menu button.

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.



2022 City of Auburn Citizen Survey Question 31 Comments

Presented to the City of Auburn,
Alabama

April 2022



ETC
INSTITUTE

- A great city but please fix the potholes on Donahue. I am talking about the area by the credit union
- 1) Inconsistent/illogical speed limits on primary and secondary streets. 2) Irregular curb recycling pickups. 3) Dump trucks speeding on Sandhill Rd. 4) Too much emphasis on AU and “trendy issues” instead of basic services in other areas of city.
- 1) Coyotes are harmless, but I understand people want to reduce their numbers. Foxes should be completely left alone. 2) To complete our bike-friendly image, we need a bike lane on Wire Rd. from Webster Rd. to Cox Rd. and on N. Donahue Dr. from Shug Jordan to Miracle Rd. These lanes would connect other lanes and paths and allow bicyclists to safely get out of town and ride in the country. 3) Thank you for the Cox Road bike path.
- 1. Auburn needs future-minded planning and activity towards traffic problems. The Tiger Town and Moores Mill/Hamilton road area cannot handle the traffic that it receives which includes not only car traffic, but emergency vehicles and 18 wheelers. There needs to be a road circling this side of the city to allow for the growing traffic. 2. Auburn needs to provide swimming facilities to replace the Health Plus pool and senior facilities. 3. The “modernization” of Auburn at the expense of charm and history is sad.
- 1. It sure seems like there are too many apartment buildings being built. 2. Recommend the city have a quality-of-life director or a board to monitor how any new growth will affect quality of life for citizens. What may be good for new growth may be good for new business opportunities but should not be at the expense of the quality of life of its citizens. 3. I recommend: a study be done on what possible hazardous materials are being carried through town by railroad, informing the citizens about them, informing citizens of fire/police response if there is a spill/fire/toxic release, advising citizens on how they would be notified of an event and what they should do, and being sure fire and police have proper training on the materials and how to respond.
- A few main streets are in terrible shape, particularly Samford Ave., and in places like college street there are a few areas in my neighborhood (Brookwood Dr.) where there are some trees situated very close to the street that need removal before they fall across streets on their own or because of storms. They pose a danger of falling across power lines or across streets causing hazards to people and/or property.
- A great place to live
- A turning lane on Shug Jordan is needed. Keep growth within our infrastructure. Police, schools, and fire personnel are all stretched. Downtown is unrecognizable.
- Add recycling of glass (blue trash cans)
- Affordable housing should be a priority. We have a growing crisis due to the lack of affordable housing.
- Appreciate getting street cleaned more than twice a year this last year. Need mosquito control/spraying available from the city.
- As a business owner in Auburn, I am disappointed in the lack of cohesion that exists. Parking downtown is a disaster and I dread ever having to go there, which isn't positive for those business owners. Everything requires a committee or an independent consulting firm, it's a waste of tax dollars and time.
- As a disabled person who's unable to drive, more public transportation opportunities would be really beneficial to me.
- As a retired city planner, I am not pleased with the building of multi-story apartments in downtown.

- As a senior, there should be more effort to maintain separation of student rentals from established residential areas.
- As far as suggestions go, I would like to see a more aggressive approach to redeveloping the streetscapes in the expanded downtown footprint instead of waiting on pairing those initiatives with building redevelopment, not only for aesthetic reasons, but for accessibility and ADA reasons as well. Maybe require new developments to pay into a dedicated redevelopment and maintenance fund instead of waiting to work on streetscapes and tying the developments' one-time contributions to development agreements.
- As the city is growing so quickly, it becomes less safe to ride bikes on the road. We need more off-road bike trails. The bike lanes on the roads are too narrow and littered with debris.
- At E. Samford Ave. and Moores Mill Rd., there should be no left turns to Moores Mill from Samford in the mornings. It backs up traffic.
- Auburn city needs a good sports facility for all ages. We have good facilities at Auburn University, but they are not community programs. The city needs its own facility.
- Auburn continues to grow at a fast pace, which does not fit with the old infrastructure.
- Auburn has been a wonderful place to attend the university, work, and raise a family. Schools are excellent.
- Auburn is a great city. I do worry about future issues with traffic considering all the new apartments. I also want the city to ensure that developers abide by sediment and erosion ordinances to protect our waterways. The quality of the city pool is lacking, needs improvement. By the end of last season, it was disgusting--algae everywhere. I would pay more to have better facilities
- Auburn is a great place to live. The city needs to be more transparent with its citizens. Communication needs to be improved
- Auburn is a very nice place to live
- Auburn is a wonderful place. I love it here. However, I think Auburn has a few minor flaws, such as a lack of a mass transit system, roads that should get repaved (Moores Mill Rd), and a few right-turning lanes (Hamilton-Moores Mill). Other than that, I think Auburn is one of the best places to live in Alabama, truly the loveliest village on the plains.
- Auburn is an overall nice place to live, but it's becoming increasingly annoying and burdensome to get around. There aren't enough alternative transportation options or accommodations. Bike racks and dedicated bike lanes downtown and more generally around would help a lot. So would a non-university bus system with an associated app. The roads are way too congested with all the students.
- Auburn is by far the nicest, friendliest, and most overall comfortable city I have ever experienced.
- Auburn is controlled by real estate developers who get what they want. The residential homeowners suffer and the quality-of-life declines.
- Auburn needs a network of walking trails and large outdoor recreational spaces. North Auburn is particularly deficient in this area. Auburn should do this now while there is still an abundance of undeveloped land.
- Auburn needs more walking trails. Auburn also needs to attract more (major) retail shopping.
- Auburn needs to plan for the growth they are experiencing. Right now, the city feels like it's going to become another cookie-cutter town and lose any unique traits. I currently prefer Opelika for the unique downtown locations. Additionally, I feel like Opelika holds more community events geared towards all ages. More family events and resources would be welcome!

