

# City of Auburn Citizen Survey

## Findings Report

*...helping organizations make better decisions since 1982*

# 2018

**Submitted to the City of Auburn**

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**March 2018**





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# 2018 City of Auburn Citizen Survey

## Executive Summary

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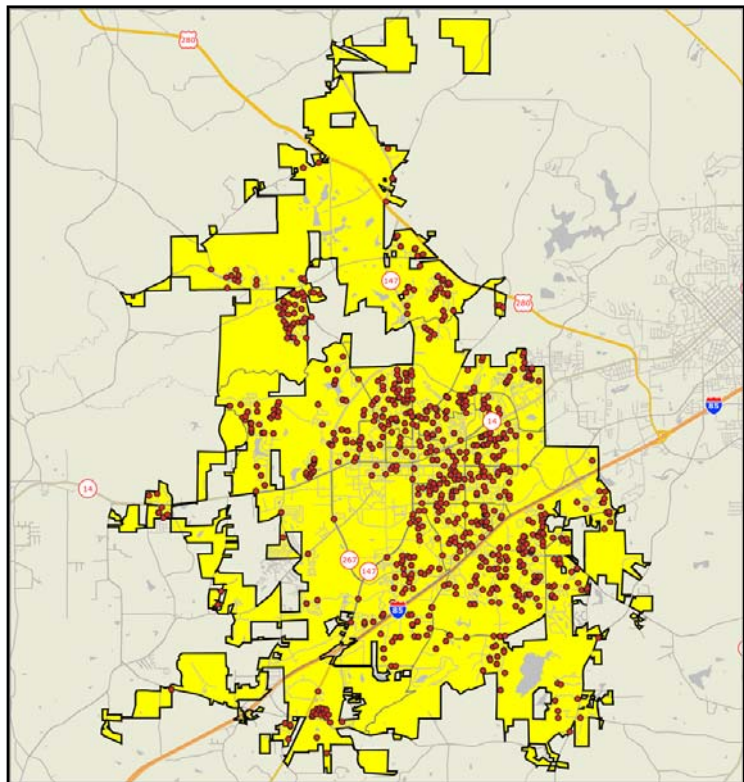
### Purpose and Methodology

ETC Institute administered a survey to residents of the City of Auburn during January and February of 2018. 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. The City of Auburn has administered an annual citizen survey since 1985.

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. At the end of the online survey, residents were asked to enter their home address. This was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line 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 on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted. The map to the right shows the location of all survey respondents.

The goal was to obtain completed surveys from at least 600 residents. The goal was exceeded with a total of 806 residents completing the survey. The overall results for the sample of



806 households have a precision of at least  $\pm 3.45\%$  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  $\pm 4\%$ .*

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
- benchmarking data that shows how the results for Auburn compare to other communities,
- importance-satisfaction analysis
- 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-eight percent (88%) of residents surveyed, *who had an opinion*, were satisfied with the quality of life in the City; only 4% were dissatisfied and the remaining 8% gave a neutral rating. Eighty-four percent (84%) of residents surveyed, *who had an opinion*, were also satisfied with the overall image of the City, 83% were satisfied with the overall quality of City services, 74% were satisfied with the value received for their City tax dollars and fees, and 73% were satisfied with the overall appearance of the City. *None of the items related to perceptions of the City showed significant increases in positive ratings from 2017 to 2018. Only one item; overall appearance of the City (-4%) showed a significant decrease in positive ratings from 2017.*

## 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 (91%), overall quality of the City’s school system (91%), the overall quality of City library services (88%), and the overall quality of parks and recreation services (82%). *There were no significant changes in positive ratings in any of the major categories of City services rated from 2017.*

The overall areas that residents thought should receive the most emphasis from the City of Auburn over the next two years were: 1) flow of traffic and congestion management, 2) maintenance of City infrastructure, and 3) the quality of the City’s school system. These were the same three priorities from the 2017 survey results.

## Feelings of Safety

Ninety-seven percent (97%) of 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, and 89% of residents feel safe in Downtown Auburn and in their neighborhood at night. *There were no significant changes in positive ratings in any of the safety issues rated from 2017.*

## 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%), fire personnel emergency response time (92%), and the overall quality of police protection (90%). 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. *There were no significant changes in positive ratings in any of the public safety issues rated from 2017.*
- **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 (80%), and the cleanup of large junk and abandoned vehicles (76%). 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. *There were no significant increases in positive ratings from 2017. There were three items that showed a significant decrease in positive ratings from 2017: the cleanup of large junk and abandoned vehicles (-5%), the cleanup of overgrown and weedy lots (-7%), and efforts to remove dilapidated structures (-10%).*
- **Garbage and Water Services.** The highest levels of satisfaction with garbage and water services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential garbage collection services (92%), yard waste removal services (84%), and water services (83%). The garbage and water services residents felt should receive the most emphasis from City leaders over the next two years were: 1) curbside recycling services overall and 2) material types accepted for recycling. *The two items that showed significant increases in satisfaction from 2017 were: material types accepted for recycling (+9%) and curbside recycling services overall (+5%). There were no significant decreases in positive ratings from 2017.*
- **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 (67%), the quality of new business development (64%), and the quality of new industrial development (64%). *The one item that showed a*

*significant increase in satisfaction from 2017 was the quality of new industrial development (+4%). The two items that showed a **significant decrease** from 2017 were: the overall appearance of Downtown Auburn (-4%) and the City's planning for future growth (-5%).*

- **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 maintenance of City parks (84%) the maintenance of walking trails (80%), and the maintenance of outdoor athletic fields (80%). The three parks and recreation services respondents indicated should receive the most emphasis over the next two years were: 1) the maintenance of parks, 2) the quality of special events, and 3) the maintenance of walking trails. *The parks and recreation services that showed **significant increases** in positive ratings from 2017 were: the ease of registering for programs (+6%) and fees charged for recreation programs (+4%). There were **no items that showed a significant decrease** in satisfaction from 2017.*
- **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 (90%), and hours of operation (88%). The two library services respondents indicated should receive the most emphasis over the next two years were: 1) children’s programs (23%) and 2) books and audio/visual for adults.
- **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 pedestrian travel in Auburn (59%) and the ease of travel by car in Auburn (58%). *There were **no significant increases in positive ratings** from 2017. The traffic flow and transportation item that showed a **significant decrease** in positive ratings from 2017 was: the ease of pedestrian travel in Auburn (-4%).*
  - Compared to other City priorities 52% of residents indicated they believe it is either “extremely important” (20%) or “somewhat important” (32%) 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 of traffic signals (86%), maintenance of street signs (83%), the maintenance of city-owned buildings (83%), and the maintenance of Downtown Auburn (83%). 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. *There were **no significant increases in positive ratings** from 2017. The City maintenance service item that showed a **significant decrease** in positive ratings from 2017 was: the maintenance of streets (-4%).*

- **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 (91%), feeling of safety downtown at night (82%), pedestrian accessibility (81%), and signage and wayfinding (80%). The item respondents indicated should receive the most emphasis over the next two years was the availability of parking. *There were no significant increases in positive ratings from 2017. The item that showed a significant decrease in positive ratings from 2017 was the availability of public event space (-9%).*
- **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 (78%), the availability of information on Auburn Public Library services and programs (72%), and the availability of information on Parks and Recreation services and programs (72%). There were **no significant decreases in positive ratings** from 2017. All five items that were compared showed a **significant increase** in positive ratings from 2017: quality of the City’s social media (+10%), the quality of the City’s website (+9%), the availability of information on Parks and Recreation programs and services (+7%), the availability of information on City services and programs (+7%), and the quality of Open Line newsletter (+4%).

## Additional Findings

- Ninety-six percent (96%) of residents surveyed, *who had an opinion*, rated the City as an “excellent” or “good” place to raise children.
- Ninety-five percent (95%) of residents surveyed, *who had an opinion*, rated the City as an “excellent” or “good” place to live.
- There were no significant changes in the ratings of City leadership from 2017 to 2018. Most residents either gave positive or neutral ratings when asked to rate various items related to City Leadership.
- The primary sources that residents received information about City issues, services, and events were: word of mouth (57%), Open Line newsletter (54%), and the local newspaper (53%). Although most (57%) currently receive information from word of mouth residents would most prefer to receive information from the Open Line newsletter, local newspapers, and the City’s social media sites.
- Eighty-five percent (85%) of residents who had contacted the City during the past year felt it was either “very easy” (49%) or “somewhat easy” (36%) to contact the person they needed to reach.
- Seventy-nine percent (79%) of residents who contacted the City during the past year indicated the department they contacted was responsive to their issue, 17% indicated they were not responsive, and 4% did not provide a response.

## 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 61 of the 63 areas that were assessed, all 61 areas where the City of Auburn rated above the national average were significantly above the national average. Auburn rated below the national average in only two areas, both areas were significantly below the national average. The table below shows all the areas that were compared to the national average.

Comparing Auburn to the National Average				
Service	AUBURN	US	Difference	Category
<b>SIGNIFICANTLY ABOVE NATIONAL AVERAGE</b>				
Cleanup of debris/litter	80%	41%	39%	Code/Zoning Enforcement
Overall value received for city tax dollars/fees	74%	38%	36%	Perceptions
Quality of the city’s school system	91%	56%	35%	Major City Services
Overall quality of city services	83%	49%	34%	Perceptions
Maintenance of swimming pools	68%	35%	33%	Parks and Recreation
Recycling at city’s drop-off recycling center	76%	44%	32%	Garbage and Water
Utility Billing Office customer service	80%	48%	32%	Garbage and Water
As a place to work	82%	54%	28%	Quality of Life
Cleanup of large junk/abandoned vehicles	76%	48%	28%	Code/Zoning Enforcement
As a place to raise children	96%	68%	28%	Quality of Life
Quality of swimming pools	62%	35%	27%	Parks and Recreation
Quality of the city’s customer service	72%	47%	25%	Major City Services
Maintenance of city infrastructure	66%	41%	25%	Major City Services
As a place to live	95%	70%	25%	Quality of Life
Overall effectiveness of the City Manager	61%	37%	24%	City Leadership
Maintenance of sidewalks	70%	47%	23%	Maintenance
Yard waste removal service	84%	61%	23%	Garbage and Water
Mowing/trimming along streets and public areas	77%	54%	23%	Maintenance
Efforts to prevent crime	78%	56%	22%	Public Safety Services
Availability of info on City services/programs	68%	46%	22%	City Communication
Maintenance of walking trails	80%	59%	21%	Parks and Recreation
Police safety education programs	74%	54%	20%	Public Safety Services
Overall quality of leadership	60%	40%	20%	City Leadership
Overall cleanliness of streets and public areas	82%	62%	20%	Maintenance
Overall quality of police protection	90%	70%	20%	Public Safety Services
Water service	83%	63%	20%	Garbage and Water
Visibility of police in neighborhoods	79%	59%	20%	Public Safety Services
Maintenance of downtown Auburn	83%	63%	20%	Maintenance
Overall image of the city	84%	64%	20%	Perceptions
Residential garbage collection service	92%	73%	19%	Garbage and Water
Maintenance of streets	69%	50%	19%	Maintenance
Effectiveness of city’s communication with public	66%	47%	19%	Major City Services
Quality of parks and recreation services	82%	64%	18%	Major City Services
Visibility of police in retail areas	79%	61%	18%	Public Safety Services
Quality of youth athletic programs	77%	60%	17%	Parks and Recreation
Overall appearance of Downtown Auburn	67%	50%	17%	Development and Redevelopment
Police response time	81%	65%	16%	Public Safety Services
Quality of fire safety education programs	80%	65%	15%	Public Safety Services
Maintenance of traffic signals	86%	71%	15%	Maintenance
Overall quality of life in the city	88%	73%	15%	Perceptions



Comparing Auburn to the National Average - Continued				
Service	AUBURN	US	Difference	Category
<b>SIGNIFICANTLY ABOVE NATIONAL AVERAGE</b>				
Quality of police, fire, and ambulance services	91%	77%	14%	Major City Services
Quality of city library services	88%	74%	14%	Major City Services
Maintenance of parks	83%	70%	13%	Parks and Recreation
Quality of outdoor athletic fields	78%	65%	13%	Parks and Recreation
Collection of garbage, recycling and yard waste	82%	69%	13%	Major City Services
Level of public involvement in local decisions	46%	33%	13%	City Leadership
Maintenance of street signs	83%	71%	12%	Maintenance
Overall appearance of the city	73%	62%	11%	Perceptions
Overall quality of fire protection	94%	83%	11%	Public Safety Services
Enforcement of traffic laws	74%	64%	10%	Public Safety Services
Ease of registering for programs	72%	62%	10%	Parks and Recreation
Maintenance of community recreation centers	78%	68%	10%	Parks and Recreation
Enforcement of city codes and ordinances	62%	52%	10%	Major City Services
Adequacy of city street lighting	66%	56%	10%	Maintenance
Control of nuisance animals	64%	55%	9%	Code/Zoning Enforcement
Quality of the City's social media	65%	56%	9%	City Communication
Fire personnel emergency response time	92%	84%	8%	Public Safety Services
Quality of adult athletic programs	62%	54%	8%	Parks and Recreation
Quality of the City's website	70%	62%	8%	City Communication
Quality of local ambulance service	85%	80%	5%	Public Safety Services
Curbside recycling service overall	74%	69%	5%	Garbage and Water
<b>SIGNIFICANTLY BELOW NATIONAL AVERAGE</b>				
Flow of traffic and congestion management	42%	51%	-9%	Major City Services
The City's planning for future growth	38%	47%	-9%	Development and Redevelopment

## Trends

**Long-Term Trends:** Positive ratings for the City of Auburn improved or stayed the same in 70 of the 91 areas that were assessed in both 2006/2013 and 2018; 48 of these improvements were statistically significant. There were decreases in positive ratings in 21 of the 91 areas that were assessed in both 2006/2013 and 2018; nine of these decreases were statistically significant. When comparisons to the 2006 results were not available the results from the 2013 survey were used which is when the questions were first asked. The significant changes can be found below and on the following page.

Long-Term Trends - Change From 2018 & 2006/2013*				
By percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)				
Service	2018	2006/2013*	Change	Category
<b>SIGNIFICANT INCREASES</b>				
Maintenance of community recreation centers	78%	52%	26%	Parks and Recreation
Quality of community recreation centers	75%	52%	23%	Parks and Recreation
Maintenance of walking trails	80%	58%	22%	Parks and Recreation
Police safety education programs	74%	54%	20%	Public Safety Services
Maintenance of swimming pools	68%	48%	20%	Parks and Recreation
Visibility of police in retail areas	79%	60%	19%	Public Safety Services
Quality of fire safety education programs	80%	62%	18%	Public Safety Services
Visibility of police in neighborhoods	79%	61%	18%	Public Safety Services

### Long-Term Trends - Change From 2018 & 2006/2013\* - Continued

By percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)

Service	2018	2006/2013*	Change	Category
<b>SIGNIFICANT INCREASES</b>				
Enforcement of traffic laws	74%	58%	16%	Public Safety Services
Fire personnel emergency response time	92%	76%	16%	Public Safety Services
Overall appearance of Opelika Road	34%	18%*	16%	Development & Redevelopment
Quality of local ambulance service	85%	70%	15%	Public Safety Services
Quality of swimming pools	62%	48%	14%	Parks and Recreation
Maintenance of streets	69%	57%	12%	Maintenance
Redevelop abandoned/under-utilized properties	40%	28%*	12%	Development & Redevelopment
Fees charged for recreation programs	71%	60%	11%	Parks and Recreation
In City parks	77%	66%	11%	Feeling of Safety
Overall quality of fire protection	94%	83%	11%	Public Safety Services
Ease of pedestrian travel in Auburn	58%	47%	11%	Traffic Flow
Utility Billing Office customer service	80%	71%	9%	Garbage and Water
Efforts to prevent crime	78%	69%	9%	Public Safety Services
Quality of the city's website	70%	61%	9%	Communication
Residential garbage collection service	92%	84%	8%	Garbage and Water
Maintenance of street signs	83%	75%	8%	Maintenance
Overall cleanliness of streets/public areas	82%	74%	8%	Maintenance
Police response time	81%	73%	8%	Public Safety Services
Overall quality of police protection	90%	82%	8%	Public Safety Services
Ease of registering for programs	72%	65%	7%	Parks and Recreation
In commercial and retail areas	84%	77%	6%	Feeling of Safety
Quality of police, fire, & ambulance services	91%	85%	6%	Major City Services
Overall quality of City services	83%	77%	6%	Perceptions
Value received for your city tax dollars and fees	74%	68%	6%	Perceptions
Effectiveness of city's communication with public	66%	60%	6%	Major City Services
Yard waste removal service	84%	78%	6%	Garbage and Water
Maintenance of city infrastructure	66%	60%	6%	Major City Services
Enforcement of city codes & ordinances	62%	56%	6%	Major City Services
Maintenance of traffic signals	86%	80%	6%	Maintenance
Maintenance of sidewalks	70%	65%	5%	Maintenance
Quality of Open Line newsletter	78%	73%	5%	Communication
Availability of outdoor dining venues	50%	45%*	5%	Downtown
Quality of new retail development	61%	56%*	5%	Development & Redevelopment
In your neighborhood at night	89%	84%	5%	Feeling of Safety
Overall feeling of safety in Auburn	92%	87%	5%	Feeling of Safety
Water service	83%	78%	5%	Garbage and Water
Adequacy of city street lighting	66%	61%	5%	Maintenance
Maintenance of cemeteries	77%	73%	4%	Parks and Recreation
Control of nuisance animals	64%	60%*	4%	Code/Zoning Enforcement
Landscaping and green space	75%	71%*	4%	Downtown
<b>SIGNIFICANT DECREASES</b>				
Effectiveness of appointed boards/commissions	55%	59%	-4%	City Leadership
Quality of new industrial development	64%	69%*	-5%	Development & Redevelopment
Overall quality of leadership	60%	66%	-6%	City Leadership
Availability of parking	20%	26%*	-6%	Downtown
Cleanup of debris/litter	80%	86%*	-6%	Code/Zoning Enforcement
Effectiveness of the City Manager	61%	67%	-6%	City Leadership
Quality of new residential development	56%	65%*	-9%	Development & Redevelopment
Overall appearance of Downtown Auburn	67%	79%*	-12%	Development & Redevelopment
City's planning for future growth	38%	55%*	-17%	Development & Redevelopment

Percentages with an \* indicates that the question was first asked in 2013 and that there are no 2006 comparisons

**Short-Term Trends:** Positive ratings for the City of Auburn improved or stayed the same in 62 of the 109 areas that were assessed in both 2017 and 2018; 10 of these improvements were statistically significant. There were decreases in positive ratings in 47 of the 109 areas that were assessed in both 2017 and 2018; nine of these decreases were statistically significant. The significant changes can be found in the table below

<b>Short-Term Trends - Change From 2018 &amp; 2017</b>				
By percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)				
Service	2018	2017	Change	Category
<b>SIGNIFICANT INCREASES</b>				
Quality of the city's social media	65%	55%	10%	Communication
Material types accepted for recycling	67%	58%	9%	Garbage and Water
Quality of the city's website	70%	61%	9%	Communication
Availability of info on parks & rec pgrms/services	72%	65%	7%	Communication
Availability of info on city services & programs	68%	61%	7%	Communication
Ease of registering for programs	72%	66%	6%	Parks and Recreation
Curbside recycling service overall	74%	69%	5%	Garbage and Water
Fees charged for recreation programs	71%	67%	4%	Parks and Recreation
Quality of Open Line newsletter	78%	74%	4%	Communication
Quality of new industrial development	64%	60%	4%	Development & Redevelopment
<b>SIGNIFICANT DECREASES</b>				
Overall appearance of the City	73%	77%	-4%	Perceptions
Maintenance of streets	69%	73%	-4%	Maintenance
Overall appearance of Downtown Auburn	67%	71%	-4%	Development & Redevelopment
Ease of pedestrian travel in Auburn	58%	62%	-4%	Traffic Flow
City's planning for future growth	38%	43%	-5%	Development & Redevelopment
Cleanup of large junk/abandoned vehicles	76%	81%	-5%	Code/Zoning Enforcement
Cleanup of overgrown and weedy lots	57%	64%	-7%	Code/Zoning Enforcement
Availability of public event space	49%	58%	-9%	Downtown
Efforts to remove dilapidated structures	55%	65%	-10%	Code/Zoning Enforcement

## 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 3 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 on the following page:

- Flow of traffic and congestion management (IS Rating=0.3819)
- Maintenance of City infrastructure (IS Rating=0.1671)

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

2018 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
<b>Very Priority (IS &gt;.20)</b>						
Flow of traffic & congestion management	66%	1	42%	10	0.3819	1
<b>High Priority (IS .10-.20)</b>						
Maintenance of City infrastructure	49%	2	66%	8	0.1671	2
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of City codes & ordinances	20%	7	62%	9	0.0747	3
Effectiveness of City's communication with the public	21%	6	66%	7	0.0704	4
Quality of parks & recreation services	26%	5	82%	4	0.0467	5
Collection of garbage, recycling & yard waste	18%	8	82%	5	0.0326	6
Quality of City's school system	35%	3	91%	2	0.0317	7
Quality of police, fire, & ambulance services	28%	4	91%	1	0.0246	8
Quality of City's customer service	8%	9	72%	6	0.0225	9
Quality of City library services	7%	10	88%	3	0.0077	10

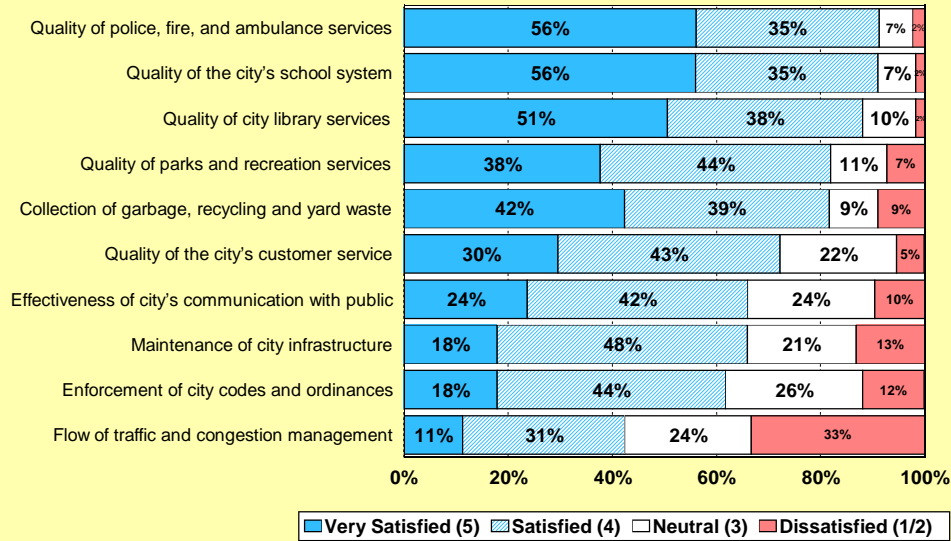
# Section 1

## *Charts and Graphs*

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## Q1. Overall Satisfaction With City Services by Major Category

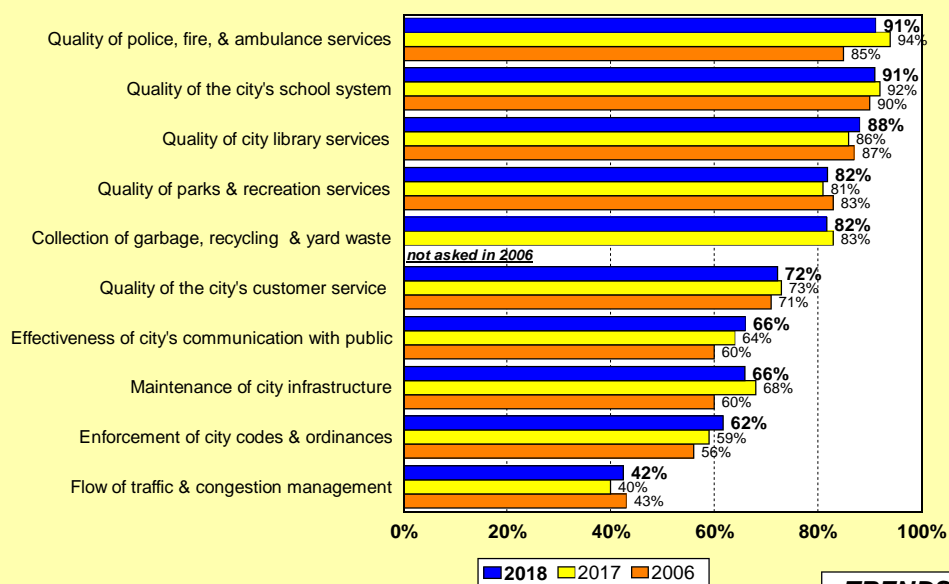
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

## TRENDS: Overall Satisfaction With City Services by Major Category (2006, 2017 & 2018)

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

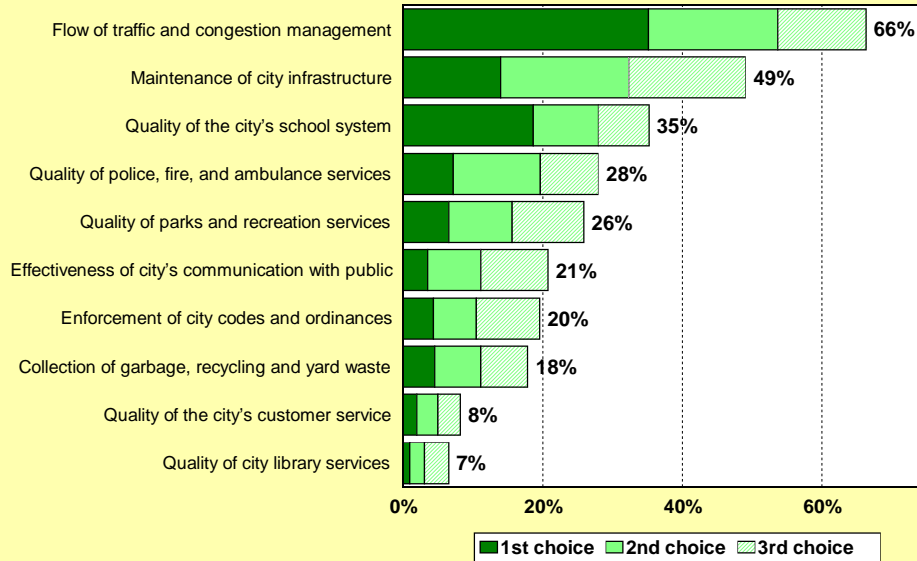


Source: ETC Institute (2018)

TRENDS

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

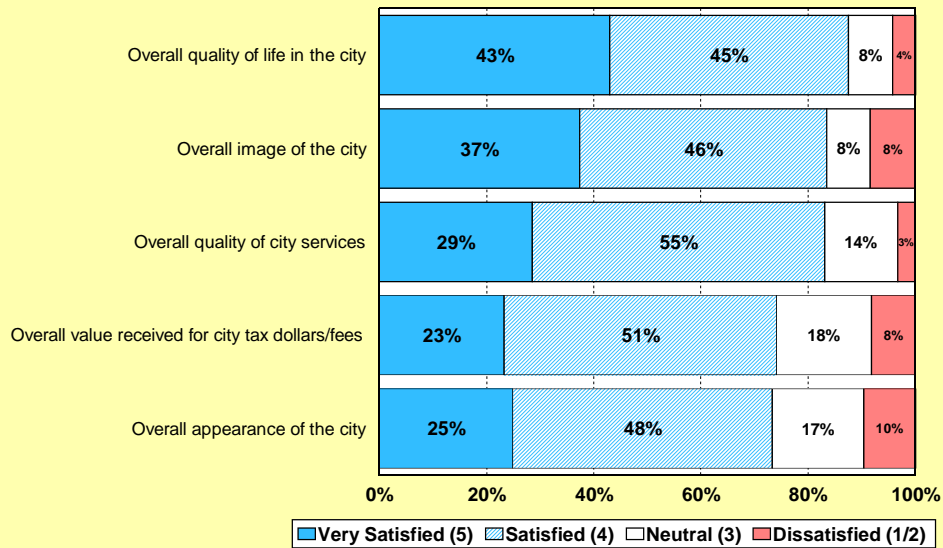
by percentage of residents surveyed who selected the item as one of their top three choices



Source: ETC Institute (2018)

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

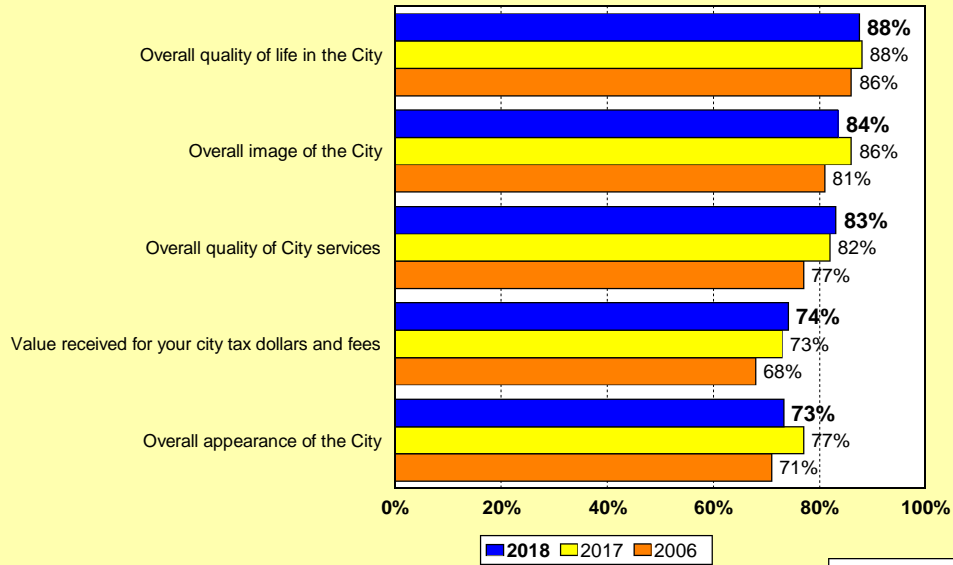
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### TRENDS: Overall Perceptions of the City of Auburn (2006, 2017 & 2018)

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

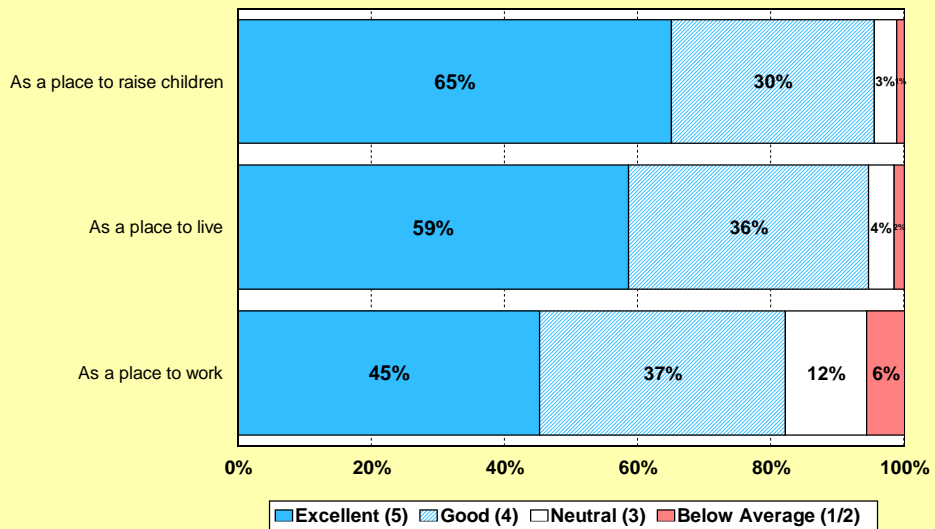


Source: ETC Institute (2018)

**TRENDS**

### 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)

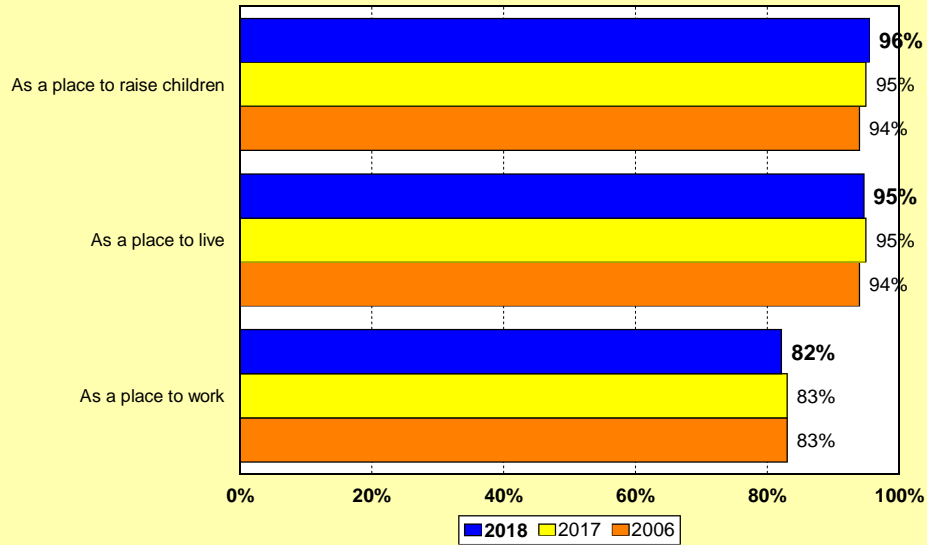


Source: ETC Institute (2018)



## TRENDS: Ratings of the Quality of Life in the City of Auburn (2006, 2017 & 2018)

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

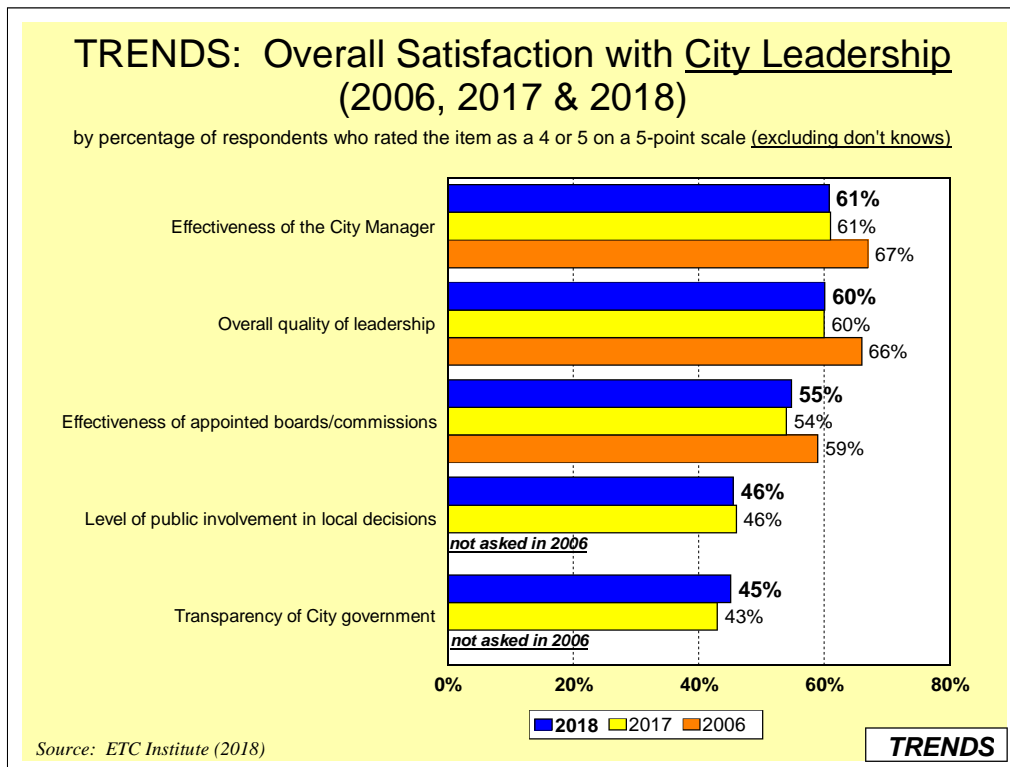
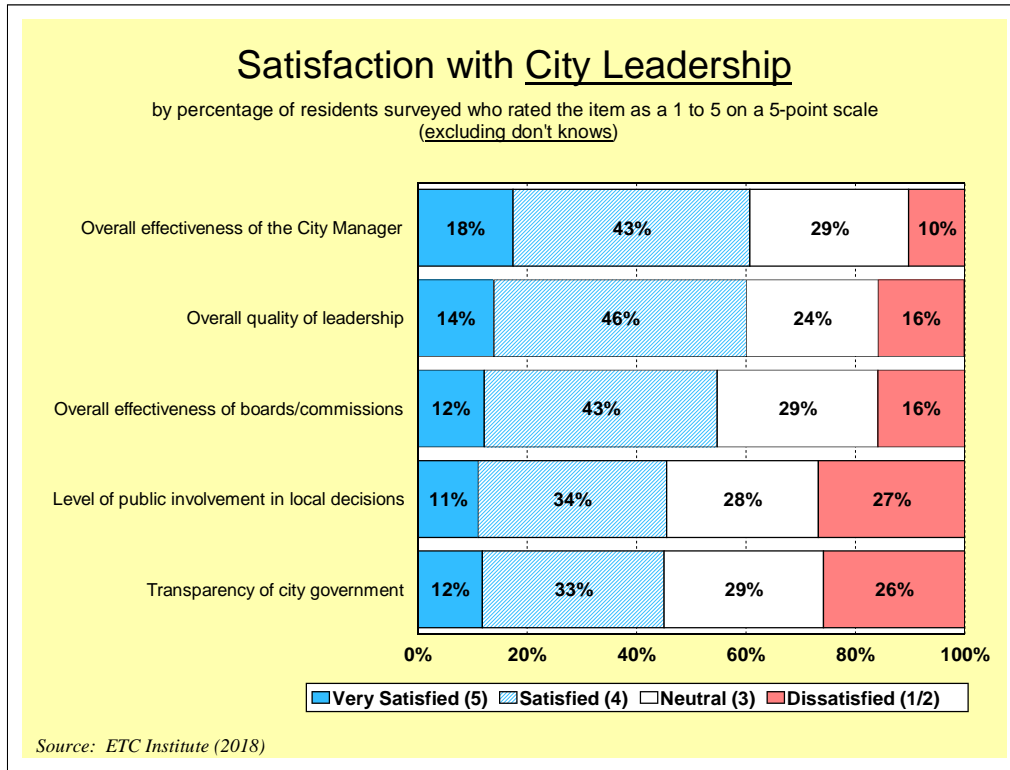


Source: ETC Institute (2018)

**TRENDS**

# CITY LEADERSHIP

Source: ETC Institute (2018)

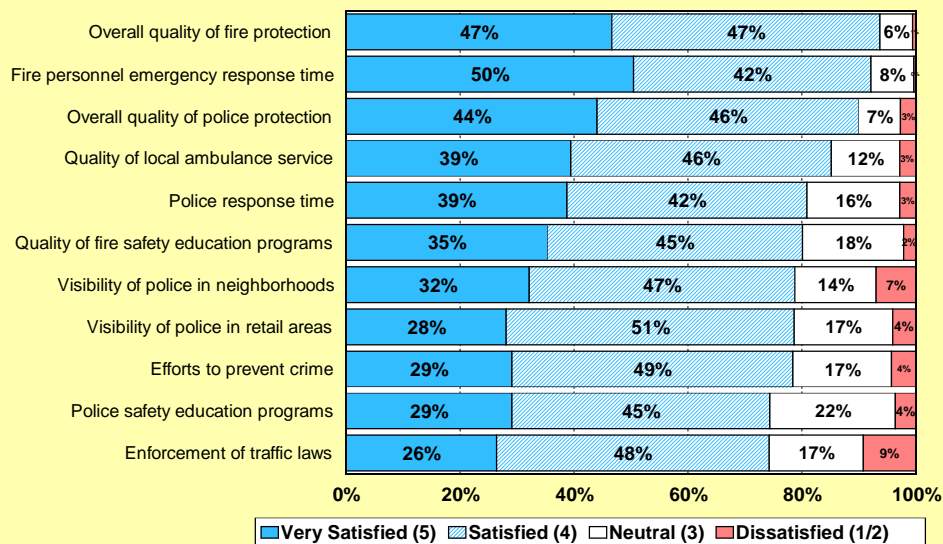


# PUBLIC SAFETY

Source: ETC Institute (2018)

## Q6. Satisfaction with Various Aspects of Public Safety

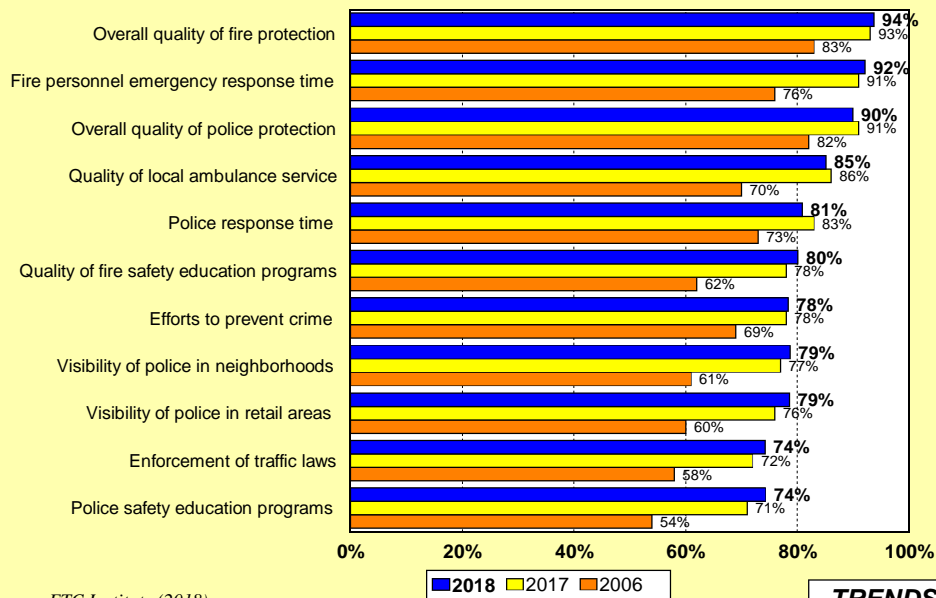
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale  
(excluding don't knows)



Source: ETC Institute (2018)

## TRENDS: Overall Satisfaction with Public Safety Services (2006, 2017 & 2018)

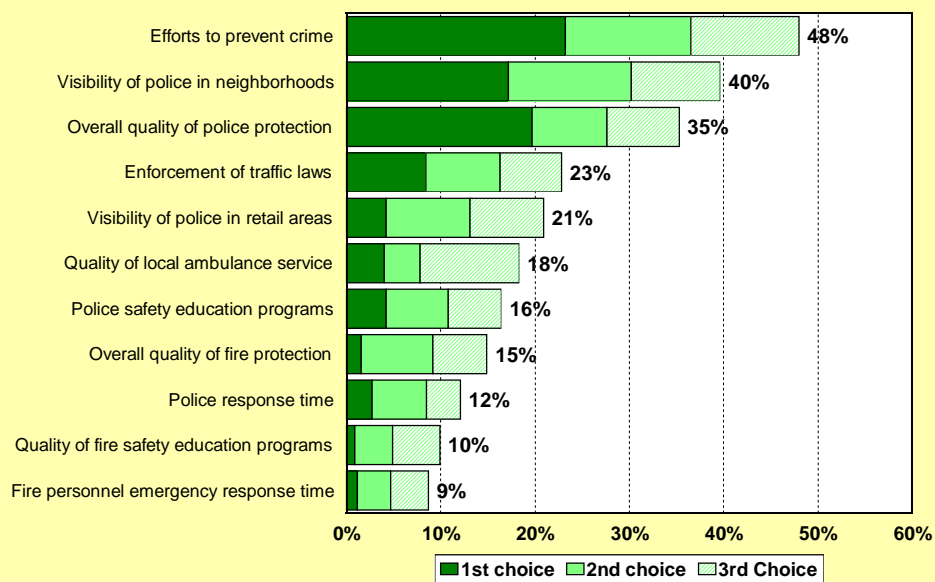
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



**TRENDS**

## Q7. 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

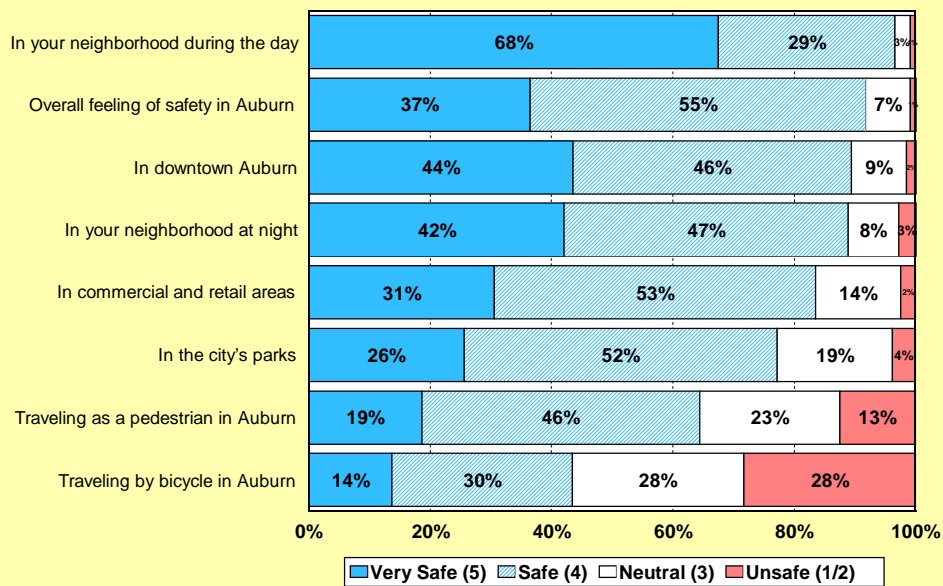


# FEELING OF SAFETY

Source: ETC Institute (2018)

## Q8. Feelings of Safety in Auburn

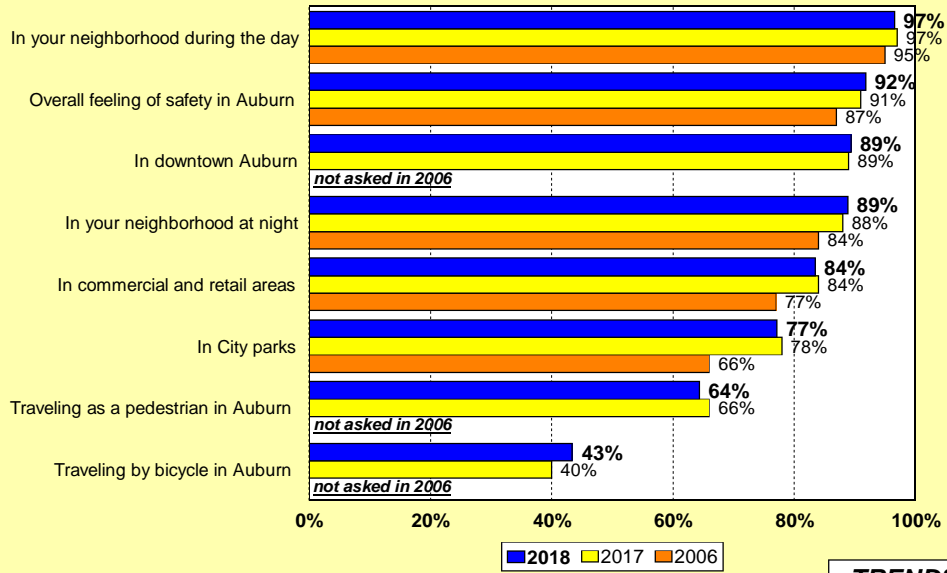
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale  
(excluding don't knows)



Source: ETC Institute (2018)

## TRENDS: Overall Feelings of Safety in the City of Auburn (2006, 2017 & 2018)

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

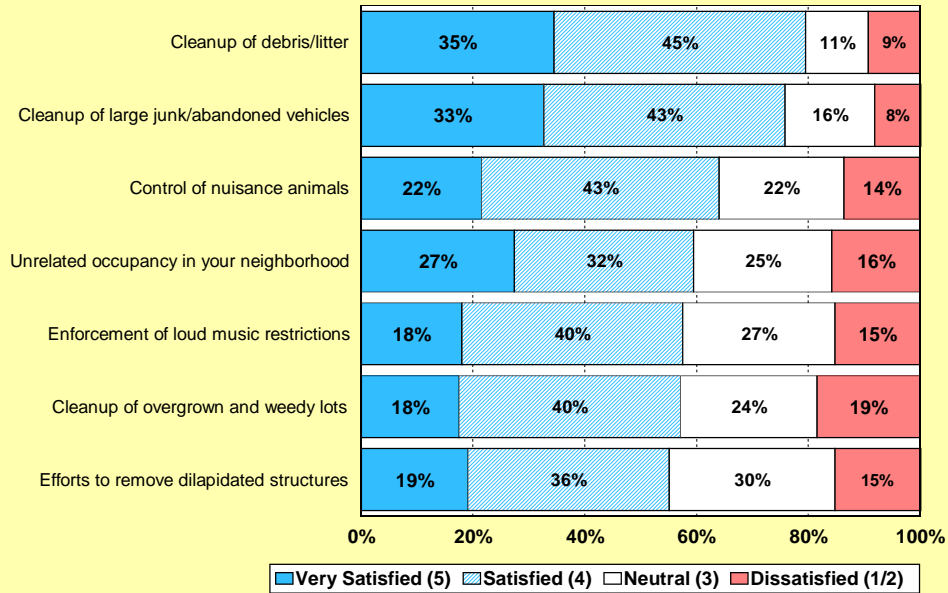


# CODE ENFORCEMENT

Source: ETC Institute (2018)

### Q9. Satisfaction with Code Enforcement

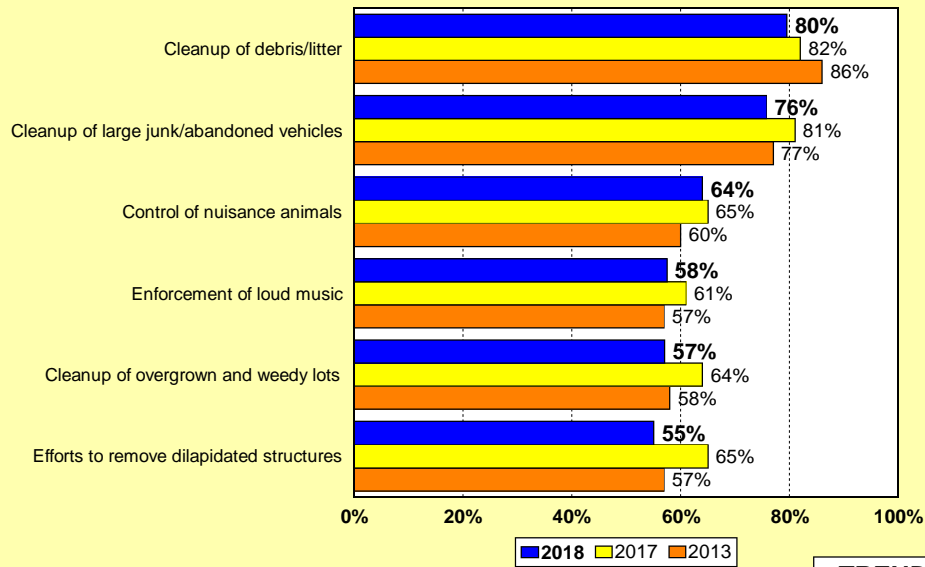
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### TRENDS: Overall Satisfaction with Enforcement of Codes and Ordinances (2013, 2017 & 2018)

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

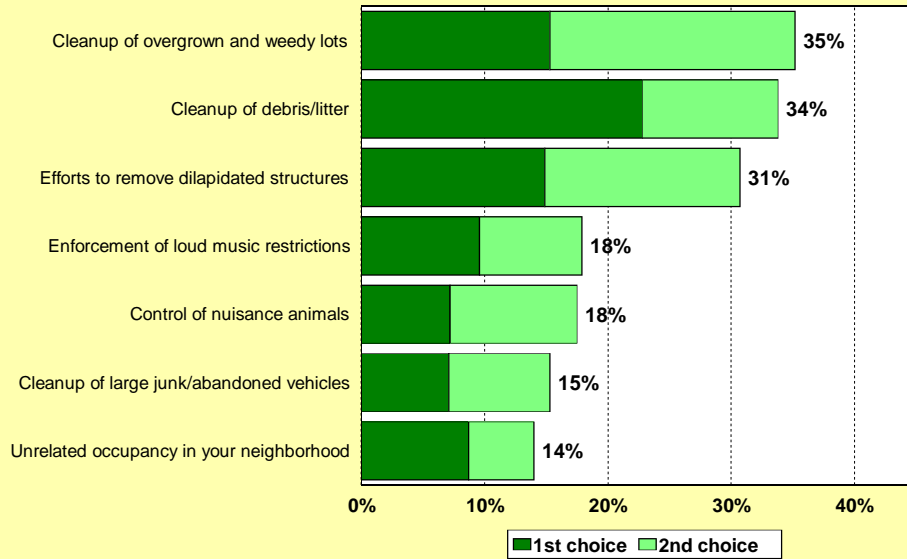


Source: ETC Institute (2018)

**TRENDS**

### Q10. Codes 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



Source: ETC Institute (2018)

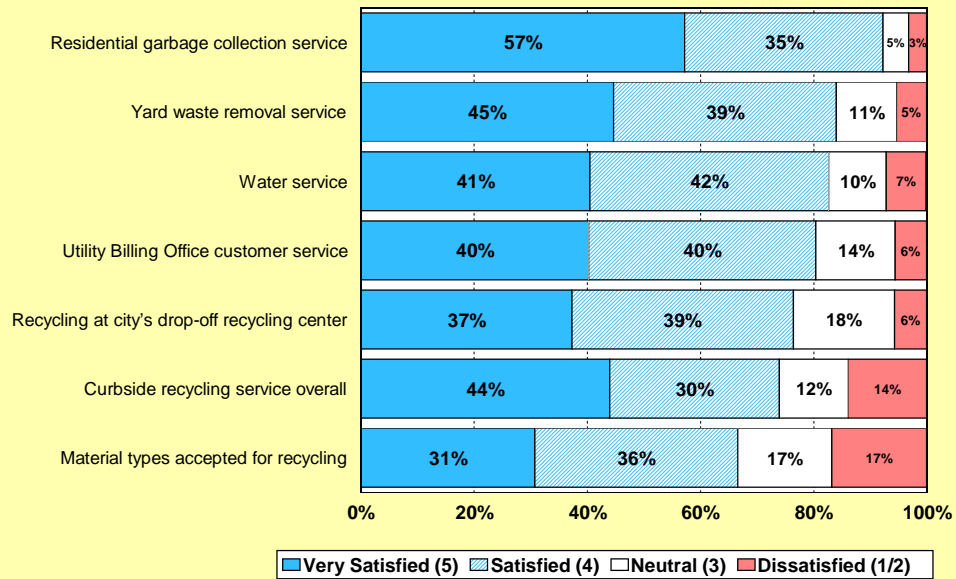
## GARBAGE and WATER SERVICES

Source: ETC Institute (2018)



### Q11. Satisfaction with Garbage and Water Services

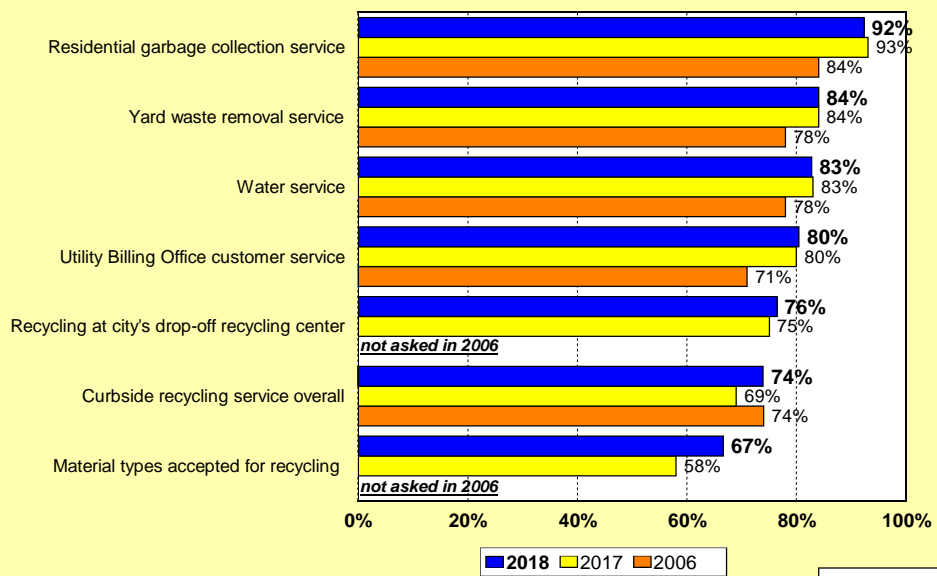
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale  
(excluding don't knows)



Source: ETC Institute (2018)

### TRENDS: Satisfaction with Garbage and Water Services (2006, 2017 & 2018)

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

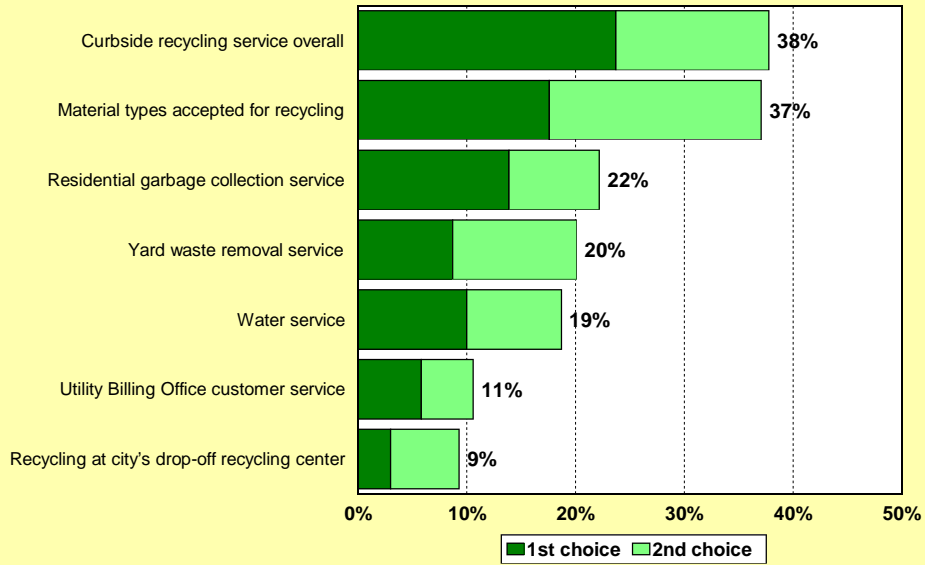


Source: ETC Institute (2018)

**TRENDS**

### Q12. Garbage 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



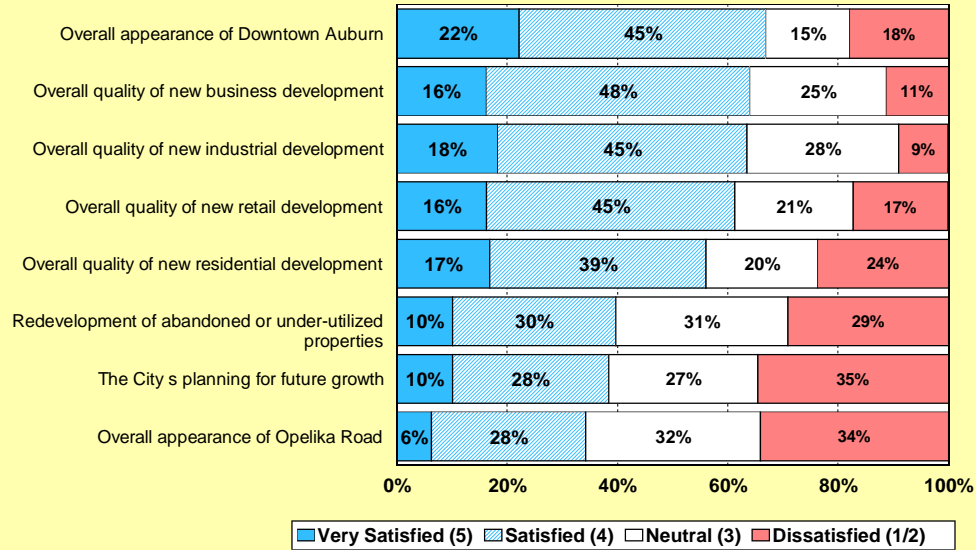
Source: ETC Institute (2018)

# DEVELOPMENT AND REDEVELOPMENT IN THE CITY

Source: ETC Institute (2018)

### Q13. Satisfaction with Various Aspects of Development and Redevelopment in the City

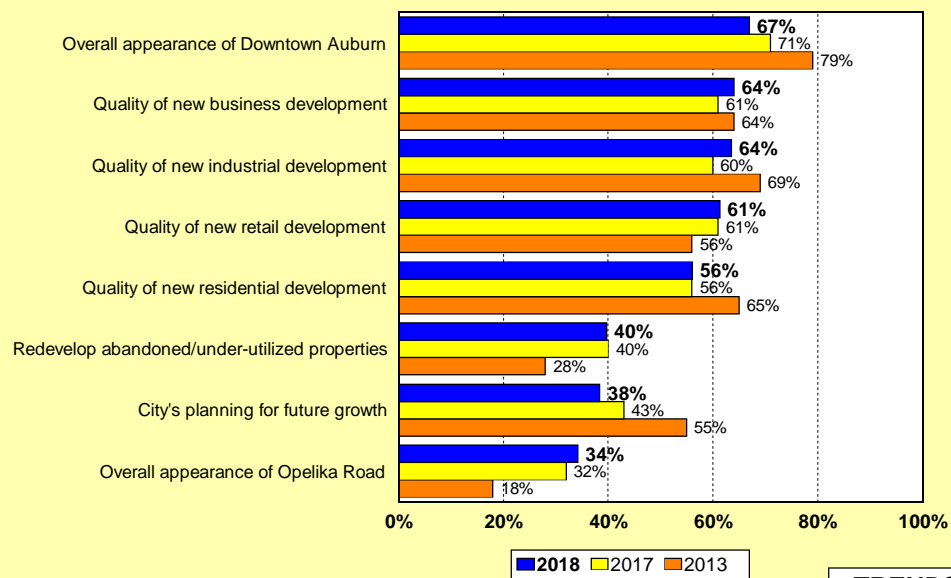
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### TRENDS: Overall Satisfaction with Development and Redevelopment in the City (2013, 2017 & 2018)

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



Source: ETC Institute (2018)

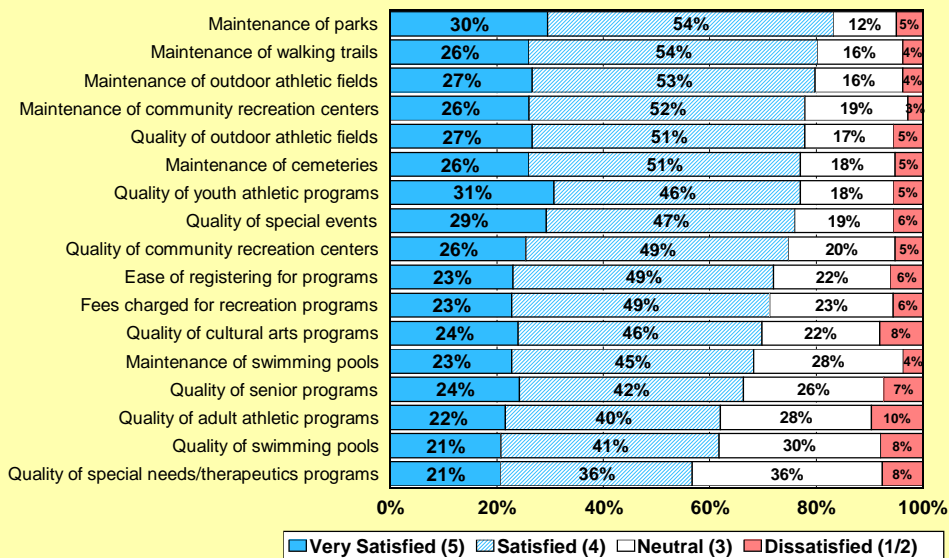
**TRENDS**

# PARKS & RECREATION

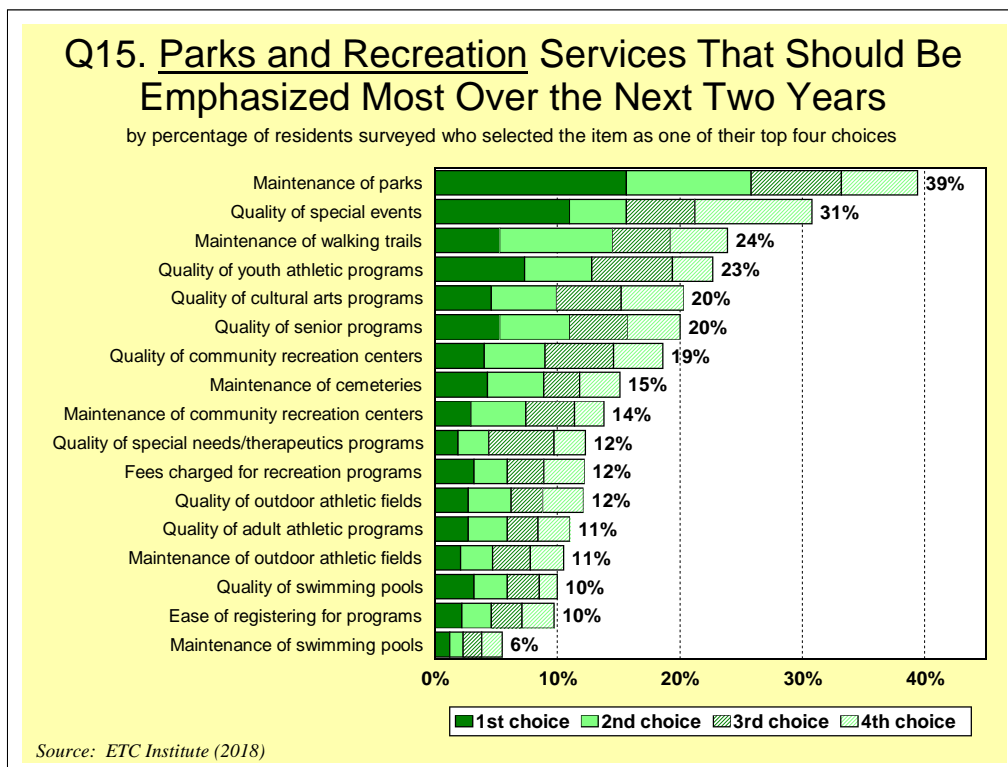
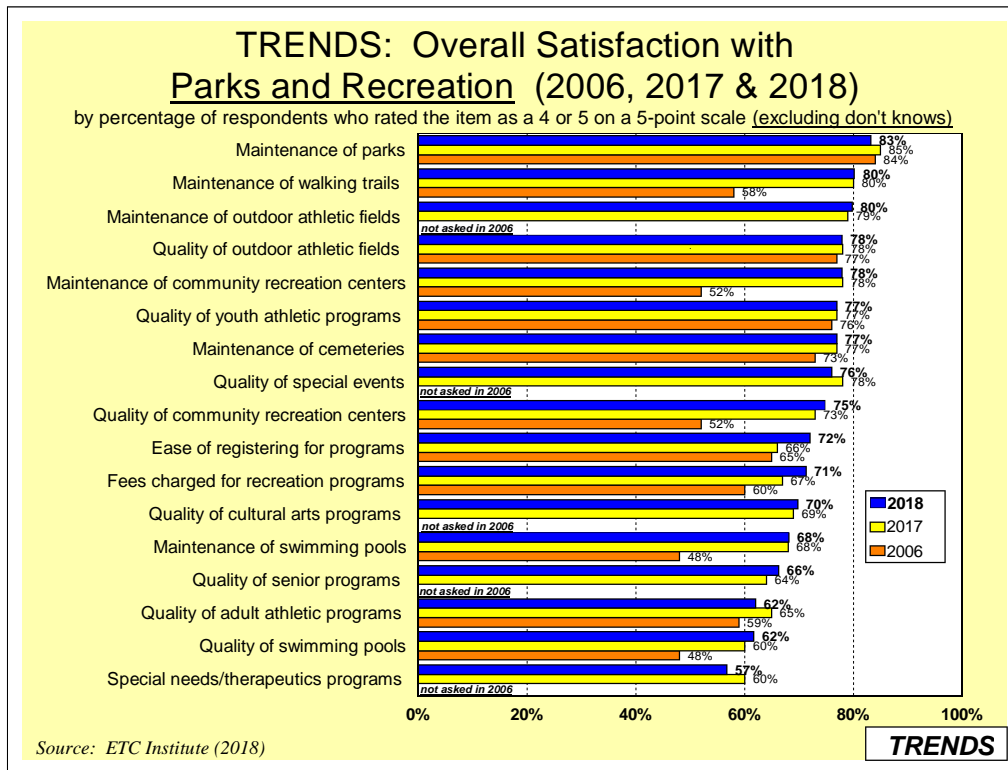
Source: ETC Institute (2018)

## Q14. Satisfaction with Various Aspects of 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)



Source: ETC Institute (2018)

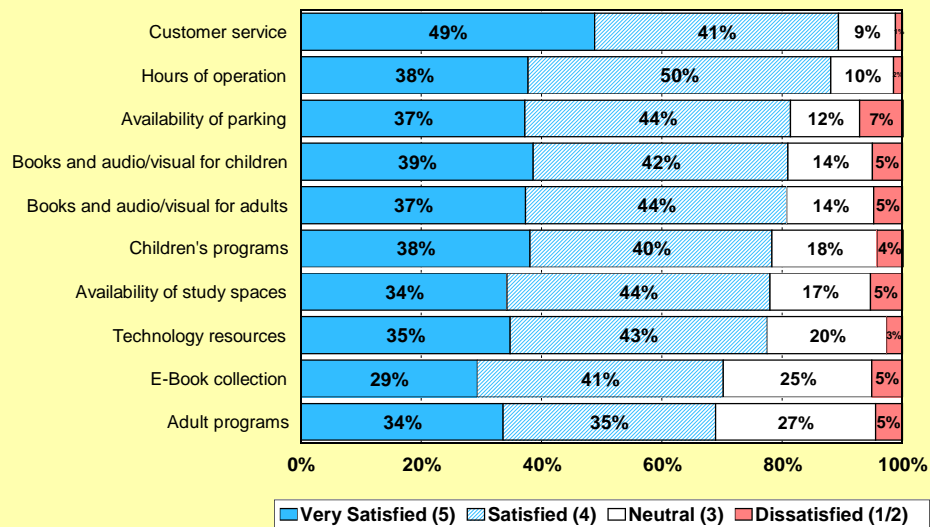


# LIBRARY SERVICES

Source: ETC Institute (2018)

## Q16. Satisfaction with Various Aspects of Library Service

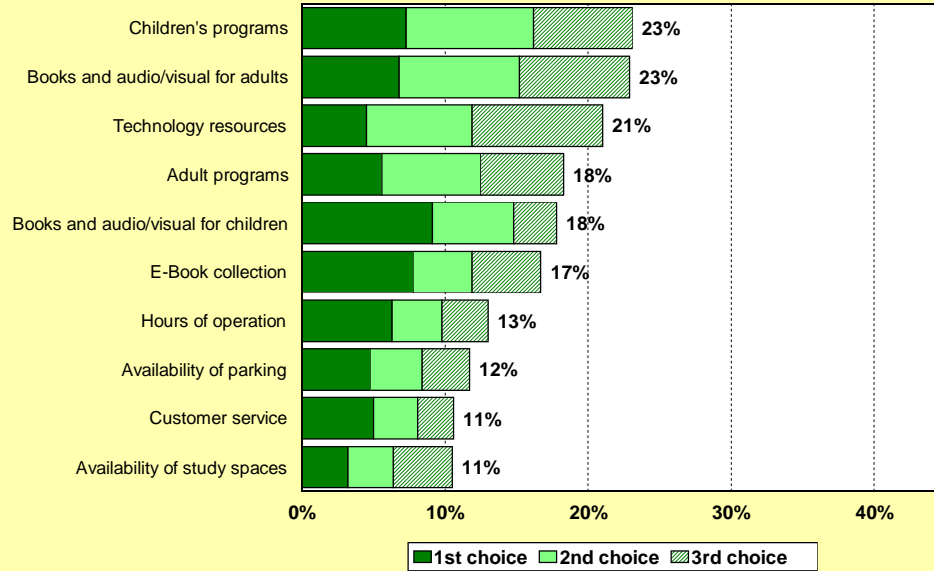
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q17. 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



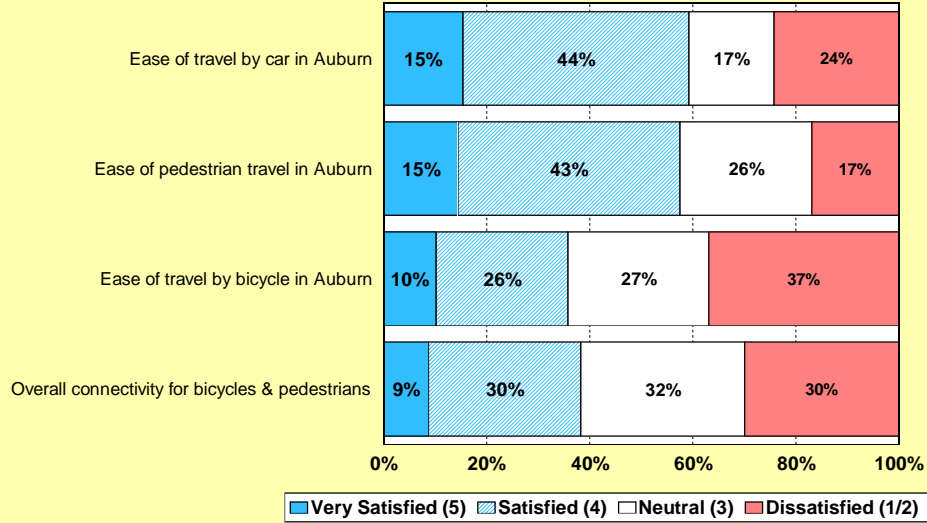
Source: ETC Institute (2018)

## TRAFFIC FLOW and TRANSPORTATION

Source: ETC Institute (2018)

### Q18. Satisfaction with Various Aspects of Traffic Flow and Transportation

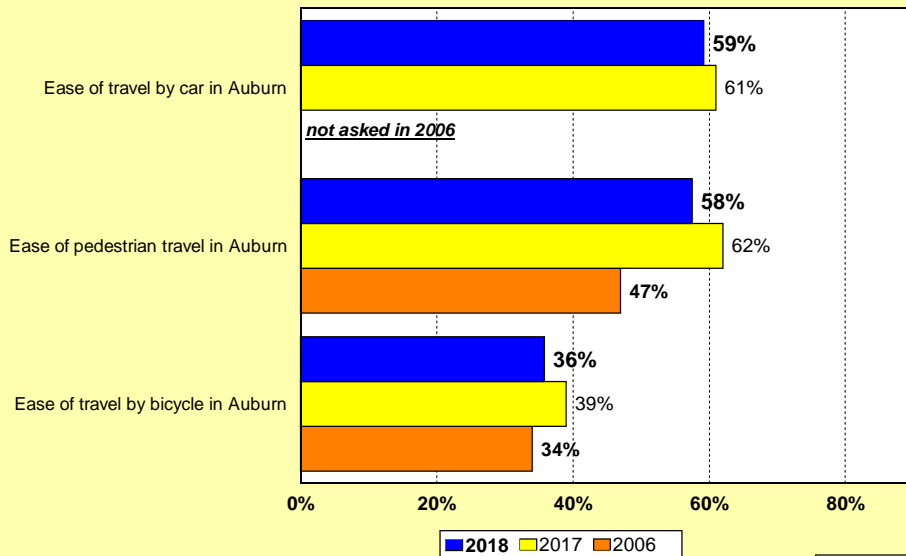
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### TRENDS: Overall Satisfaction with Traffic Flow and Transportation (2006, 2017 & 2018)

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



Source: ETC Institute (2018)

**TRENDS**

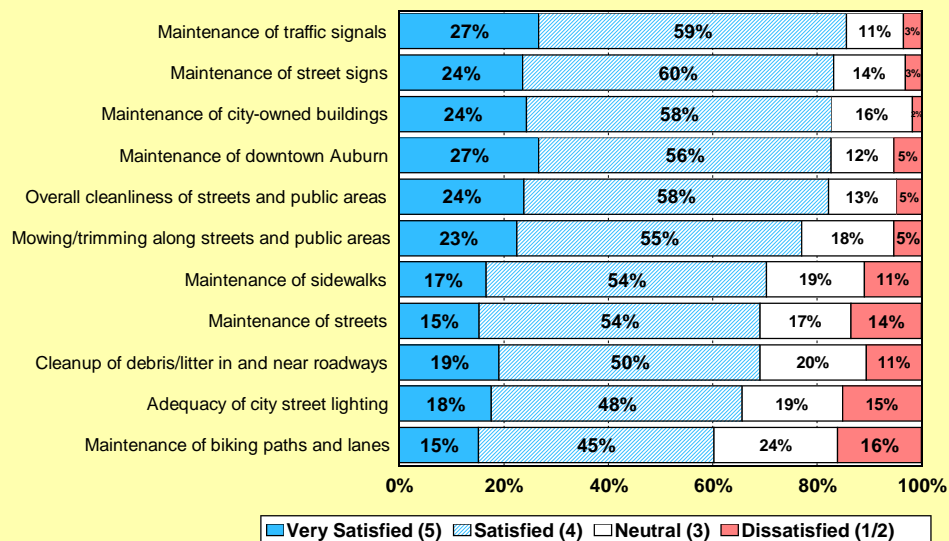


# CITY MAINTENANCE

Source: ETC Institute (2018)

## Q19. Satisfaction with Various Aspects of City Maintenance

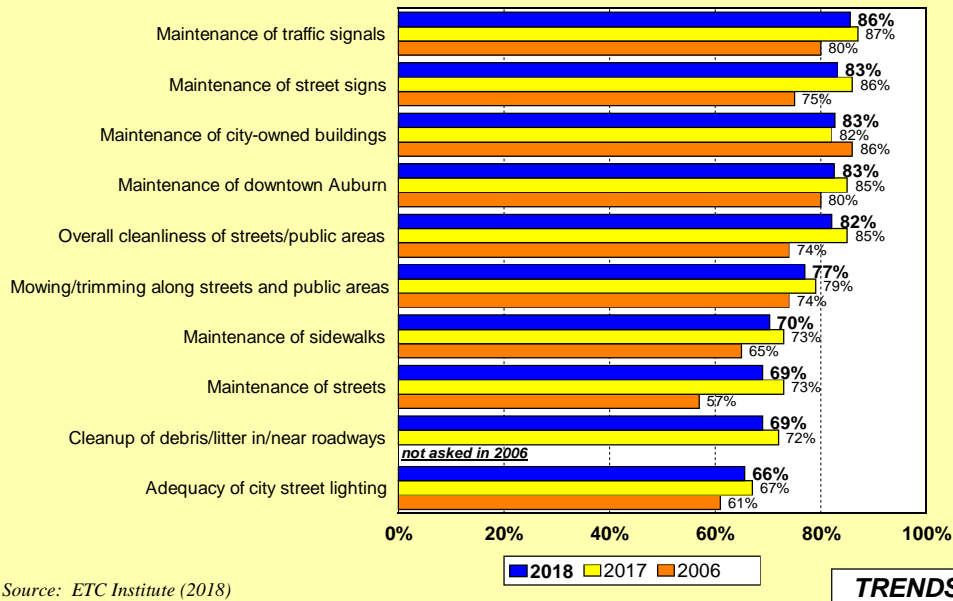
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale  
(excluding don't knows)



Source: ETC Institute (2018)

## TRENDS: Overall Satisfaction with City Maintenance (2006, 2017 & 2018)

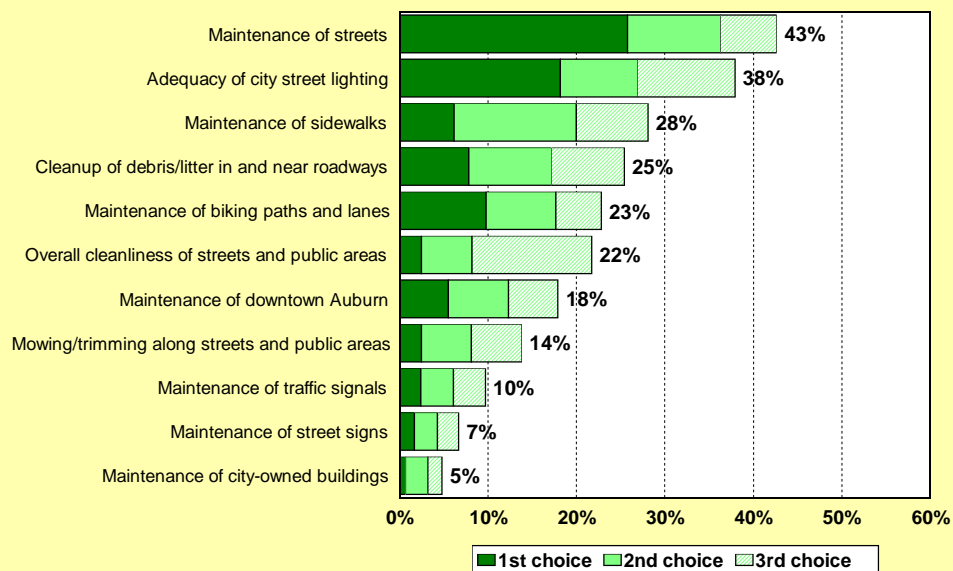
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



**TRENDS**

## Q20. 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 two choices

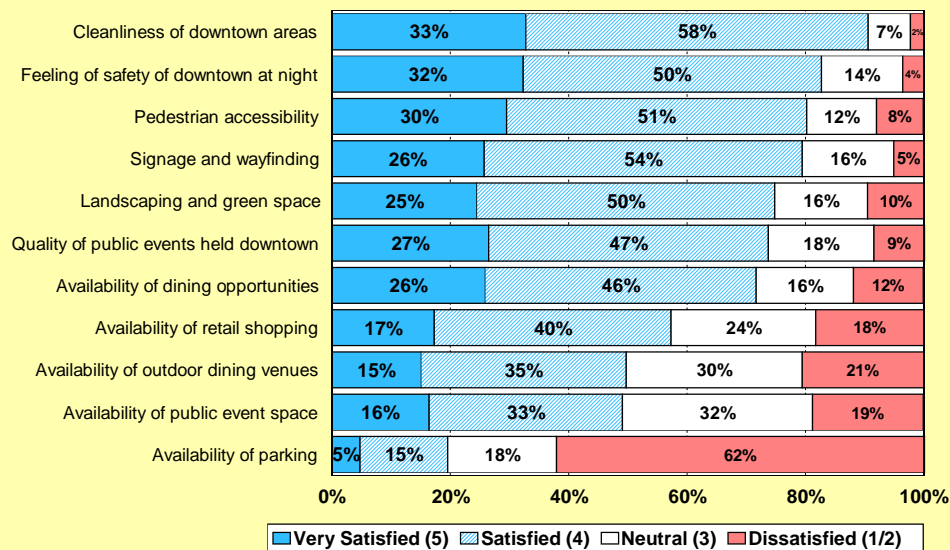


# DOWNTOWN AUBURN

Source: ETC Institute (2018)

## Q21. Satisfaction with Various Aspects of Downtown Auburn

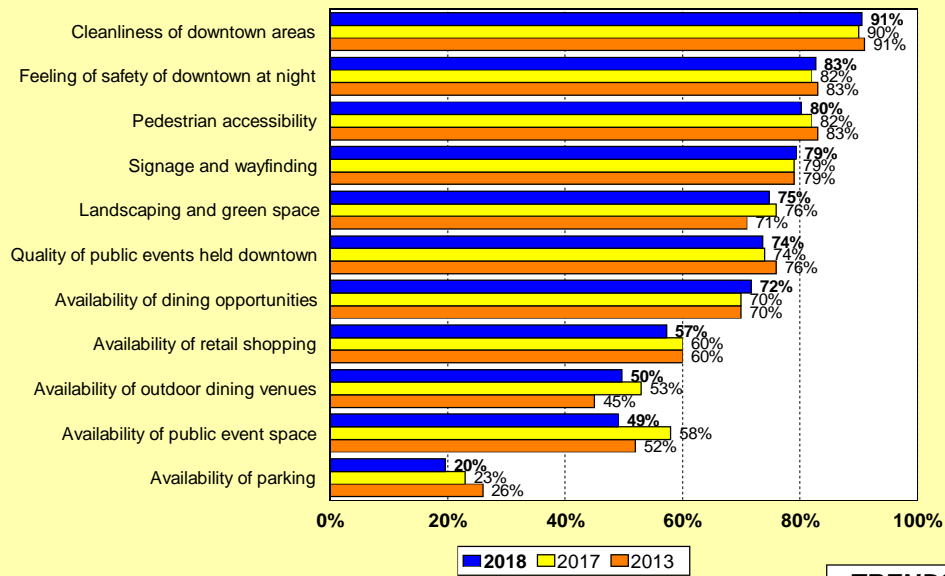
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

## TRENDS: Overall Satisfaction with Downtown Auburn (2013, 2017 & 2018)

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

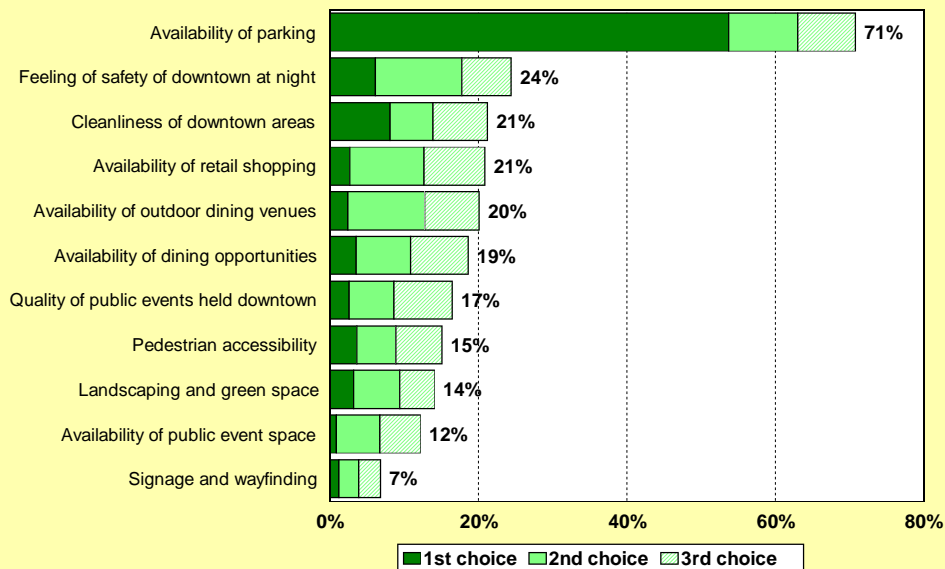


Source: ETC Institute (2018)

**TRENDS**

## Q22. 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



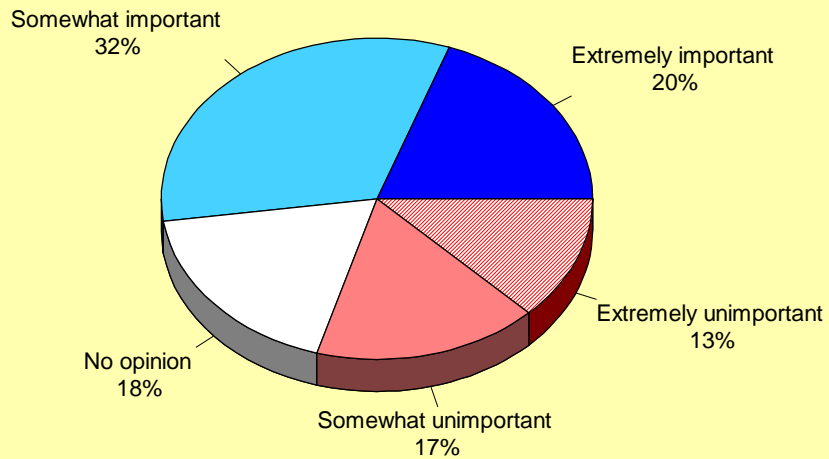
Source: ETC Institute (2018)

# Project or Initiative Priorities

Source: ETC Institute (2018)

## Q23. Importance of Implementing a Mass Transit System Compared to Other City Priorities

by percentage of residents surveyed



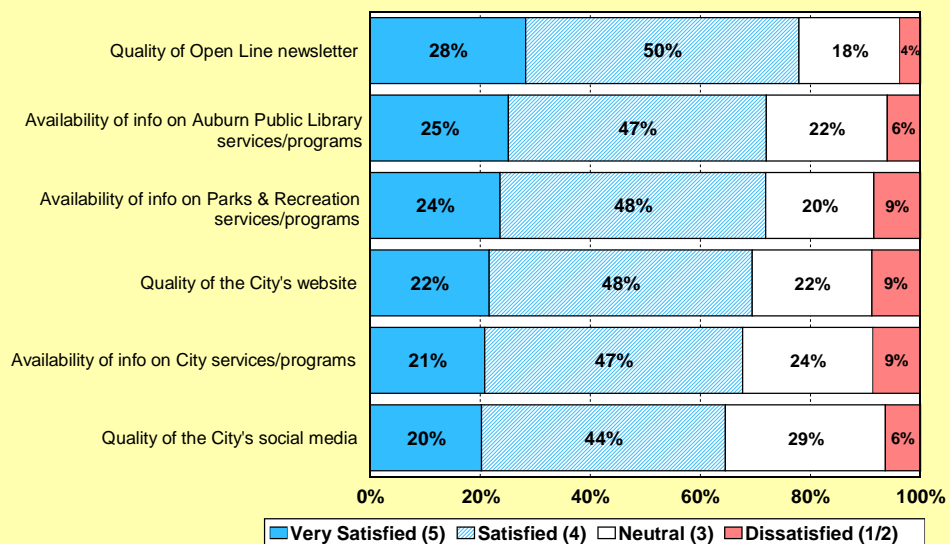
Source: ETC Institute (2018)

# CITY COMMUNICATION

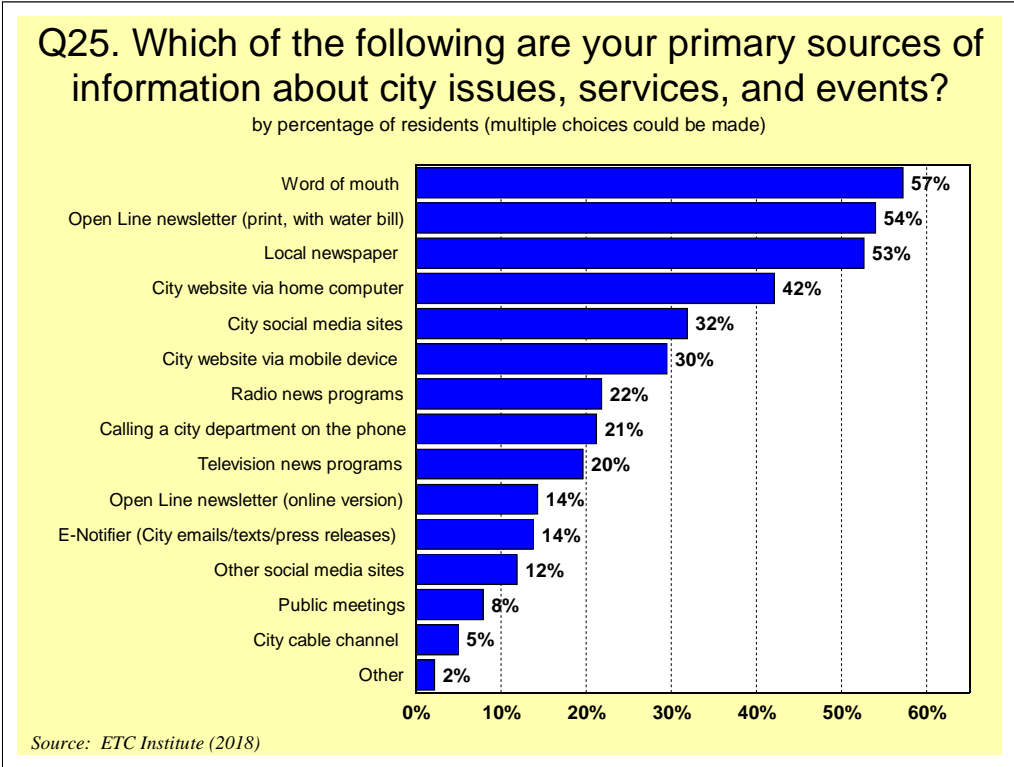
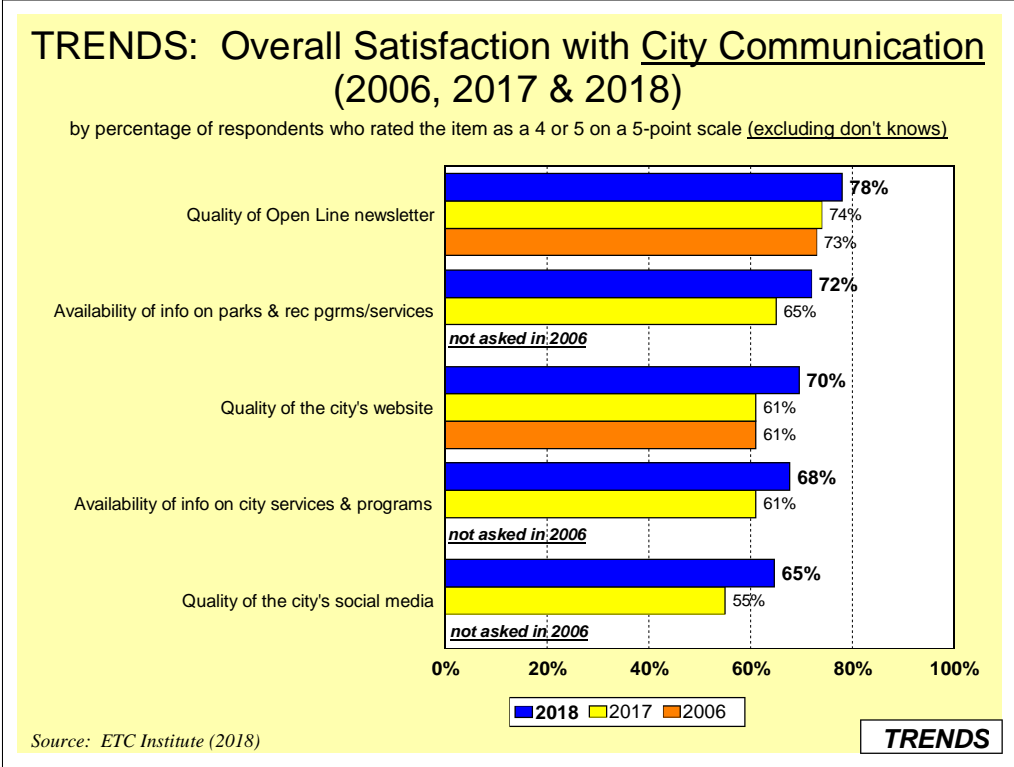
Source: ETC Institute (2018)

