

# Open Line

A Monthly Newsletter for City of Auburn Citizens

May 2020

## City Council

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**Open Line** is produced  
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City of Auburn

## COVID-19: keeping Auburn safe and services going

As this issue of Open Line is being written, we at the City of Auburn are continuing to serve you, our residents, while protecting you and our staff members from the spread of the COVID-19 virus. Since the beginning stages of the pandemic, we've implemented our Business Continuity plan.

"During this uncertain time, we want to let each of you know that we're working hard to keep you safe, provide you with the services you need and keep you up-to-date with reliable information," said Auburn City Manager Jim Buston. "Our community has shown resilience and comradery in times of distress before, and I want to express my thanks to all of you who are already lending a hand to help your neighbors in need. I'm confident that we will come out on the other side of this as an even stronger Auburn family."

While things will likely be in a very different place by the time you receive this month's copy of Open Line, here's an overview of what's happened so far as of March 27. Visit [auburnalabama.org/coronavirus](http://auburnalabama.org/coronavirus) for the most recent information.

### ORDERS AND RECOMMENDATIONS

The Auburn City Council adopted two resolutions at its second meeting in March, one declaring a state of local emergency and one encouraging residents and businesses to follow guidelines from public health officials. The state of local emergency gives the city manager additional tools to help expedite decisions to aid in the response to the COVID-19 pandemic. The other resolution encouraged the community to follow these guidelines:

- All non-essential and non-emergency travel is strongly discouraged between 10 p.m. and 5 a.m.
- Non-work-related public and private gatherings of persons of 25 or more are strongly discouraged.
- Those businesses routinely providing services to gatherings of persons of 25 or more are strongly encouraged to limit numbers of patrons such that the six-foot social distancing standard can be maintained.
- That citizens avail themselves of City of Auburn online services whenever possible.

Governor Kay Ivey and the Alabama Department of Public Health issued a health order and amendments to the order outlining statewide guidelines including prohibiting non-work related gatherings of 10 people or more and on-premises consumption of food or drink at any restaurant, bar, brewery or similar establishment. The order also closed non-essential business, including entertainment venues, athletic facilities and activities, close-contact service providers and retail stores.

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# COVID-19: keeping Auburn safe and services going (continued)

## CLOSURES AND CANCELLATIONS

All City buildings are closed to walk-in services through April 5. That closure will likely be extended. City staff are still serving residents through all electronic means possible including online applications, email, social media and phone.

**Auburn Municipal Court:** All in-court proceedings at the Auburn Municipal Court have been suspended through April 16. You can find a list of rescheduled court dates at [auburnalabama.org/court](http://auburnalabama.org/court).

**Auburn Public Library:** The Auburn Public Library has transitioned to a resource center for residents looking for information and assistance. Library staff members are available to answer questions at 334-501-7307 and [weblibrary@auburnalabama.org](mailto:weblibrary@auburnalabama.org). Those with an immediate need that cannot be handled electronically can contact the helpline and staff will work to individually meet needs the best we can. The library also launched the At-Home Read-Along challenge to encourage those staying at home to read 20 minutes every day for the chance to win a \$50 digital Tiger Town To Go gift card. Tiger Town To Go is a local business offering food delivery services.

**Parks and Recreation:** The outdoor basketball courts at Boykin Community Center and Frank Brown Recreation Center are closed, and all Parks and Recreation programs and reservations have been canceled through April 5 along with the following events:

- Bark in the Park
- Tails n Trails
- Ride and Seek
- Earth Day programs for Auburn City Schools' second graders
- Breakfast with the Bunny

- Easter Egg Hunt
- Spring Skate Jam

All athletic programs have been suspended through April 5. We will reevaluate the season status and send out an update at that time. If the season is canceled, we will issue a statement concerning how refunds will be processed.

While all City parks and trails are open, those using them are reminded of the following info before going out:

- No groups larger than 10 people
- Practice social distancing, staying at least 6 feet apart from other people in parks and on trails
- Those exhibiting symptoms of COVID-19 should not use parks or trails
- Be prepared for limited access to public restrooms or water fountains.

Please note, dates and closures are subject to change as we re-evaluate the situation as it develops.

## WAIVERS AND ASSISTANCE

**Taxes:** Businesses unable to pay their February, March and April 2020 sales, use, lodging, rental and leasing tax liabilities will not be charged penalties for late payments through June 1.

**Utility bills:** The Water Works Board of the City of Auburn will not disrupt services for late payments and will not charge late fees or delinquent account fees through April 16, 2020.

**Unemployment help:** The Industrial Development Board collaborated with our Workforce Development Division to coordinate a Workforce Action Center. Staff are available in a laptop lab setting to assist individuals in filing a claim for unemployment online.

## COVID-19: SOCIAL DISTANCING IN PUBLIC PARKS AND TRAILS



Do not use parks or trails if you are exhibiting symptoms.

Share the trail and warn other trail users of your presence and as you pass.

Be prepared for limited access to public restrooms or water fountains.