- Auburn is simply an awesome place to live, raise a family, grow old, and yes--die. My family has experienced them all.
- Availability of ambulance services and ambulance response times are very poor compared to fire and police. This may have to do with the hospital controlling the ambulances. As our population has grown, it would be nice to see as many available paramedic units (ambulances and stations) as there are fire departments. There are simply not enough ambulance stations and paramedics throughout Auburn.
- Better signage on roads to let the driver know if a lane is ending or becoming a turn-only lane (examples: Dean Rd & Moore's Mill Rd; Dean Rd as it nears Opelika Rd)
- Bring in Whole Foods, fresh market, another or better dog park, and reduce the home building in Auburn. We are ruining the small town feel of Auburn.
- Children's summer programs - filling up within 3 minutes of opening for summer camps.
- City could do better understanding racism and the impact it has on our minority population.
- City does well overall. Does need better response to traffic congestion needs such as traffic lights & control measures.
- City has done a poor job managing its growth. Traffic keeps getting worse and alternatives to driving are almost nonexistent.
- City has done a remarkable job with growing. Would like to see Toomer's Corner area with lights like Denver that are year-round, not just holiday.
- City needs a noise ordinance
- City needs more outdoor music venues
- City planning is a joke. Downtown is ugly now....and all we are concerned about is a beautiful mural on Opelika Road. Also, no care is taken for environmental concerns when construction takes place. It's all about which developer is paying the most money to the city.
- City planning should emphasize long-range planning and how we are going to accommodate and serve the growing population.
- City schools are great, and citizens take care of each other. Downtown events are plentiful. I hate that Auburn is growing so fast, there are too many apartments. But traffic flow is so far so good.
- City sidewalks are not cleaned up, plants and dirt cover them. No repairs to sidewalks.
- Clearing rights-of-ways and visibility for traffic should be a higher priority
- Considering the supposed quality of Auburn City Schools and Auburn University, there needs to be more quality/good paying jobs within the Auburn city limits. We do not need to educate our citizens only to have them move away or have them work out of the city limits and lose their occupation taxes. Keeping our educated population living and working in the city is critical for the continued growth of Auburn.
- Construction projects downtown are removing the view of the sky.
- Crime in downtown late at night is a concern.
- Develop a process where information about home service providers can be ascertained as to complying with city requirements.
- Dilapidated houses need to be torn down or owners need to repair them. Major concern on Byrd St.
- Disregard for historic preservation of buildings. Often seems like money drives some city council decisions, not quality of life. Contractors have some members in their back pockets.
- I'm tired of COVID-19 and people should be more aware of the treatments available.

- Do more for NW Auburn.
- I do not like the mayor or council, they're biased.
- Dogs off-leash at Kiesel Park is a dangerous policy esp. for children and is a nuisance. It should be enforced that dogs must be leashed.
- Downtown has improved in the last 5 years but could be so much better. More space to gather and for outdoor dining would go a long way. What if the city removed on-street parking on College and Magnolia and used that space to expand sidewalks and outdoor seating for the restaurants downtown? It would also provide so much more and better pedestrian access on game days. Now that we have two huge parking garages, is there really a need for on-street parking? Sure would like downtown Auburn to be walkable.
- Street lighting in residential neighborhood is still bad and I constantly worry about being hit by our very bad drivers at night.
- Downtown is claustrophobic in structure
- Downtown parking basic traffic laws desperately need to be enforced. People u-turning into parking spots throws off all parking spots around it like a chain reaction of idiocy. I've seen people do this in front of police officers and nothing is done. I realize it's a minor violation, but people don't seem to think it's a violation at all. It's getting worse and worse. It holds up both lanes of traffic as the person ends up having to do an 8-point turn just to fit crooked into a spot. It's so "normal" now that people are starting to park backwards into spots on the wrong side of the road and not even getting a parking ticket for it. If they start ticketing for this, it will stop immediately.
- Downtown parking is the biggest issue and it must be addressed. While I appreciate the constant additions, places like Publix will only increase foot/ car traffic and there have been no major efforts to add parking unless for college and even then, it is majority B or even A zones.
- Downtown too congested, limited parking. Nothing in downtown to appeal to "older" generations.
- Downtown traffic patterns are not working
- Especially in the neighborhoods and surrounding downtown Auburn, there is inadequate street lighting (especially on Martin Ave).
- Auburn is Family-oriented, friendly, supportive, nice seasonal events, has community support, good values, great schools, good fire dept.
- Felton little softball fields are dated. More access to softball fields for girls, less baseball.
- Finish Opelika Project. Do not begin other phases without clear deadlines and strong contracts. Quit putting street signs on stop signs. All crooked.
- Fix all the road work
- Fix the roads to handle the traffic before you build new homes, etc.
- Focus needs to address rising traffic problem, perhaps the outside loop that was discussed in the past.
- For the love of God put in a REAL sidewalk on Ogletree Road. A glorified road shoulder is the "bike path" -- it's about 3 feet wide and going to get someone killed. We have mothers walking children, elderly walking, cyclists...we need a sidewalk on Ogletree Road! There is one on Hamilton, extend it all the way to Wrights Mill Road. Auburn is lucky there hasn't been a fatality, but it's coming. If you fail to address this, I have saved this answer so when someone is killed, I'll be sending it to the attorney representing the family.
- For the past few months, there has been more trash in the yard on the day the garbage service runs. This is along E. University Dr.

- Garbage fees are too cheap. South College St. needs more up-to-date lighting.
- Garbage pickup in last 6 month has been sloppy: litter is left after pickup, containers are left upset or turned over.
- Gentry drive is an eye sore.
- Great city for families
- Growth is too much. City has lost the charm. Plus, schools are crowded. I hate changing schools every year.
- Growth moving too fast for city to keep pace
- Growth of Auburn is a good thing but in the early evening, traveling inside the loop is difficult because of traffic.
- Growth seems to be out of control if there is no long-term connected plan. New builds are a hodgepodge of various designs.
- Have been here nearly 30 years and it is so different. I choose not to go downtown anymore because it feels unsafe and way too busy and focused on students. The residents don't matter here—it is now designed for students and football visitors.
- Highway 14 is dangerous, starting from the Shug Jordan turnoff to almost Loachapoka City limits. It is hard to turn on to Highway 14 from residential areas. Also, not having a sidewalk or biking trail all the way to Loachapoka is dangerous. There are too many walkers and bicyclists that should not be on the road.
- Horrible planning and development of downtown, the new student housing construction is bad. Destroyed "loveliest" village, now ugliest village.
- Housing expansion. Stop increasing for more people.
- The mayor and council are a huge disgrace. They have not built a heated indoor facility like Opelika and there are not enough paved walkways for wheelchairs in parks.
- I am disgusted when I see police officers hiding around and behind bushes to try and catch someone running a stop sign instead of working on real things that matter. This type of police work is nothing more than a revenue source and not helping in our control of crime. Only lazy cops sit in hideouts waiting for someone to run a stop sign or float through a stop sign instead of trying to reduce actual crime.
- I am very concerned that they are choosing to ignore professional survey recommendations about how much new construction our environment can support in specific areas, such as the land to the northwest of Camden Ridge.
- I am very proud to live in Auburn and appreciate the professionalism, efficiency and pride that is evident within city services. Thank you for this opportunity to participate in the feedback survey.
- I appreciate the improvements along Opelika Road but think more needs to be done.
- I avoid downtown because of the parking costs.
- I avoid downtown now. Parking is still difficult. The high-rise buildings have ruined the atmosphere. Although not entirely the city's problem, at night I fear driving there as a group of students might step out into the road. It is dangerous.
- I do not find the utility pay services easy to use online. There was a change a couple of years ago which makes it more difficult to pay online.
- I enjoy living here.