## Q24. Satisfaction with Various Aspects of 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)

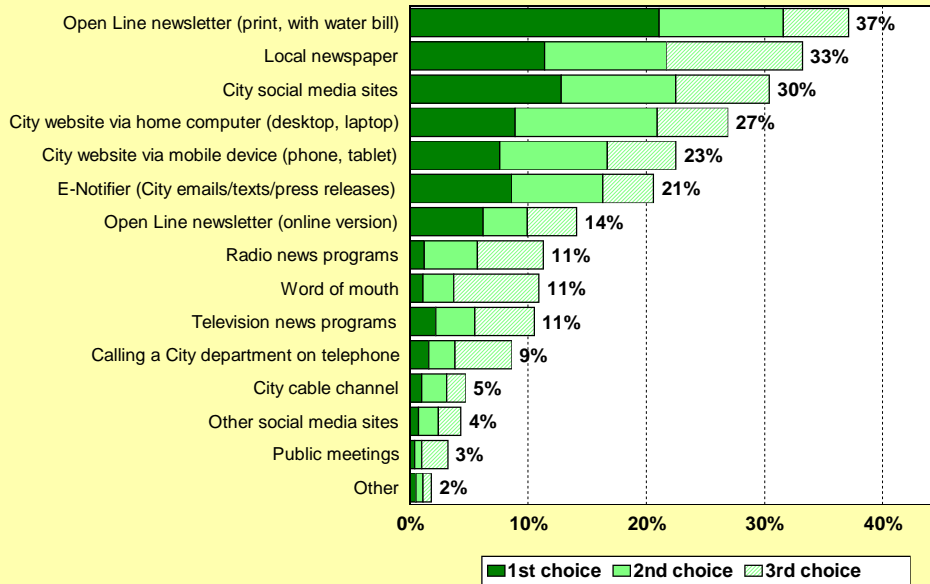


Source: ETC Institute (2018)



## Q26. Preferred Sources of Information

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



Source: ETC Institute (2018)

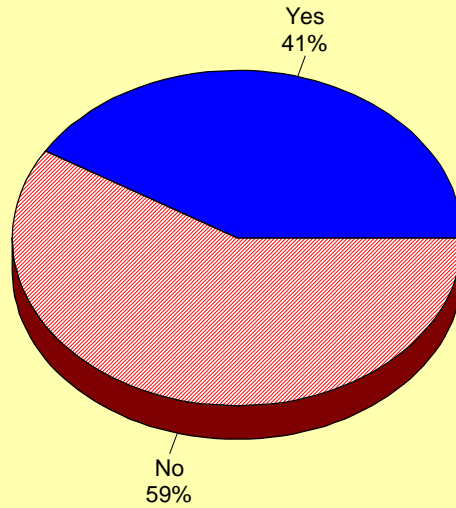
# CUSTOMER SERVICE

Source: ETC Institute (2018)



### Q27. Have you called or visited the City with a question, problem, or complaint during the past year?

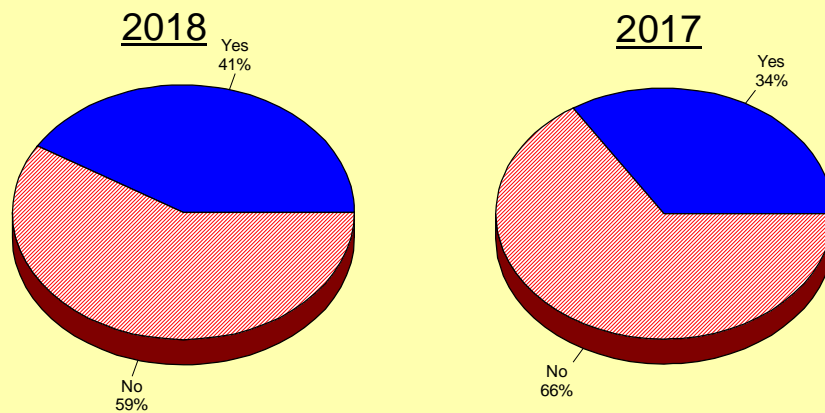
by percentage of residents surveyed



Source: ETC Institute (2018)

### TRENDS: Have you called or visited the City with a question, problem, or complaint during the past year? 2017 vs. 2018

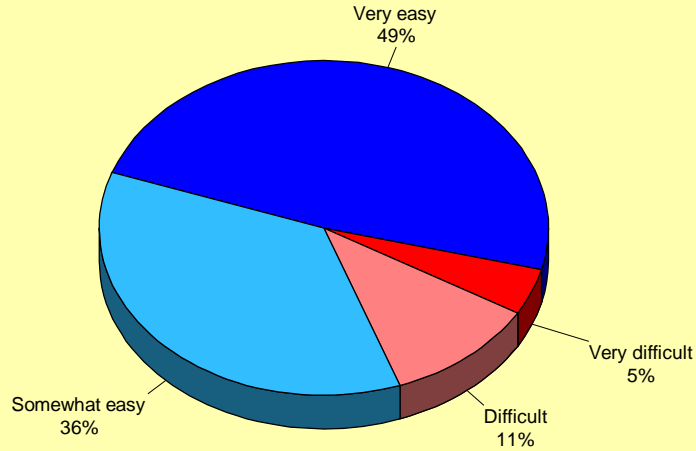
by percentage of residents surveyed



Source: ETC Institute (2018)

### Q27a. How easy was it to contact the person you needed to reach?

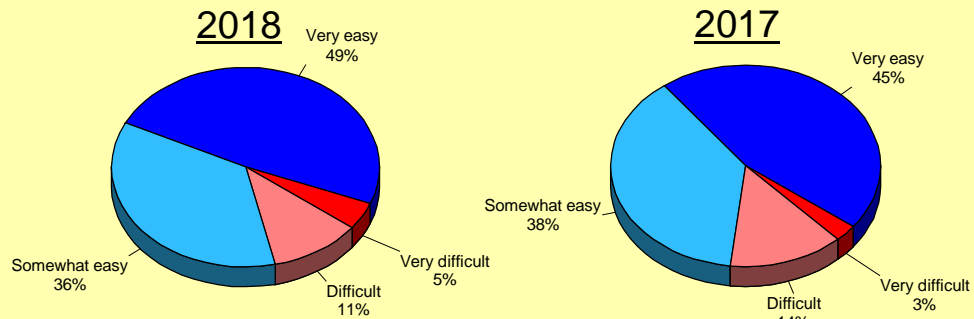
by percentage of respondents who contacted the City in the past year



Source: ETC Institute (2018)

### TRENDS: How easy was it to contact the person you needed to reach? (2017 vs. 2018)

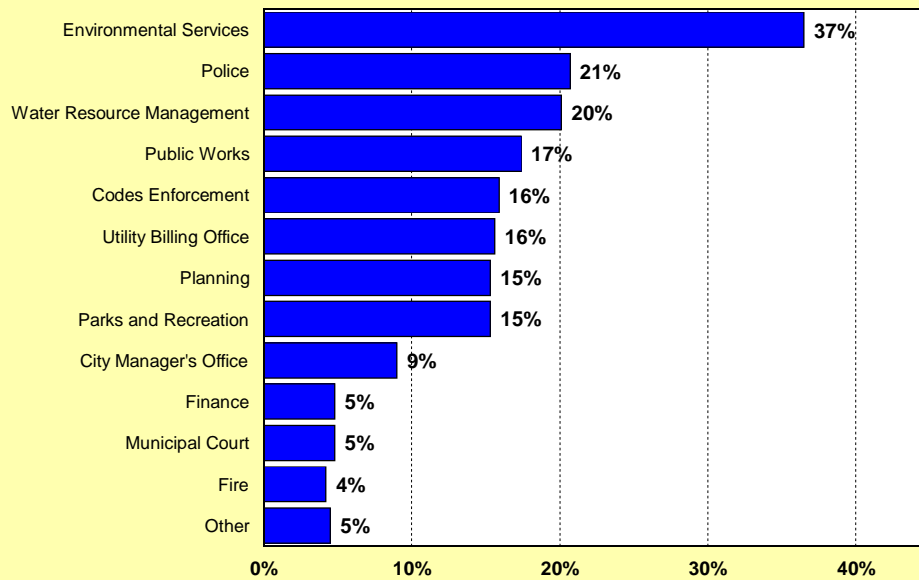
by percentage of respondents who contacted the City in the past year



Source: ETC Institute (2018)

### Q27b. What City department did you contact?

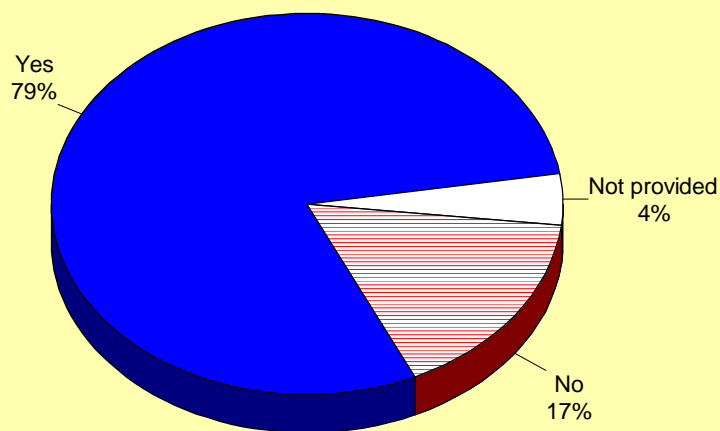
by percentage of respondents who contacted the City in the past year



Source: ETC Institute (2018)

### Q27c. Was the department you contacted responsive to your issue?

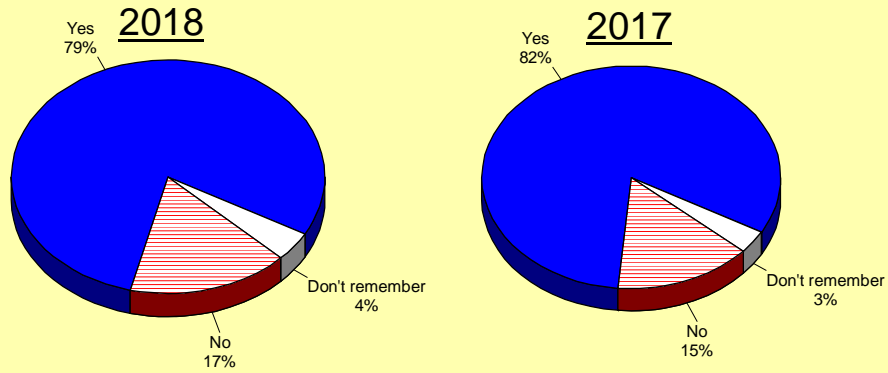
by percentage of respondents who contacted the City in the past year



Source: ETC Institute (2018)

## TRENDS: Was the department you contacted responsive to your issue? (2017 vs. 2018)

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



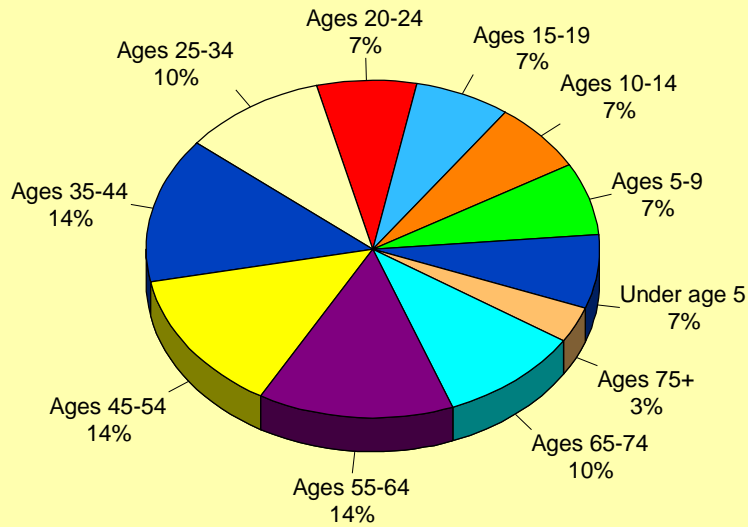
Source: ETC Institute (2018)

# DEMOGRAPHICS

Source: ETC Institute (2018)

### Q29. Demographics: Ages of Household Members

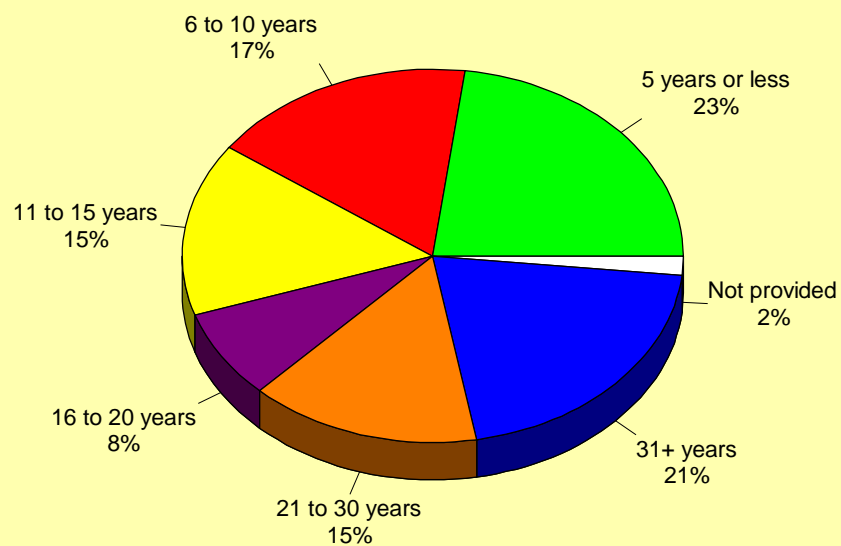
by percentage of residents in the household



Source: ETC Institute (2018)

### Q30. Demographics: How many years have you lived in the City of Auburn?

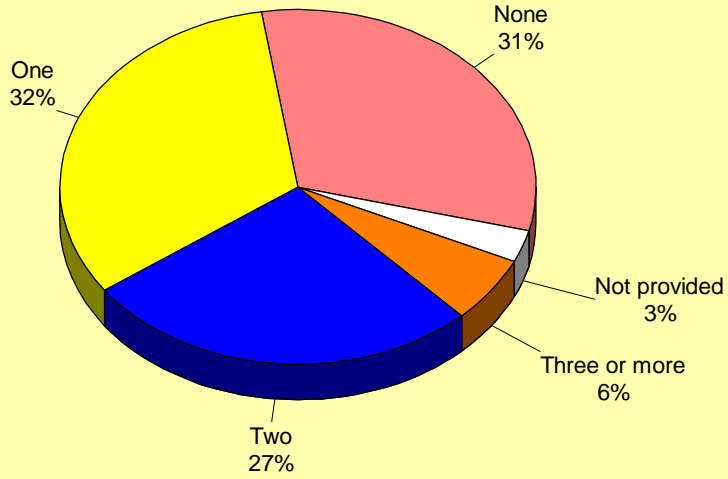
by percentage of residents surveyed



Source: ETC Institute (2018)

### Q31. Demographics: How many people in your household work within the Auburn City Limits?

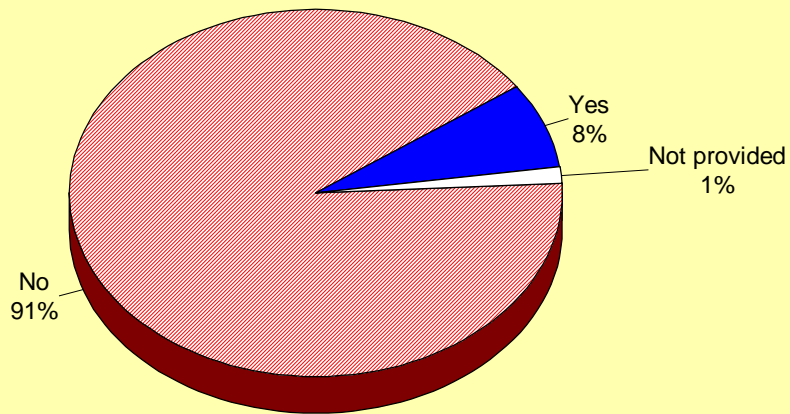
by percentage of residents surveyed



Source: ETC Institute (2018)

### Q32. Demographics: Are you a full time Auburn University student?

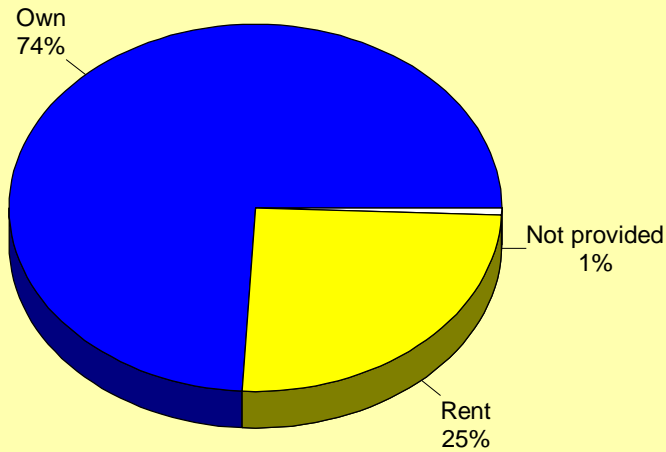
by percentage of residents surveyed



Source: ETC Institute (2018)

### Q33. Demographics: Do you own or rent your current residence?

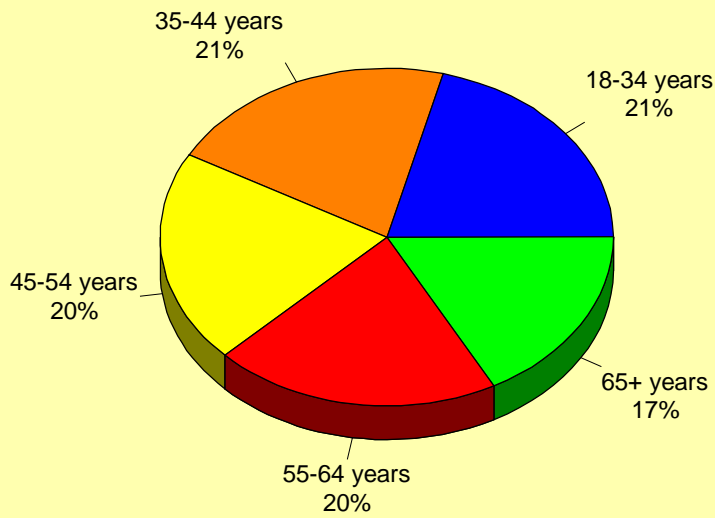
by percentage of residents surveyed



Source: ETC Institute (2018)

### Q34. Demographics: What is your age?

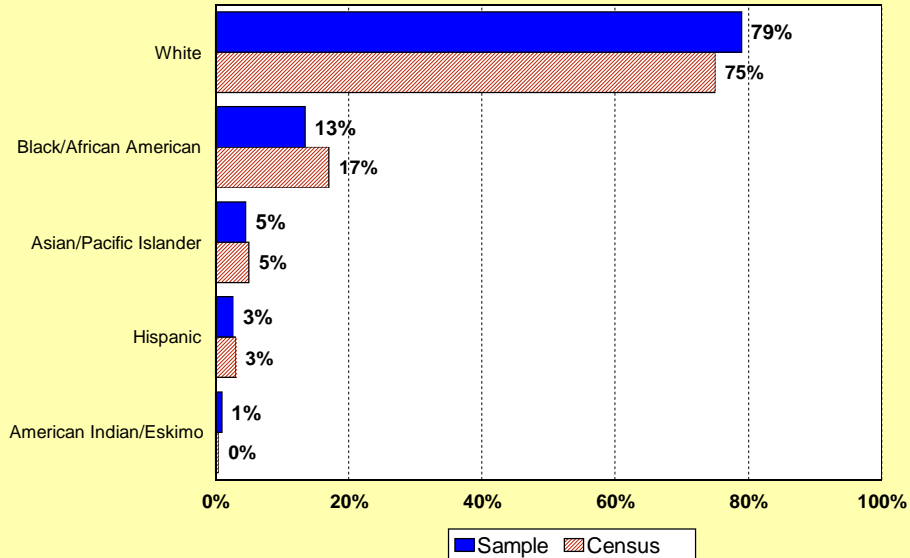
by percentage of residents surveyed



Source: ETC Institute (2018)

### Q35. Demographics: Which best describes your race/ethnicity?

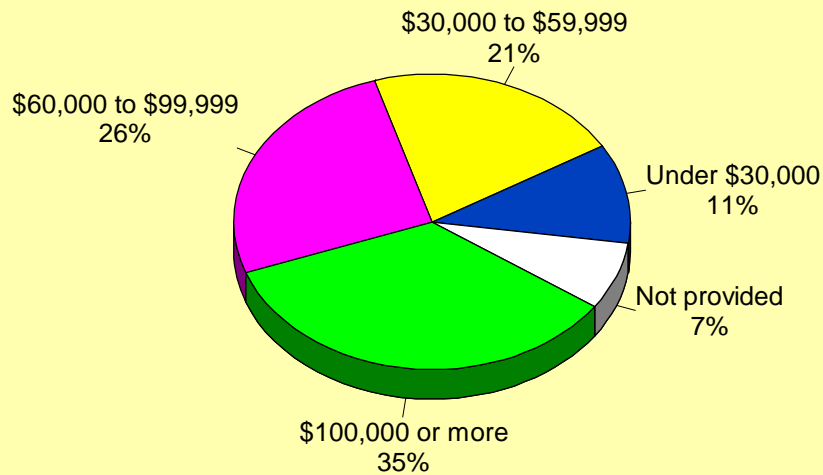
by percentage of residents surveyed (multiple choices could be made)



Source: ETC Institute (2018)

### Q36. Demographics: Total Annual Household Income

by percentage of residents surveyed

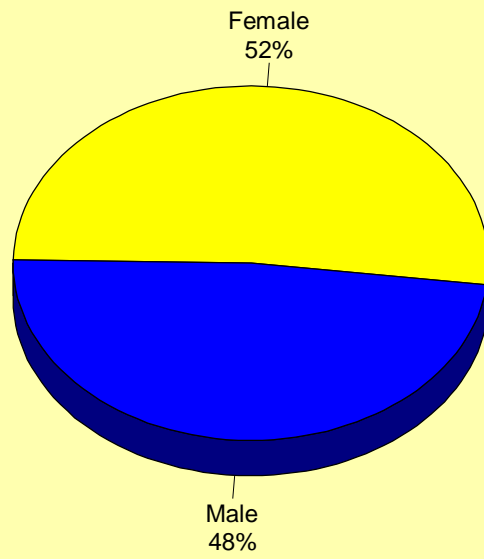


Source: ETC Institute (2018)



### Q37. Demographics: Gender of the Respondents

by percentage of residents surveyed



Source: ETC Institute (2018)

## **Section 2**

# ***Benchmarking Analysis***

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# Benchmarking Summary Report

## City of Auburn Citizen Survey

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 two sources: (1) a national survey that was administered by ETC Institute during the fall of 2017 to a random sample of more than 4,000 residents across the United States and (2) individual communities with a population of less than 200,000 where ETC Institute had administered the *DirectionFinder Survey* between January 2014 and December 2017; the communities included in this comparison are listed below.

- Auburn, AL
- Baytown, TX
- Bensenville, IL
- Blue Springs, MO
- Branson, MO
- Cedar Hill, TX
- Chapel Hill, NC
- Chickasha, OK
- Clayton, MO
- Cleveland Hts., OH
- Coffeyville, KS
- Columbia, MO
- Coral Springs, FL
- Creve Coeur, MO
- Davenport, IA
- Edgerton, KS
- Gardner, KS
- Gladstone, MO
- Glencoe, IL
- Glenview, IL
- Greenville, NC
- Hallandale Beach, FL
- High Point, NC
- Hyattsville, MD
- Independence, MO
- Johnston, IA
- Kennesaw, GA
- Kewanee, IL
- Kirkwood, MO
- Knoxville, IA
- Lawrence, KS
- Lawrenceburg, IN
- Lee's Summit, MO
- Lenexa, KS
- Manassas, VA
- McAllen, TX
- Miami Beach, FL
- Midwest City, OK
- Mission, KS
- Missouri City, TX
- Montrose, CO
- Mountain Brook, AL
- Naperville, IL
- Newport, RI
- Olathe, KS
- Oswego, IL
- Perryville, MO
- Pflugerville, TX
- Pinecrest, FL
- Pinehurst, NC
- Pitkin County, CO
- Pleasant Hill, IA
- Portland, TX
- Pueblo, CO
- Raymore, MO
- Rifle, CO
- Rio Blanco, CO
- Riverside, MO
- Roeland Park, KS
- Rolla, MO
- Round Rock, TX
- San Marcos, TX
- Schertz, TX
- Shawnee, KS
- Shoreline, WA
- Spring Hill, KS
- St. Joseph, MO
- Sugar Land, TX
- Tamarac, FL
- Tyler, TX
- Washougal, WA
- Wauwatosa, WI
- Wentzville, MO
- West Des Moines, IA
- Westlake, TX
- Wilmington, NC



## Interpreting the Charts

**National Benchmarks.** The first set of charts on the following pages show how the overall results for Auburn compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents.

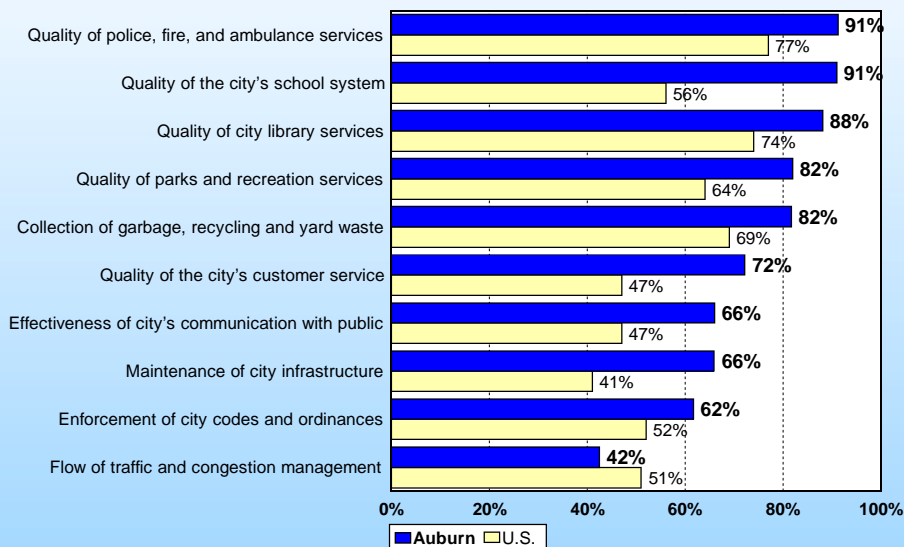
**Performance Ranges.** The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for these communities. The actual ratings for Auburn are listed to the right of each chart. The dot on each bar shows how the results for Auburn compare to the other communities with a population of less than 200,000 where the DirectionFinder® survey has been administered since 2014.

# 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.

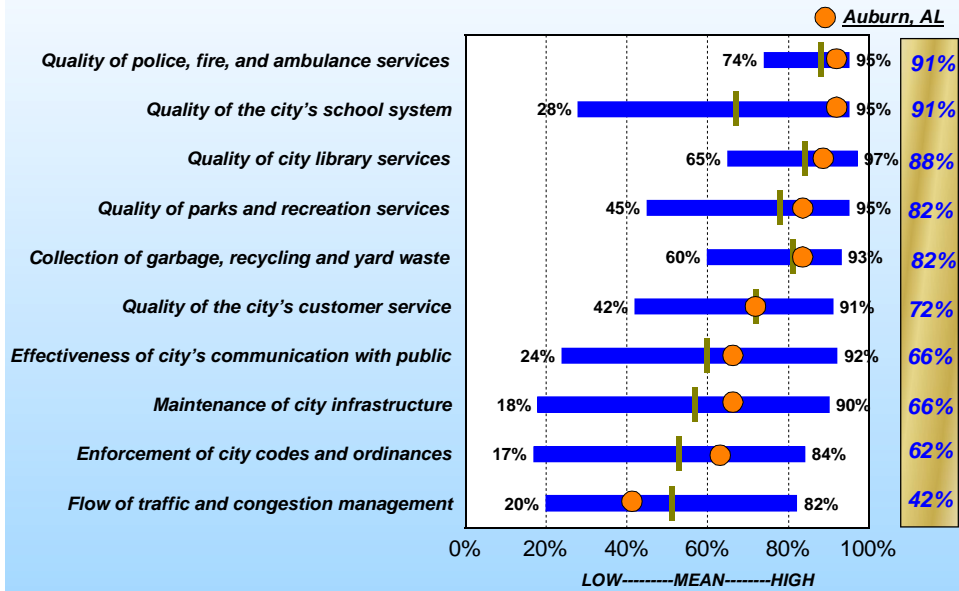
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

### Overall Satisfaction with Major City Services

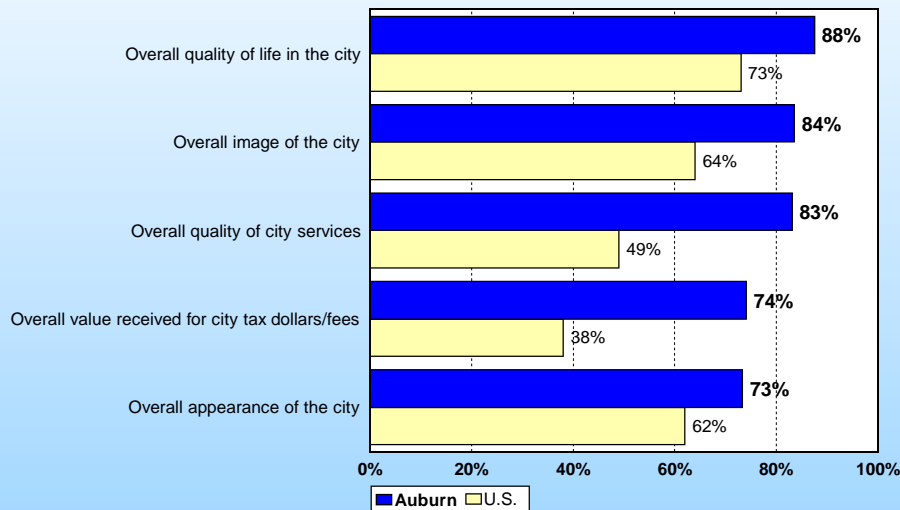
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



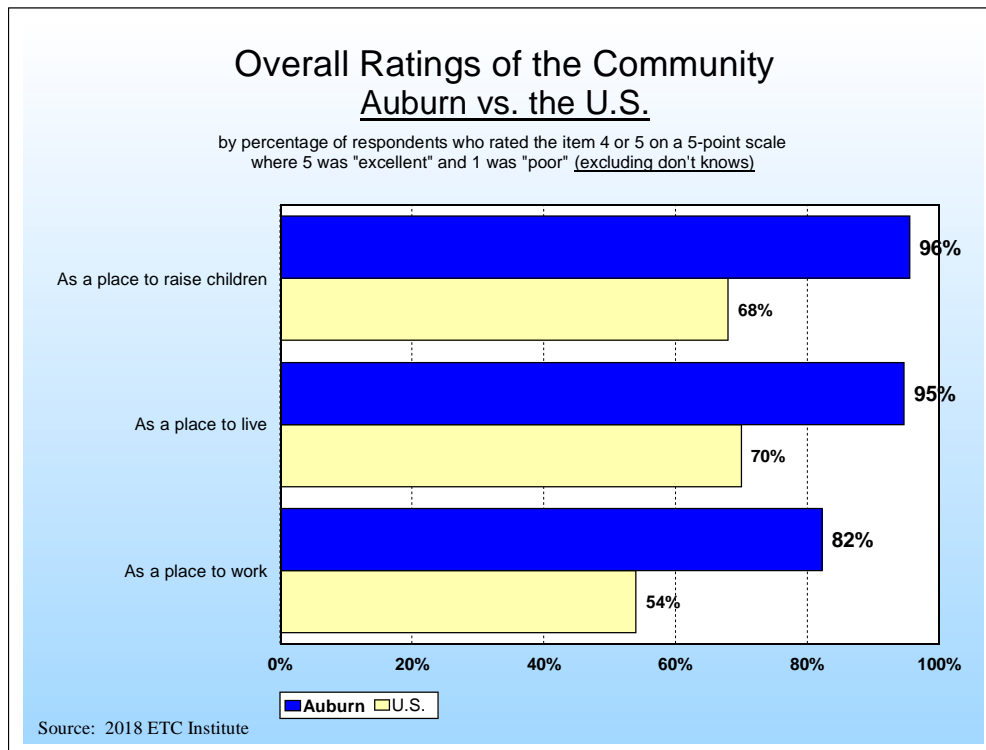
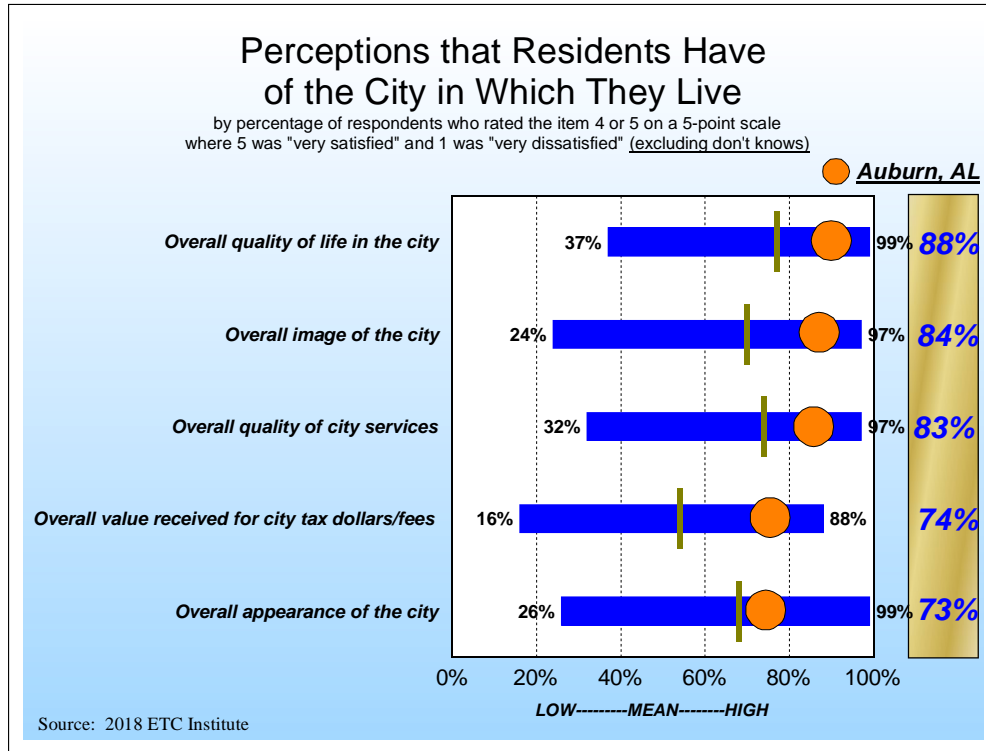
Source: 2018 ETC Institute

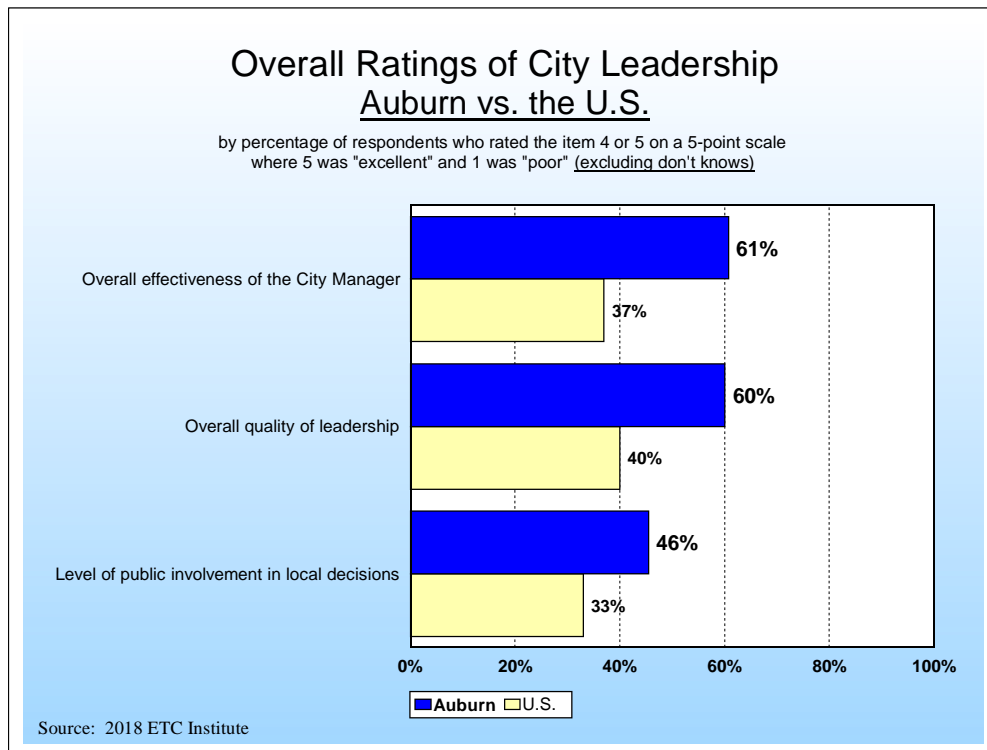
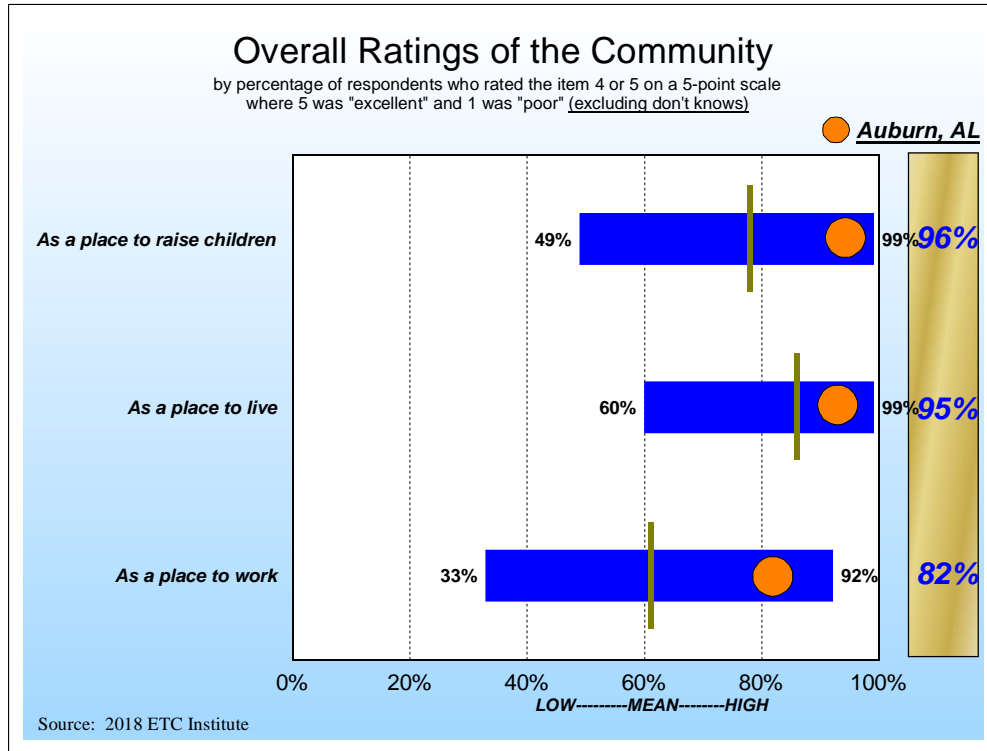
### Satisfaction with Issues that Influence Perceptions of the City Auburn vs. the U.S.

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)

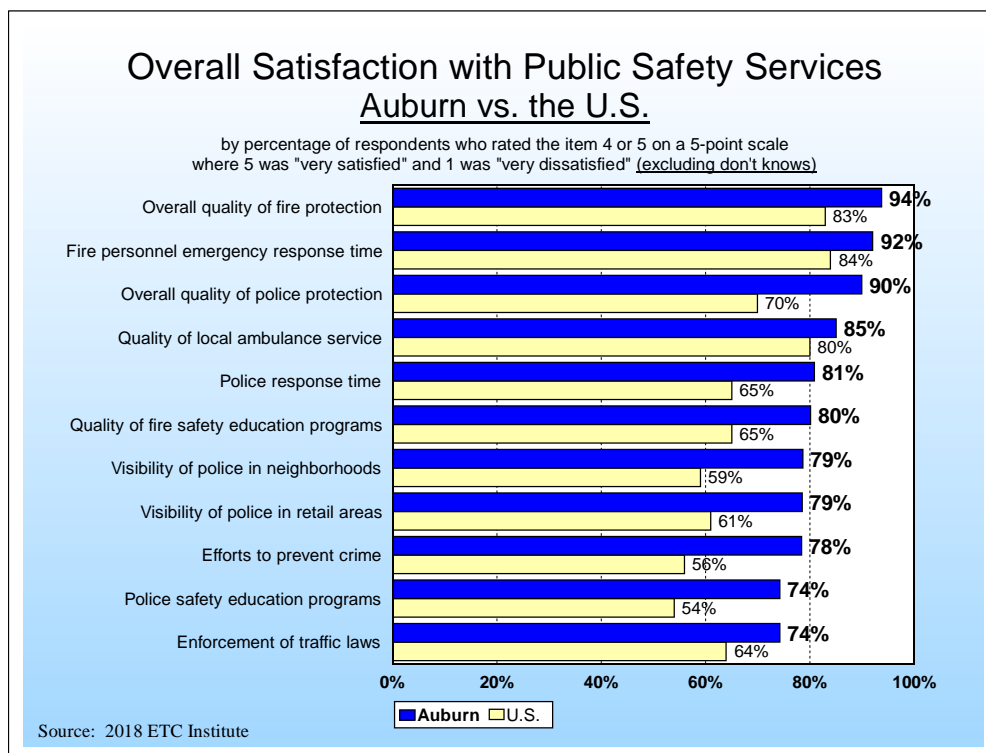
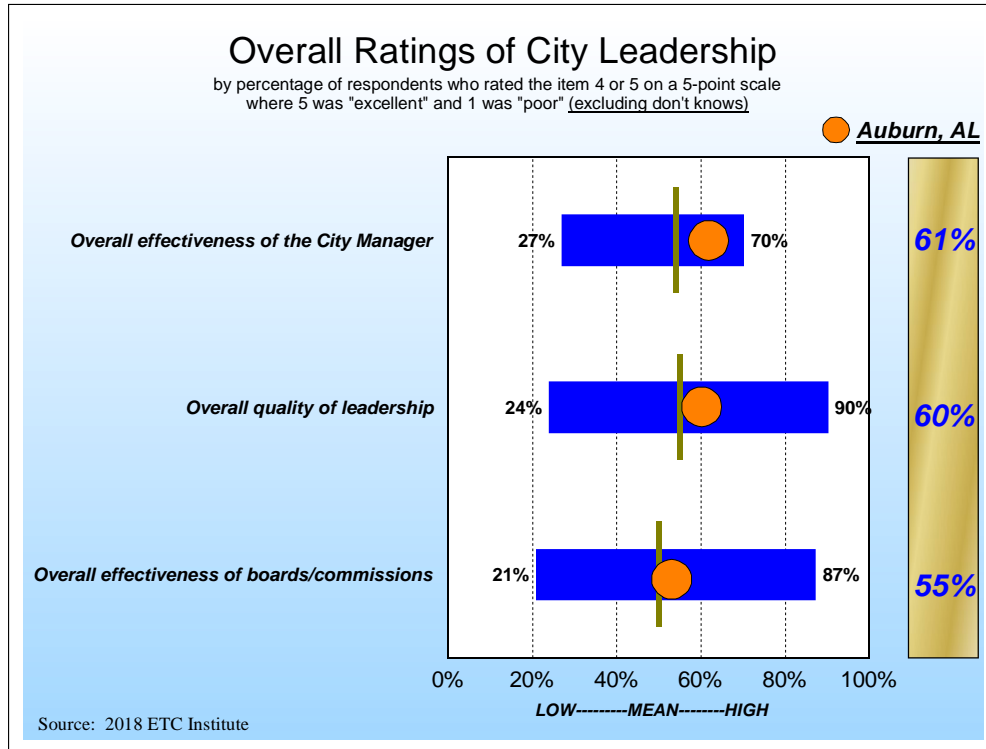


Source: 2018 ETC Institute



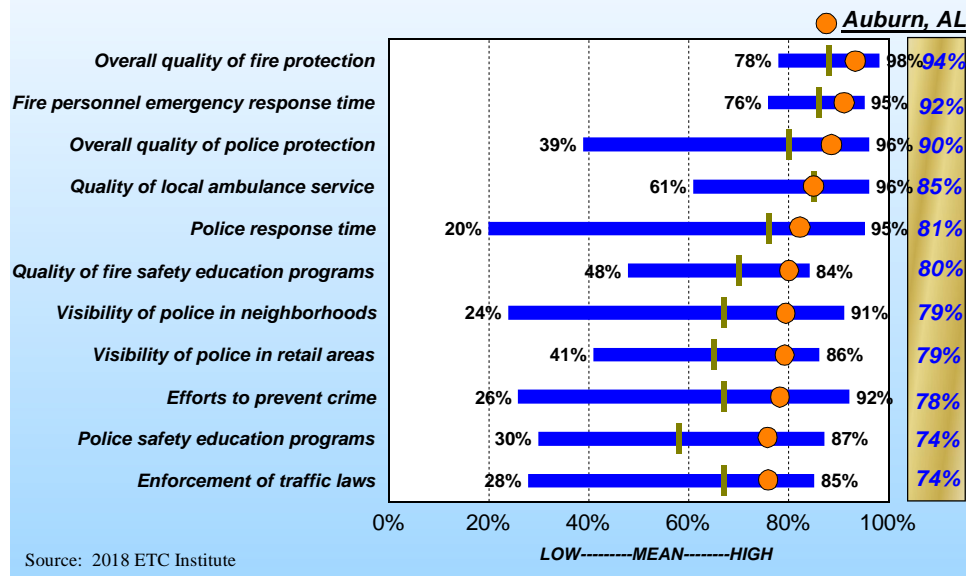






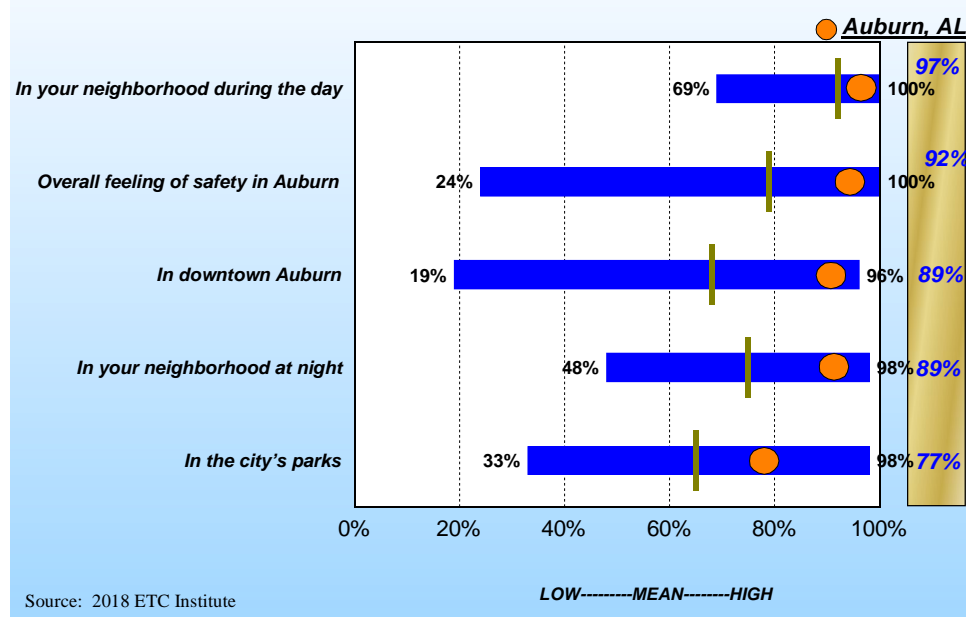
## Satisfaction with Various Public Safety Services Provided by Cities

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



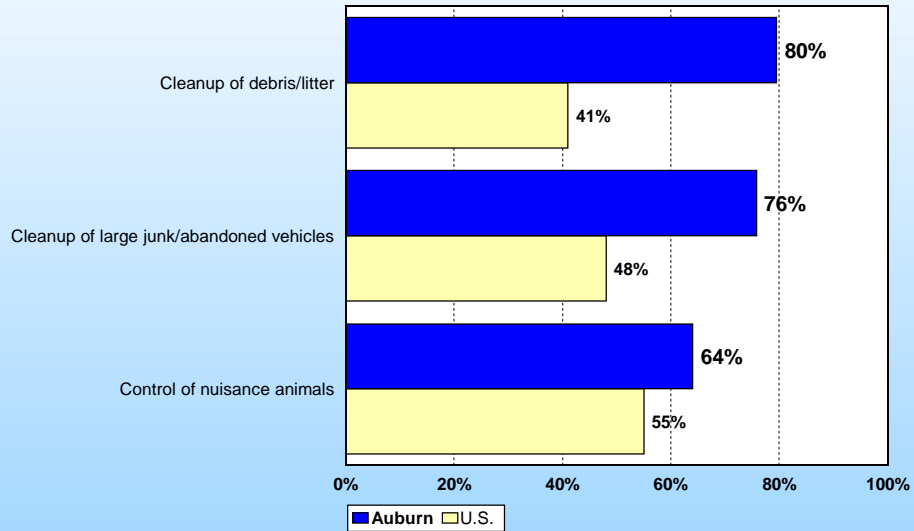
## Overall Feeling of Safety

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)



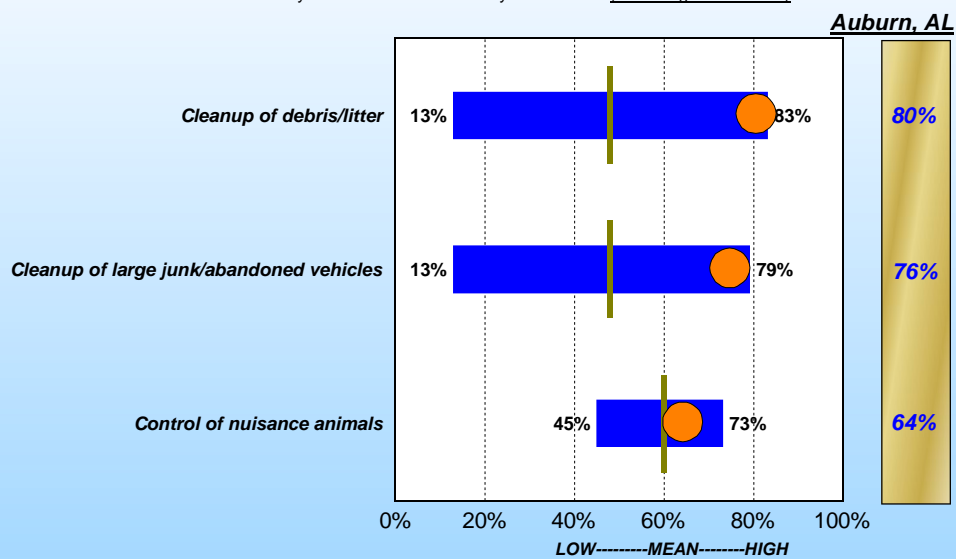
## Overall Satisfaction with Code/Zoning Enforcement Auburn vs. the U.S.

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)



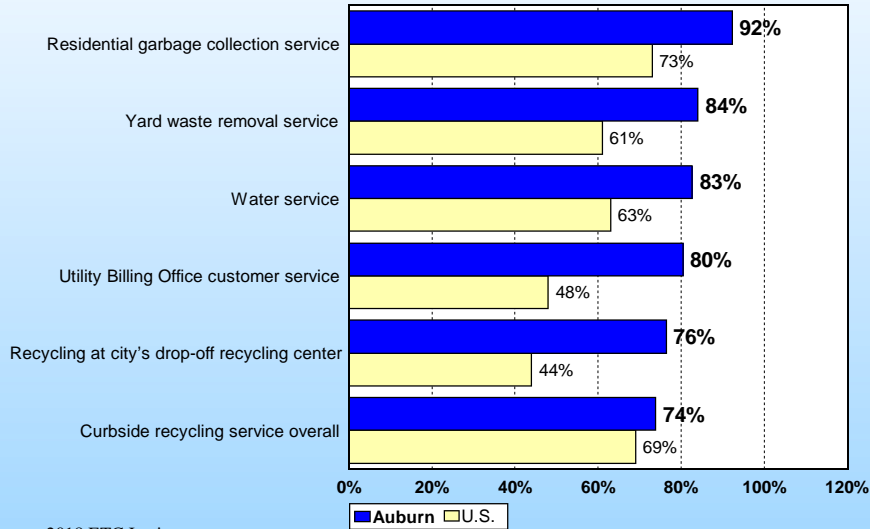
## Satisfaction with Code/Zoning Enforcement Provided by Cities

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)



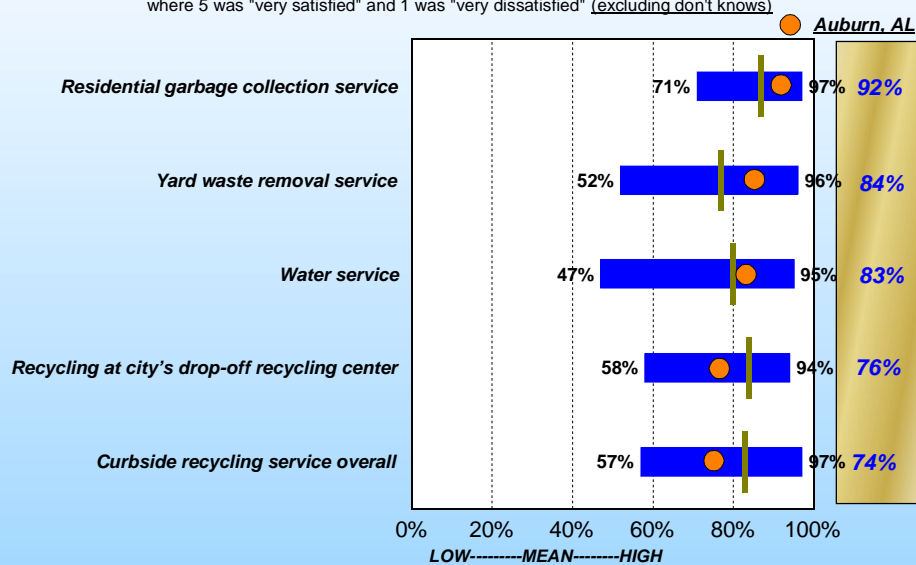
## Overall Satisfaction with Garbage and Water Services Auburn vs. the U.S.

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)



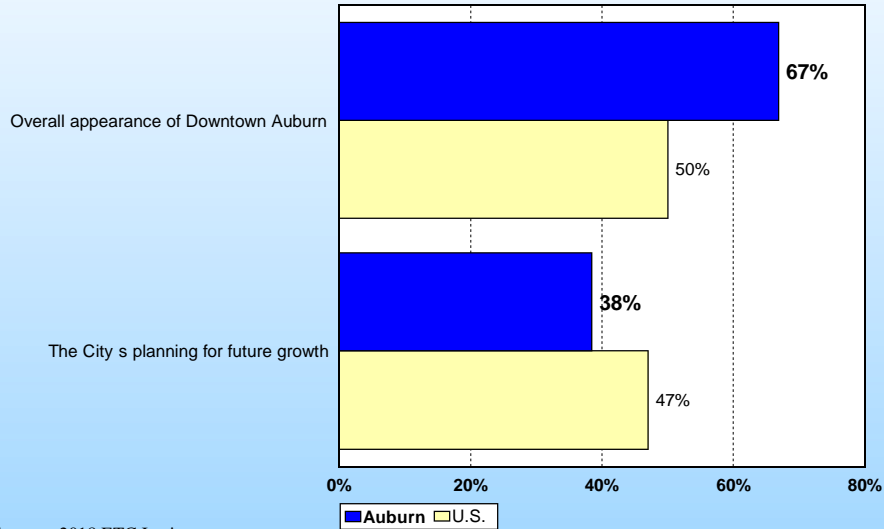
## Satisfaction with Garbage and Water Services Provided by Cities

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.

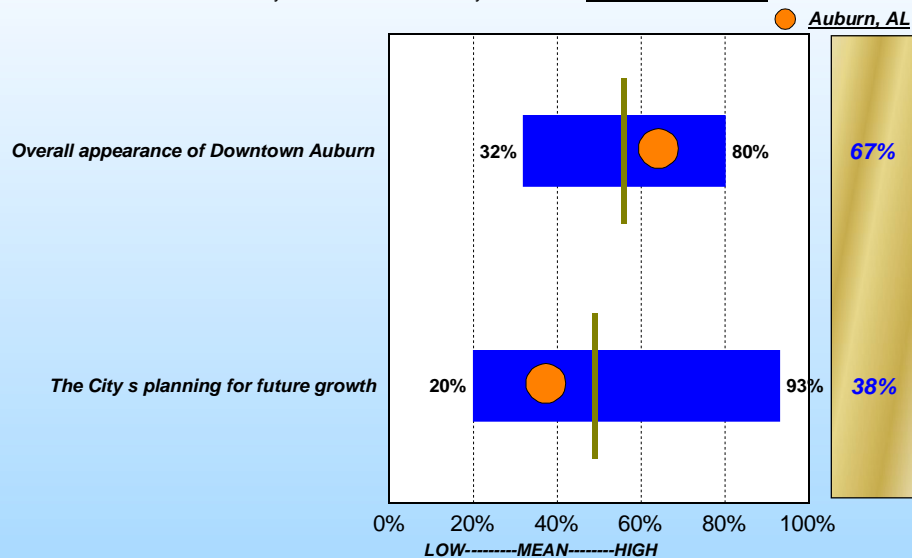
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

## Satisfaction with Development and Redevelopment

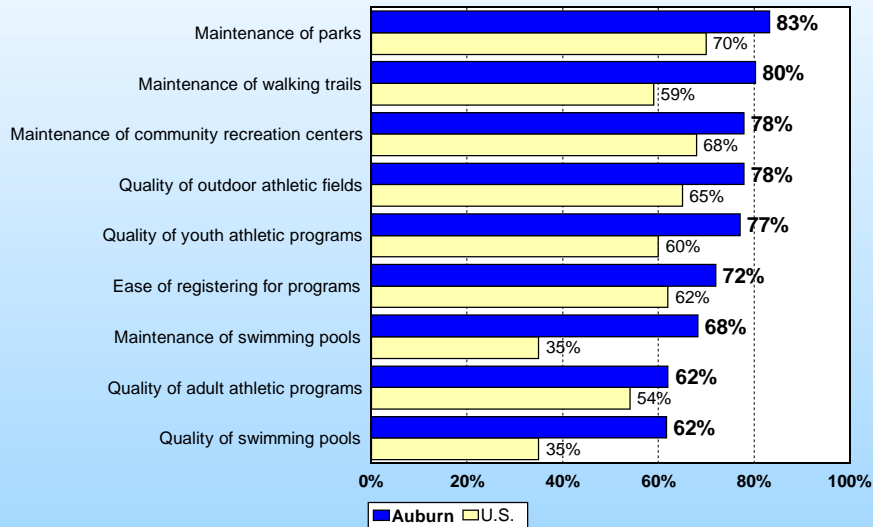
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

## Overall Satisfaction with Parks and Recreation Auburn vs. the U.S.

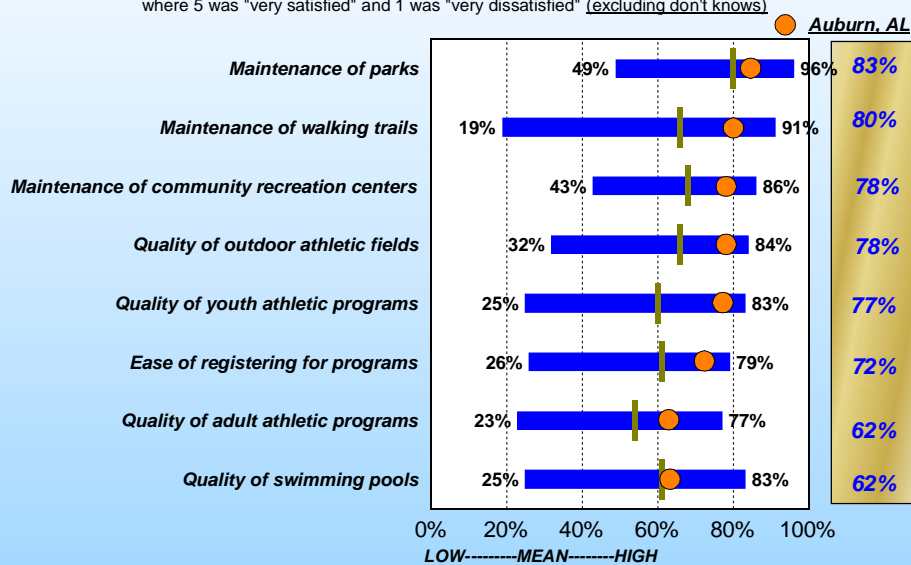
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

## Satisfaction with Parks and Recreation Facilities and Services Provided by Cities

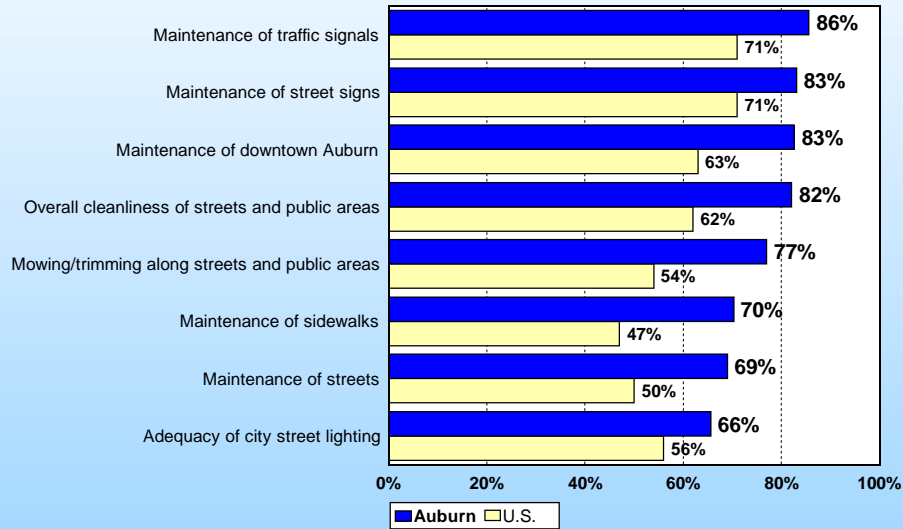
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

## Overall Satisfaction with City Maintenance Auburn vs. the U.S.

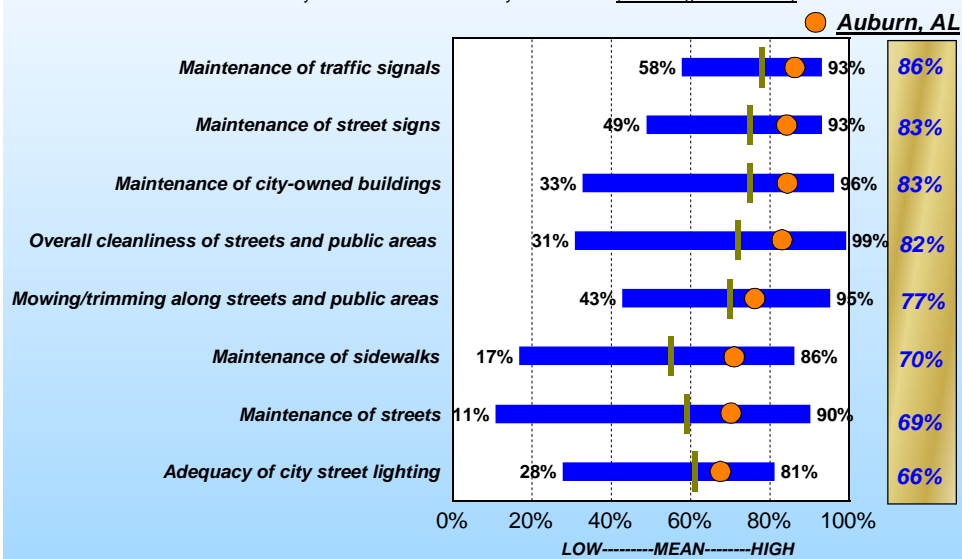
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

## Satisfaction with Maintenance Services Provided by Cities

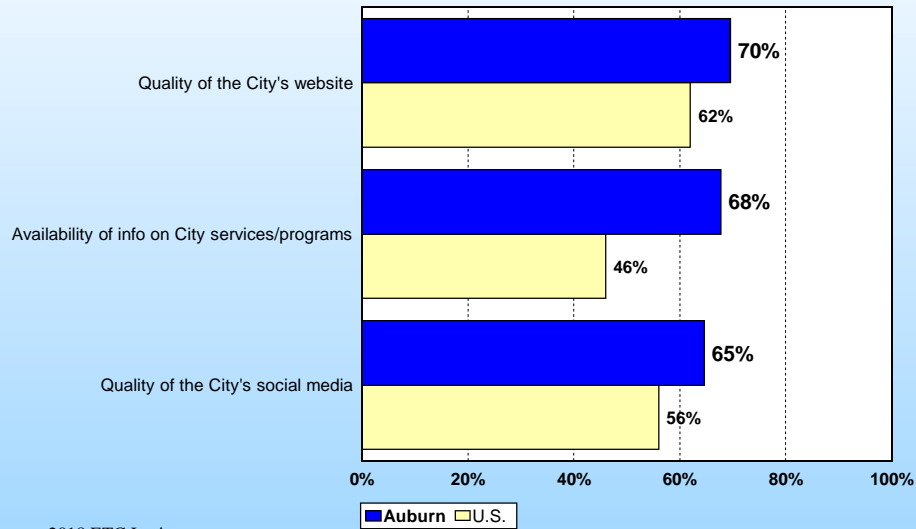
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

## Overall Satisfaction with Communication Auburn vs. the U.S.

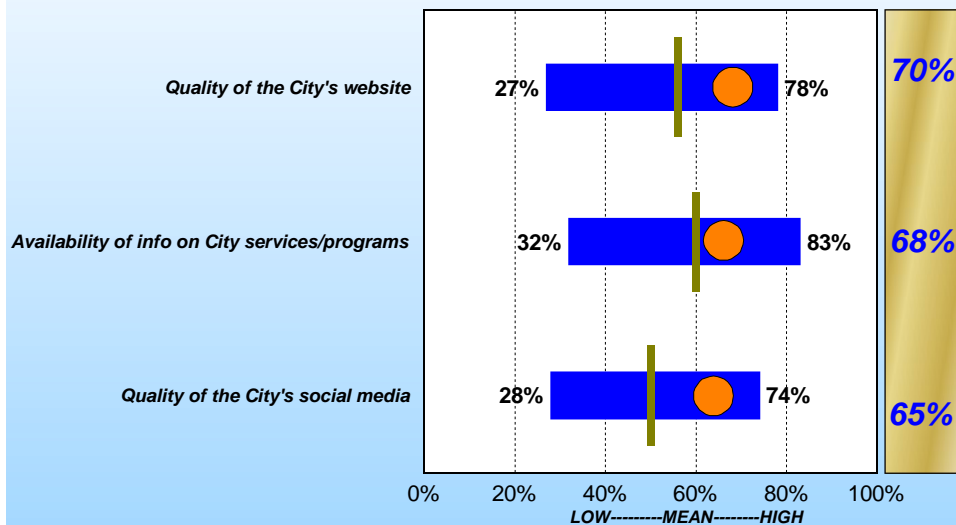
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



## Satisfaction with Various Aspects of City Communications

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)

**Auburn, AL**





## **Section 3**

# **Importance-Satisfaction Analysis**

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# Importance-Satisfaction Analysis

## City of Auburn Citizen Survey

### Overview

Today, City officials have limited resources to address community needs. To use public input as an effective tool for setting priorities, City officials should consider both the (1) importance that the community places on issues; and (2) how to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) 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 rating is based on the concept that organizations will maximize overall citizen 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.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the organization to emphasize. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the organization'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.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the major City services they thought should receive the most emphasis over the next two years. Sixty-six percent (66%) of respondents selected *flow of traffic and congestion management* as one of the most important to emphasize over the next two years.

With regard to satisfaction, 42% of respondents surveyed rated the organization's overall performance in the *flow of traffic and congestion management* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *flow of traffic and congestion management* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 66% was multiplied by 58% (1-0.42). This calculation yielded an I-S rating of 0.3819 which ranked first out of 10 service categories.



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 to emphasize over the next two years 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 for the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next 10 years. 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* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

**The results for the City of Auburn are provided on the following pages.**

## 2018 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
<b>Very Priority (IS &gt;.20)</b>						
Flow of traffic & congestion management	66%	1	42%	10	0.3819	1
<b>High Priority (IS .10-.20)</b>						
Maintenance of City infrastructure	49%	2	66%	8	0.1671	2
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of City codes & ordinances	20%	7	62%	9	0.0747	3
Effectiveness of City's communication with the public	21%	6	66%	7	0.0704	4
Quality of parks & recreation services	26%	5	82%	4	0.0467	5
Collection of garbage, recycling & yard waste	18%	8	82%	5	0.0326	6
Quality of City's school system	35%	3	91%	2	0.0317	7
Quality of police, fire, & ambulance services	28%	4	91%	1	0.0246	8
Quality of City's customer service	8%	9	72%	6	0.0225	9
Quality of City library services	7%	10	88%	3	0.0077	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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## 2018 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
<b>High Priority (IS .10-.20)</b>						
Efforts to prevent crime	48%	1	78%	9	0.1037	1
<b>Medium Priority (IS &lt;.10)</b>						
Visibility of police in neighborhoods	40%	2	79%	7	0.0843	2
Enforcement of traffic laws	23%	4	74%	11	0.0588	3
Visibility of police in retail areas	21%	5	79%	8	0.0447	4
Police safety education programs	16%	7	74%	10	0.0421	5
Overall quality of police protection	35%	3	90%	3	0.0357	6
Quality of local ambulance service	18%	6	85%	4	0.0273	7
Police response time	12%	9	81%	5	0.0231	8
Quality of fire safety education programs	10%	10	80%	6	0.0197	9
Overall quality of fire protection	15%	8	94%	1	0.0094	10
Fire personnel emergency response time	9%	11	92%	2	0.0069	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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## 2018 Importance-Satisfaction Rating

### City of Auburn Citizen Survey

### Code/Zoning Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Cleanup of overgrown & weedy lots	35%	1	57%	6	0.1510	1
Efforts to remove dilapidated structures	31%	3	55%	7	0.1378	2
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of loud music restrictions	18%	4	58%	5	0.0761	3
Cleanup of debris/litter	34%	2	80%	1	0.0693	4
Control of nuisance animals	18%	5	64%	3	0.0630	5
Unrelated occupancy in your neighborhood	14%	7	60%	4	0.0567	6
Cleanup of large junk/abandoned vehicles	15%	6	76%	2	0.0370	7

**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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## 2018 Importance-Satisfaction Rating

### City of Auburn Citizen Survey

### Garbage and Water Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Material types accepted for recycling	37%	2	67%	7	0.1239	1
<b>Medium Priority (IS &lt;.10)</b>						
Curbside recycling service overall	38%	1	74%	6	0.0987	2
Water service	19%	5	83%	3	0.0324	3
Yard waste removal service	20%	4	84%	2	0.0322	4
Recycling at City's drop-off recycling center	9%	7	76%	5	0.0219	5
Utility Billing Office customer service	11%	6	80%	4	0.0208	6
Residential garbage collection service	22%	3	92%	1	0.0171	7

**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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## 2018 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
<b>Medium Priority (IS &lt; 10)</b>						
Quality of special events	31%	2	76%	8	0.0739	1
Quality of senior programs	20%	6	66%	14	0.0674	2
Maintenance of parks	39%	1	83%	1	0.0662	3
Quality of cultural arts programs	20%	5	70%	12	0.0613	4
Quality of special needs/therapeutics programs	12%	10	57%	17	0.0533	5
Quality of youth athletic programs	23%	4	77%	7	0.0522	6
Maintenance of walking trails	24%	3	80%	2	0.0473	7
Quality of community recreation centers	19%	7	75%	9	0.0469	8
Quality of adult athletic programs	11%	13	62%	15	0.0418	9
Quality of swimming pools	10%	15	62%	16	0.0383	10
Fees charged for recreation programs	12%	11	71%	11	0.0350	11
Maintenance of cemeteries	15%	8	77%	6	0.0347	12
Maintenance of community recreation centers	14%	9	78%	4	0.0305	13
Ease of registering for programs	10%	16	72%	10	0.0272	14
Quality of outdoor athletic fields	12%	12	78%	5	0.0267	15
Maintenance of outdoor athletic fields	11%	14	80%	3	0.0212	16
Maintenance of swimming pools	6%	17	68%	13	0.0175	17

**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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## 2018 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
<b>Medium Priority (IS &lt; 10)</b>						
Adult programs	18%	4	69%	10	0.0569	1
Children's programs	23%	1	78%	6	0.0501	2
E-book collection	17%	6	70%	9	0.0498	3
Technology resources	21%	3	78%	8	0.0473	4
Books & audio/visual for adults	23%	2	81%	5	0.0440	5
Books & audio/visual for children	18%	5	81%	4	0.0338	6
Availability of study spaces	11%	10	78%	7	0.0231	7
Availability of parking	12%	8	81%	3	0.0218	8
Hours of operation	13%	7	88%	2	0.0155	9
Customer service	11%	9	89%	1	0.0112	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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## 2018 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
<b>High Priority (IS .10-.20)</b>						
Maintenance of streets	43%	1	69%	8	0.1321	1
Adequacy of City street lighting	38%	2	66%	10	0.1304	2
<b>Medium Priority (IS &lt;.10)</b>						
Maintenance of biking paths & lanes	23%	5	60%	11	0.0907	3
Maintenance of sidewalks	28%	3	70%	7	0.0835	4
Cleanup of debris/litter on & near roadways	25%	4	69%	9	0.0787	5
Overall cleanliness of streets & public areas	22%	6	82%	5	0.0388	6
Mowing/trimming along streets & public areas	14%	8	77%	6	0.0317	7
Maintenance of Downtown Auburn	18%	7	83%	4	0.0311	8
Maintenance of traffic signals	10%	9	86%	1	0.0140	9
Maintenance of street signs	7%	10	83%	2	0.0113	10
Maintenance of City-owned buildings	5%	11	83%	3	0.0083	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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## 2018 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
<b>Very Priority (IS &gt;.20)</b>						
Availability of parking	71%	1	20%	11	0.5692	1
<b>High Priority (IS .10-.20)</b>						
Availability of outdoor dining venues	20%	5	50%	9	0.1011	2
<b>Medium Priority (IS &lt;.10)</b>						
Availability of retail shopping	21%	4	57%	8	0.0892	3
Availability of public event space	12%	10	49%	10	0.0621	4
Availability of dining opportunities	19%	6	72%	7	0.0526	5
Quality of public events held Downtown	17%	7	74%	6	0.0434	6
Feeling of safety in Downtown at night	24%	2	83%	2	0.0422	7
Landscaping & green space	14%	9	75%	5	0.0355	8
Pedestrian accessibility	15%	8	80%	3	0.0299	9
Cleanliness of Downtown areas	21%	3	91%	1	0.0199	10
Signage & wayfinding	7%	11	79%	4	0.0140	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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## Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

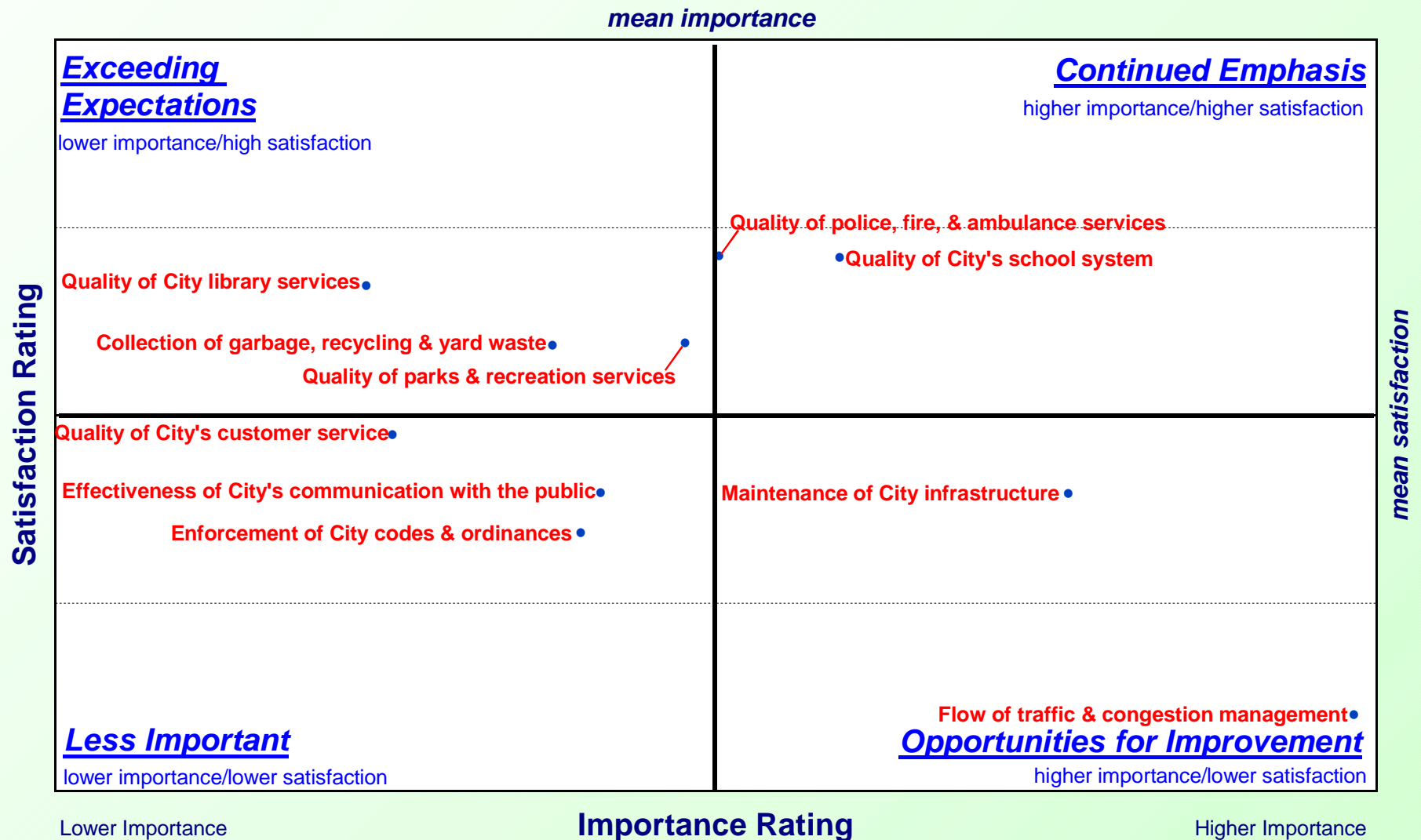
The I-S (Importance-Satisfaction) Matrix should be interpreted as follows.

- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the organization is meeting resident's expectations. Items in this area have a significant impact on the resident's overall level of satisfaction. The organization should maintain (or slightly increase) emphasis on items in this area.
- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the organization is performing significantly better than residents expect the organization to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with transportation services. The organization should maintain (or slightly decrease) emphasis on items in this area.
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the organization is not performing as well as residents expect the organization to perform. This area has a significant impact on resident satisfaction, and the organization should DEFINITELY increase emphasis on items in this area.
- *Less Important (below average importance and below average satisfaction).* This area shows where the organization is not performing well relative to the performance in other areas; however, this area is generally considered to be less important. This area does not significantly affect overall satisfaction with transportation services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

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

# 2018 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix -Major Categories of City Services-

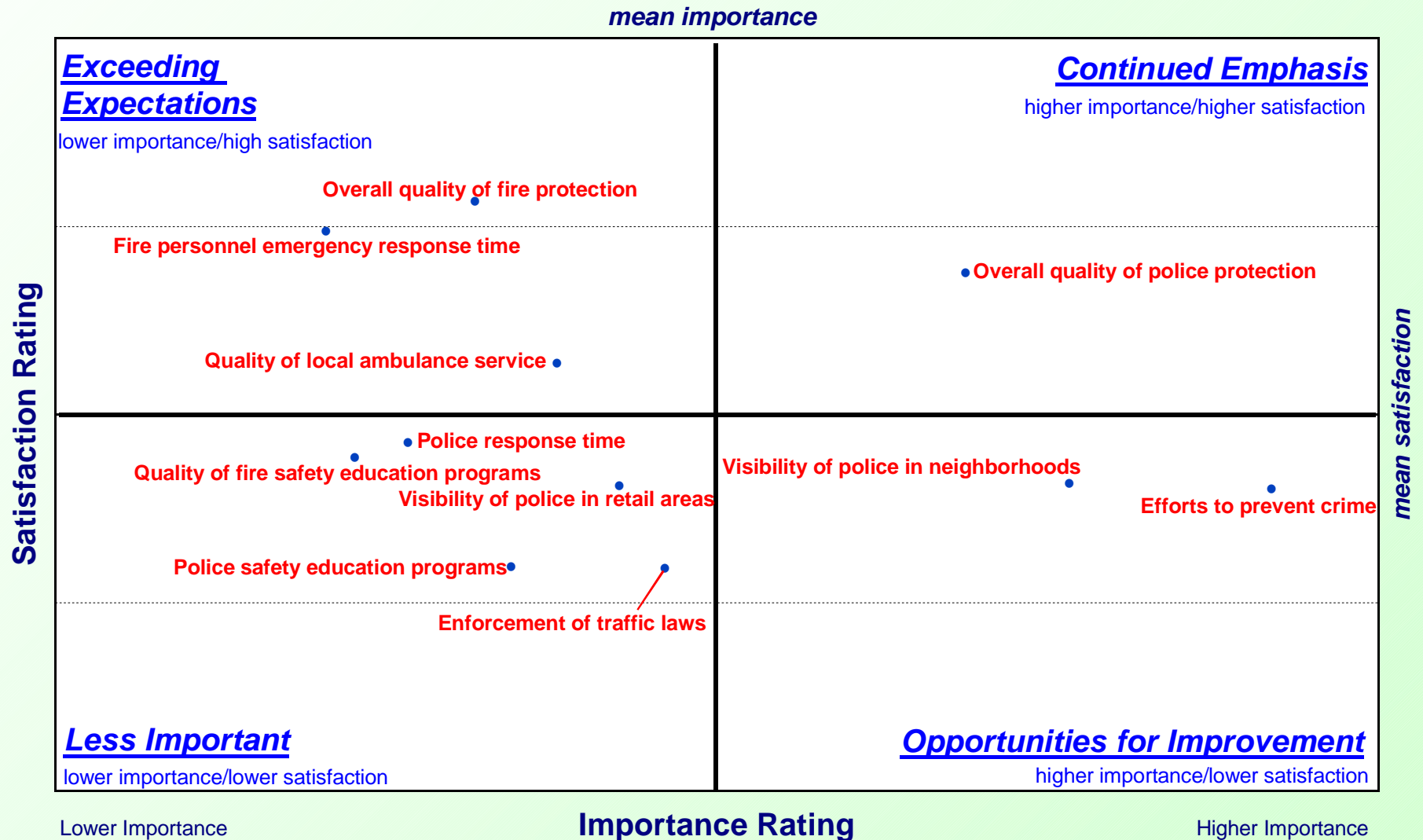
(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



Source: ETC Institute (2018)

# 2018 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix -Public Safety Services-

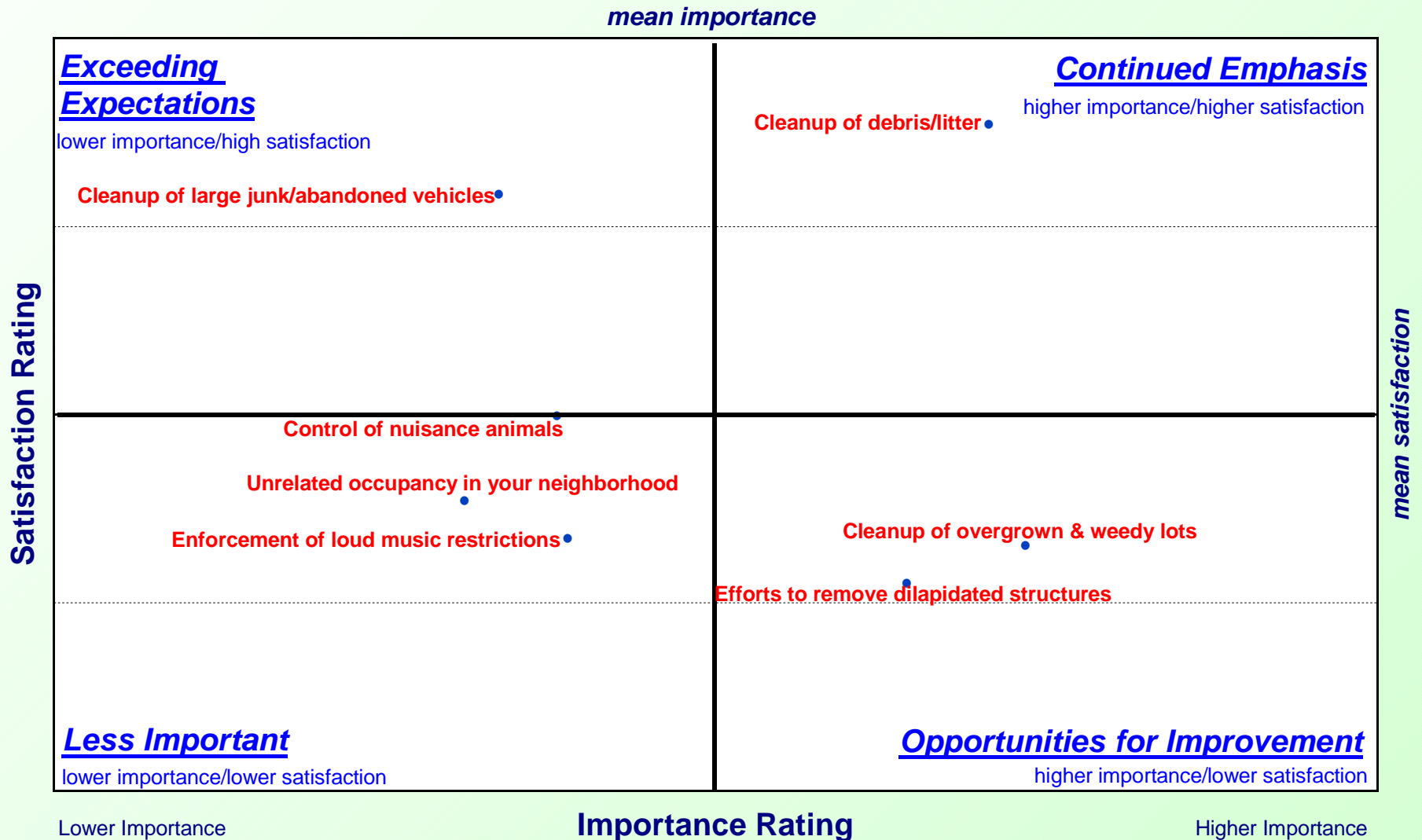
(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



Source: ETC Institute (2018)

# 2018 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix -Code/Zoning Enforcement-

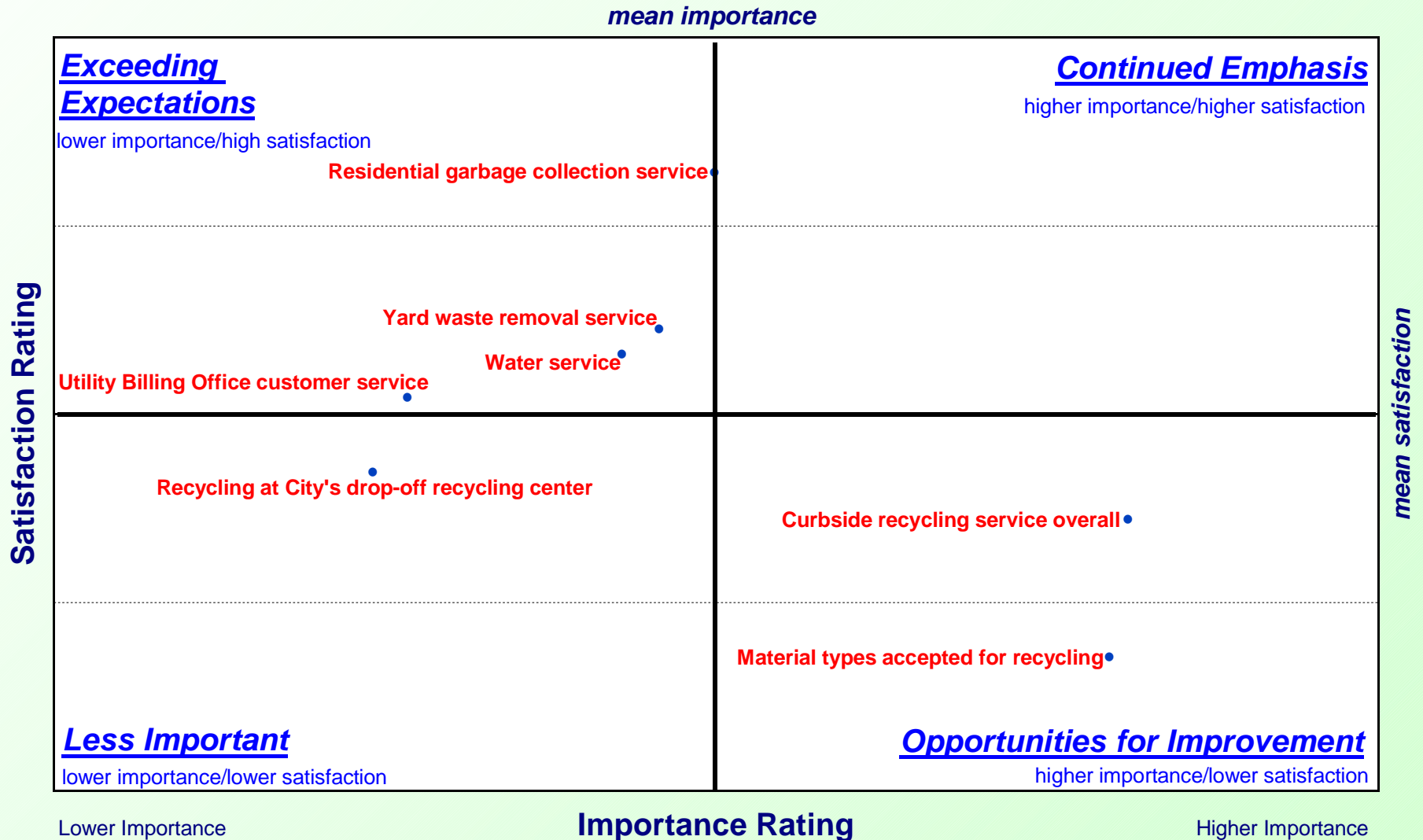
(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



Source: ETC Institute (2018)

# 2018 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix -Garbage and Water Services-

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)

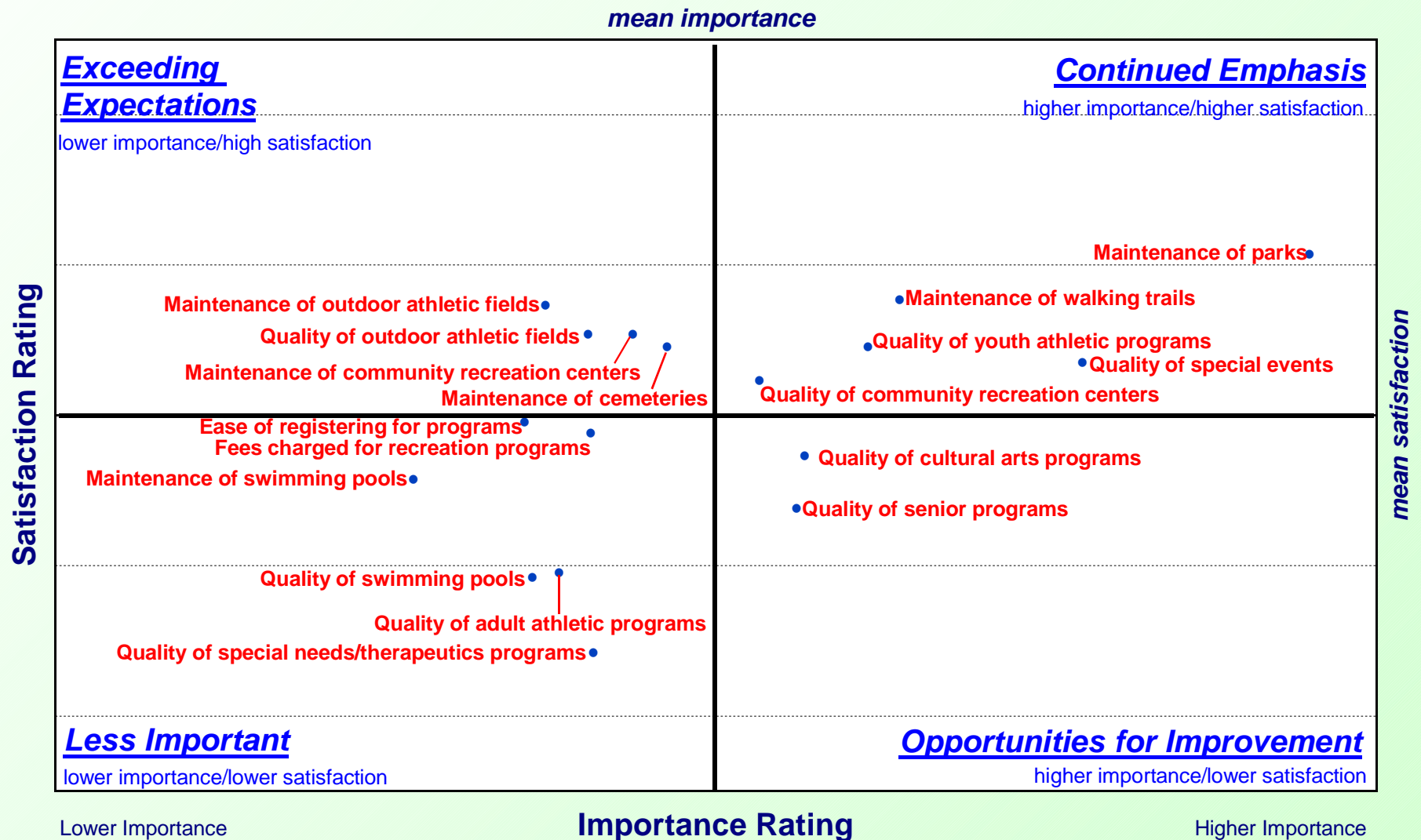


Source: ETC Institute (2018)



