

# Open Line

## A Monthly Newsletter for City of Auburn Citizens

February 2020

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**Open Line** is produced  
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City of Auburn

### 2020 Citizen Survey coming to a mailbox near you



More than 30 years ago we conducted our very first Citizen Survey to gauge how you, our residents, feel about the services we provide, how we operate and what we should work on. Since its inception in 1986, the Citizen Survey has been a regular part of our planning processes. And since we've been facilitating it year after year, it gives us trend data that helps us measure where we have improved or where we need to do better. All this feedback and data informs how we prioritize our budget and shapes the policy decisions we make.

In the past, the survey was an annual initiative. Beginning with the 2017 survey, we started reaching out every other year to better align with our two-year budget. To ensure the survey results are statistically valid, the survey will be conducted according to best practices by ETC Institute, a leading firm in the citizen survey field.

If you've participated in the survey before, some questions will seem familiar, reflecting core questions that stand the test of time. You will also see new questions designed to gather your thoughts on current initiatives. The feedback you give us is vital.

The 2020 Citizen Survey will be mailed in January to a random selection of Auburn residents. If you're one of this year's recipients, please take a few minutes to fill out the survey and return it in the included, postage-paid envelope, or complete the survey online at the link provided. Online participants will be required to enter their address at the end of the survey to make sure only those originally selected for the random sample are counted in the study. ETC Institute will follow up on these mailings by email to encourage participation.

The survey is completely confidential. All data will be reported to the City by census block—we will not receive any name or address information. We truly value your input and look forward to hearing how we can better serve the Auburn community. To see past Annual Citizen Survey results, visit [auburnalabama.org/survey](http://auburnalabama.org/survey). Have questions? Reach out at (334) 501-7260 or [webocm@auburnalabama.org](mailto:webocm@auburnalabama.org).

### Business license renewals due Feb. 18

Any business providing services or selling goods within Auburn city limits, including a home-based business, is required to have a City of Auburn business license. City business licenses for 2019 expired on Dec. 31 and must be renewed by Tuesday, Feb. 18, 2020, to avoid late fees.

All current business license holders should receive renewal packets in early January. Any business that does not receive its renewal packet by Jan. 10 should contact the Revenue Office to verify its mailing address and request another packet. The City Revenue Office is located in City Hall at 144 Tichenor Ave. Business hours are Monday-Friday, 8 a.m.-5 p.m. except City holidays.

For more information, visit [auburnalabama.org/revenue/business-licenses](http://auburnalabama.org/revenue/business-licenses) or contact the Revenue Office at (334) 501-7239 or [revenue@auburnalabama.org](mailto:revenue@auburnalabama.org).

## Student design competition underway

Calling all Auburn University students! Have a knack for design? We're looking for submissions from you to help us envision new ideas, concepts and design strategies to enhance Auburn's gateways.

The City of Auburn is a growing, vibrant community. Internationally recognized as the home of Auburn University, our city has a distinctive character and a unique sense of place and is now home to over 65,000 residents. Our growth and expansion present unique challenges, including retaining a defined sense of arrival, visually announcing that you are entering somewhere special, somewhere different, somewhere that is "the Loveliest Village."

Any current Auburn University student, graduate or undergraduate, is invited to submit competitive designs for what could become the City's guiding concept and vision for its Gateways to Auburn project. Proposals will be evaluated by a multi-departmental team of City staff based on 1) adherence to guidelines, 2) the effectiveness and appropriateness of the design as



a visual representation of the City and 3) the overall practicality of the design scheme.

Design submissions will be accepted until April 24 at 4 p.m. Interested? Find the full guidelines and requirements at [auburnalabama.org/gateways](http://auburnalabama.org/gateways). Know someone who might be up for the challenge? Help us spread the word!

## Stretch of Saugahatchee Road closing to reduce accidents

A small stretch of Saugahatchee Road between East University Drive and Annalue Drive will close on Jan. 24 to help reduce traffic collisions in the area.

Over the past two years, we've observed a steady increase in traffic accidents, primarily attributed to left turns, at the intersection of East University and Saugahatchee. In 2018, 40% of the reported accidents at this intersection were related to left turns. In 2019, that number jumped to 67%.

We're closing this short stretch of Saugahatchee, which has no businesses or residences, as an interim solution to improve safety in this area. Barricades will be in place to prohibit traffic from turning east onto Saugahatchee from East University or from crossing East University on Saugahatchee. Those wishing to reach Saugahatchee Road west of East University Drive should turn at the signalized intersection of Annalue Drive and East University.

Beyond this road closure, we plan to further address safety and traffic flow in this area by improving the intersection of Annalue Drive and East University to give drivers dedicated left turn lanes from East University onto Annalue Drive in both directions.

Signs will be in place to notify motorists of the closure beginning on Jan. 6. If you're traveling in the area, please exercise caution as drivers acclimate to this change. We appreciate your patience as we make these improvements.