- I feel like some of the restaurant choices are getting saturated. There are multiple pizza and Hispanic food choices in downtown Auburn. It would be nice to see some different types of foods rather than the same stuff in each restaurant.
- I feel safe here
- I feel the city has not adequately prepared for the growth in the public school system, specifically in the 6-12 grades. Class sizes of 700-800 are too large to allow children adequate opportunities to participate in school-sponsored extracurricular activities i.e., athletics, clubs, music, theater, etc. Large class sizes are also much harder to manage, much harder for students to develop relationships with teachers and administrators, and the school transition for 6th, and 7th, and 8th, and then again in 10th makes it impossible to develop any consistency for students at critical developmental stages.
- I feel this is a great place to work and live. With the # of young families moving in, I think the city has done a poor job of preparing for them, especially recreationally. Should make it a priority to beef up sports facilities not centered around just baseball/football/soccer. Multi-purpose fields are a must.
- I have appreciated the growth of the city and its growing diversity, but we still have separate neighborhoods of race and ethnicity.
- I have lived here for 4 years. I like my life here but need to be more informed about the city. I will be more responsible in the future.
- I have lived here for 58 years
- I have loved it so far.
- I love Auburn but over the last 20 plus years high-rise construction has obliterated the small-town feel.
- I love Auburn! Let us make it better every day! Always room for improvement! I will help!
- I love living in Auburn. As a mom of 3, we need more athletic fields. My son's lacrosse team must practice and have games in Opelika. Also, as a business owner in downtown, our employee parking is a big problem. Thank you for the opportunity to provide feedback.
- I love the City of Auburn but would like for the traffic flow to be a focus of improvement. The lights in town do not appear to be in sync at all. At times I will get stopped at every light going across town. Other times backups occur at turn lanes where the turn signal is significantly too short for the time of day and traffic volume. Also, downtown is starting to have a very urban feel. While growth is good, I feel it is also important to keep the feel of loveliest village on the plains!
- I love the high-rise buildings that are coming up downtown.
- I moved here 5 yrs. ago and I am living the dream- 85 yrs. old
- I moved here from Birmingham to get away from 280 traffic--growth is good, but I feel Auburn is outgrowing itself. Small town with big city issues: when travelling by car, roads are always congested. I love Auburn and decided to stay after college. I would love for it to keep its small town feel and history.
- I really wish we had a pre-K program!!! I wish that were the focus instead of making downtown more accessible for just the college students. My family only goes downtown during Christmas break and Spring Break because it's easier, I know I live in a college town but wish there were a little more emphasis on making downtown family-accessible.
- I think it is a great place to live for economically-advantaged folks, at the cost of longtime residents. Not equitable, puts leisure above justice and diversity.
- I think more effort should be with bike paths / bike lanes, and overall bicycle accessibility.

- I think there is an overabundance of student housing development happening. I would like to see that slow down.
- I think we need more lighting--some streets are dark and you cannot see people walking until you are right up to them.
- I think you do an outstanding job! Keep up the excellent work!
- I want the city to have sports plex as in Opelika. There is an absolute need for an organic healthy grocery store. We travel miles to get these services.
- I wish the city would purchase the old Auburn Links golf course and turn it into outdoor multi-venue park with an amphitheater!
- I wish the yard waste removal services would pick up all the waste. Sometimes some is not picked up.
- I wish they would stop building banks and gas stations. We have enough!
- I work for all--the city within the city in facilities-maintenance. Would be great to cross-pollinate with workshops for our staff about shared issues and solutions.
- I would like to have community input into decisions made by the City Council regarding zoning, proposed buildings downtown, public artwork, etc. prior to regulations being written. While we may not agree on decisions, it is rewarding to think there was public participation prior to decisions being finalized. I have frequently felt that some items were forced on the public without prior input such as the overbuilding in the downtown area which erased the charm and history of Auburn.
- I would like better facilities for parks and recreation-we need a YMCA and better fields for soccer and football.
- I would like quiet areas in the library to study. There are no quiet areas where you can't hear other people.
- I would like the city council to give more weight to the recommendations of the boards and commissions.
- I would like to see more effort to preserve older buildings downtown
- I would like to see more trees, more walkability and bike-ability and mass transit for the future.
- I would love if the city could incentivize builders to not clearcut before doing a residential development. Would love a focus on improving safety for cyclists. Please slow down the overbuilding of downtown student housing and the empty retail spaces that are coming with those. We need buildings that fit the character/style of downtown, not skyscrapers (yes, that is an exaggeration). Soccer fields need to be improved. Would love to get all the traffic signals off the wires and into the hard, solid base style. Possibly even a focus on burying power lines? Not sure if the city can do that. Appreciate the added downtown parking and improvements to Opelika Road.
- I would love to see Auburn get an amphitheater and more businesses on the northwest (Donahue) part of town--restaurants, gyms, retail.
- If there were consistent sidewalk along Opelika Road, I would be able to do much more shopping on-foot.
- I'm concerned with the clearing of the land. If trees are being removed to build, it makes sense that trees be planted as part of the landscape. Auburn is heating up due to loss of trees.
- I'm very proud of our city management, it's awards and attention to detail. Excellent employees and planning programs. Excellent fiscal management.
- Important to support council manager form of government.