# 2018 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix -Parks and Recreation-

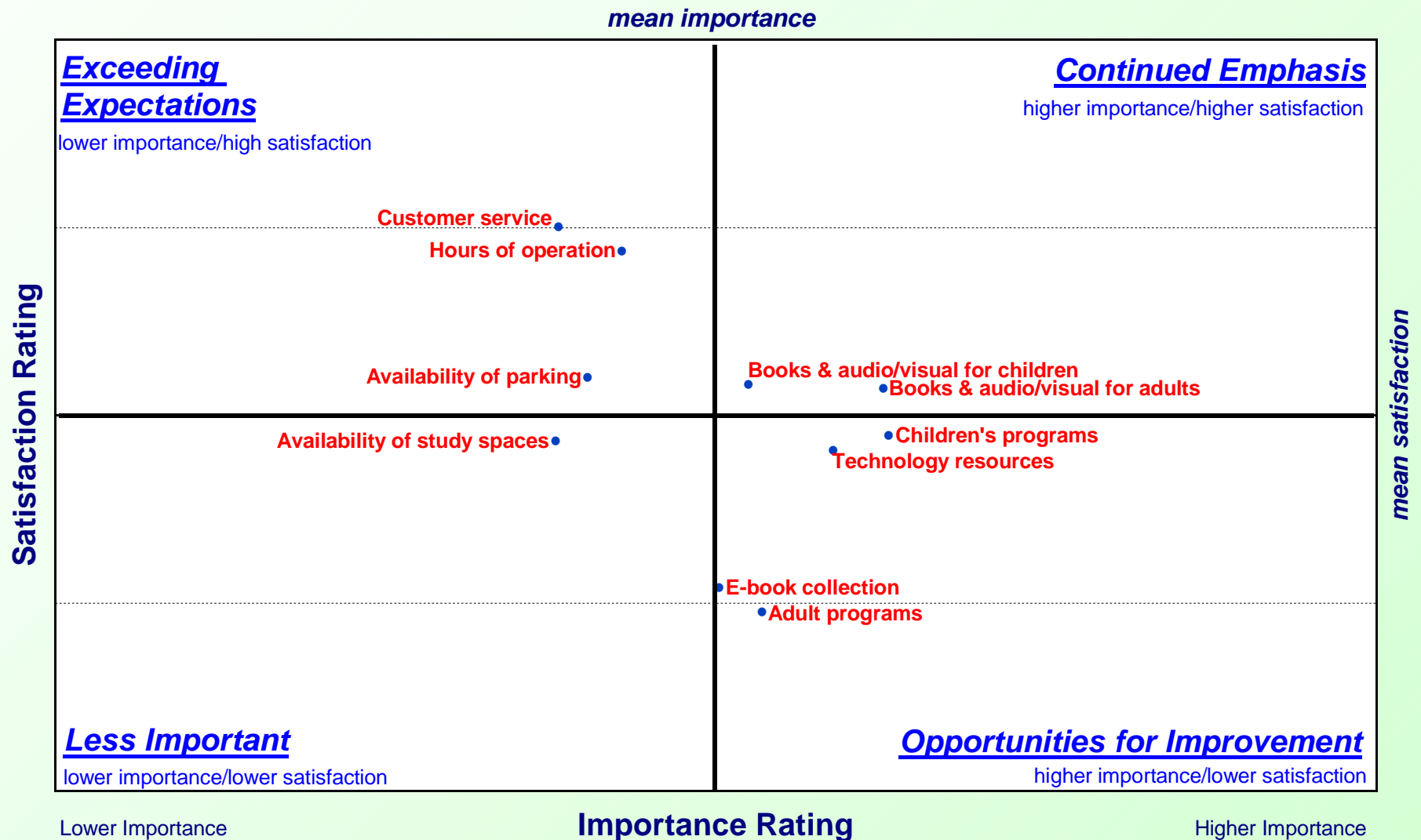
(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



Source: ETC Institute (2018)

# 2018 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix -Library-

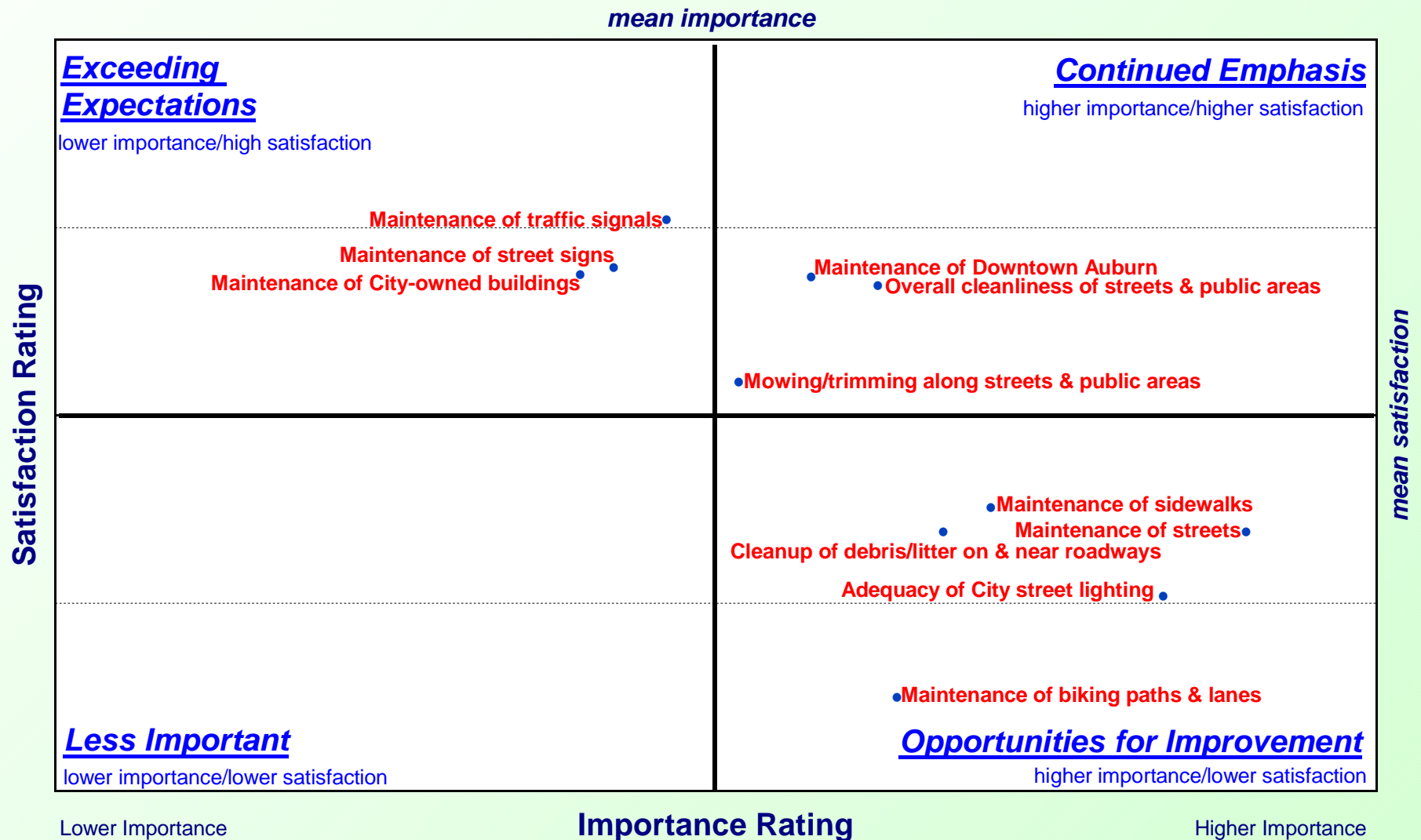
(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



Source: ETC Institute (2018)

# 2018 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix -Maintenance-

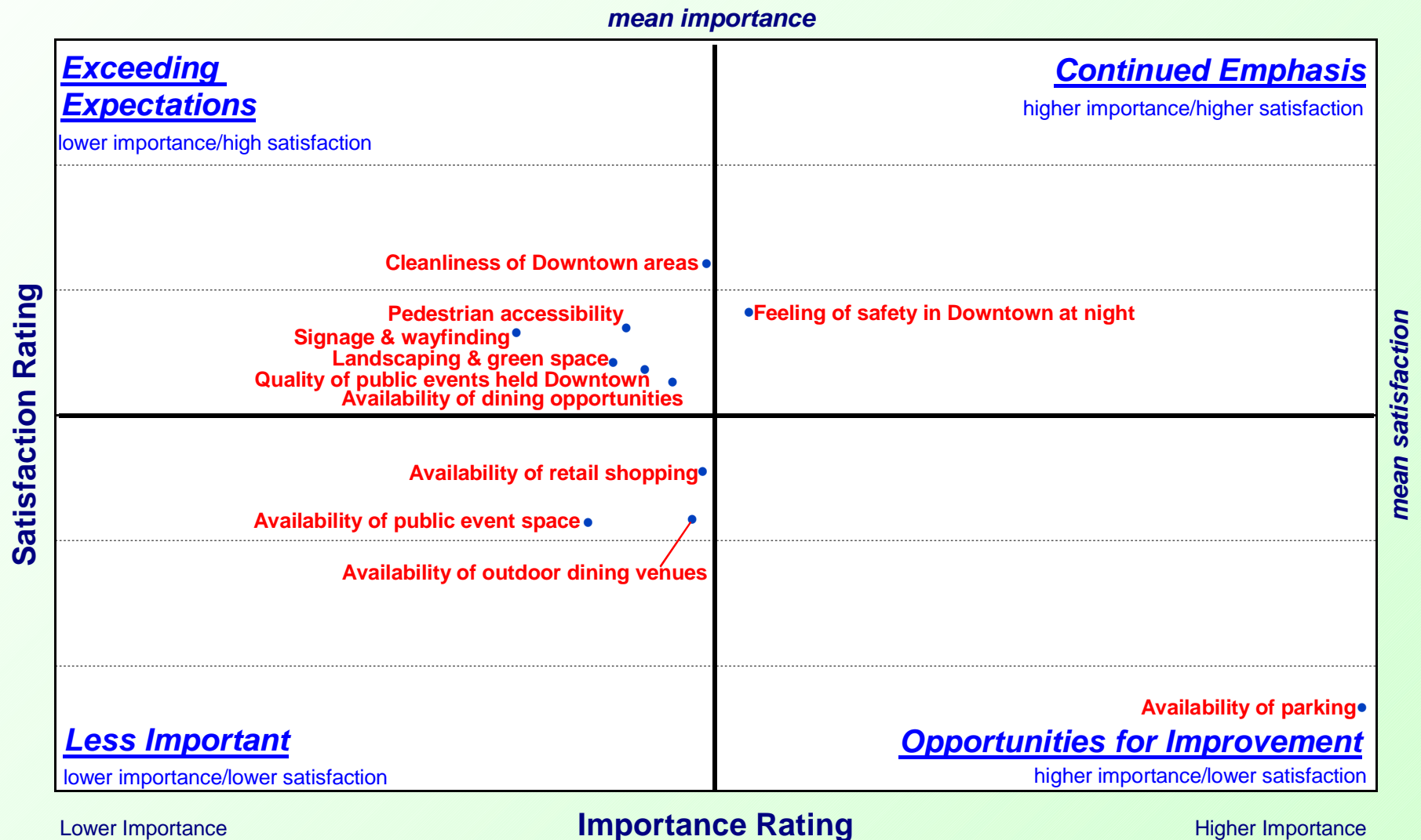
(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



Source: ETC Institute (2018)

# 2018 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix -Downtown Auburn-

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



Source: ETC Institute (2018)

# Section 4

## *Tabular Data*

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**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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of City's school system	46.9%	29.3%	6.1%	1.4%	0.1%	16.3%
Q1-2. Quality of police, fire, & ambulance services	53.6%	33.5%	6.2%	1.9%	0.4%	4.5%
Q1-3. Quality of parks & recreation services	36.1%	42.3%	10.3%	5.3%	1.6%	4.3%
Q1-4. Quality of City library services	42.6%	31.5%	8.6%	0.9%	0.6%	15.9%
Q1-5. Quality of City's customer service	23.0%	33.0%	17.4%	3.0%	1.1%	22.6%
Q1-6. Maintenance of City infrastructure	16.9%	45.2%	19.7%	9.9%	2.5%	5.8%
Q1-7. Enforcement of City codes & ordinances	15.4%	37.6%	22.7%	7.1%	3.1%	14.1%
Q1-8. Flow of traffic & congestion management	11.0%	30.4%	23.7%	20.8%	11.7%	2.4%
Q1-9. Collection of garbage, recycling & yard waste	41.4%	38.6%	9.1%	7.1%	1.7%	2.1%
Q1-10. Effectiveness of City's communication with the public	22.6%	40.3%	23.3%	6.8%	2.4%	4.6%

**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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of City's school system	56.0%	35.0%	7.3%	1.6%	0.1%
Q1-2. Quality of police, fire, & ambulance services	56.1%	35.1%	6.5%	1.9%	0.4%
Q1-3. Quality of parks & recreation services	37.7%	44.2%	10.8%	5.6%	1.7%
Q1-4. Quality of City library services	50.6%	37.5%	10.2%	1.0%	0.7%
Q1-5. Quality of City's customer service	29.6%	42.6%	22.4%	3.8%	1.4%
Q1-6. Maintenance of City infrastructure	17.9%	48.0%	20.9%	10.5%	2.6%
Q1-7. Enforcement of City codes & ordinances	17.9%	43.8%	26.4%	8.2%	3.6%
Q1-8. Flow of traffic & congestion management	11.3%	31.1%	24.3%	21.3%	11.9%
Q1-9. Collection of garbage, recycling & yard waste	42.3%	39.4%	9.3%	7.2%	1.8%
Q1-10. Effectiveness of City's communication with the public	23.7%	42.3%	24.4%	7.2%	2.5%

**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?**

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	150	18.6 %
Quality of police, fire, & ambulance services	57	7.1 %
Quality of parks & recreation services	52	6.5 %
Quality of City library services	7	0.9 %
Quality of City's customer service	15	1.9 %
Maintenance of City infrastructure	112	13.9 %
Enforcement of City codes & ordinances	35	4.3 %
Flow of traffic & congestion management	283	35.1 %
Collection of garbage, recycling & yard waste	36	4.5 %
Effectiveness of City's communication with the public	28	3.5 %
<u>None chosen</u>	<u>31</u>	<u>3.8 %</u>
Total	806	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?**

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	75	9.3 %
Quality of police, fire, & ambulance services	101	12.5 %
Quality of parks & recreation services	73	9.1 %
Quality of City library services	17	2.1 %
Quality of City's customer service	24	3.0 %
Maintenance of City infrastructure	148	18.4 %
Enforcement of City codes & ordinances	49	6.1 %
Flow of traffic & congestion management	149	18.5 %
Collection of garbage, recycling & yard waste	53	6.6 %
Effectiveness of City's communication with the public	61	7.6 %
<u>None chosen</u>	<u>56</u>	<u>6.9 %</u>
Total	806	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?**

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	59	7.3 %
Quality of police, fire, & ambulance services	67	8.3 %
Quality of parks & recreation services	82	10.2 %
Quality of City library services	28	3.5 %
Quality of City's customer service	26	3.2 %
Maintenance of City infrastructure	135	16.7 %
Enforcement of City codes & ordinances	73	9.1 %
Flow of traffic & congestion management	102	12.7 %
Collection of garbage, recycling & yard waste	54	6.7 %
Effectiveness of City's communication with the public	77	9.6 %
<u>None chosen</u>	<u>103</u>	<u>12.8 %</u>
Total	806	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)**

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	284	35.2 %
Quality of police, fire, & ambulance services	225	27.9 %
Quality of parks & recreation services	207	25.7 %
Quality of City library services	52	6.5 %
Quality of City's customer service	65	8.1 %
Maintenance of City infrastructure	395	49.0 %
Enforcement of City codes & ordinances	157	19.5 %
Flow of traffic & congestion management	534	66.3 %
Collection of garbage, recycling & yard waste	143	17.7 %
Effectiveness of City's communication with the public	166	20.6 %
<u>None chosen</u>	<u>31</u>	<u>3.8 %</u>
Total	2259	

**Q3. Perceptions of The City. Several items that may influence your perception of the City of Auburn 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall value that you receive for your City tax & fees	22.3%	48.8%	17.0%	6.2%	1.6%	4.1%
Q3-2. Overall image of City	37.1%	45.8%	8.1%	6.5%	1.9%	0.7%
Q3-3. Overall quality of life in City	42.6%	44.0%	8.2%	2.7%	1.5%	1.0%
Q3-4. Overall appearance of City	24.6%	47.8%	16.9%	6.6%	3.0%	1.2%
Q3-5. Overall quality of City services	27.8%	53.2%	13.3%	2.4%	0.7%	2.6%

**WITHOUT "DON'T KNOW"**

**Q3. Perceptions of The City. Several items that may influence your perception of the City of Auburn 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall value that you receive for your City tax & fees	23.3%	50.8%	17.7%	6.5%	1.7%
Q3-2. Overall image of City	37.4%	46.1%	8.1%	6.5%	1.9%
Q3-3. Overall quality of life in City	43.0%	44.5%	8.3%	2.8%	1.5%
Q3-4. Overall appearance of City	24.9%	48.4%	17.1%	6.7%	3.0%
Q3-5. Overall quality of City services	28.5%	54.6%	13.6%	2.4%	0.8%

**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=806)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	58.2%	35.9%	3.7%	1.0%	0.5%	0.7%
Q4-2. As a place to raise children	61.3%	28.7%	3.2%	0.6%	0.4%	5.8%
Q4-3. As a place to work	41.6%	33.9%	11.2%	4.2%	1.0%	8.2%

**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=806)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	58.6%	36.1%	3.8%	1.0%	0.5%
Q4-2. As a place to raise children	65.1%	30.4%	3.4%	0.7%	0.4%
Q4-3. As a place to work	45.3%	36.9%	12.2%	4.6%	1.1%

**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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of leadership provided by City's elected officials	12.2%	40.1%	21.0%	8.3%	5.3%	13.2%
Q5-2. Overall effectiveness of appointed boards & commissions	10.0%	35.1%	24.2%	7.9%	5.2%	17.5%
Q5-3. Overall effectiveness of City Manager	14.3%	35.2%	23.6%	5.5%	2.9%	18.6%
Q5-4. Level of public involvement in local decision-making	9.6%	29.5%	23.8%	14.6%	8.2%	14.3%
Q5-5. Transparency of City government	9.9%	27.7%	24.2%	13.4%	8.1%	16.7%

**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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of leadership provided by City's elected officials	14.0%	46.1%	24.1%	9.6%	6.1%
Q5-2. Overall effectiveness of appointed boards & commissions	12.2%	42.6%	29.3%	9.6%	6.3%
Q5-3. Overall effectiveness of City Manager	17.5%	43.3%	29.0%	6.7%	3.5%
Q5-4. Level of public involvement in local decision-making	11.1%	34.4%	27.8%	17.1%	9.6%
Q5-5. Transparency of City government	11.9%	33.2%	29.1%	16.1%	9.7%

**Q6. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of police protection	42.9%	44.8%	7.2%	2.1%	0.6%	2.4%
Q6-2. Visibility of police in neighborhoods	31.4%	45.7%	14.0%	5.6%	1.2%	2.1%
Q6-3. Visibility of police in retail areas	26.6%	47.6%	16.4%	3.3%	0.5%	5.6%
Q6-4. Police response time	26.1%	28.4%	10.9%	1.4%	0.6%	32.6%
Q6-5. Efforts to prevent crime	24.2%	40.9%	14.4%	2.6%	1.0%	16.9%
Q6-6. Police safety education programs	18.6%	28.9%	14.1%	1.5%	0.7%	36.1%
Q6-7. Enforcement of traffic laws	24.6%	44.5%	15.4%	6.0%	2.7%	6.8%
Q6-8. Overall quality of fire protection	38.8%	39.2%	4.7%	0.4%	0.1%	16.7%
Q6-9. Fire personnel emergency response time	34.0%	28.2%	5.1%	0.2%	0.0%	32.5%
Q6-10. Quality of fire safety education programs	21.3%	27.0%	10.7%	0.9%	0.5%	39.6%
Q6-11. Quality of local ambulance service	26.4%	30.6%	8.1%	1.2%	0.6%	33.0%

**WITHOUT "DON'T KNOW"****Q6. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of police protection	44.0%	45.9%	7.4%	2.2%	0.6%
Q6-2. Visibility of police in neighborhoods	32.1%	46.6%	14.3%	5.7%	1.3%
Q6-3. Visibility of police in retail areas	28.1%	50.5%	17.3%	3.5%	0.5%
Q6-4. Police response time	38.7%	42.2%	16.2%	2.0%	0.9%
Q6-5. Efforts to prevent crime	29.1%	49.3%	17.3%	3.1%	1.2%
Q6-6. Police safety education programs	29.1%	45.2%	22.1%	2.3%	1.2%
Q6-7. Enforcement of traffic laws	26.4%	47.8%	16.5%	6.4%	2.9%
Q6-8. Overall quality of fire protection	46.6%	47.1%	5.7%	0.4%	0.1%
Q6-9. Fire personnel emergency response time	50.4%	41.7%	7.5%	0.4%	0.0%
Q6-10. Quality of fire safety education programs	35.3%	44.8%	17.7%	1.4%	0.8%
Q6-11. Quality of local ambulance service	39.4%	45.7%	12.0%	1.9%	0.9%

**Q7. Which THREE of the public safety services items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q7. Sum of top 3 choices	Number	Percent
Overall quality of police protection	159	19.7 %
Visibility of police in neighborhoods	139	17.2 %
Visibility of police in retail areas	34	4.2 %
Police response time	22	2.7 %
Efforts to prevent crime	187	23.2 %
Police safety education programs	34	4.2 %
Enforcement of traffic laws	68	8.4 %
Overall quality of fire protection	13	1.6 %
Fire personnel emergency response time	10	1.2 %
Quality of fire safety education programs	7	0.9 %
Quality of local ambulance service	32	4.0 %
None chosen	101	12.5 %
Total	806	100.0 %

**Q7. Which THREE of the public safety services items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q7. 2nd choice	Number	Percent
Overall quality of police protection	64	7.9 %
Visibility of police in neighborhoods	105	13.0 %
Visibility of police in retail areas	72	8.9 %
Police response time	47	5.8 %
Efforts to prevent crime	107	13.3 %
Police safety education programs	53	6.6 %
Enforcement of traffic laws	64	7.9 %
Overall quality of fire protection	61	7.6 %
Fire personnel emergency response time	28	3.5 %
Quality of fire safety education programs	32	4.0 %
Quality of local ambulance service	31	3.8 %
None chosen	142	17.6 %
Total	806	100.0 %

**Q7. Which THREE of the public safety services items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	62	7.7 %
Visibility of police in neighborhoods	76	9.4 %
Visibility of police in retail areas	63	7.8 %
Police response time	29	3.6 %
Efforts to prevent crime	93	11.5 %
Police safety education programs	45	5.6 %
Enforcement of traffic laws	52	6.5 %
Overall quality of fire protection	46	5.7 %
Fire personnel emergency response time	32	4.0 %
Quality of fire safety education programs	40	5.0 %
Quality of local ambulance service	85	10.5 %
None chosen	183	22.7 %
Total	806	100.0 %

**SUM OF TOP 3 CHOICES**

**Q7. Which THREE of the public safety services items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q7. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	285	35.4 %
Visibility of police in neighborhoods	320	39.7 %
Visibility of police in retail areas	169	21.0 %
Police response time	98	12.2 %
Efforts to prevent crime	387	48.0 %
Police safety education programs	132	16.4 %
Enforcement of traffic laws	184	22.8 %
Overall quality of fire protection	120	14.9 %
Fire personnel emergency response time	70	8.7 %
Quality of fire safety education programs	79	9.8 %
Quality of local ambulance service	148	18.4 %
None chosen	101	12.5 %
Total	2093	



**Q8. 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=806)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q8-1. In your neighborhood during the day	67.1%	28.9%	2.5%	0.9%	0.0%	0.6%
Q8-2. In your neighborhood at night	41.7%	46.4%	8.2%	2.2%	0.6%	0.9%
Q8-3. In City's parks	22.6%	45.5%	16.7%	3.0%	0.4%	11.8%
Q8-4. In commercial & retail areas	30.1%	52.1%	13.9%	2.0%	0.4%	1.5%
Q8-5. In Downtown Auburn	42.4%	44.8%	8.9%	1.2%	0.2%	2.4%
Q8-6. Traveling by bicycle in Auburn	8.8%	19.1%	18.2%	13.2%	5.1%	35.6%
Q8-7. Traveling as a pedestrian in Auburn	17.2%	42.4%	21.3%	9.3%	2.2%	7.4%
Q8-8. Overall feeling of safety in Auburn	36.1%	54.7%	7.2%	1.0%	0.0%	1.0%

**WITHOUT "DON'T KNOW"**

**Q8. 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=806)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q8-1. In your neighborhood during the day	67.5%	29.1%	2.5%	0.9%	0.0%
Q8-2. In your neighborhood at night	42.1%	46.8%	8.3%	2.3%	0.6%
Q8-3. In City's parks	25.6%	51.6%	19.0%	3.4%	0.4%
Q8-4. In commercial & retail areas	30.6%	52.9%	14.1%	2.0%	0.4%
Q8-5. In Downtown Auburn	43.5%	45.9%	9.1%	1.3%	0.3%
Q8-6. Traveling by bicycle in Auburn	13.7%	29.7%	28.3%	20.4%	7.9%
Q8-7. Traveling as a pedestrian in Auburn	18.6%	45.8%	23.1%	10.1%	2.4%
Q8-8. Overall feeling of safety in Auburn	36.5%	55.3%	7.3%	1.0%	0.0%

**Q9. Code/Zoning 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Cleanup of debris/litter	33.6%	43.8%	10.9%	6.8%	2.2%	2.6%
Q9-2. Cleanup of large junk/ abandoned vehicles	27.8%	36.6%	13.6%	5.6%	1.4%	15.0%
Q9-3. Cleanup of overgrown & weedy lots	15.4%	34.9%	21.5%	13.2%	3.1%	12.0%
Q9-4. Efforts to remove dilapidated structures	14.8%	27.8%	23.0%	8.2%	3.6%	22.7%
Q9-5. Enforcement of loud music restrictions	13.8%	30.3%	21.0%	8.1%	3.6%	23.3%
Q9-6. Control of nuisance animals	17.0%	33.6%	17.7%	8.2%	2.5%	21.0%
Q9-7. Unrelated occupancy in your neighborhood	13.8%	16.1%	12.4%	4.5%	3.5%	49.8%

**WITHOUT "DON'T KNOW"**

**Q9. Code/Zoning 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Cleanup of debris/litter	34.5%	45.0%	11.2%	7.0%	2.3%
Q9-2. Cleanup of large junk/ abandoned vehicles	32.7%	43.1%	16.1%	6.6%	1.6%
Q9-3. Cleanup of overgrown & weedy lots	17.5%	39.6%	24.4%	15.0%	3.5%
Q9-4. Efforts to remove dilapidated structures	19.1%	36.0%	29.7%	10.6%	4.7%
Q9-5. Enforcement of loud music restrictions	18.0%	39.5%	27.3%	10.5%	4.7%
Q9-6. Control of nuisance animals	21.5%	42.5%	22.4%	10.4%	3.1%
Q9-7. Unrelated occupancy in your neighborhood	27.4%	32.1%	24.7%	8.9%	6.9%

**Q10. Which TWO of the code/zoning enforcement 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
Cleanup of debris/litter	184	22.8 %
Cleanup of large junk/abandoned vehicles	57	7.1 %
Cleanup of overgrown & weedy lots	123	15.3 %
Efforts to remove dilapidated structures	120	14.9 %
Enforcement of loud music restrictions	77	9.6 %
Control of nuisance animals	58	7.2 %
Unrelated occupancy in your neighborhood	70	8.7 %
None chosen	117	14.5 %
Total	806	100.0 %

**Q10. Which TWO of the code/zoning enforcement 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
Cleanup of debris/litter	89	11.0 %
Cleanup of large junk/abandoned vehicles	66	8.2 %
Cleanup of overgrown & weedy lots	160	19.9 %
Efforts to remove dilapidated structures	127	15.8 %
Enforcement of loud music restrictions	67	8.3 %
Control of nuisance animals	83	10.3 %
Unrelated occupancy in your neighborhood	43	5.3 %
None chosen	171	21.2 %
Total	806	100.0 %

**SUM OF TOP 2 CHOICES**

**Q10. Which TWO of the code/zoning enforcement items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q10. Sum of top 2 choices	Number	Percent
Cleanup of debris/litter	273	33.9 %
Cleanup of large junk/abandoned vehicles	123	15.3 %
Cleanup of overgrown & weedy lots	283	35.1 %
Efforts to remove dilapidated structures	247	30.6 %
Enforcement of loud music restrictions	144	17.9 %
Control of nuisance animals	141	17.5 %
Unrelated occupancy in your neighborhood	113	14.0 %
None chosen	117	14.5 %
Total	1441	

**Q11. Garbage 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Residential garbage collection service	55.5%	34.0%	4.3%	2.0%	1.1%	3.1%
Q11-2. Curbside recycling service overall	39.7%	27.0%	11.0%	6.6%	6.0%	9.7%
Q11-3. Material types accepted for recycling	27.5%	32.1%	14.9%	9.9%	5.1%	10.4%
Q11-4. Recycling at City's drop-off recycling center	28.4%	29.8%	13.6%	3.0%	1.4%	23.8%
Q11-5. Yard waste removal service	40.1%	35.2%	9.6%	3.3%	1.4%	10.4%
Q11-6. Water service	38.5%	40.1%	9.6%	4.2%	2.6%	5.1%
Q11-7. Utility Billing Office customer service	33.6%	33.5%	11.7%	2.4%	2.4%	16.5%

**WITHOUT "DON'T KNOW"**

**Q11. Garbage 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Residential garbage collection service	57.2%	35.1%	4.5%	2.0%	1.2%
Q11-2. Curbside recycling service overall	44.0%	29.9%	12.2%	7.3%	6.6%
Q11-3. Material types accepted for recycling	30.7%	35.9%	16.6%	11.1%	5.7%
Q11-4. Recycling at City's drop-off recycling center	37.3%	39.1%	17.9%	3.9%	1.8%
Q11-5. Yard waste removal service	44.7%	39.3%	10.7%	3.7%	1.5%
Q11-6. Water service	40.5%	42.2%	10.1%	4.4%	2.7%
Q11-7. Utility Billing Office customer service	40.3%	40.1%	14.0%	2.8%	2.8%

**Q12. Which TWO of the garbage and water services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q12. Top choice	Number	Percent
Residential garbage collection service	112	13.9 %
Curbside recycling service overall	191	23.7 %
Material types accepted for recycling	142	17.6 %
Recycling at City's drop-off recycling center	24	3.0 %
Yard waste removal service	70	8.7 %
Water service	81	10.0 %
Utility Billing Office customer service	47	5.8 %
None chosen	139	17.2 %
Total	806	100.0 %

**Q12. Which TWO of the garbage and water services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q12. 2nd choice	Number	Percent
Residential garbage collection service	67	8.3 %
Curbside recycling service overall	114	14.1 %
Material types accepted for recycling	157	19.5 %
Recycling at City's drop-off recycling center	51	6.3 %
Yard waste removal service	92	11.4 %
Water service	70	8.7 %
Utility Billing Office customer service	39	4.8 %
None chosen	216	26.8 %
Total	806	100.0 %

**SUM OF TOP 2 CHOICES**

**Q12. Which TWO of the garbage and water services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q12. Sum of top 2 choices	Number	Percent
Residential garbage collection service	179	22.2 %
Curbside recycling service overall	305	37.8 %
Material types accepted for recycling	299	37.1 %
Recycling at City's drop-off recycling center	75	9.3 %
Yard waste removal service	162	20.1 %
Water service	151	18.7 %
Utility Billing Office customer service	86	10.7 %
None chosen	139	17.2 %
Total	1396	

**Q13. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Overall quality of new residential development	15.5%	36.4%	18.7%	13.9%	8.1%	7.4%
Q13-2. Overall quality of new retail development (stores, restaurants, etc.)	15.6%	43.3%	20.6%	12.2%	4.5%	3.8%
Q13-3. Overall quality of new business development (offices, medical facilities, banks, etc.)	15.3%	45.2%	23.3%	7.8%	2.9%	5.6%
Q13-4. Overall quality of new industrial development (warehouses, plants, etc.)	14.3%	35.2%	21.5%	5.3%	1.6%	22.1%
Q13-5. Redevelopment of abandoned or under-utilized properties	8.4%	24.7%	26.1%	18.2%	6.1%	16.5%
Q13-6. Overall appearance of Opelika Road	6.1%	27.0%	30.8%	24.2%	8.9%	3.0%
Q13-7. Overall appearance of Downtown Auburn	21.7%	43.8%	14.9%	11.0%	6.5%	2.1%
Q13-8. City's planning for future growth	8.7%	24.2%	23.1%	16.3%	13.4%	14.4%

**WITHOUT "DON'T KNOW"**

**Q13. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Overall quality of new residential development	16.8%	39.3%	20.2%	15.0%	8.7%
Q13-2. Overall quality of new retail development (stores, restaurants, etc.)	16.3%	45.0%	21.4%	12.6%	4.6%
Q13-3. Overall quality of new business development (offices, medical facilities, banks, etc.)	16.2%	47.8%	24.7%	8.3%	3.0%
Q13-4. Overall quality of new industrial development (warehouses, plants, etc.)	18.3%	45.2%	27.5%	6.8%	2.1%
Q13-5. Redevelopment of abandoned or under-utilized properties	10.1%	29.6%	31.2%	21.8%	7.3%
Q13-6. Overall appearance of Opelika Road	6.3%	27.9%	31.7%	24.9%	9.2%
Q13-7. Overall appearance of Downtown Auburn	22.2%	44.7%	15.2%	11.3%	6.6%
Q13-8. City's planning for future growth	10.1%	28.3%	27.0%	19.0%	15.7%

**Q14. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Maintenance of parks	26.7%	48.5%	10.7%	3.6%	0.9%	9.7%
Q14-2. Maintenance of cemeteries	19.4%	38.0%	13.3%	3.3%	0.5%	25.6%
Q14-3. Maintenance of walking trails	21.7%	45.3%	13.4%	2.6%	0.5%	16.5%
Q14-4. Maintenance of swimming pools	12.3%	24.4%	15.1%	2.0%	0.0%	46.2%
Q14-5. Quality of swimming pools	11.3%	22.2%	16.5%	4.0%	0.4%	45.7%
Q14-6. Maintenance of community recreation centers	19.6%	39.0%	14.5%	1.7%	0.4%	24.8%
Q14-7. Quality of community recreation centers	19.4%	37.3%	15.1%	3.2%	0.7%	24.2%
Q14-8. Maintenance of outdoor athletic fields	20.0%	40.0%	12.3%	1.9%	1.0%	24.9%
Q14-9. Quality of outdoor athletic fields	20.1%	38.7%	12.5%	3.1%	1.0%	24.6%
Q14-10. Quality of youth athletic programs	20.2%	30.5%	11.5%	3.0%	0.6%	34.1%
Q14-11. Quality of adult athletic programs	12.0%	22.6%	15.9%	3.8%	1.5%	44.2%
Q14-12. Quality of cultural arts programs	17.0%	32.4%	15.6%	4.6%	1.1%	29.3%
Q14-13. Quality of senior programs	11.9%	20.7%	13.0%	2.5%	1.1%	50.7%
Q14-14. Quality of special needs/therapeutics programs	8.6%	14.9%	14.8%	2.4%	0.7%	58.7%
Q14-15. Ease of registering for programs	15.6%	33.4%	14.9%	2.9%	1.4%	31.9%
Q14-16. Fees charged for recreation programs	16.3%	34.6%	16.5%	3.0%	1.0%	28.7%



**Q14. 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."**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-17. Quality of special events (CityFest, Downtown Trick or Treat, etc.)	25.8%	41.1%	16.3%	3.8%	1.0%	12.0%

**WITHOUT "DON'T KNOW"****Q14. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Maintenance of parks	29.5%	53.7%	11.8%	4.0%	1.0%
Q14-2. Maintenance of cemeteries	26.0%	51.0%	17.8%	4.5%	0.7%
Q14-3. Maintenance of walking trails	26.0%	54.2%	16.0%	3.1%	0.6%
Q14-4. Maintenance of swimming pools	22.8%	45.4%	28.1%	3.7%	0.0%
Q14-5. Quality of swimming pools	20.8%	40.9%	30.4%	7.3%	0.7%
Q14-6. Maintenance of community recreation centers	26.1%	51.8%	19.3%	2.3%	0.5%
Q14-7. Quality of community recreation centers	25.5%	49.3%	20.0%	4.3%	1.0%
Q14-8. Maintenance of outdoor athletic fields	26.6%	53.2%	16.4%	2.5%	1.3%
Q14-9. Quality of outdoor athletic fields	26.6%	51.3%	16.6%	4.1%	1.3%
Q14-10. Quality of youth athletic programs	30.7%	46.3%	17.5%	4.5%	0.9%
Q14-11. Quality of adult athletic programs	21.6%	40.4%	28.4%	6.9%	2.7%
Q14-12. Quality of cultural arts programs	24.0%	45.8%	22.1%	6.5%	1.6%
Q14-13. Quality of senior programs	24.2%	42.1%	26.4%	5.0%	2.3%
Q14-14. Quality of special needs/therapeutics programs	20.7%	36.0%	35.7%	5.7%	1.8%
Q14-15. Ease of registering for programs	23.0%	49.0%	21.9%	4.2%	2.0%
Q14-16. Fees charged for recreation programs	22.8%	48.5%	23.1%	4.2%	1.4%
Q14-17. Quality of special events (CityFest, Downtown Trick or Treat, etc.)	29.3%	46.7%	18.5%	4.4%	1.1%

**Q15. Which FOUR of the Parks and Recreation areas listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q15. Top choice	Number	Percent
Maintenance of parks	126	15.6 %
Maintenance of cemeteries	35	4.3 %
Maintenance of walking trails	43	5.3 %
Maintenance of swimming pools	10	1.2 %
Quality of swimming pools	26	3.2 %
Maintenance of community recreation centers	23	2.9 %
Quality of community recreation centers	32	4.0 %
Maintenance of outdoor athletic fields	17	2.1 %
Quality of outdoor athletic fields	22	2.7 %
Quality of youth athletic programs	59	7.3 %
Quality of adult athletic programs	22	2.7 %
Quality of cultural arts programs	37	4.6 %
Quality of senior programs	43	5.3 %
Quality of special needs/therapeutics programs	15	1.9 %
Ease of registering for programs	18	2.2 %
Fees charged for recreation programs	26	3.2 %
Quality of special events (CityFest, Downtown Trick or Treat, etc.)	89	11.0 %
None chosen	163	20.2 %
Total	806	100.0 %

**Q15. Which FOUR of the Parks and Recreation areas listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q15. 2nd choice	Number	Percent
Maintenance of parks	82	10.2 %
Maintenance of cemeteries	37	4.6 %
Maintenance of walking trails	74	9.2 %
Maintenance of swimming pools	9	1.1 %
Quality of swimming pools	22	2.7 %
Maintenance of community recreation centers	36	4.5 %
Quality of community recreation centers	40	5.0 %
Maintenance of outdoor athletic fields	21	2.6 %
Quality of outdoor athletic fields	28	3.5 %
Quality of youth athletic programs	44	5.5 %
Quality of adult athletic programs	26	3.2 %
Quality of cultural arts programs	43	5.3 %
Quality of senior programs	46	5.7 %
Quality of special needs/therapeutics programs	20	2.5 %
Ease of registering for programs	19	2.4 %
Fees charged for recreation programs	22	2.7 %
Quality of special events (CityFest, Downtown Trick or Treat, etc.)	37	4.6 %
None chosen	200	24.8 %
Total	806	100.0 %

**Q15. Which FOUR of the Parks and Recreation areas listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q15. 3rd choice	Number	Percent
Maintenance of parks	60	7.4 %
Maintenance of cemeteries	23	2.9 %
Maintenance of walking trails	38	4.7 %
Maintenance of swimming pools	12	1.5 %
Quality of swimming pools	21	2.6 %
Maintenance of community recreation centers	32	4.0 %
Quality of community recreation centers	45	5.6 %
Maintenance of outdoor athletic fields	25	3.1 %
Quality of outdoor athletic fields	21	2.6 %
Quality of youth athletic programs	53	6.6 %
Quality of adult athletic programs	20	2.5 %
Quality of cultural arts programs	43	5.3 %
Quality of senior programs	38	4.7 %
Quality of special needs/therapeutics programs	43	5.3 %
Ease of registering for programs	20	2.5 %
Fees charged for recreation programs	24	3.0 %
Quality of special events (CityFest, Downtown Trick or Treat, etc.)	45	5.6 %
None chosen	243	30.1 %
Total	806	100.0 %

**Q15. Which FOUR of the Parks and Recreation areas listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q15. 4th choice	Number	Percent
Maintenance of parks	50	6.2 %
Maintenance of cemeteries	27	3.3 %
Maintenance of walking trails	38	4.7 %
Maintenance of swimming pools	14	1.7 %
Quality of swimming pools	12	1.5 %
Maintenance of community recreation centers	19	2.4 %
Quality of community recreation centers	32	4.0 %
Maintenance of outdoor athletic fields	22	2.7 %
Quality of outdoor athletic fields	27	3.3 %
Quality of youth athletic programs	27	3.3 %
Quality of adult athletic programs	21	2.6 %
Quality of cultural arts programs	41	5.1 %
Quality of senior programs	35	4.3 %
Quality of special needs/therapeutics programs	21	2.6 %
Ease of registering for programs	21	2.6 %
Fees charged for recreation programs	27	3.3 %
Quality of special events (CityFest, Downtown Trick or Treat, etc.)	77	9.6 %
None chosen	295	36.6 %
Total	806	100.0 %

**SUM OF TOP 4 CHOICES****Q15. Which FOUR of the Parks and Recreation areas listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 4)**

Q15. Sum of top 4 choices	Number	Percent
Maintenance of parks	318	39.5 %
Maintenance of cemeteries	122	15.1 %
Maintenance of walking trails	193	23.9 %
Maintenance of swimming pools	45	5.6 %
Quality of swimming pools	81	10.0 %
Maintenance of community recreation centers	110	13.6 %
Quality of community recreation centers	149	18.5 %
Maintenance of outdoor athletic fields	85	10.5 %
Quality of outdoor athletic fields	98	12.2 %
Quality of youth athletic programs	183	22.7 %
Quality of adult athletic programs	89	11.0 %
Quality of cultural arts programs	164	20.3 %
Quality of senior programs	162	20.1 %
Quality of special needs/therapeutics programs	99	12.3 %
Ease of registering for programs	78	9.7 %
Fees charged for recreation programs	99	12.3 %
Quality of special events (CityFest, Downtown Trick or Treat, etc.)	248	30.8 %
None chosen	163	20.2 %
Total	2486	

**Q16. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Hours of operation	27.5%	36.7%	7.6%	1.1%	0.0%	27.0%
Q16-2. Customer service	35.5%	29.5%	6.8%	0.7%	0.1%	27.3%
Q16-3. Books & audio/visual for children	22.0%	24.1%	7.9%	2.2%	0.6%	43.2%
Q16-4. Books & audio/visual for adults	24.8%	28.9%	9.6%	2.7%	0.5%	33.5%
Q16-5. Children's programs	20.0%	21.1%	9.2%	1.6%	0.6%	47.5%
Q16-6. Adult programs	16.7%	17.6%	13.3%	2.0%	0.2%	50.1%
Q16-7. Technology resources	20.2%	24.8%	11.5%	1.5%	0.0%	41.9%
Q16-8. E-book collection	15.8%	22.0%	13.3%	2.1%	0.6%	46.3%
Q16-9. Availability of parking	27.8%	33.0%	8.6%	4.1%	1.2%	25.3%
Q16-10. Availability of study spaces	20.6%	26.4%	10.0%	2.7%	0.5%	39.7%

**WITHOUT "DON'T KNOW"****Q16. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Hours of operation	37.8%	50.3%	10.4%	1.5%	0.0%
Q16-2. Customer service	48.8%	40.6%	9.4%	1.0%	0.2%
Q16-3. Books & audio/visual for children	38.6%	42.4%	14.0%	3.9%	1.1%
Q16-4. Books & audio/visual for adults	37.3%	43.5%	14.4%	4.1%	0.7%
Q16-5. Children's programs	38.1%	40.2%	17.5%	3.1%	1.2%
Q16-6. Adult programs	33.6%	35.3%	26.6%	4.0%	0.5%
Q16-7. Technology resources	34.8%	42.7%	19.9%	2.6%	0.0%
Q16-8. E-book collection	29.3%	40.9%	24.7%	3.9%	1.2%
Q16-9. Availability of parking	37.2%	44.2%	11.5%	5.5%	1.7%
Q16-10. Availability of study spaces	34.2%	43.8%	16.7%	4.5%	0.8%

**Q17. Which THREE of the library services listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Hours of operation	51	6.3 %
Customer service	40	5.0 %
Books & audio/visual for children	73	9.1 %
Books & audio/visual for adults	55	6.8 %
Children's programs	59	7.3 %
Adult programs	45	5.6 %
Technology resources	36	4.5 %
E-book collection	63	7.8 %
Availability of parking	39	4.8 %
Availability of study spaces	26	3.2 %
None chosen	319	39.6 %
Total	806	100.0 %

**Q17. Which THREE of the library services listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Hours of operation	28	3.5 %
Customer service	25	3.1 %
Books & audio/visual for children	46	5.7 %
Books & audio/visual for adults	68	8.4 %
Children's programs	72	8.9 %
Adult programs	56	6.9 %
Technology resources	60	7.4 %
E-book collection	33	4.1 %
Availability of parking	29	3.6 %
Availability of study spaces	26	3.2 %
None chosen	363	45.0 %
Total	806	100.0 %



**Q17. Which THREE of the library services listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q17. 3rd choice	Number	Percent
Hours of operation	26	3.2 %
Customer service	20	2.5 %
Books & audio/visual for children	24	3.0 %
Books & audio/visual for adults	62	7.7 %
Children's programs	56	6.9 %
Adult programs	47	5.8 %
Technology resources	73	9.1 %
E-book collection	39	4.8 %
Availability of parking	27	3.3 %
Availability of study spaces	33	4.1 %
None chosen	399	49.5 %
Total	806	100.0 %

**SUM OF TOP 3 CHOICES**

**Q17. Which THREE of the library services listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q17. Sum of top 3 choices	Number	Percent
Hours of operation	105	13.0 %
Customer service	85	10.5 %
Books & audio/visual for children	143	17.7 %
Books & audio/visual for adults	185	23.0 %
Children's programs	187	23.2 %
Adult programs	148	18.4 %
Technology resources	169	21.0 %
E-book collection	135	16.7 %
Availability of parking	95	11.8 %
Availability of study spaces	85	10.5 %
None chosen	319	39.6 %
Total	1656	

**Q18. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Ease of travel by car in Auburn	15.3%	43.3%	16.4%	16.7%	7.2%	1.1%
Q18-2. Ease of travel by bicycle in Auburn	6.1%	15.3%	16.3%	13.6%	8.3%	40.4%
Q18-3. Ease of pedestrian travel in Auburn	13.0%	38.7%	23.1%	11.5%	3.7%	9.9%
Q18-4. Overall connectivity for bicycles & pedestrians	6.8%	22.8%	24.6%	16.4%	6.8%	22.6%

**Q18. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Ease of travel by car in Auburn	15.4%	43.8%	16.6%	16.9%	7.3%
Q18-2. Ease of travel by bicycle in Auburn	10.2%	25.6%	27.3%	22.9%	14.0%
Q18-3. Ease of pedestrian travel in Auburn	14.5%	43.0%	25.6%	12.8%	4.1%
Q18-4. Overall connectivity for bicycles & pedestrians	8.8%	29.5%	31.7%	21.2%	8.8%

**Q19. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Maintenance of streets	15.0%	52.7%	17.1%	10.8%	2.5%	1.9%
Q19-2. Maintenance of sidewalks	16.3%	52.5%	18.2%	8.4%	2.2%	2.4%
Q19-3. Maintenance of street signs	23.1%	58.2%	13.5%	2.5%	0.5%	2.2%
Q19-4. Maintenance of traffic signals	26.2%	57.7%	10.7%	2.7%	0.6%	2.1%
Q19-5. Maintenance of biking paths & lanes	11.9%	35.6%	18.7%	8.4%	4.2%	21.1%
Q19-6. Maintenance of Downtown Auburn	25.7%	53.8%	11.7%	3.2%	1.9%	3.7%
Q19-7. Cleanup of debris/litter on & near roadways	18.5%	48.3%	19.7%	8.1%	2.2%	3.2%
Q19-8. Maintenance of City-owned buildings	21.7%	52.2%	13.9%	1.4%	0.2%	10.5%
Q19-9. Mowing/trimming along streets & public areas	21.6%	52.4%	17.0%	4.2%	1.0%	3.8%
Q19-10. Overall cleanliness of streets & public areas	23.2%	56.9%	12.8%	3.3%	1.4%	2.4%
Q19-11. Adequacy of City street lighting	17.1%	46.8%	18.7%	11.3%	3.6%	2.5%

**WITHOUT "DON'T KNOW"**

**Q19. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Maintenance of streets	15.3%	53.7%	17.4%	11.0%	2.5%
Q19-2. Maintenance of sidewalks	16.6%	53.7%	18.7%	8.6%	2.3%
Q19-3. Maintenance of street signs	23.6%	59.5%	13.8%	2.5%	0.5%
Q19-4. Maintenance of traffic signals	26.7%	58.9%	10.9%	2.8%	0.6%
Q19-5. Maintenance of biking paths & lanes	15.1%	45.1%	23.7%	10.7%	5.3%
Q19-6. Maintenance of Downtown Auburn	26.7%	55.9%	12.1%	3.4%	1.9%
Q19-7. Cleanup of debris/litter on & near roadways	19.1%	49.9%	20.4%	8.3%	2.3%
Q19-8. Maintenance of City-owned buildings	24.3%	58.4%	15.5%	1.5%	0.3%
Q19-9. Mowing/trimming along streets & public areas	22.5%	54.5%	17.7%	4.4%	1.0%
Q19-10. Overall cleanliness of streets & public areas	23.8%	58.3%	13.1%	3.4%	1.4%
Q19-11. Adequacy of City street lighting	17.6%	48.0%	19.2%	11.6%	3.7%

**Q20. Which THREE of the areas of maintenance 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
Maintenance of streets	208	25.8 %
Maintenance of sidewalks	50	6.2 %
Maintenance of street signs	14	1.7 %
Maintenance of traffic signals	19	2.4 %
Maintenance of biking paths & lanes	79	9.8 %
Maintenance of Downtown Auburn	44	5.5 %
Cleanup of debris/litter on & near roadways	63	7.8 %
Maintenance of City-owned buildings	6	0.7 %
Mowing/trimming along streets & public areas	20	2.5 %
Overall cleanliness of streets & public areas	20	2.5 %
Adequacy of City street lighting	147	18.2 %
None chosen	136	16.9 %
Total	806	100.0 %

**Q20. Which THREE of the areas of maintenance 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
Maintenance of streets	85	10.5 %
Maintenance of sidewalks	111	13.8 %
Maintenance of street signs	21	2.6 %
Maintenance of traffic signals	30	3.7 %
Maintenance of biking paths & lanes	64	7.9 %
Maintenance of Downtown Auburn	55	6.8 %
Cleanup of debris/litter on & near roadways	76	9.4 %
Maintenance of City-owned buildings	20	2.5 %
Mowing/trimming along streets & public areas	45	5.6 %
Overall cleanliness of streets & public areas	46	5.7 %
Adequacy of City street lighting	70	8.7 %
None chosen	183	22.7 %
Total	806	100.0 %

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

Q20. 3rd choice	Number	Percent
Maintenance of streets	51	6.3 %
Maintenance of sidewalks	65	8.1 %
Maintenance of street signs	19	2.4 %
Maintenance of traffic signals	29	3.6 %
Maintenance of biking paths & lanes	41	5.1 %
Maintenance of Downtown Auburn	45	5.6 %
Cleanup of debris/litter on & near roadways	66	8.2 %
Maintenance of City-owned buildings	13	1.6 %
Mowing/trimming along streets & public areas	46	5.7 %
Overall cleanliness of streets & public areas	109	13.5 %
Adequacy of City street lighting	89	11.0 %
None chosen	233	28.9 %
Total	806	100.0 %

**SUM OF TOP 3 CHOICES**

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

Q20. Sum of top 3 choices	Number	Percent
Maintenance of streets	344	42.7 %
Maintenance of sidewalks	226	28.0 %
Maintenance of street signs	54	6.7 %
Maintenance of traffic signals	78	9.7 %
Maintenance of biking paths & lanes	184	22.8 %
Maintenance of Downtown Auburn	144	17.9 %
Cleanup of debris/litter on & near roadways	205	25.4 %
Maintenance of City-owned buildings	39	4.8 %
Mowing/trimming along streets & public areas	111	13.8 %
Overall cleanliness of streets & public areas	175	21.7 %
Adequacy of City street lighting	306	38.0 %
None chosen	136	16.9 %
Total	2002	

**Q21. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Cleanliness of Downtown areas	31.6%	55.7%	6.8%	2.1%	0.1%	3.6%
Q21-2. Feeling of safety in Downtown at night	29.9%	46.7%	12.7%	3.0%	0.4%	7.4%
Q21-3. Pedestrian accessibility	28.2%	48.4%	11.3%	6.6%	1.0%	4.6%
Q21-4. Quality of public events held Downtown	23.7%	42.2%	15.9%	6.7%	1.0%	10.5%
Q21-5. Landscaping & green space	23.4%	48.0%	15.0%	7.4%	1.6%	4.5%
Q21-6. Signage & wayfinding	24.2%	50.6%	14.6%	4.1%	0.7%	5.7%
Q21-7. Availability of public event space	13.5%	26.9%	26.4%	12.2%	3.2%	17.7%
Q21-8. Availability of dining opportunities	24.9%	44.0%	15.8%	9.6%	1.9%	3.8%
Q21-9. Availability of outdoor dining venues	13.8%	31.5%	27.0%	15.6%	3.2%	8.8%
Q21-10. Availability of retail shopping	16.4%	38.0%	23.2%	14.6%	2.7%	5.1%
Q21-11. Availability of parking	4.6%	14.1%	17.5%	27.8%	31.6%	4.3%

**WITHOUT "DON'T KNOW"**

**Q21. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Cleanliness of Downtown areas	32.8%	57.8%	7.1%	2.2%	0.1%
Q21-2. Feeling of safety in Downtown at night	32.3%	50.4%	13.7%	3.2%	0.4%
Q21-3. Pedestrian accessibility	29.5%	50.7%	11.8%	6.9%	1.0%
Q21-4. Quality of public events held Downtown	26.5%	47.2%	17.8%	7.5%	1.1%
Q21-5. Landscaping & green space	24.5%	50.3%	15.7%	7.8%	1.7%
Q21-6. Signage & wayfinding	25.7%	53.7%	15.5%	4.3%	0.8%
Q21-7. Availability of public event space	16.4%	32.7%	32.1%	14.8%	3.9%
Q21-8. Availability of dining opportunities	25.9%	45.8%	16.4%	9.9%	1.9%
Q21-9. Availability of outdoor dining venues	15.1%	34.6%	29.7%	17.1%	3.5%
Q21-10. Availability of retail shopping	17.3%	40.0%	24.4%	15.4%	2.9%
Q21-11. Availability of parking	4.8%	14.8%	18.3%	29.1%	33.1%



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

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of Downtown areas	65	8.1 %
Feeling of safety in Downtown at night	49	6.1 %
Pedestrian accessibility	29	3.6 %
Quality of public events held Downtown	21	2.6 %
Landscaping & green space	26	3.2 %
Signage & wayfinding	10	1.2 %
Availability of public event space	7	0.9 %
Availability of dining opportunities	28	3.5 %
Availability of outdoor dining venues	19	2.4 %
Availability of retail shopping	22	2.7 %
Availability of parking	433	53.7 %
<u>None chosen</u>	<u>97</u>	<u>12.0 %</u>
Total	806	100.0 %

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

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of Downtown areas	47	5.8 %
Feeling of safety in Downtown at night	94	11.7 %
Pedestrian accessibility	43	5.3 %
Quality of public events held Downtown	48	6.0 %
Landscaping & green space	50	6.2 %
Signage & wayfinding	22	2.7 %
Availability of public event space	47	5.8 %
Availability of dining opportunities	60	7.4 %
Availability of outdoor dining venues	84	10.4 %
Availability of retail shopping	81	10.0 %
Availability of parking	75	9.3 %
<u>None chosen</u>	<u>155</u>	<u>19.2 %</u>
Total	806	100.0 %

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

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of Downtown areas	59	7.3 %
Feeling of safety in Downtown at night	53	6.6 %
Pedestrian accessibility	50	6.2 %
Quality of public events held Downtown	64	7.9 %
Landscaping & green space	38	4.7 %
Signage & wayfinding	23	2.9 %
Availability of public event space	44	5.5 %
Availability of dining opportunities	62	7.7 %
Availability of outdoor dining venues	59	7.3 %
Availability of retail shopping	66	8.2 %
Availability of parking	63	7.8 %
None chosen	225	27.9 %
Total	806	100.0 %

**SUM OF TOP 3 CHOICES**

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

<u>Q22. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of Downtown areas	171	21.2 %
Feeling of safety in Downtown at night	196	24.3 %
Pedestrian accessibility	122	15.1 %
Quality of public events held Downtown	133	16.5 %
Landscaping & green space	114	14.1 %
Signage & wayfinding	55	6.8 %
Availability of public event space	98	12.2 %
Availability of dining opportunities	150	18.6 %
Availability of outdoor dining venues	162	20.1 %
Availability of retail shopping	169	21.0 %
Availability of parking	571	70.8 %
None chosen	97	12.0 %
Total	2038	

**Q23. Compared to other City priorities, how important is it for the City of Auburn to implement a mass transit system?**

Q23. How important is it for City to implement a mass transit system	Number	Percent
Extremely important	155	19.2 %
Somewhat important	256	31.8 %
No opinion	146	18.1 %
Somewhat unimportant	132	16.4 %
Extremely unimportant	99	12.3 %
Not provided	18	2.2 %
Total	806	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q23. Compared to other City priorities, how important is it for the City of Auburn to implement a mass transit system? (without "not provided")**

Q23. How important is it for City to implement a mass transit system	Number	Percent
Extremely important	155	19.7 %
Somewhat important	256	32.5 %
No opinion	146	18.5 %
Somewhat unimportant	132	16.8 %
Extremely unimportant	99	12.6 %
Total	788	100.0 %

**Q24. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Quality of Open Line newsletter	22.6%	39.7%	14.6%	2.4%	0.6%	20.1%
Q24-2. Quality of City's website	18.6%	41.3%	18.7%	5.8%	1.7%	13.8%
Q24-3. Quality of City's social media	13.9%	30.5%	20.0%	3.5%	0.9%	31.3%
Q24-4. Availability of information about City services & programs	18.2%	41.1%	20.7%	6.6%	1.0%	12.4%
Q24-5. Availability of information about Parks & Recreation services & programs	20.5%	41.9%	17.1%	6.0%	1.4%	13.2%
Q24-6. Availability of information about Auburn Public Library services & programs	19.7%	36.8%	17.2%	3.8%	0.9%	21.5%

**WITHOUT "DON'T KNOW"**

**Q24. 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=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Quality of Open Line newsletter	28.3%	49.7%	18.3%	3.0%	0.8%
Q24-2. Quality of City's website	21.6%	47.9%	21.7%	6.8%	2.0%
Q24-3. Quality of City's social media	20.2%	44.4%	29.1%	5.1%	1.3%
Q24-4. Availability of information about City services & programs	20.8%	46.9%	23.7%	7.5%	1.1%
Q24-5. Availability of information about Parks & Recreation services & programs	23.6%	48.3%	19.7%	6.9%	1.6%
Q24-6. Availability of information about Auburn Public Library services & programs	25.1%	46.9%	22.0%	4.9%	1.1%

**Q25. Which of the following are your primary sources of information about City issues, services, and events?**

Q25. What are your primary sources of information about City issues, services, & events	Number	Percent
Open Line newsletter (online version)	115	14.3 %
Open Line newsletter (print, with water bill)	435	54.0 %
E-Notifier (City emails/texts/press releases)	111	13.8 %
City website via home computer (desktop, laptop)	339	42.1 %
City website via mobile device (phone, tablet)	238	29.5 %
Calling a City department on telephone	171	21.2 %
City cable channel (Charter Ch. 182, WOW Ch. 13)	40	5.0 %
City social media sites (Facebook, Twitter, Instagram)	257	31.9 %
Other social media sites (private, non-City sites)	96	11.9 %
Local newspaper (Villager, OA News)	424	52.6 %
Radio news programs	176	21.8 %
Television news programs	158	19.6 %
Word of mouth (friends/neighbors)	461	57.2 %
Public meetings	64	7.9 %
Other	18	2.2 %
Total	3103	

**Q25. Other**

Q25. Other	Number	Percent
Library and Parks and Rec Brochure	1	5.6 %
Work	1	5.6 %
Parents magazine	1	5.6 %
Word of mouth	1	5.6 %
Library and Parks and Rec Brochure and email	1	5.6 %
Church, Chamber	1	5.6 %
Parks & Rec booklet	1	5.6 %
School and work	1	5.6 %
OA insides emails	1	5.6 %
Library	1	5.6 %
Banner sign	1	5.6 %
School flyers	1	5.6 %
Auburn Plainsman	1	5.6 %
Message boards for Inside Auburn Tigers (Mark Murphy's business)	1	5.6 %
Use Your Ears at Byrons	1	5.6 %
Mail/postcards	1	5.6 %
Phone app	1	5.6 %
Ham radio	1	5.6 %
Total	18	100.0 %

**Q26. Which THREE of the sources of information listed in Question 25 would be the PREFERRED sources of information for your household?**

Q26. Top choice	Number	Percent
Open Line newsletter (online version)	50	6.2 %
Open Line newsletter (print, with water bill)	170	21.1 %
E-Notifier (City emails/texts/press releases)	69	8.6 %
City website via home computer (desktop, laptop)	72	8.9 %
City website via mobile device (phone, tablet)	61	7.6 %
Calling a City department on telephone	13	1.6 %
City cable channel (Charter Ch. 182, WOW Ch. 13)	8	1.0 %
City social media sites (Facebook, Twitter, Instagram)	103	12.8 %
Other social media sites (private, non-City sites)	6	0.7 %
Local newspaper (Villager, OA News)	92	11.4 %
Radio news programs	10	1.2 %
Television news programs	18	2.2 %
Word of mouth (friends/neighbors)	9	1.1 %
Public meetings	3	0.4 %
Other	4	0.5 %
None chosen	118	14.6 %
Total	806	100.0 %

**Q26. Which THREE of the sources of information listed in Question 25 would be the PREFERRED sources of information for your household?**

Q26. 2nd choice	Number	Percent
Open Line newsletter (online version)	30	3.7 %
Open Line newsletter (print, with water bill)	85	10.5 %
E-Notifier (City emails/texts/press releases)	62	7.7 %
City website via home computer (desktop, laptop)	97	12.0 %
City website via mobile device (phone, tablet)	73	9.1 %
Calling a City department on telephone	18	2.2 %
City cable channel (Charter Ch. 182, WOW Ch. 13)	17	2.1 %
City social media sites (Facebook, Twitter, Instagram)	78	9.7 %
Other social media sites (private, non-City sites)	14	1.7 %
Local newspaper (Villager, OA News)	83	10.3 %
Radio news programs	36	4.5 %
Television news programs	27	3.3 %
Word of mouth (friends/neighbors)	21	2.6 %
Public meetings	5	0.6 %
Other	5	0.6 %
None chosen	155	19.2 %
Total	806	100.0 %

**Q26. Which THREE of the sources of information listed in Question 25 would be the PREFERRED sources of information for your household?**

Q26. 3rd choice	Number	Percent
Open Line newsletter (online version)	34	4.2 %
Open Line newsletter (print, with water bill)	44	5.5 %
E-Notifier (City emails/texts/press releases)	35	4.3 %
City website via home computer (desktop, laptop)	48	6.0 %
City website via mobile device (phone, tablet)	47	5.8 %
Calling a City department on telephone	39	4.8 %
City cable channel (Charter Ch. 182, WOW Ch. 13)	13	1.6 %
City social media sites (Facebook, Twitter, Instagram)	64	7.9 %
Other social media sites (private, non-City sites)	15	1.9 %
Local newspaper (Villager, OA News)	93	11.5 %
Radio news programs	45	5.6 %
Television news programs	40	5.0 %
Word of mouth (friends/neighbors)	58	7.2 %
Public meetings	18	2.2 %
Other	6	0.7 %
None chosen	207	25.7 %
Total	806	100.0 %

**SUM OF TOP 3 CHOICES**

**Q26. Which THREE of the sources of information listed in Question 25 would be the PREFERRED sources of information for your household? (top 3)**

Q26. Sum of top 3 choices	Number	Percent
Open Line newsletter (online version)	114	14.1 %
Open Line newsletter (print, with water bill)	299	37.1 %
E-Notifier (City emails/texts/press releases)	166	20.6 %
City website via home computer (desktop, laptop)	217	26.9 %
City website via mobile device (phone, tablet)	181	22.5 %
Calling a City department on telephone	70	8.7 %
City cable channel (Charter Ch. 182, WOW Ch. 13)	38	4.7 %
City social media sites (Facebook, Twitter, Instagram)	245	30.4 %
Other social media sites (private, non-City sites)	35	4.3 %
Local newspaper (Villager, OA News)	268	33.3 %
Radio news programs	91	11.3 %
Television news programs	85	10.5 %
Word of mouth (friends/neighbors)	88	10.9 %
Public meetings	26	3.2 %
Other	15	1.9 %
None chosen	118	14.6 %
Total	2056	

**Q27. Have you called or visited the City with a question, problem, or complaint during the past year?**

Q27. Have you called or visited City with a question,  
problem, or complaint during past year

	Number	Percent
Yes	334	41.4 %
No	472	58.6 %
Total	806	100.0 %

**Q27a. How easy was it to contact the person you needed to reach?**

Q27a. How easy was it to contact the person you  
needed to reach

	Number	Percent
Very easy	161	48.2 %
Somewhat easy	118	35.3 %
Difficult	37	11.1 %
Very difficult	15	4.5 %
Don't know	3	0.9 %
Total	334	100.0 %

**WITHOUT "DON'T KNOW"****Q27a. How easy was it to contact the person you needed to reach? (without "don't know")**

Q27a. How easy was it to contact the person you  
needed to reach

	Number	Percent
Very easy	161	48.6 %
Somewhat easy	118	35.6 %
Difficult	37	11.2 %
Very difficult	15	4.5 %
Total	331	100.0 %



**Q27b. What department did you contact?**

<u>Q27b. What department did you contact</u>	<u>Number</u>	<u>Percent</u>
Police	69	20.7 %
Fire	14	4.2 %
Planning	51	15.3 %
Parks & Recreation	51	15.3 %
Codes Enforcement	53	15.9 %
Public Works	58	17.4 %
City Manager's Office	30	9.0 %
Utility Billing Office	52	15.6 %
Municipal Court	16	4.8 %
Environmental Services (garbage, trash, recycling, animal control)	122	36.5 %
Water Resource Management (water, sewer & watershed management)	67	20.1 %
Finance (City licenses & taxes)	16	4.8 %
Other	15	4.5 %
Total	614	

**Q27b. Other**

<u>Q27b. Other</u>	<u>Number</u>	<u>Percent</u>
City Council	2	13.3 %
Library	2	13.3 %
Regarding traffic flow	1	6.7 %
Called about removal of deer in backyard	1	6.7 %
Animal control/public safety	1	6.7 %
Broken street light	1	6.7 %
Annexation of property into city limits	1	6.7 %
Marketing	1	6.7 %
Street	1	6.7 %
Road sign	1	6.7 %
Speeding in neighborhood	1	6.7 %
Public works & vote counts	1	6.7 %
Called the non-emergency number	1	6.7 %
Total	15	100.0 %

**Q27c. Was the department you contacted responsive to your issue?**

Q27c. Was the department you contacted responsive to your issue	Number	Percent
Yes	265	79.3 %
No	55	16.5 %
Not provided	14	4.2 %
Total	334	100.0 %

**WITHOUT "NOT PROVIDED"****Q27c. Was the department you contacted responsive to your issue? (without "not provided")**

Q27c. Was the department you contacted responsive to your issue	Number	Percent
Yes	265	82.8 %
No	55	17.2 %
Total	320	100.0 %

**Q29. Including yourself, how many people in your household are...**

	Mean	Sum
number	2.9	2290
Under age 5	0.2	152
Ages 5-9	0.2	147
Ages 10-14	0.2	157
Ages 15-19	0.2	151
Ages 20-24	0.2	160
Ages 25-34	0.3	264
Ages 35-44	0.4	350
Ages 45-54	0.4	310
Ages 55-64	0.4	309
Ages 65-74	0.3	211
Ages 75+	0.1	79

**Q30. Approximately how many years have you lived in the City of Auburn?**

Q30. How many years have you lived in City of Auburn	Number	Percent
0-5	185	23.0 %
6-10	139	17.2 %
11-15	119	14.8 %
16-20	64	7.9 %
21-30	119	14.8 %
31+	167	20.7 %
Not provided	13	1.6 %
Total	806	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. Approximately how many years have you lived in the City of Auburn? (without "not provided")**

Q30. How many years have you lived in City of Auburn	Number	Percent
0-5	185	23.3 %
6-10	139	17.5 %
11-15	119	15.0 %
16-20	64	8.1 %
21-30	119	15.0 %
31+	167	21.1 %
Total	793	100.0 %

**Q31. How many people in your household work within the Auburn City limits?**

Q31. How many people in your household work within Auburn City limits	Number	Percent
0	252	31.3 %
1	262	32.5 %
2	219	27.2 %
3	35	4.3 %
4	11	1.4 %
5	4	0.5 %
Not provided	23	2.9 %
Total	806	100.0 %

**WITHOUT "NOT PROVIDED"****Q31. How many people in your household work within the Auburn City limits? (without "not provided")**

Q31. How many people in your household work within Auburn City limits	Number	Percent
0	252	32.2 %
1	262	33.5 %
2	219	28.0 %
3	35	4.5 %
4	11	1.4 %
5	4	0.5 %
Total	783	100.0 %

**Q32. Are you a full time Auburn University student?**

<u>Q32. Are you a full time Auburn University student</u>	<u>Number</u>	<u>Percent</u>
Yes	61	7.6 %
No	734	91.1 %
Not provided	11	1.4 %
Total	806	100.0 %

**WITHOUT "NOT PROVIDED"****Q32. Are you a full time Auburn University student? (without "not provided")**

<u>Q32. Are you a full time Auburn University student</u>	<u>Number</u>	<u>Percent</u>
Yes	61	7.7 %
No	734	92.3 %
Total	795	100.0 %

**Q33. Do you own or rent your current residence?**

<u>Q33. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	598	74.2 %
Rent	203	25.2 %
Not provided	5	0.6 %
Total	806	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. Do you own or rent your current residence? (without "not provided")**

<u>Q33. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	598	74.7 %
Rent	203	25.3 %
Total	801	100.0 %

**Q34. What is your age?**

Q34. Your age	Number	Percent
18-34	169	21.0 %
35-44	167	20.7 %
45-54	163	20.2 %
55-64	163	20.2 %
65+	138	17.1 %
Not provided	6	0.7 %
Total	806	100.0 %

**WITHOUT "NOT PROVIDED"****Q34. What is your age? (without "not provided")**

Q34. Your age	Number	Percent
18-34	169	21.1 %
35-44	167	20.9 %
45-54	163	20.4 %
55-64	163	20.4 %
65+	138	17.3 %
Total	800	100.0 %

**Q35. Which of the following best describes your race/ethnicity?**

Q35. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	36	4.5 %
Black/African American	108	13.4 %
Hispanic	21	2.6 %
White/Caucasian	637	79.0 %
American Indian/Eskimo	7	0.9 %
Other	12	1.5 %
Total	821	

**Q35. Other**

Q35. Other	Number	Percent
Mixed	7	63.6 %
Black and White	1	9.1 %
Hispanic/American Indian	1	9.1 %
Ethiopean	1	9.1 %
European	1	9.1 %
Total	11	100.0 %

**Q36. Would you say your total annual household income is...**

Q36. Your total annual household income	Number	Percent
Under \$30K	86	10.7 %
\$30K to \$59,999	170	21.1 %
\$60K to \$99,999	209	25.9 %
\$100K+	281	34.9 %
Not provided	60	7.4 %
Total	806	100.0 %

**WITHOUT "NOT PROVIDED"****Q36. Would you say your total annual household income is... (without "not provided")**

Q36. Your total annual household income	Number	Percent
Under \$30K	86	11.5 %
\$30K to \$59,999	170	22.8 %
\$60K to \$99,999	209	28.0 %
\$100K+	281	37.7 %
Total	746	100.0 %

**Q37. Your gender:**

Q37. Your gender	Number	Percent
Male	389	48.3 %
Female	414	51.4 %
Not provided	3	0.4 %
Total	806	100.0 %

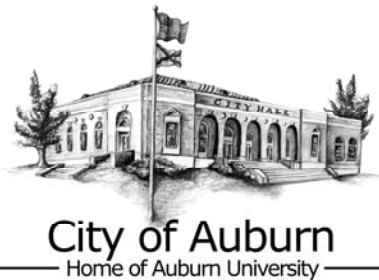
**WITHOUT "NOT PROVIDED"****Q37. Your gender: (without "not provided")**

Q37. Your gender	Number	Percent
Male	389	48.4 %
Female	414	51.6 %
Total	803	100.0 %

# Section 5

## *Survey Instrument*

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January 2018

Dear Auburn Resident,

I am writing to ask for your assistance with the 2018 Citizen Survey. This survey has been administered annually by the City of Auburn for the past 29 years. 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. 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 May. 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 "James C. Buston, III". The signature is written in a cursive style.

James C. Buston, III  
City Manager

Enclosure





## 2018 City of Auburn Citizen Survey

Welcome to the City of Auburn's Citizen Survey for 2018. 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, James C. Buston III, at 501-7260. If you would like to take the survey online, please go to <http://auburncitizen.org/>.

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	5	4	3	2	1	9
07. Enforcement of city codes and ordinances	5	4	3	2	1	9
08. Flow of traffic and congestion management	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 of Auburn 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

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. **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 personnel emergency response time	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

7. Which THREE of the public safety services items listed in Question 6 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 6.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

8. **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

9. **Code/Zoning 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. Enforcement of loud music restrictions	5	4	3	2	1	9
6. Control of nuisance animals	5	4	3	2	1	9
7. Unrelated occupancy in your neighborhood	5	4	3	2	1	9

10. Which TWO of the code/zoning enforcement 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: \_\_\_\_

11. **Garbage 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 city's drop-off recycling center	5	4	3	2	1	9
5. Yard waste removal service	5	4	3	2	1	9
6. Water service	5	4	3	2	1	9
7. Utility Billing Office customer service	5	4	3	2	1	9

12. Which TWO of the garbage and water services listed in Question 11 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 11.]

1st: \_\_\_\_ 2nd: \_\_\_\_

13. **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

**14. 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. Maintenance of parks	5	4	3	2	1	9
02. Maintenance of cemeteries	5	4	3	2	1	9
03. Maintenance of walking trails	5	4	3	2	1	9
04. Maintenance of swimming pools	5	4	3	2	1	9
05. Quality of swimming pools	5	4	3	2	1	9
06. Maintenance of community recreation centers	5	4	3	2	1	9
07. Quality of community recreation centers	5	4	3	2	1	9
08. Maintenance of outdoor athletic fields	5	4	3	2	1	9
09. Quality of outdoor athletic fields	5	4	3	2	1	9
10. Quality of youth athletic programs	5	4	3	2	1	9
11. Quality of adult athletic programs	5	4	3	2	1	9
12. Quality of cultural arts programs	5	4	3	2	1	9
13. Quality of senior programs	5	4	3	2	1	9
14. Quality of special needs/therapeutics programs	5	4	3	2	1	9
15. Ease of registering for programs	5	4	3	2	1	9
16. Fees charged for recreation programs	5	4	3	2	1	9
17. Quality of special events (CityFest, Downtown Trick or Treat, etc.)	5	4	3	2	1	9

**15. Which FOUR of the Parks and Recreation areas listed in Question 14 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 14.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_

**16. 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
01. Hours of operation	5	4	3	2	1	9
02. Customer service	5	4	3	2	1	9
03. Books and audio/visual for children	5	4	3	2	1	9
04. Books and audio/visual for adults	5	4	3	2	1	9
05. Children's programs	5	4	3	2	1	9
06. Adult programs	5	4	3	2	1	9
07. Technology resources	5	4	3	2	1	9
08. E-Book collection	5	4	3	2	1	9
09. Availability of parking	5	4	3	2	1	9
10. Availability of study spaces	5	4	3	2	1	9

**17. Which THREE of the library services listed in Question 16 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 16.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**18. 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

**19. 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-owned buildings	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

**20. Which THREE of the areas of maintenance 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. 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	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

**22. Which THREE areas of downtown Auburn 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. Compared to other City priorities, how important is it for the City of Auburn to implement a mass transit system?**

- (5) Extremely Important       (3) No Opinion       (1) Extremely Unimportant  
 (4) Somewhat Important       (2) Somewhat Unimportant

**24. 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 about Parks and Recreation services and programs	5	4	3	2	1	9
6. Availability of information about Auburn Public Library services and programs	5	4	3	2	1	9

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

- |  |  |
|--|--|
| <input type="checkbox"/> (01) Open Line newsletter (online version)                  | <input type="checkbox"/> (09) Other social media sites (private, non-city sites) |
| <input type="checkbox"/> (02) Open Line newsletter (print, with water bill)          | <input type="checkbox"/> (10) Local newspaper (Villager, OA News)                |
| <input type="checkbox"/> (03) E-Notifier (city emails/texts/press releases)          | <input type="checkbox"/> (11) Radio news programs                                |
| <input type="checkbox"/> (04) City website via home computer (desktop, laptop)       | <input type="checkbox"/> (12) Television news programs                           |
| <input type="checkbox"/> (05) City website via mobile device (phone, tablet)         | <input type="checkbox"/> (13) Word of mouth (friends/neighbors)                  |
| <input type="checkbox"/> (06) Calling a city department on the telephone             | <input type="checkbox"/> (14) Public meetings                                    |
| <input type="checkbox"/> (07) City cable channel (Charter Ch. 182, WOW Ch. 13)       | <input type="checkbox"/> (15) Other: _____                                       |
| <input type="checkbox"/> (08) City social media sites (Facebook, Twitter, Instagram) |  |

**26. Which THREE of the sources of information listed in Question 25 would be the PREFERRED sources of information for your household? [Write in your answers below using the numbers from the list in Question 25.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**27. Have you called or visited the city with a question, problem, or complaint during the past year?**

- (1) Yes [Answer Q27a-c.]       (2) No [Skip to Q28.]

**27a. How easy was it to contact the person you needed to reach?**

- (4) Very Easy       (3) Somewhat Easy       (2) Difficult       (1) Very Difficult

**27b. What department did you contact? [Check all that apply.]**

- |  |  |
|--|--|
| <input type="checkbox"/> (01) Police                 | <input type="checkbox"/> (09) Municipal Court  |
| <input type="checkbox"/> (02) Fire                   | <input type="checkbox"/> (10) Environmental Services (garbage, trash, recycling, animal control) |
| <input type="checkbox"/> (03) Planning               | <input type="checkbox"/> (11) Water Resource Management (water, sewer and watershed management)  |
| <input type="checkbox"/> (04) Parks and Recreation   | <input type="checkbox"/> (12) Finance (city licenses and taxes)                                  |
| <input type="checkbox"/> (05) Codes Enforcement      | <input type="checkbox"/> (13) Other: _____   |
| <input type="checkbox"/> (06) Public Works           |  |
| <input type="checkbox"/> (07) City Manager's Office  |  |
| <input type="checkbox"/> (08) Utility Billing Office |  |

**27c. Was the department you contacted responsive to your issue?  (1) Yes  (2) No**

**28. If you could improve ONE thing about the City of Auburn, what would it be?**

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**DEMOGRAPHICS**

**29. 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: \_\_\_\_\_

**30. Approximately how many years have you lived in the City of Auburn?** \_\_\_\_\_ years

**31. How many people in your household work within the Auburn city limits?** \_\_\_\_\_ people

**32. Are you a full time Auburn University student?** \_\_\_\_\_(1) Yes \_\_\_\_\_(2) No

**33. Do you own or rent your current residence?** \_\_\_\_\_(1) Own \_\_\_\_\_(2) Rent

**34. 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

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

\_\_\_\_\_(1) Asian/Pacific Islander \_\_\_\_\_(3) Hispanic \_\_\_\_\_(5) American Indian/Eskimo  
 \_\_\_\_\_(2) Black/African American \_\_\_\_\_(4) White/Caucasian \_\_\_\_\_(6) Other: \_\_\_\_\_

**36. Would you say your total annual household income is...**

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

**37. Your gender:** \_\_\_\_\_(1) Male \_\_\_\_\_(2) Female

**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](http://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.

# City of Auburn Citizen Survey

GIS Maps

*...helping organizations make better decisions since 1982*

2018

**Submitted to the City of Auburn**

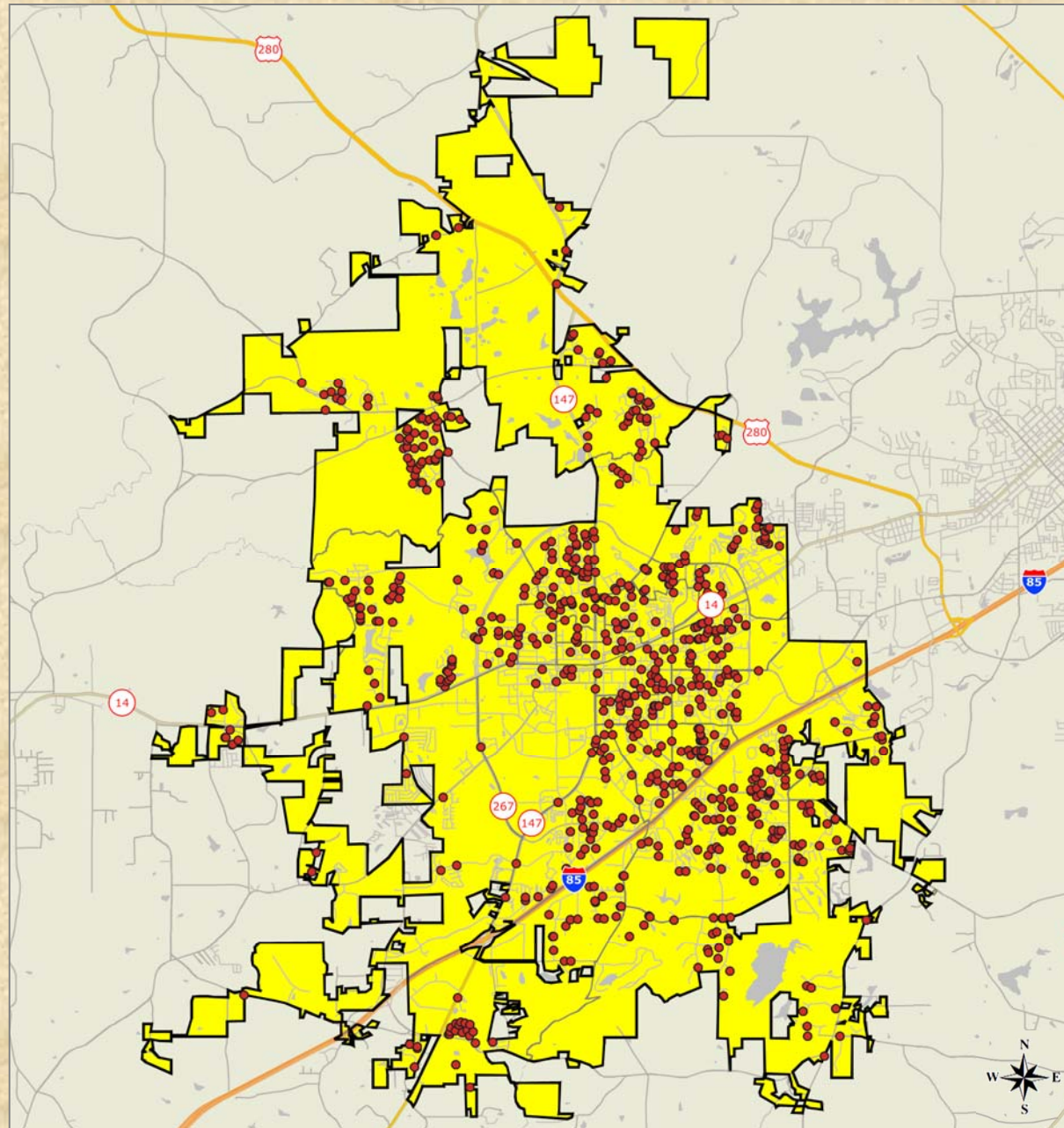
**By:**  
ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**March 2018**



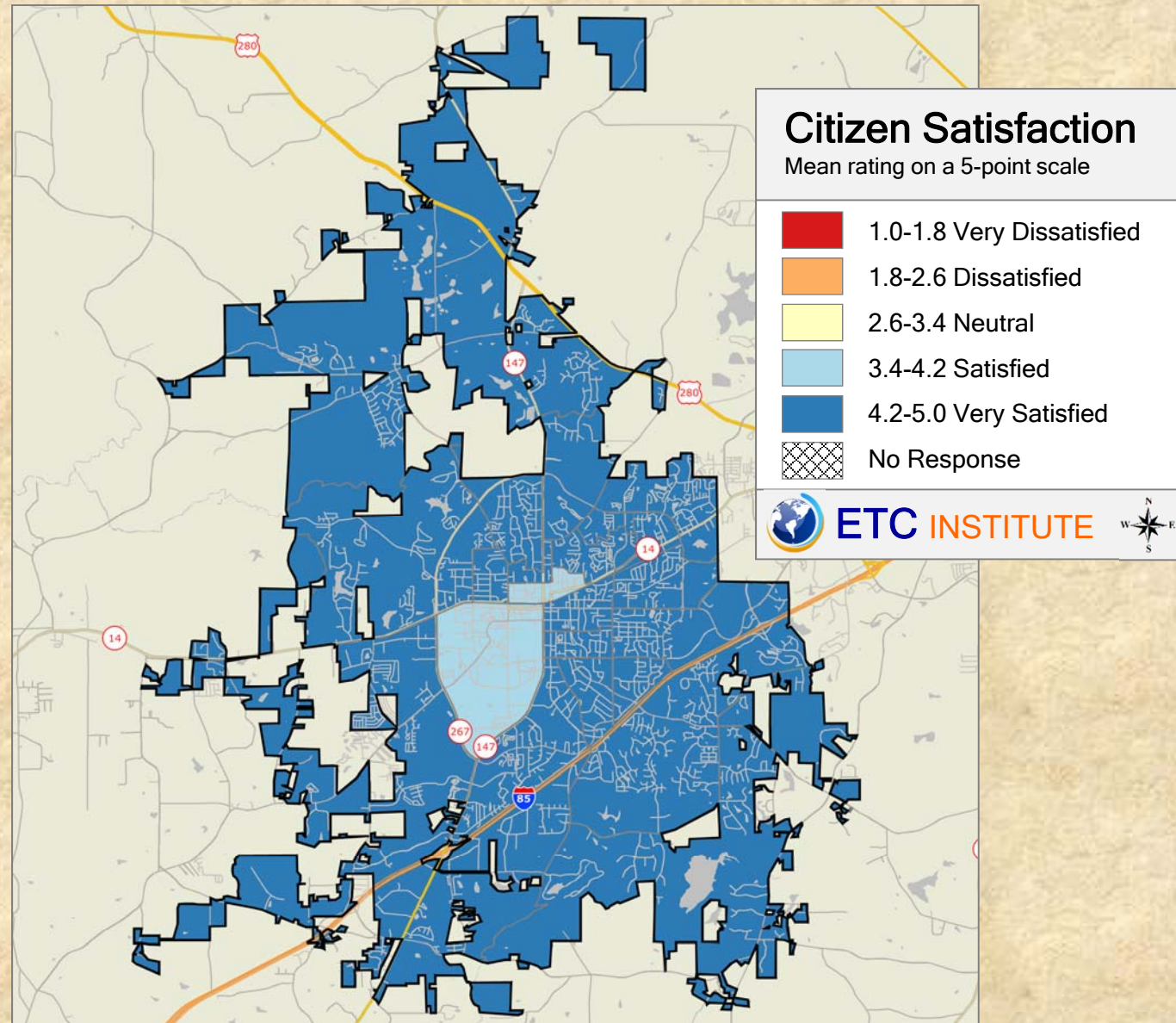


# Location of Survey Respondents



2018 City of Auburn Citizen Survey

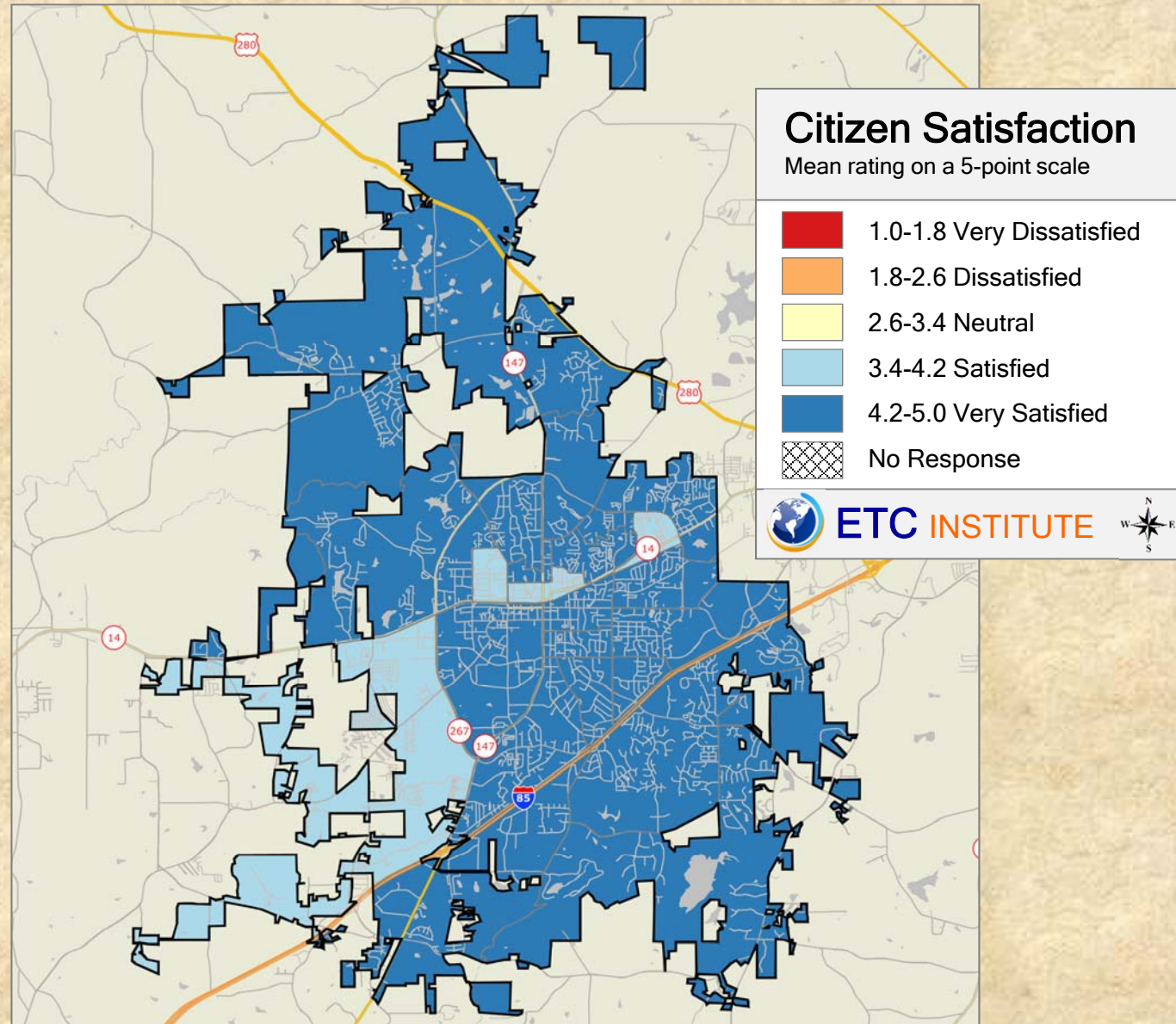
# Q1.1 Satisfaction with: Quality of the city's school system



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

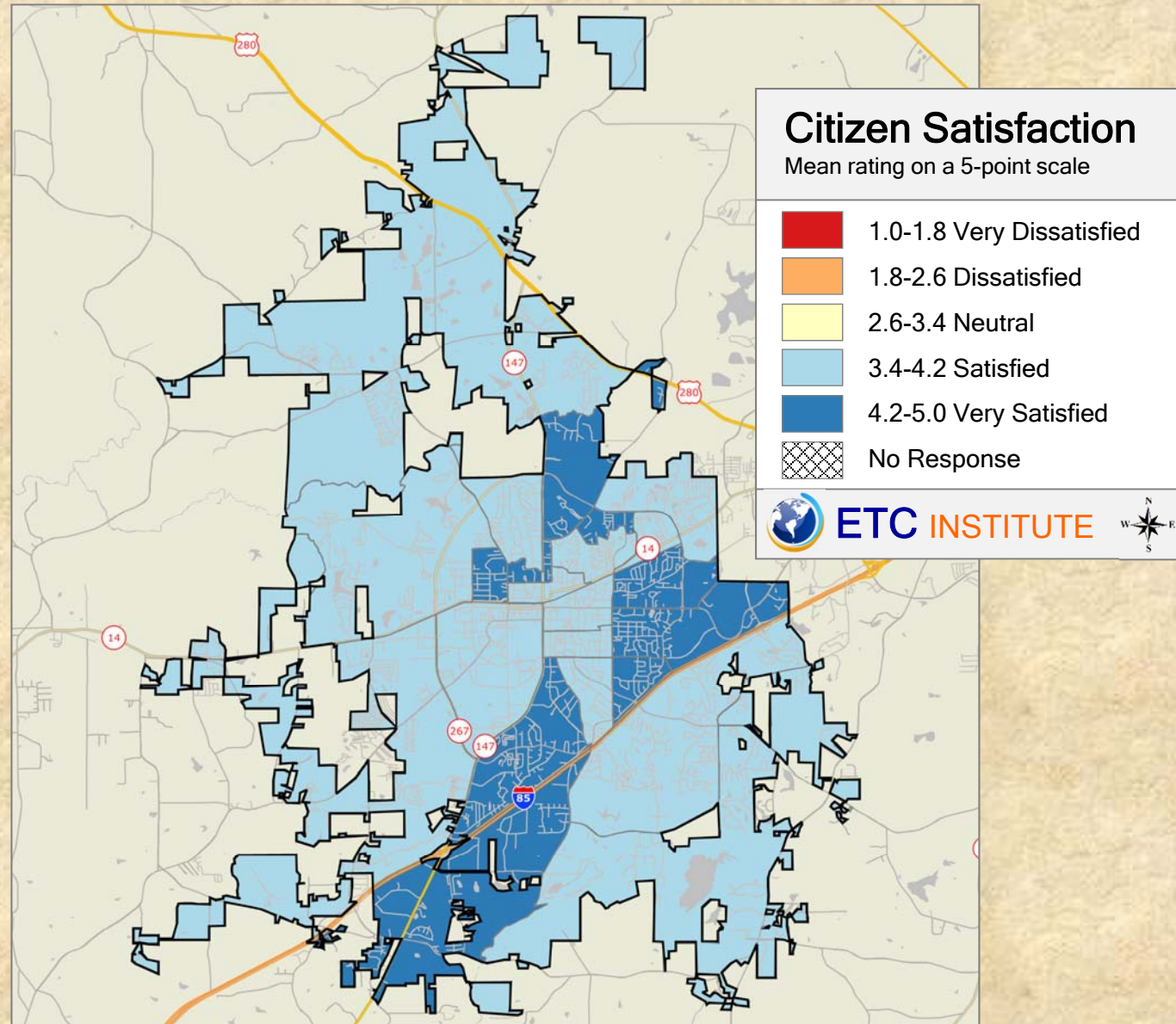
# Q1.2 Satisfaction with: Quality of police, fire, and ambulance services