## APL hosts author Feb. 19

Join us at the Auburn Public Library for an evening with author and storyteller Carmen Agra Deedy on Wednesday, Feb. 19, at 6 p.m. in the library's program room. Carmen Agra Deedy has been writing for children for over two decades. Born in Havana, Cuba, she came to the U.S. as a refugee in 1964. She grew up in Decatur, Georgia, where she lives today.

Deedy began writing as a young mother and storyteller whose NPR commentaries on "All Things Considered" were collected and released under the title, "Growing Up Cuban in Decatur, Georgia." The pithy collection of 12 stories soon garnered awards, among them a 1995 Publishers Weekly Best Audio (Adult Storytelling) and a 1996 Parents' Choice Gold Award. Her children's books have also won numerous awards.



## Cold weather safety tips for pets

It's important to remember your pets as the colder temperatures come to our area! Our Animal Control Division reminds you of the following tips to keep your pet healthy and comfortable in colder weather:

**Provide Shelter:** A well-constructed dog house insulated with clean, dry bedding, such as straw, wood shavings or a blanket, will help keep your dog warm. Face the dog house opening away from the direction that the wind normally blows to help hold in warmth and prevent rain from blowing in. It's also a good idea to add a weather-resistant door flap. A flap can be purchased or, in a pinch, a heavy duty fabric, old vehicle mud flap or a piece of linoleum flooring will do.

**Water:** Make sure your pet always has access to fresh, clean water. Proper hydration is important to help your dog stay warm. It's also important to check water bowls often to make sure the water doesn't freeze over. To prevent lightweight bowls from tipping over, you can secure a bucket to a post or a tree, place the bucket inside of an old tire or dig a hole in the ground and place the bucket inside of it.

**Food:** Monitor your pet's diet. Animals expend more calories in colder months than warmer times of year to keep warm. You may need to increase your pet's daily amount of food to compensate.

**Cold Sensitive Pets:** Remember that colder temperatures may be harder on some pets than others. Short hair breeds, smaller breeds and dogs that are young or old are more susceptible to the cold and should be closely monitored while outdoors. If your dog is sensitive to the cold because of age, illness or breed, adjust winter care accommodations accordingly.



**Hypothermia:** Know the warning signs! Hypothermia is a potentially deadly condition where the body temperature falls below normal. Signs include shivering, lethargy and lack of coordination. If you notice any of these symptoms in your pet, immediately move the animal to a warm location and wrap it in a blanket. Contact a veterinarian while warming your pet.

If you have a concern about an animal, document what you see including the date, time, exact location, type of animal and as many other details as possible. Then contact the City of Auburn Animal Control Division at (334) 501-3090. After hours, please contact the Auburn Police Division at (334) 501-3100.



## 8th Annual Polar Plunge

Sign up, dive in and raise money for a great cause! Brave the cold at the eighth annual Polar Plunge on Saturday, Feb. 1, at Samford Pool. The Polar Plunge will begin at 9 a.m. Participants are invited to recruit sponsors to support them as they take the plunge in support of Lee County Special Olympics. Individual and group costumes are encouraged! All proceeds from this event benefit the Lee County Special Olympics. To register, visit [auburnalabama.org/parks/programs/polar-plunge](http://auburnalabama.org/parks/programs/polar-plunge).



The BIG Event is a one-day student-run service project sponsored by Auburn University's Office of Student Involvement. The Big Event serves as a way for Auburn students to give back to the surrounding communities that offer continual support to the university in so many ways. This project is not based on financial need, but it is rather a way of simply saying thank you!

## 2020 Jobsite Request is Open

If your business, church, household, or organization would like to request student volunteers for **The BIG Event on Saturday, March 28<sup>th</sup>, 2020**, please visit our website:

**[aub.ie/thebigevent](http://aub.ie/thebigevent)**

Once you are on the website Click "Jobsite Request" and fill in the information requested.

You will receive email updates as your request is processed through our system. You will be contacted by students soon after applying so that they can evaluate the job site to ensure that we have the correct number of tools and volunteers the day of the event to fulfill your requests. Thank You!

**\*\* If you are requesting more than one job site, please fill out the request info ONCE PER JOB SITE\*\***

### GUIDELINES FOR REQUESTS

What we do:

- Small exterior paint jobs, i.e. fences, sheds, etc. (if homeowner provides paint)
- Yard work (raking, pruning, etc.)
- Exterior and interior cleaning
- Spreading pine straw (if homeowner provides pine straw)
- Planting (if homeowner provides plants)

What we do NOT do:

- Full exterior paint jobs
- Work that requires power tools
- Pressure washing
- Provide paint, pine straw, plants or anything beyond tools and hardworking students

**\*\*The BIG Event reserves the right to accept or deny any specific work requests based on the safety and ability of students\*\***

**Volunteers will be available on Saturday, March 28<sup>th</sup> from 9AM to 1PM ONLY. Please keep this in mind when requesting assistance with projects.**

For any questions or concerns please contact us at (334)844-4737 or visit  
**<http://auburn.edu/involve/leadership-service>**