- Infrastructure and planning for downtown traffic were poorly done. The city failed in that area and has allowed buildings to be built right up to the edge of the roadway.
- It baffles me how the city has failed to provide adequate and enough fields for the athletic programs.
- It is difficult to pay my utility bill using the city website. I have to tab through multiple screens, and I am not allowed to select the date I want to pay the bill.
- It is growing so fast. I love and appreciate the planting of new trees and we have a caring police force, I feel safe, and the diversity is nice.
- It is losing its hometown feel.
- It is my understanding that licensed EMT who is working as a firefighter cannot use their expertise if they are first on the scene because of a city licensing issue. I hope this can be remedied. I would also like to see Auburn add more ambulances. I think we have only 2 - Opelika has more. Seems more would increase our response time. Just a thought.
- It is the loveliest village on the plains
- It makes me sad to see all the tall buildings downtown. it takes away the beauty of our city.
- It's indicated in the responses, but we need more inviting green spaces with access to restaurants, retail, and playground.
- I've lived here since 1977 and the services have improved in proportion to the population growth and demographics. It's a nice, safe place to live.
- I've tried to get help with water flooding my yard they won't help.
- Keep funding the police, schools, and roadways/infrastructure.
- Keep the roads paved
- Lack of sidewalks - this is the most unwalkable city that I have ever lived in. North Donahue needs a sidewalk north of Shug Jordan. I encounter people walking on the side of the road almost daily, which is extremely dangerous. I would walk more and drive less if sidewalks were available (example - Shug Jordan, Wire Road, etc.).
- The overbuilding of housing is DEEPLY concerning. I live in a neighborhood where a new 60-house development (subdivision) has been approved. Yet, there are numerous houses on the first street of the new subdivision that have been for sale for months, and plots for sale that no one is buying. There are almost 400 houses for sale in Auburn today, yet new subdivisions continue to be approved to be built. There are obviously more houses than consumers. City Council needs to stop approving residential areas to be built and let all the ones already approved finish building all their houses. Also, why is there not a policy that when land is cleared for new subdivisions that a certain percentage of trees must be left? I had a forest behind my house and every tree was bulldozed with no apparent thought for leaving trees to provide shade or assist with air quality. Other cities have policies where trees need to remain. It appears that the City Council HATES trees."
- Lack of streetlamps around our neighborhood, Moores Mill Road.
- Less luxury housing, banks & bars, and more family-friendly dining and entertainment. We also need a Whole Foods or specialty place.
- Library seems to be turning too liberal, especially with regards to children's books. Seems to be supportive of CRT among other things. Saw eBook called 'racist baby' of all things on display in the children's section.
- Limit the building of new apartments and encourage development of affordable housing.

- Littering is a real problem on our street. People use our street as a cut-through road and as a personal garbage can. People throw out dirty diapers, fast food containers/wrappers, etc. It is disgusting, and we feel helpless that anything can be done. These people have no respect for what others are trying to have through an honest living.
- Love AU. Increase green spaces and bike/walking paths. Quit letting money ruin the appearance of downtown Auburn if they build these cheap rentals demand Sanford Hall quality.
- Love Auburn. I understand the growth and welcome the new Publix and Target. Would like more ornamental lighting downtown and flowers.
- Love living in Auburn, but very disappointed in letting all the large new apartments building going up on Glenn. Promised ground floor shopping. Feel like we were lied to. Not a good look driving into town.
- Lower density for downtown development
- Maintenance of green areas in downtown areas has been lacking lately
- More activities geared towards young adults 25-45 without kids. Auburn does a great job for school-age kids, college kids, and adults with children but nothing for the in-between. Loosen restrictions for food trucks and would love to have a brewery.
- More attention to litter. Litter is a problem adjacent to construction sites and on streets near job sites.
- More bike lanes (or alternative bike roads) recommended - many bikes on the road, and I find them dangerous to be on the road together. Great library, recycling, education, protection systems - very happy about them. Better traffic plans needed for N. Donahue, Shug Jordan area - terrible jam during school drop offs in the morning.
- More handicapped parking
- More parking downtown so you can park close and go out to eat.
- More parking downtown, better roads, more events for older and younger people downtown.
- More programs for senior citizens would be nice. I am concerned that new programs and services will lead to a tax increase, which is a no-no.
- More resources for special needs kids. Allow spaces for the school system to use for help with this.
- More restrictions on bikers, they take over North Donahoe. Groups of 5 or more bring traffic to a crawl. They will not let you pass and make obscene gestures.
- More sidewalks and bike paths which connect and can get you somewhere useful (e.g., Webster to campus/downtown).
- My contact with water was pleasant at the window, but the communication from the department concerning a leak is unacceptable. Also, that department's handling of checks is dawdling.
- My family loves living in auburn
- Need parking for high school students-they walk in morning from the duck-not good.
- Need to put more sidewalks on E University and Shug Jordan, need shuttle on College beginning at George Arts center to Glenn.
- Need to shut down SkyBar immediately. That place is a cesspool and the root of all downtown issues. It is not safe for students and has a long history of criminal and other inappropriate activity.
- Need turning lanes at College/Shelton and east University/Annalee Dr. Need sidewalks in neighborhoods, some nice parks with trails.

- Needs a gymnastics facility for youth, especially with a golf medalist gymnast at the local university!!
- Need a younger/fresh face over parks and rec. One who engages with community and supports all youth activities/sports and listens to what people want.
- Needs more single-family neighborhood development. Less apartment/duplex/multifamily developments.
- Needs wheelchair accessibility for all ages: sidewalks, RR tracks, and unconnected pathways! More retirees choose Auburn so need more suitable housing for seniors and military plus activities.
- New building and traffic-- Auburn no longer seems to be "the Loveliest Village on the Plains". Auburn has become more of a big city than a small friendly community due to so much new construction, student housing, and apartment buildings in concentrated inner-city areas. This seems to have caused a tremendous increase in traffic congestion in and around Auburn. I have seen more bad traffic accidents in the past couple of years than in the 20 years I have lived in Auburn, particularly at busy intersections such as the crossing of East University and Annaloe Dr. Another issue I would like to have addressed by city leaders is the noise level created by increased traffic: trucks, deafeningly loud mufflers, and custom sound systems in vehicles. The noise level in the city of Auburn causes the walls of my house to vibrate and my ears to throb. The peaceful nature of Auburn has been sacrificed by the ignoring of this issue.
- No longer the same town, it is a city with too much traffic and growing violence
- No more apartment construction, more retail/restaurant vision. Instead of massive parking decks within downtown area, place parking lots on the outskirts and have public transit into downtown. Keep locals feeling safe and secure, I live on Richland Rd, and I am concerned about current and future traffic flow, street lighting, and littering along our roadside (this is good for our elected council rep to know).
- No public restrooms downtown. New parking deck would have been the ideal location. This is a critical issue on big sports weekends.
- No time limits placed on construction projections. Inadequate enforcement of traffic laws. Lack of planning for huge volume of traffic
- Nothing
- Ongoing water issues--runoff through yards and flooding of streets-needs to be addressed.
- Opelika Road and the upkeep of the street is embarrassing. There is nothing pleasing about the business appearances or road quality. South College Street is also filthy and Exit 51 is a total embarrassment. There isn't a beautiful entry to Auburn at all of I-85. Both South College & Opelika Rd in Auburn are sketchy and getting worse instead of better.
- Opelika Road as a Main Street is not attractive or inviting.
- Our family would love more murals around town. We always enjoy murals in other small towns/cities that we visit or travel through.
- Our girls Lacrosse team is playing games on fields with no lights or restrooms. We are embarrassed when we play other teams. Our boys must rent a field in Opelika to play.
- Over the past 20 years City leaders have promoted the growth of Auburn but have had not infrastructure plan to address traffic. Now with 72,000 residents and headed toward another 20,000 in the next 5 years, we still have mostly 2 lane roads (East University, Moores Mill, North Dean, Donahue, North College, Wrights Mill, Richland, etc.) as the main feeders with very little chance to expand them. From 3:30p-6:00p most days the city is in gridlock. What is the plan to address before adding more residents?