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

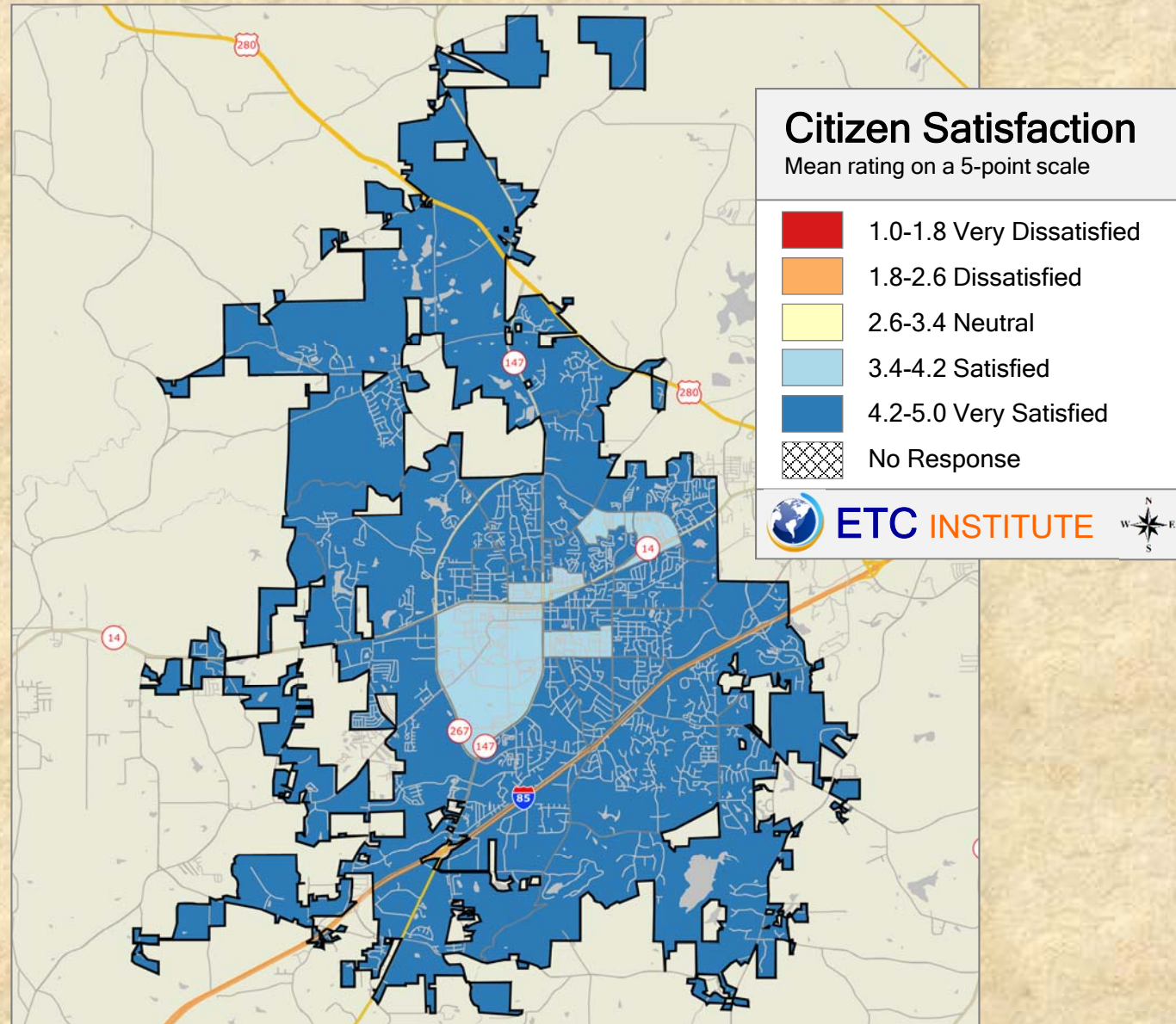
# Q1.3 Satisfaction with: Quality of parks and recreation services



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

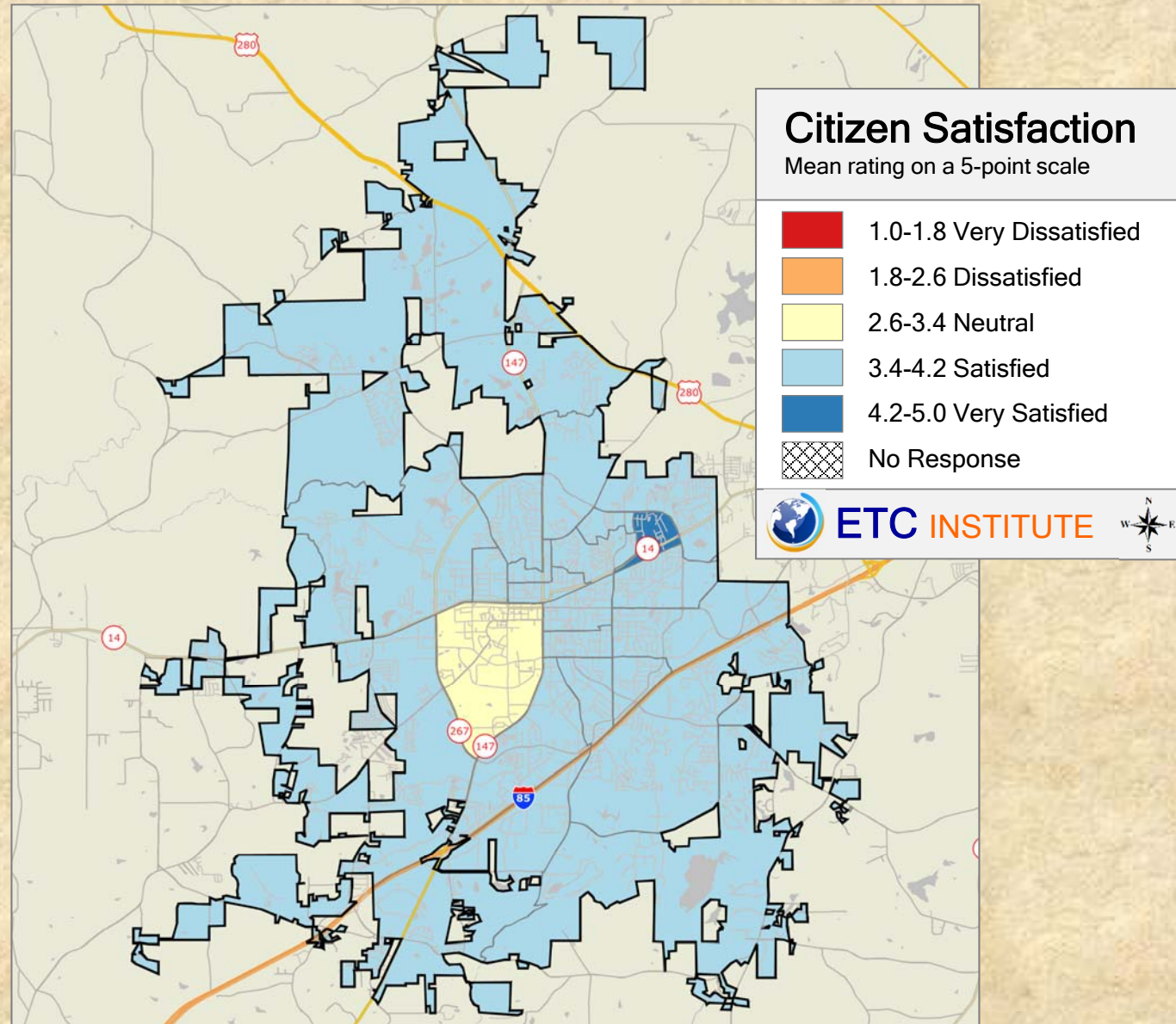
# Q1.4 Satisfaction with: Quality of city library services



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

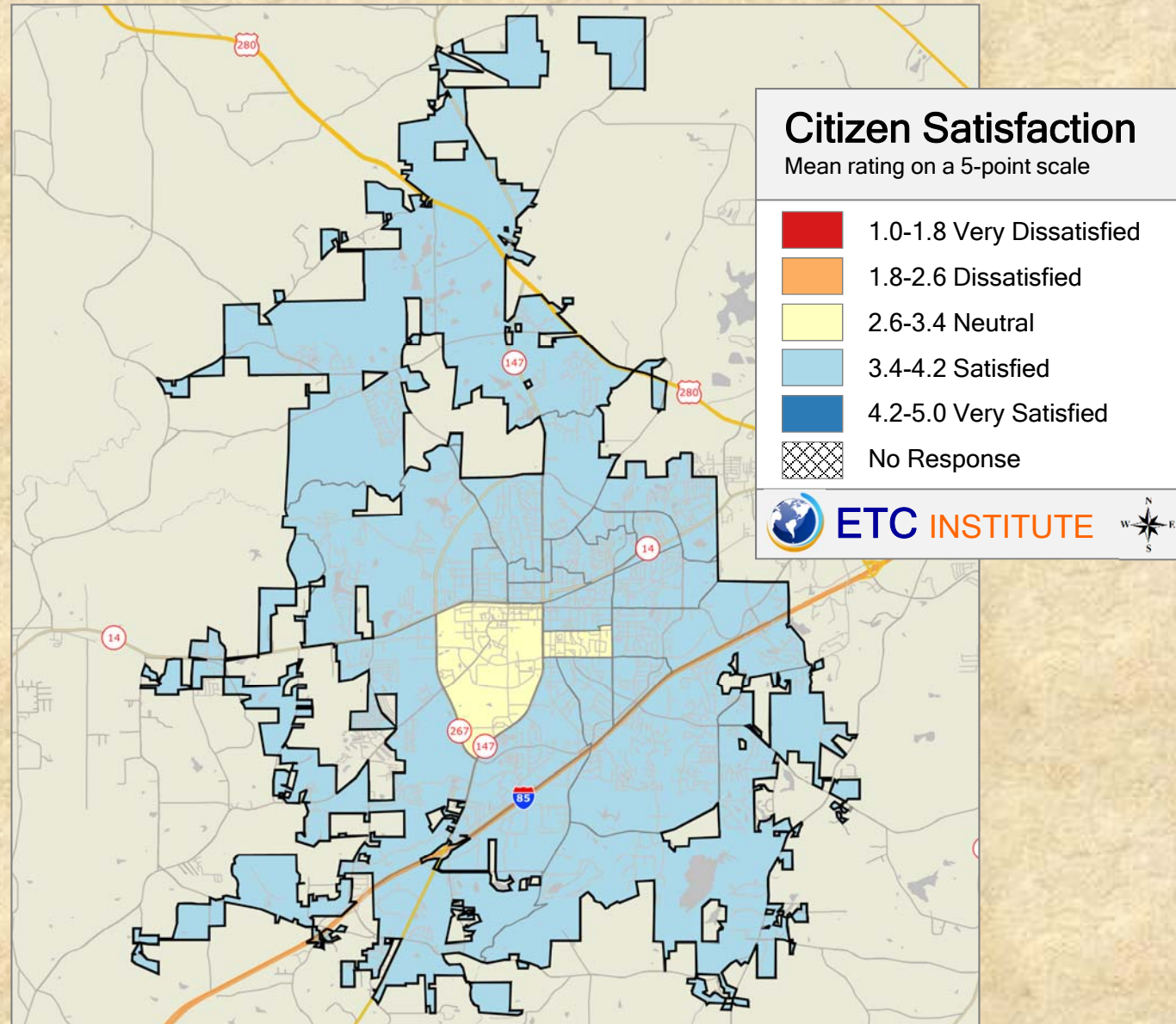
# Q1.5 Satisfaction with: Quality of the city's customer service



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

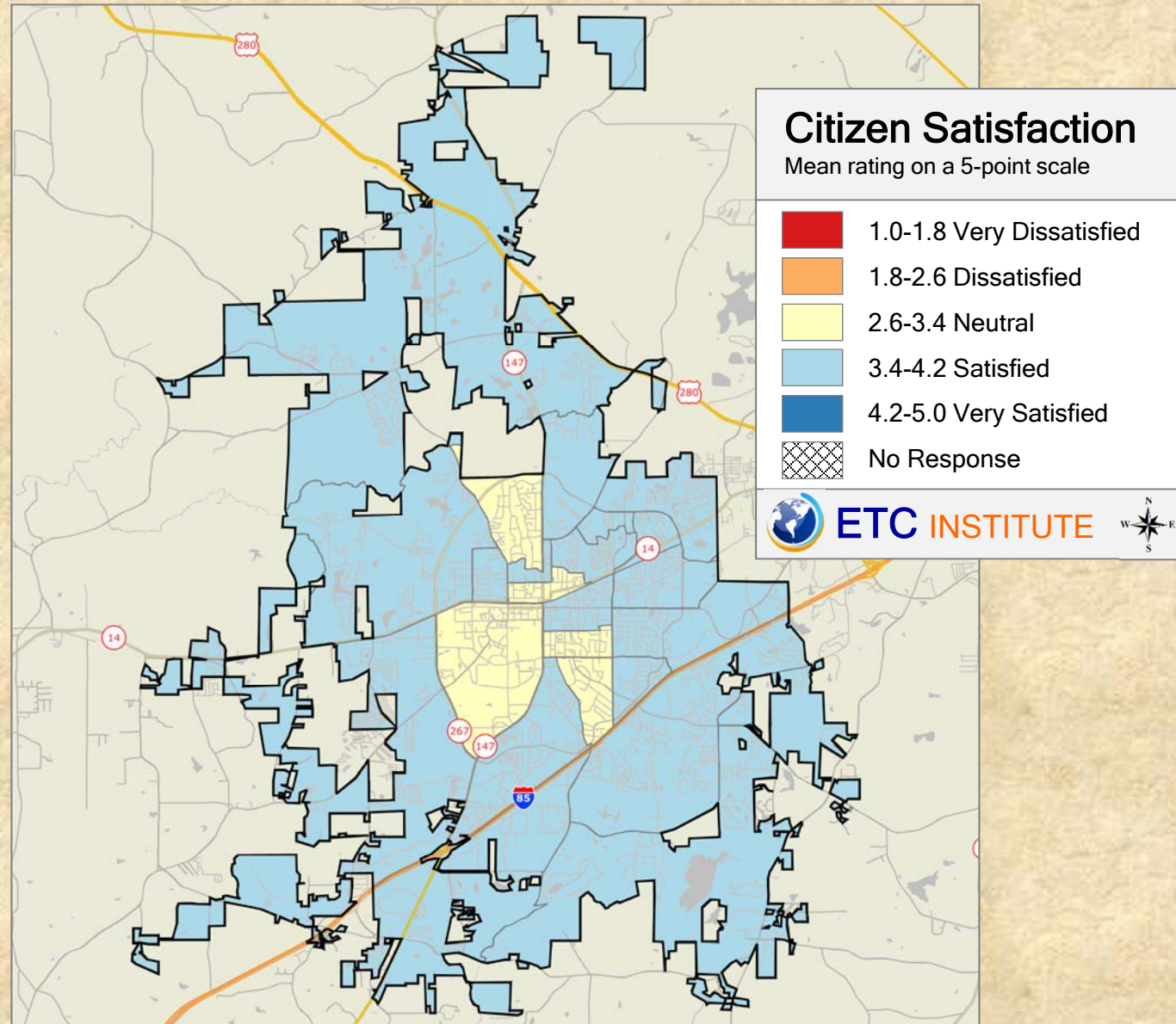
# Q1.6 Satisfaction with: Maintenance of city infrastructure



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q1.7 Satisfaction with: Enforcement of city codes and ordinances

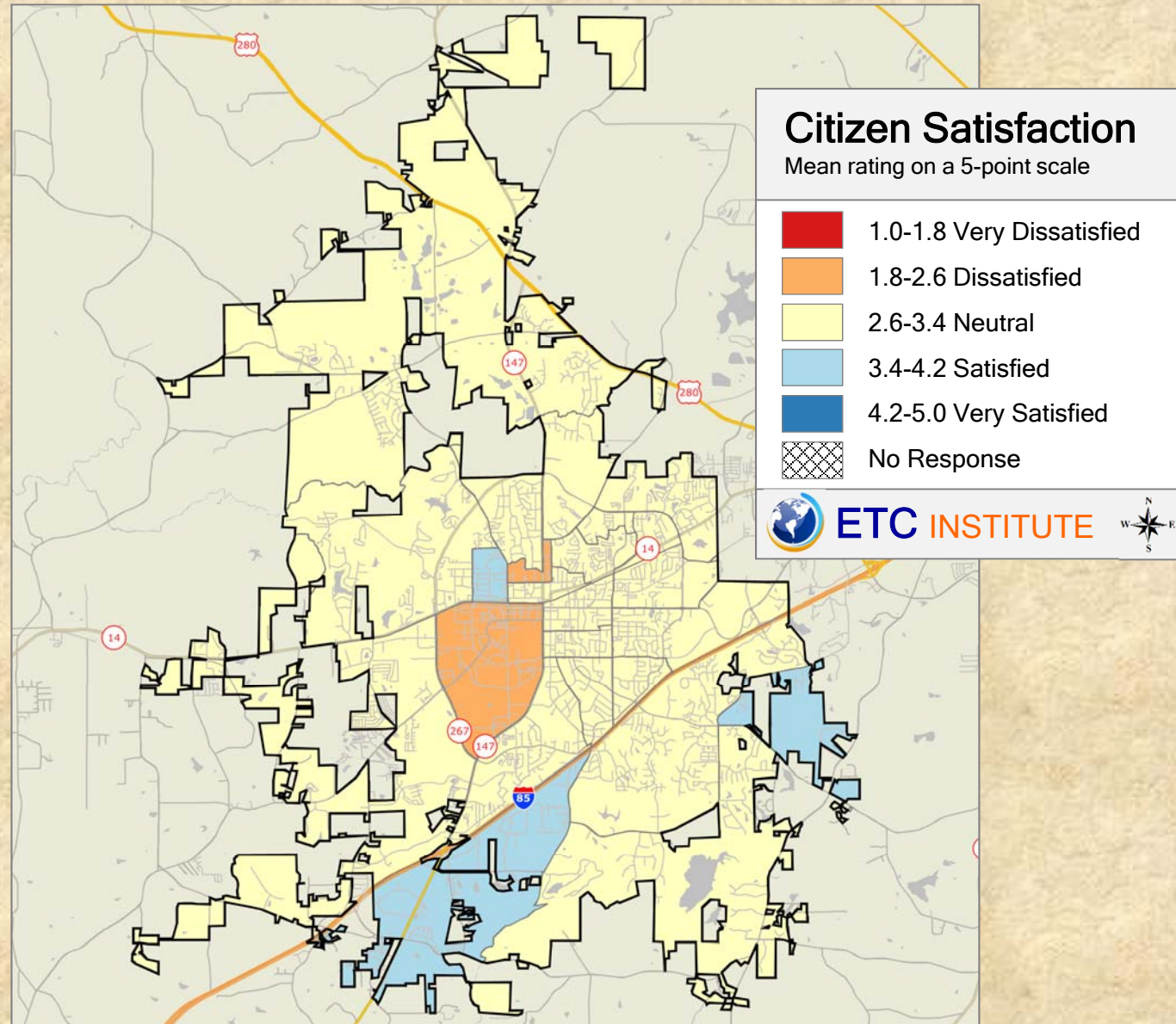


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



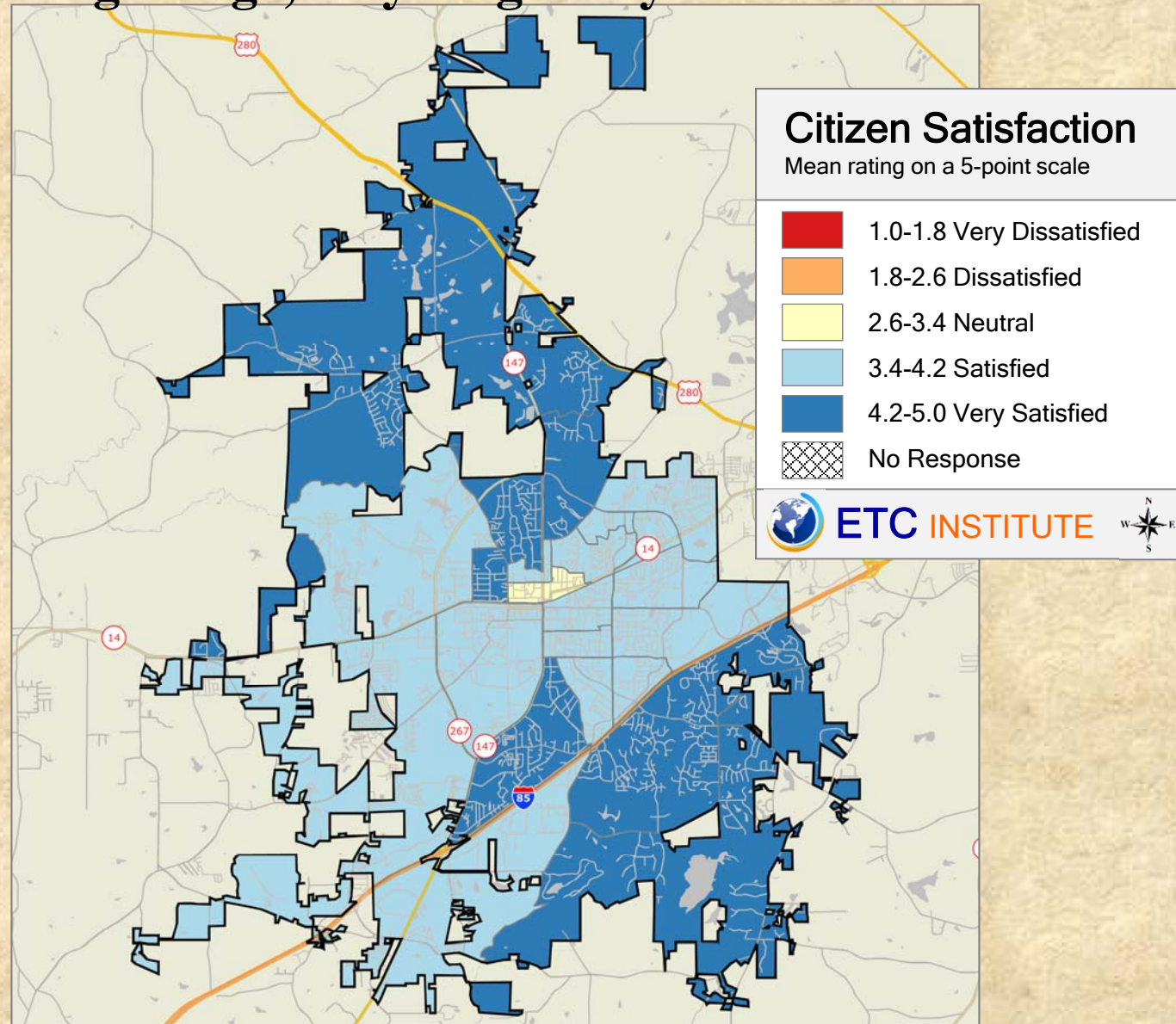
# Q1.8 Satisfaction with: Flow of traffic and congestion management



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

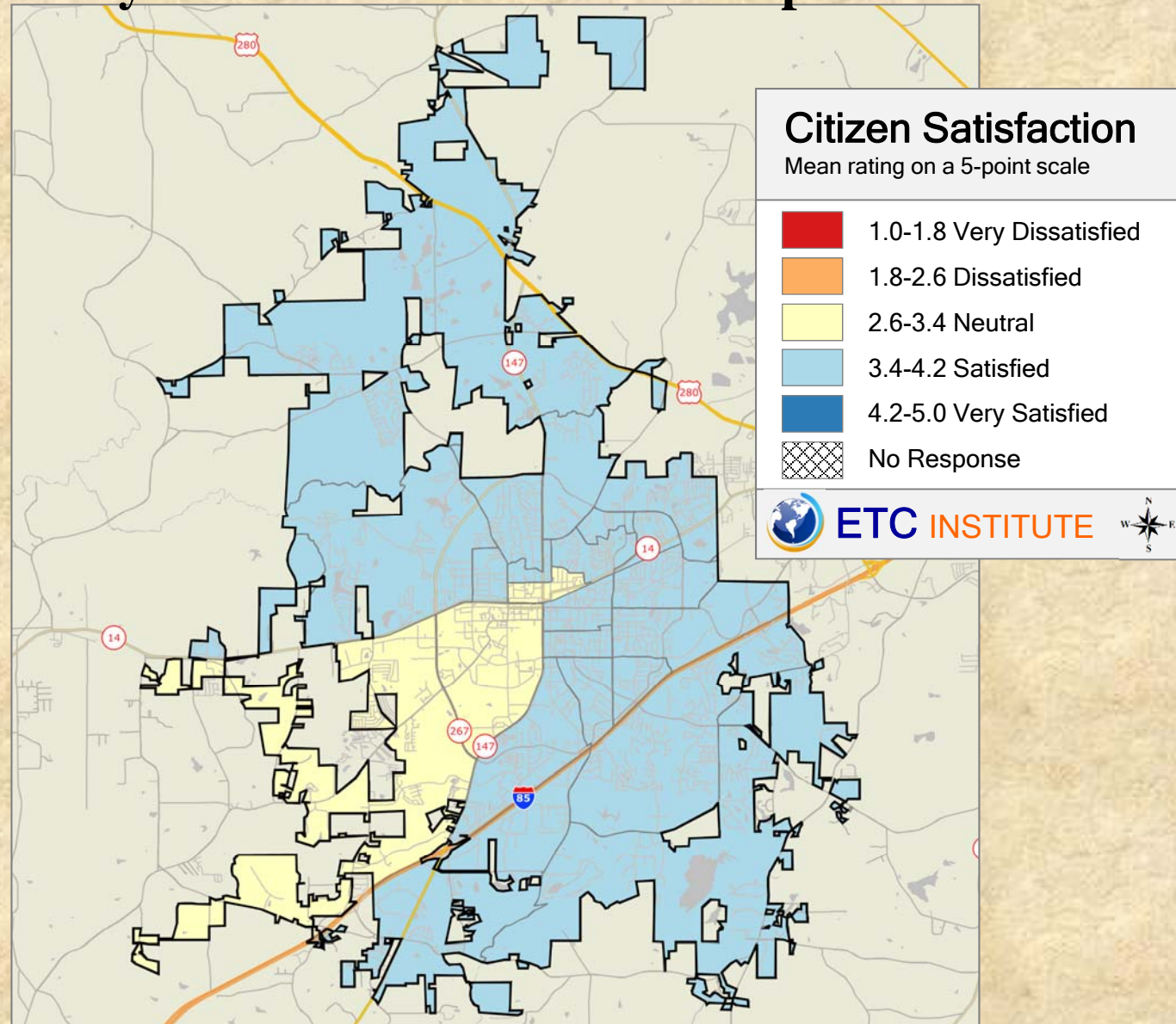
# Q1.9 Satisfaction with: Collection of garbage, recycling and yard waste



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

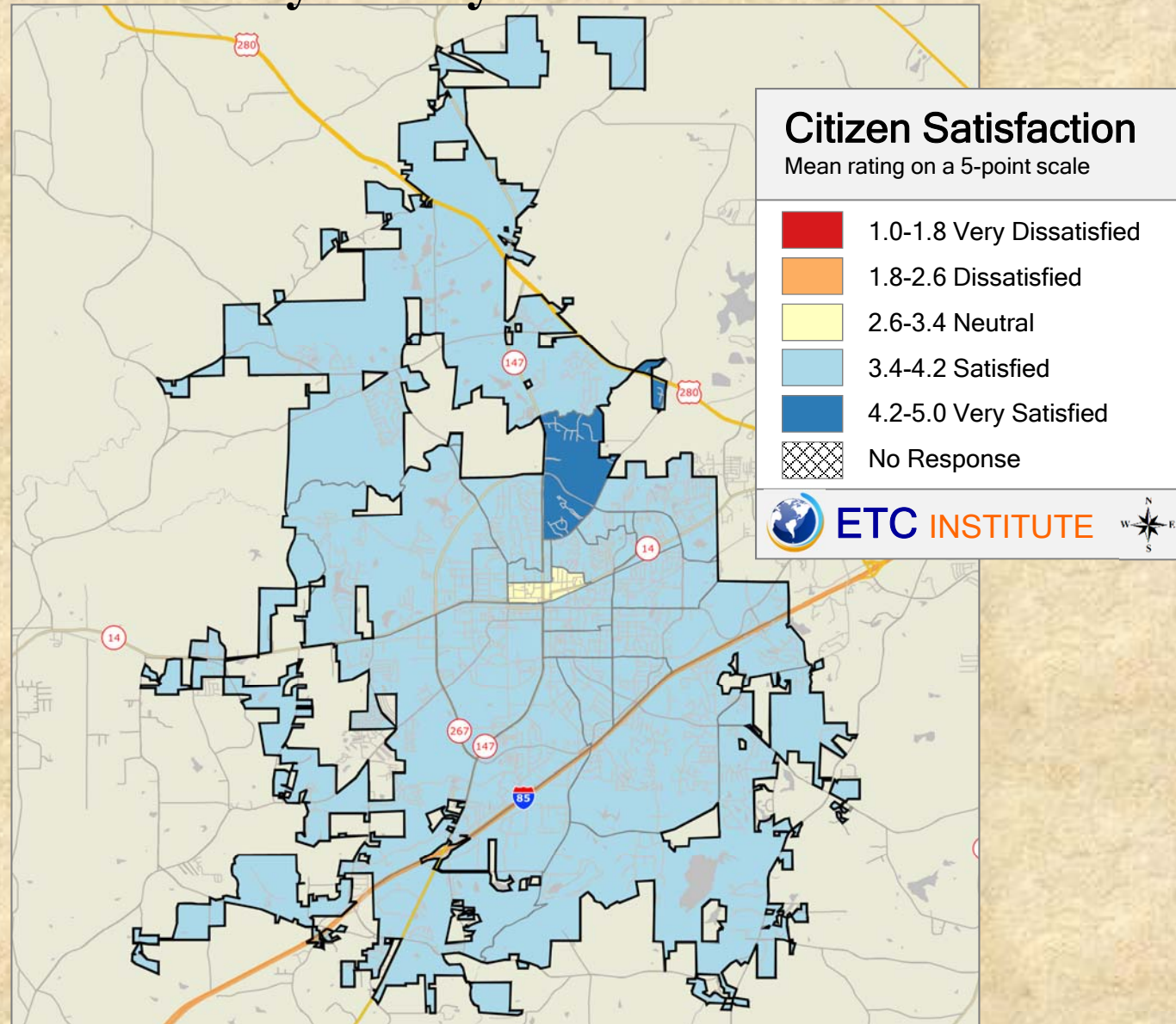
# Q1.10 Satisfaction with: Effectiveness of city's communication with the public



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

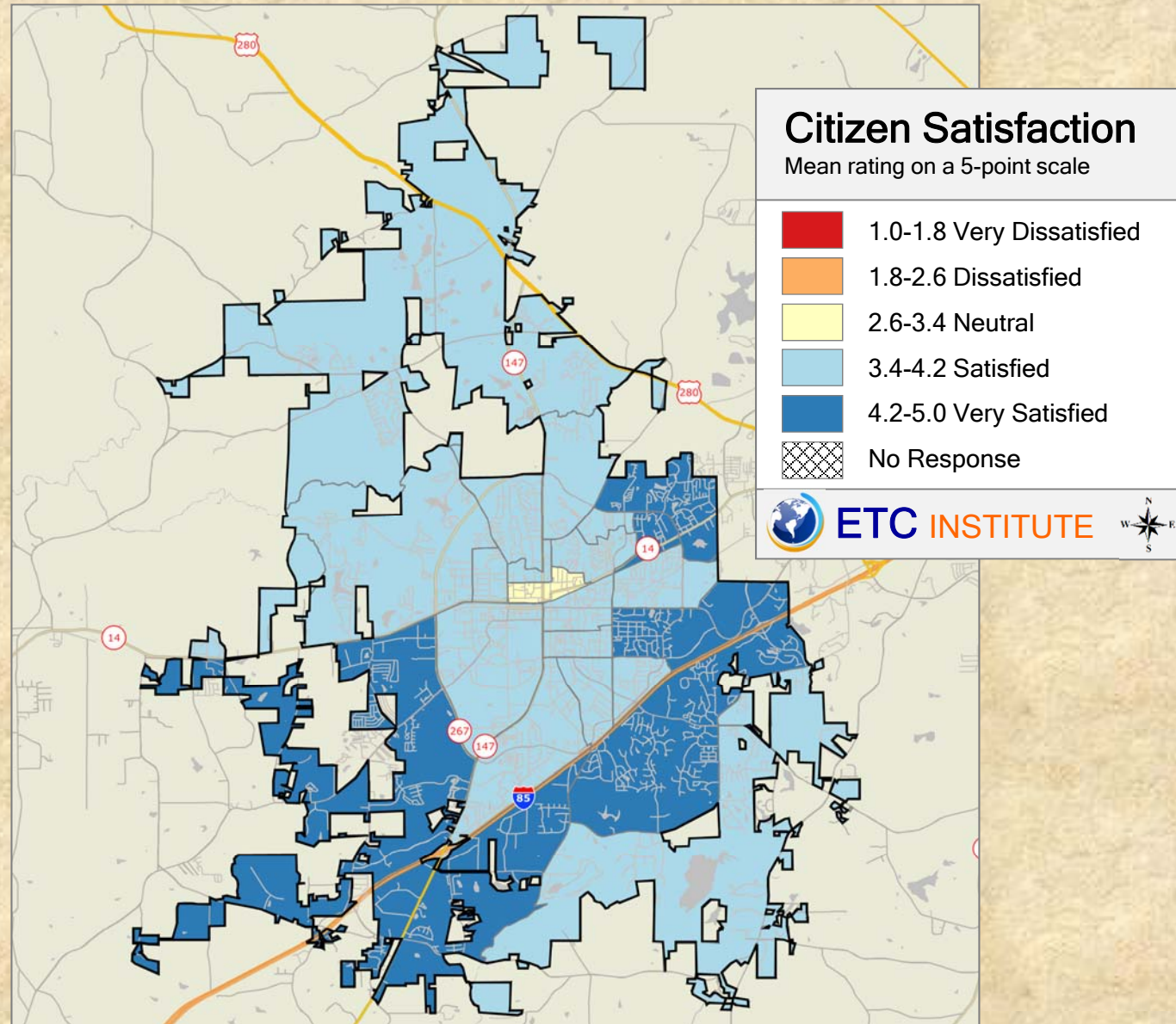
# Q3.1 Satisfaction with: Overall value that you receive for your city tax dollars and fees



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

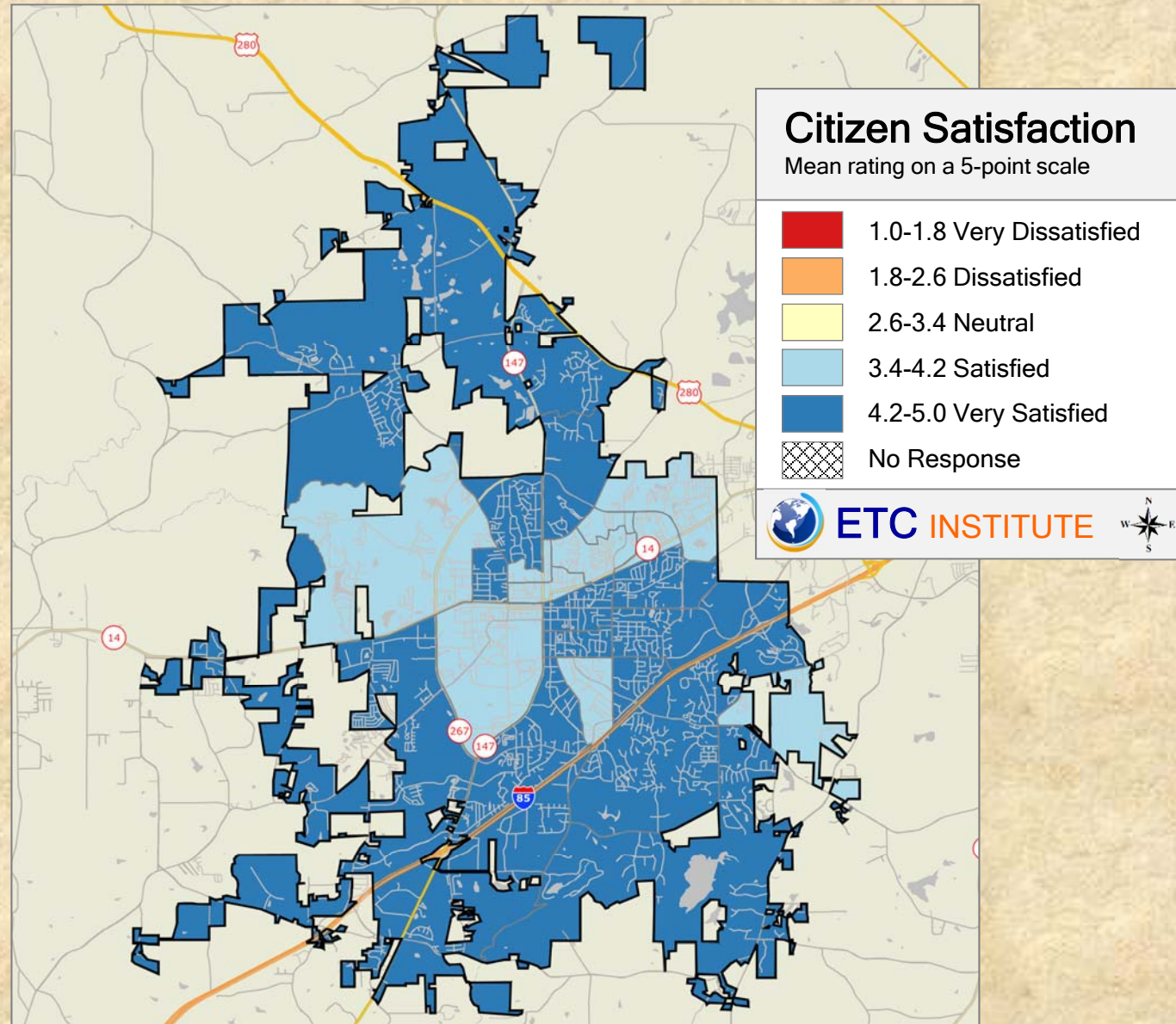
# Q3.2 Satisfaction with: Overall image of the city



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

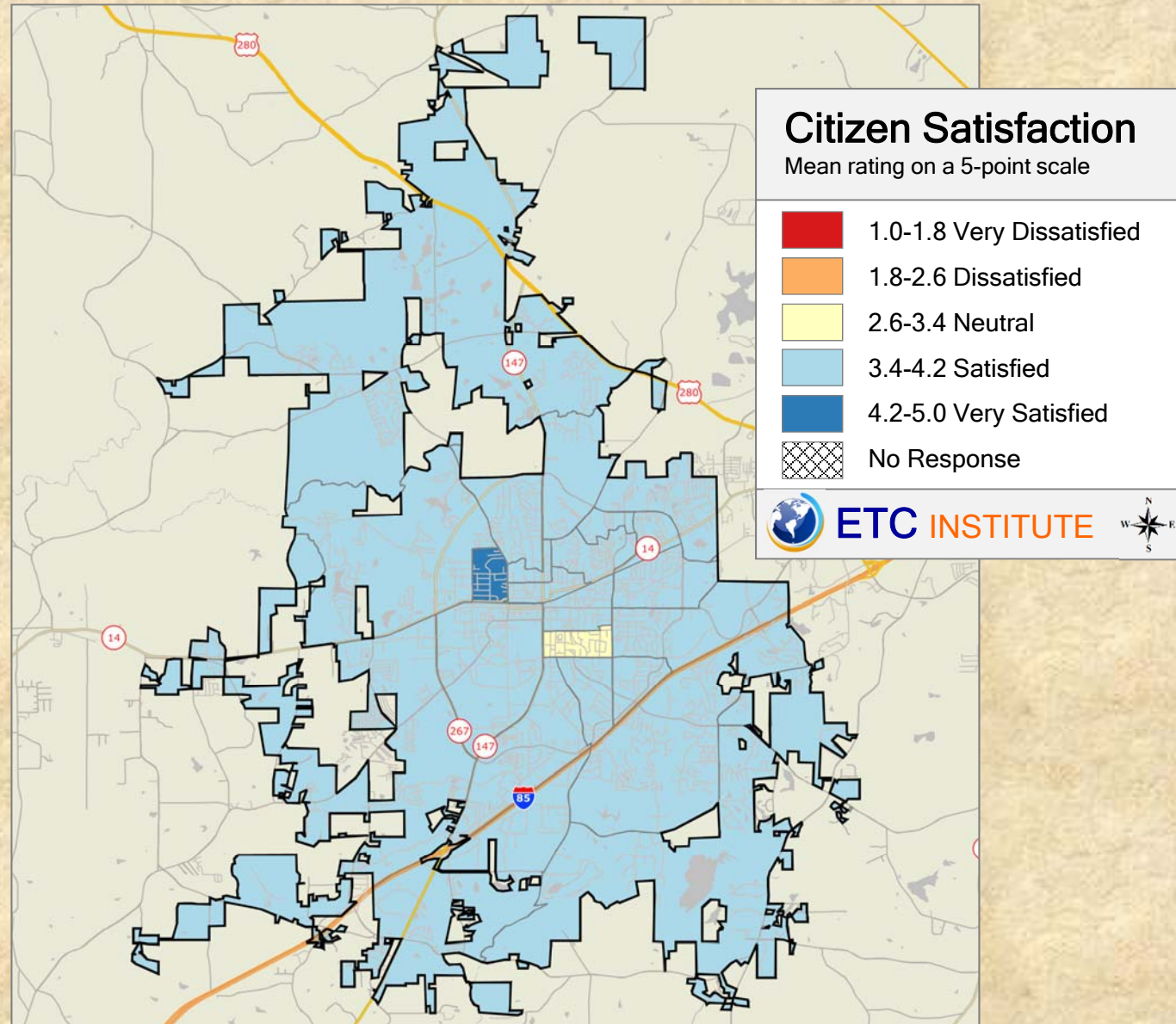
# Q3.3 Satisfaction with: Overall quality of life in the city



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

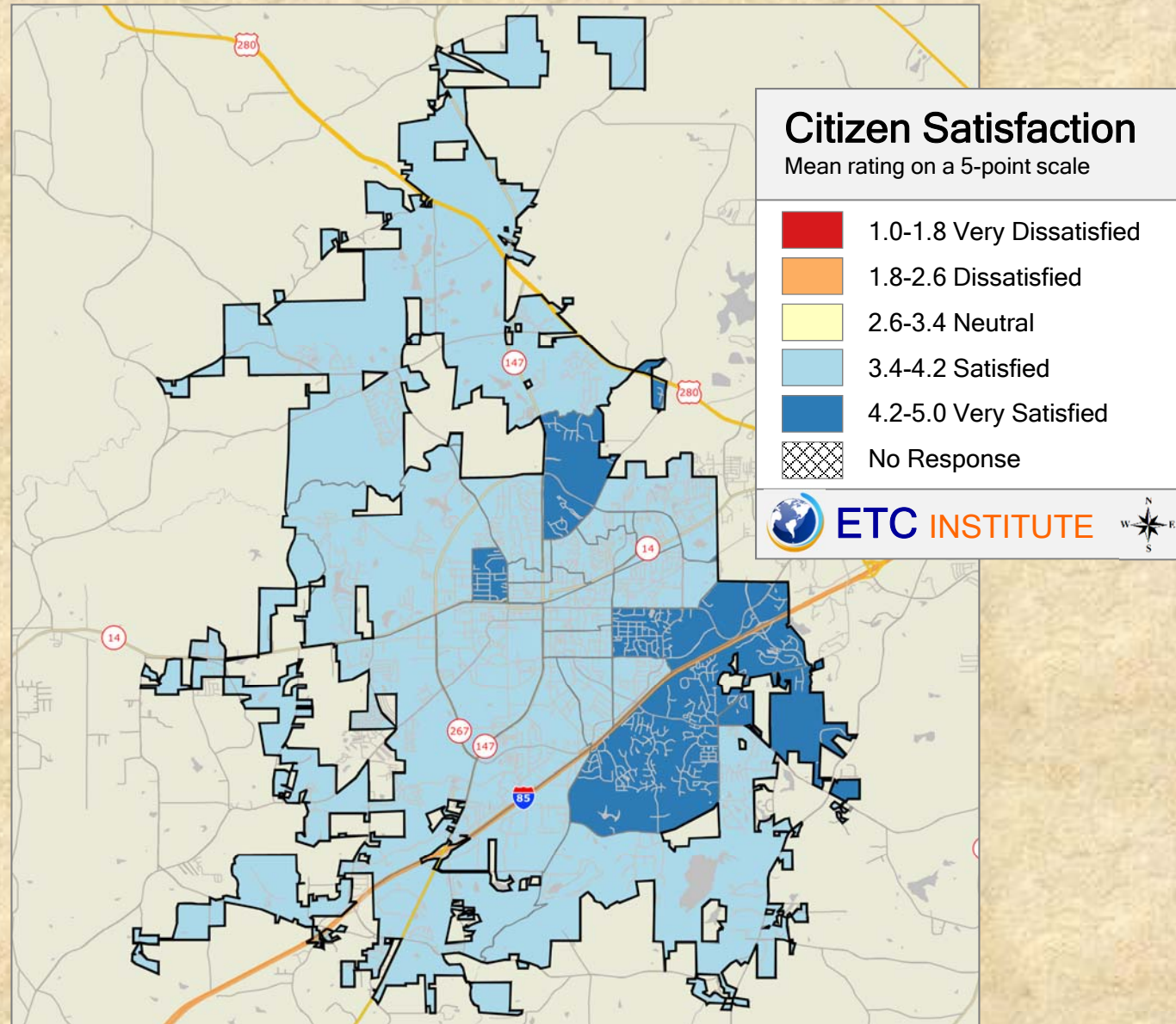
# Q3.4 Satisfaction with: Overall appearance of the city



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q3.5 Satisfaction with: Overall quality of city services

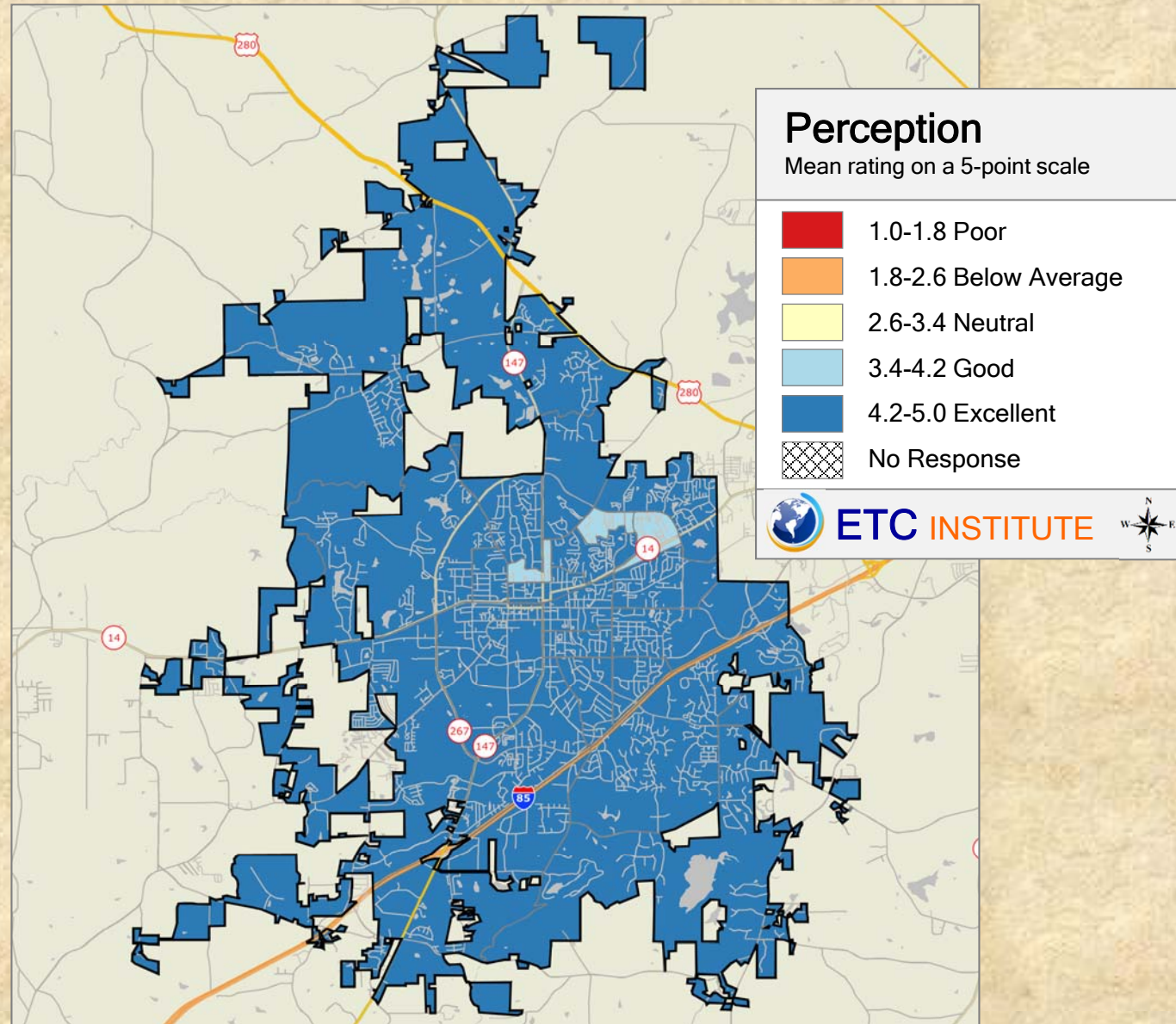


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



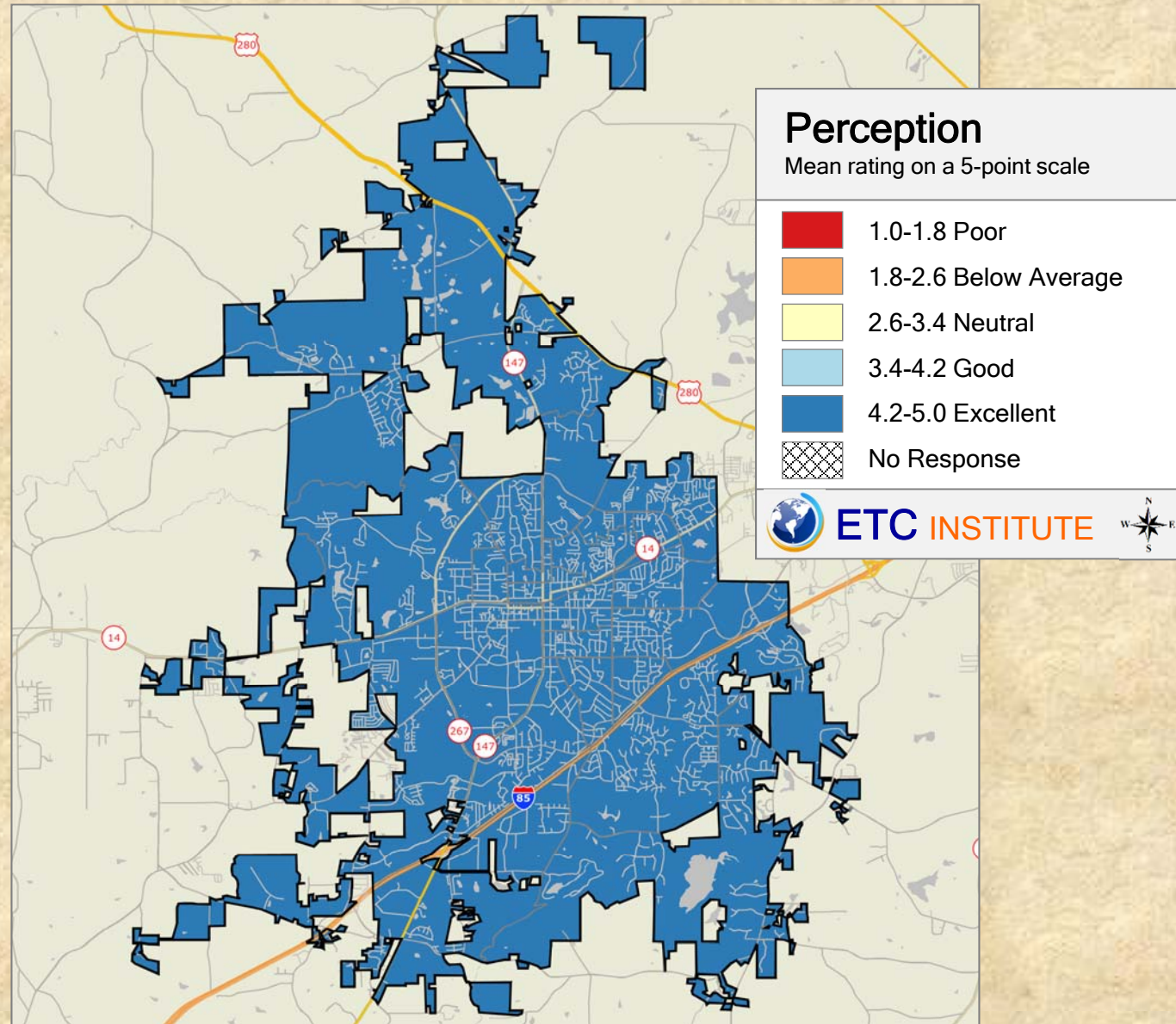
# Q4.1 Rating Auburn: As a place to live



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

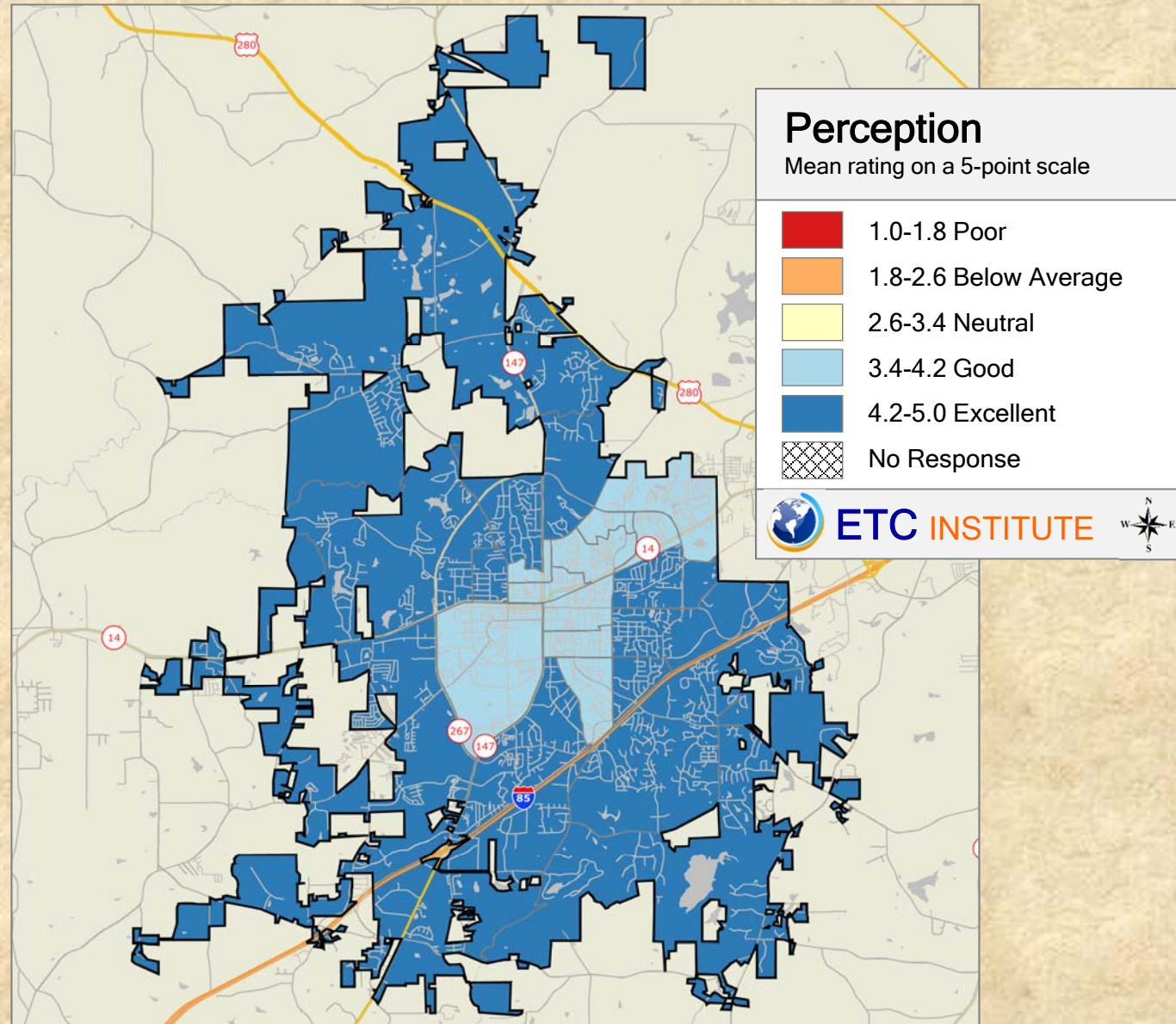
# Q4.2 Rating Auburn: As a place to raise children



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

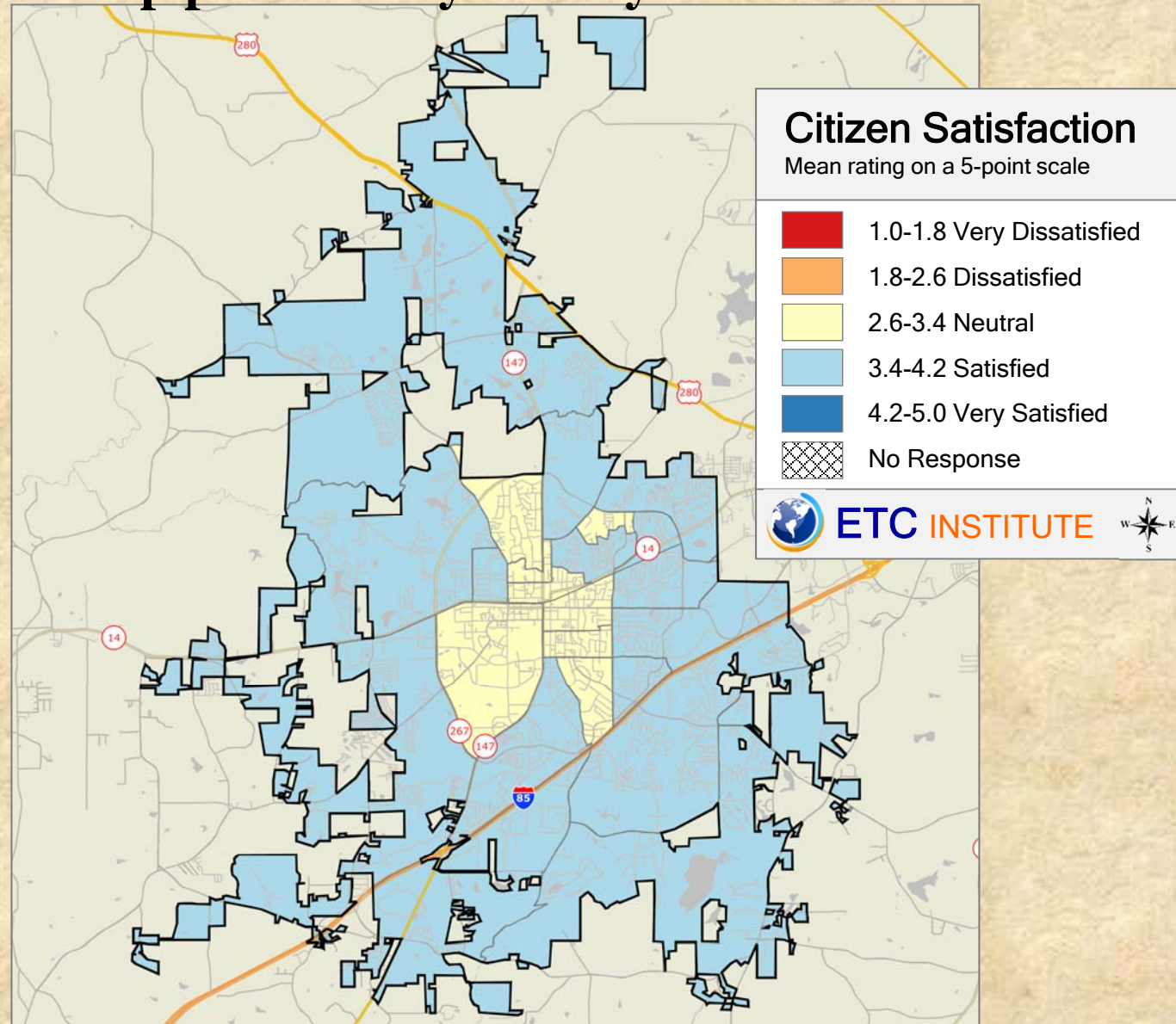
# Q4.3 Rating Auburn: As a place to work



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

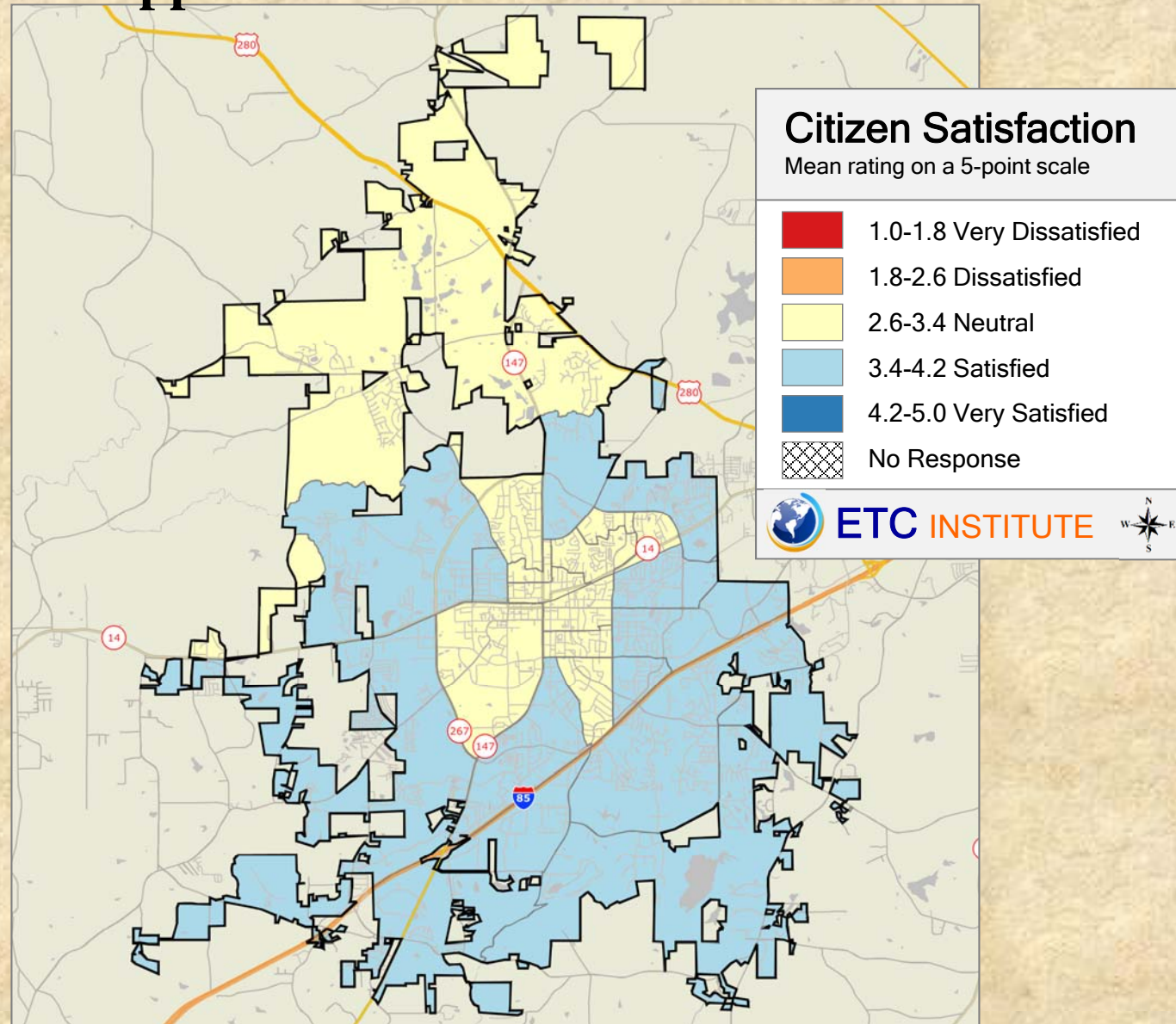
# Q5.1 Satisfaction with: Overall quality of leadership provided by the city's elected officials



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

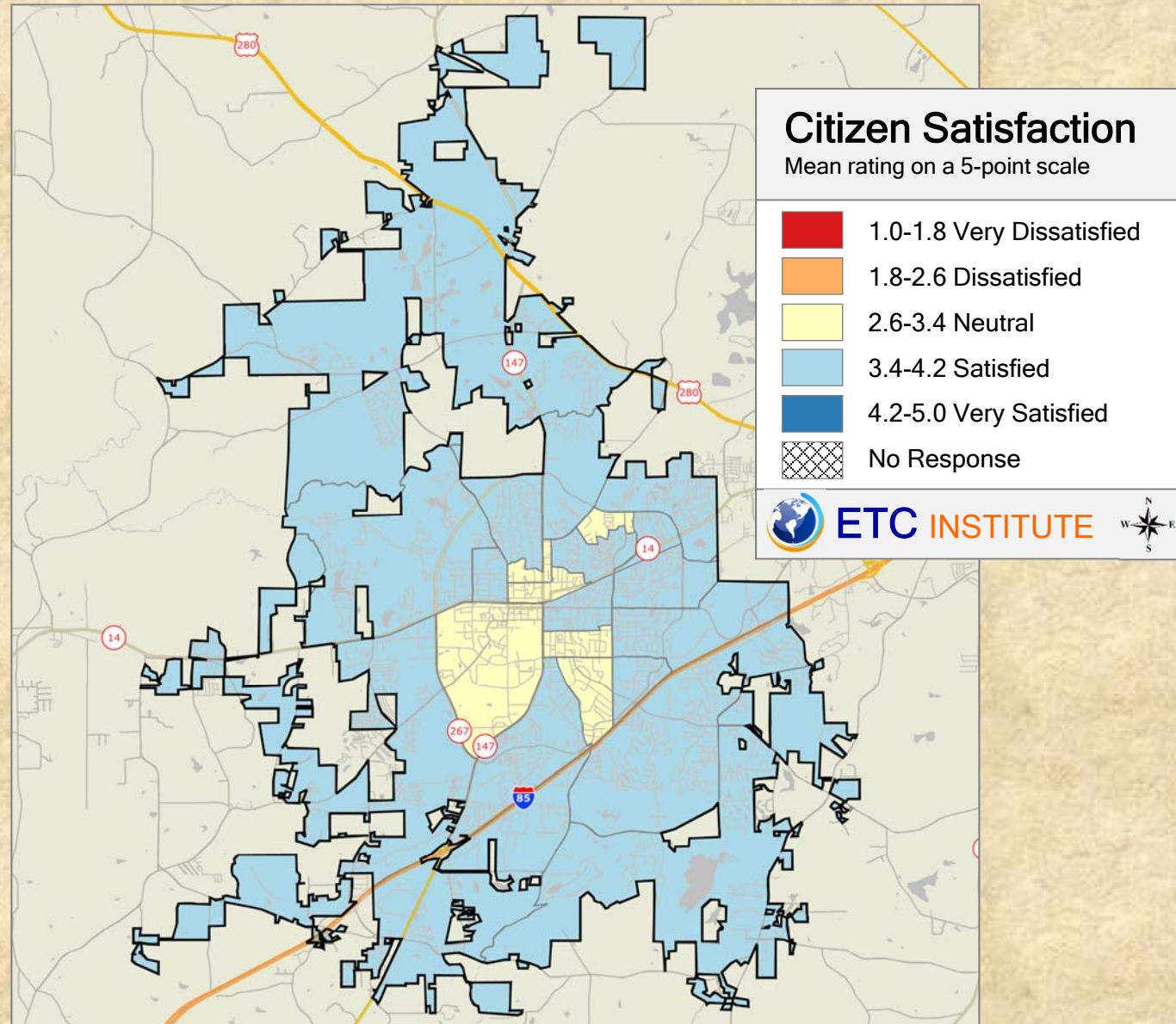
## Q5.2 Satisfaction with: Overall effectiveness of appointed boards and commissions



### 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

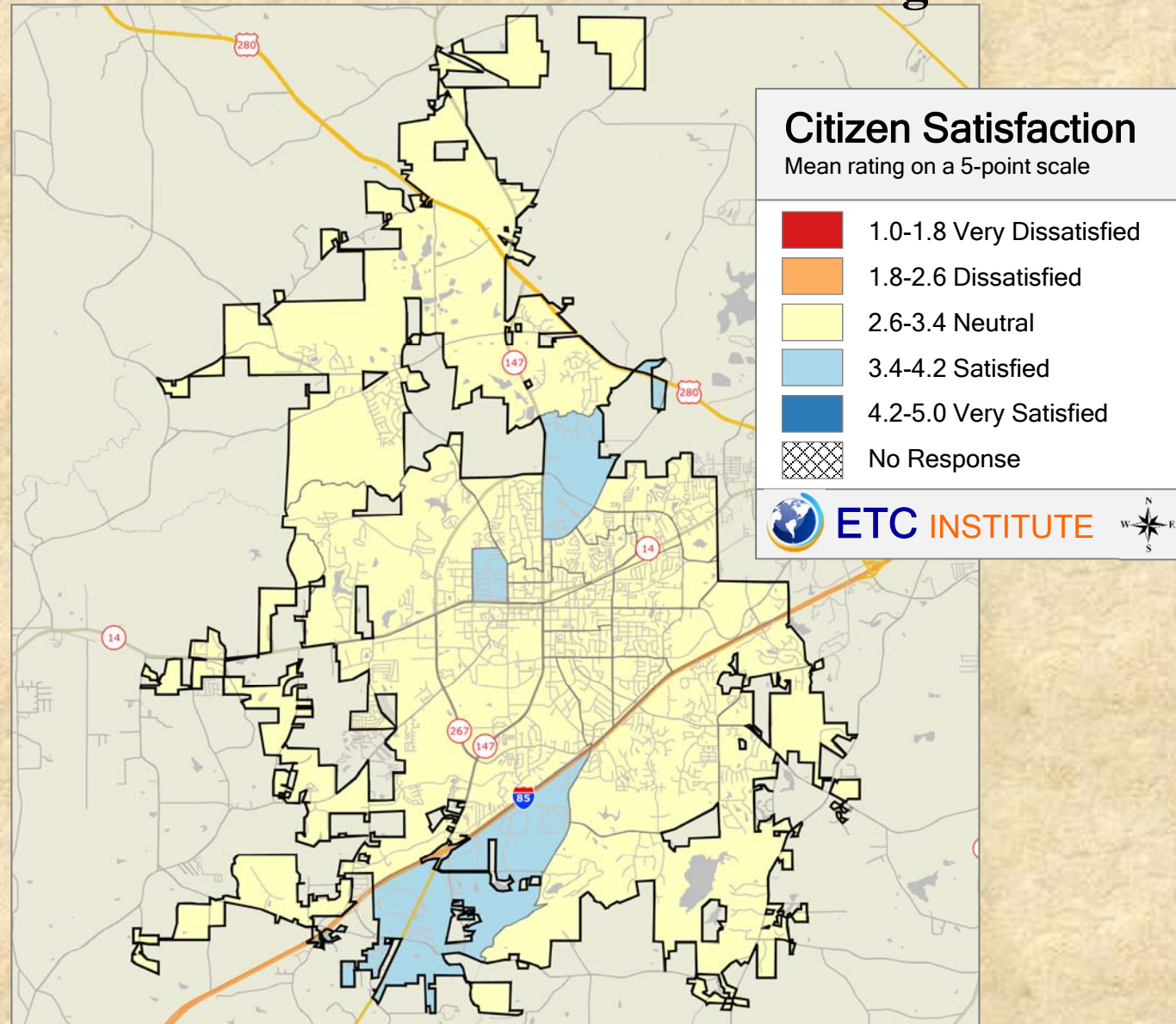
# Q5.3 Satisfaction with: Overall effectiveness of the City Manager



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

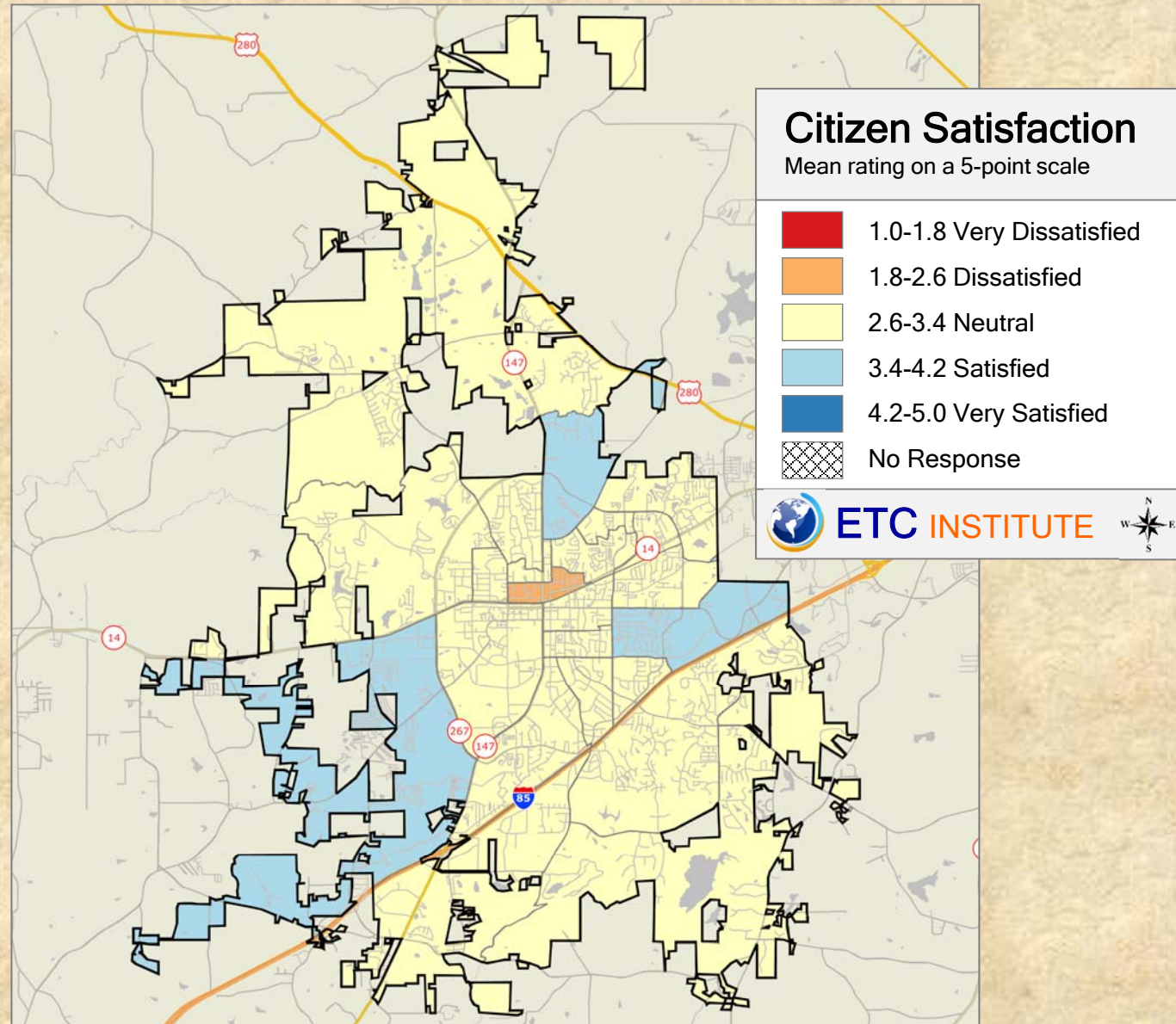
# Q5.4 Satisfaction with: Level of public involvement in local decision-making



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q5.5 Satisfaction with: Transparency of city government

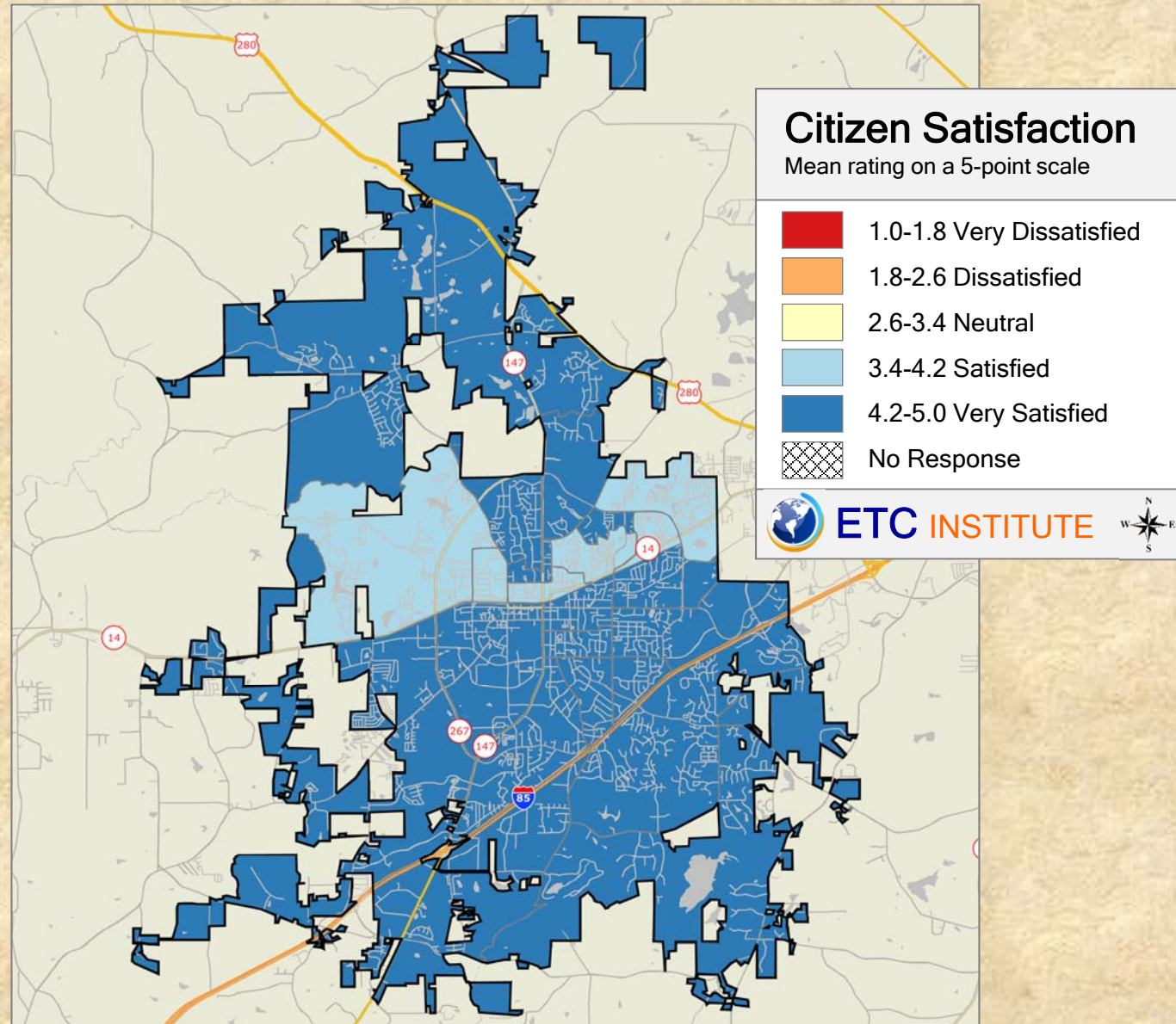


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



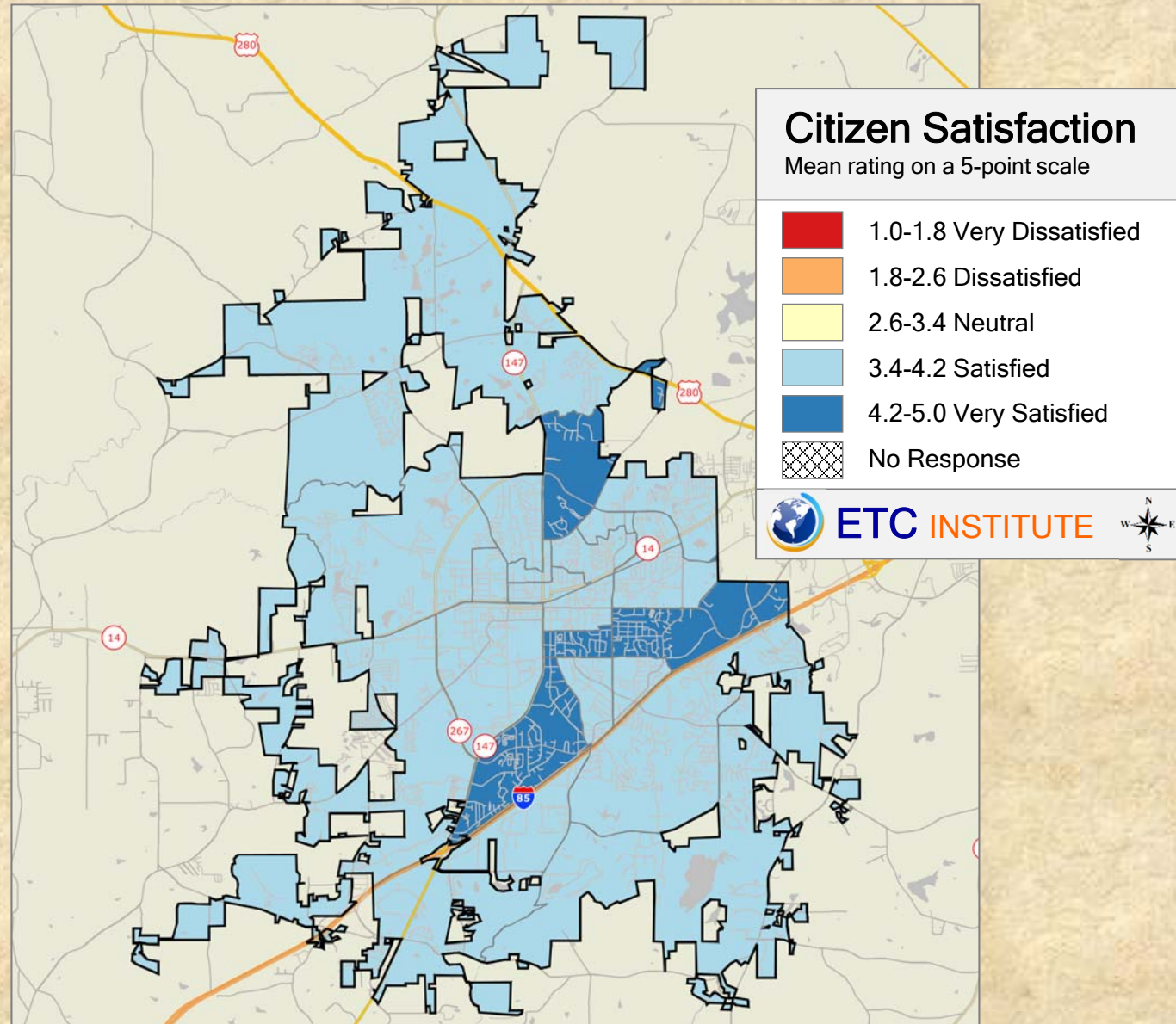
# Q6.1 Satisfaction with: Overall quality of police protection



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

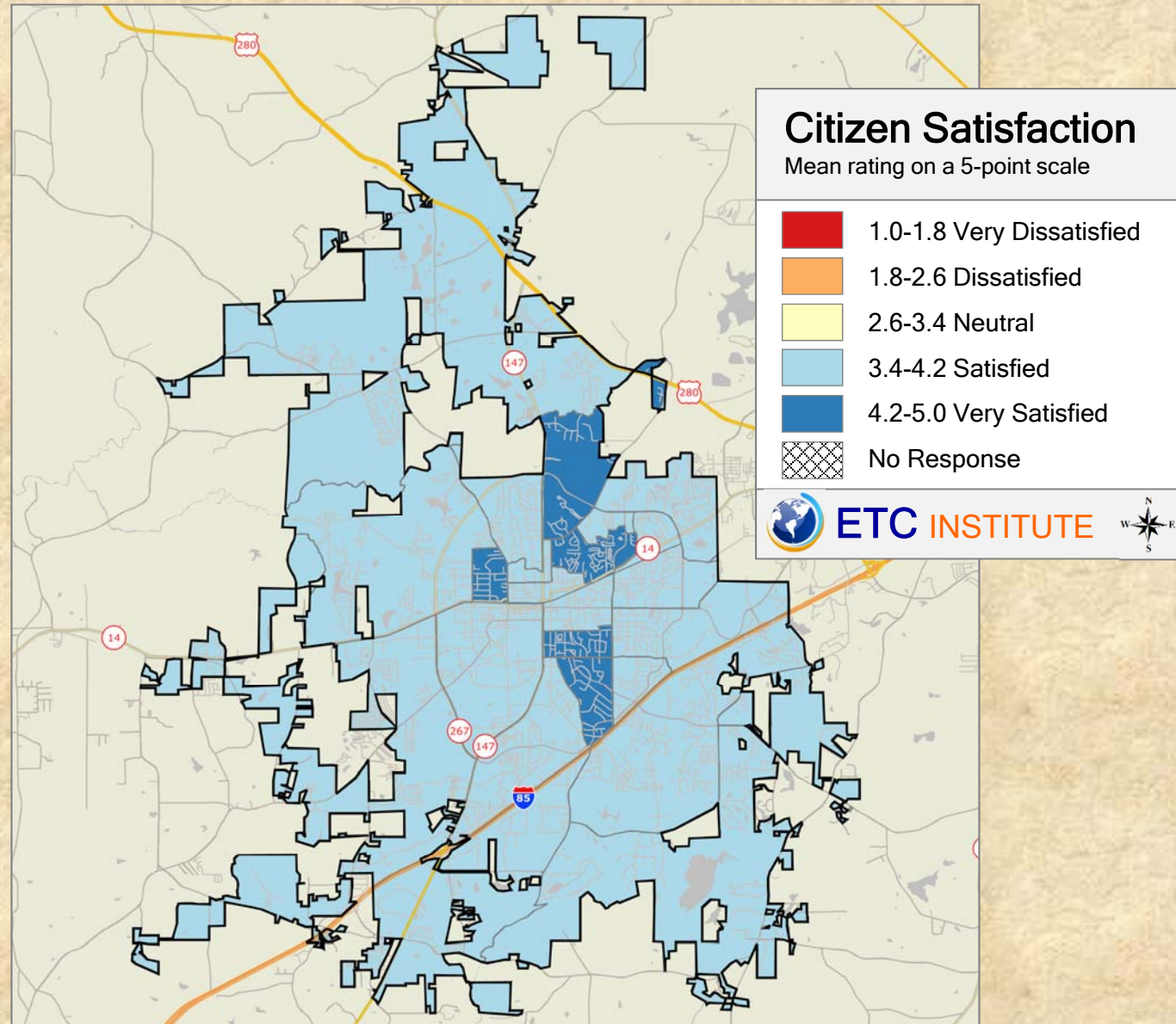
# Q6.2 Satisfaction with: Visibility of police in neighborhoods



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

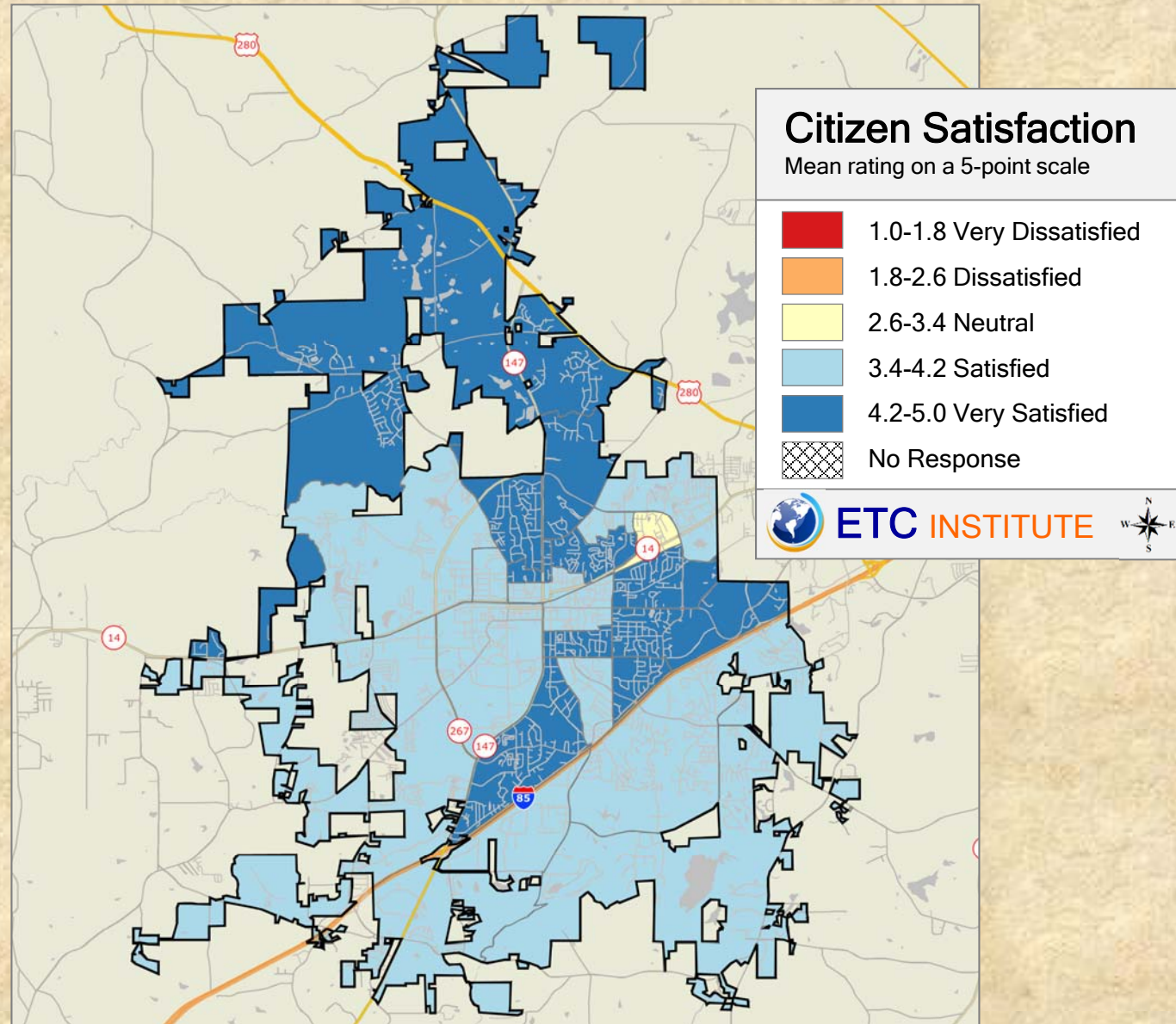
# Q6.3 Satisfaction with: Visibility of police in retail areas



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

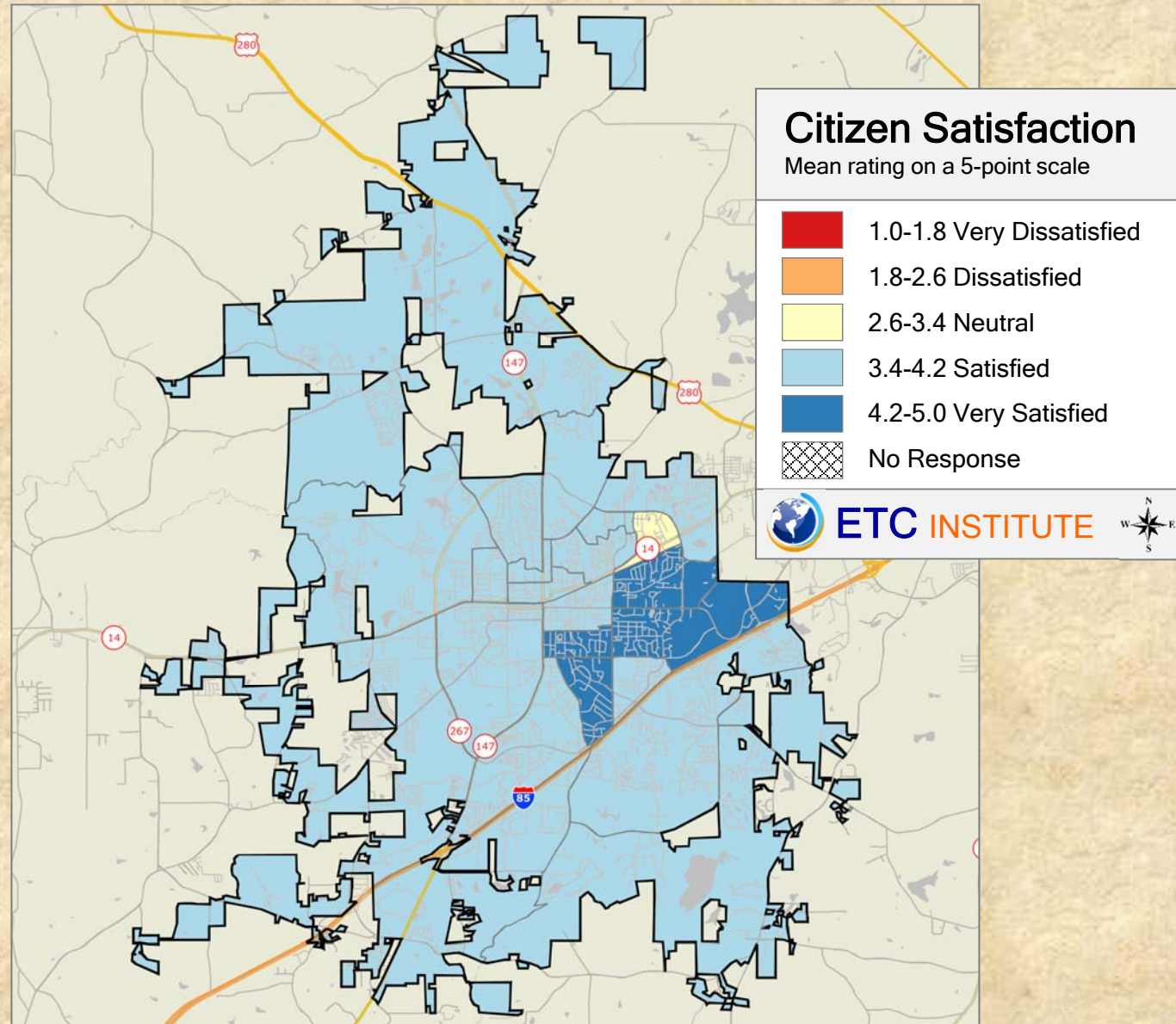
# Q6.4 Satisfaction with: Police response time