Observe CDC's minimum recommended social distancing of 6' from other persons at all times.

Follow CDC's guidance on personal hygiene prior to visiting parks or trails.

## COVID-19: keeping Auburn safe and services going (continued)

Those in need of assistance can also call (334) 501-1308 to ask questions about workforce-related needs. While the Workforce Action Center is available for those who need assistance or those without computer access, individuals do not have to come to the Workforce Action Center for service and can file claims online at [labor.alabama.gov](http://labor.alabama.gov) or by calling 1-866-234-5382.

**Interest Subsidy Program:** Through a collaboration with local banks and the Auburn Chamber of Commerce, we have launched the Working Capital Loan Interest Subsidy Program. The program aims to enable local businesses to remain viable by providing an interest subsidy to applicants who have been approved for a loan with a participating lending institution. The program gives us the potential to infuse up to \$4 million of working capital into Auburn's small businesses.

Businesses interested in participating should contact one of the following lending institutions: Auburn Bank, BancorpSouth, BBVA, MAX Credit Union, Regions, River Bank & Trust and Southern States Bank. Each bank has committed \$500,000 each to provide eligible businesses with working capital loans. You can find details on the program at [auburnalabama.org/coronavirus/business-resources/interest-subsidy](http://auburnalabama.org/coronavirus/business-resources/interest-subsidy).

## Download Auburn FixIt today!

We've made it even easier for you to access our services! A new mobile app called Auburn FixIt allows you to interact directly with local government, providing another tool for submitting non-emergency requests and reports.



See a pothole on a city street? Can't find a missing pet? Wondering if your recycling pickup was missed? The app allows you to report issues and submit service requests directly to City staff members responsible for addressing that particular concern. Once a request is submitted, you can track its progress from beginning to resolution.

"Auburn FixIt is another great example of how we're making the services we provide more transparent and accessible to all of our residents," said Auburn City Manager Jim Buston. "With more than 65,000 residents, we know that this tool will empower those walking, driving and living in our City to help us identify issues that need our attention."

You can download the app today on your mobile device through its app store or access the web app online at [auburnalabama.org/FixIt](http://auburnalabama.org/FixIt).

## APL offers new online resources

To support residents who may be self-quarantining, working from home or practicing social distancing, the Auburn Public Library (APL) has expanded its selection of digital resources! These new platforms provide access to even more high-quality eBooks, eAudiobooks, digital magazines, streaming video, up-to-the-minute news and online video-based classes, all accessible with a library card.

APL cardholders can now access Kanopy, a streaming video service featuring critically-acclaimed movies, inspiring documentaries and award-winning foreign films. The service also includes Kanopy Kids, which provides access to enriching, educational and entertaining films and TV series. Patrons are allowed up to 10 checkout credits per month. Patrons can create a Kanopy account at [auburnalabama.kanopy.com](http://auburnalabama.kanopy.com). Kanopy can also be accessed through an app on a variety of smart devices and TVs.

Especially for children, the APL now offers access to TumbleBooks, with more than 1,100 titles for grades K-6. TumbleBooks includes animated, talking picture books, as well as read-along chapter books, National Geographic videos, non-fiction books and books in Spanish and French. TumbleBook Library can be accessed at [tumblebooklibrary.com](http://tumblebooklibrary.com), and information about other TumbleBook platforms can be found at [auburnalabama.org/library/online-resources](http://auburnalabama.org/library/online-resources).

In addition, the APL now provides patrons with unlimited access to the Washington Post. Information about at-home access to the Washington Post. Patrons will need to create an account, and access is available in seven-day increments. If you need more time, you can use the same link to extend your access. Find a link at [auburnalabama.org/library/online-resources](http://auburnalabama.org/library/online-resources).

Information about these and other online resources can be found at [auburnalabama.org/library/online-resources](http://auburnalabama.org/library/online-resources). Don't have a library card yet? Sign up for one at [books.auburnalabama.org/polaris/logon.aspx](http://books.auburnalabama.org/polaris/logon.aspx) to gain access to these resources.

## City holiday schedule

Auburn City Hall and most City facilities will be closed in observance of Memorial Day on Monday, May 25. Police, fire and communications will remain on their regular schedules. Garbage, trash and recycling collection will be delayed by one day during the week of May 25-29 as listed below:

Monday, May 25	HOLIDAY
Tuesday, May 26	Monday's route
Wednesday, May 27	Tuesday's route
Thursday, May 28	Wednesday's route
Friday, May 29	Thursday's route

# MAY UPCOMING EVENTS

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



Programs and events are subject to change. Please visit [auburnalabama.org/coronavirus](http://auburnalabama.org/coronavirus) for up-to-date information on program and event cancellations.

**Auburn Public Library**  
[auburnalabama.org/library](http://auburnalabama.org/library)  
 (334) 501-3198

**City Meeting Schedule**  
[auburnalabama.org](http://auburnalabama.org)  
 (334) 501-7240

**Parks and Recreation**  
[auburnalabama.org/parks](http://auburnalabama.org/parks)  
 (334) 501-2930

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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
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