- Overall excellent job!
- Overall, the quality of services has decreased over the past years.
- Overall, it's a great place to live.
- Overall, satisfied with Auburn.
- Overbuilding apartments
- Overgrown due to greedy leaders to allow so much growth. Too many buildings. Hard to travel around town. Streets need paving.
- Pain to park downtown if you're just a regular citizen, not a student
- Parks and rec are atrocious. Sports facilities for baseball, basketball, and soccer are old, outdated, and far too few. City has doubled in size with almost no investment in adding more/new facilities to handle the increased population.
- Parks and rec facilities are lacking. People in charge seem too lazy to care or want to change and grow. We are missing out on tournaments like other cities.
- Parks and rec need more facilities for youth sports, traffic is a problem. Roads and infrastructure need to keep up with growth, and there is a lot of construction around downtown.
- People are suspicious that our recycling efforts are in vain, and all the recycling is going to a landfill. Traffic has ruined the city; I no longer want to retire here. The litter is awful, seems like it is all over.
- People different from the majority conservative white Christian don't necessarily feel safe here.
- People want to visit here. Our parks and rec dept is anti-growth and anti-improvement and it prohibits thousands of youth sports participants from coming to play in Auburn.
- Please address: Traffic flow, enforcement of laws and traffic noise, especially trucks with extra loud mufflers.
- Please allow the truck to come and wash our street more often, my community has partial city services, and we would like to connect to the sewer services. Is there any assistance to help with the connection fees? Our street is partially paved--can we get the entire road paved on the dirt part?
- Please check swings, etc. at Hickory Dickory Park. Support beams looked to need repairs. May be a safety issue.
- Please consider requests for repaving neighborhood streets attached to school construction. The big trucks caused a sinkhole on Spencer during construction on Drake Middle School addition and it was only patched.... high traffic with parents is nonstop and should be repaved completely.
- Please continue to focus on these areas: (1) resolving and controlling traffic congestion and flow issues; (2) greenways and preserving more green spaces throughout the city; (3) preserving what is left of the historic image and character of downtown Auburn; (4) consolidating retail and residential growth so not to allow too much sprawl and (5) work on more connections to major roadways - Dean Rd to US Hwy 280, Richland to Farmville Rd/US Hwy 280, etc.
- Please do something to kill the kudzu in Auburn. Also, very unhappy with the extreme tree trimming done by the utility crews.
- Please don't cut down the trees and take out the walking trail behind Ogletree School. We do not need another athletic field.
- Please focus on TR programs - summer camps for all ages. Better quality for classes, days, and times offered.
- Please improve the streets and flow of traffic, especially in the morning rush hour. Also, several streets need to be widened (North Donahue should be 4 lanes plus a turn lane), and we need a

traffic light at the entrance of Solamere and Willow Creek. There is already a lot of traffic in these areas and with more subdivisions being built (which I am all for), there needs to be better street, traffic signals, etc.

- Please look at the construction of some of the playground equipment at Hickory Dickory Park. They look to need to need repair.
- Please share the plan for the road expansions as the cities growth is not stopping. A very real and aggressive plan is needed.
- Please stop building all the huge brick buildings with no green space downtown
- Please stop taking away the small town feel of the city and allowing these developers to build any and everything. Please leave our neighborhoods alone. Make more affordable housing available.
- Please try and recruit quality medical doctors - primary care as well as specialists.
- Please, please, get a new IT group to design a better user-friendly website to pay utility bills. This is a problem with MANY folks - it's even discussed on social media. It needs to be remedied before it becomes a joke around town. I love Auburn but I gave up on paying online. I just drive it to the Water Works so I know it is paid.
- Population growth is outpacing improvement in infrastructure.
- Professional Parkway needs sidewalks, speed bumps because folks fly down that road and families from the apartment complexes on Gatewood Drive, Academy drive walk/bike, and several senior citizens walk with and without pets. The speed limit should be 20 mph since there are no sidewalks. There is limited visibility pulling out of professional parkway onto Gatewood drive and the speed should be reduced there as well.
- Public health failed when Covid started. Could not act through phone or internet to sign up for shot or information. Learned by word of mouth.
- Public restrooms downtown
- Quality of construction in new buildings and homes is awful. They cram in zero lot lines which is fine for started homes but if you want older higher income homeowners you need to have more nonstarter homes and larger lots.
- Really appreciate the city employees. Very helpful and professional. Rapid growth has strained safety and availability of pedestrian and cycling travel. Roads are less safe than in recent years. Cars and trucks dominate so much of city living.
- Recreation dept should correct deep ravines at San Harris Park. Need turn lanes at N College and Drake St. Downtown is too crowded for us elderly people.
- Right of way in subdivisions on the edge of the city need to be better maintained including erosion control to prevent road degradation.
- Roads are terrible, need to be resurfaced. Roads are too congested. Landscaping around homes need to be done by the owners. Need more restaurants. Large structures have taken away the atmosphere Auburn once had.
- Safe and nice.
- Schools have gotten worse since they have expanded. Murals should be allowed
- Sidewalk on Samford between Pinedale and dean is way too narrow and has no curb. It is dangerous to walk on this stretch
- Sign needed on US 280 to direct traffic. Pick up trash more often on Farmville Rd and Hwy 147 N.
- Signal exit signs at the roundabouts