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

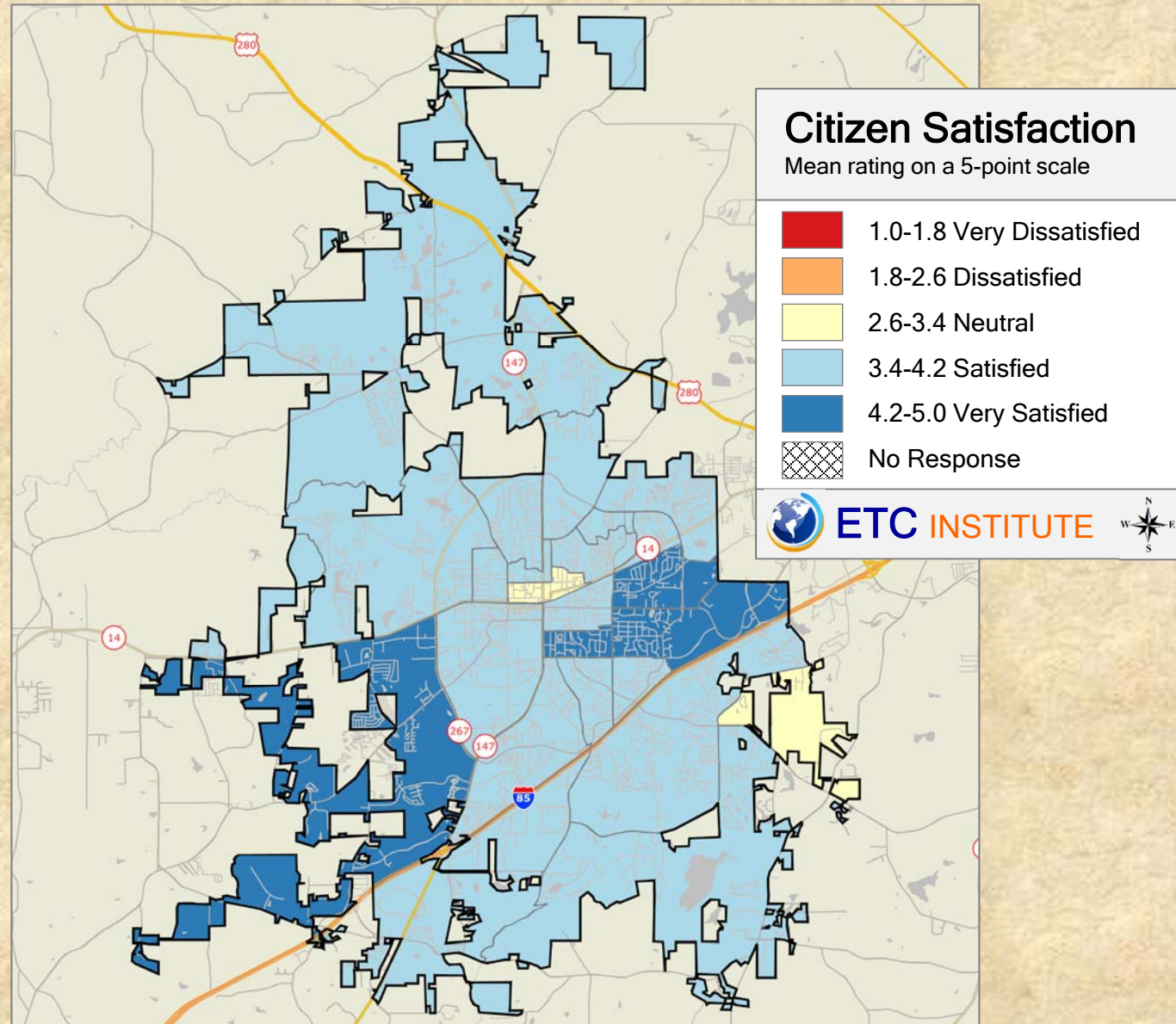
# Q6.5 Satisfaction with: Efforts to prevent crime



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

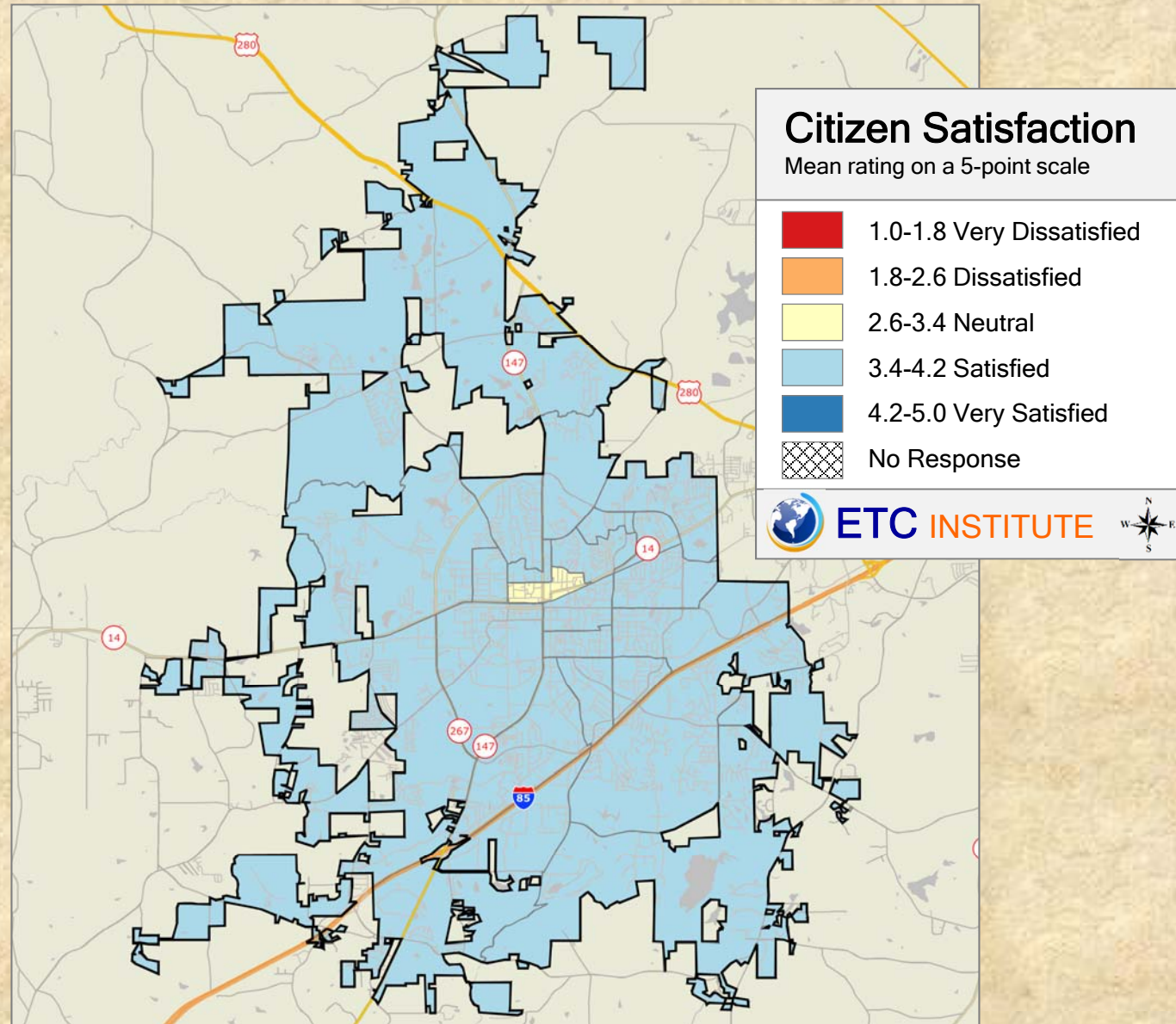
# Q6.6 Satisfaction with: Police safety education programs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

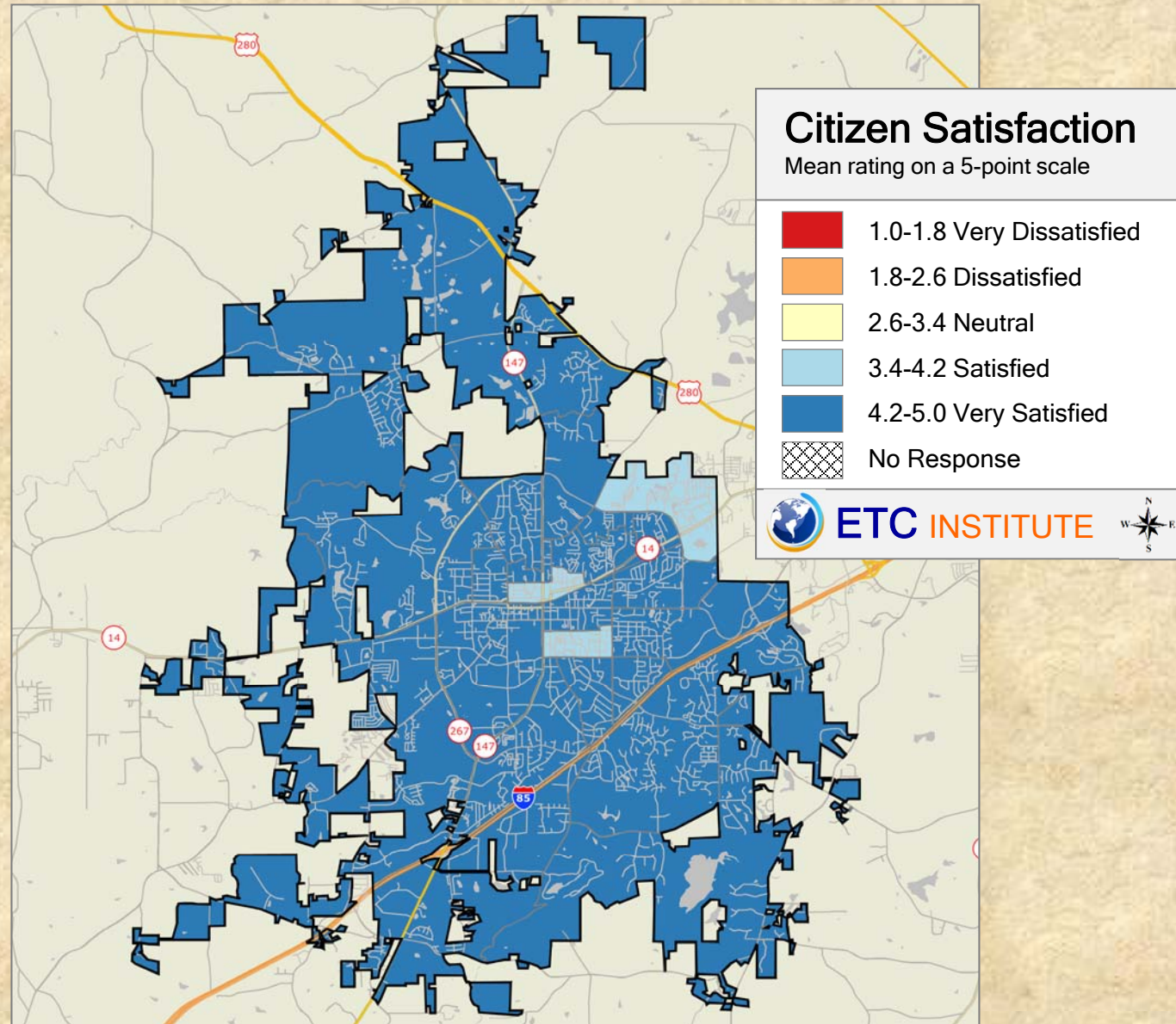
# Q6.7 Satisfaction with: Enforcement of traffic laws



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q6.8 Satisfaction with: Overall quality of fire protection

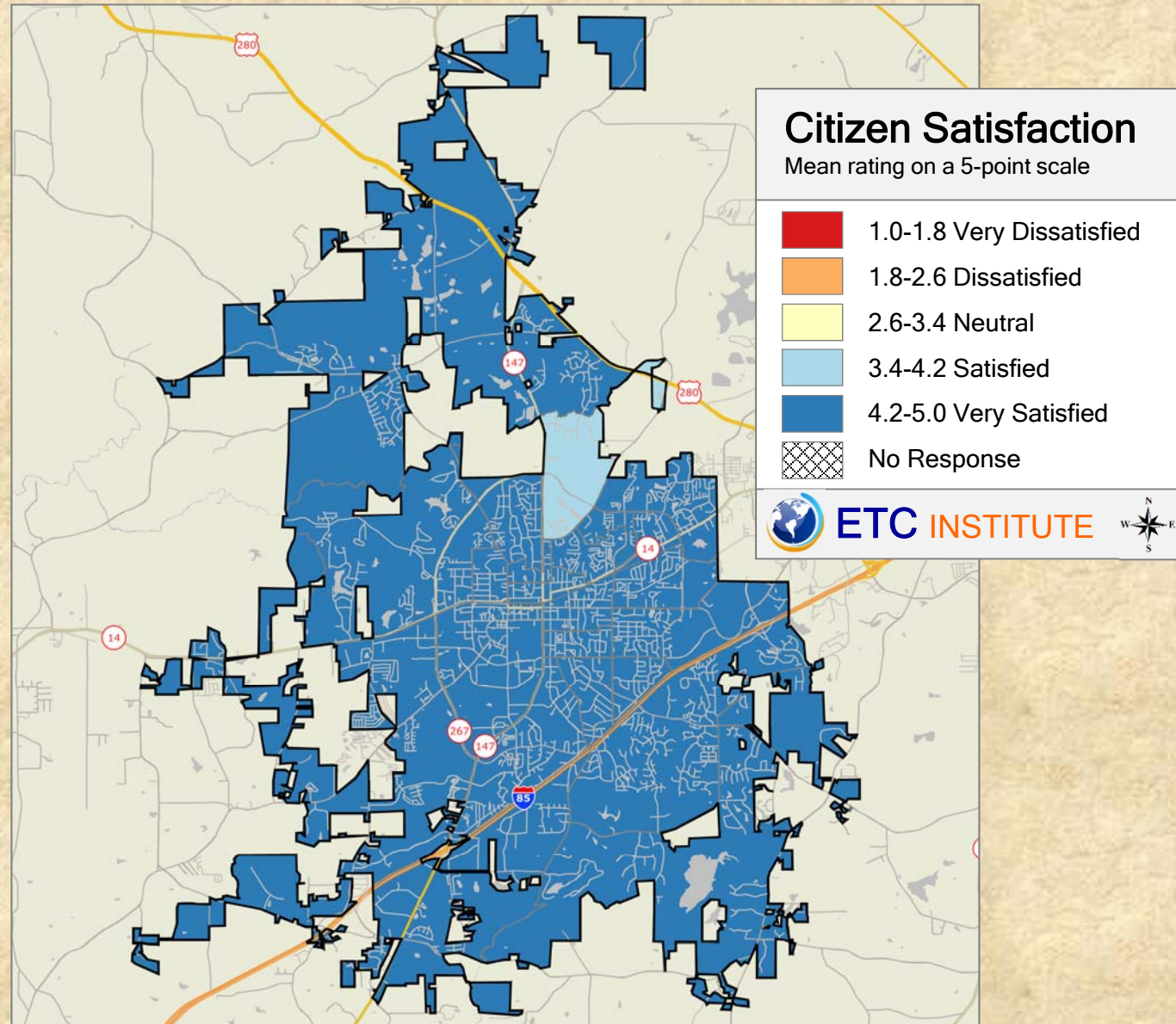


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



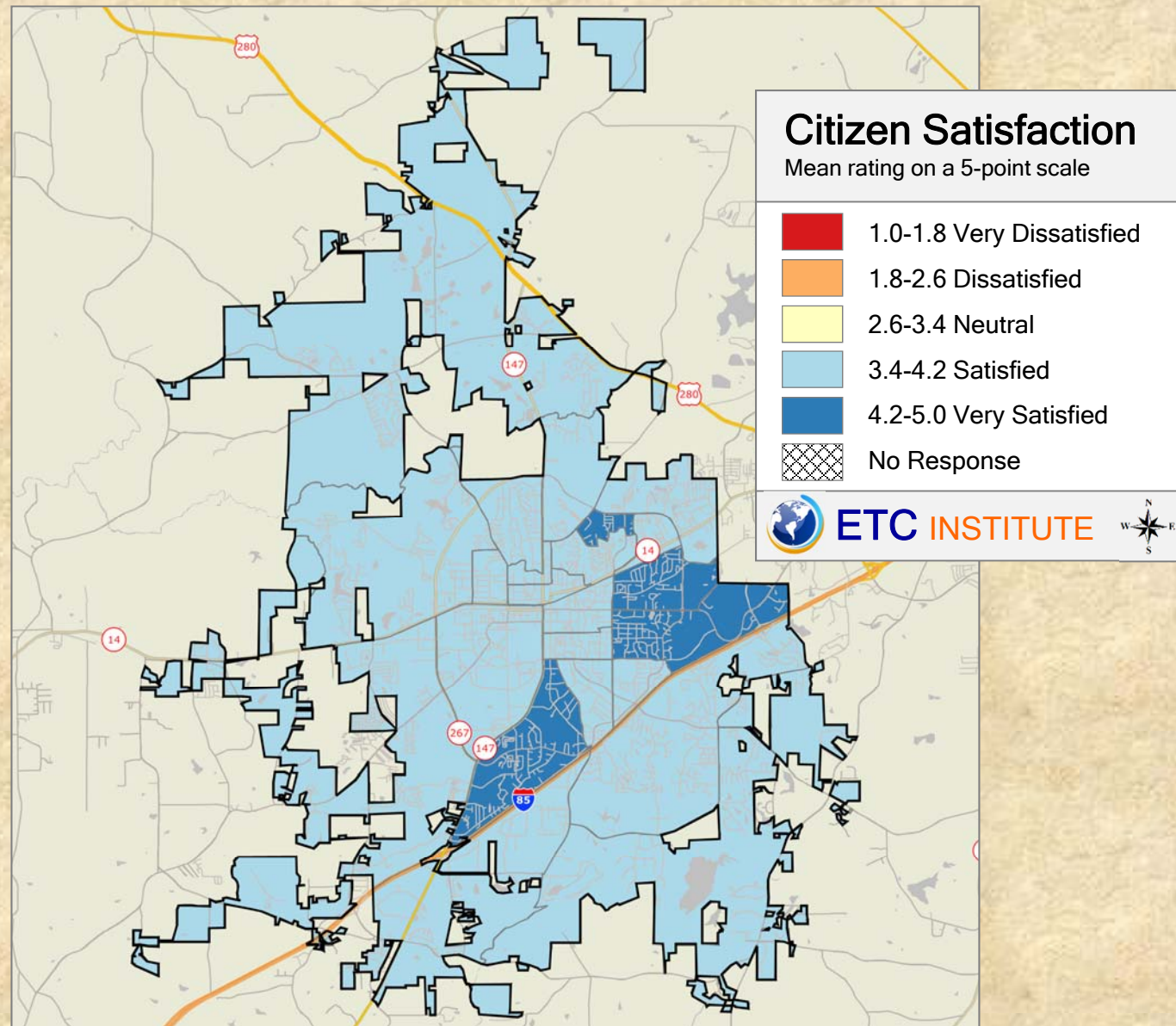
# Q6.9 Satisfaction with: Fire personnel emergency response time



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

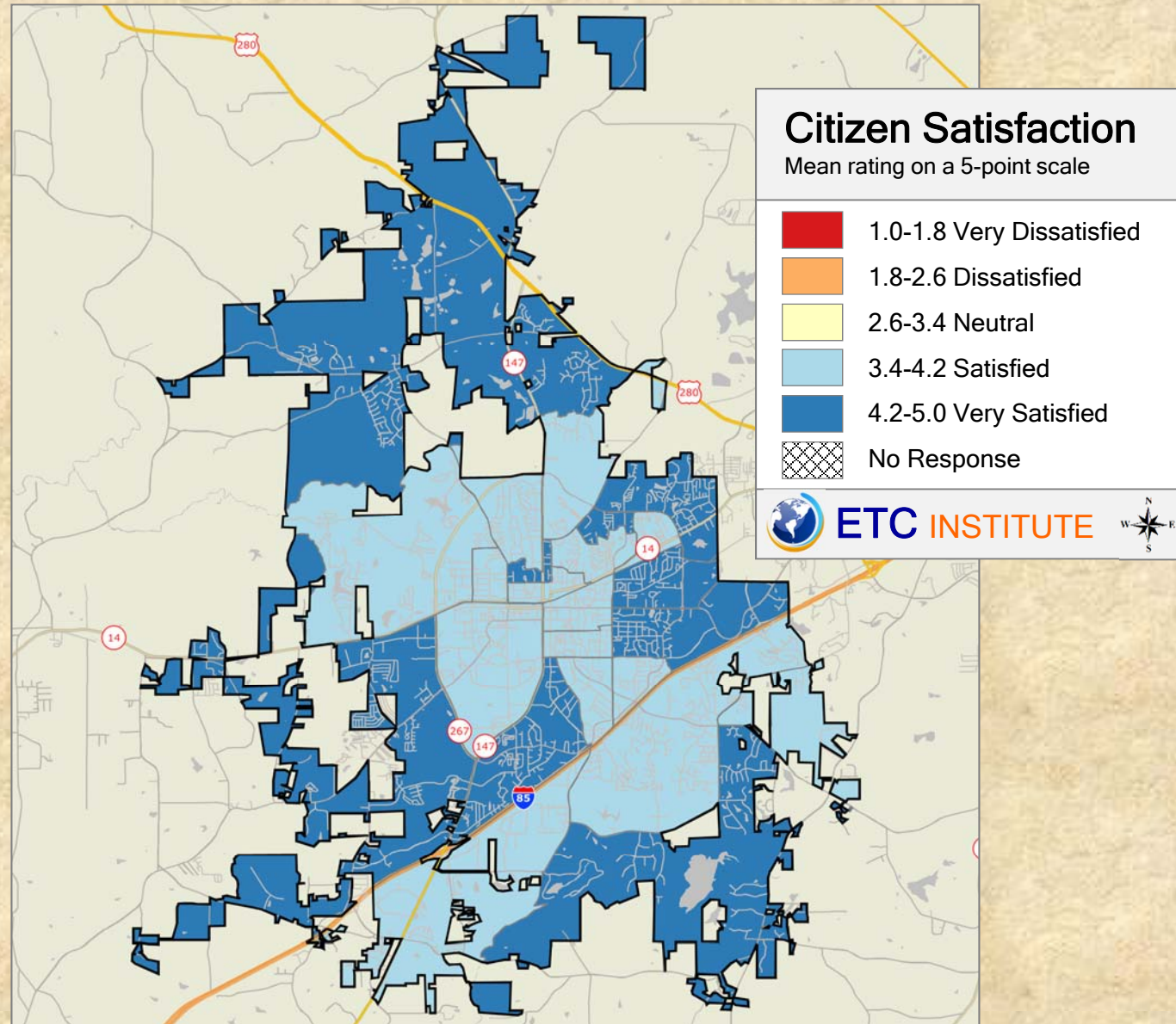
# Q6.10 Satisfaction with: Quality of fire safety education programs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

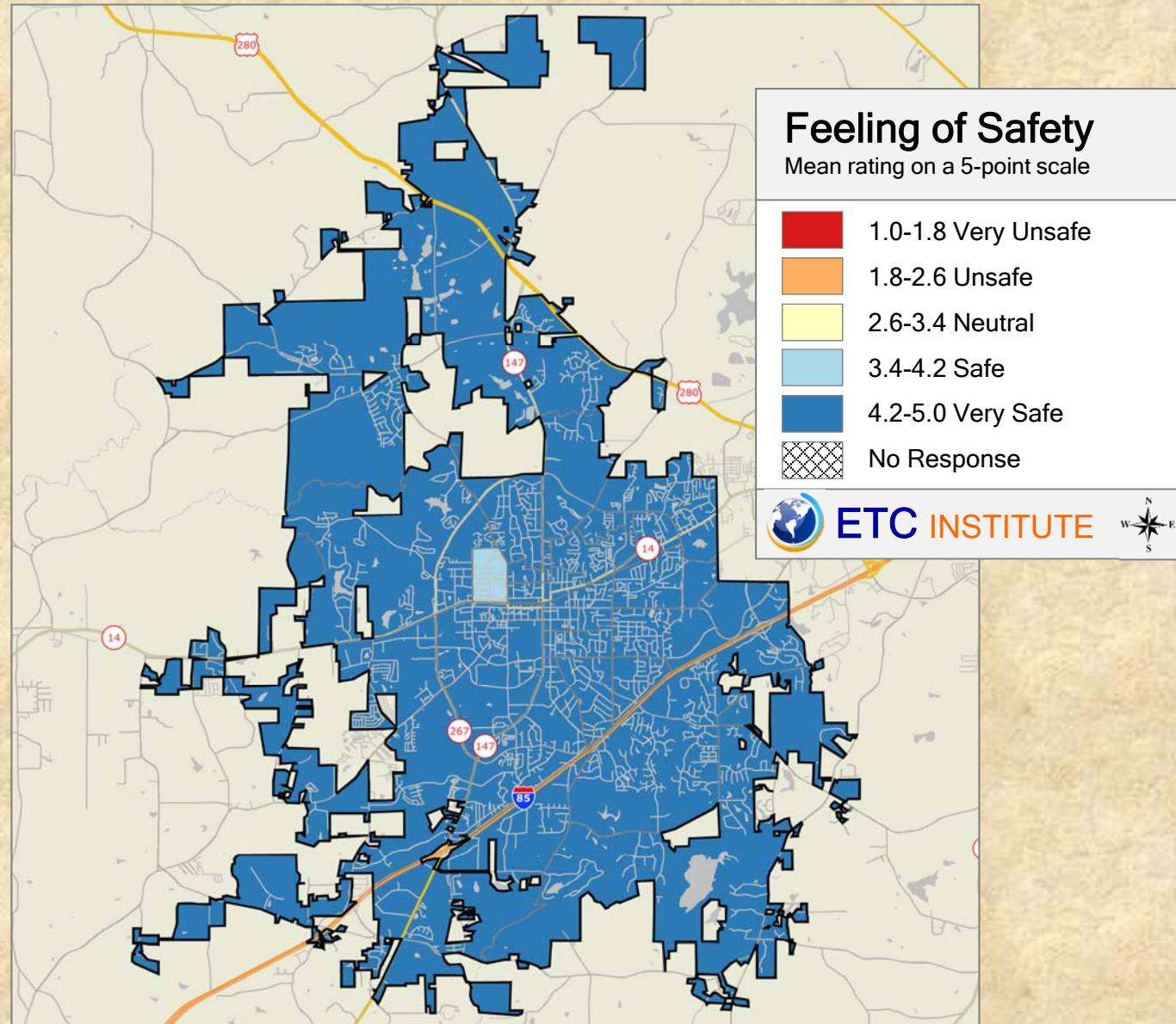
# Q6.11 Satisfaction with: Quality of local ambulance service



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

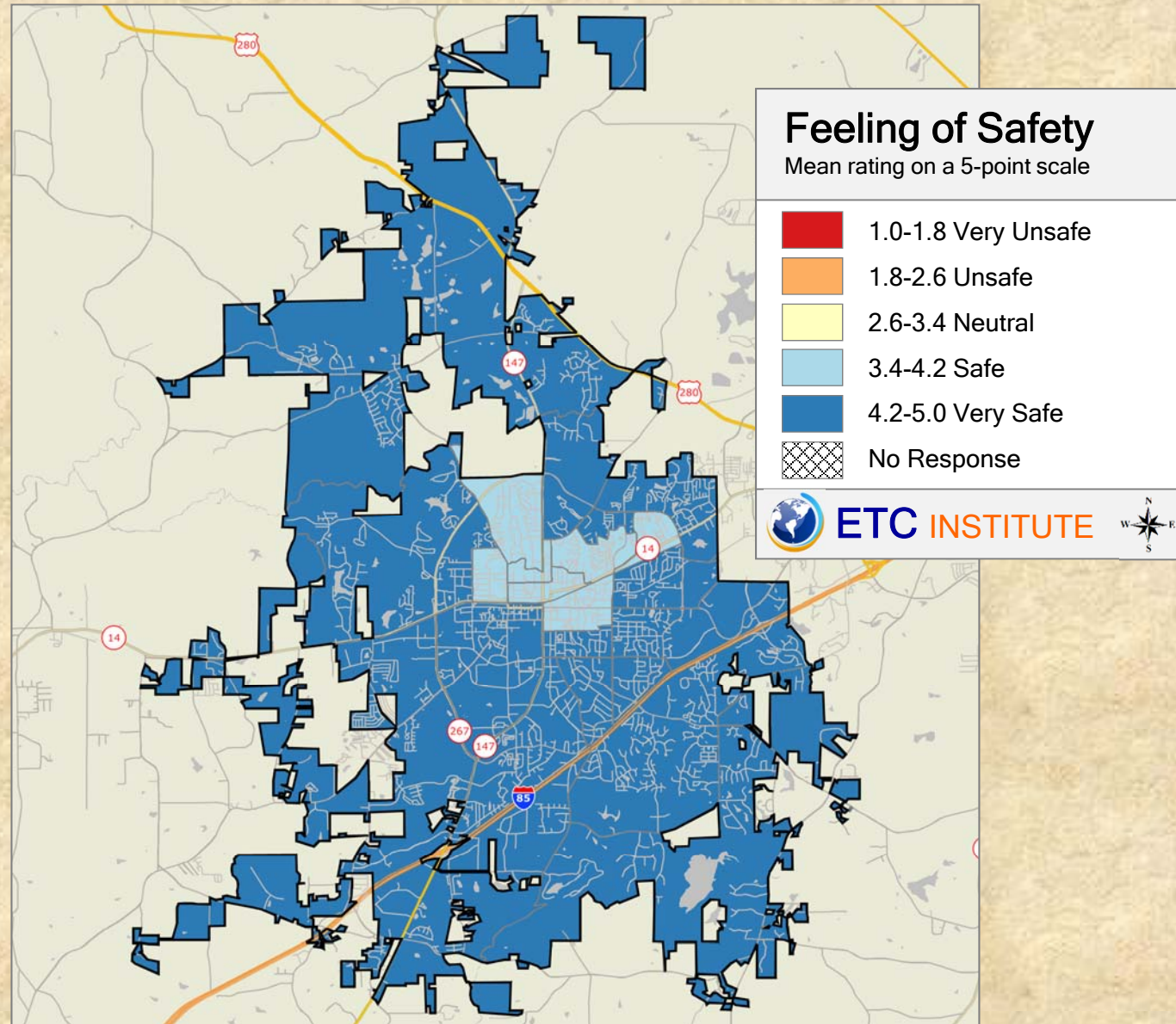
# Q8.1 Feeling of Safety: In your neighborhood during the day



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

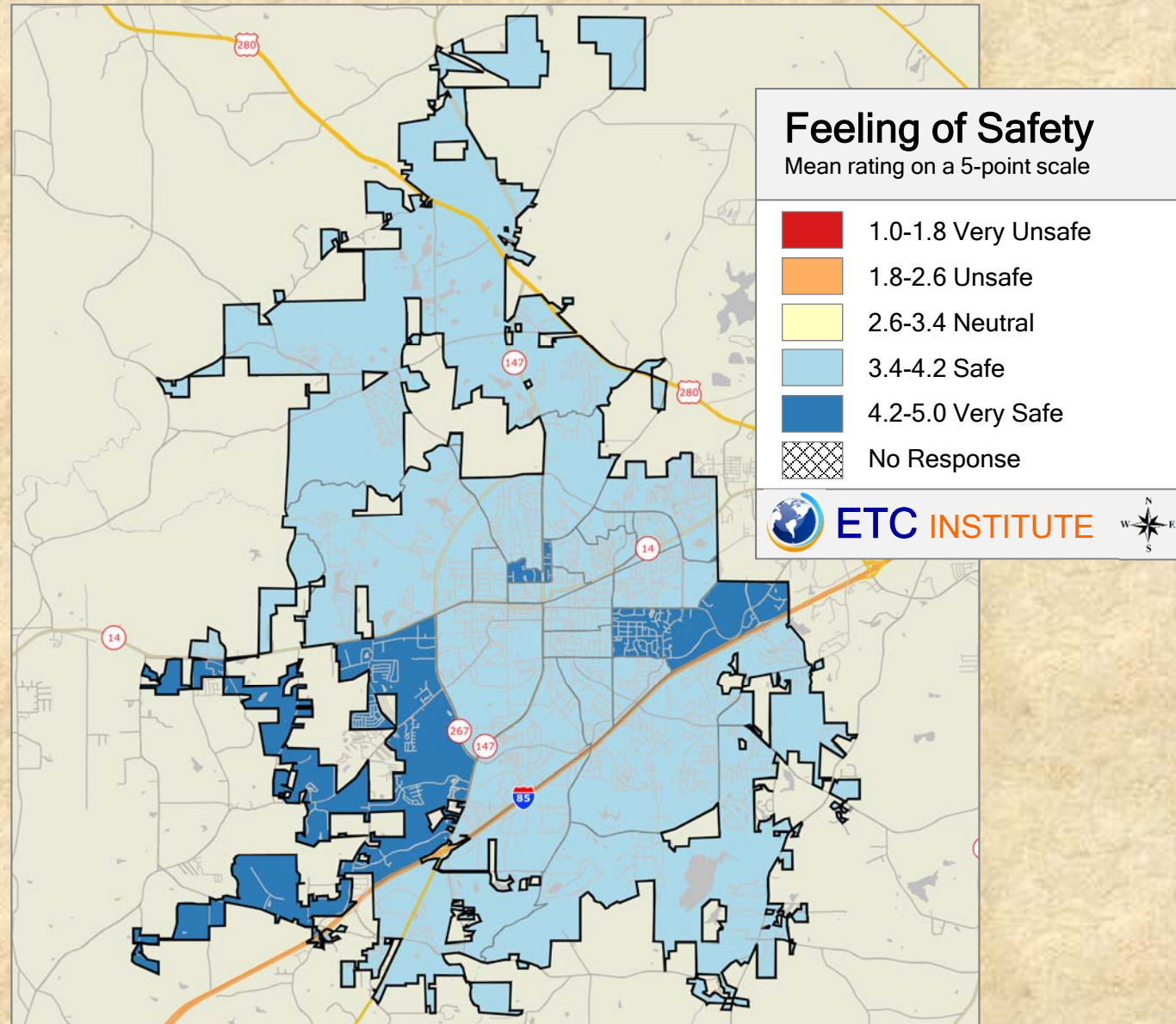
# Q8.2 Feeling of Safety: In your neighborhood at night



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

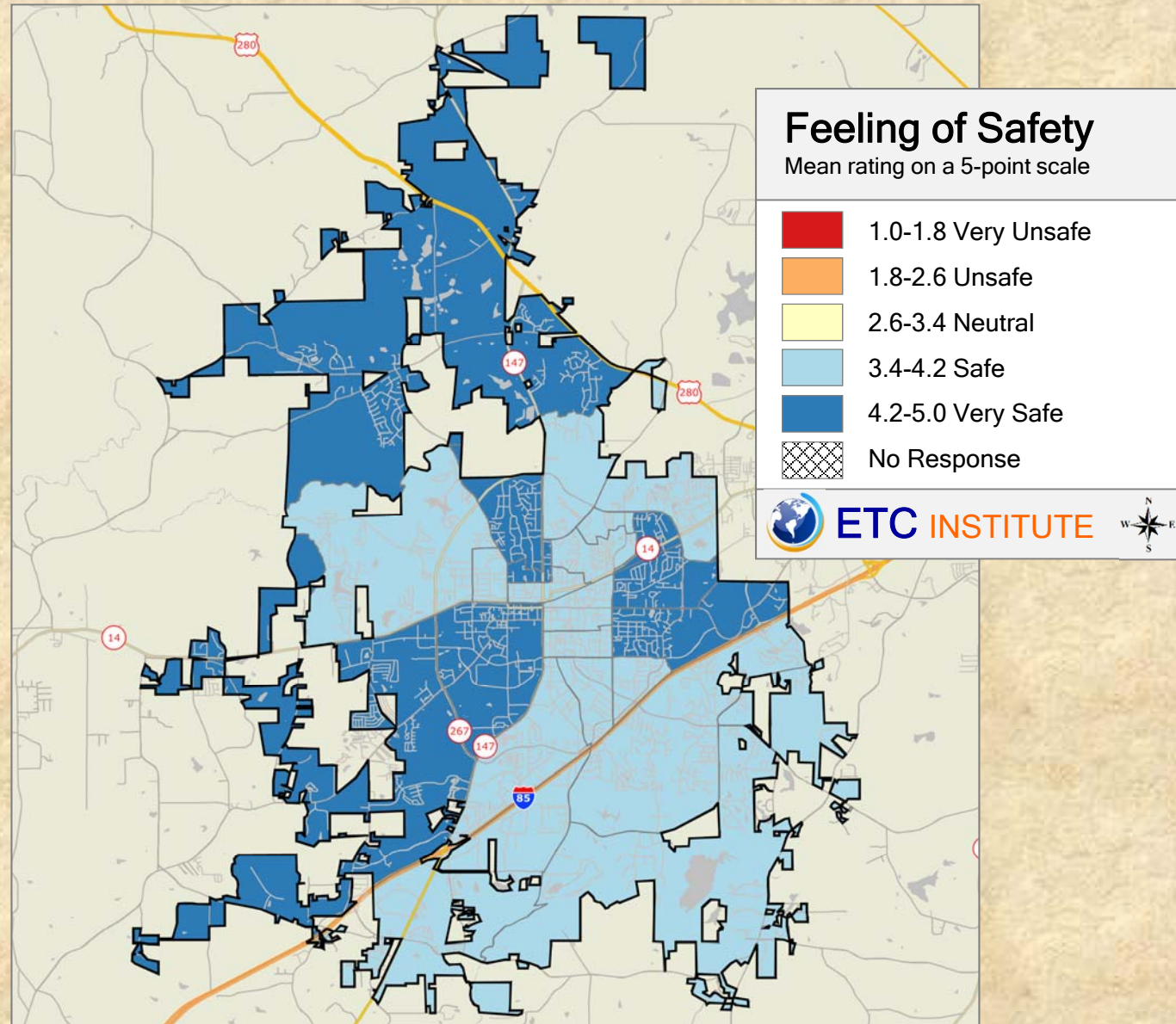
# Q8.3 Feeling of Safety: In the city's parks



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

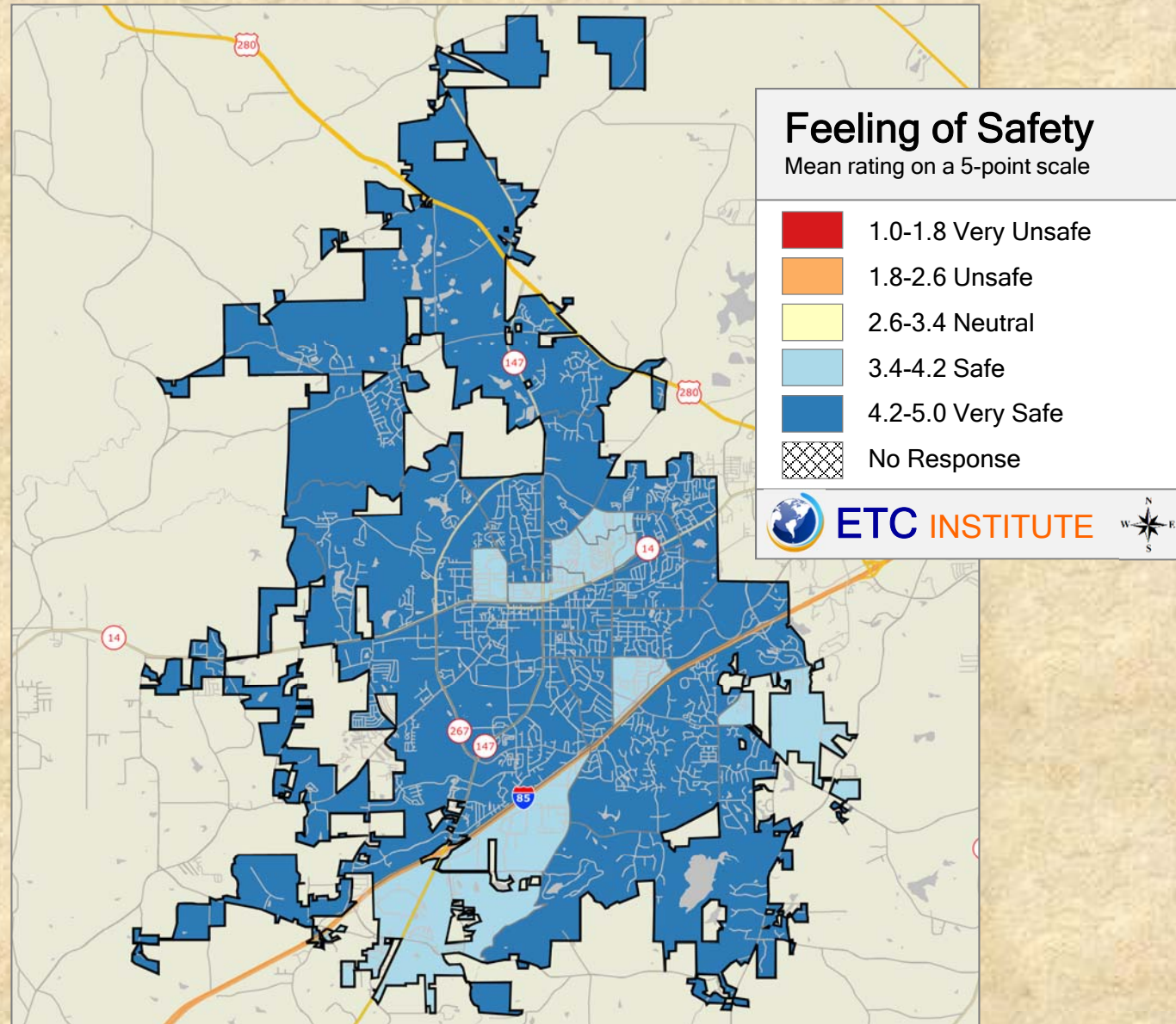
# Q8.4 Feeling of Safety: In commercial and retail areas



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q8.5 Feeling of Safety: In downtown Auburn

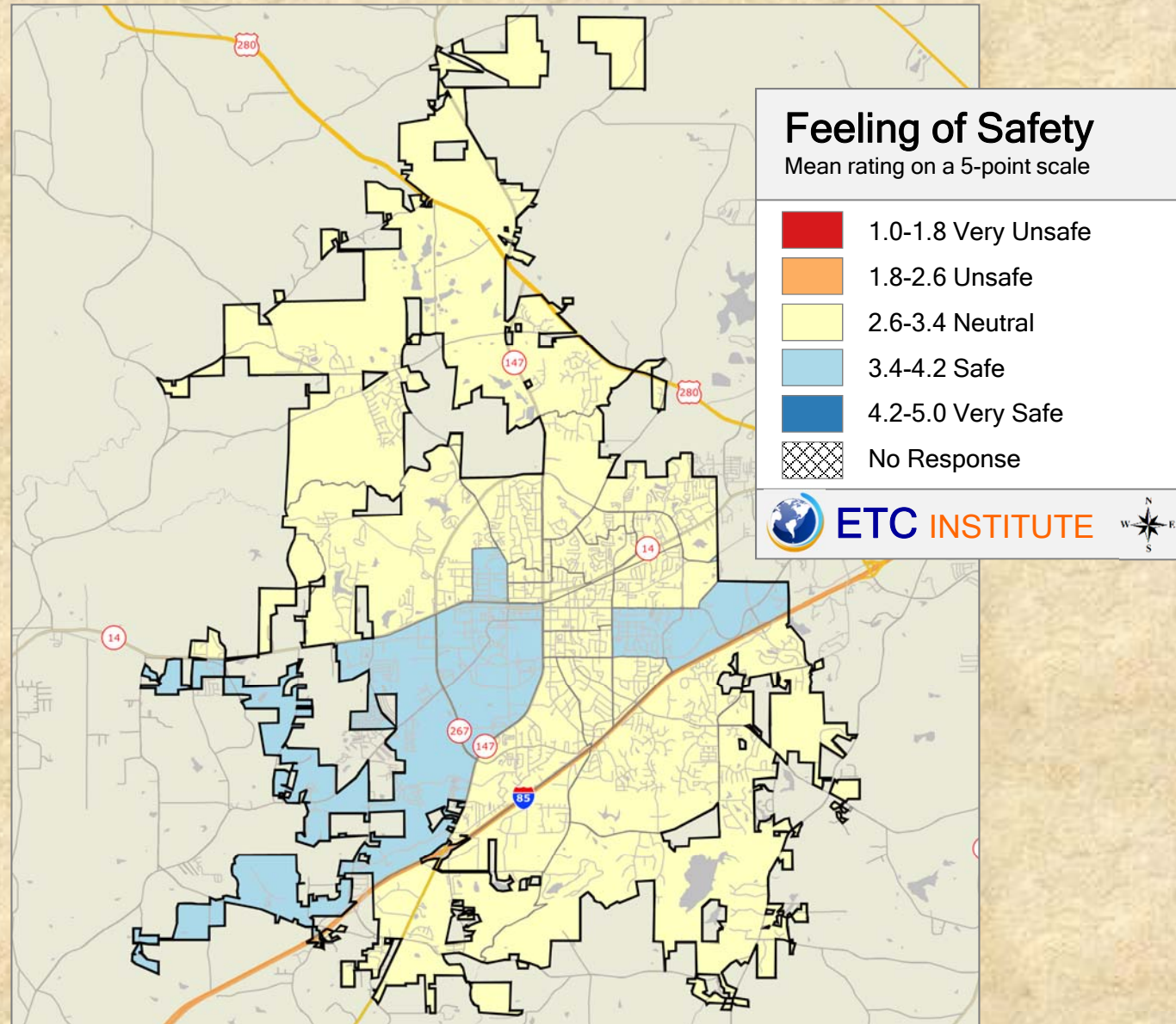


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



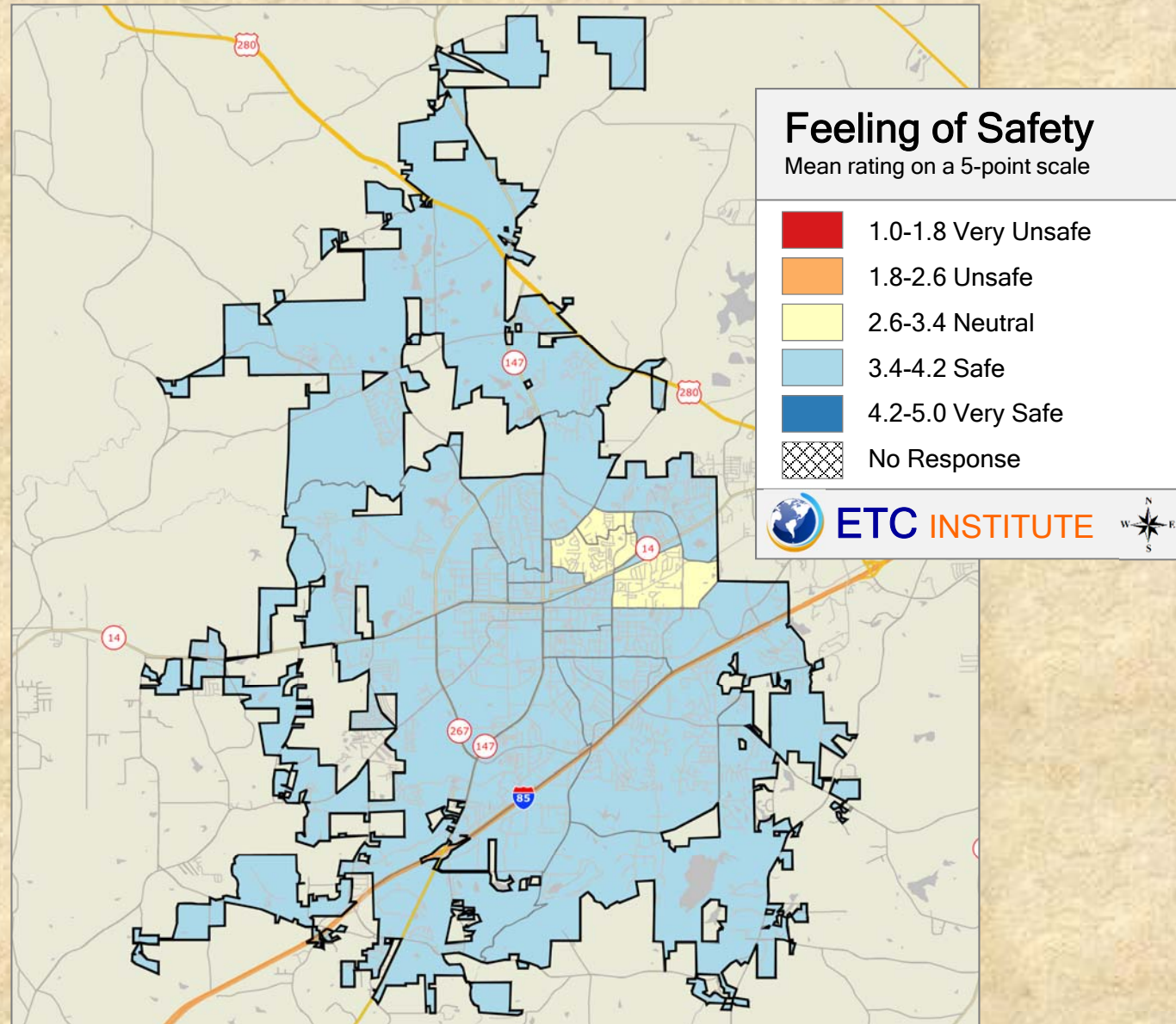
# Q8.6 Feeling of Safety: Traveling by bicycle in Auburn



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

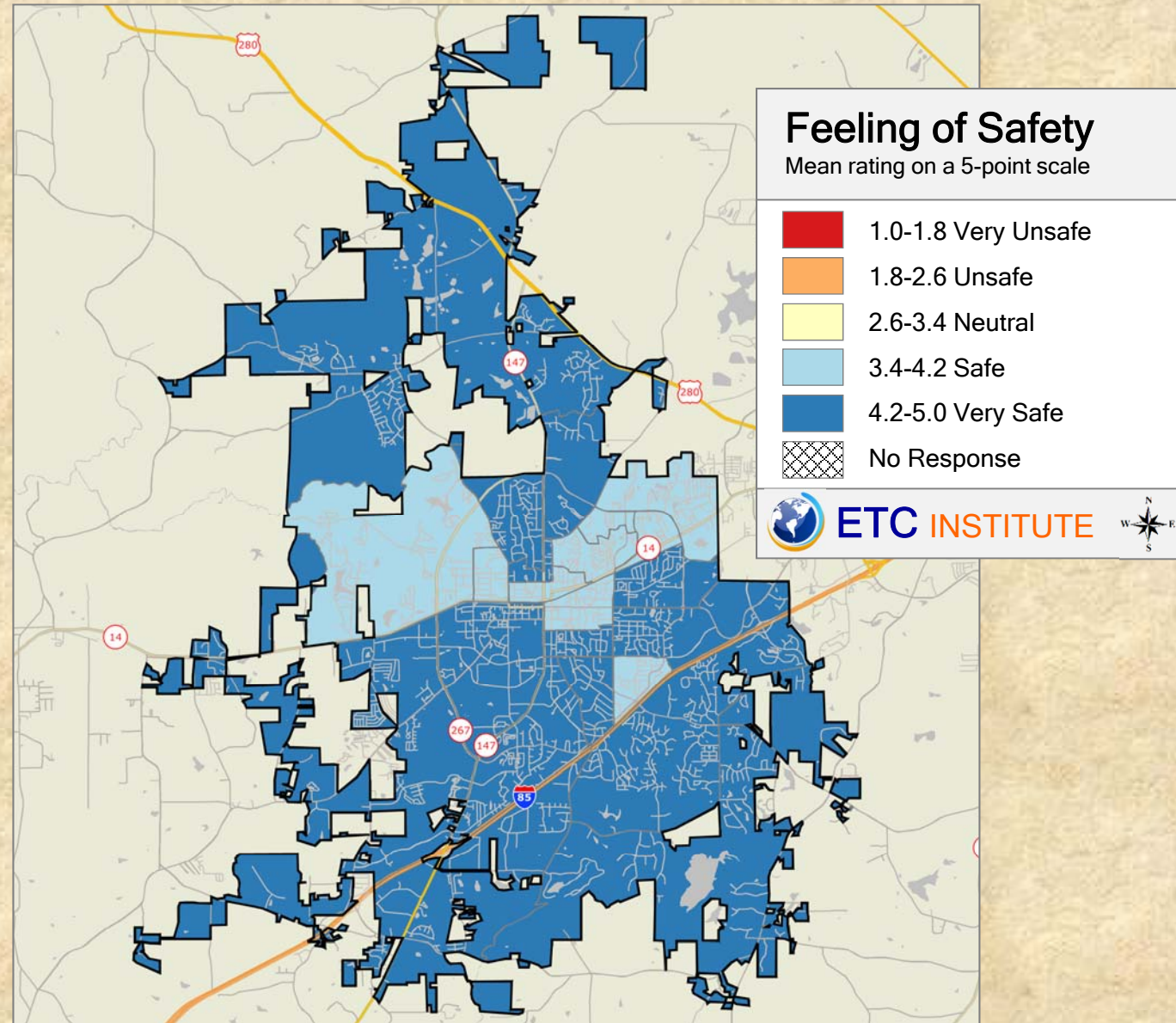
# Q8.7 Feeling of Safety: Traveling as a pedestrian in Auburn



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

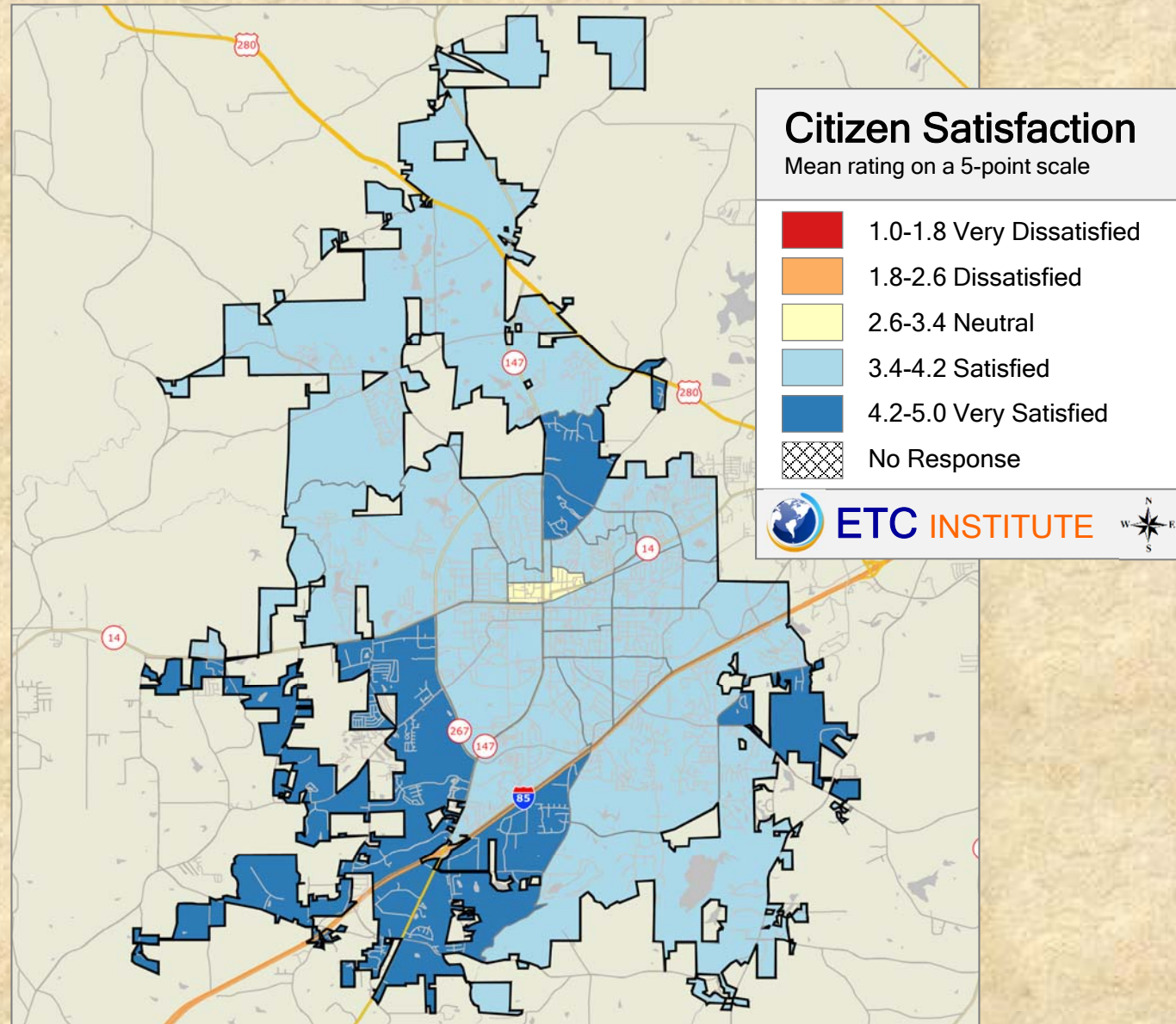
# Q8.8 Feeling of Safety: Overall feeling of safety in Auburn



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

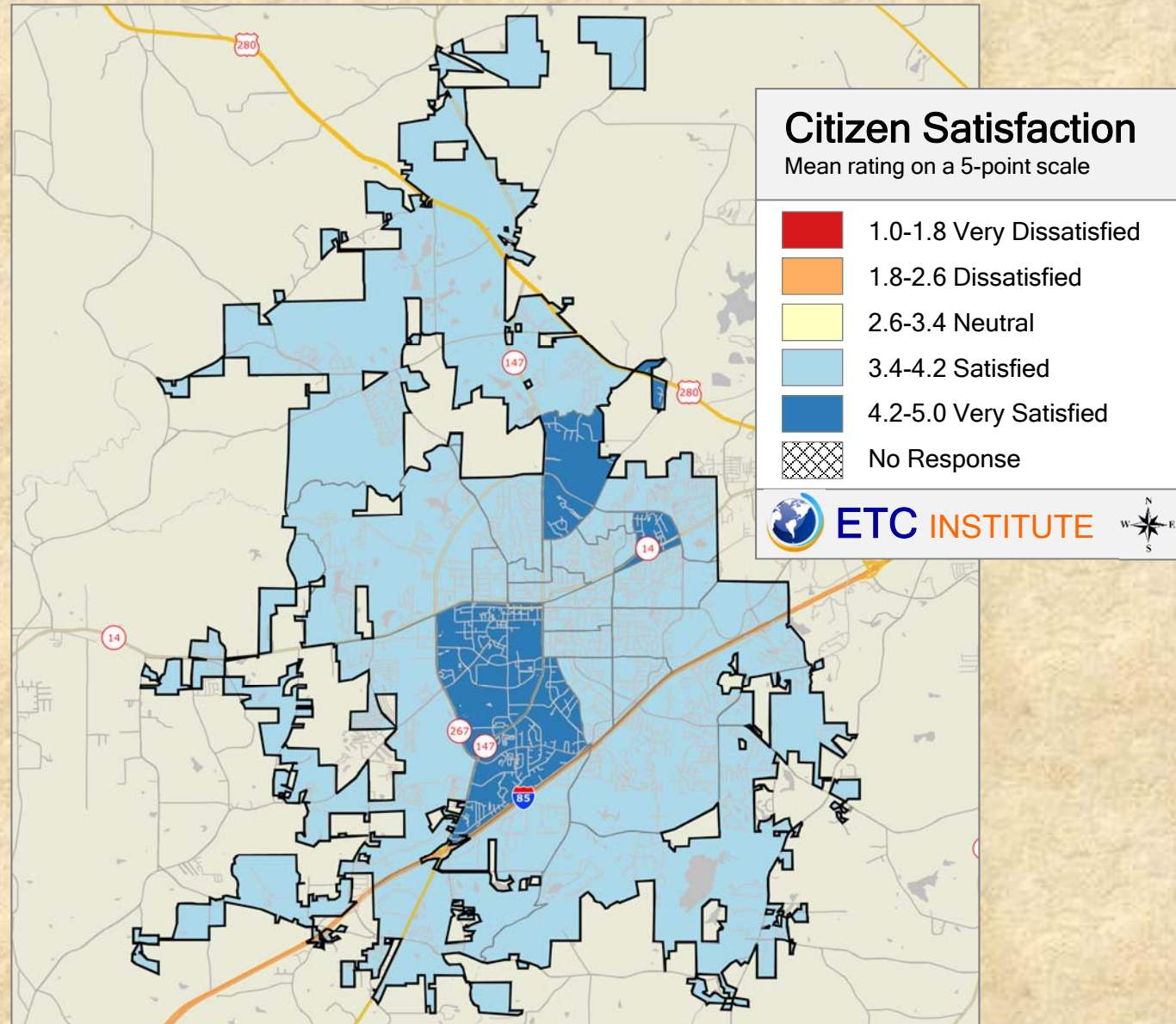
# Q9.1 Satisfaction with: Cleanup of debris/litter



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

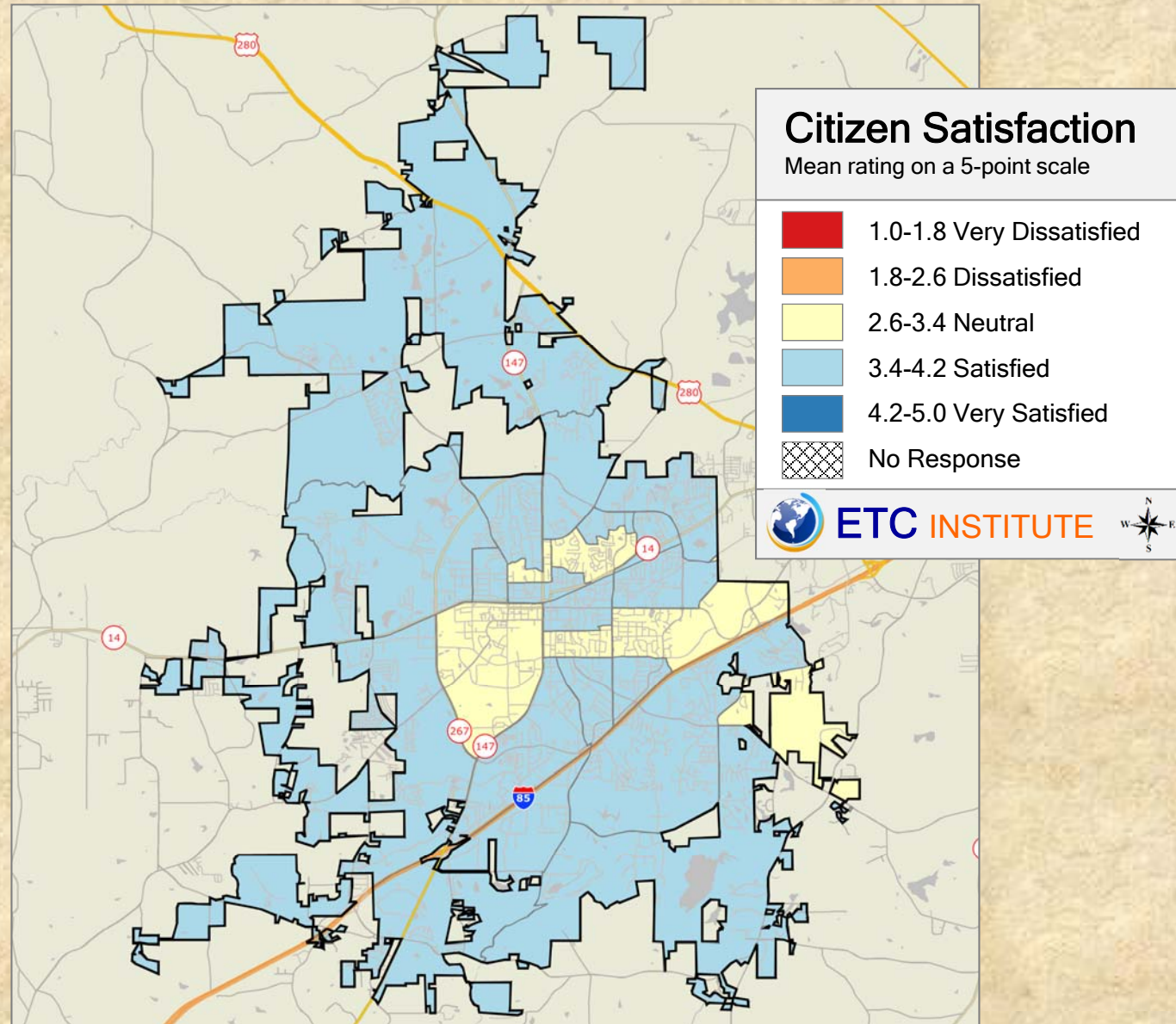
# Q9.2 Satisfaction with: Cleanup of large junk/abandoned vehicles



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

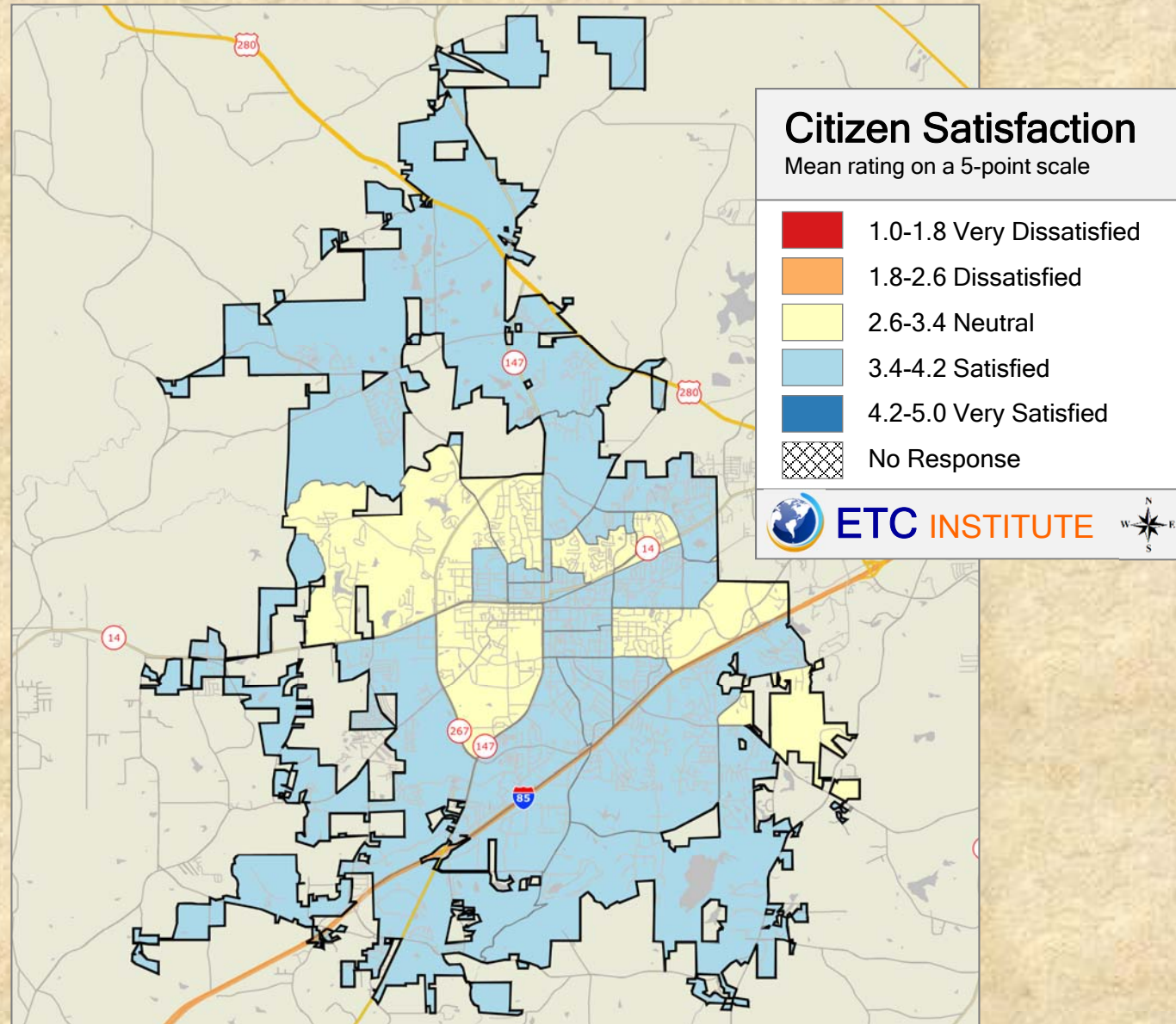
# Q9.3 Satisfaction with: Cleanup of overgrown and weedy lots



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

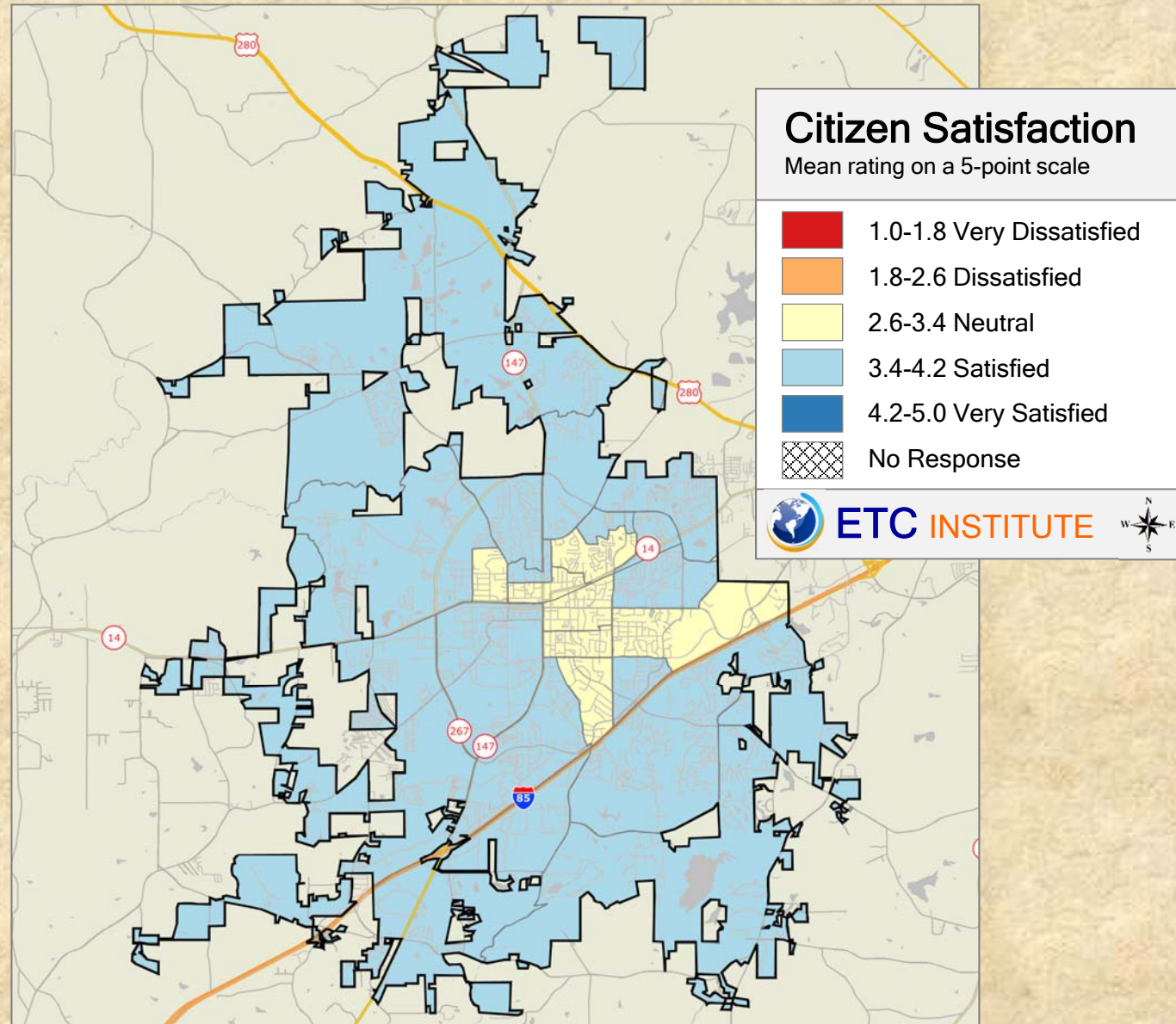
# Q9.4 Satisfaction with: Efforts to remove dilapidated structures



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q9.5 Satisfaction with: Enforcement of loud music restrictions

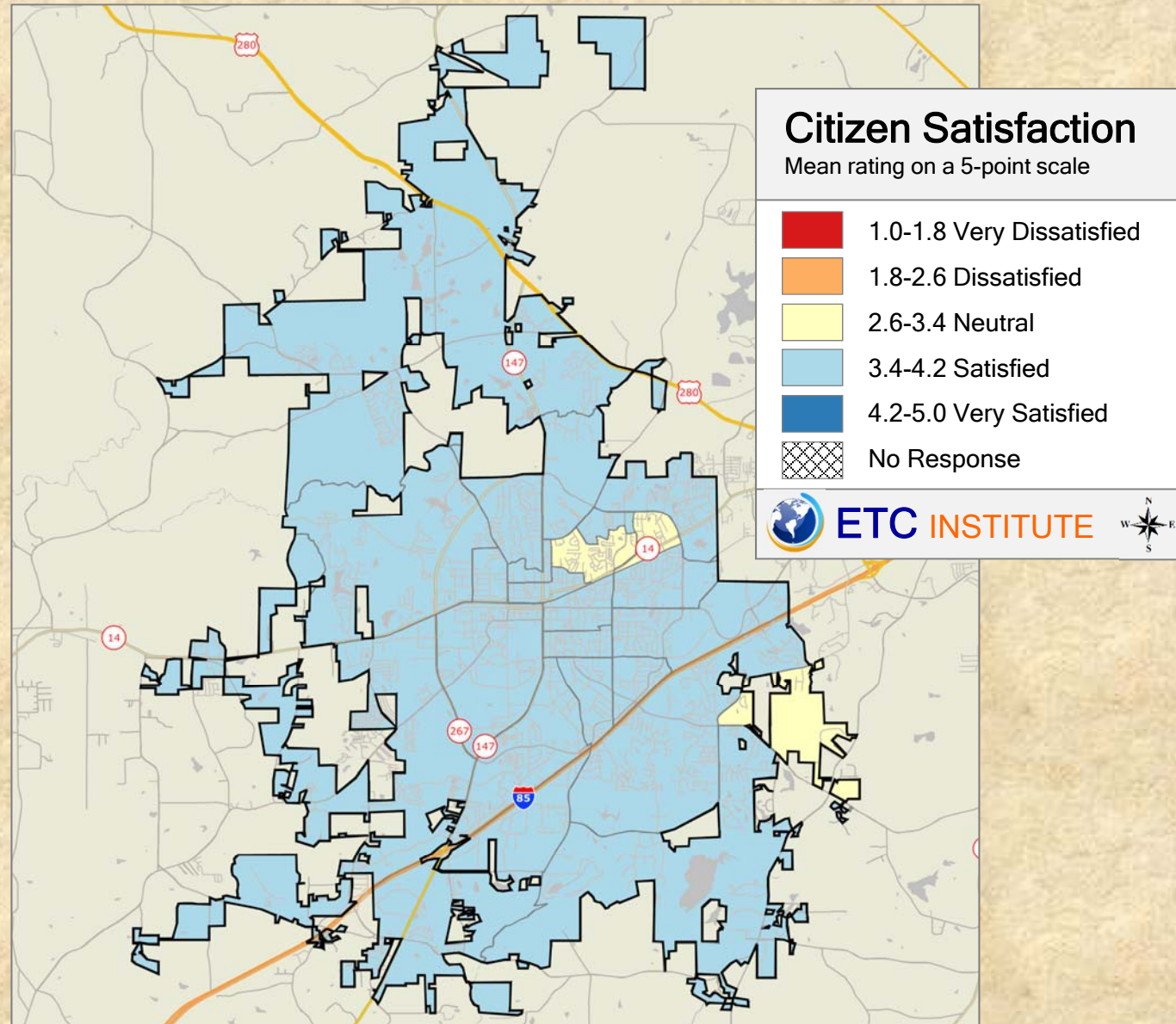


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



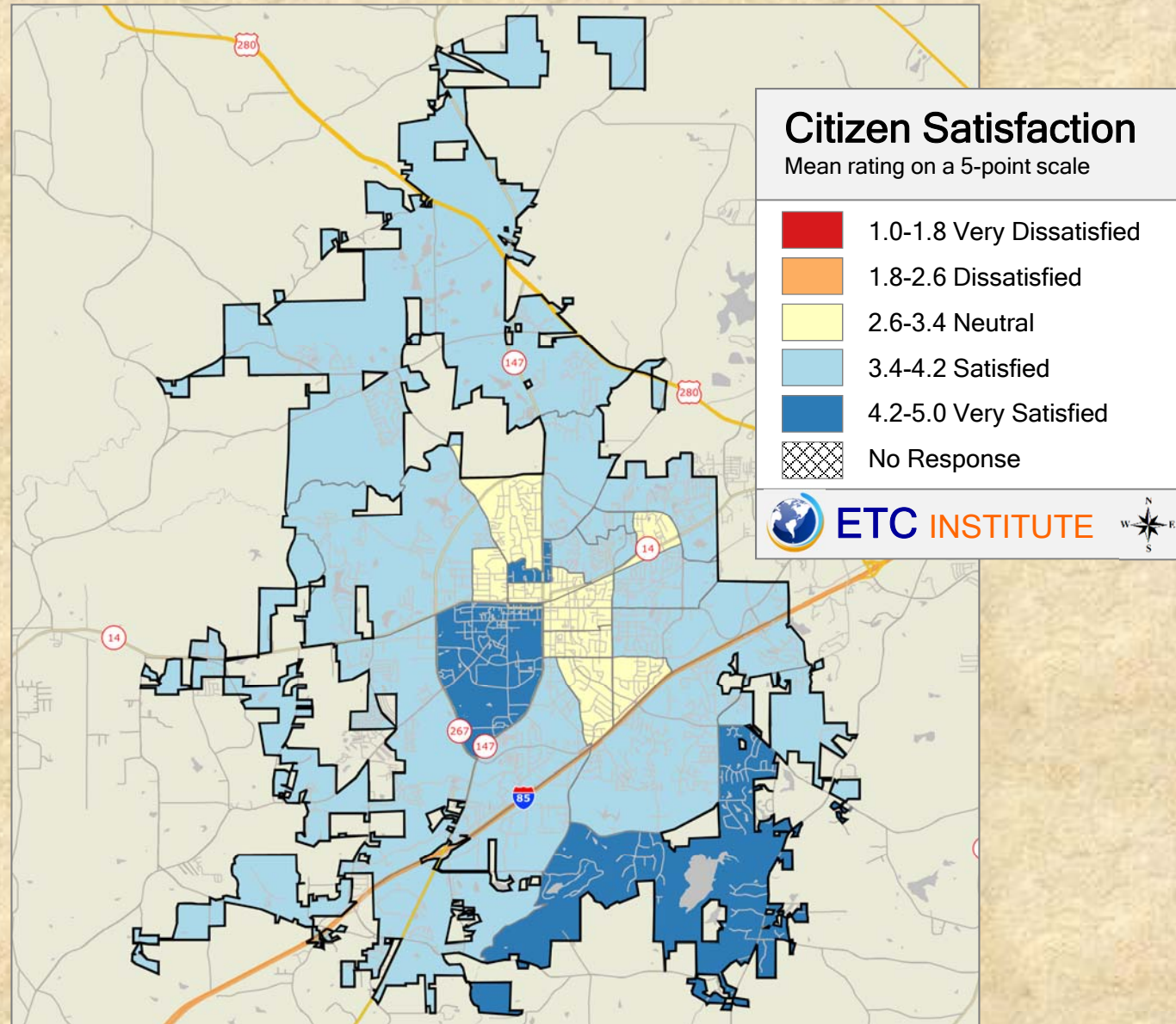
# Q9.6 Satisfaction with: Control of nuisance animals



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

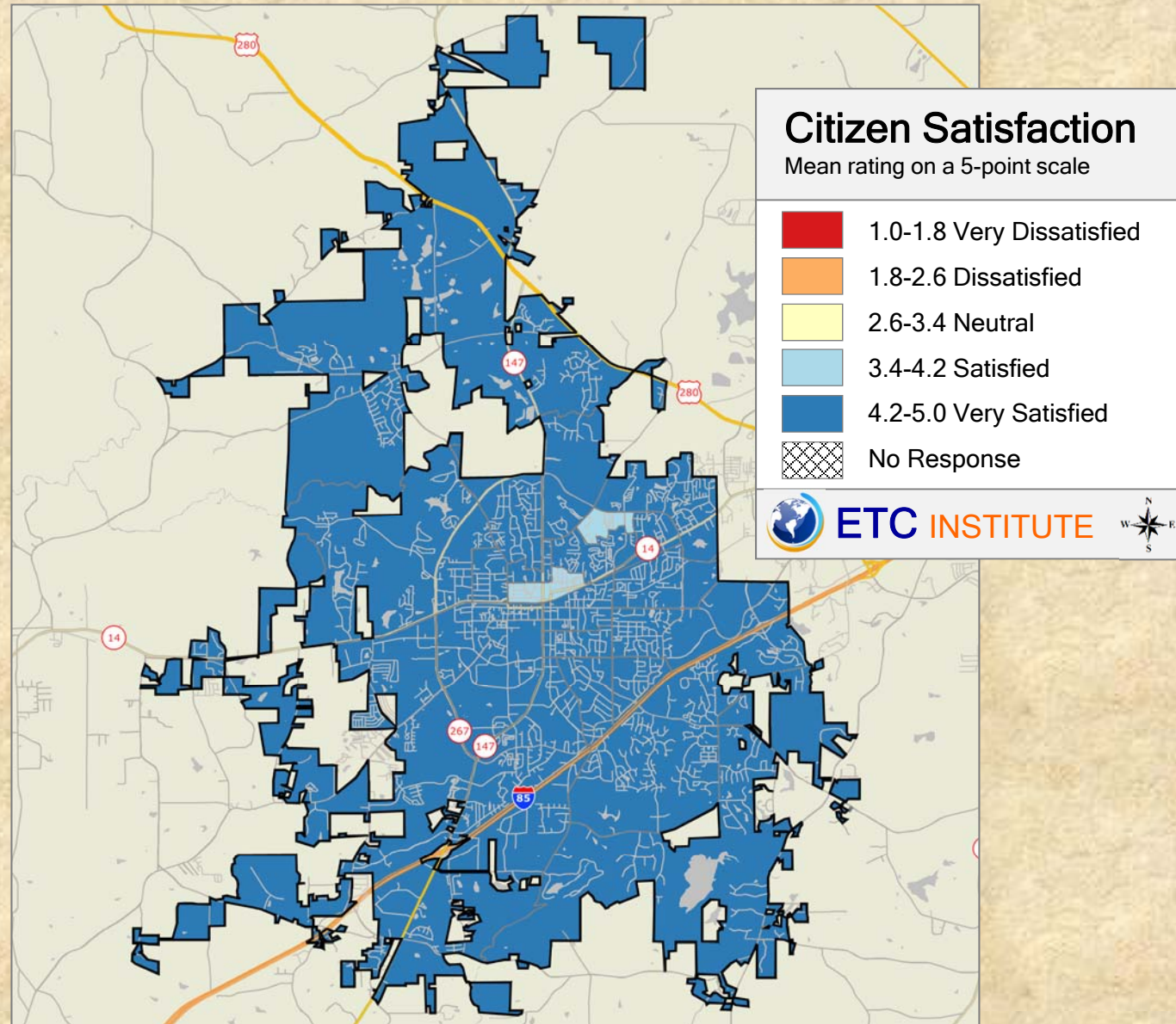
# Q9.7 Satisfaction with: Unrelated occupancy in your neighborhood



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

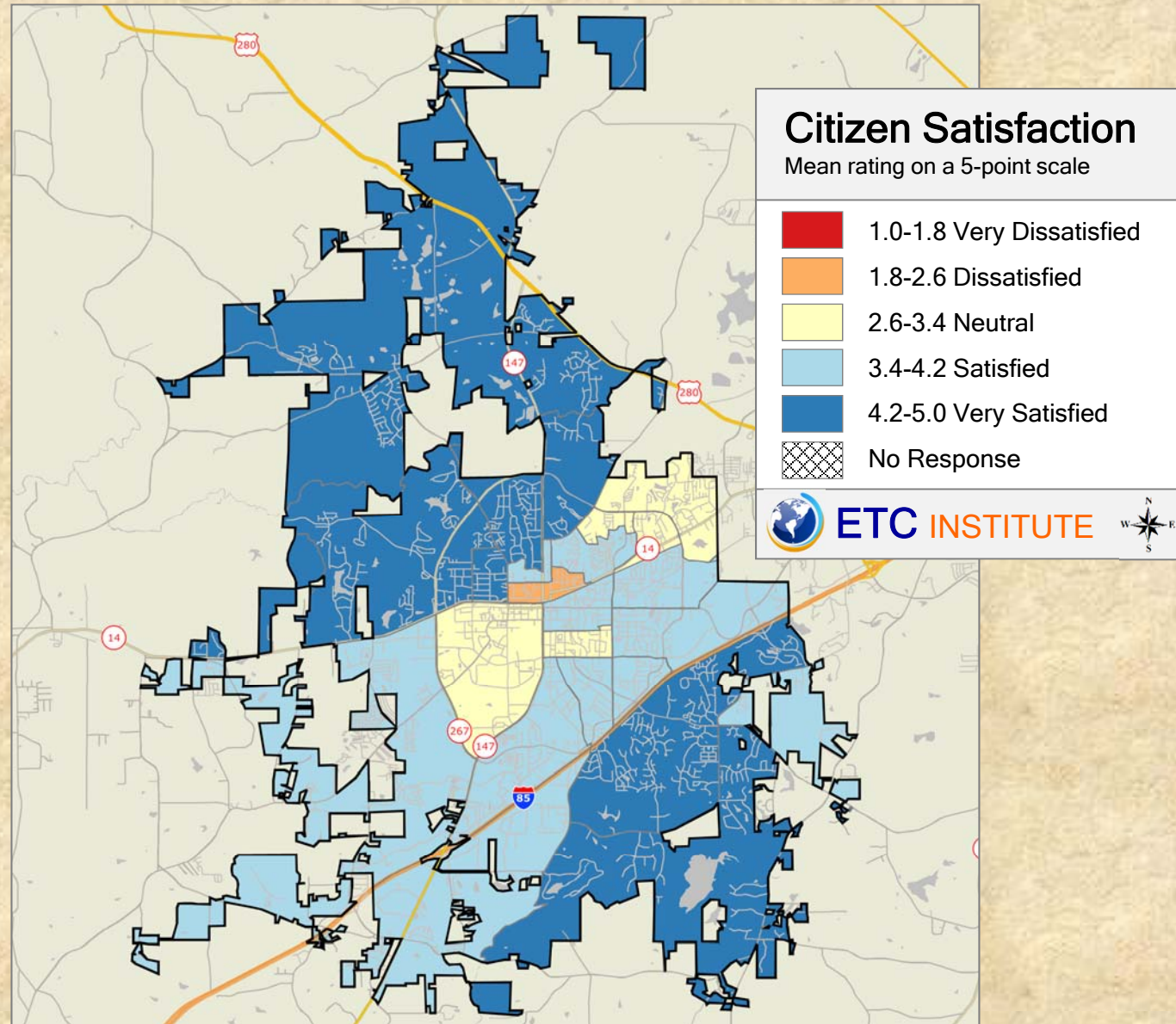
# Q11.1 Satisfaction with: Residential garbage collection service



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

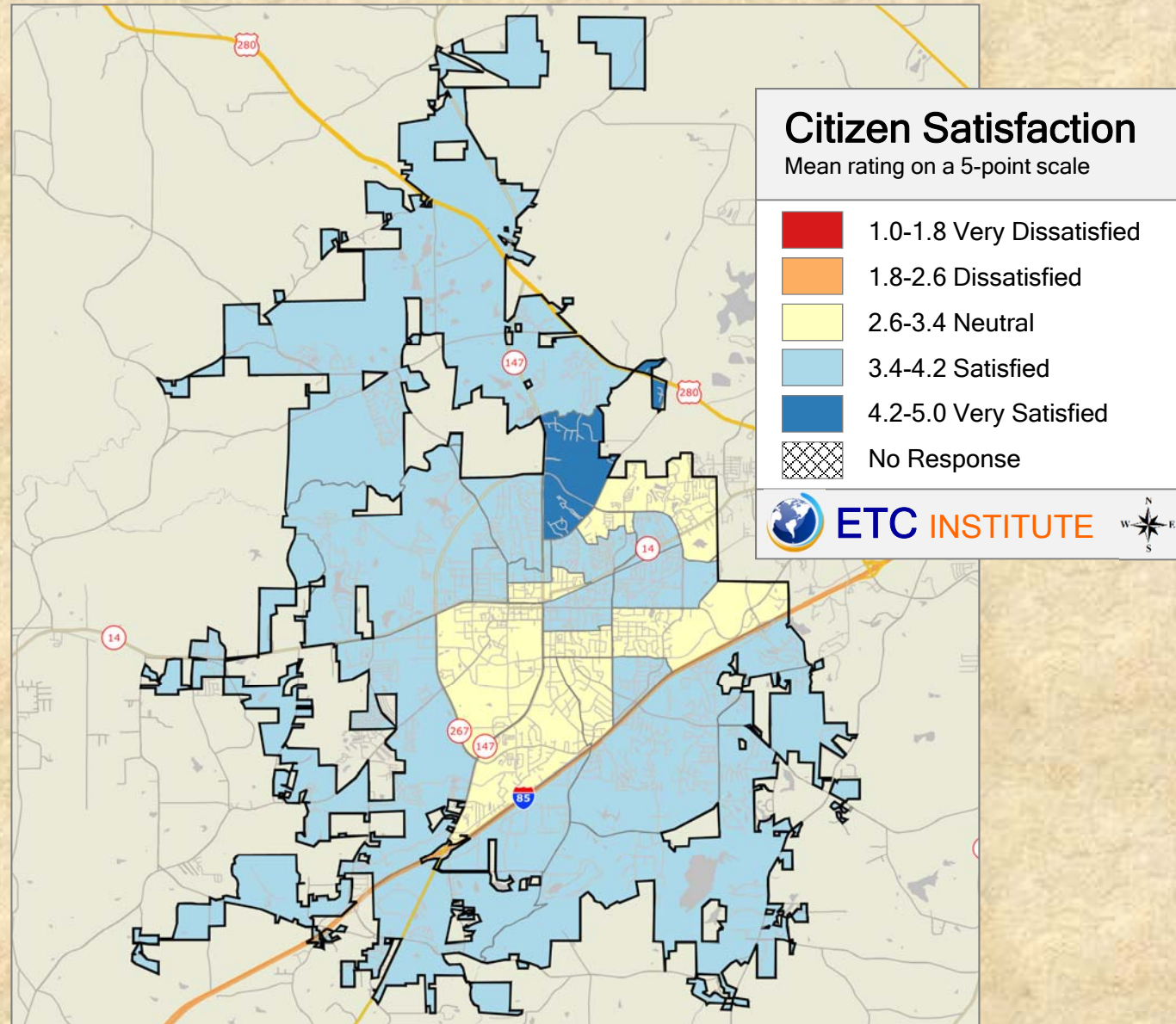
# Q11.2 Satisfaction with: Curbside recycling service overall



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

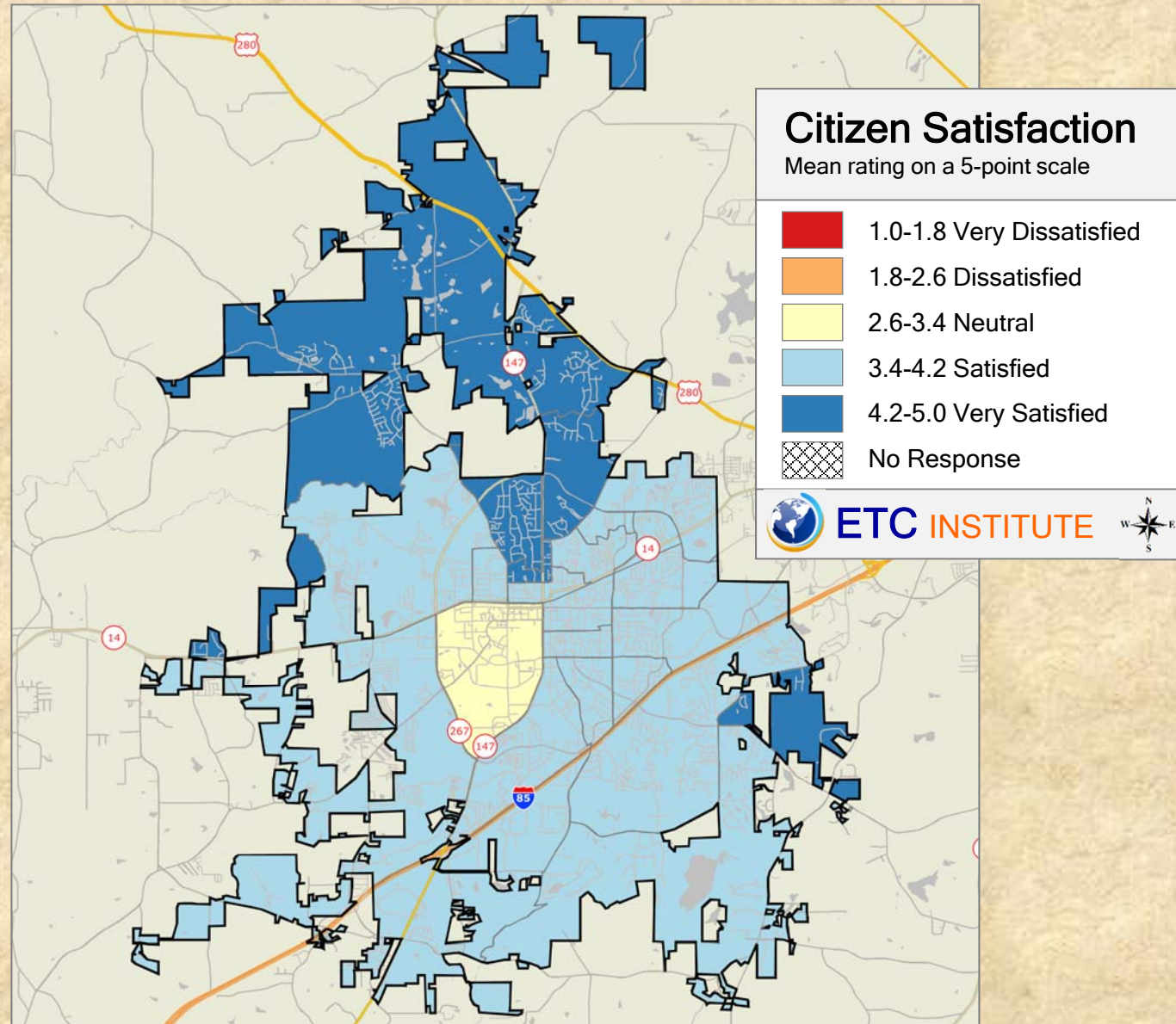
# Q11.3 Satisfaction with: Material types accepted for recycling



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

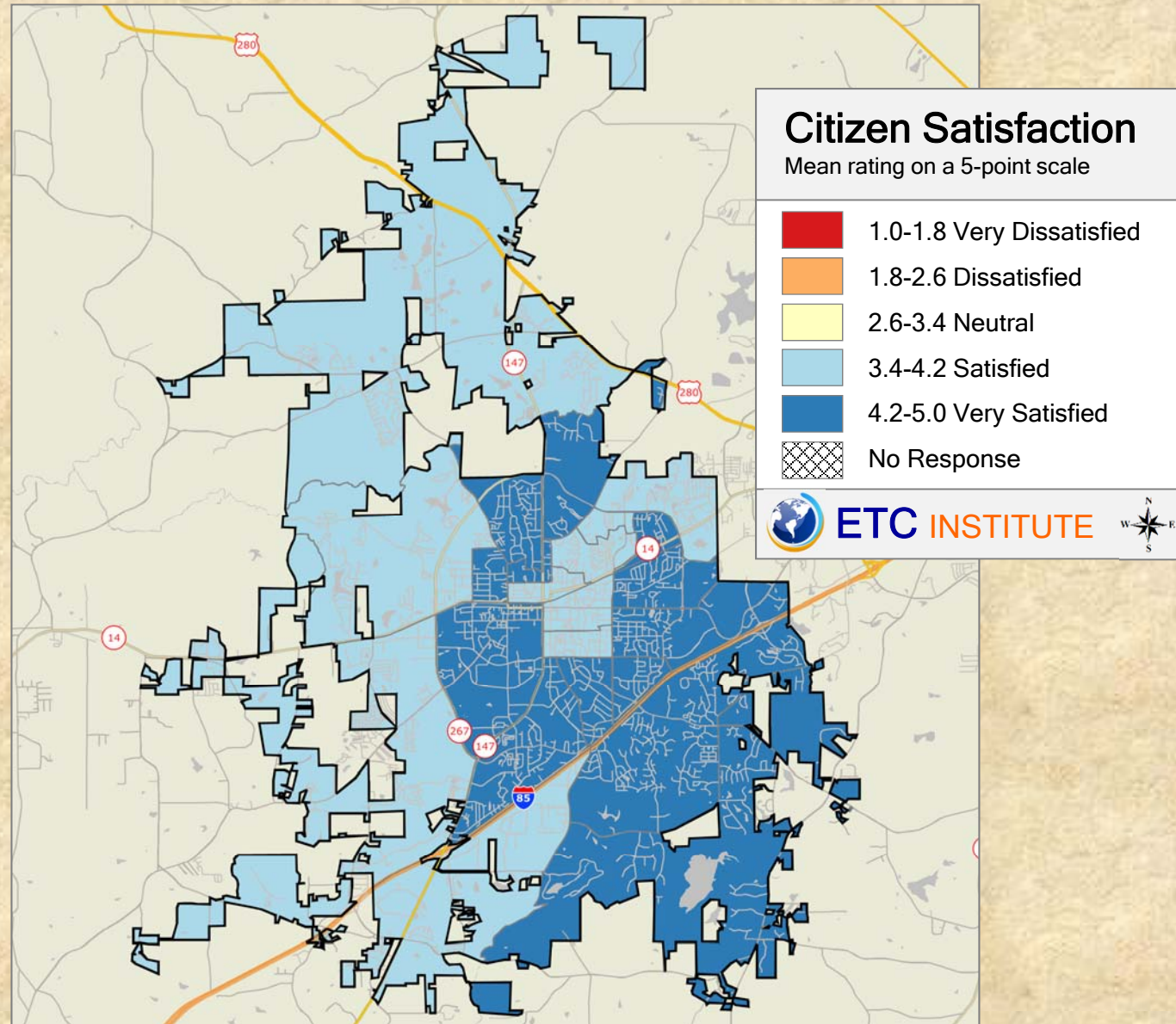
# Q11.4 Satisfaction with: Recycling at city's drop-off recycling center



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

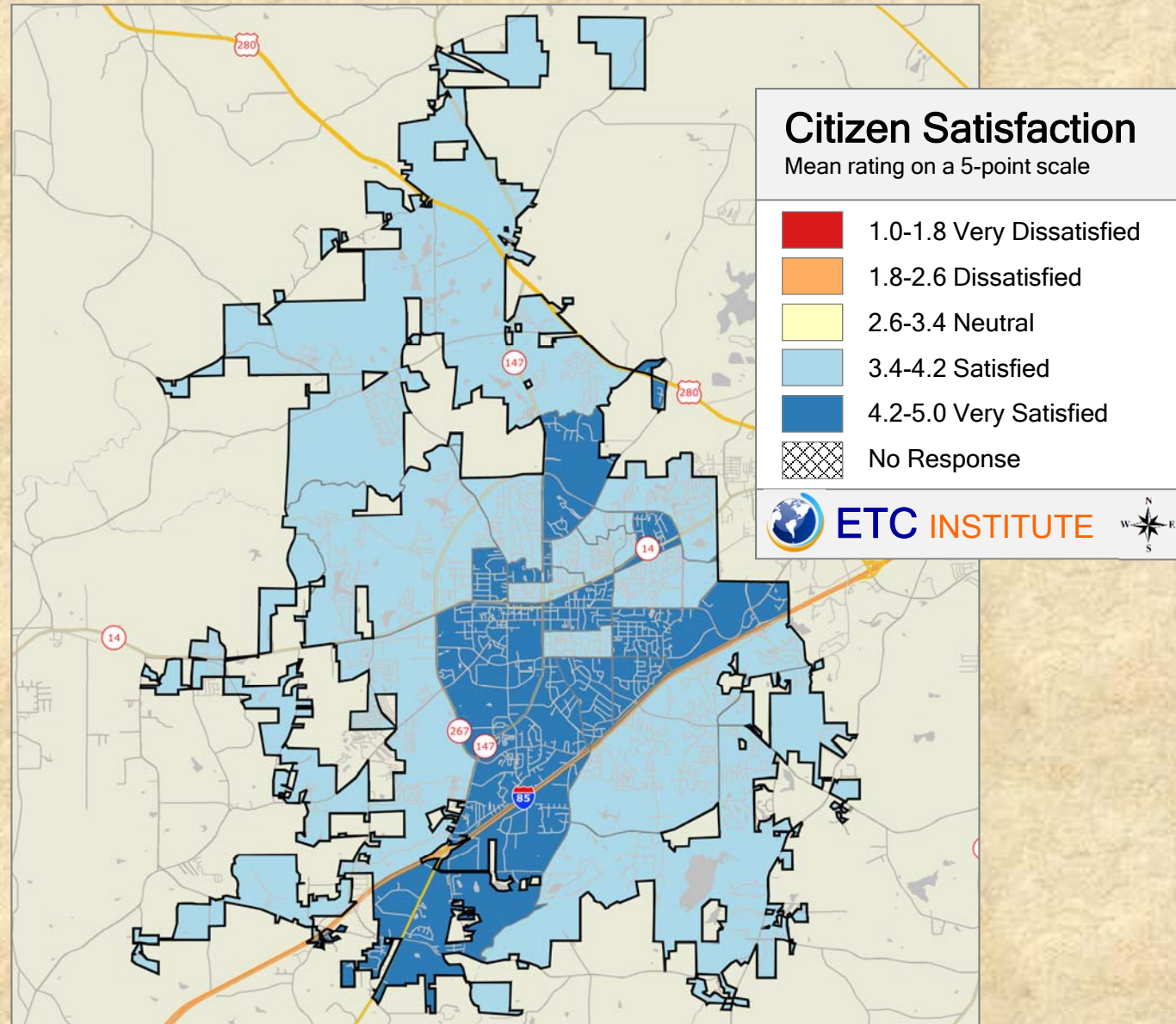
# Q11.5 Satisfaction with: Yard waste removal service



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q11.6 Satisfaction with: Water service

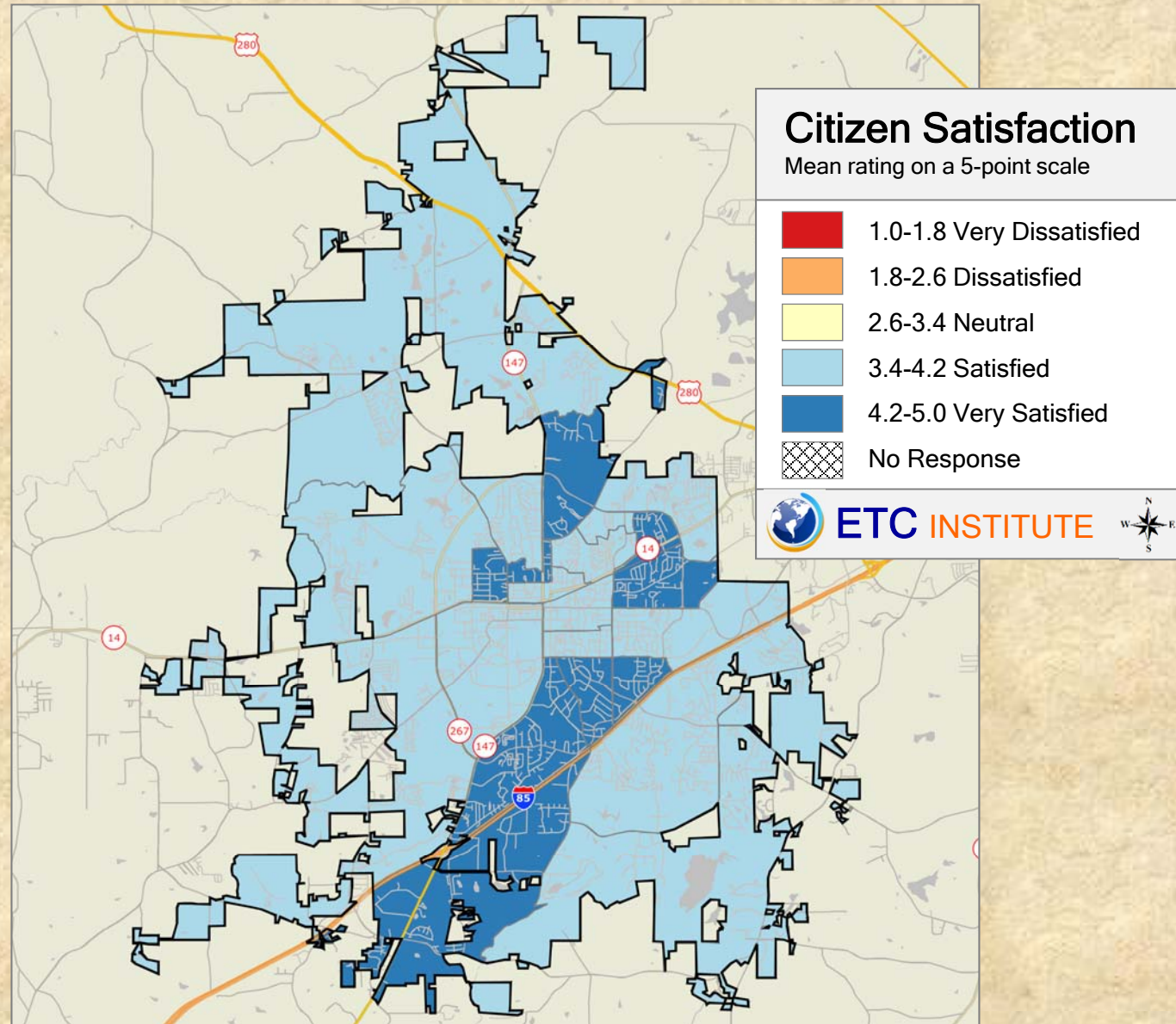


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



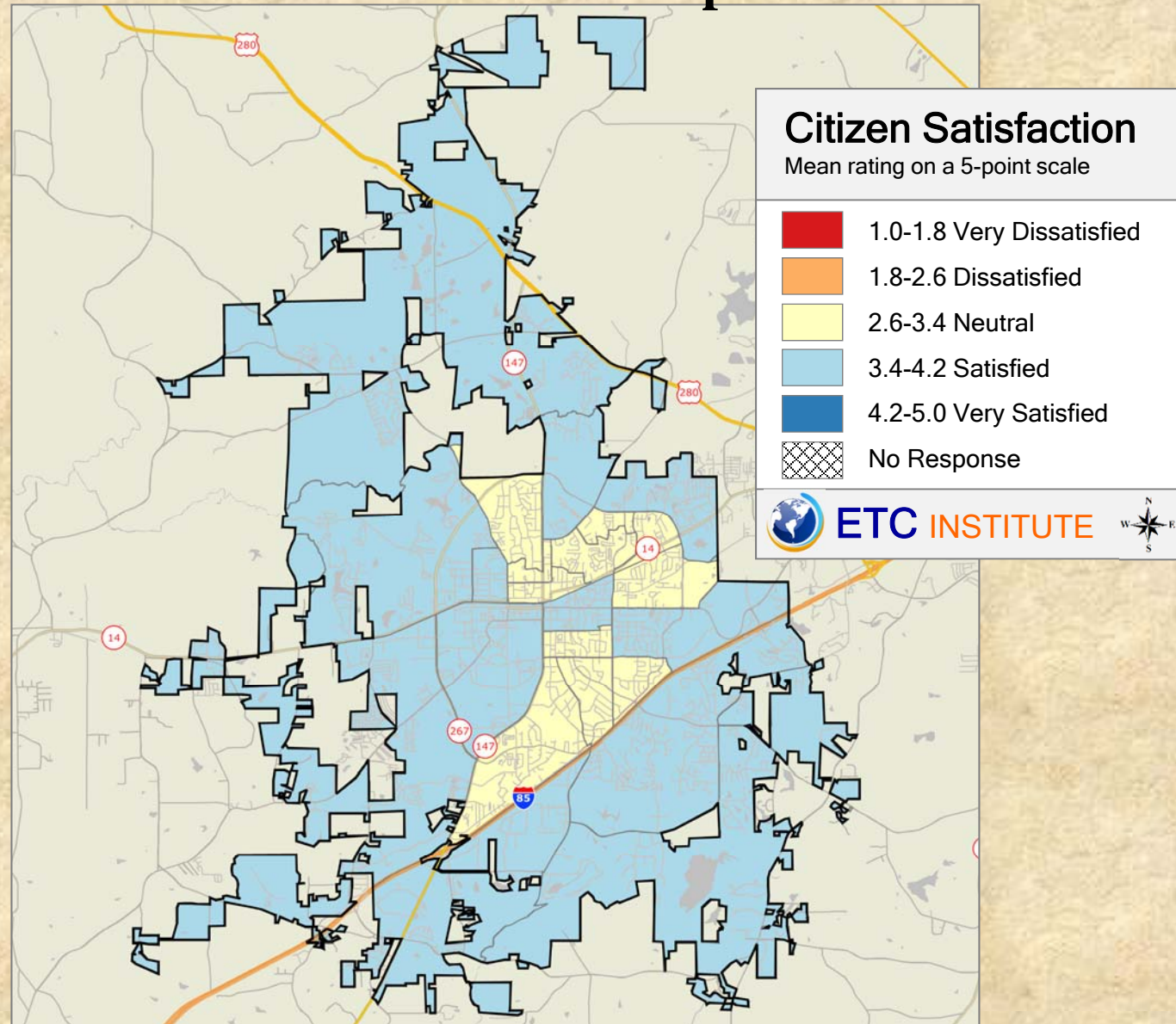
# Q11.7 Satisfaction with: Utility Billing Office customer service



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

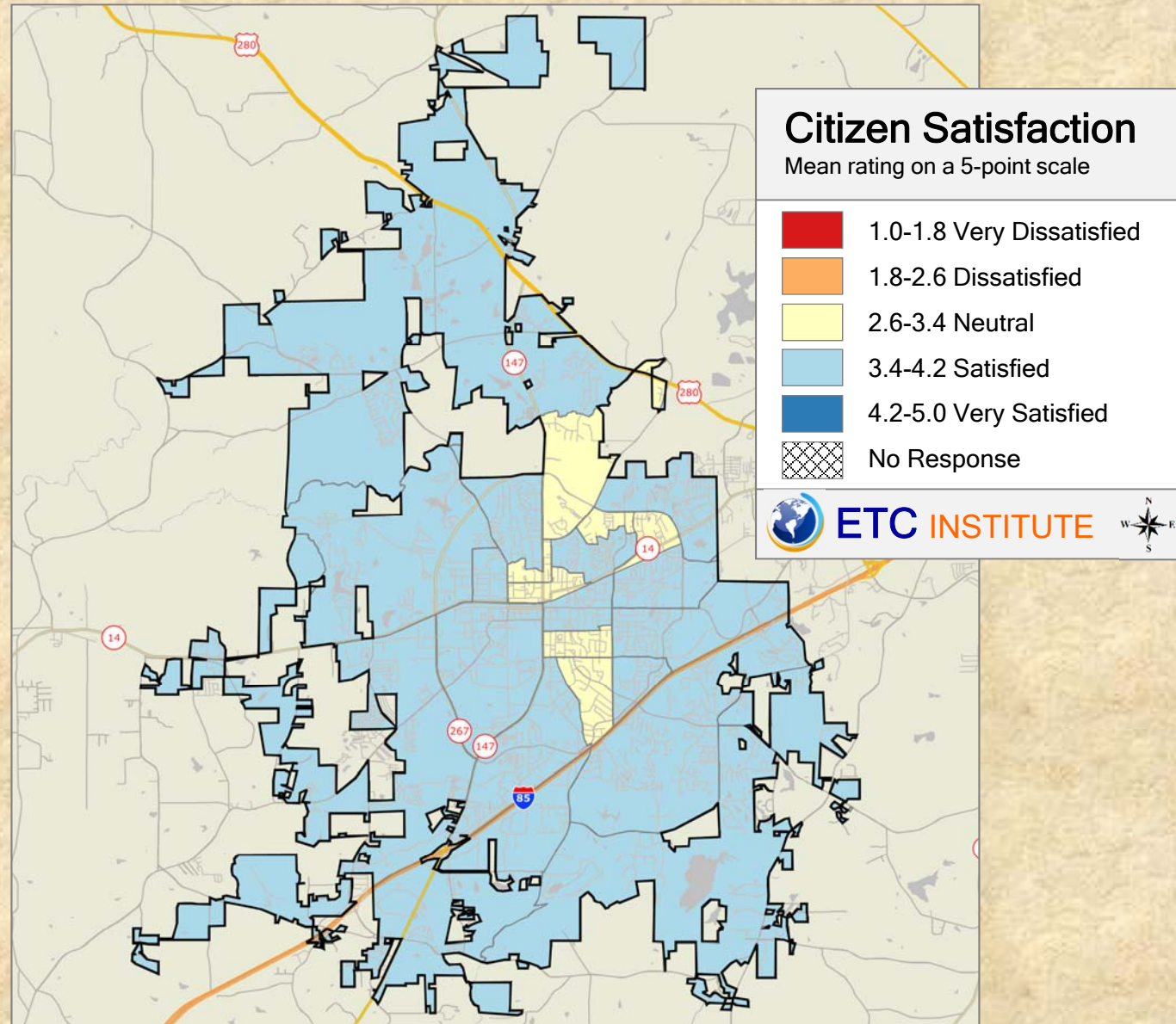
# Q13.1 Satisfaction with: Overall quality of new residential development



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

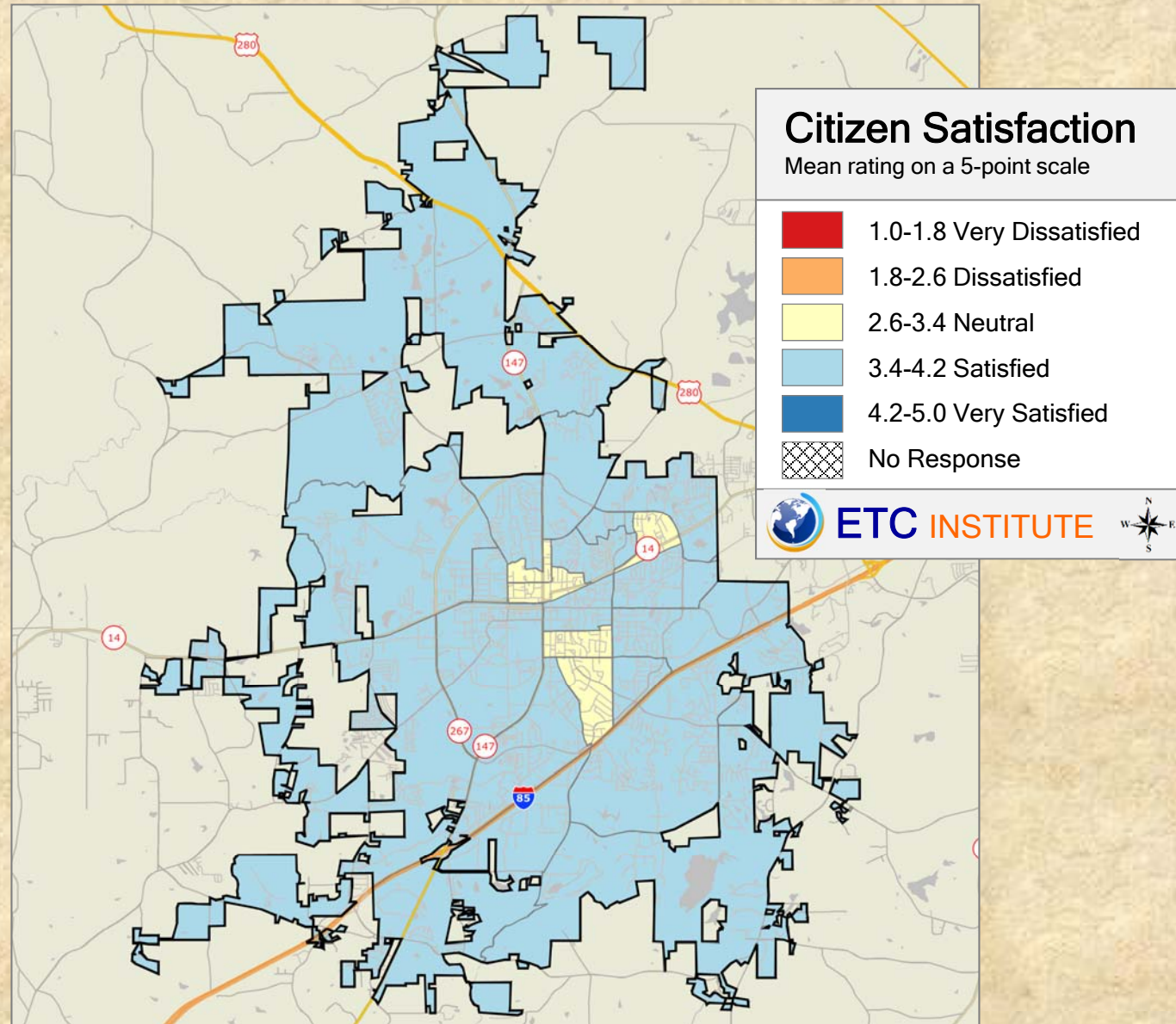
# Q13.2 Satisfaction with: Overall quality of new retail development



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

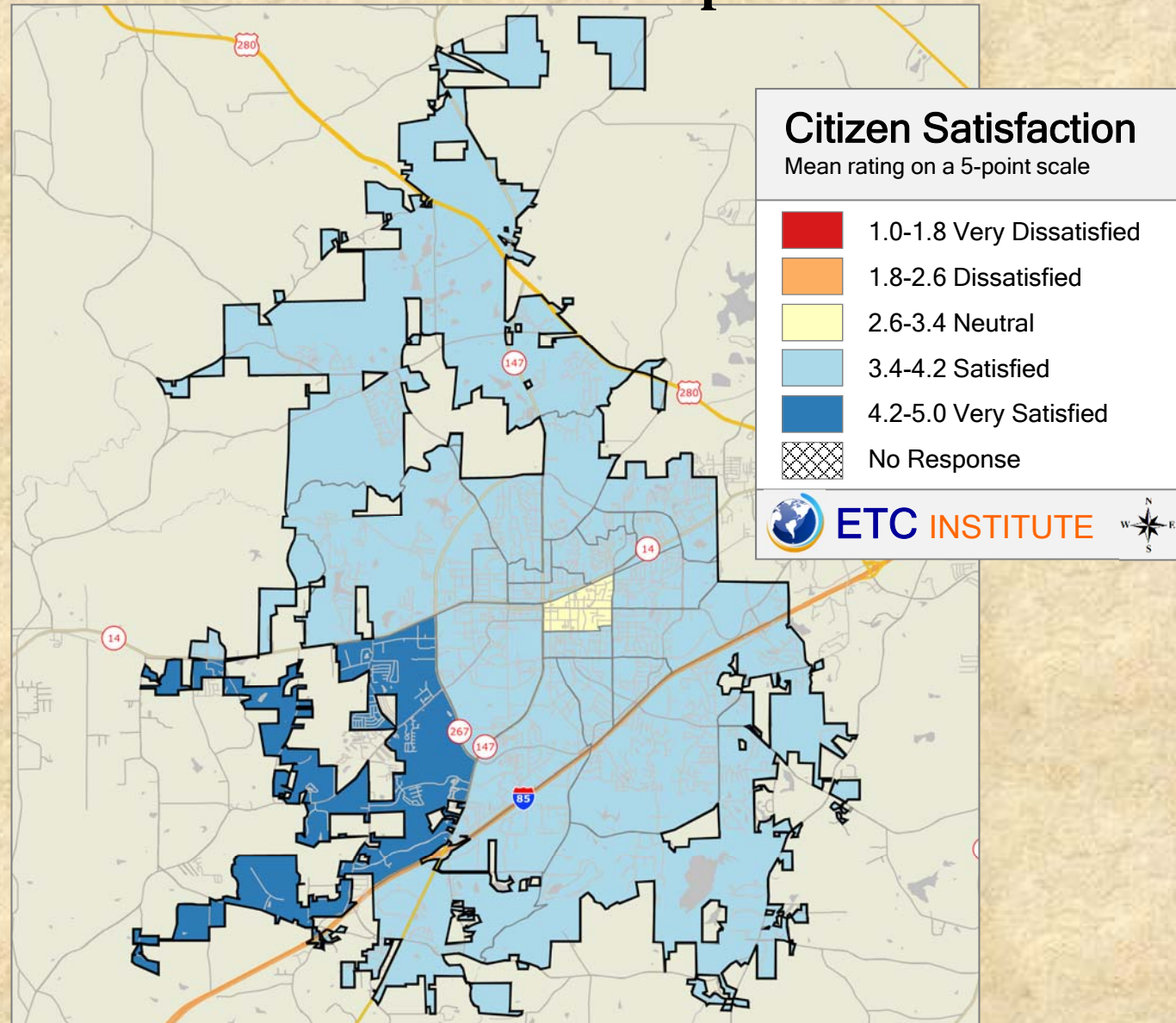
# Q13.3 Satisfaction with: Overall quality of new business development



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

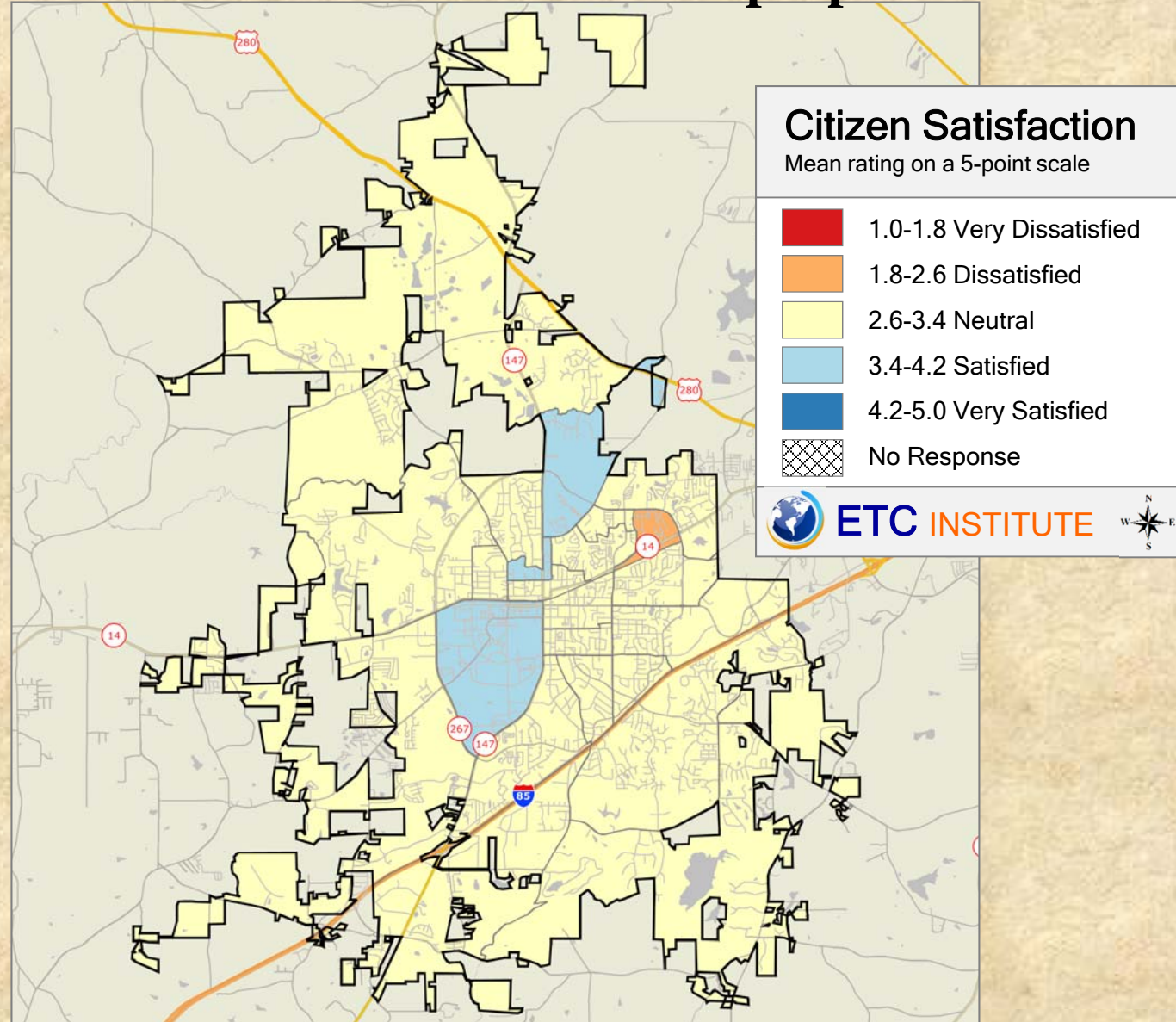
# Q13.4 Satisfaction with: Overall quality of new industrial development



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

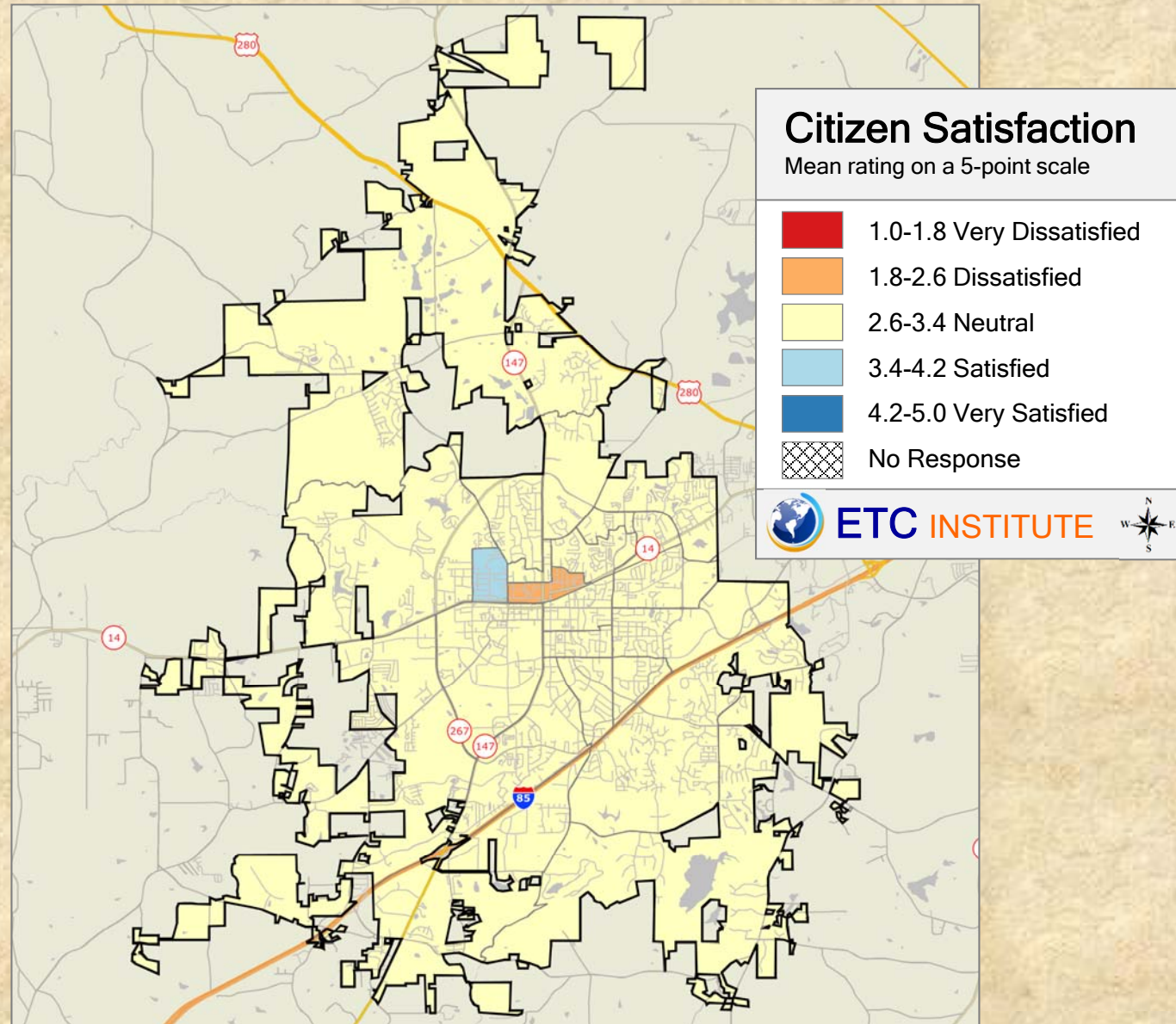
# Q13.5 Satisfaction with: Redevelopment of abandoned or under-utilized properties



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

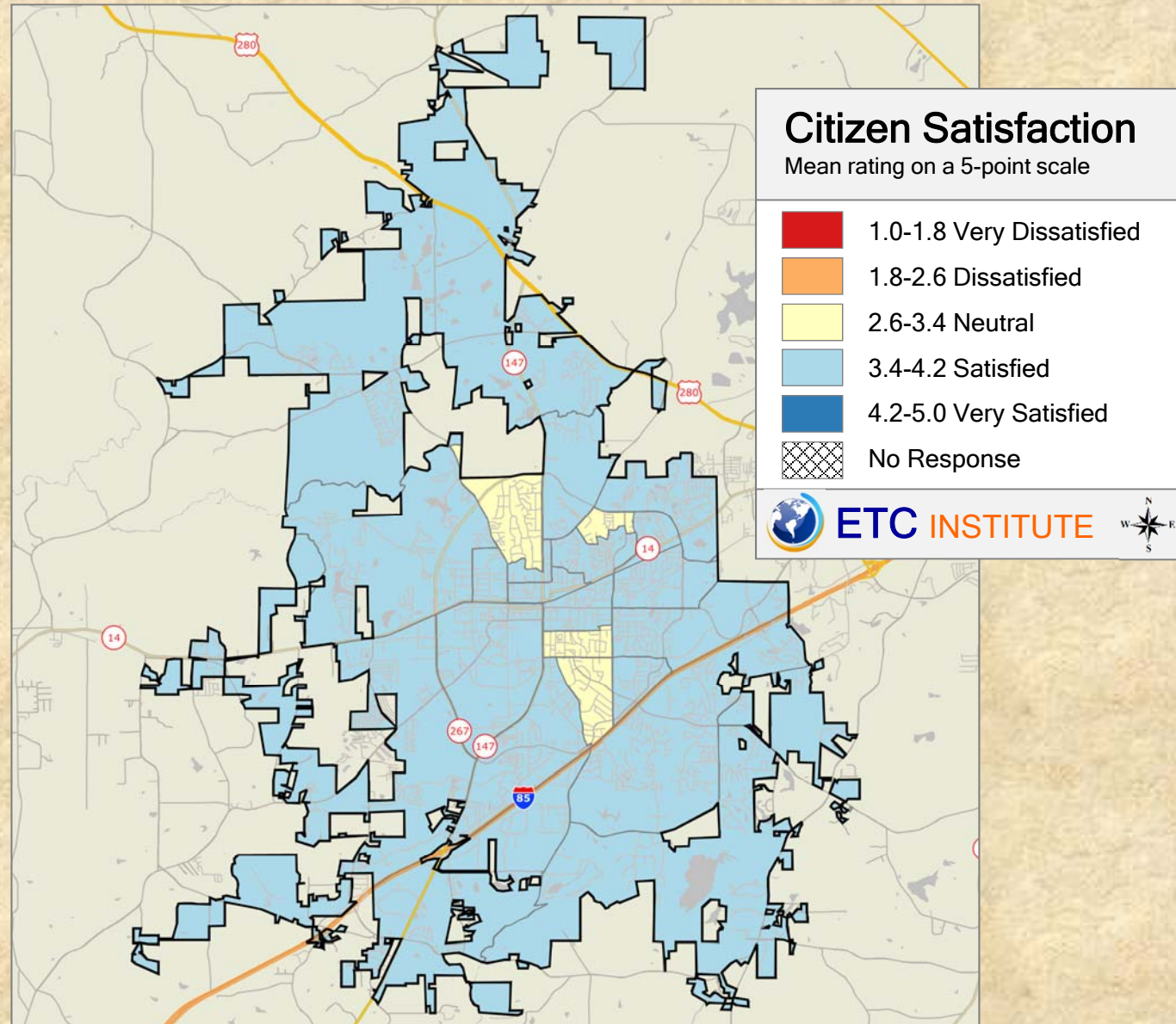
# Q13.6 Satisfaction with: Overall appearance of Opelika Road



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q13.7 Satisfaction with: Overall appearance of Downtown Auburn

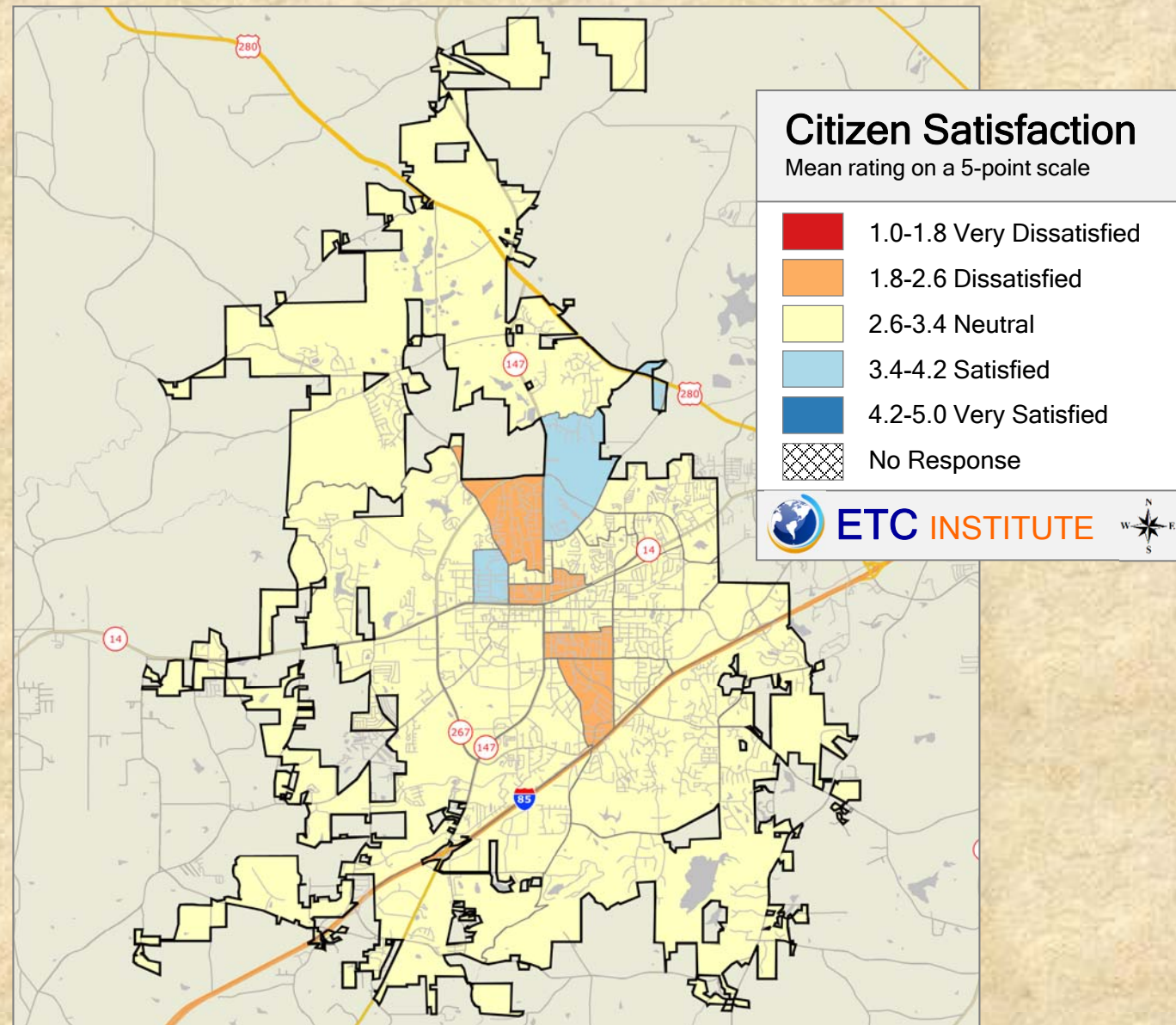


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



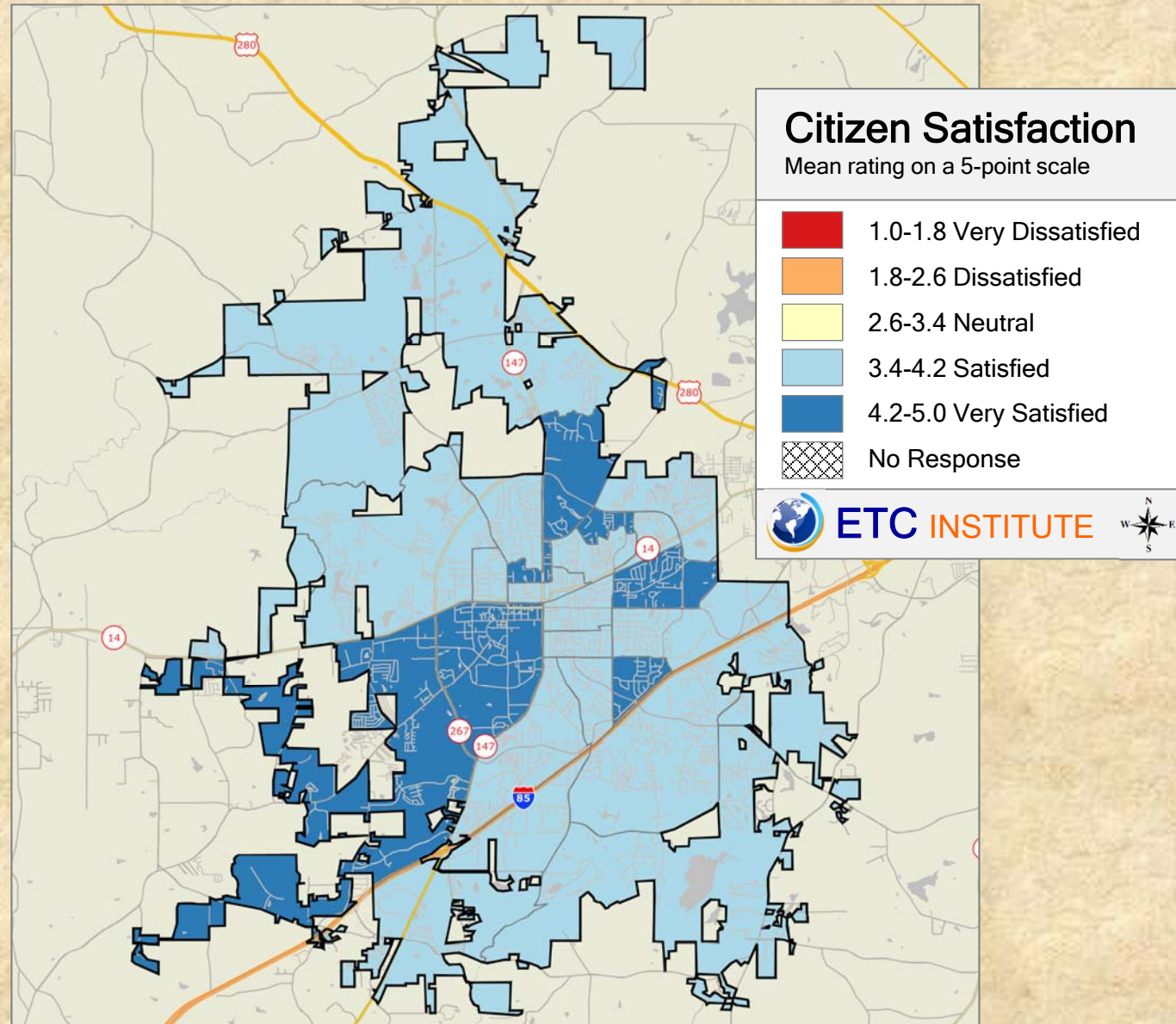
# Q13.8 Satisfaction with: City's planning for future growth



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

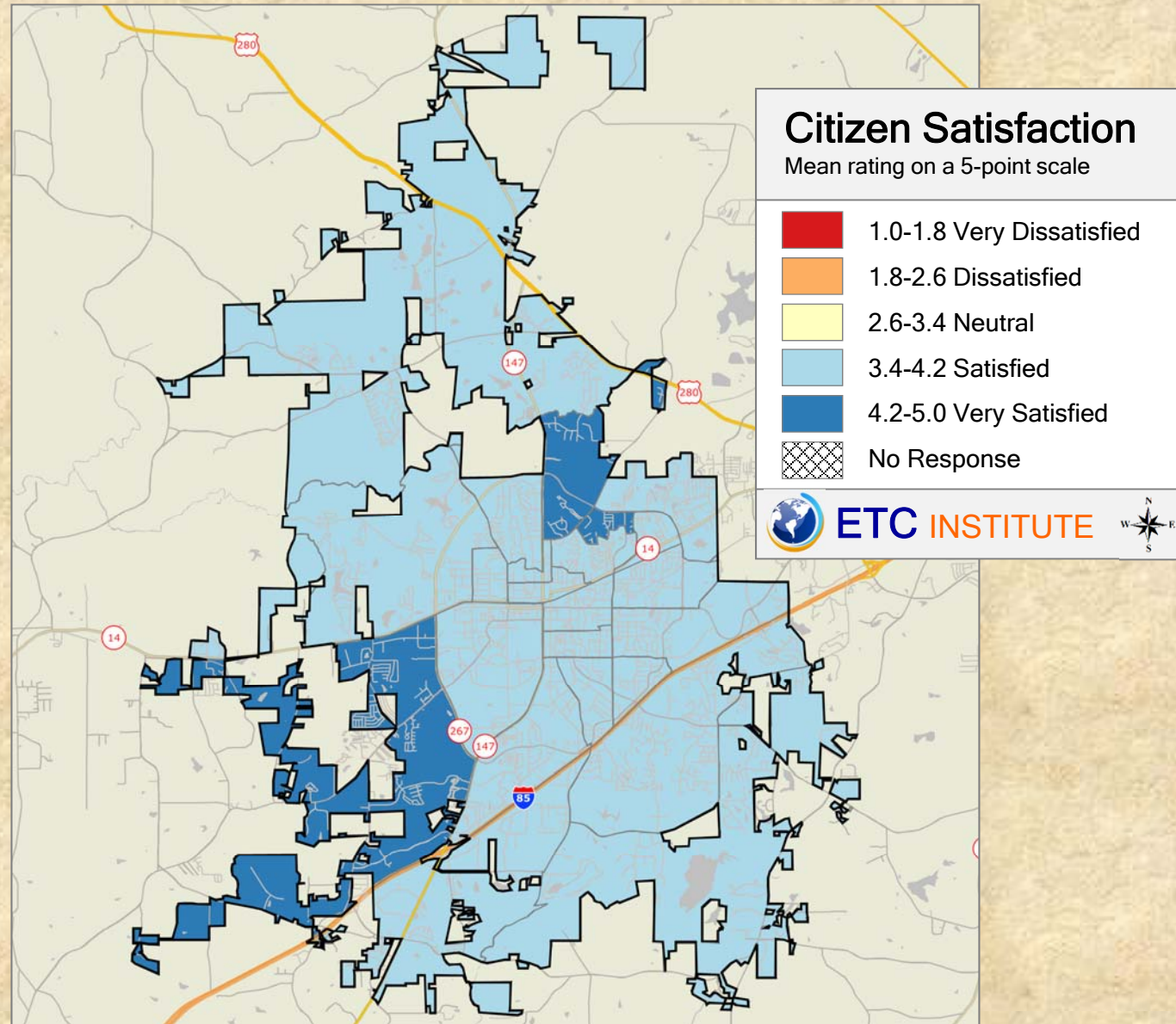
# Q14.1 Satisfaction with: Maintenance of parks



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

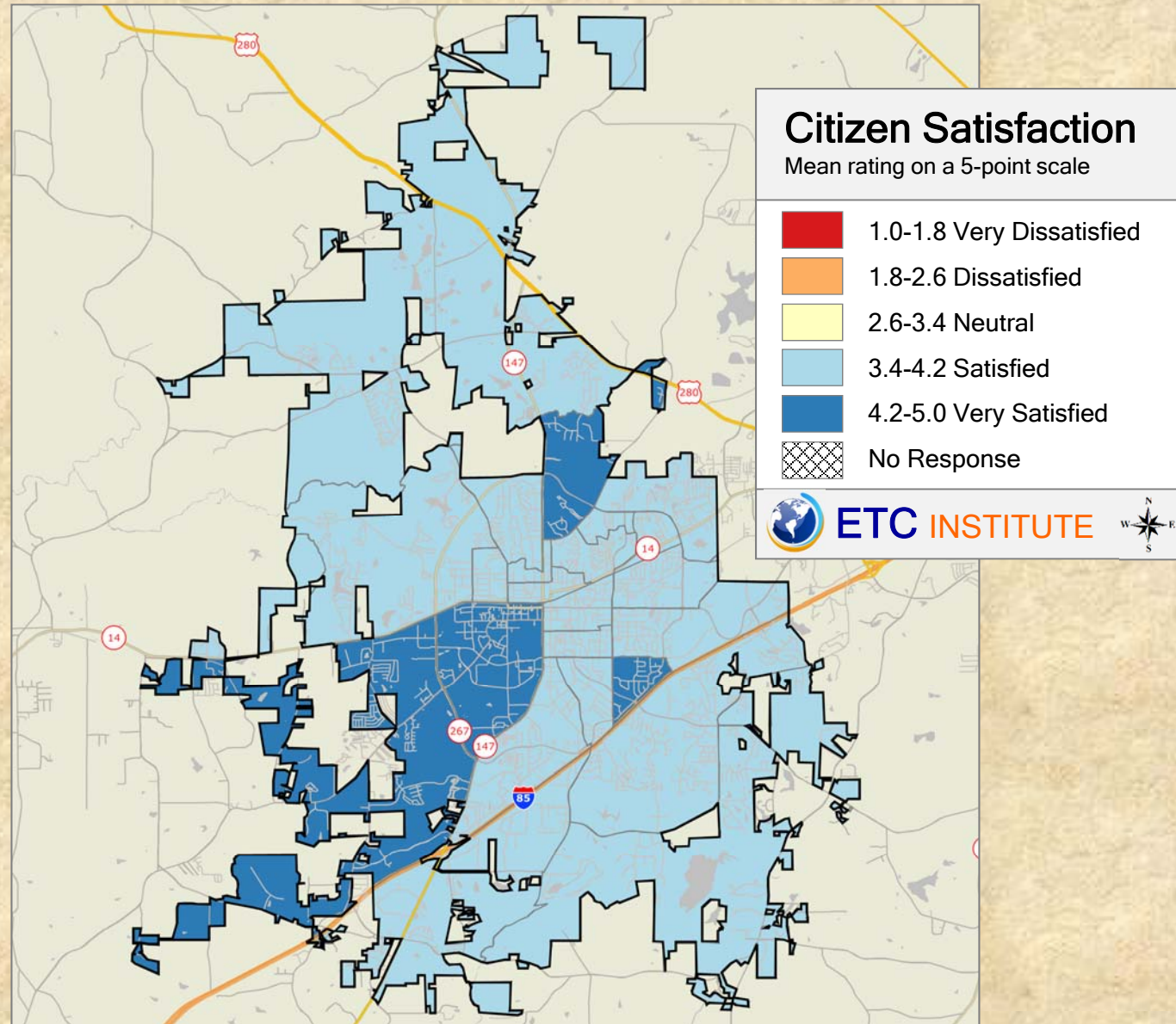
# Q14.2 Satisfaction with: Maintenance of cemeteries



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

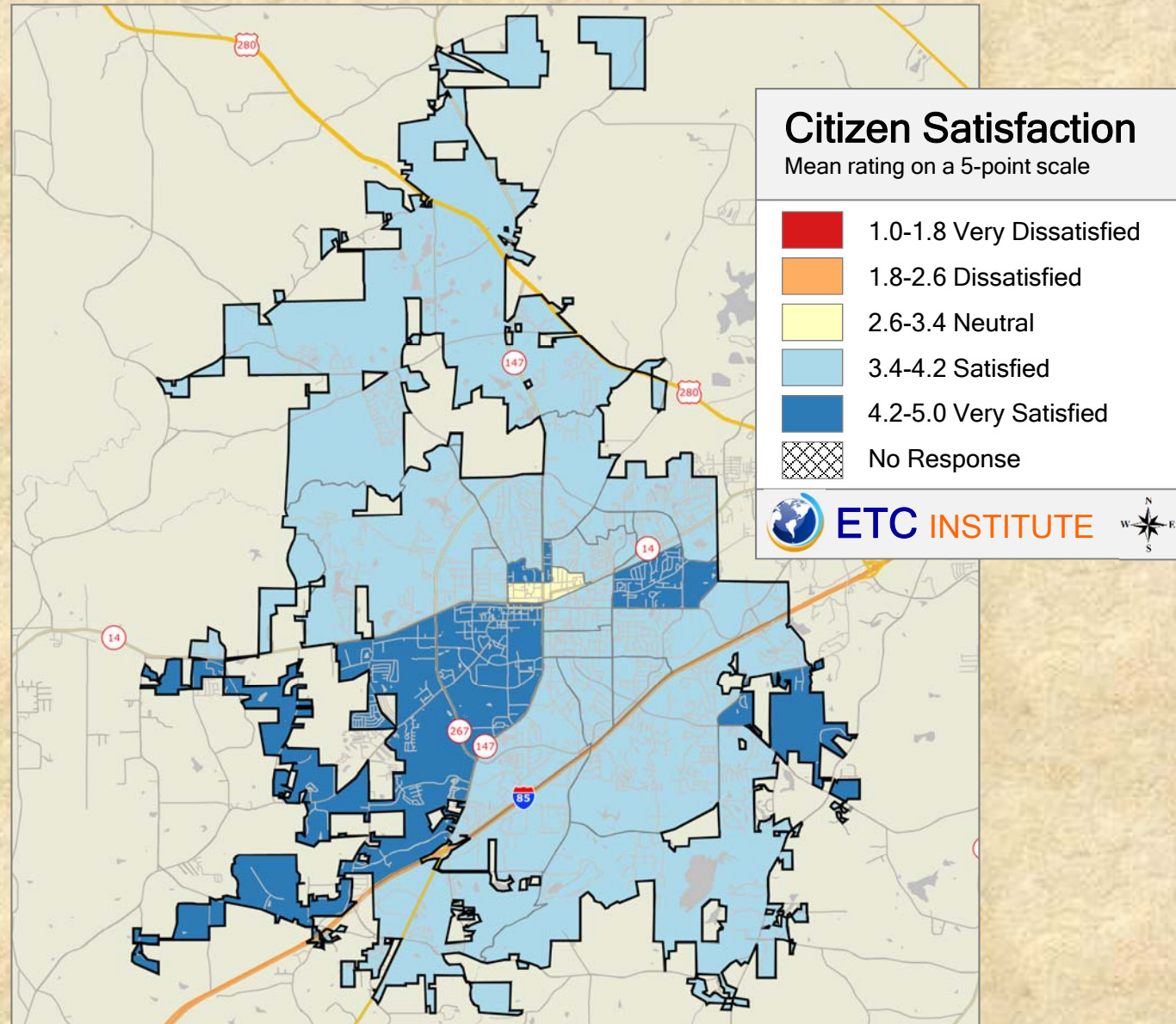
# Q14.3 Satisfaction with: Maintenance of walking trails



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

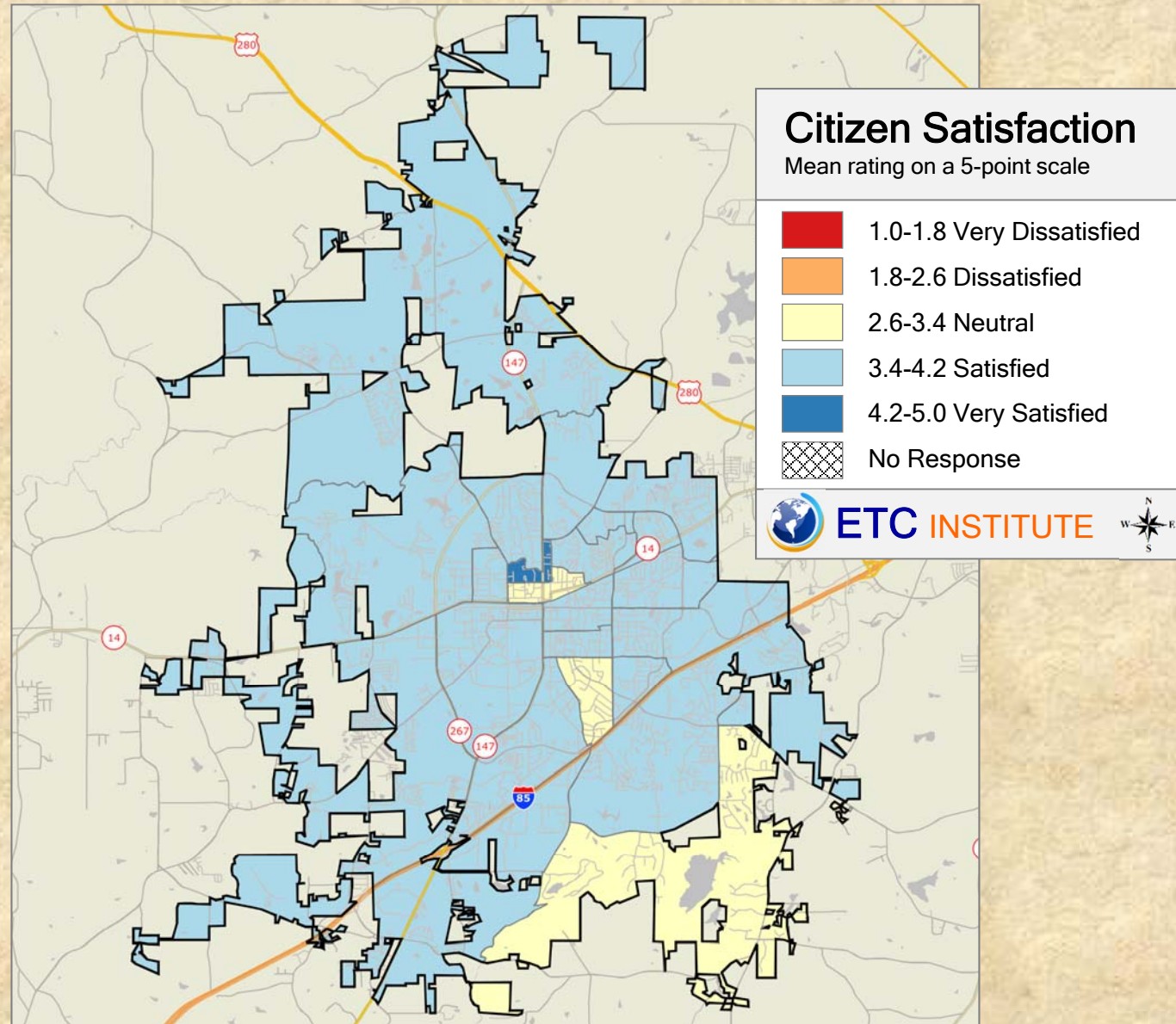
# Q14.4 Satisfaction with: Maintenance of swimming pools



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

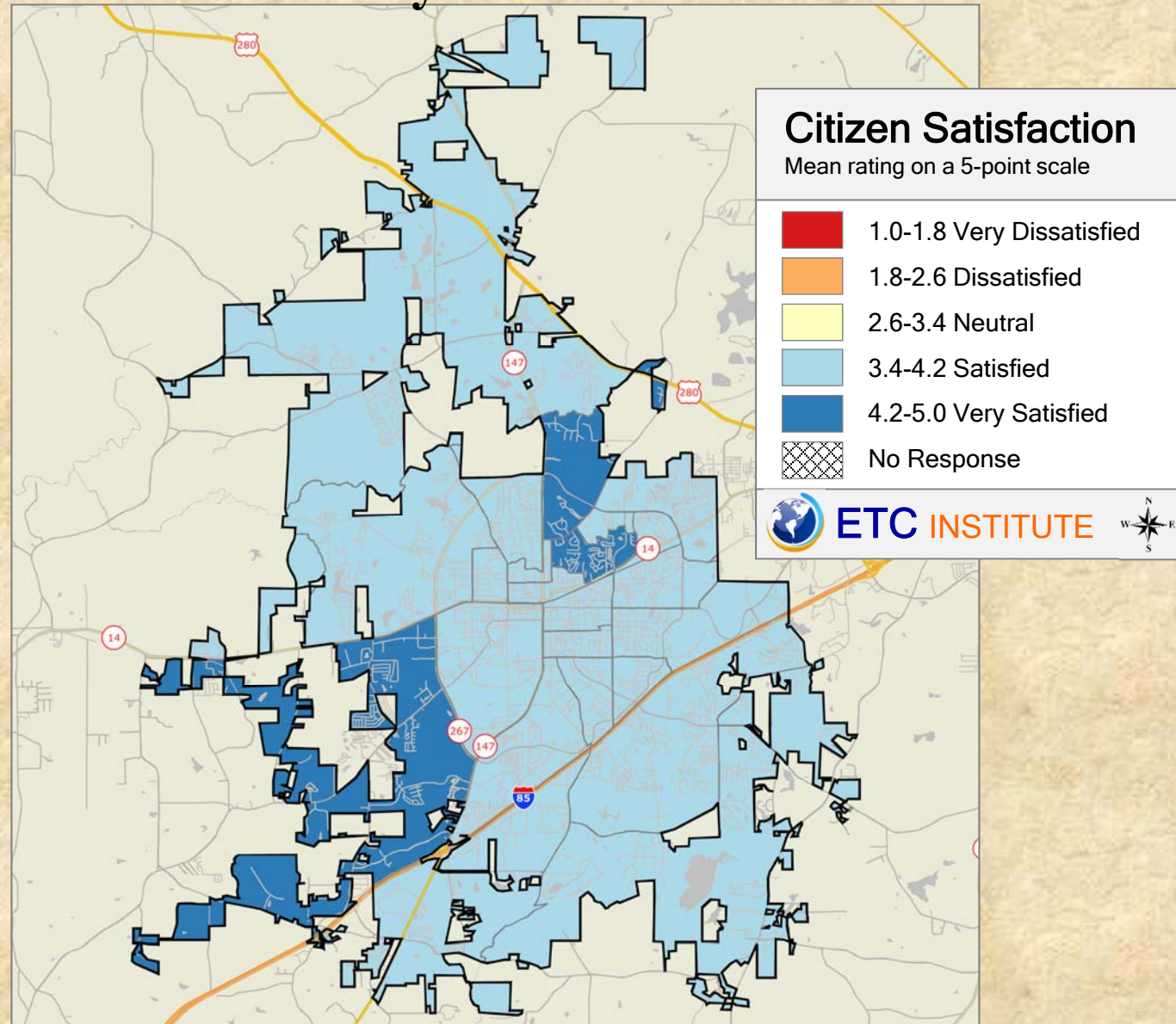
# Q14.5 Satisfaction with: Quality of swimming pools



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

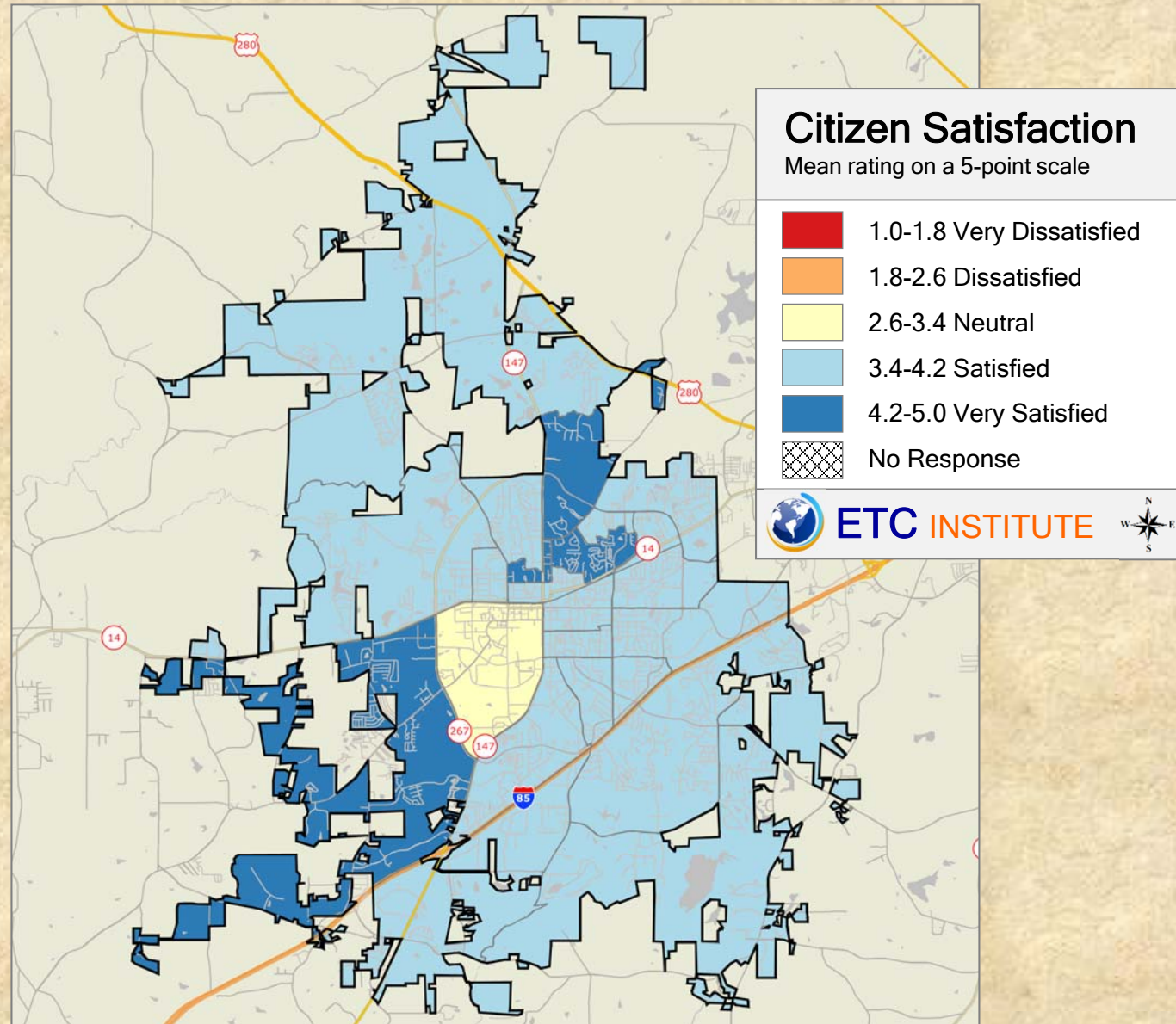
# Q14.6 Satisfaction with: Maintenance of community recreation centers



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q14.7 Satisfaction with: Quality of community recreation centers

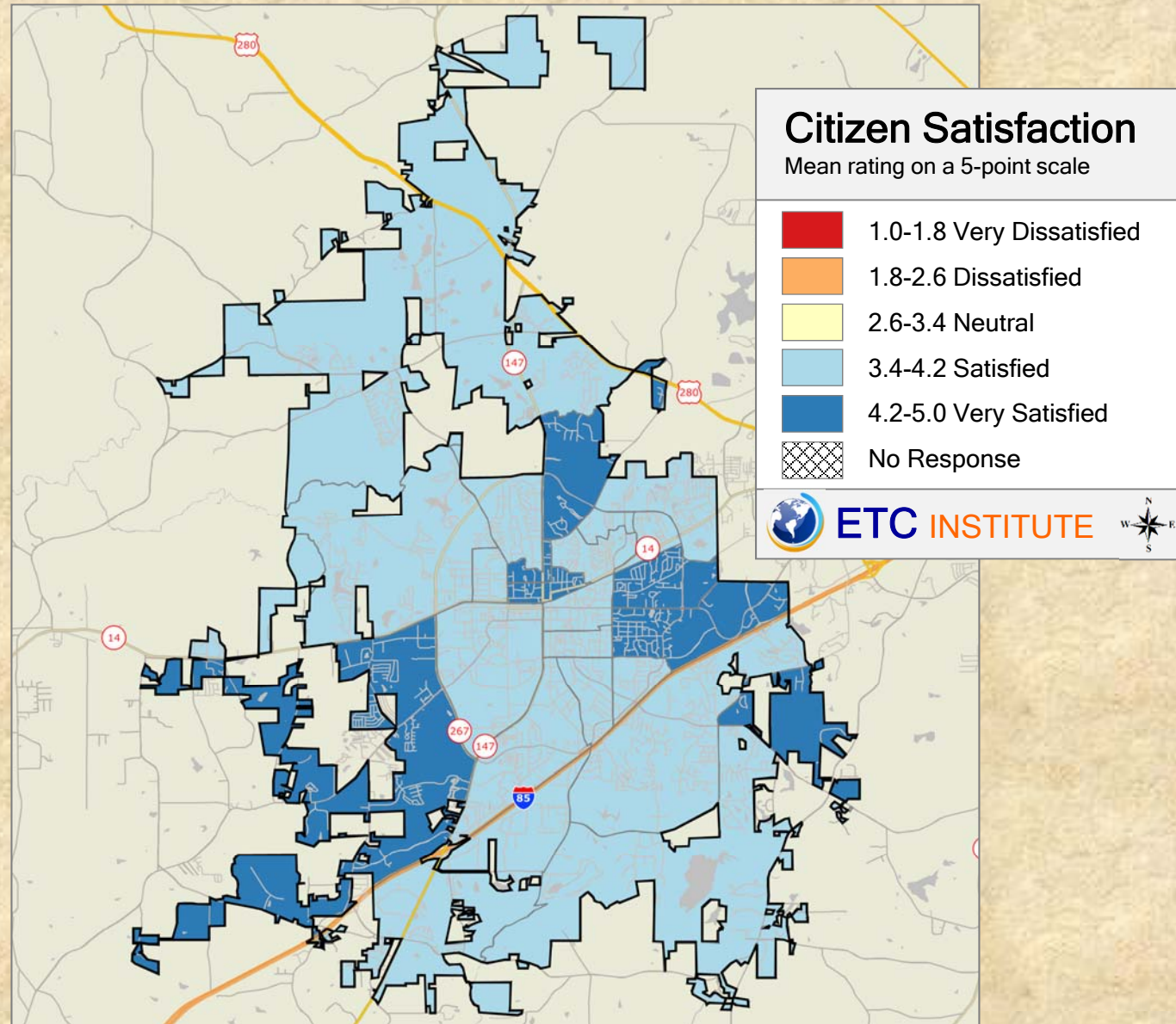


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



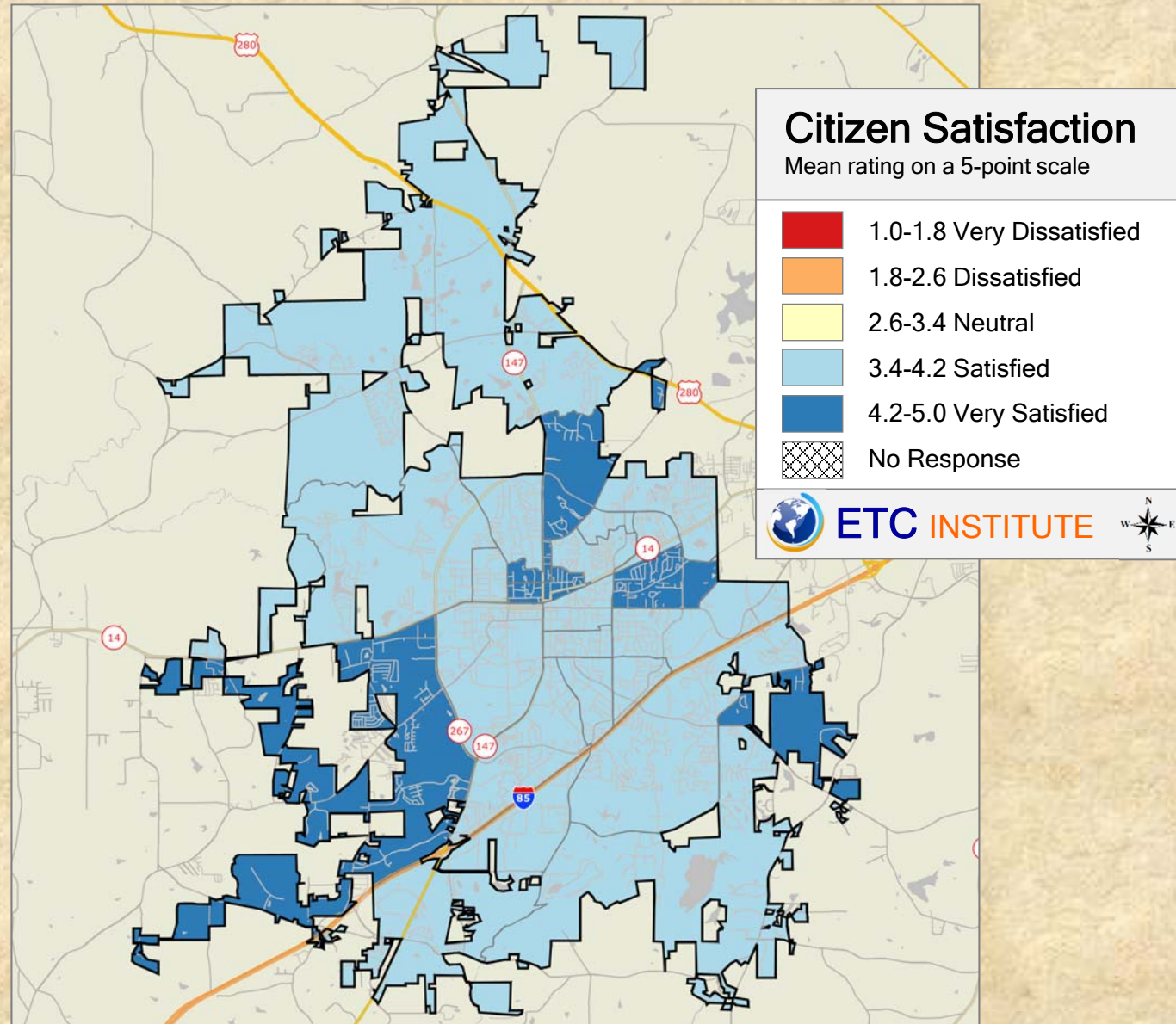
# Q14.8 Satisfaction with: Maintenance of outdoor athletic fields



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

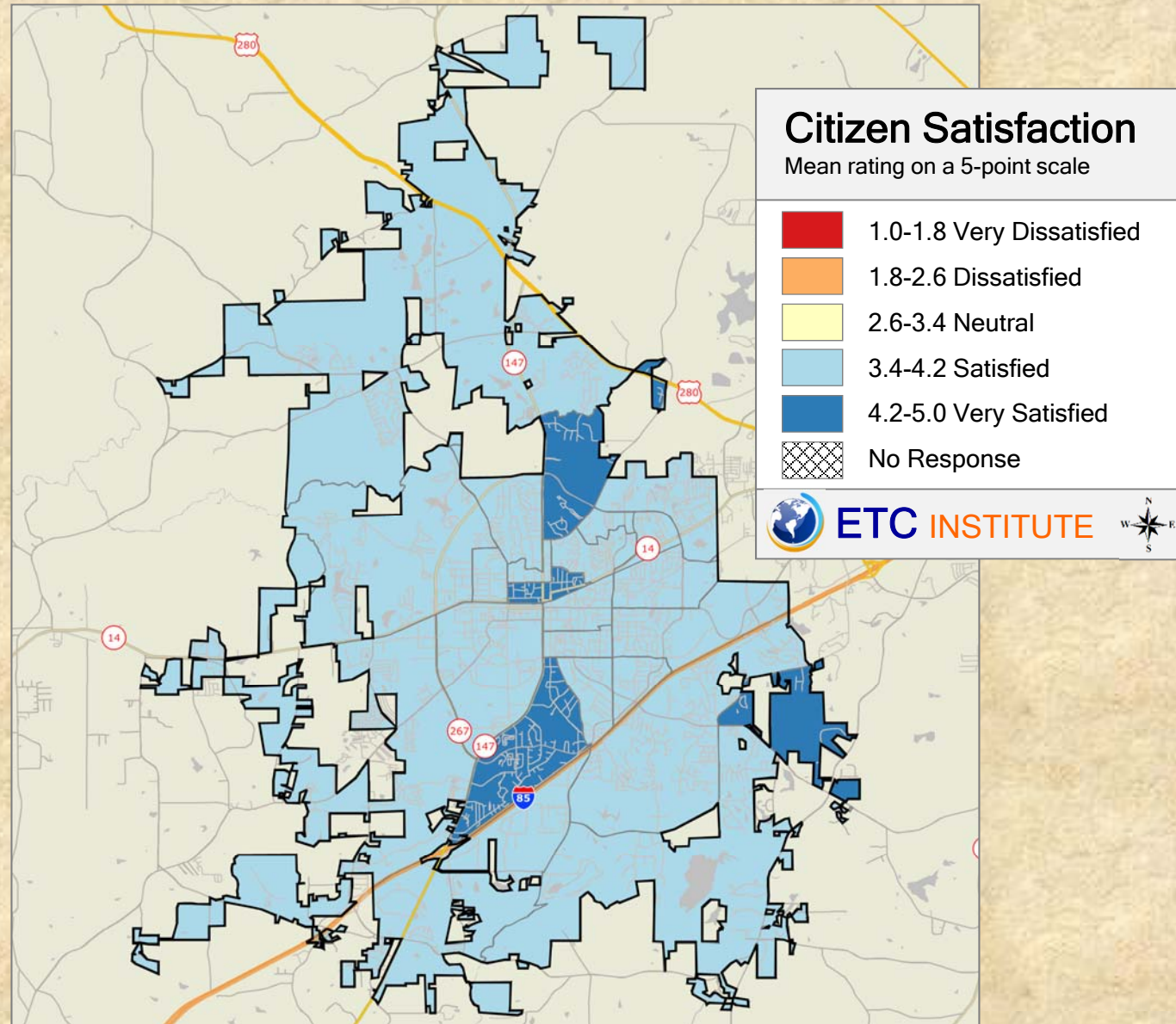
# Q14.9 Satisfaction with: Quality of outdoor athletic fields



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

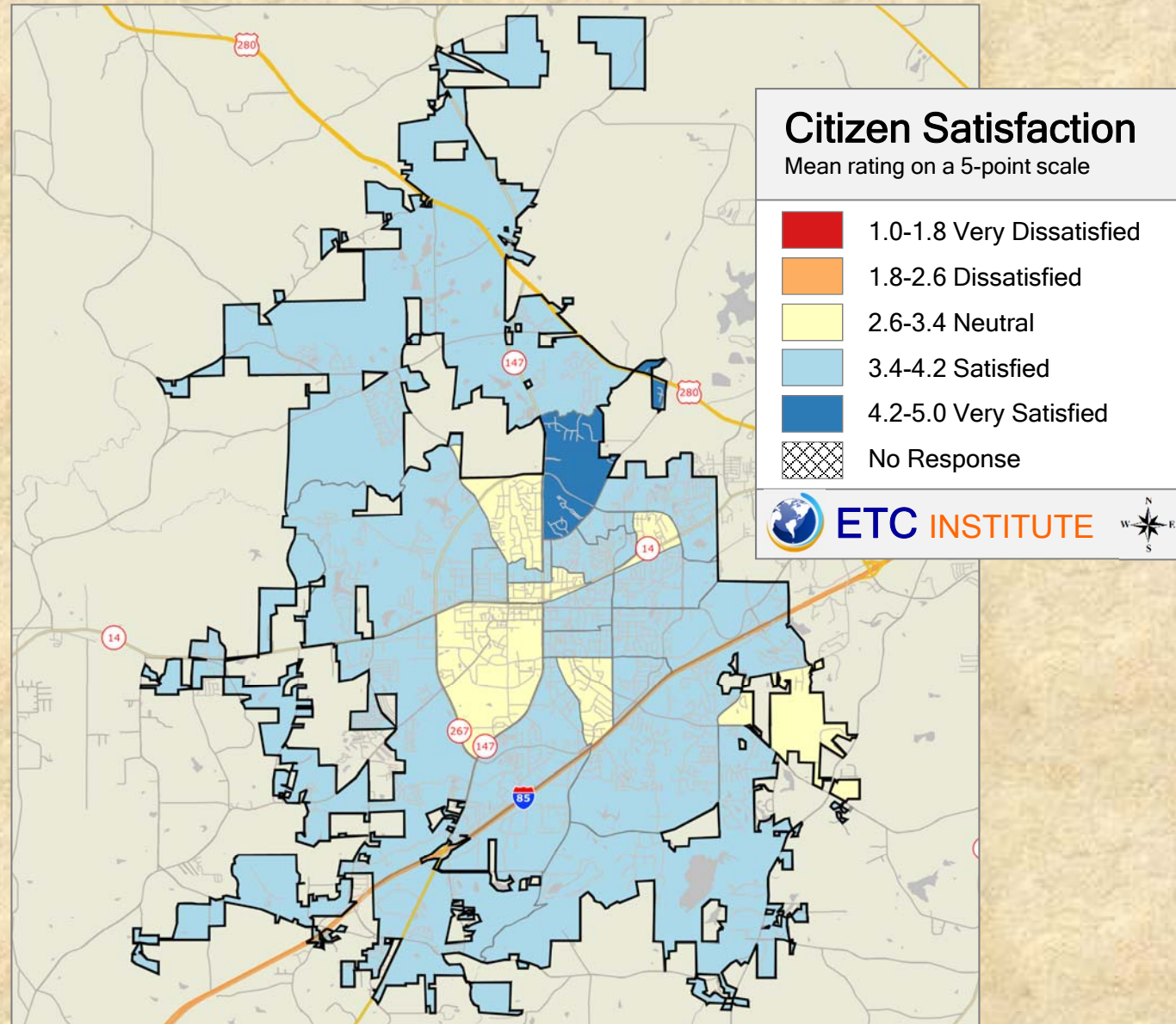
# Q14.10 Satisfaction with: Quality of youth athletic programs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

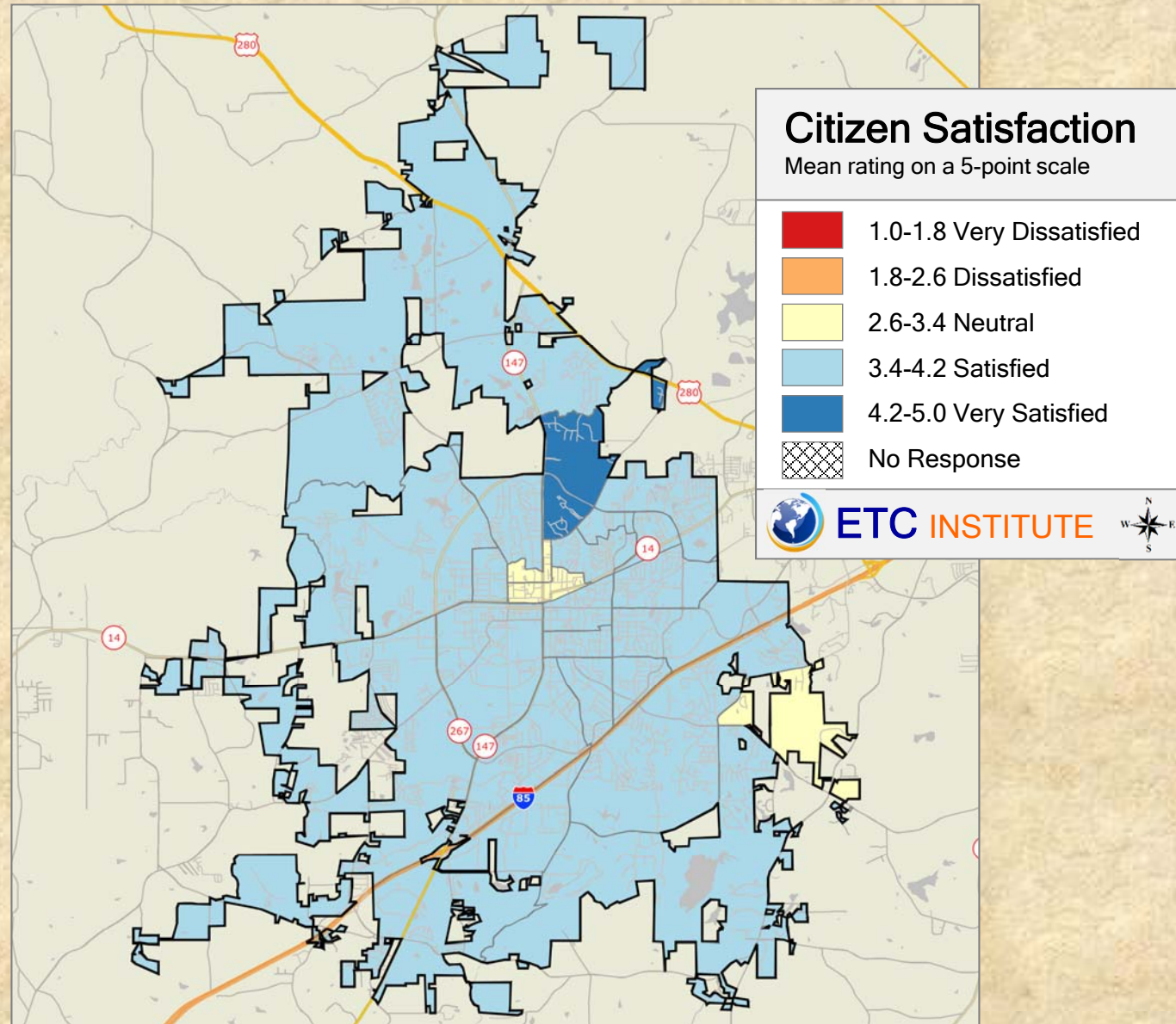
# Q14.11 Satisfaction with: Quality of adult athletic programs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

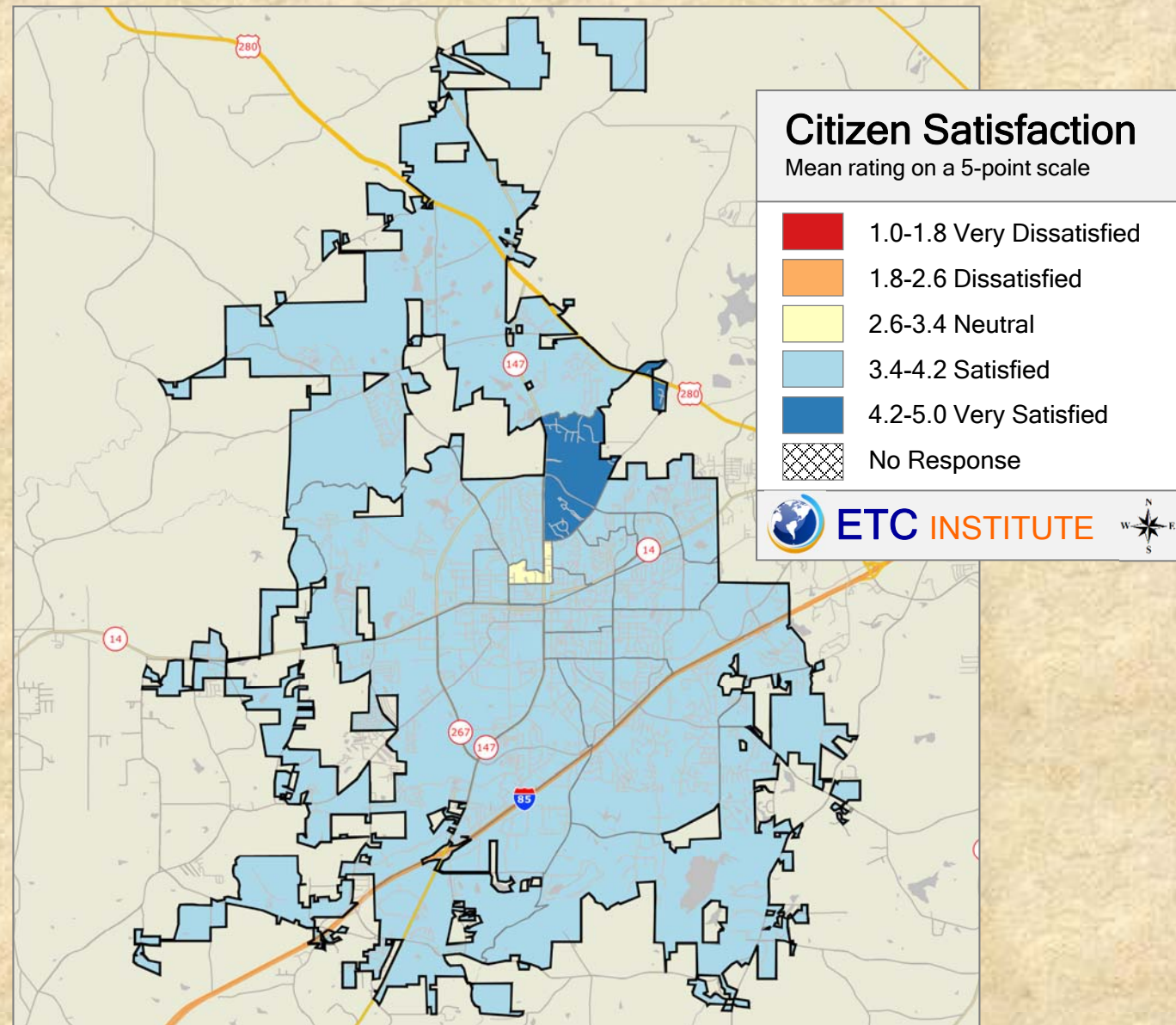
# Q14.12 Satisfaction with: Quality of cultural arts programs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

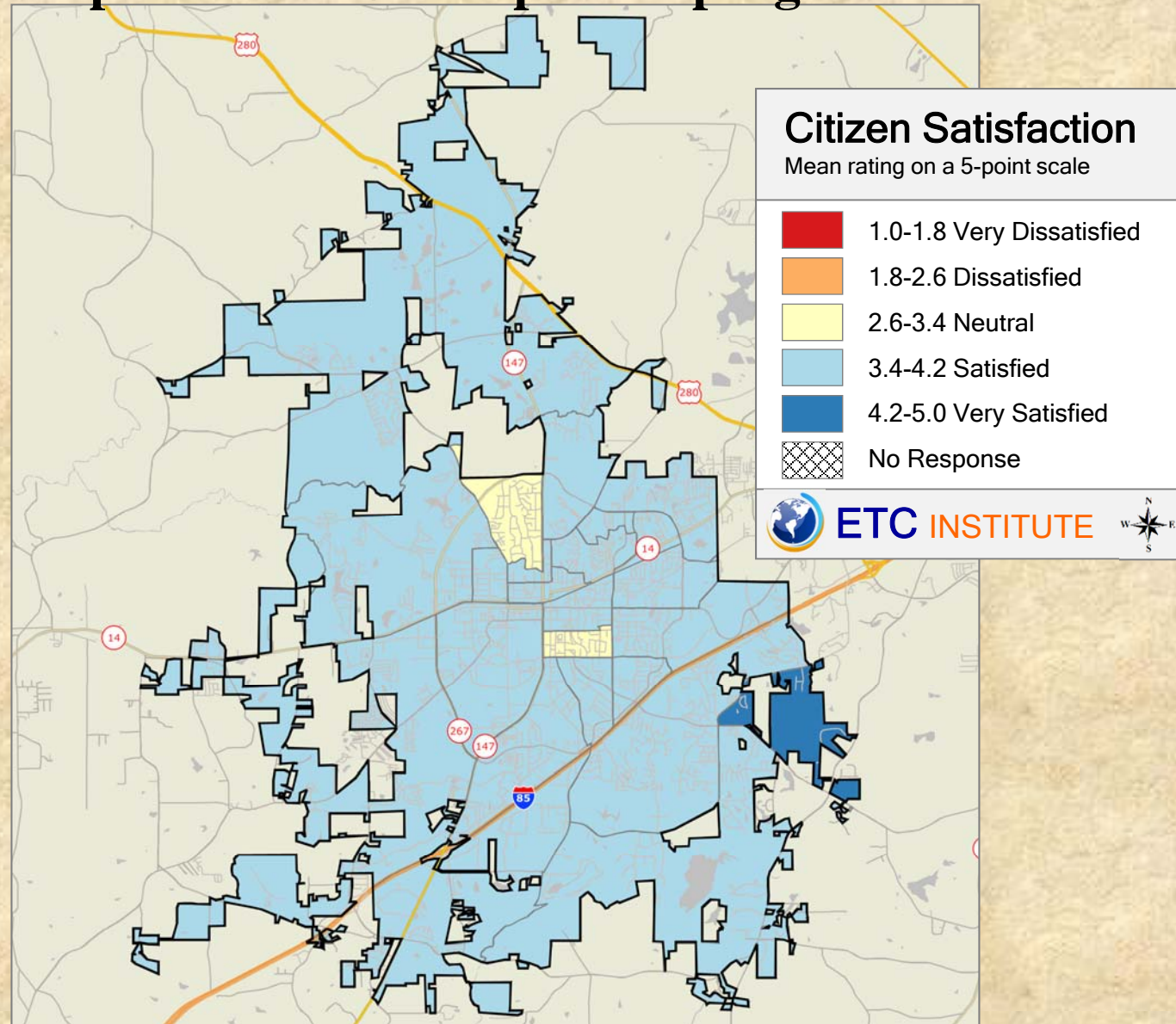
# Q14.13 Satisfaction with: Quality of senior programs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