- Slow residential building
- Some of the major road projects in northwest Auburn need to be moved forward in getting constructed. With the immense growth and no outlet road such as Richland, there is a pretty bad need for more interconnection of the roadway infrastructure.
- Some of the trees along Gleen Ave, between the airport and kroger, are tilting and not upright. Highway intersections need cleaning up of debris, gravel, etc
- South College and all the retail down there is atrocious. I wish it could be completely torn down and some semblance of a cohesive plan could have been implemented. It's a hodgepodge of failed business after failed business. It's the worst part of town by far.
- South college needs better crime prevention and a better/cleaner look as one of the main entrances to the city.
- Speed and loud vehicles taking over.
- Speeding on Foster Street
- Still learning about Auburn
- Stop annexing parcels into city randomly. Annexing without surrounding land is a nightmare.
- Stop building high rises in downtown auburn
- Stop building!!! You build and build housing when you can't fill the homes available. You also do not have the road infrastructure to support more homes. You are destroying Auburn!
- Stop putting up high rises.
- Stop taking peoples personal property rights. There were several options to addressing concerns that did not require outlawing Vrbo and the like. Yet the council striped citizens of their rights in favor of corporations.
- Stop the high-rise building - it's ugly.
- Student housing negatively affects the look and feeling of the town. Where is the greenspace?
- Super disappointed in all the multi-level, ugly, cheaply made, student housing that has been allowed so close to city center. Developers should be able to afford to make quality structures that uphold the character of our village.
- Sweep the streets only once a year, sidewalks are needed.
- Terrible bike paths. The bike paths need to be separated from the roadway. It's not safe for bikes. Cars must go around bikes... especially on Moores Mill, Ogle Tree, and Hamilton Roads.
- The allowance of block buildings in the downtown is a blight to Auburn. The absence of true architectural design is pitiful. Allowing the Atlanta developers to build and make more with no planning by the city is really disgraceful. Shame on you.
- The ambulance service provided by the hospital is abysmal. Response times are atrocious. Customer service is non-existent. The Fire Department, if provided adequate resources, could and should provide ALS service to the citizens of Auburn. Their dedication to excellence is unparalleled and that same level of performance would be a welcomed improvement over the current ALS and transport arrangements.
- The amount of roadside trash is unacceptable, would like to have curbside glass recycling and most importantly, more animal control services including public education.
- The appearance of downtown looks more like a large city rather the former loveliest village on the plains. All those high-rise apartments are not attractive at all and who really thinks they are? Certain

times of the day, downtown is a real pain in the butt to drive around, I don't think anything can be done to solve the traffic issues downtown.

- The Auburn Softball Complex fields are unplayable after rain. Drainage and upkeep to facilities including sidewalks should be a priority.
- The ban on short term rentals or homestay is very bad. I could make \$10k per year that I would then spend in Auburn just by renting my house a few weekends per year (graduation / football). I'm often traveling in that time anyway, so homestays would increase tax revenue in Auburn, both in my spending and the fact that more people can be here for these important weekends. The fact that there are neighborhoods just a few blocks away from mine where this allowed just feels like I'm arbitrarily being punished.
- The city administration needs to stand up to developers rather than kowtowing to them every time. The apartment development downtown has destroyed the charm of Auburn. It is no longer the loveliest village on the plains
- The city has always emphasized greenspace yet in their rapid downtown building, no greenspace was included
- The city is not equipped for the massive number of homes being built. It has overloaded our schools and roads.
- The city of Auburn is a great place to live, work, and retire. Being able to support our grandkids gives us a wonderful feeling.
- The city should invest in a single, high level of service, multi-use trail connecting downtown Auburn with Auburn University, Chewacla, and multiple neighborhoods to Opelika and other various trails throughout the City of Auburn.
- The city should retrofit existing neighborhoods and subdivisions with water and sewer before newer developments. Our home on Creekwood trail is on a septic tank and well water. Why does our city promote downtown events like Oktoberfest, summer night art event, etc., that serve alcohol to college students and families (many of whom are underage)? Maybe attention should be given to this and eliminate alcohol from these types of events.
- The constant disruption of traffic for road work is terrible. Building of ugly square apartments is disgraceful. It is no longer the loveliest city,
- The derelict overgrown lots by exit 51 are the 1st impression of our city for out of towners. They have been an eyesore for over 15 years.
- The downtown area is much different than when I moved to Auburn in 1995. All the large apartment buildings are unsightly. The charm has been lost. Downtown is mainly for students now. Driving to or through downtown is a hassle and take a long time. I try to avoid it as much as possible.
- The gentleman I spoke to on the phone after receiving a tag with a notice regarding the pile of debris in my yard being too large for removal was extremely kind and helpful. As a new resident, I really appreciated the grace and hospitality.
- The gross overdevelopment of apartment complexes should be outlawed. A 5-mile trip by auto here takes 15-30 minutes due to traffic signals set to impede traffic flow. The carbon footprint is the result of poor traffic control.
- The high-rise student housing is very overbuilt and will become a problem for the city. I applaud the building of a downtown Publix Stone.
- The housing authority areas of town are rundown, and it is spreading. The portal to pay utilities is not user-friendly.

- The lack of planning in regard to traffic flow is ridiculous. There are too many one lane roads that can't accommodate the increasing amounts of traffic. The allowance of developers to destroy vast amounts of forests is appalling. Please get some new businesses in that aren't hamburger restaurants or nail salons. The quality of life has declined in the last 8 years that we have been here. Can't wait to leave.
- The mayor and city council has given away our downtown to developers and students. Thus, they have abandoned residents.
- The mayor, city council, and city manager are some of the bests in the business. We are so appreciative of your service!
- The need for public transport that is safe is huge.
- The police department is awesome-especially Captain J Hacket!
- The price of rentals is outrageous. Completely not affordable for a single income household, or single person.
- The recent ban on Air BNB short term rentals is related only to a money call for the city. I do not agree with new policy.
- The roundabouts are either too small or difficult to approach or leave
- The state of all sports recreation facilities is an embarrassment. All youth sports need the city's attention. There are tons of tourism available with youth travel sports if the facilities are upgraded.
- The streets downtown are in terrible condition. Driving on Gaye St. will rattle your teeth. Too many large buildings under continuous construction. It is a little like a war zone.
- The times of the recreation, cultural arts, & library programs in summer, fall, & spring do not accommodate families who work normal AU hours (7:45-4:45pm). So, I don't necessarily know their quality because we can't even participate. Opelika has many more time options & program types, considering people who work different hrs. Also, our Auburn youth lacrosse team must practice on fields in Opelika, which are much nicer than any Auburn fields I've been on. Maybe we should call it Opelika lacrosse, even though all boys live in Auburn? Auburn could seriously use some public transportation, even if it just ran from DT Auburn to Opelika every 30-45 minutes. If Auburn doesn't have a plan to control the growth, the least they can do is get some cars off the road & clear up some congestion. The community centers are the best quality they can be for what they are & when they were built. What I needed is a nice, large YMCA with outdoor or indoor pool, childcare, summer camps, fitness classes morning/noon/night, meeting rooms for girls' scouts, cultural arts, a gym that kids can play basketball in all seasons and morning/afternoon/evening. If not via a YMCA, something like the Opelika Sportsplex. Families cannot use the Auburn Univ. rec center, so that is not an excuse to not have something like that on the city level. Control the building & growth. If city leaders can't do it through ordinances & laws, then do better at negotiating with developers. Other AL City leaders have done better, so we know it's possible. Show you care about residential constituents on occasion, not just developers & corporations.
- The traffic downtown is bad at times and causes me to avoid going there for shopping. I hate hunting for a parking spot and then having to pay for it as well. Some of the roads need to be resurfaced, particularly Gaye Street in the area where the Publix market is going to be. There is way too many town houses and apartments being built in comparison to the number of single-family homes.
- The traffic has outgrown the growth of the city. There are times that traffic is so heavy it is hard and nerve wracking to go anywhere: Dean Rd, Opelika Rd, Moore Mill.