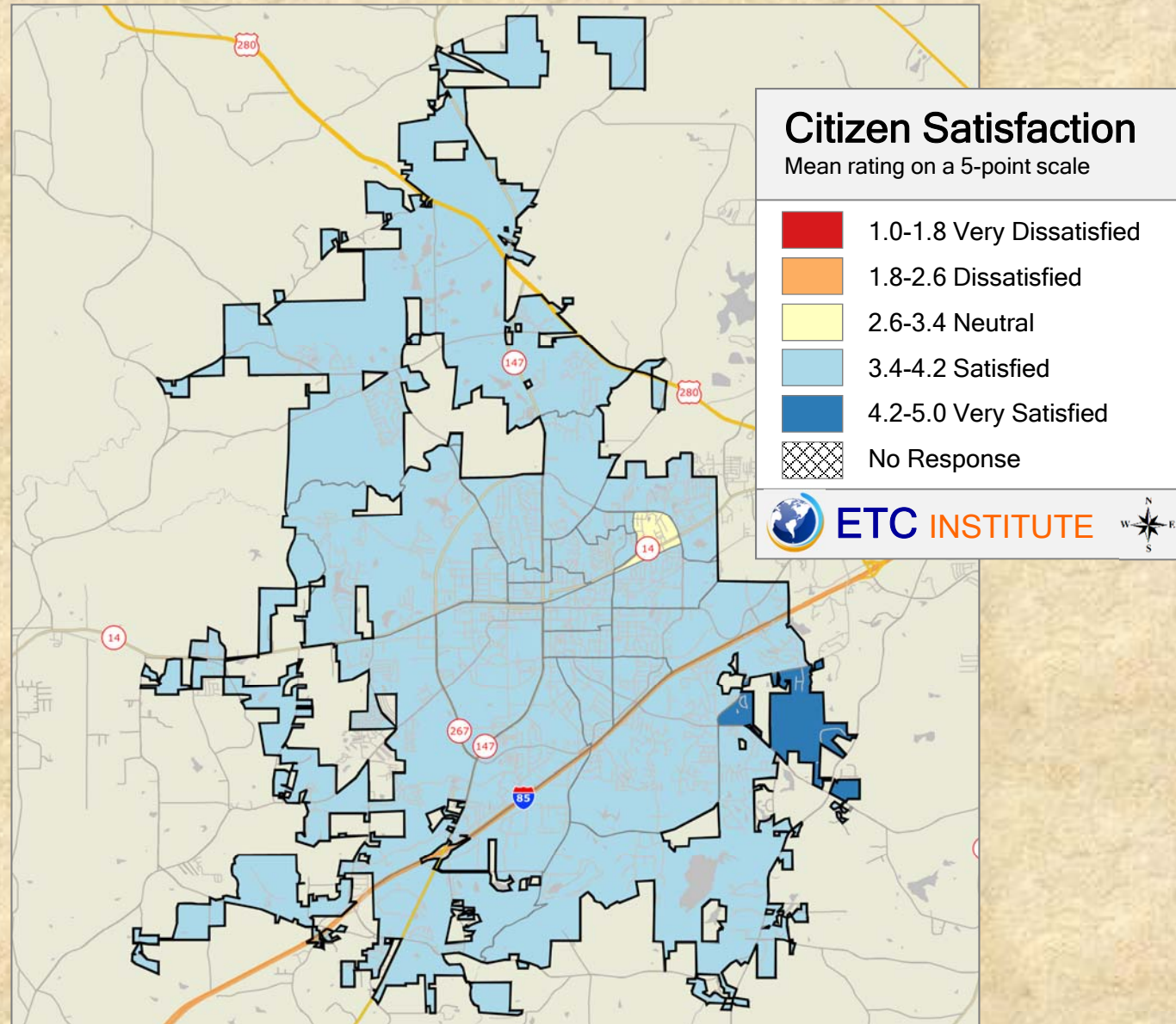
# Q14.14 Satisfaction with: Quality of special needs/therapeutics programs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q14.15 Satisfaction with: Ease of registering for programs

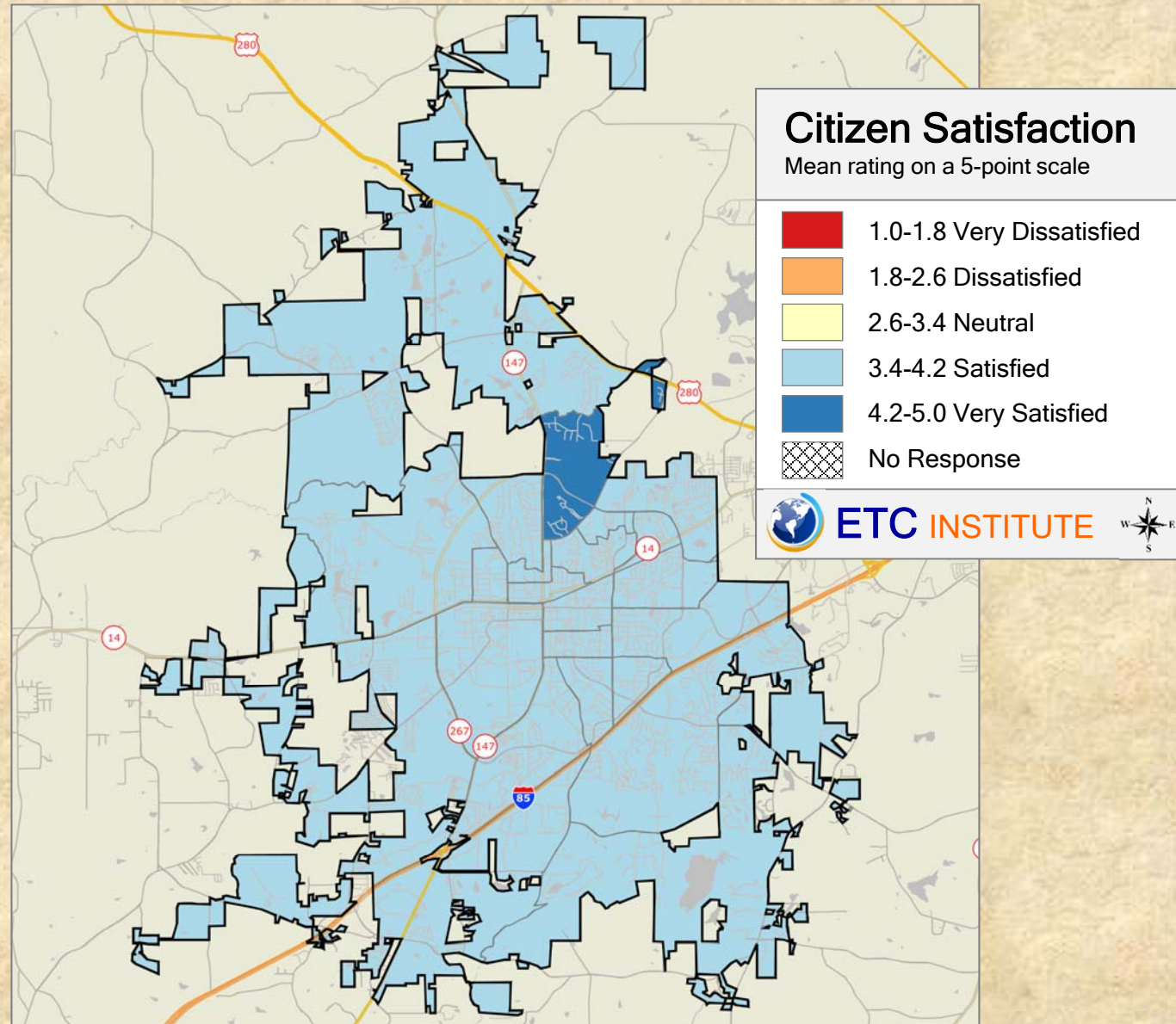


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



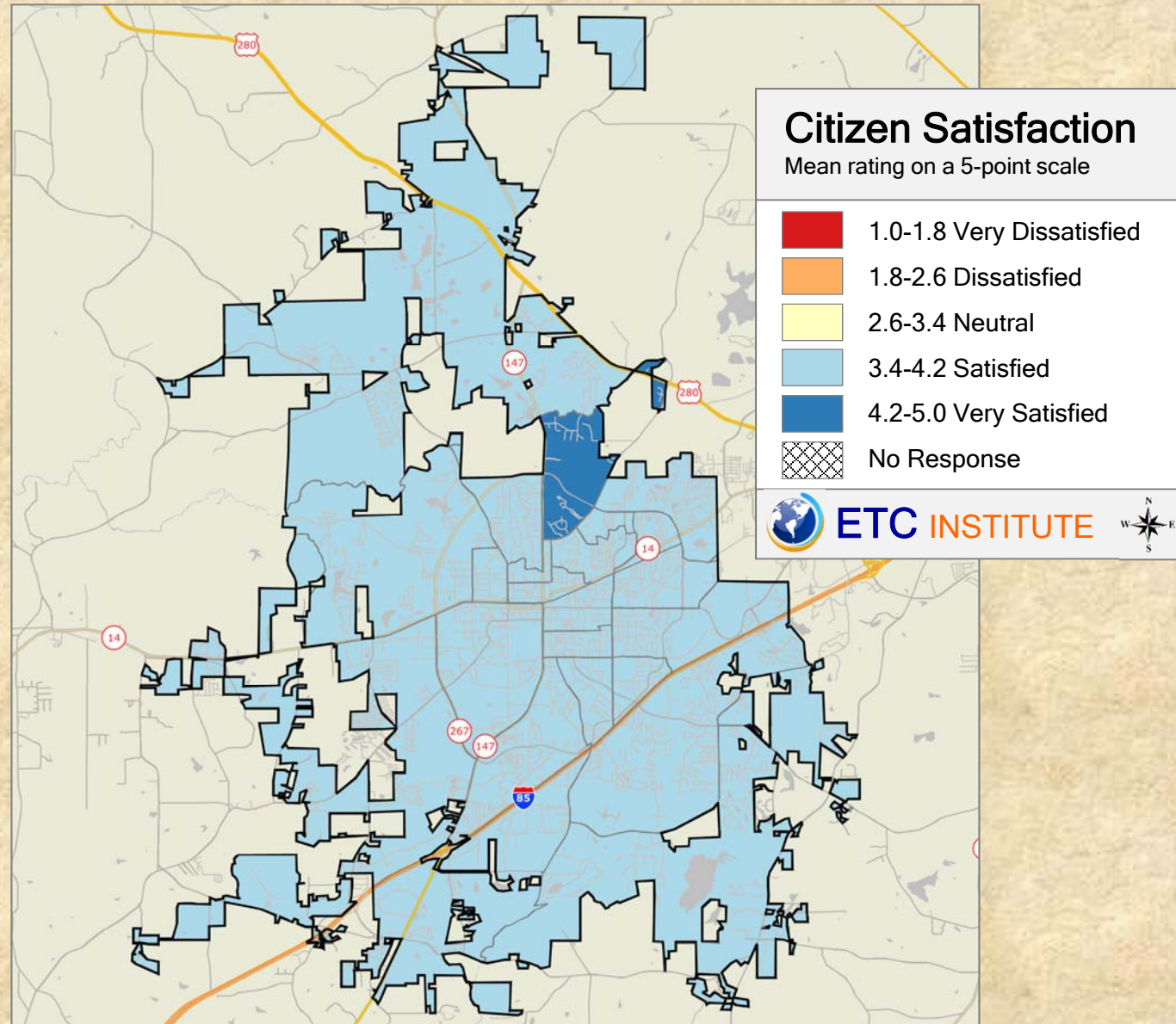
# Q14.16 Satisfaction with: Fees charged for recreation programs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

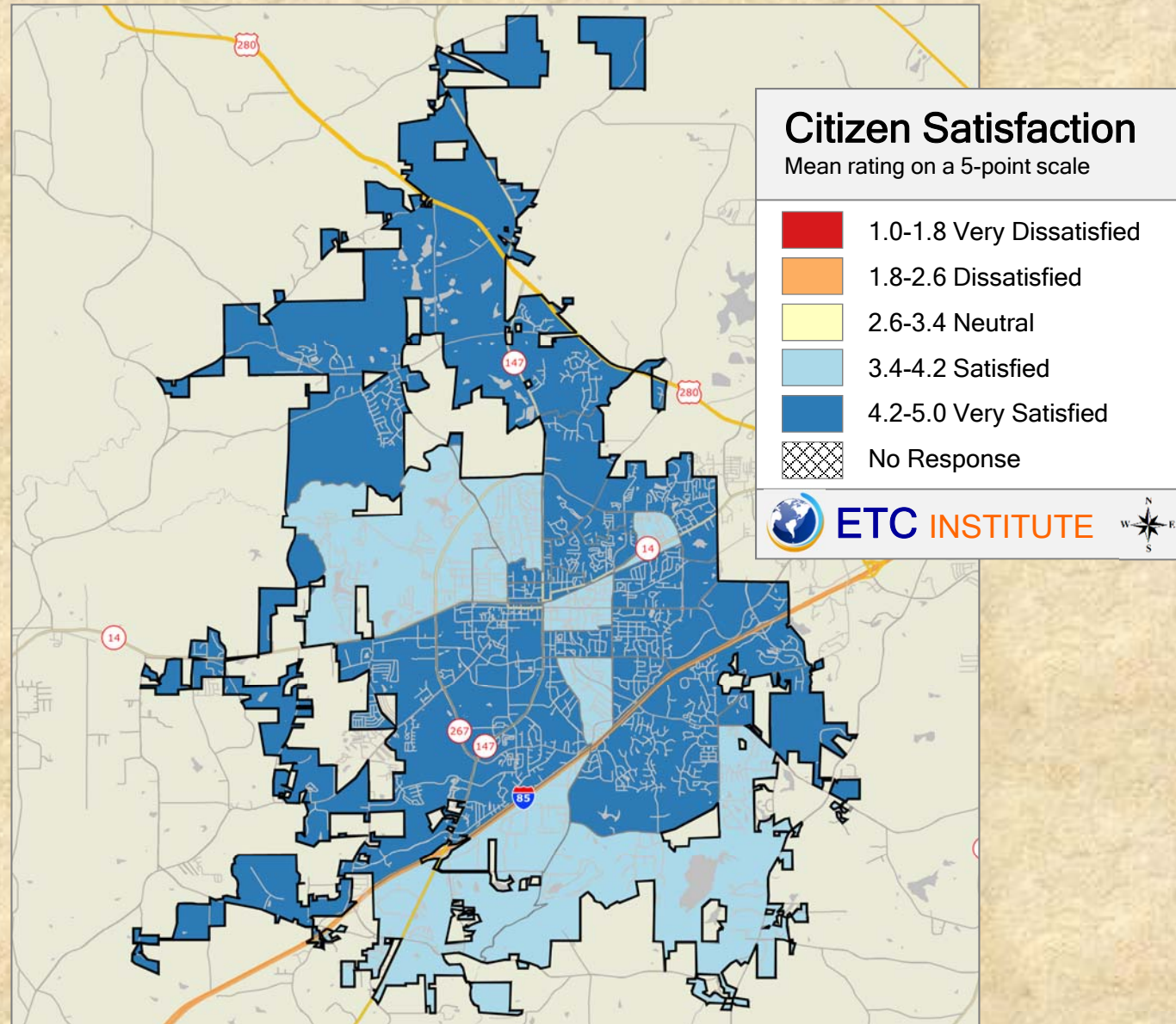
# Q14.17 Satisfaction with: Quality of special events



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

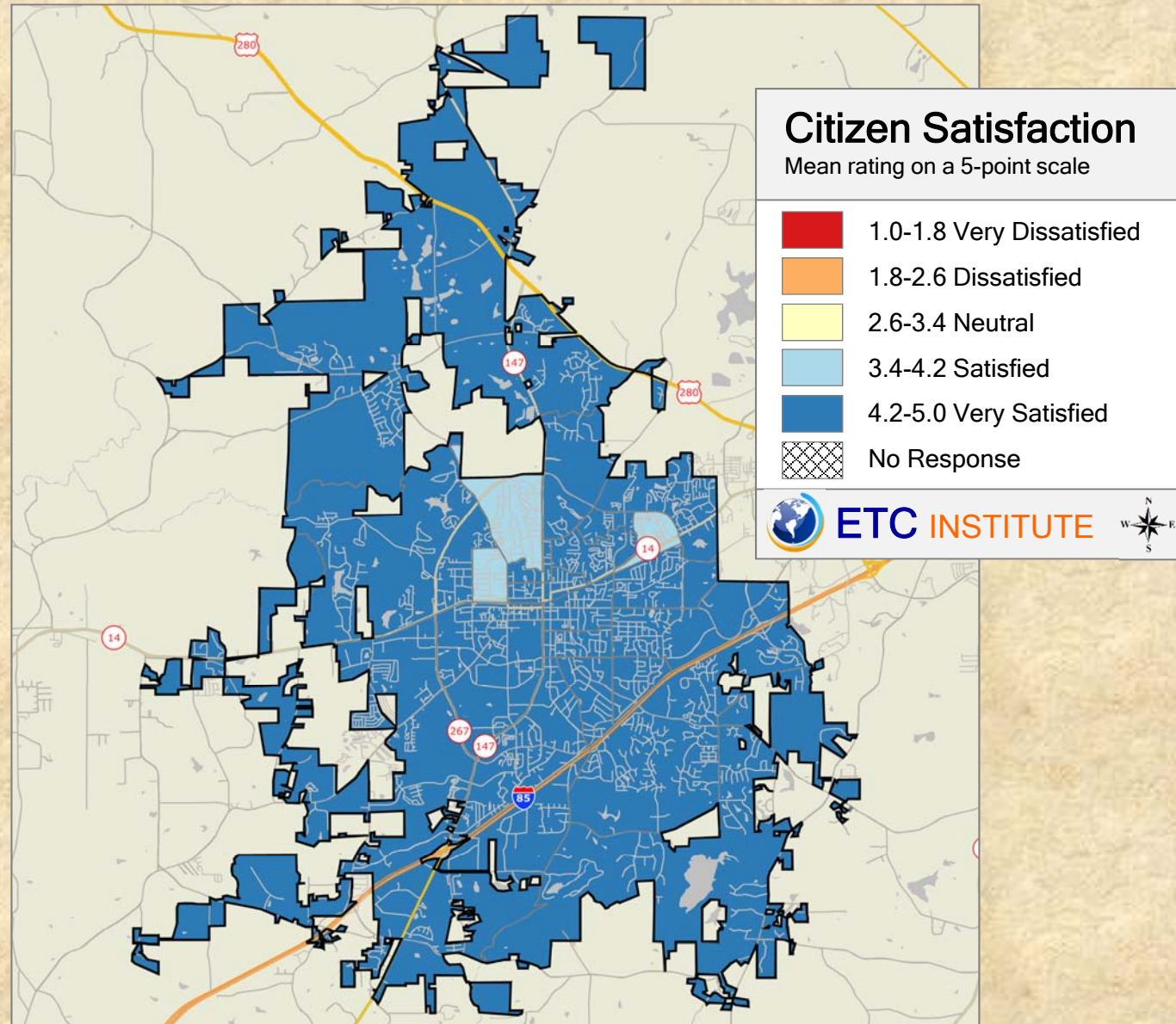
# Q16.1 Satisfaction with: Hours of operation



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

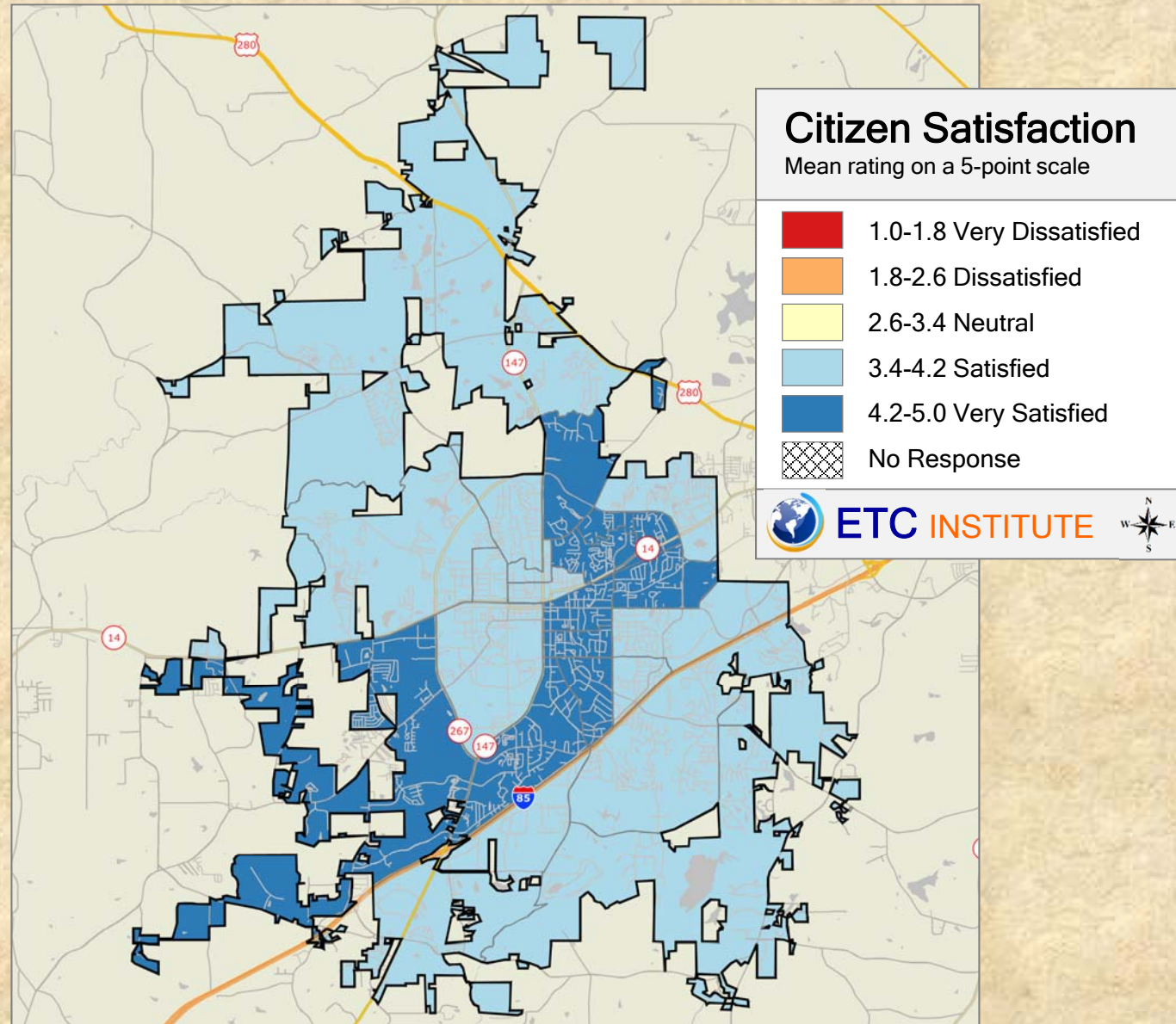
# Q16.2 Satisfaction with: Customer service



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

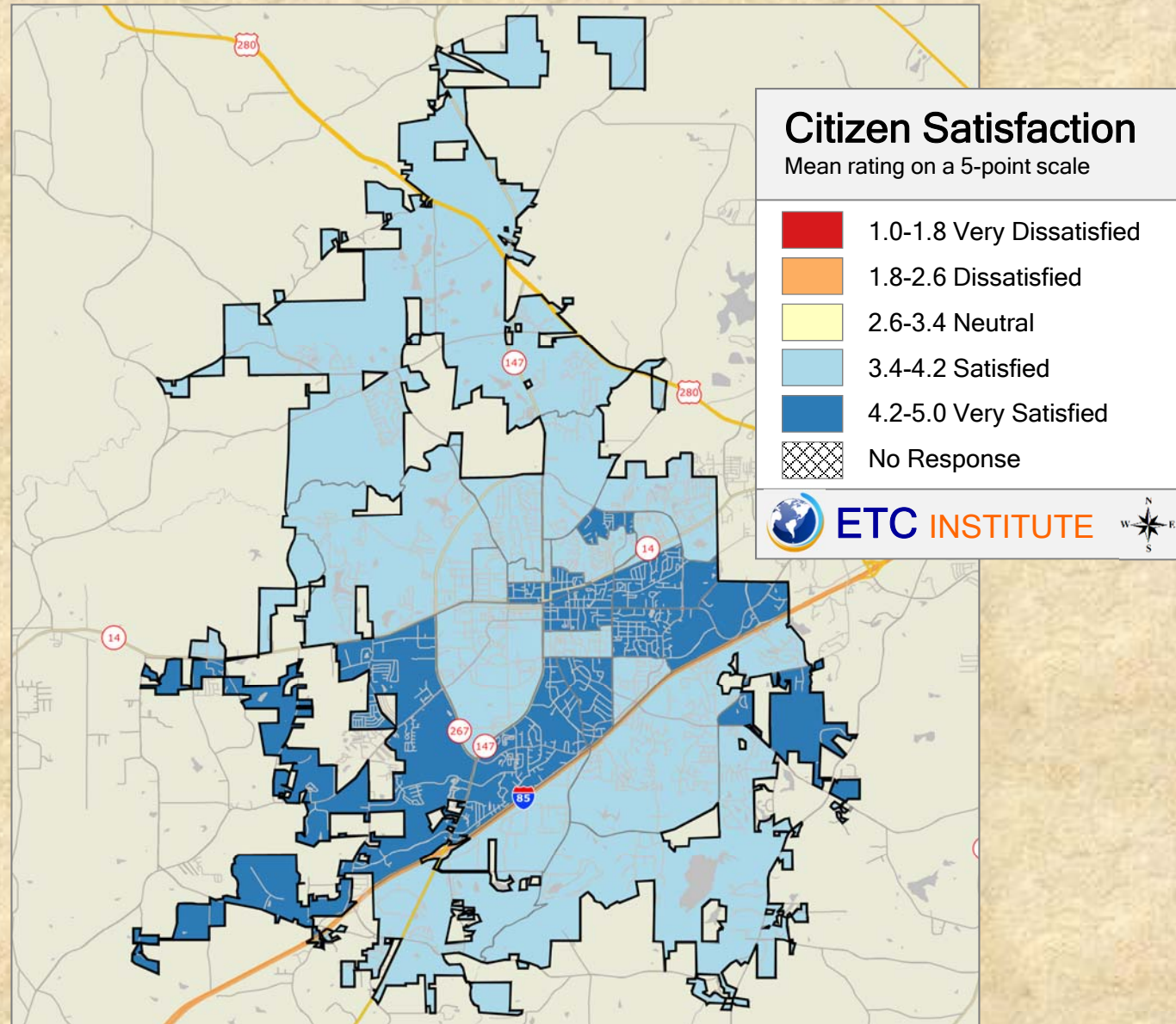
# Q16.3 Satisfaction with: Books and audio/visual for children



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

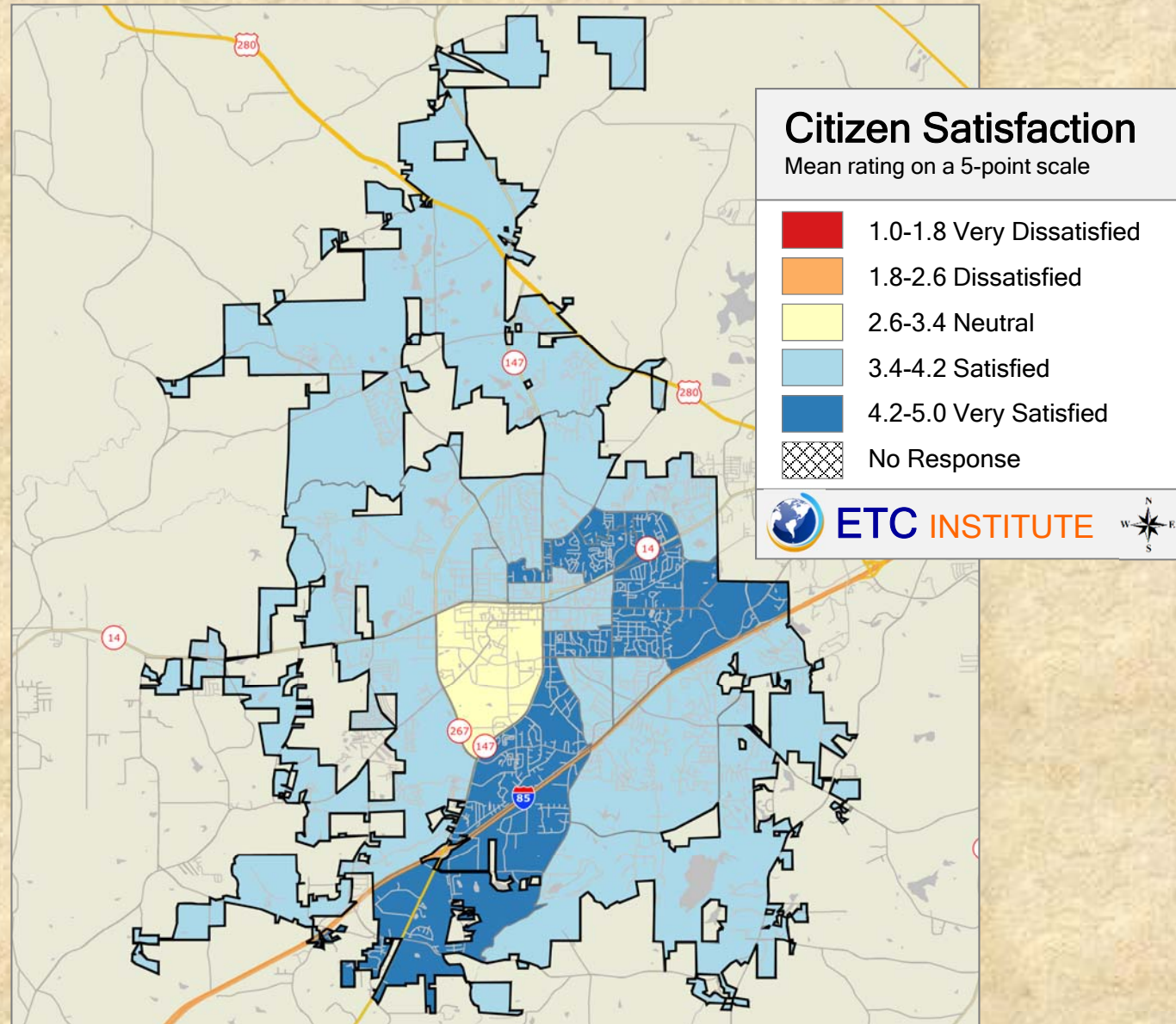
# Q16.4 Satisfaction with: Books and audio/visual for adults



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

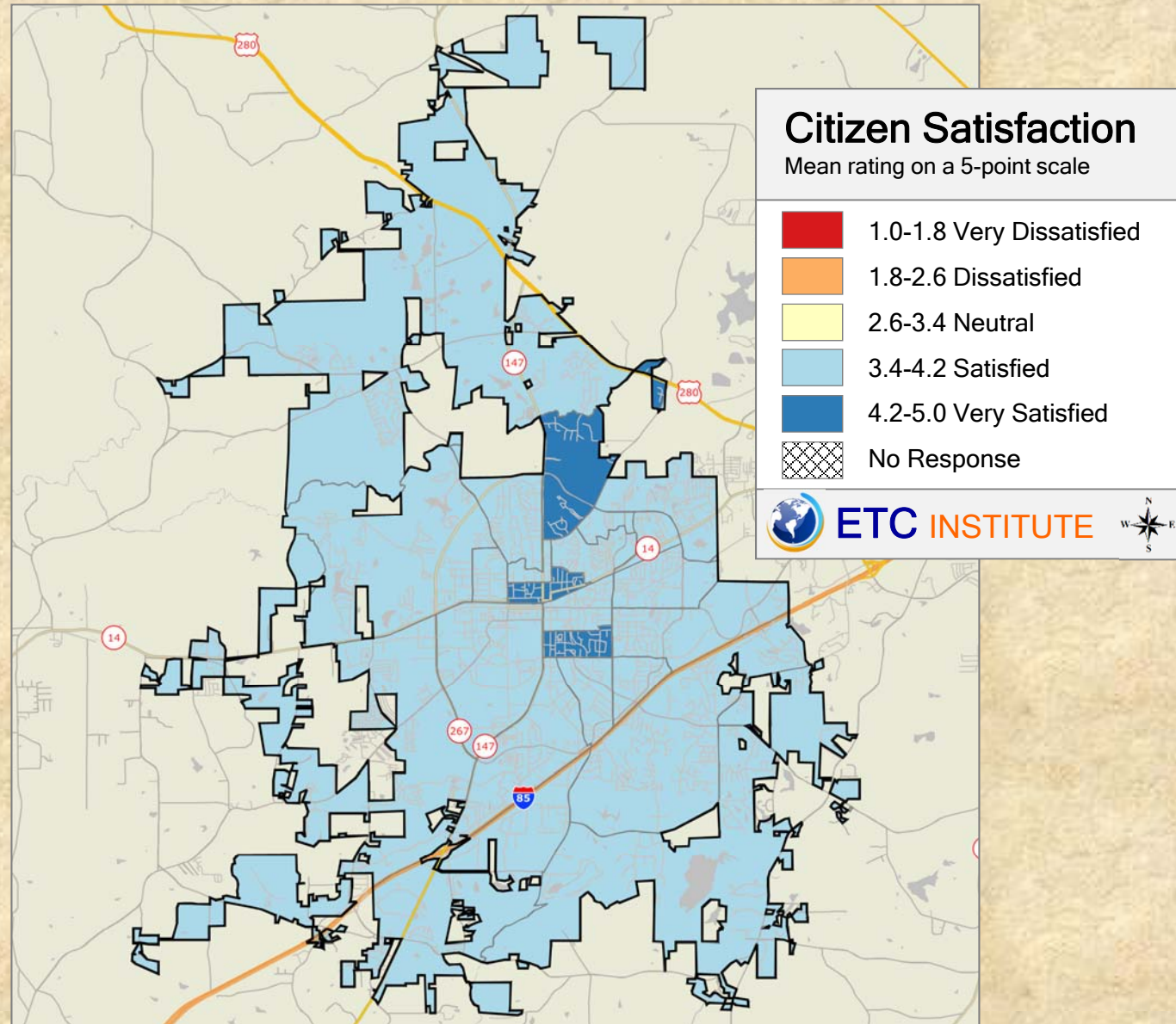
# Q16.5 Satisfaction with: Children's programs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q16.6 Satisfaction with: Adult programs

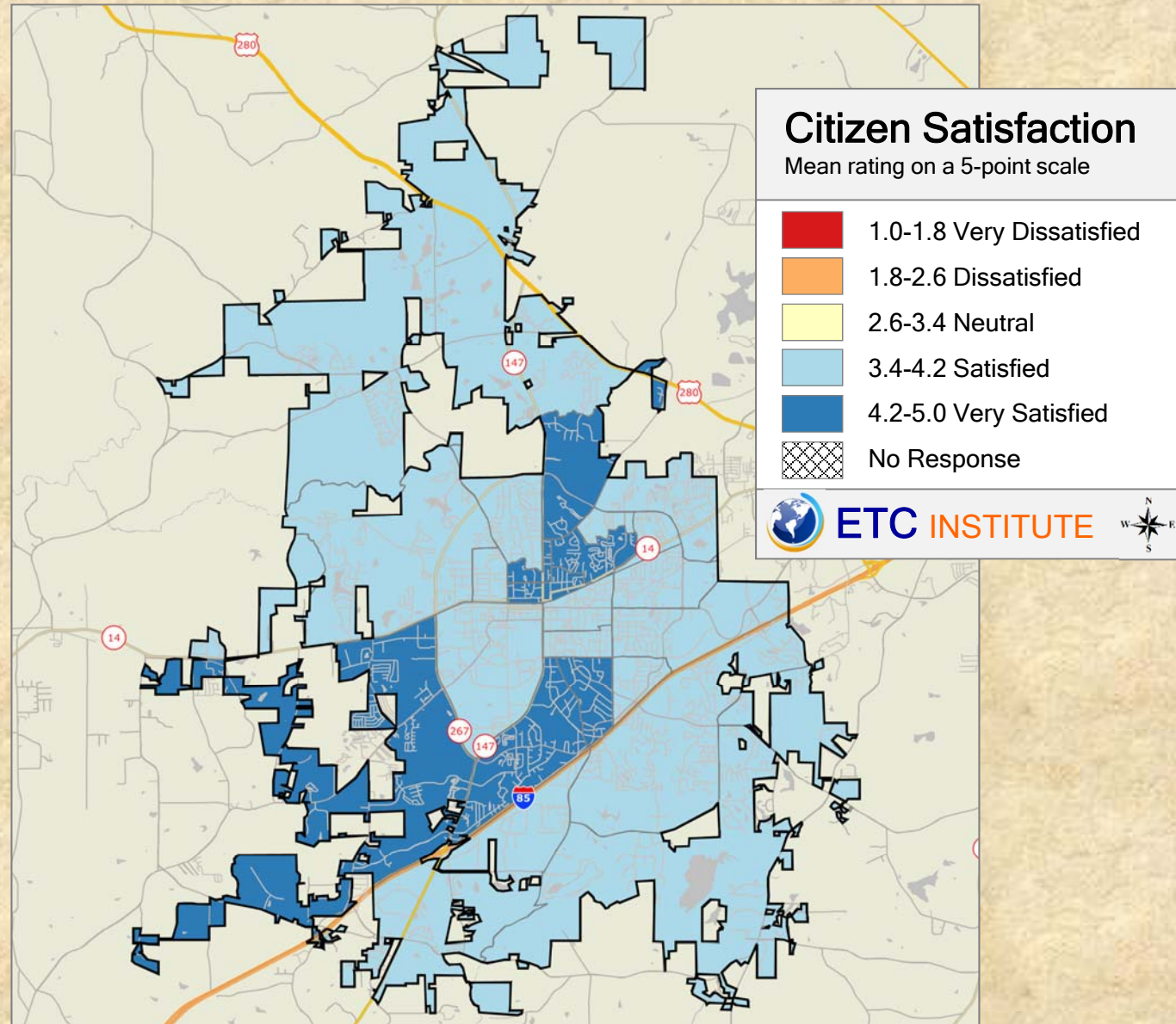


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



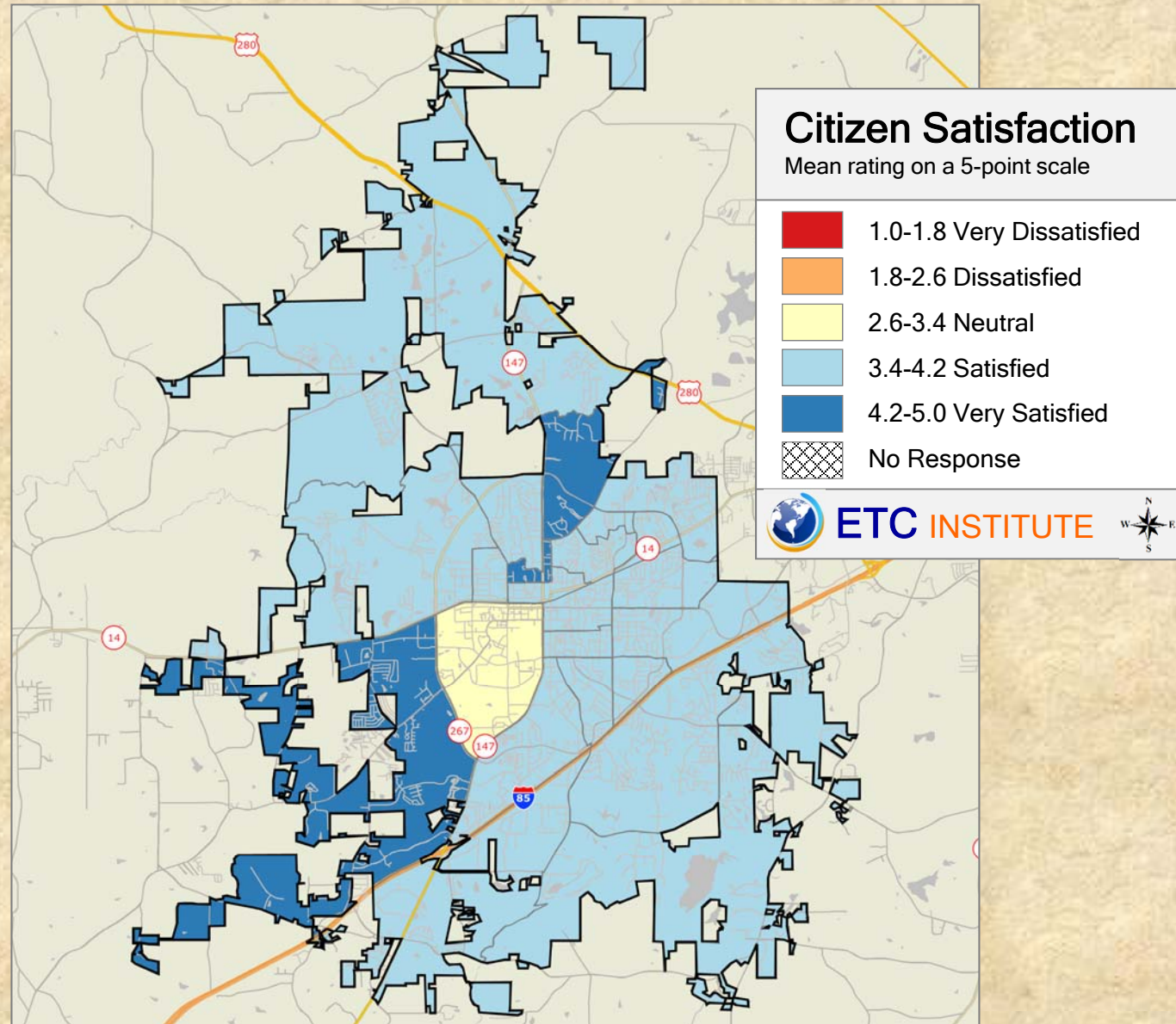
# Q16.7 Satisfaction with: Technology resources



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

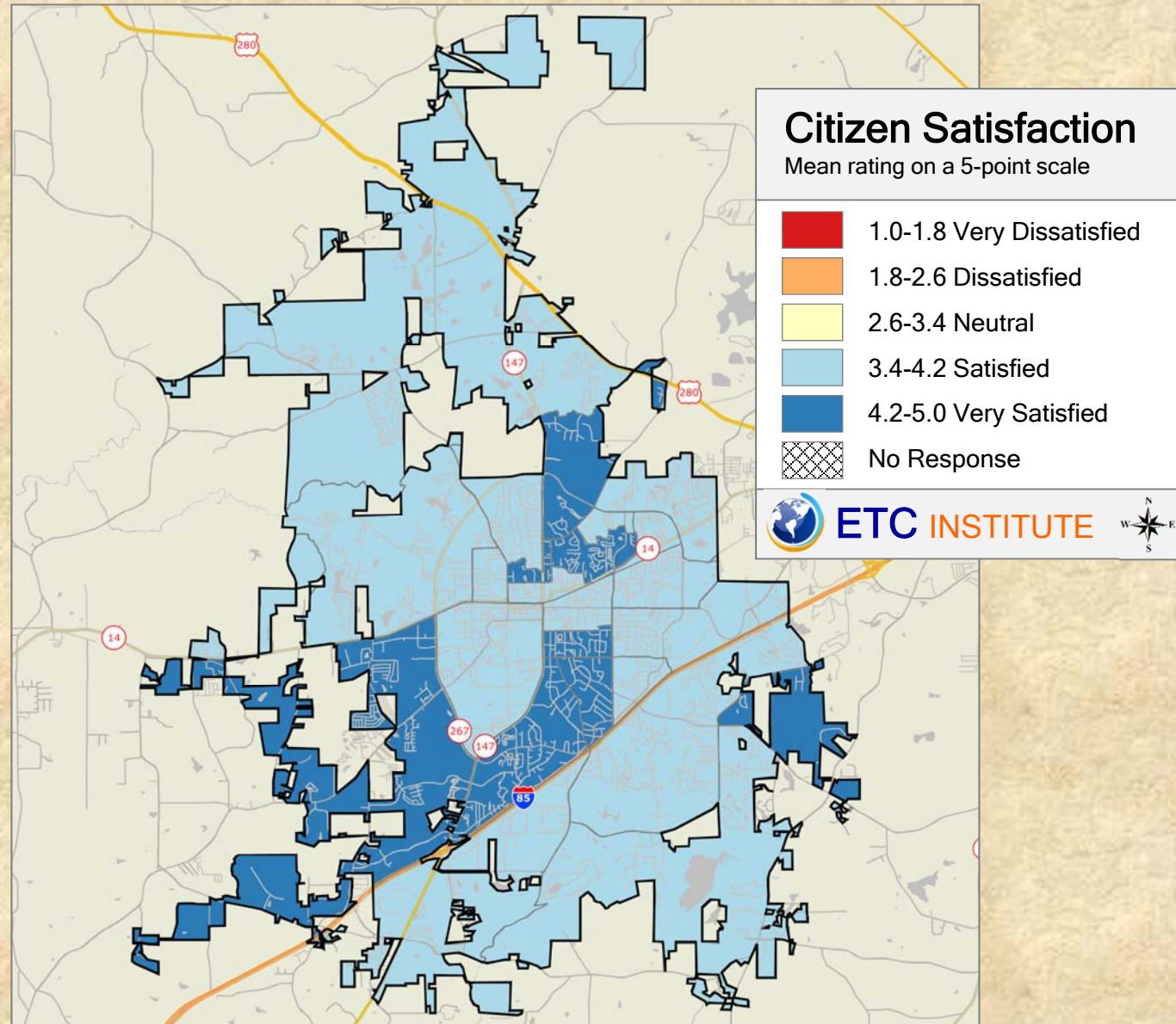
# Q16.8 Satisfaction with: E-Book collection



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

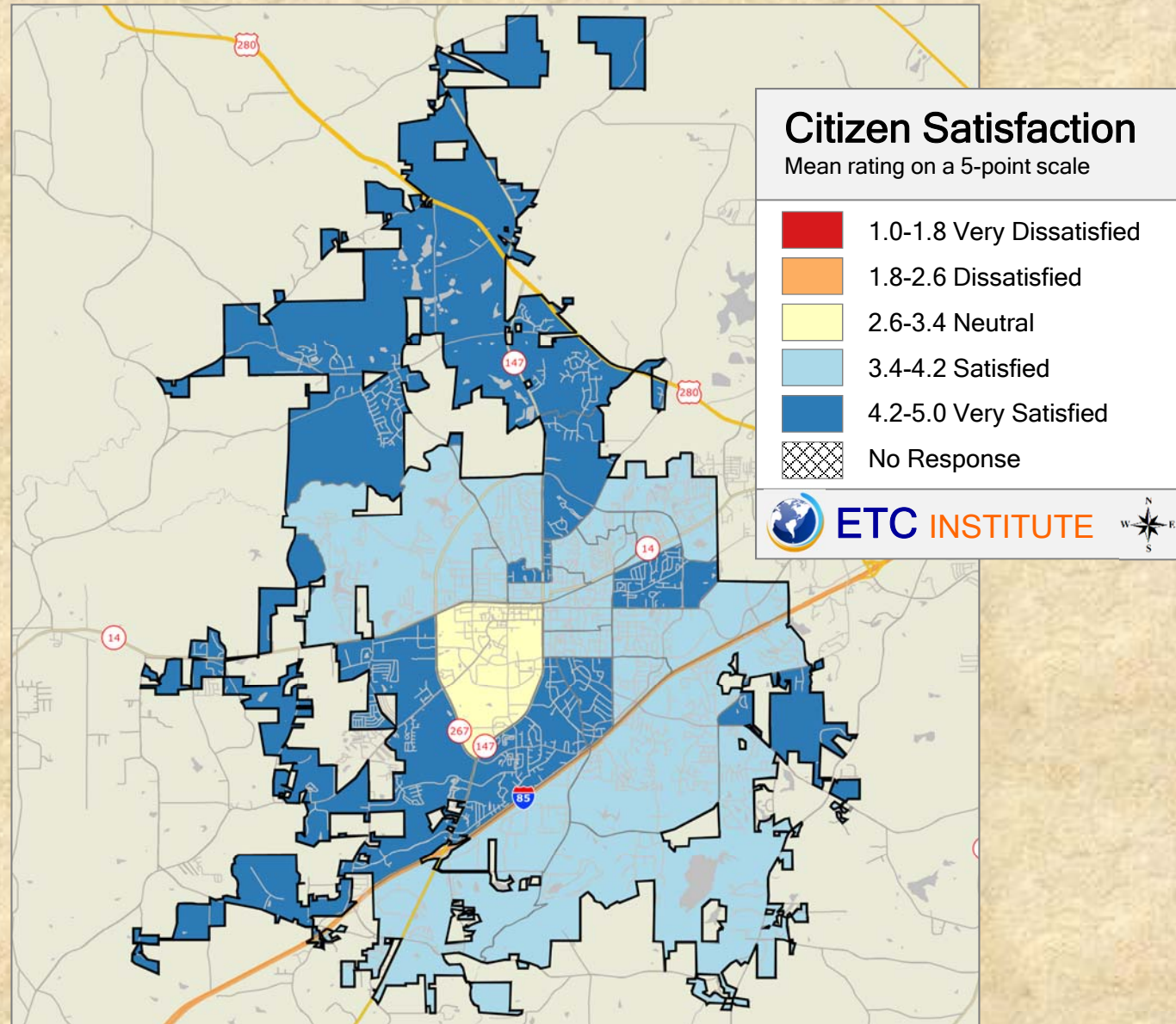
# Q16.9 Satisfaction with: Availability of parking



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

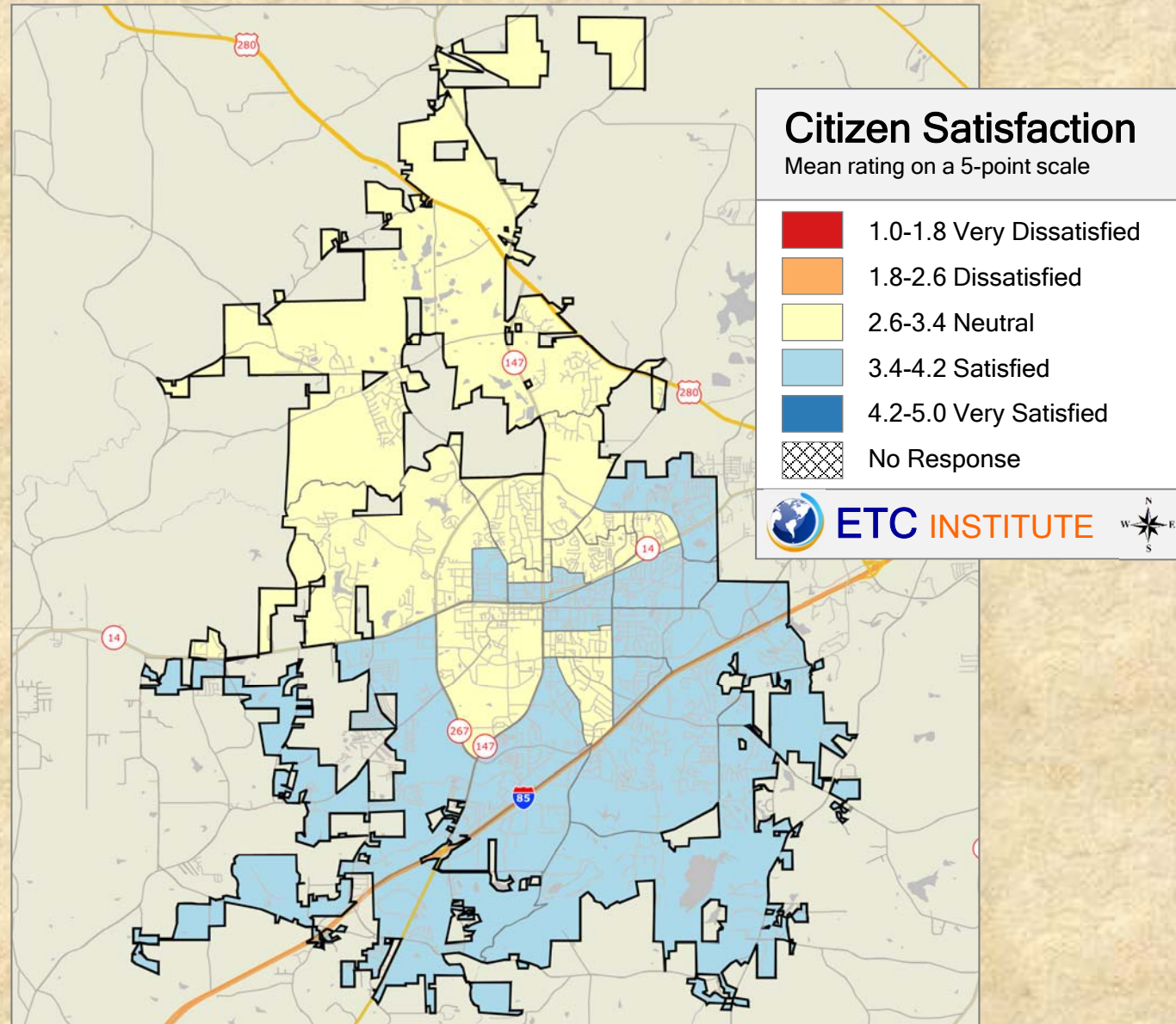
# Q16.10 Satisfaction with: Availability of study spaces



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

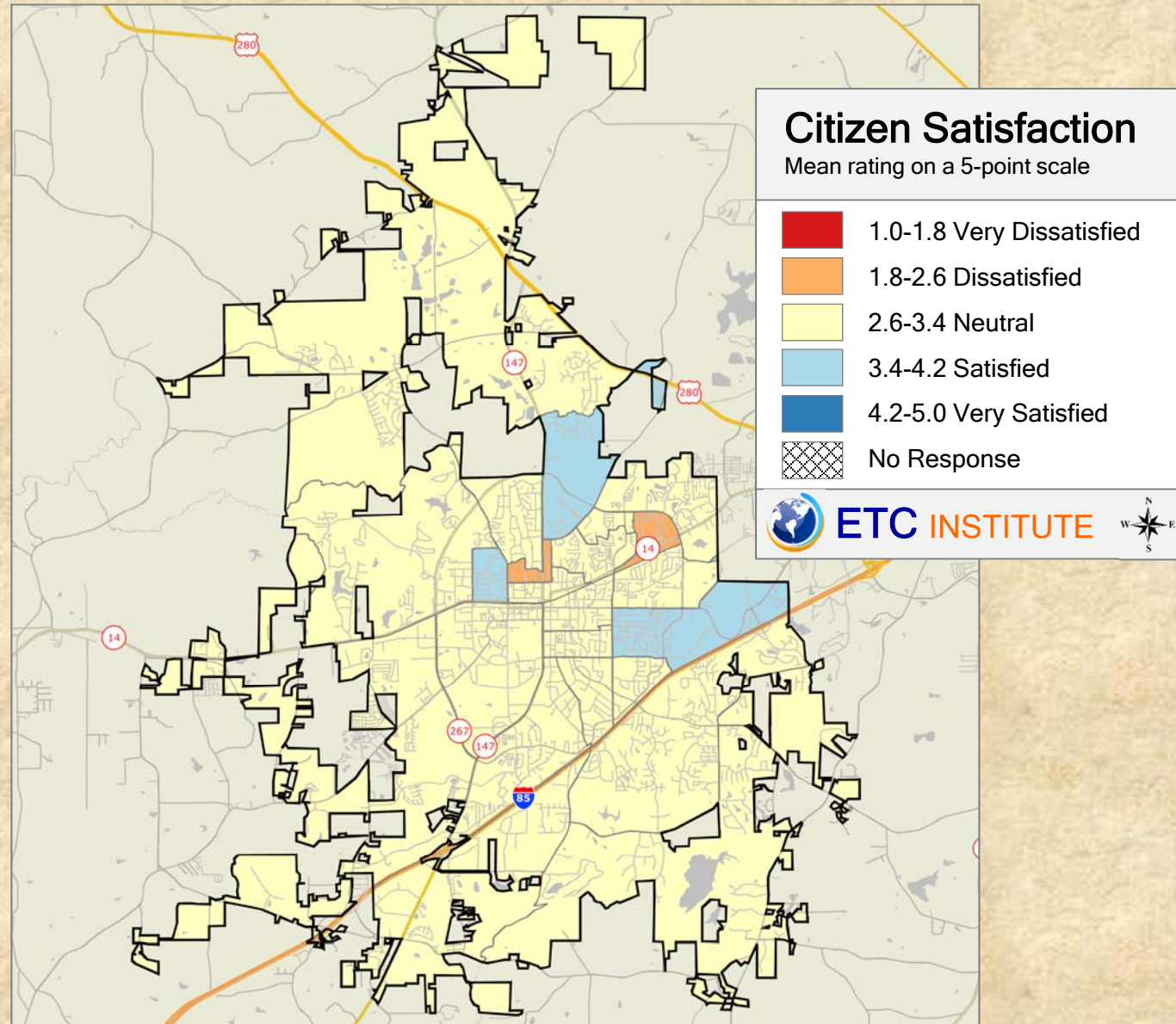
# Q18.1 Satisfaction with: Ease of travel by car in Auburn



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

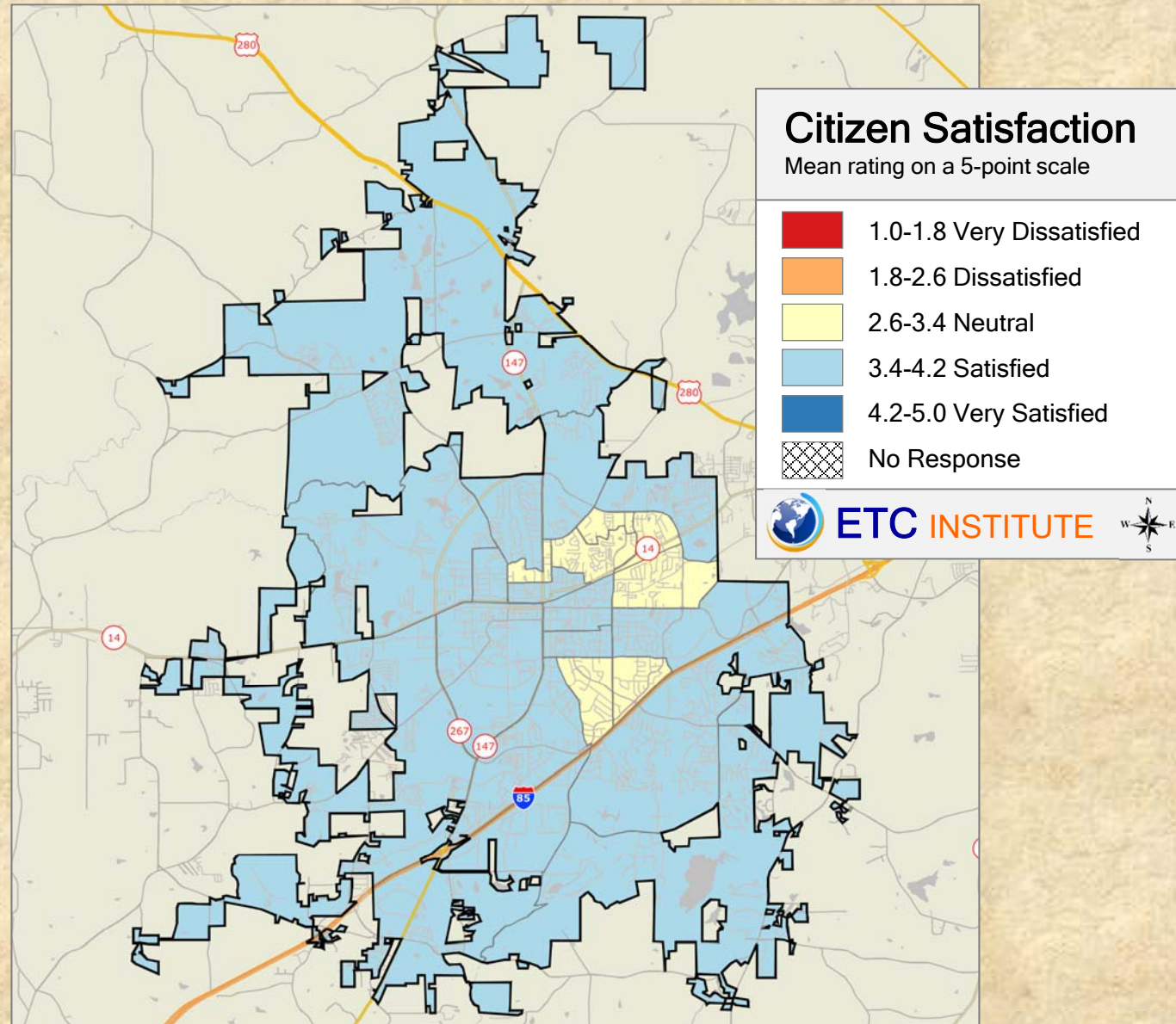
# Q18.2 Satisfaction with: Ease of travel by bicycle in Auburn



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

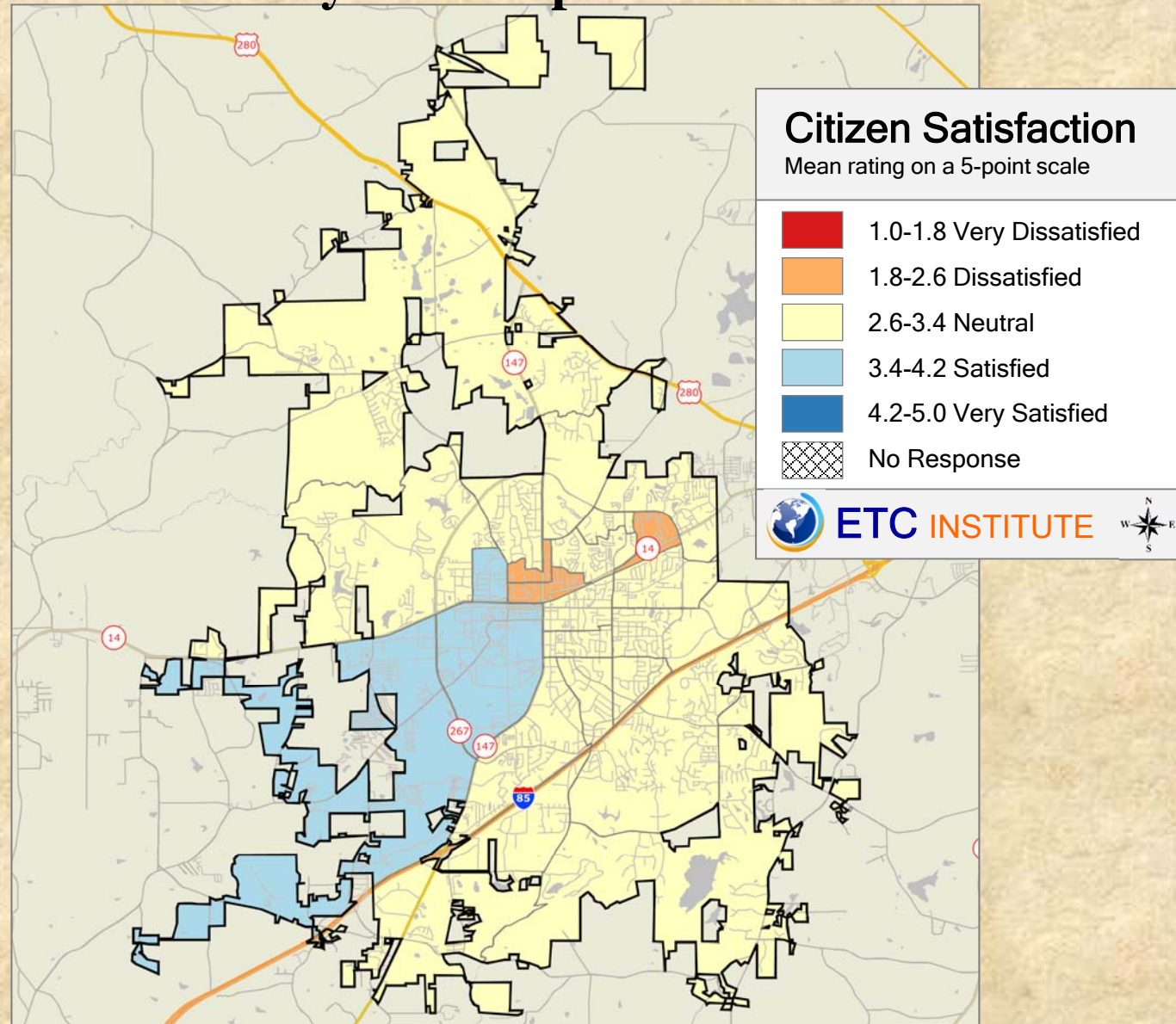
# Q18.3 Satisfaction with: Ease of pedestrian travel in Auburn



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q18.4 Satisfaction with: Overall connectivity for bicycles and pedestrians

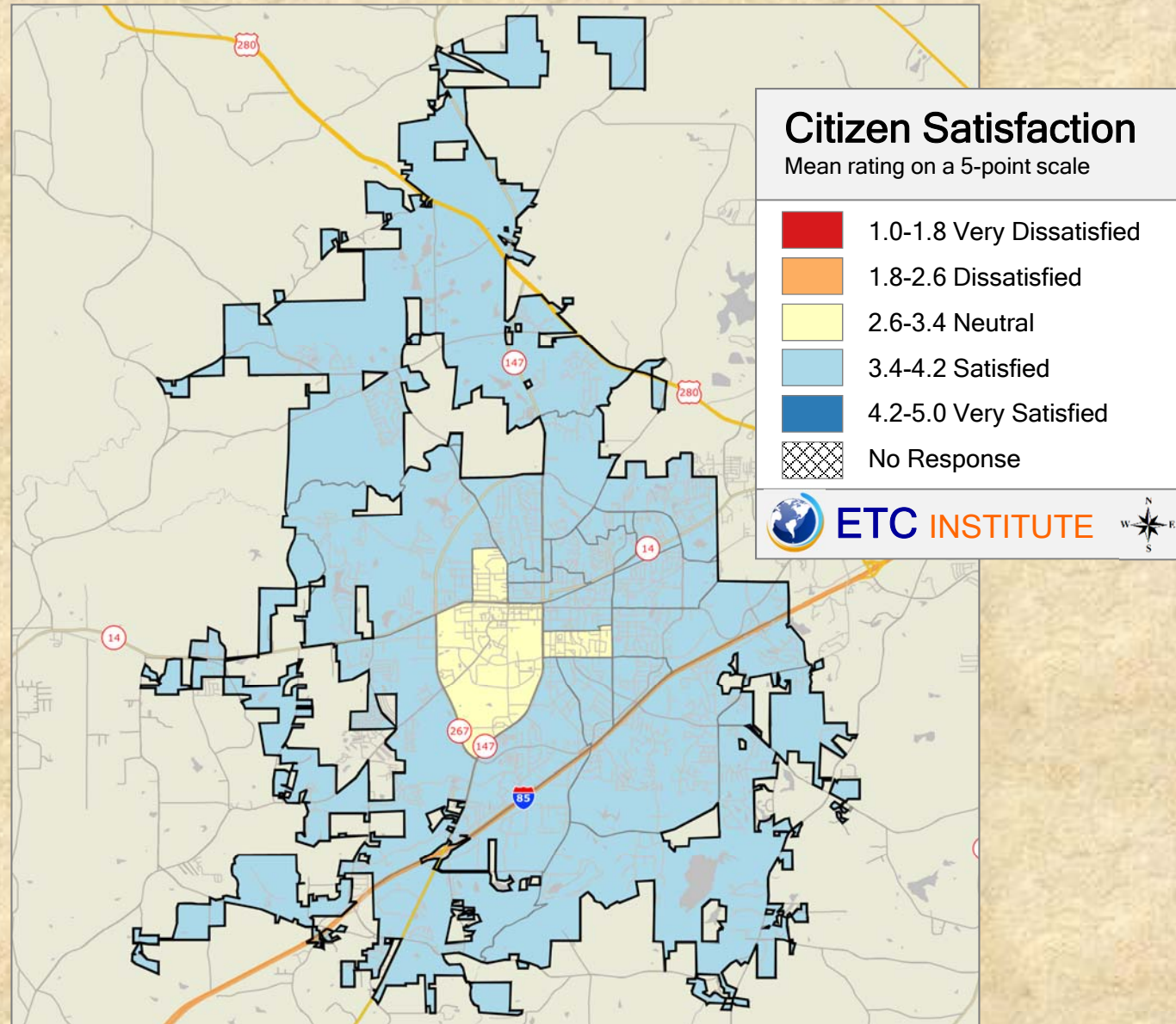


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



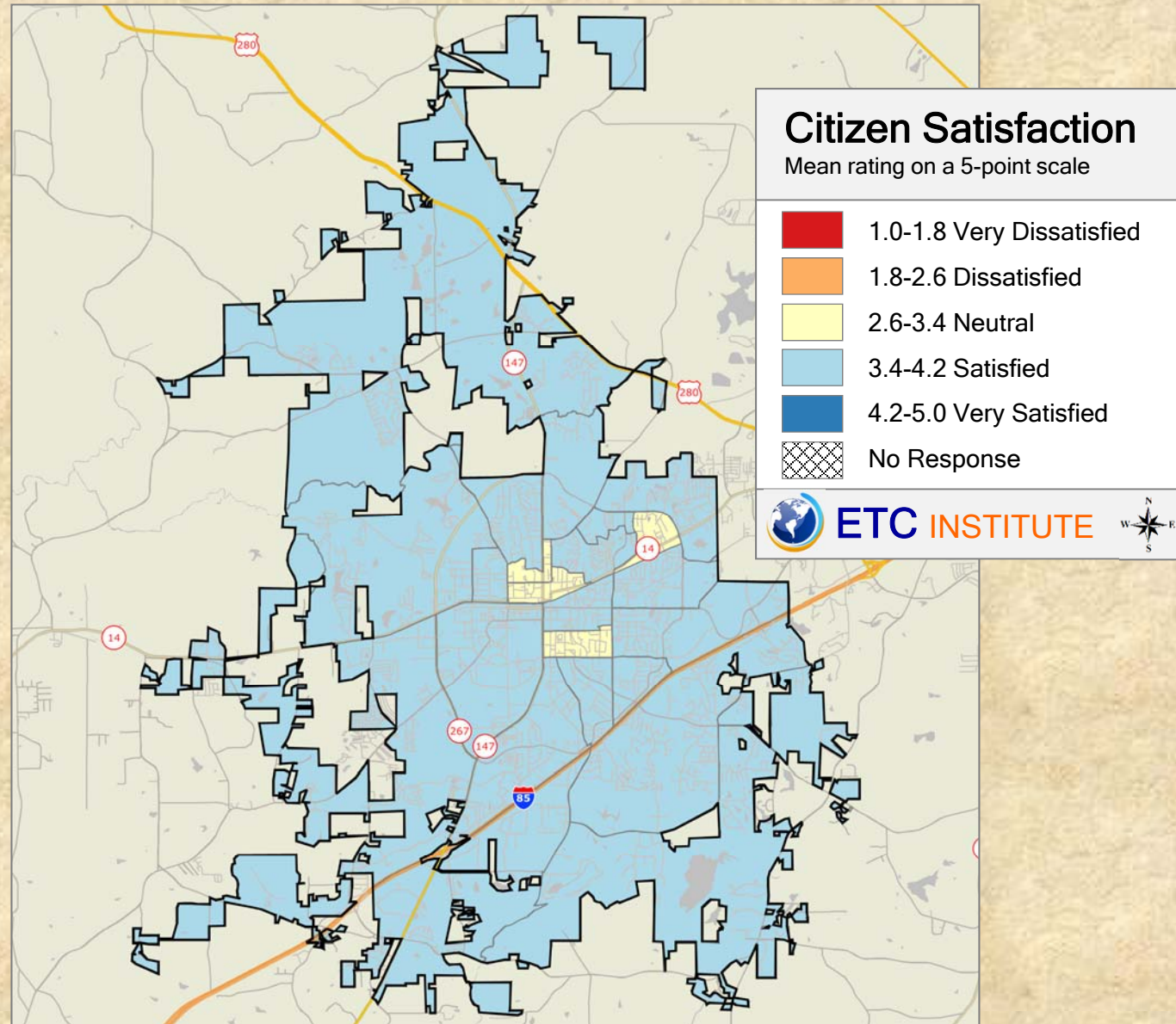
# Q19.1 Satisfaction with: Maintenance of streets



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

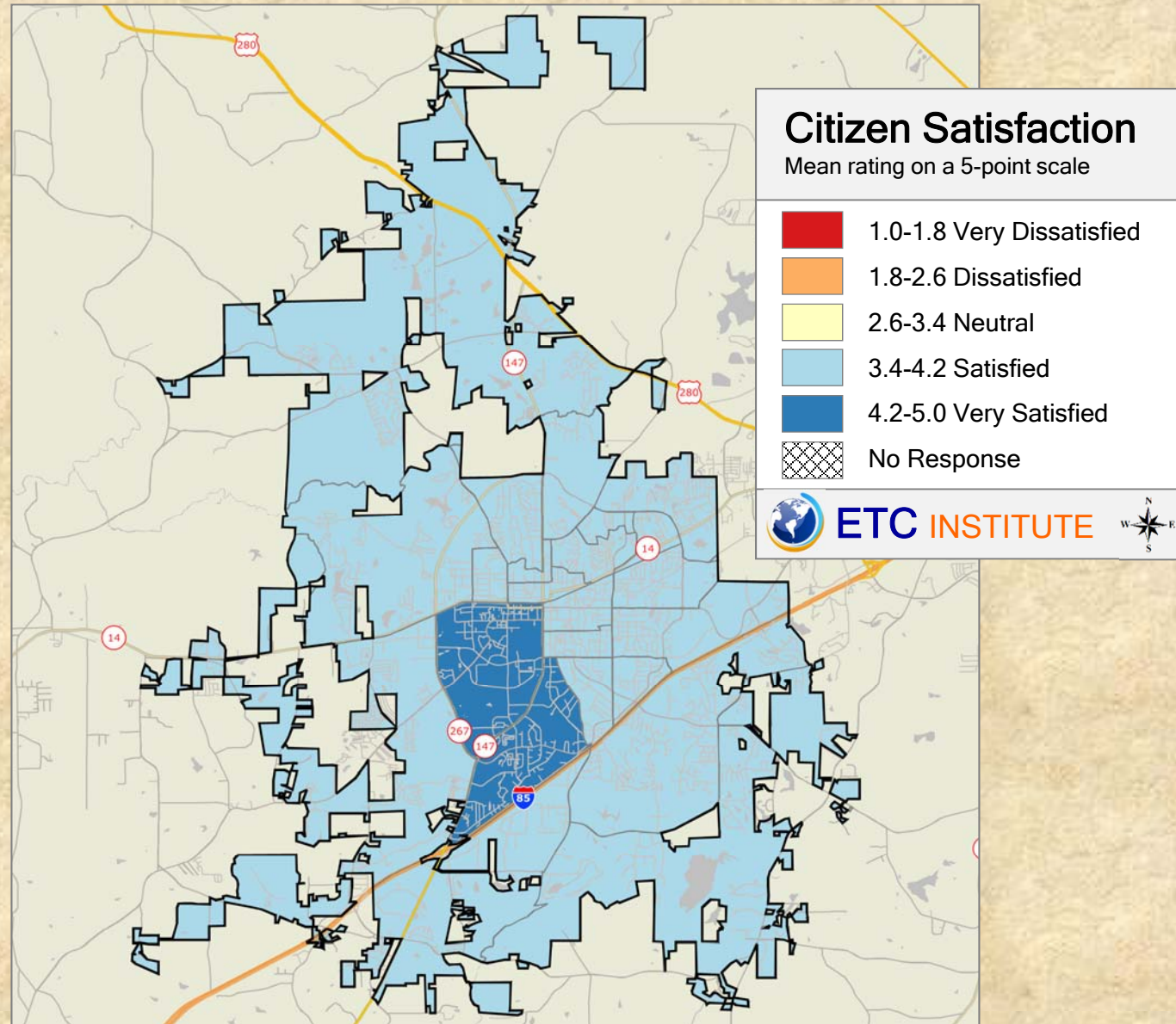
# Q19.2 Satisfaction with: Maintenance of sidewalks



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

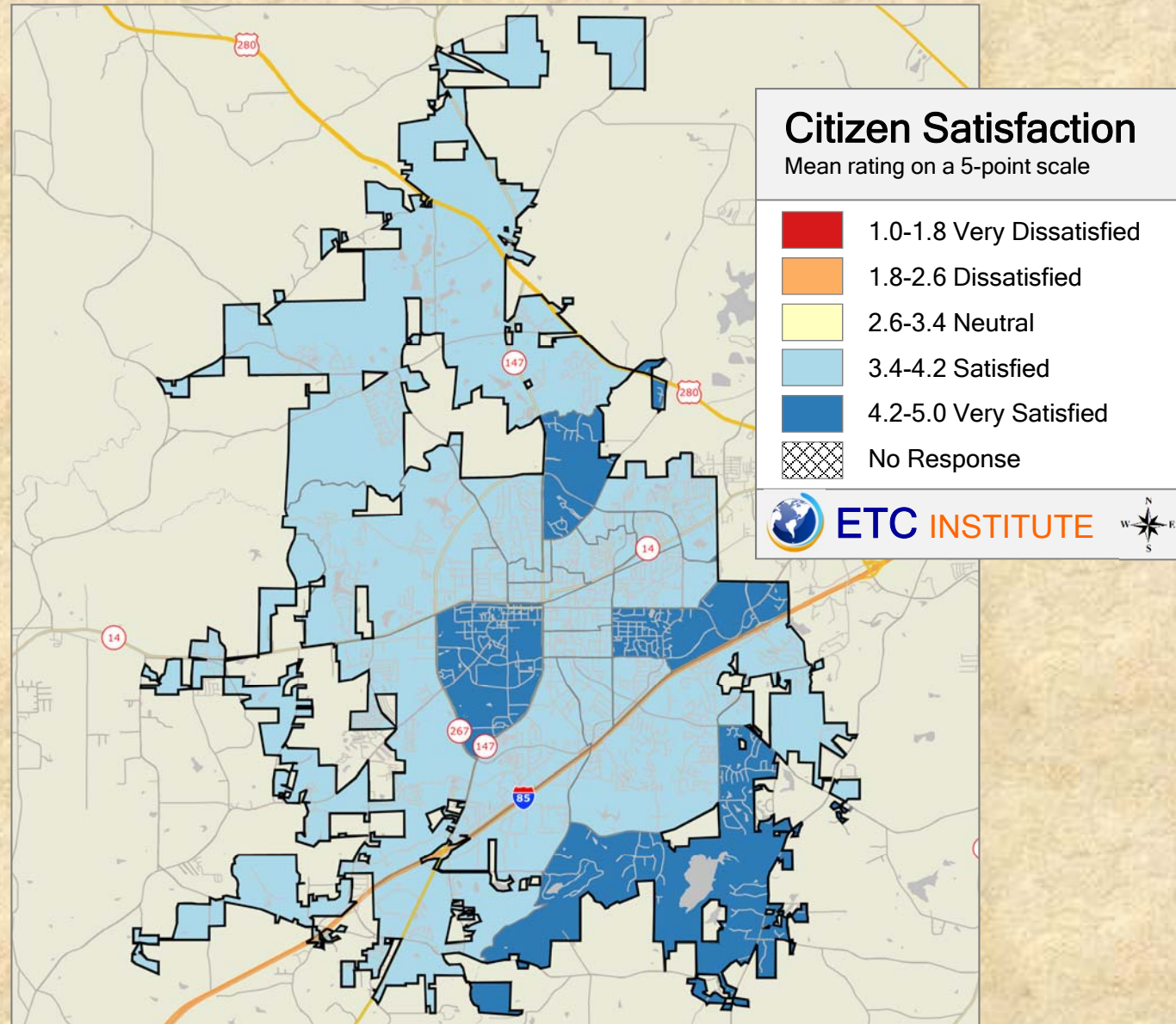
# Q19.3 Satisfaction with: Maintenance of street signs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

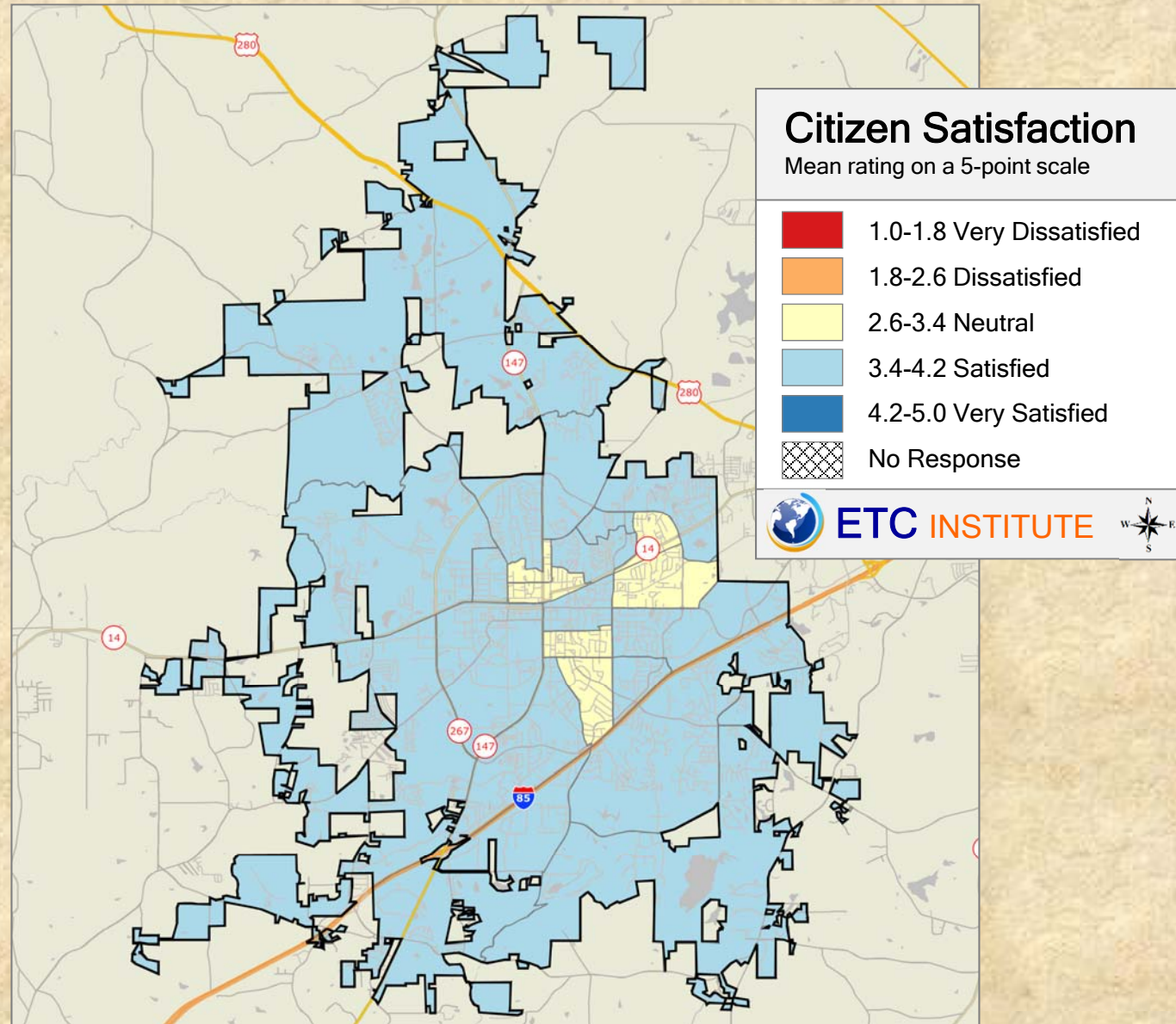
# Q19.4 Satisfaction with: Maintenance of traffic signals



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

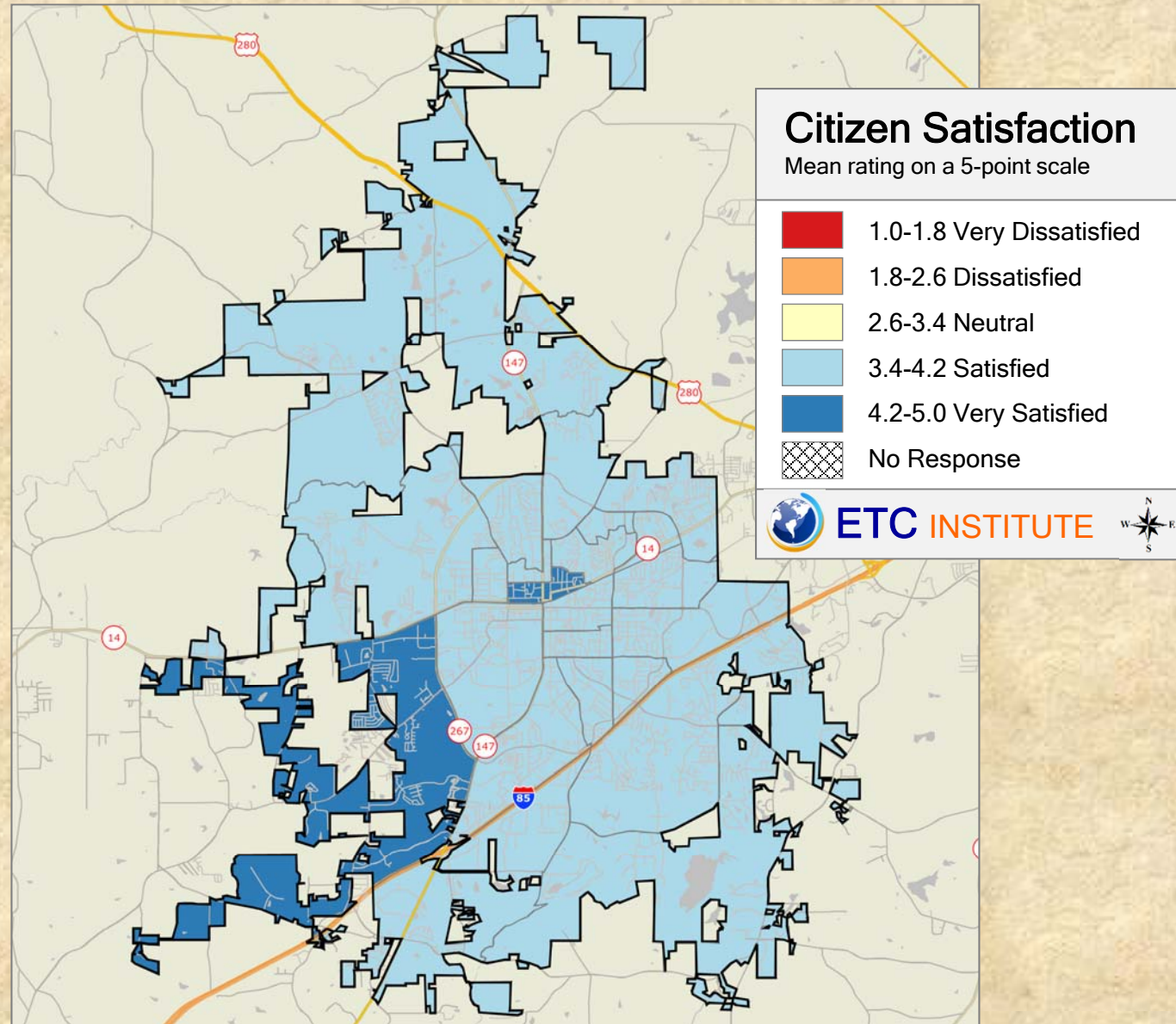
# Q19.5 Satisfaction with: Maintenance of biking paths and lanes



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

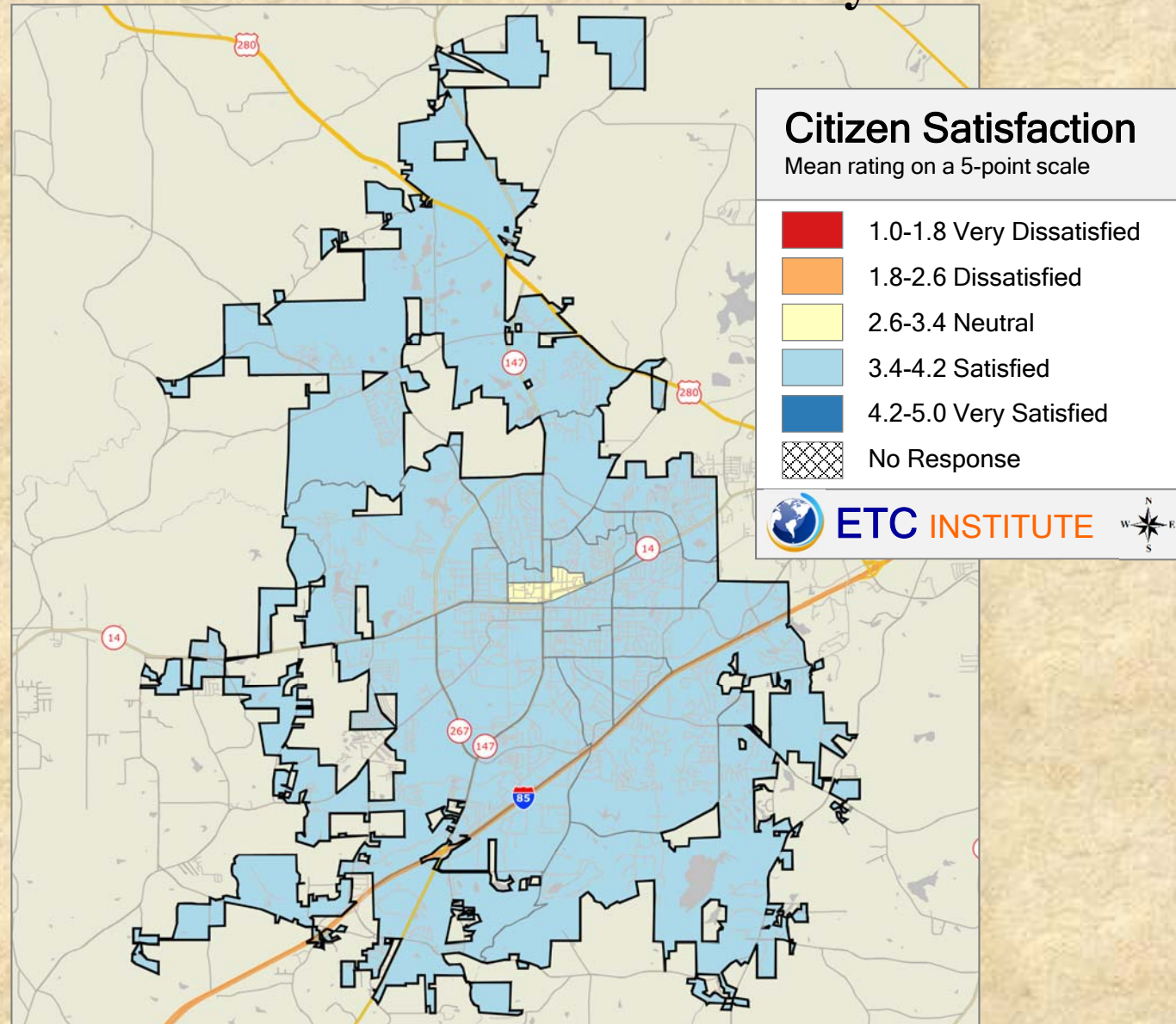
# Q19.6 Satisfaction with: Maintenance of downtown Auburn



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

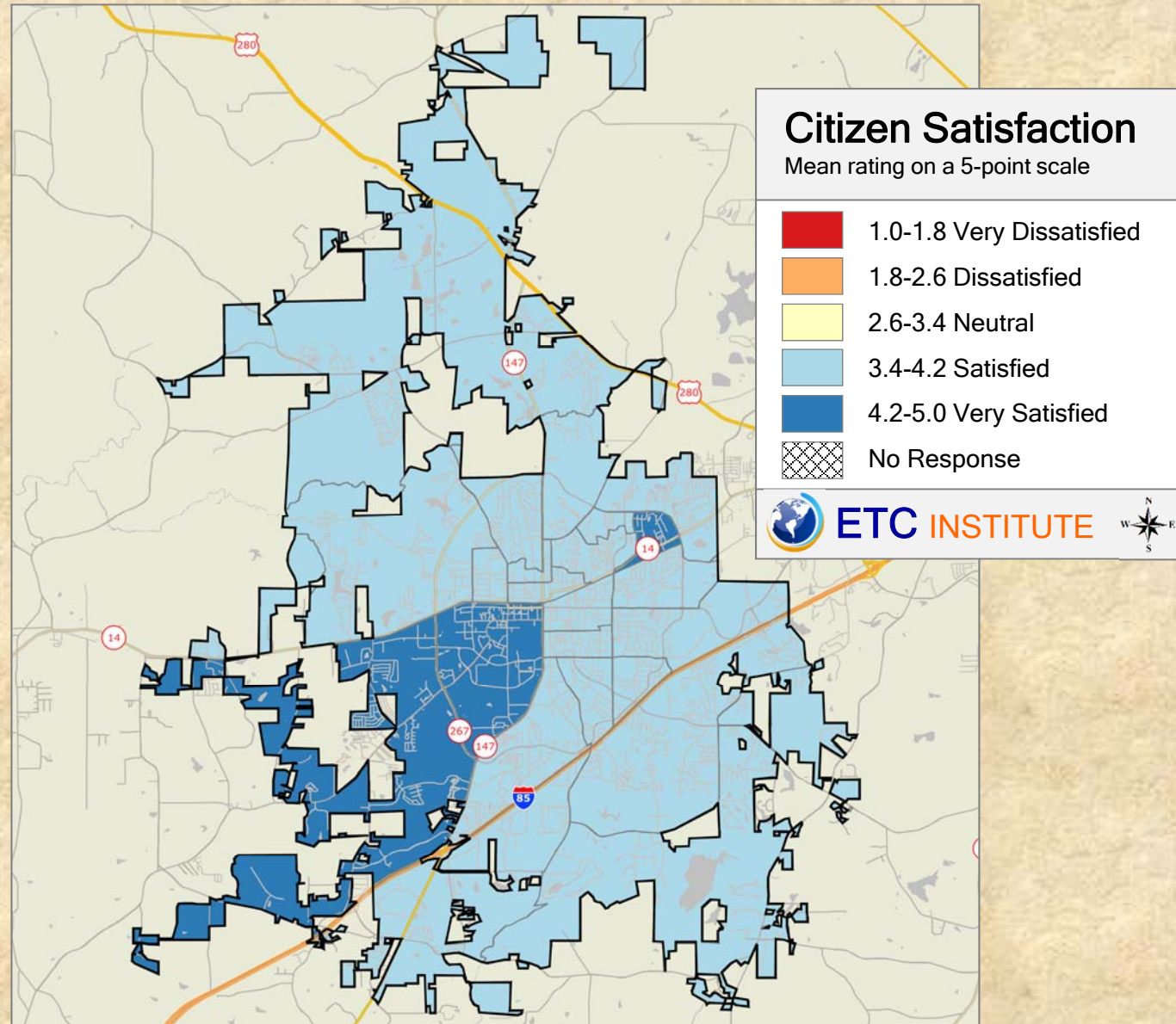
# Q19.7 Satisfaction with: Cleanup of debris/litter in and near roadways