- There is a desperate need for better multi-purpose fields. I am a realtor and a mom of kids who play lacrosse, and this is something I hear constantly from clients and friends.
- There is a lot of trash on the sides of the road on E. Glenn. Entrances into the city need to be more impressive.
- There is an over-emphasis of bicycling (I do ride) but little enforcement of riders following traffic laws
- There is constant building within the downtown area but hardly any road renovations to handle the ever-growing traffic.
- There is too much construction downtown. It is now the small little village anymore!
- They're very friendly
- This is a beautiful place. Unfortunately, Opelika Road is sometimes the last or only place a visitor might see. Also, we need closed overnight for new development.
- This is an awesome place to live: multicultural, diverse, strong schools, and a highly active community. There are many bikers, runners, walkers on Ogletree rd. and this is particularly hazardous during sunrise and sunset. With a future park to provide better pedestrian access, we need a multiuse path on Ogletree rd.
- This unrestricted building everywhere is already adding congestion and traffic to a relatively small area.
- Too geared to college age citizens, not enough for elderly people.
- Too many buildings and not enough parking. Would like to have a recycle program.
- Too many high rises downtown. They are overdone. Too many businesspeople elected to board. The idea of leaving broken electronics on the curb for collection needs to be rethought. Too many items could be broken due to vandalism
- Too many housing developments with seemingly no plan for all the additional traffic or people. Donahue & Richland are becoming overwhelmed by traffic.
- Too many large residential developments. I would like more green space.
- Too many potholes. Too many high-rise condos, no respect or care for historical properties.
- Too many school buses traveling the same route. It is difficult to make left turn during rush hour. More development requires more streets. A dog park is really needed.
- Too many tall buildings, destroying the city
- Too much clear-cutting woods for new residential areas. Our beautiful trees have been destroyed and it looks terrible and hot.
- Too much residential in downtown. This is no longer the loveliest village. Who says students/people should live in the downtown?
- Traffic caused by the schools located on main roads; lack of busing within two miles of the city schools.
- Communication is great but would love the information to be shared by the city earlier to sign up or plan for activities.
- Traffic flow is a growing issue on North side of city!
- Traffic on Dean rd. from Glenn to Opelika Road is awful. Only one lane for straight traffic
- Traffic problems
- Trash trucks damage the garbage and recycle cans.

- Traveling East into Auburn via Highway 14/MLK/Bragg is severely & adversely affected by the inappropriate timing at N. Donahue - especially when students are not in town (holidays, summer) or if traffic is light (early morning).
- Try to save what is left of the Loveliest Village. Save mature trees.
- Two things: the city should include separate and safe bike lanes, especially on no-shoulder roads like N. Donahue. The city should acquire the parking lot at Gay and Opelika and install a roundabout for the Gay/Opelika intersection. That intersection is terribly inefficient, especially for people turning left onto Opelika.
- Unclear process for business license tax
- Use of sidewalks in North Auburn, walked since 1975.
- Vehicles parked on street where there are no parking signs posted is dangerous and causes accidents.
- Very bad that the total landscape of downtown has been irreversibly damaged with high rises
- Very evident when city management has made their minds up regarding issues it is not worth the citizens time expressing concerns with them. My experience was simple, we (city management) are smarter than all of you. City management wants us to think like them on issues when all I would like for them to do is step back from the issue and think rationally about it and to disregard there first assumption of it.
- Very important that you maintain the charming aspect of Auburn.
- Very unhappy with high-rise development in downtown Auburn-along with traffic flow (or lack of).
- War eagles
- We are growing too fast. Stop recruiting more industry and jobs. It will come here on its own. We need more, newer, and better rec centers, swimming pools, pickleball courts, rugged trails (in the woods) and a splash pad. Our schools are good, but they used to be great. The schools are slowly fading as we grow too fast. Stop obsessing over "increasing the tax base." Increasing the tax base has the effect of increasing various city expenses, too, and it ultimately does not improve the city's financial conditions. Increased tax base is always offset by increased expenses.
- We are losing our "loveliest village" status. No more big buildings downtown! Downtown traffic is getting worse!
- We are thankful for Single Stream recycling, but often they let spillage lay on the ground. We would love to see Phlox planted on bare areas of erosion on the hills by University Drive.
- We are very concerned about the unplanned growth in town. Downtown has been ruined by apartment buildings. Other areas will be soon. The impact that high density dwellings have on adjacent single-family zones is most concerning, particularly as concerns sewage, water, and traffic. Finally, the complete indifference and failure to support historic preservation has also transformed Auburn into a rather unattractive town defined by cheap apartment buildings and fast-food restaurants, that is, into another dismal exit on I-85. Opelika shines in comparison. There is no loveliest village here.
- We as a family with young children would really love to see improvement into the parks and recreations. Having multiple kids, it's near impossibly getting them to their sporting activities that are spread throughout the city. Soccer being way out on wire road and even baseball being split between Sanford and the softball complex makes it difficult. We also have a daughter who is very much into competitive gymnastics and there is no decent gym available to her and her and her teammates at the level they are at. Auburn Gymnastics Academy was wonderful, but with covid it

shut down and now they've reopened but only up to level 4 I believe, and no kids over the age of 12 are allowed. There are so many little girls who look up to the college AU gymnasts, and it's just very sad the facilities available for our kids to train in. Would love to see a city run program for gymnastics with the equipment and facility these kids need.

- We do a poor job of planning, especially with roadways. esp. Our parks and recreation services have fallen well-below our comparable cities.
- We enjoy living in auburn
- We enjoy living in Auburn, feel safe here and appreciate the benefits of all the parks and recreation programs. But the overdevelopment of downtown is ridiculous and everyone I have spoken with agrees, especially considering there has been very little done to improve traffic flow within those areas. Also, there are several areas where shrubs are overgrown making it difficult to see when trying to pull out into traffic.
- We have lived in Auburn 43 years. We have loved being/living here; but we hate all the apartments/condos downtown. They have ruined 'the loveliest village' and most of the money has gone to outsiders!! Ugly!
- We have many people who depend on a bicycle but there is no upkeep on the bike lanes. This may be a burden on the city's finances. Maybe a license or a fee should be issued to bike users.
- We love Auburn and look forward to moving here after we retired. Now though, due to massive downtown and construction, streets, increasing traffic, well...
- We love living here and having the opportunity to raise our family here. Thank you for all that you do to make it such an amazing place to live!
- We love living in Auburn and we've raised a family here that have enjoyed all the positives that life here has provided. I hesitate to complain with all that in mind. However, my water quality is awful. I am having to clean out all my faucets monthly to remove black goo. As a result, we are considering a filtering system to get around that. This has been an issue for many years, and we've lived in different parts of the city.
- We love the city and the downtown. As the city grows rapidly it doesn't seem like the master plan can keep up with the growth. The small-town feel is getting lost amongst the services that the University is demanding. Student housing on top of downtown, quick serve food service to support students, traffic flow and emphasis on industrial economic/service industry growth in lieu of sustainable business growth.
- We moved from John's Creek, GA-the quality of life is one hundred percent better here in Auburn. I trust my city leaders.
- We moved here only two years ago, so my experience is limited. We have found it almost impossible to find furniture here. Dining is limited. Neighborhoods are good
- We need a bigger humane society to take care of the animals the college kids dump off.
- We need a pool that is accessible to NW Auburn. I also hope the city will work with the YMCA to build here. A city this size should have several pools, community centers, and playgrounds. Also, more sidewalks please!
- We need a sportsplex like Opelika. The creek and culvert on Stage Road just before Apache St getting full of debris, will cause flooding.
- We need a sportsplex/health fitness on each side of town accessible to the public with an indoor pool for fitness and swim classes. Overall, we love living in Auburn. Make every effort to maintain

communication with residents through phone service, radio, printed open line newsletter since many are less tech savvy.

- We need an indoor, centrally-located swimming pool
- We need bike paths. Better traffic lights out of residential neighborhoods. Cars wreck out of Solamere biweekly!!
- We need city council to consider quality of life instead of to real estate developers which currently control government from top to bottom.
- We need more large retail stores. We need more entertaining and fun things for youth to do. The soccer fields on Wire Road need a lot more attention and development.
- We need more police officers! I'm told we are more than 20 short or more! Why? Pay raises and added hazardous duty pay increases to keep our very trained personnel in Auburn!
- We need more retail businesses in town
- We need more things for families to do in Auburn. Everything here is geared for college students. Have you forgotten there are people that stay here that would love to have a place to go besides the bowling alley? Auburn has a lot of young children here there is nothing for them to do as for as recreation. I grew up here and that part has never changed but everything thing else has. When my grandkids come down there is nothing exciting for them to do besides the park, we end up going to Montgomery, Atlanta, or Columbus. Auburn we can do better than this. On Martin Luther King Dr. the sidewalks, need improving badly.
- We need sidewalk to connect East Lake subdivision
- We would love to see something like a park here (Choccolocco). Use historic buildings instead of destroying them.
- Website is hard to navigate. Some ordinances need to be amended or added, especially in neighborhood conservation areas.
- Well managed and very responsive to any concern or issue - all departments I have dealt with.
- Well run. A pleasure to live in Auburn.
- What are plans to deal with traffic congestion?
- What are the plans for the excessive commercial space in the midtown high-rises?
- When we go on Richland Road, traffic is usually slow. No room for emergency vehicles.
- Wish that Auburn would institute green space requirements for all developments. Fairfax VA did that and it made a very populous area more pleasant to live in and more walkable.
- Wish they would quit allowing these apartment companies into our city and make 4 stories be the maximum height
- With the advent of parking decks, remove street parking on Mag, College, and expand store front.
- With the growing popularity of golf carts, I would like to see more golf cart lanes and parking downtown.
- Wonderful city in which to live
- Wonderful place to live. Beware of adding new subdivisions before addressing traffic issues! Don't allow new buildings until parking is provided. Provide access roads on Shug Jordan- don't allow every business to have its own driveway on Shug Jordan. Preserve history- don't destroy it!
- Worst streets in the world-all need paving. Newly paved streets have dips in them--no traffic patterns, long lines at lights and intersections

- Would like more restaurants and bars. I love all the parks. I would love to see more dog-friendly places.
- Would like some resources for those not computerized.
- Would like the development of large shopping centers and apartments to stop. Would like water board to respond to issue of water runoff from road damaging our property
- Would like to be kept updated (I select topics) on City info and updates via Twitter, email, or text.
- Would like to have ability to pay extra for recycle pickup at my door. I find it very difficult to get my "can" to the street and back. I have this service for regular garbage service, and it is a perfect solution for my impairment.
- Would like to see a high-end art show downtown like winter park art festival in Winter Park, FL.
- Would like to see a red light at the shell toomer road and college street crossing, very unsafe at times
- Would love activities for grandkids to do outside. This way we would not have to go out of town.
- Would love safe bike trails. Bike lanes do not feel as safe with cars speeding by. Would love safe trails to ride for exercise or travel. Thank you.
- Would love to see a pickleball facility on a smaller scale but be covered and lighted
- Would love to see developers leave trees and topsoil when they develop houses, instead of stripping everything away. It is bad for the environment.
- Would really like to see a sports/fitness complex with an indoor swimming pool available with water therapy classes.
- Would have more greenways that connect for biking around the city
- We should have a city-wide litter/trash clean up. There is litter everywhere! Police should give tickets for people littering. Thank you!