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q19.8 Satisfaction with: Maintenance of city-owned buildings

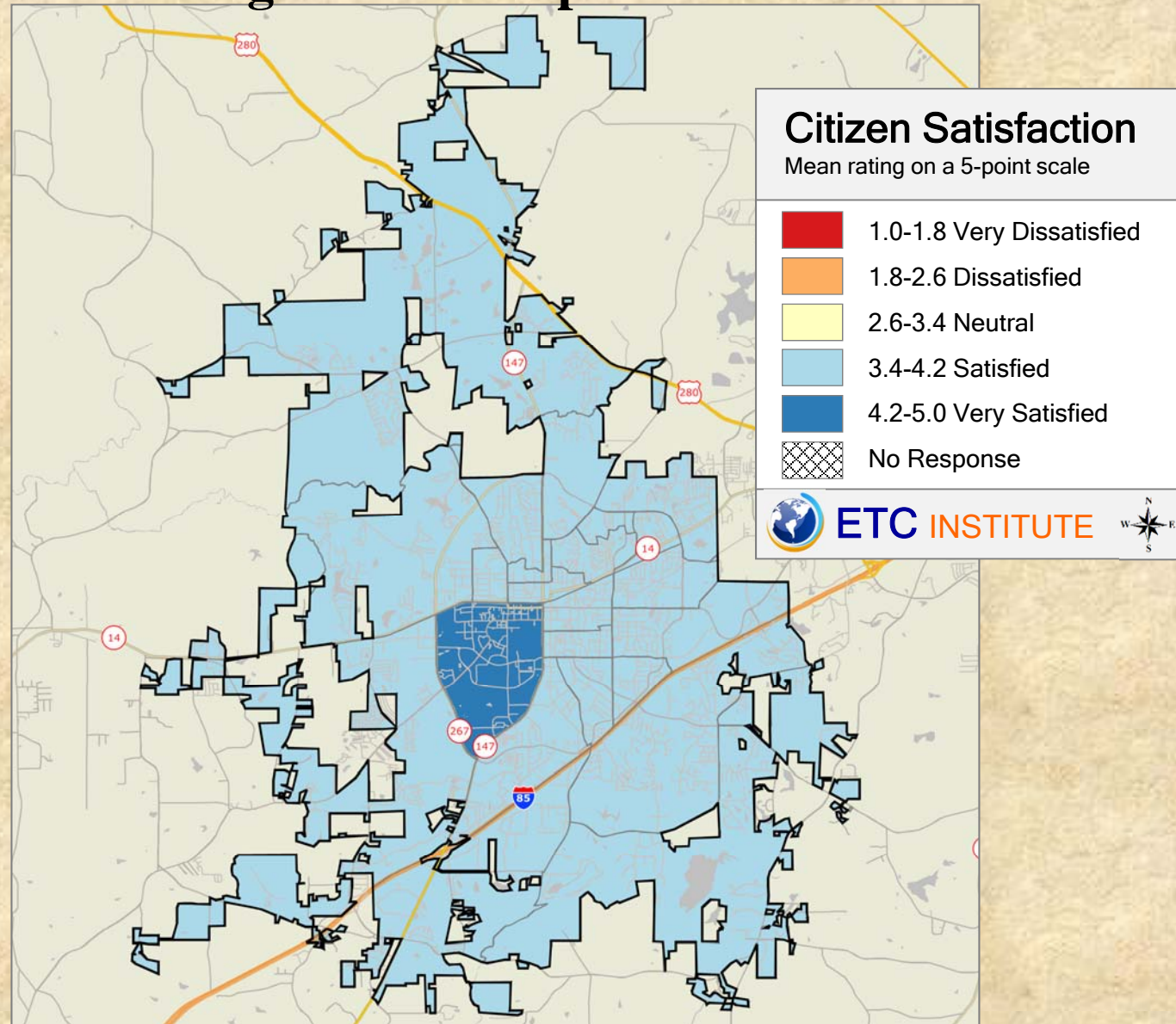


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



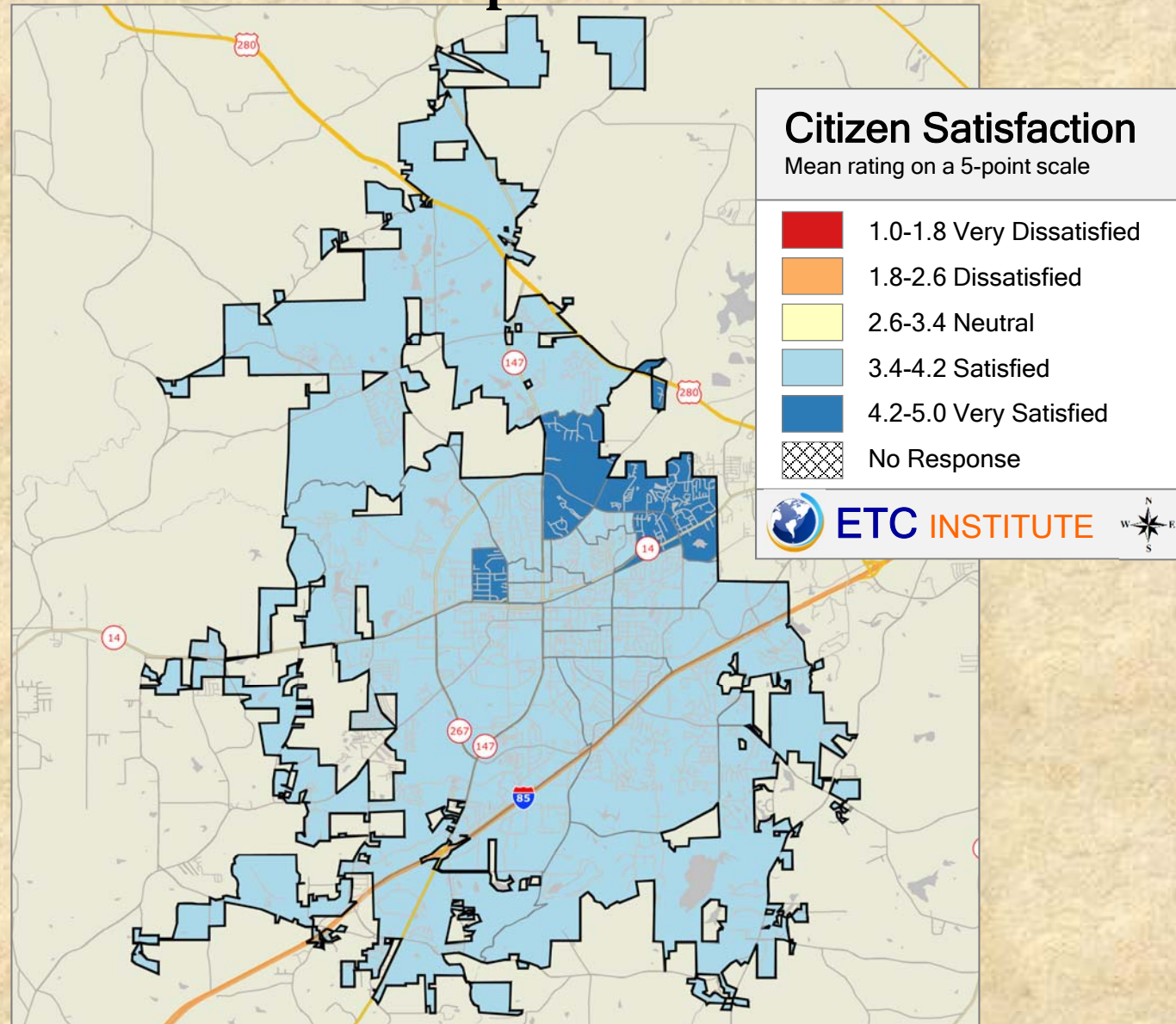
# Q19.9 Satisfaction with: Mowing/trimming along streets and public areas



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

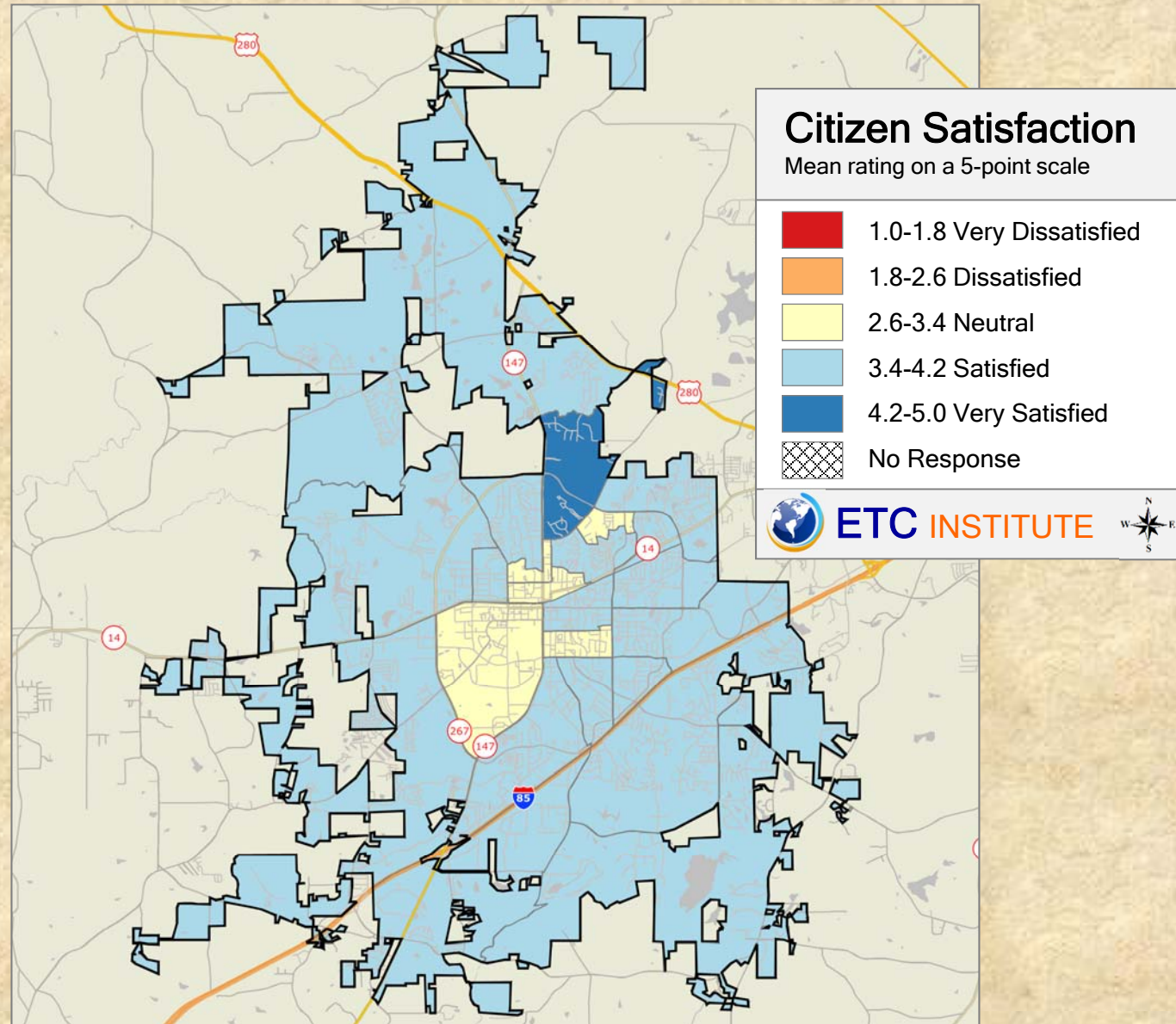
# Q19.10 Satisfaction with: Overall cleanliness of streets and public areas



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

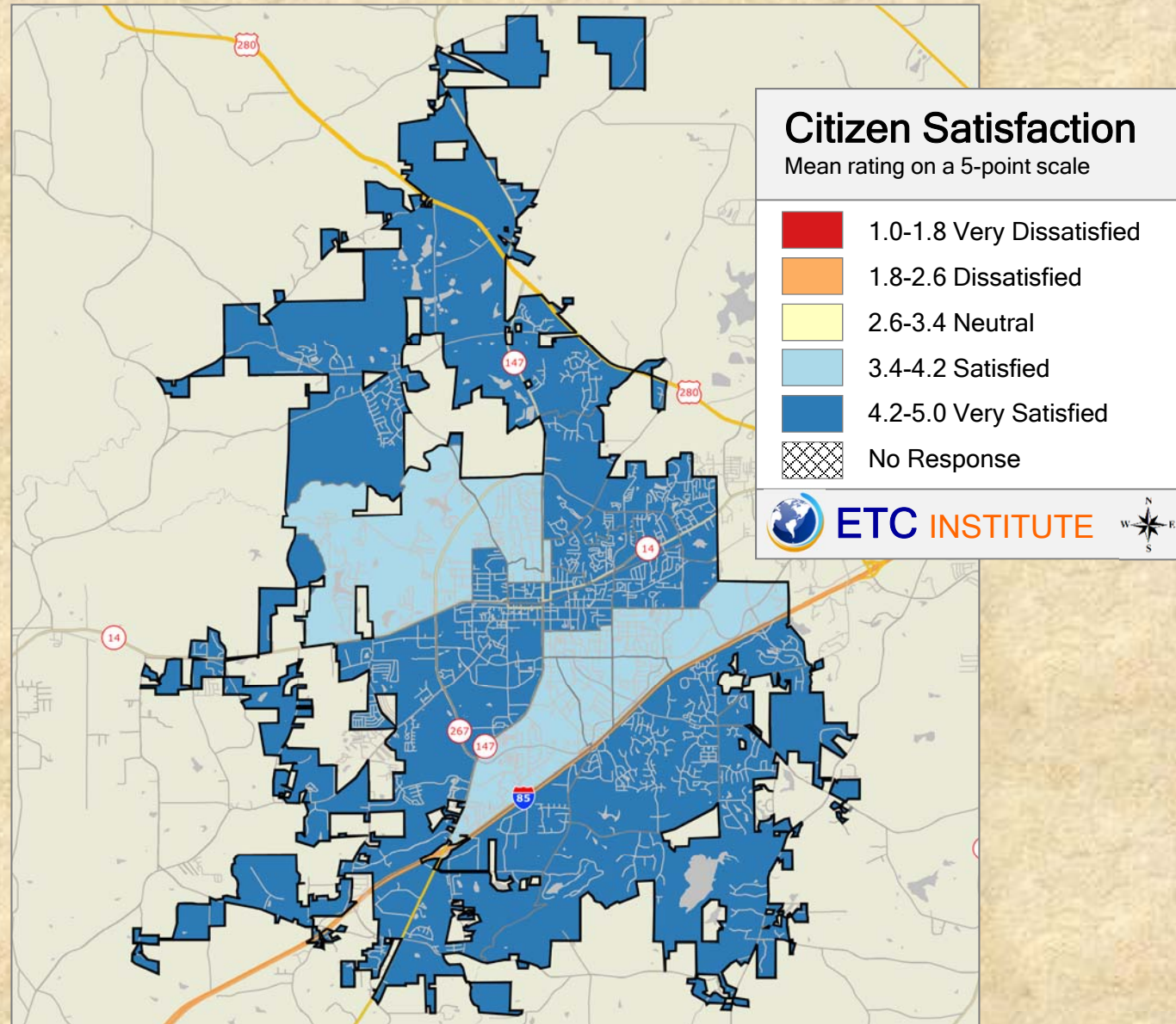
# Q19.11 Satisfaction with: Adequacy of city street lighting



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

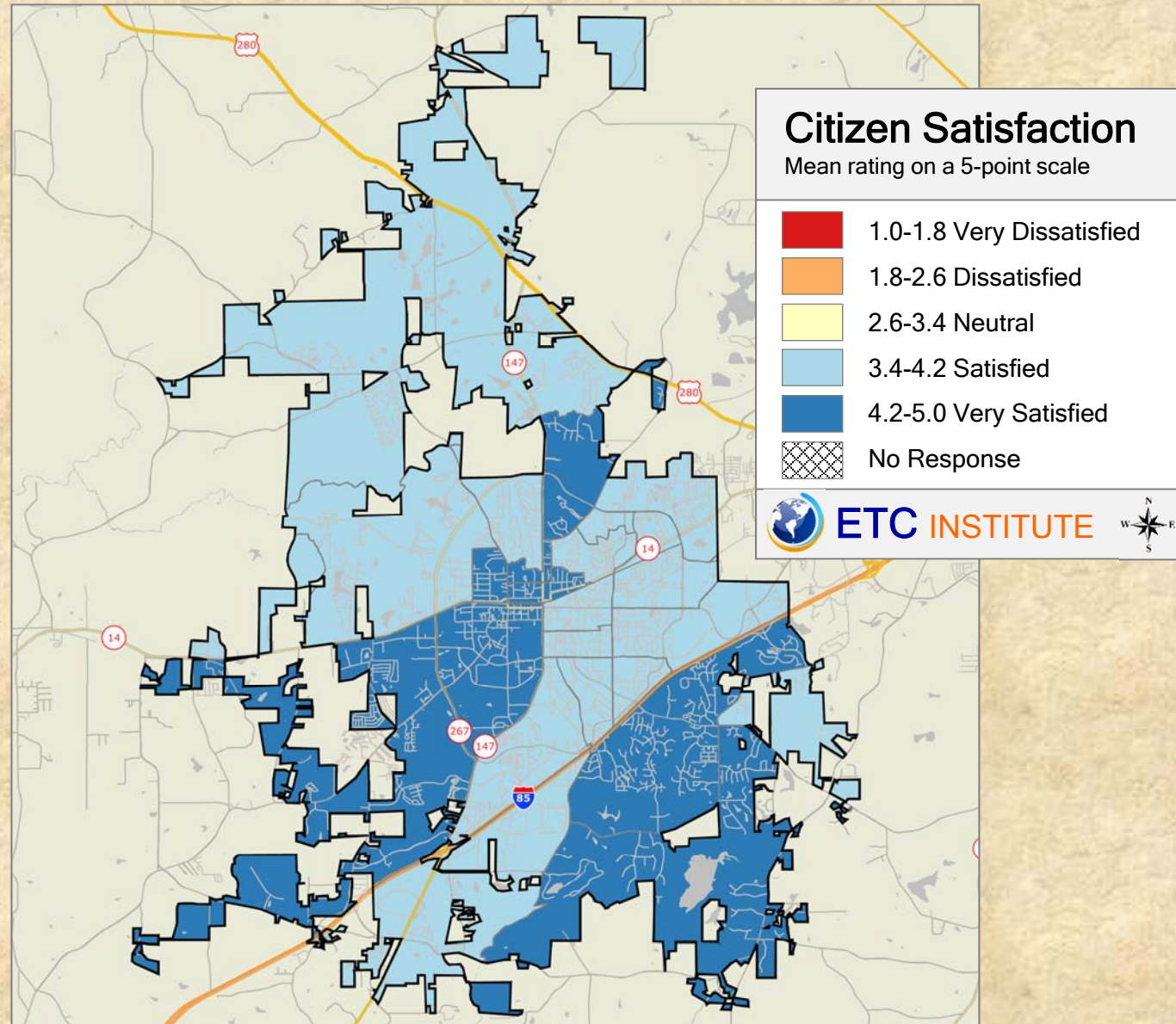
# Q21.1 Satisfaction with: Cleanliness of downtown areas



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

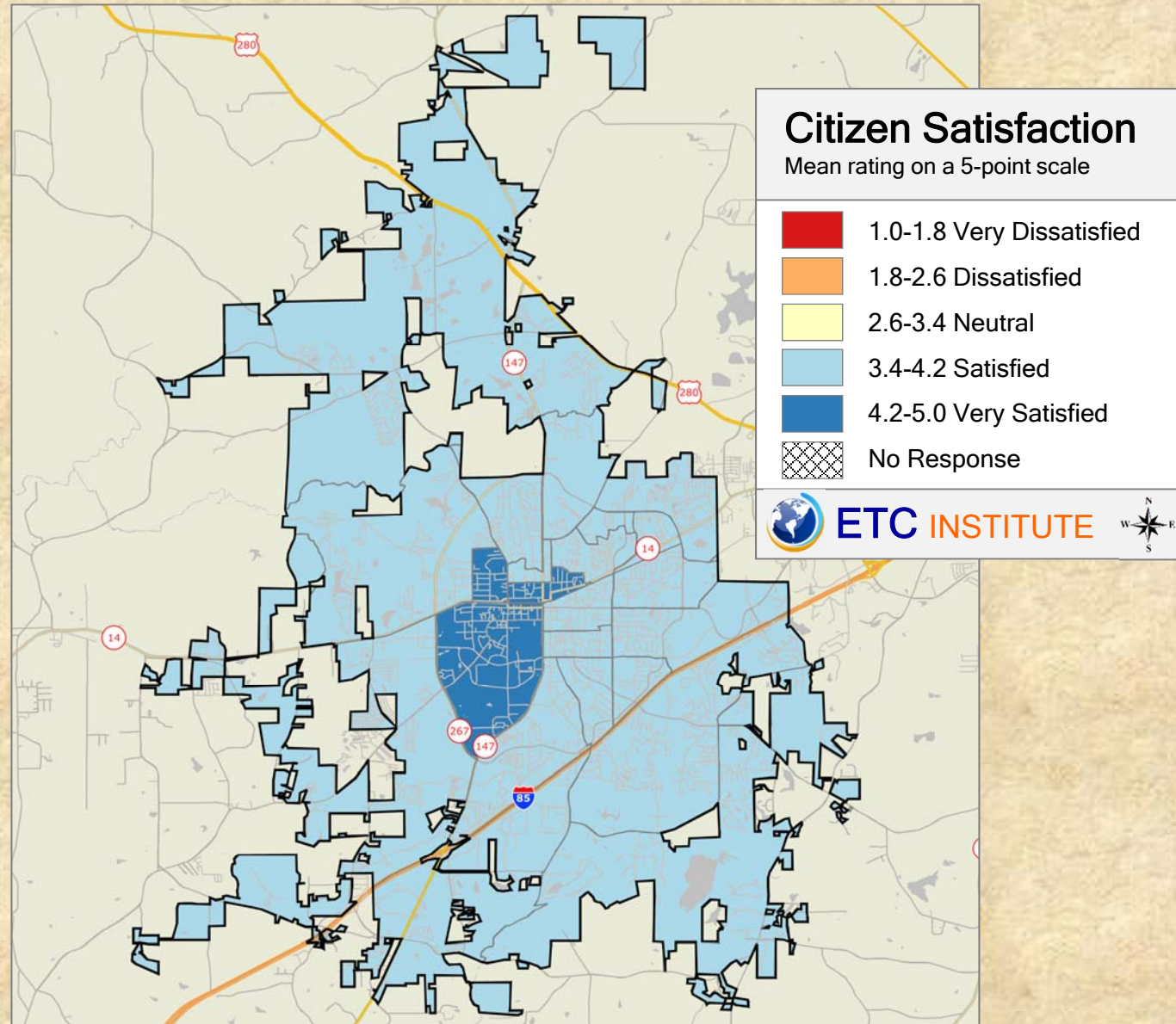
# Q21.2 Satisfaction with: Feeling of safety of downtown at night



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

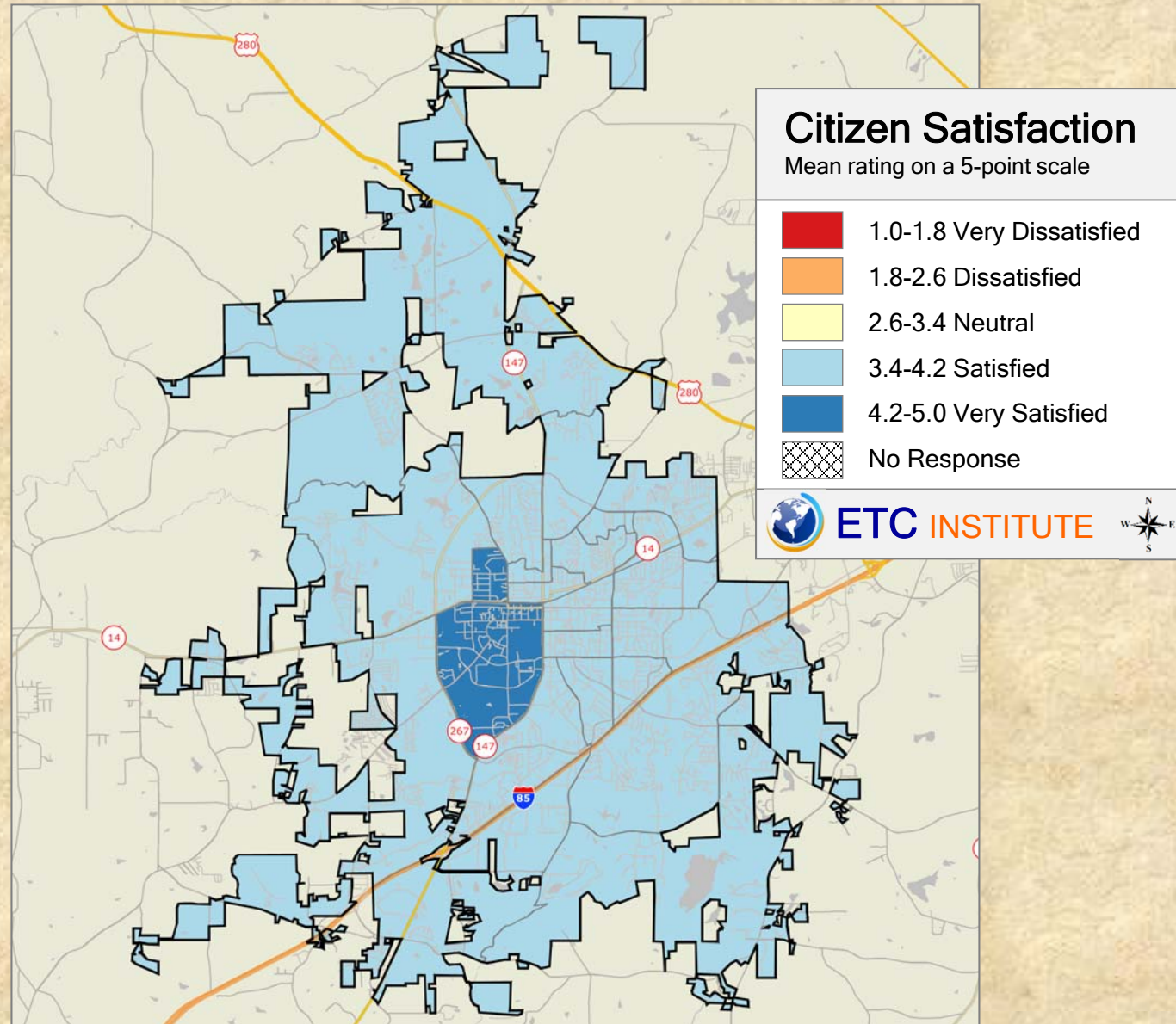
# Q21.3 Satisfaction with: Pedestrian accessibility



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

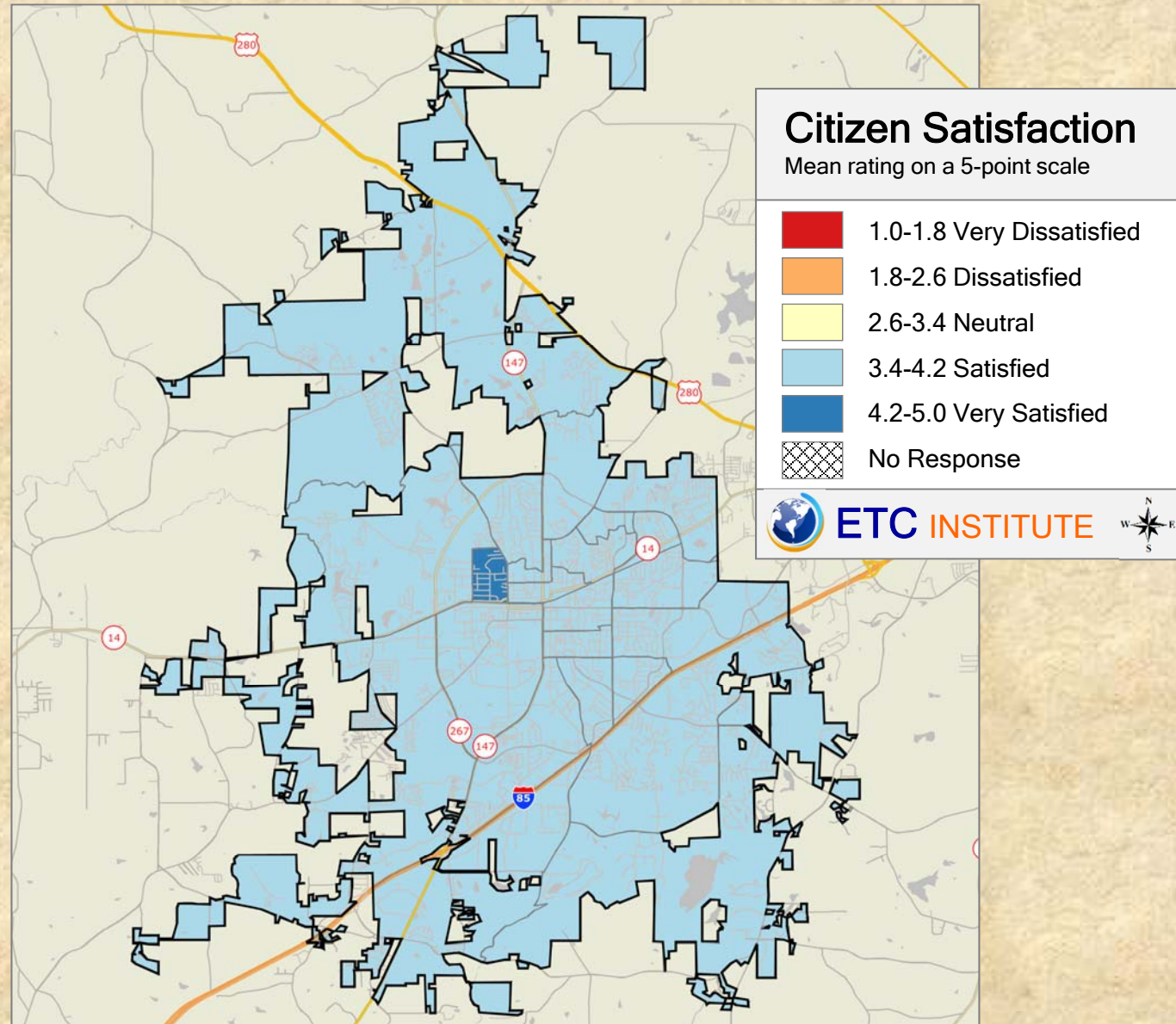
# Q21.4 Satisfaction with: Quality of public events held downtown



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q21.5 Satisfaction with: Landscaping and green space

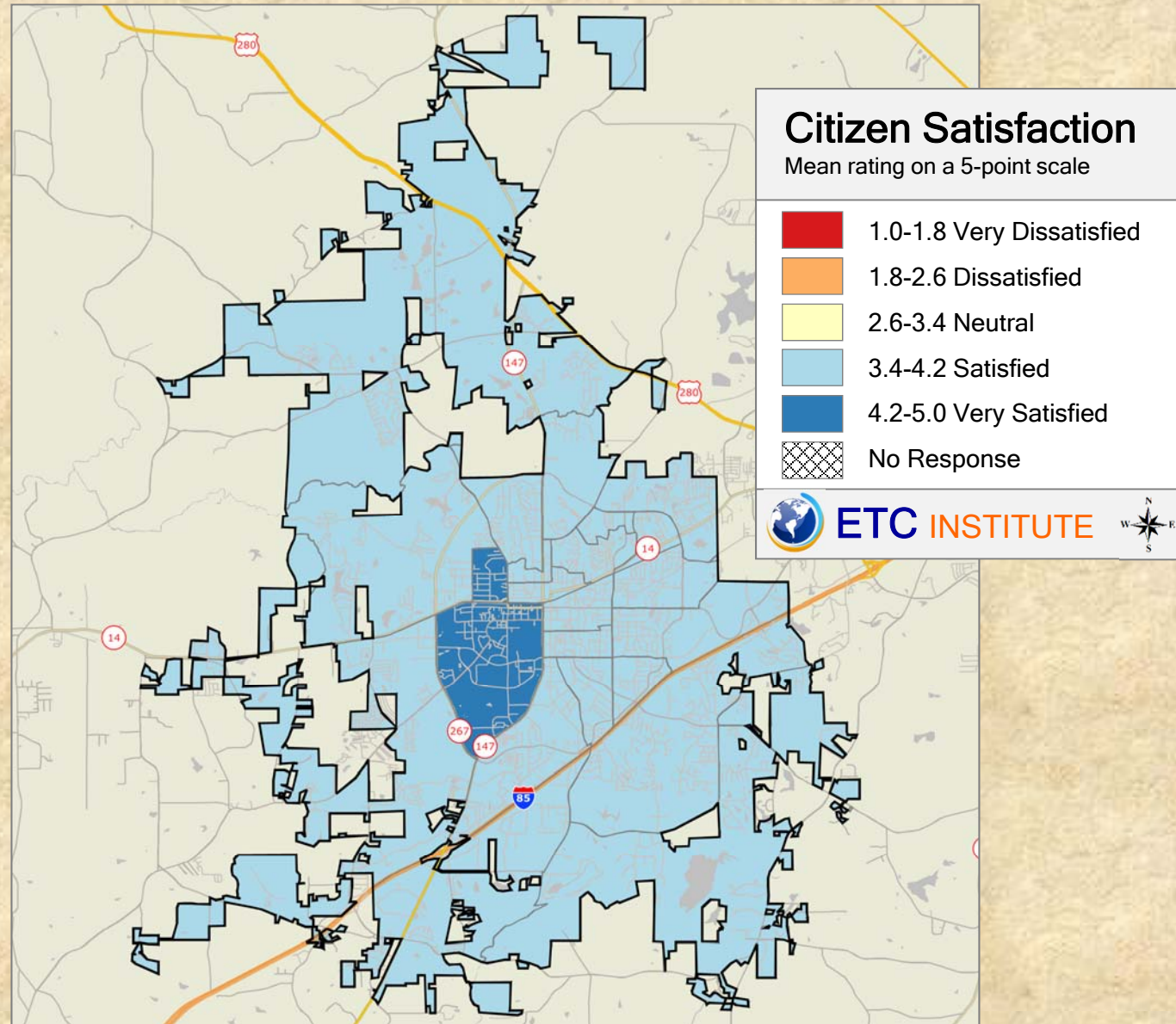


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



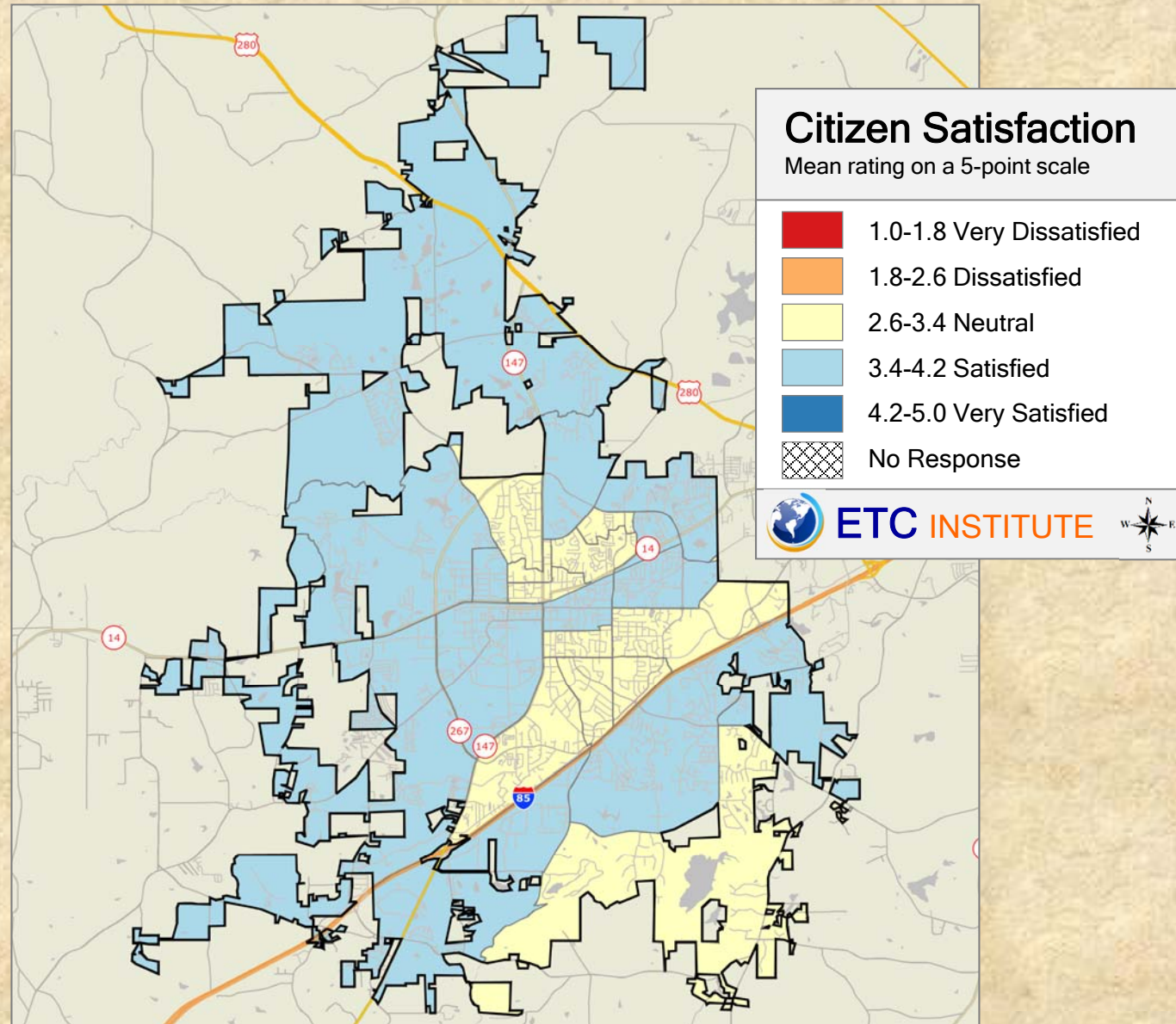
# Q21.6 Satisfaction with: Signage and wayfinding



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

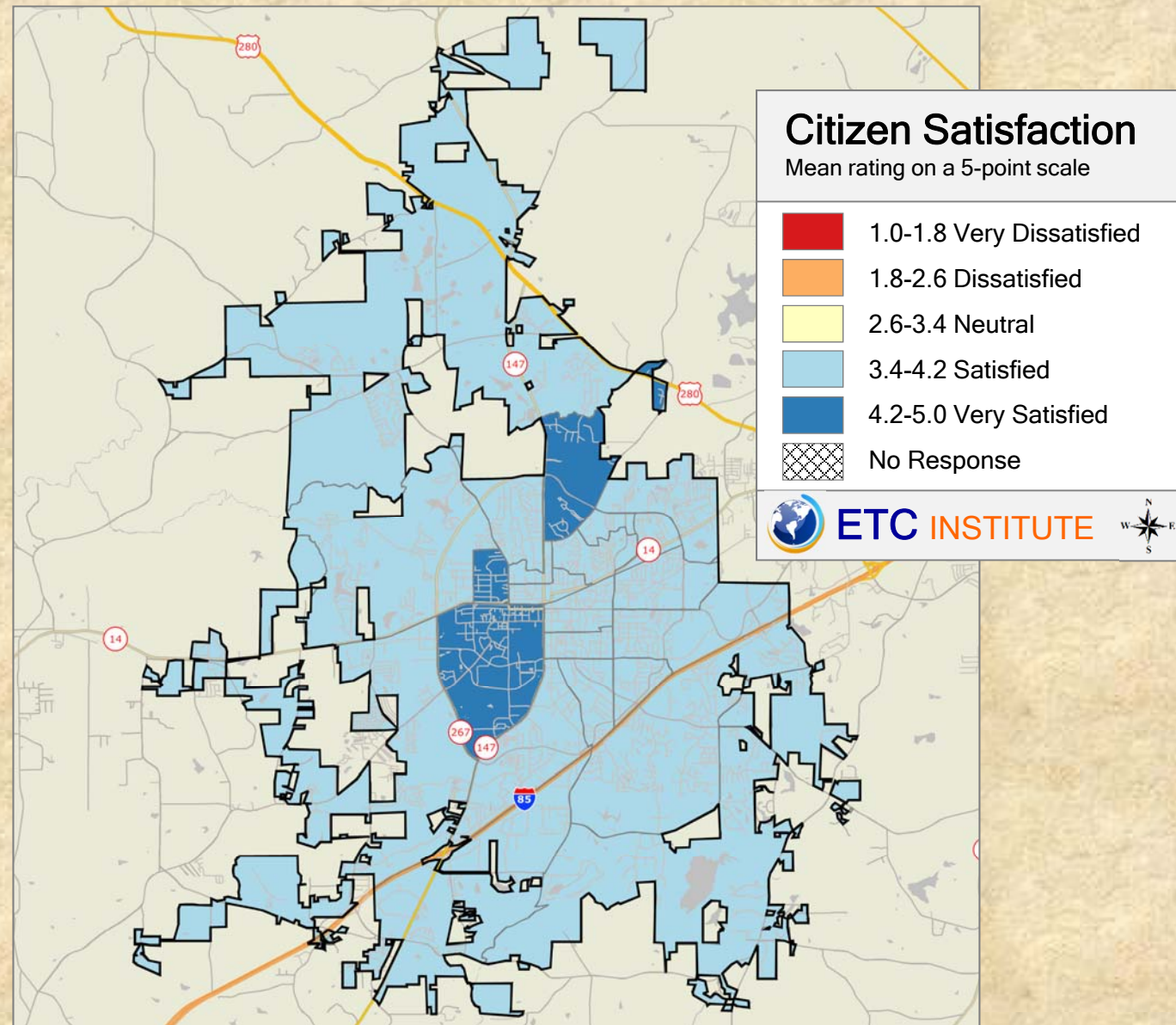
# Q21.7 Satisfaction with: Availability of public event space



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

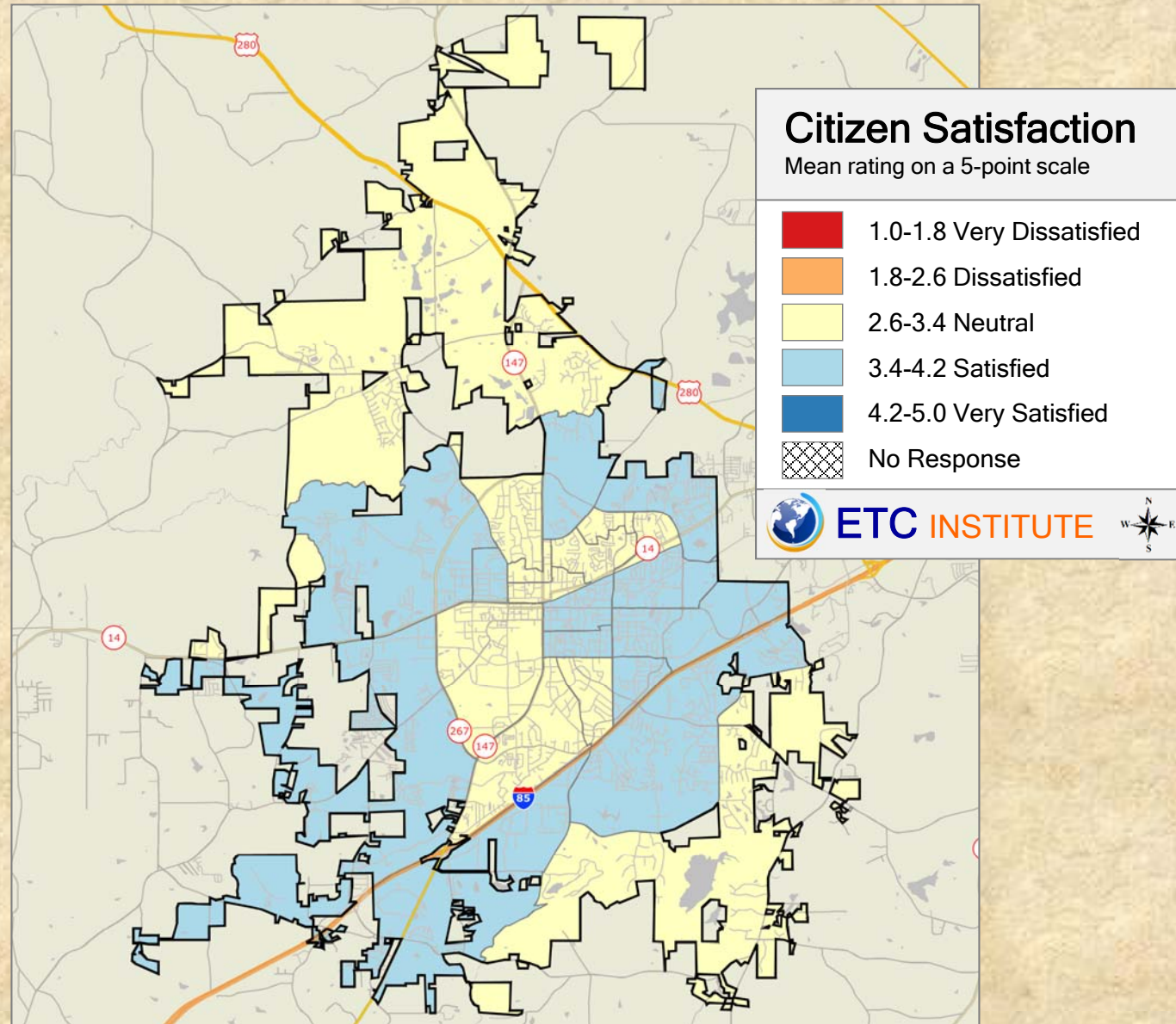
# Q21.8 Satisfaction with: Availability of dining opportunities



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

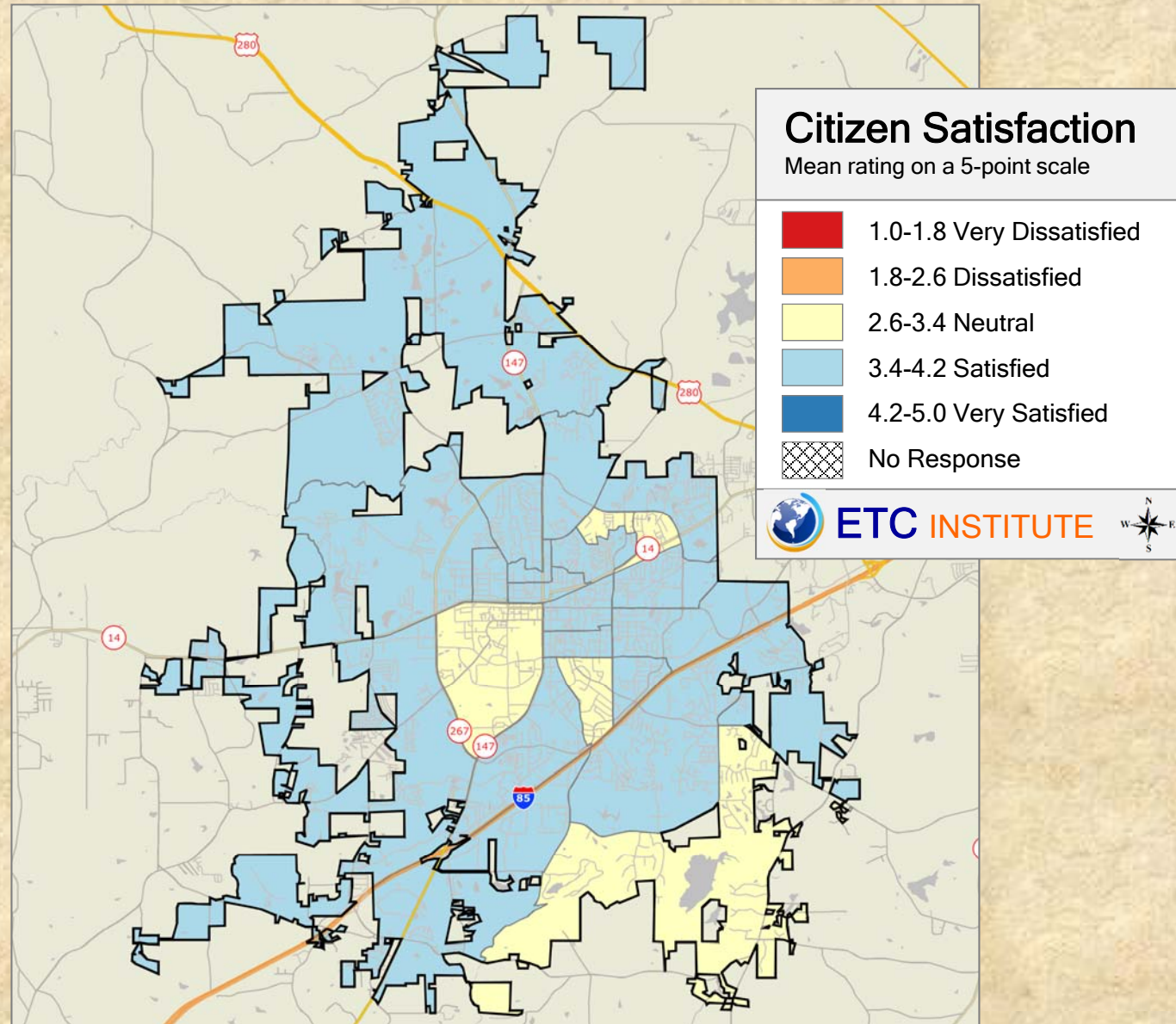
# Q21.9 Satisfaction with: Availability of outdoor dining venues



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

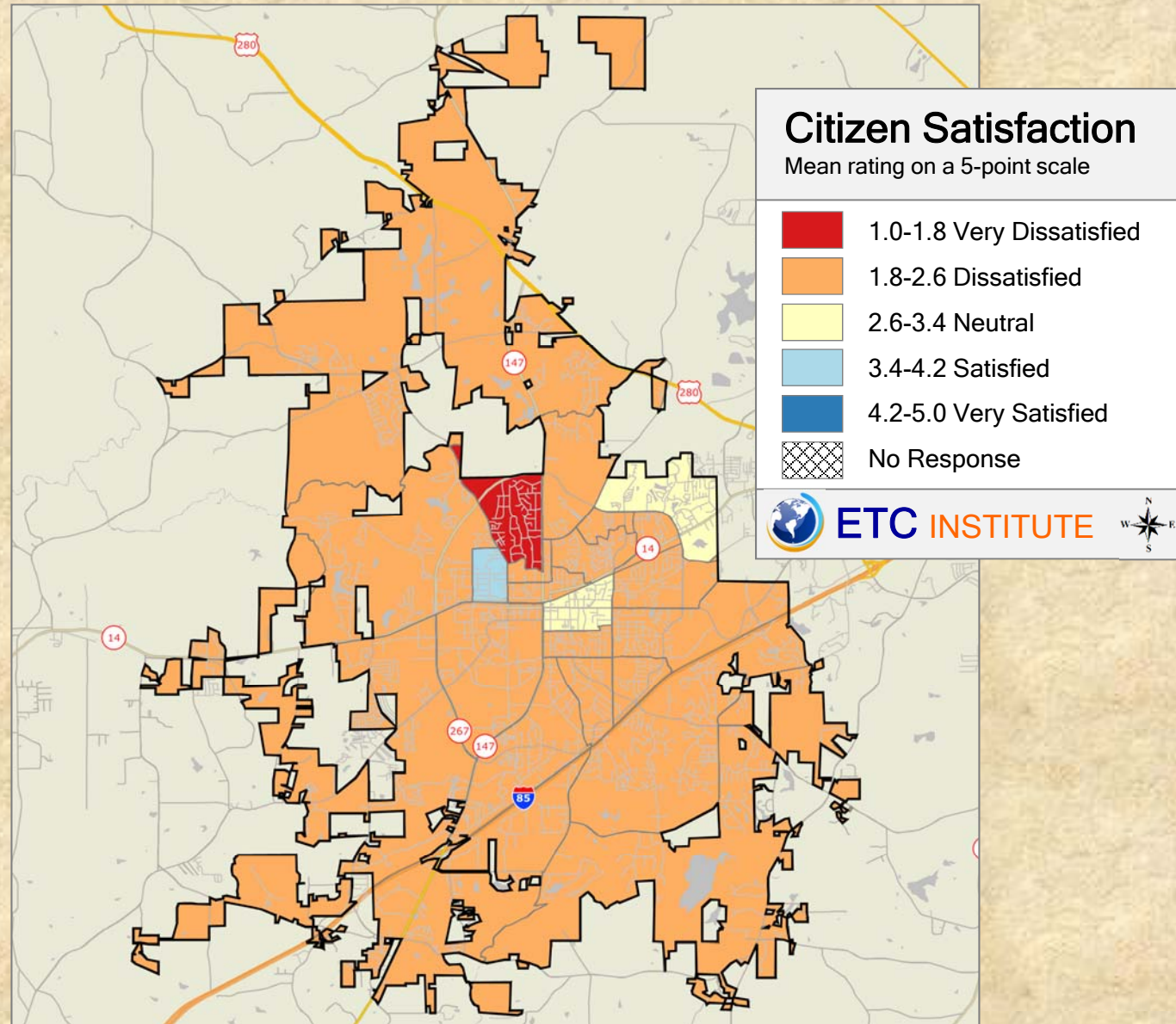
# Q21.10 Satisfaction with: Availability of retail shopping



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

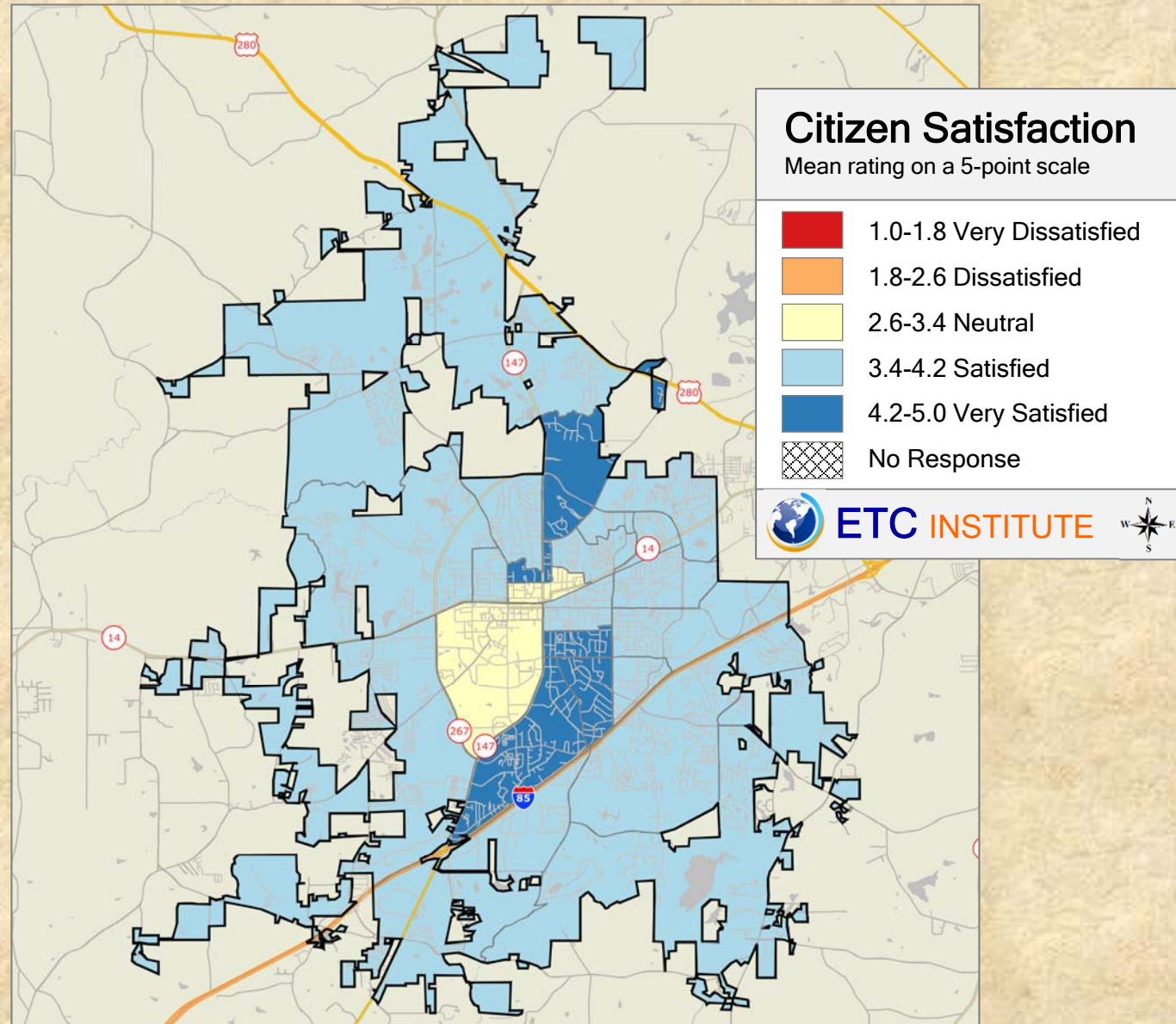
# Q21.11 Satisfaction with: Availability of parking



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

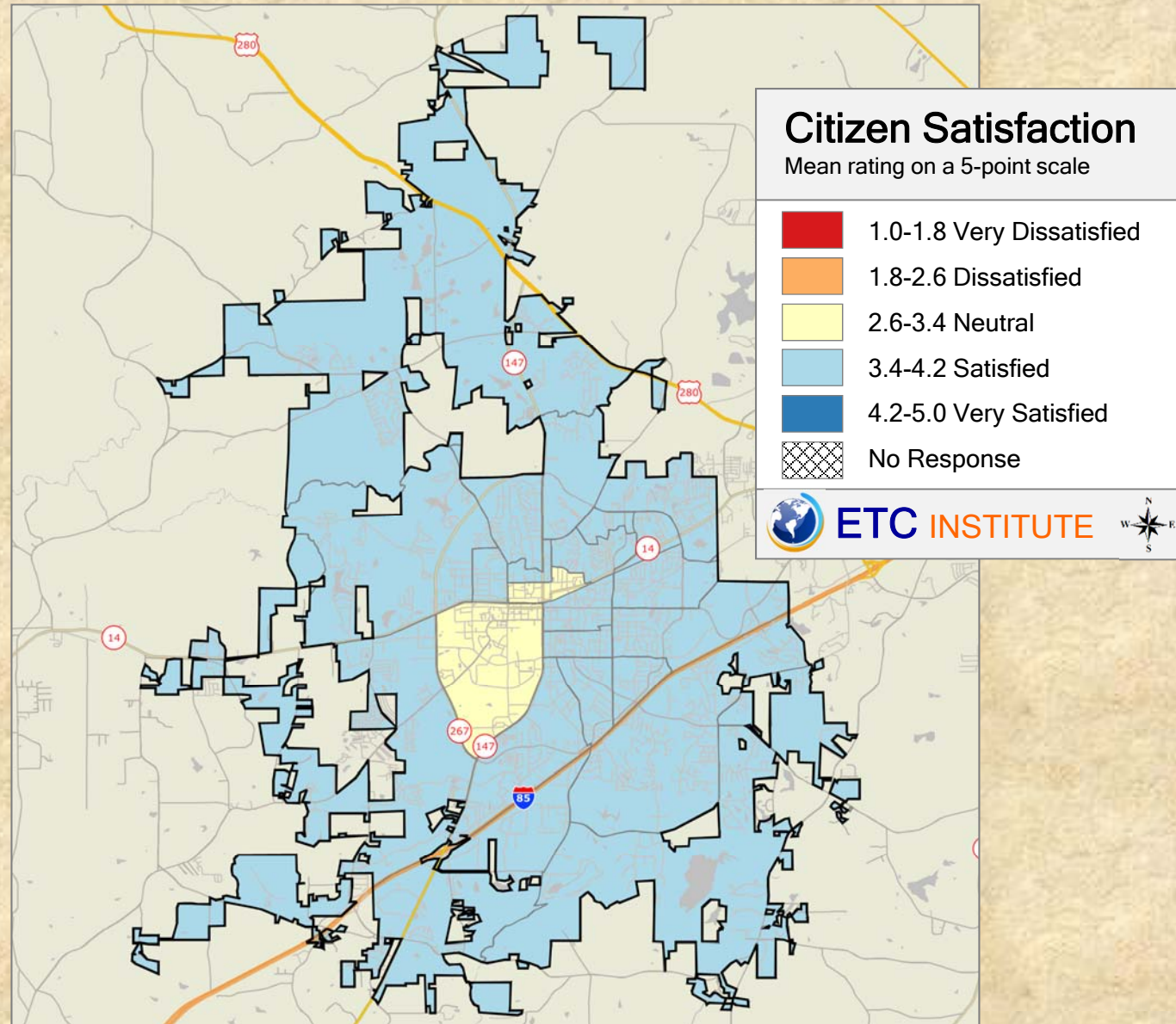
# Q24.1 Satisfaction with: Quality of Open Line newsletter



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q24.2 Satisfaction with: Quality of the city's website

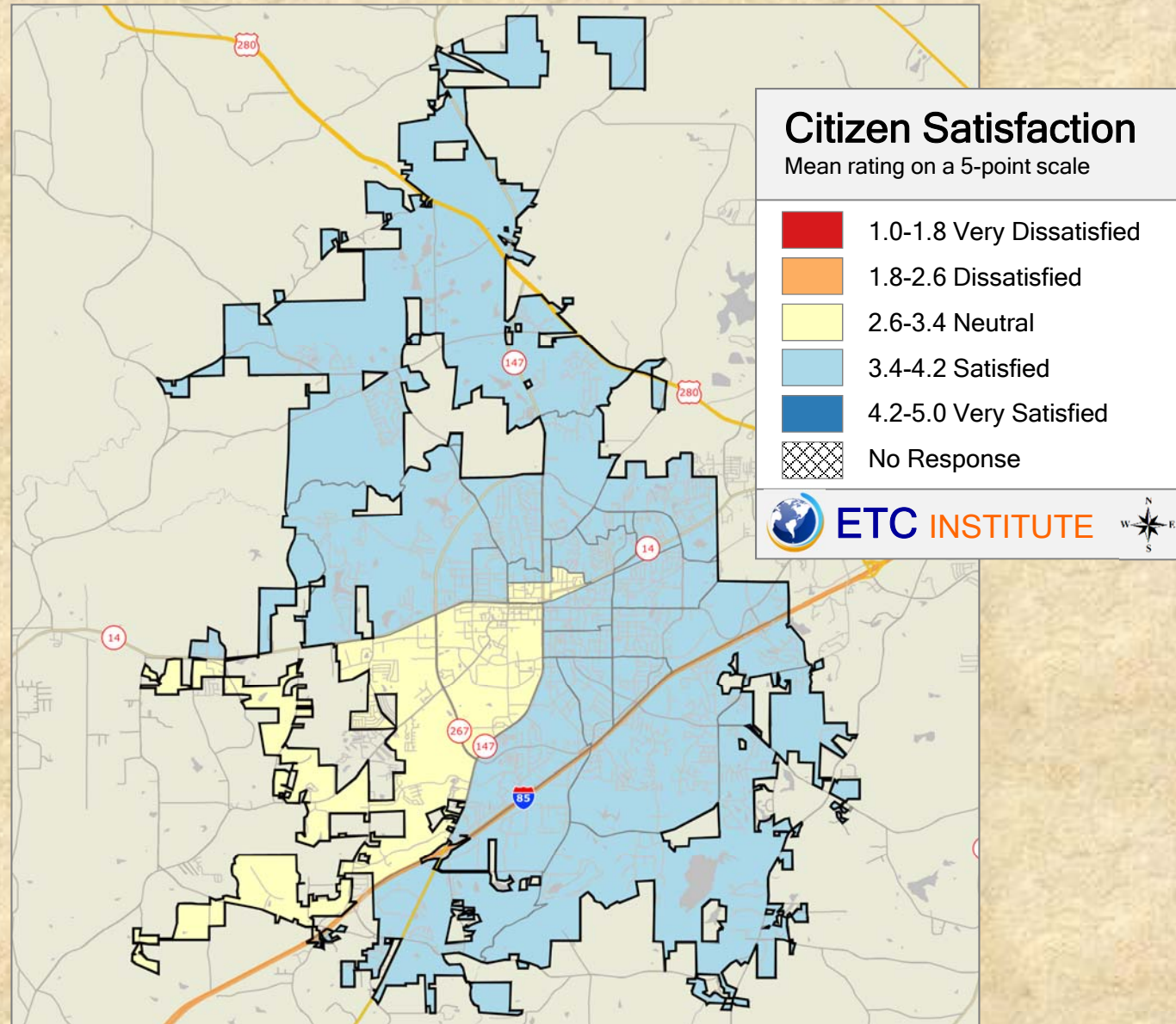


## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



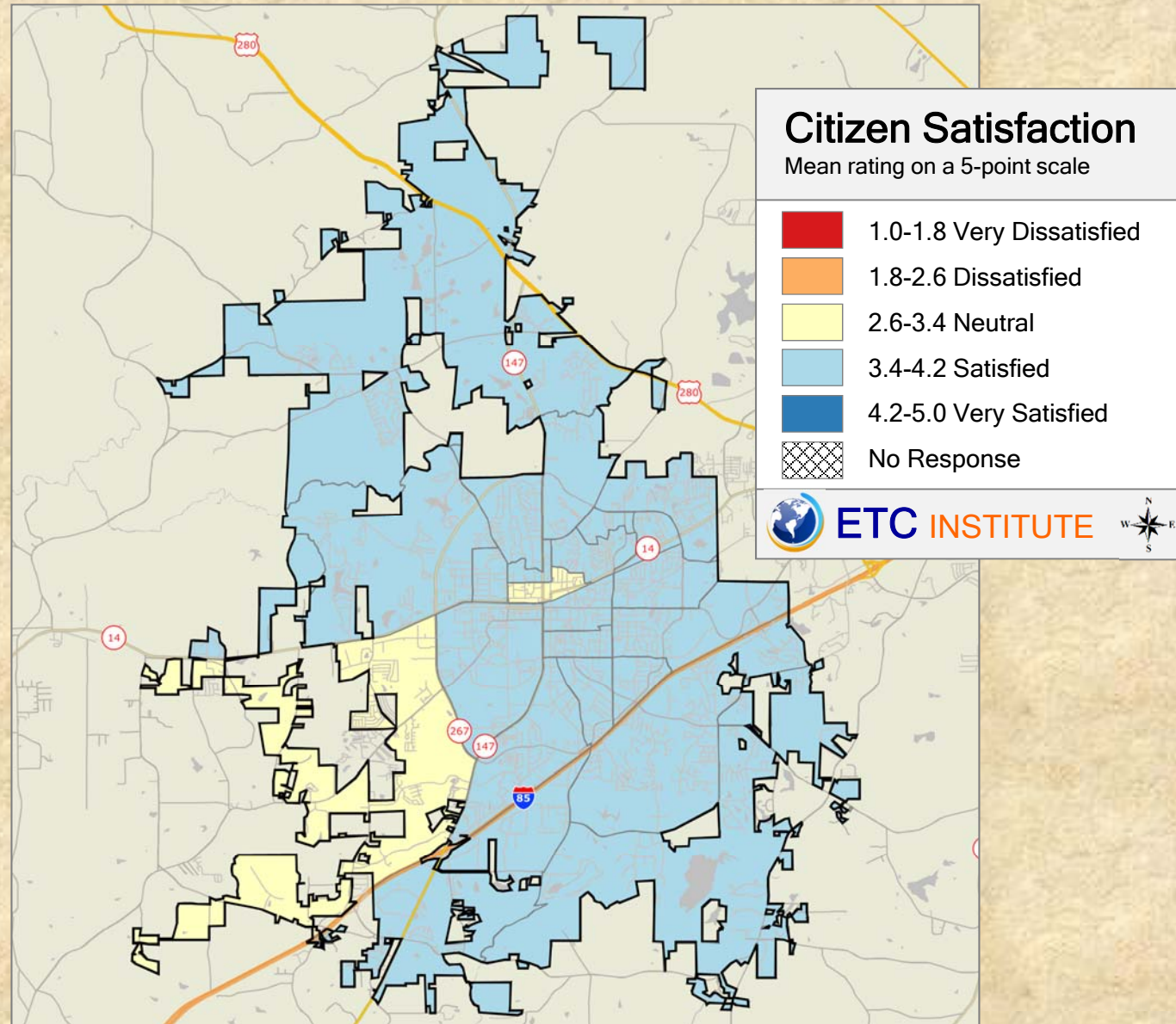
# Q24.3 Satisfaction with: Quality of the city's social media



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

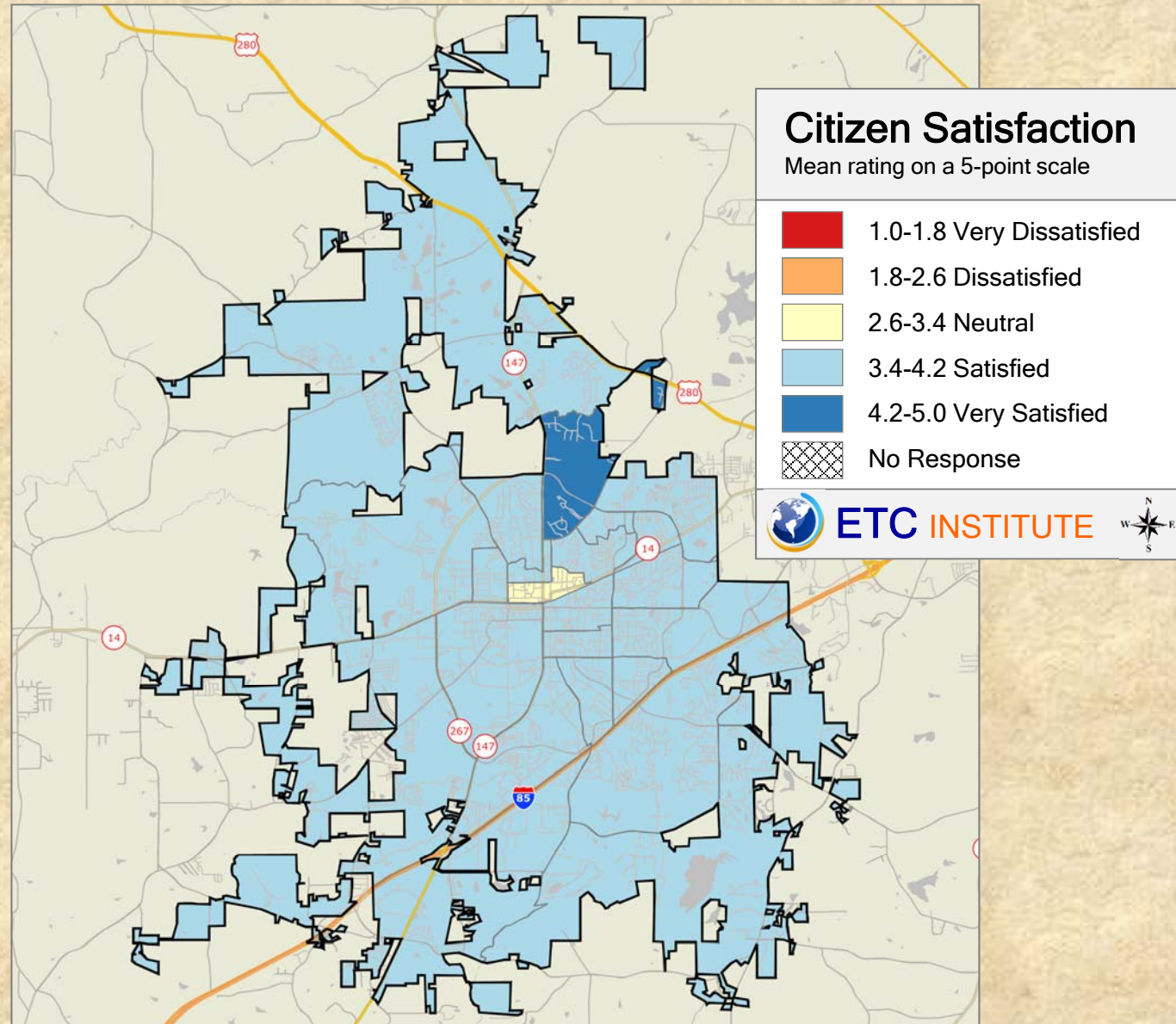
# Q24.4 Satisfaction with: Availability of information on city services and programs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

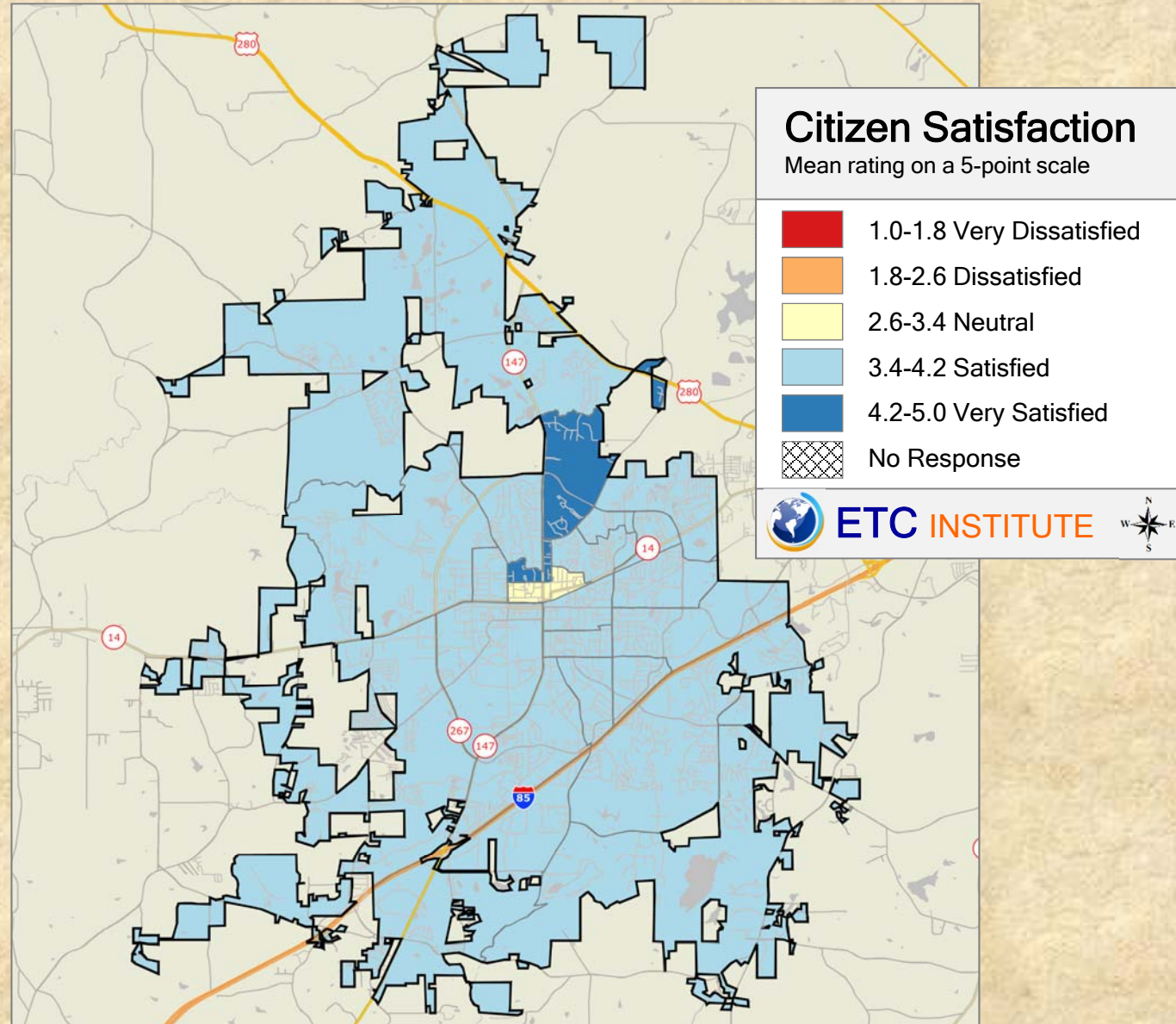
# Q24.5 Satisfaction with: Availability of information about Parks and Recreation services and programs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q24.6 Satisfaction with: Availability of information about Auburn Public Library services and programs



## 2018 City of Auburn Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## 2004-2018 Citizen Survey Trend Comparison

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	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2018 Significant Changes			
																Impr. over low point	1 Year Change	2 year Change	5 year Change
<b>Overall Satisfaction</b>																			
Quality of School System	87	<b>85</b>	89.3	91.4	90.1	91.5	92	89.3	93.2	<b>93.8</b>	90.5	89.3	89.9	91.4	91	6			
Quality of police, fire, ambulance	89.4	88.5	<b>84.8</b>	86.3	87.5	87.9	89.3	88.3	91	91.6	91.5	91.1	92.6	<b>93.2</b>	91.2	6.4			
Quality of Parks & Rec programs and facilities	<b>84.2</b>	79.3	82.2	80.8	80.8	80.7	80.5	81.7	80.3	80.7	82.4	84.1	<b>77.9</b>	81	81.9	4	4		
Maint. of street, buildings, & facilities	60.5	<b>56.2</b>	59.6	60.3	62.8	64.2	65	69.9	64.4	68.1	<b>74.2</b>	71.5	68.4	67.9	65.9	9.7			<b>-8.3</b>
Enforcement of City codes and ordinances	60.8	58	55.6	<b>51.6</b>	55	59.1	60	65.2	64.5	62.7	<b>67</b>	64.6	63.8	59.6	61.7	10.1			<b>-5.3</b>
Quality of customer service from City employees	77	73.7	70.7	74.4	79	<b>79.8</b>	79.2	78.5	79.7	<b>70.5</b>	79.1	76	73.2	73.1	72.2				<b>-6.9</b>
Effectiveness of communication with public	69.4	63.7	<b>59.9</b>	61.3	67.5	67.5	73	<b>75.5</b>	74.9	73.6	74.6	66.6	63.2	63.6	66	6.1			<b>-8.6</b>
Quality of City's stormwater system	67	<b>56.7</b>	57.2	57.1	61.9	65.7	65.4	<b>71.8</b>	70.6										
Quality of library facilities and service	89	88.4	87.4	87.9	87.4	89.7	88.5	<b>90</b>	86.9	88.2	87.9	88.8	88.1	<b>86</b>	88.1				
Flow of traffic and congestion management	40	41.6	42.5	42.8	41.7	49.1	56.3	55.7	54.3	55.3	<b>62.6</b>	56.1	45.4	<b>39.8</b>	42.4				<b>-20.2</b>
Collection of Garbage, Recycling, and Yard Waste										<b>85.9</b>	84.5	83.7	<b>81.6</b>	83	81.7				

## 2004-2018 Citizen Survey Trend Comparison

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	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2018 Significant Changes			
																Impr. over low point	1 Year Change	2 year Change	5 year Change
<b>Perceptions of the City</b>																			
Value you receive for your tax and fee dollars	73.3	67.7	67.4	73.5	73.8	75.2	73.9	77.3	71.5	76.4	76.1	75.7	75.2	72.9	74.1	6.7			
Image of the City	84.9	79	81.7	78.4	83.3	84.9	88.3	91.2	89.3	88	90.9	86.1	86.5	85.1	83.5	5.1		-7.4	
Quality of life in the City	86.8	83.1	85.3	86.7	88.4	91.6	89.8	90.5	89.2	90.7	92.1	91.3	90.8	87.6	87.5	4.4		-4.6	
Appearance of the City	79	70	71	69.1	74.8	75.2	79.7	82.2	80.3	77.3	80.9	76.9	75.8	77.1	73.3	4.2		-7.6	
Quality of City services	82.3	77.3	77	78.1	83.1	83	82.6	84.4	84.5	83.3	85.6	86	86.4	81.6	83.1	6.1			
<b>Satisfaction with City's Leadership</b>																			
Quality of leadership of the City Council	70.3	65.6	65.9	57.9	64.4	66.8	70.4	78.6	73.3	67.7	68.3	63.4	60	59.6	60.1			-8.2	
Effectiveness of boards and commissions	65.8	57.9	58.9	55	56.6	58.9	63.4	72.9	69.2	62.4	62.9	56.4	53.2	54.1	54.8			-8.1	
Effectiveness of the City Manager	75.5	67	66.4	62.9	63.8	68.9	75.2	79.7	75.5	72.1	71.4	66.6	61.2	61	60.8			-10.6	
Public involvement in local decision-making	51.9	41.5	42.1	38.8	46.1	41.7	48.8	56.8	48.5	45	49.4	43.5	43.8	46.5	45.5	6.7		-3.9	
Transparency of City government						45.8	54.5	60.6	53.1	44.8	46.9	40.6	40.5	42.2	45.1	4.6		4.6	
* moved from City Communication question section in 2016																			
<b>Please rate Auburn as a...(% of residents responding excellent or good)</b>																			
Place to live	92.4	92.9	94.8	95.5	94.9	94.3	93.7	94.6	94.6	94.8	96.1	95.5	96.2	95	94.7				
Place to raise children	93.5	92.3	94	93.9	94.2	96.1	93.8	94.7	94.8	94.9	96.1	94.7	96.6	94.9	95.5				
Place to work	81.6	80.2	82.8	85.6	82.5	82.4	82.4	85.9	81.8	82.9	82.1	80.1	84.7	82.5	82.2				
<b>Satisfaction with the City's Communication with the Public</b>																			
Availability of info. about Parks & Rec services and programs	66.9	65.4	66.8	73.3	73.6	70.8	71	75.6	74.6	68.9	70.6	66.8	67.2	64.8	71.9	7.1	7.1	4.7	
City's monthly newsletter Open Line	76.5	74.8	73.5	77.1	78.9	78.9	75.2	79.9	76.9	80.9	80.7	80	76.1	74.5	78	4.5			
Quality of the City's webpage	61.9	55.7	60.3	60.5	69.1	69.1	67.7	71.5	66.8	71.3	66.9	63.9	66.6	60.9	69.5	13.8	8.6		
Availability of information on City services and programs					62	57.1	63.1	66.5	62.3	65.8	65.3	63.7	61.7	61.3	67.7	10.6	6.4	6	
Availability of info about Library services & programs													71.1	68.4	72	3.6			
City's social media (Twitter, Facebook, etc.)										48.8	56	52.4	54.1	55	64.6	15.8	9.6	10.5	8.6

## 2004-2018 Citizen Survey Trend Comparison

Satisfaction level results include, unless otherwise noted, respondents who indicated they were either satisfied or very satisfied with the service noted. Results excluded "don't know" responses where applicable. **Green font** highlights the lowest point in the trends in each row, while **blue font** represents the peak; **Red font** indicates a statistically significant (approximately 4%) decline in the 2018 results over 1-year, 2-year and 5-years; when there was no significant change, cells are left blank.

															2018 Significant Changes				
	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Impr. over low point	1 Year Change	2 year Change	5 year Change
<b>Satisfaction with Public Safety Services</b>																			
Overall quality of police protection	85	84.8	<b>82.4</b>	84	85.1	83.8	87	87.8	89.2	89.5	90	88.4	90	<b>90.3</b>	89.9	7.5			
Visibility of police in neighborhoods	64.1	64.9	<b>60.7</b>	66.3	63.3	61.7	72.8	73.5	73.9	75.9	<b>80.5</b>	76	78.9	77	78.7	18			
Visibility of police in retail areas	62.9	66.9	<b>60.5</b>	63.2	64.9	63.6	68.1	71.6	69.7	74.6	77	75.3	<b>80.2</b>	75.4	78.6	18.1			
Police emergency response	78.2	78.2	<b>72.2</b>	74.7	76.6	76.4	78.8	81.5	80	77.5	80	79.1	<b>83.5</b>	82.7	80.9	8.7			
City's efforts to prevent crime	71.9	72.5	<b>59.2</b>	66.6	65	66.4	69.6	75.2	72.4	75.4	76.8	72.5	77.1	77.8	<b>78.4</b>	19.2			
Police safety education programs	66.9	66.6	<b>53</b>	60.9	62.2	62	65.7	67	65.6	71	70.6	67.6	70.4	71.5	<b>74.3</b>	21.3		3.9	
Enforcement of local traffic laws	63.1	62.8	<b>57.1</b>	61	65.9	65	75.2	<b>75.8</b>	69.6	71.5	71.5	73.6	69.9	71.5	74.2	17.1		4.3	
Quality of local fire protection	88.8	88.3	<b>82.8</b>	87.8	86.2	84.6	86.9	88.8	86	88	91.7	89.6	92.2	92.9	<b>93.7</b>	10.9			
Fire personnel response	85.9	83.6	<b>76</b>	81.9	83.1	79.8	85.3	86.9	82.6	83.7	88.5	87.5	90.6	90.8	<b>92.1</b>	16.1			
Fire safety education programs	70.1	70.5	<b>62.3</b>	70.4	68.5	66.4	73.8	73	70	72.9	76.2	73.6	75.8	78	<b>80.1</b>	17.8		4.3	<b>3.9</b>
Quality of local ambulance service	79.2	74.5	<b>69.9</b>	75	75.4	73.4	77.4	80.4	77.8	78.4	82.2	83.6	82.3	<b>85.2</b>	85.1	15.2			
Quality of animal control	63.2	59.8	57.8	59	60.3	59.9	60	<b>63.8</b>	<b>57.5</b>										
<b>How safe do you feel...(% of safe/very safe)</b>																			
In your neighborhood during the day	94.1	94.7	95.1	95.7	94.8	93.8	94.9	94.9	95.7	<b>93.1</b>	95.9	<b>97.2</b>	95.6	96.9	96.6	3.5			
In your neighborhood at night	85.3	84.6	84.2	86.1	85.6	<b>81.5</b>	83.8	86	83.7	82.8	87.4	85.3	84.7	87.2	<b>88.9</b>	7.4		4.2	
In City parks	75.2	71.9	<b>65.7</b>	68.5	70.1	70.6	69.7	73.8	71.5	71.1	77.2	<b>80.8</b>	77.6	78.3	77.2	11.5			
In commercial and retail areas			77.2	<b>74.4</b>	77.8	79.5	81.8	84.6	82.2	80.8	84.7	<b>85.2</b>	83.8	83.8	83.5	9.1			
In downtown Auburn					<b>85.3</b>	86.1	89	90.5	88.1	88.3	<b>92.3</b>	91.5	91.5	89.8	89.4	4.1			
Traveling by bicycle										<b>37.9</b>	<b>45.8</b>	41.6	42.3	40	43.4	5.5			
Traveling as a pedestrian										64.8	68	68.4	<b>68.8</b>	65.4	<b>64.4</b>			<b>-4.4</b>	
Overall feeling of safety in Auburn	<b>86.6</b>	88	86.7	88.3	90.1	87.9	89.4	91.6	90.7	89.8	91.8	<b>93</b>	92.2	90.5	91.8	5.2			

## 2004-2018 Citizen Survey Trend Comparison

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	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Impr. over low point	2018 Significant Changes		
																	1 Year Change	2 year Change	5 year Change
<b>Satisfaction with Codes and Zoning Enforcement ^</b>																			
Enforcing neighborhood clean-up of litter/debris	63.6	57.9	61	67.2	71.6	71.5	76.8	76	76.7	85.4	81.9	81.7	83.2	82.3	79.5	21.6			
Enforcing sign regulations in City	61.5	60.5	55.4	57.2	61.3	63.5	68.4	68.3	63.4										
Enforcing zoning regulations in the City		52.1	45.8	33.7	44.3	46.1	53.6	63.1	54.3										
Enforcement of unrelated occupancy		40.2	35.4	31.9	38.7	41.1	43.4	53.5	47.5						59.5	27.6			
Enforcement of building codes			49.7	41.4	52.2	51.7	60	64.1	57.6										
Erosion and sediment control regulations				33.3	41.5	43.7	49.6	57.4	54										
Fire codes and regulations				67.4	69.6	69.1	77.4	76.7	73.8										
Cleanup of large junk/abandoned vehicles										76.9	80.9	81.7	79.5	80.5	75.8		-4.7		-5.1
Cleanup of overgrown and weedy lots										57.7	63.5	60.6	64.5	63.8	57.1		-6.7	-7.4	-6.4
Efforts to remove dilapidated structures										57.4	64.6	65	64.1	65.1	55.1		-10	-9	-9.5
Control of nuisance animals										60	67.8	63	67.8	65.3	64	4			
Enforcement of loud music												61.9	61.7	60.5	57.5			-4.2	
<b>Impact Auburn University students have had on your neighborhood</b>																			
Positive responses	35.6	30.8	25.9	28.4	29.3	34.8	32.4	38.6	38.3										
<b>Satisfaction with the City's Utility Services</b>																			
Residential trash collection services	82.6	79.7	83.9	87.4	87.1	91.5	88.3	90.6	89.9	93	92	92.7	91.5	92.3	92.3	12.6			
Curbside recycling services	77.5	67	74.4	75.4	75.7	76.5	70.3	75.2	73.4	76.7	73.7	74.2	69.6	69.4	73.9	6.9	4.5	4.3	
Yardwaste removal services	79.9	73	77.9	81.9	80.6	82.8	81.6	86.4	84.5	86.2	83.7	85.5	85.1	84	84	11			
Sanitary sewer service to your home	86.7	82.2	79.4	82.3	83.3	82.1	82.5	83.4	81.4										
Quality of water service to your home	84.1	80.3	78.8	81.7	85.6	84.4	84.8	81.7	83.4	82.4	82.8	84.9	85.4	82.8	82.7	3.9			
Customer service from the Utility Billing Office	75.4	74.1	70.9	76.5	78.8	76.8	78.1	74.2	75.2	76.7	78.3	78.4	81.1	79.8	80.4	9.5			
Material types accepted for recycling										61.9	62.3	63.2	61.5	58.2	66.6	8.4	8.4	5.1	4.3
Recycling at City's drop-off recycling center										76.5	80.7	80.9	77.7	74.6	76.4				-4.3

^ Codes/Zoning questions were modified to include "in your neighborhood only" in 2013.



## 2004-2018 Citizen Survey Trend Comparison

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2018 Significant Changes			
Impr. over low point	1 Year Change	2 year Change	5 year Change

2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
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### Satisfaction with City's Maintenance Services

Maintenance of City Streets	56.3	55.2	56.3	56.4	62.2	62.8	64	66.8	62.1	71.8	73.5	76.1	74.3	73	69	13.8	-4	-5.3	-4.5
Maintenance of City sidewalks	66.4	62.8	65.2	65.2	66.6	65.8	66.7	66.3	65	74.5	77	74.6	76.3	73.6	70.3	7.5		-6	-6.7
Maintenance of street signs	78.7	73.1	73.6	70.1	74.7	75.7	76.6	77.3	75.5	82.7	87.8	85.7	88	85	83.1	13		-4.9	-4.7
Maintenance of traffic signals	83.5	80.3	80.1	78.5	82.3	81.8	85.2	82.8	82.4	87.8	90.1	87.3	88.6	86.8	85.6	7.1			-4.5
Maintenance of downtown Auburn	84.1	82	79.5	77.4	80	84	84.5	84.8	83	87.3	89.6	88.2	89.3	85.1	82.6	5.2		-6.7	-7
Maintenance of City buildings	89.4	86.5	85.8	83.1	84.6	85.5	84.9	84.8	83.3	83.8	85.4	84.3	84.8	82.6	82.7				
Mowing and trimming along streets and rights-of-way	82.1	74.4	74.3	72.1	72.8	74.7	77.2	76.7	74.7	74.3	82.5	79.9	83.4	79.5	77	4.9		-6.4	-5.5
Cleanup of debris in & near roadways										70	72.2	71.7	75.8	72.3	69			-6.8	
Overall Cleanliness of City streets and public areas	79.5	78.3	73.9	73.7	77.1	76.7	78.6	79.6	79.2	79.8	84.7	71.7	75.8	85.4	82.1	10.4		6.3	
Adequacy of City street lighting	70	63.4	60.3	64.2	63.7	62.6	67.2	64.8	68	67.5	73.4	65	70.7	66.9	65.6	5.3		-5.1	-7.8
Maintenance of Biking Paths and Lanes <i>(moved from P&amp;R 2018)</i>									57.3	53.8	65.6	72.4	71.1	73.3	68.4	6.4	-8.2	-13.1	-12.2
Water lines and fire hydrants in the City	85.3	81.4	78	78.5	80.2	81.6	81.9	82	84.6										
Sewer lines and manholes in the City	79.4	72.6	72.6	71.4	74.9	73.2	77.8	79.4	79.3										

### Satisfaction with the Ease of Transportation

North-south travel in Auburn by car	41.5	41.4	42.6	43.1	43.6	47.6	54.2	54.1	51.8										
East-west travel in Auburn by car	49.4	48.3	45.9	47.8	47.2	52.6	60	59.1	57.2										
Travel by bicycle in Auburn	38.3	34.6	34.3	33.8	34.3	32.6	38	36.3	34.9	35.6	43	40.8	34.8	38.4	35.8				-7.2
Pedestrian travel in Auburn	54.7	51.6	47.3	51.8	50.1	52.4	51.9	54.3	51.4	64.3	68.9	65.6	64.7	61.8	57.5	10.2	-4.3	-7.2	-11.4
Overall connectivity for bicycles and pedestrians															38.3				
Travel by car in Auburn										76.2	81.1	76.4	65.5	60.7	59.2			-6.3	-21.9

## 2004-2018 Citizen Survey Trend Comparison

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### Satisfaction with Parks & Recreation Services and Programs

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2018 Significant Changes			
																Impr. over low point	1 Year Change	2 year Change	5 year Change
Maintenance of City parks	87.6	80	83.3	83.7	83.5	84.6	84	83.2	84.9	82.1	85.6	86.4	84.3	85	83.2				
Maintenance of City cemeteries			73.1	77.9	79.7	81.1	76.5	81.5	81.6	74.6	80.5	79	81.5	76.6	77	3.9		-4.5	
Number of City parks	70.5	63.6	61.6	64.1	66.2	63.9	62.9	68.2	63.4										
Walking trails (included biking trails until 2011)	60.7	57.2	58.5	60.8	61.8	58.8	55.4	57	58.2	75.5	81.1	83.4	82.9	79.3	80.2	24.8			
Quality of City swimming pools (combined w/ maint. until 2015)	53	48.5	47.9	49.6	53.7	49.5	50.9	57	56.3	60.7	65.4	58	64.5	59.6	61.7	13.8			
Maintenance of City swimming pools												66.1	70	67.4	68.2				
Maintenance of community recreation centers	63.4	57.8	51.8	53.2	55.7	55.4	57.2	58.4	56.4	58.4	74.4	79.6	78.9	77.4	77.9	26.1			
Quality of community recreation centers (combined w/ maint. until 2014)											72.1	75.3	76.5	72.5	74.8				
Quality of outdoor athletic fields	81.2	78.2	76.4	80.5	79.1	80.3	77.4	80.3	74.1	75.6	78.2	75.8	79	77.9	77.9	3.8			
Maintenance of outdoor athletic fields (combined w/ quality until 2014)											79.8	77.8	79.8	78.8	79.8				
City's youth athletic programs	80.1	76.1	76.1	79.4	77.9	77.8	74.3	75.6	77	74.3	78.2	78.4	77.6	77	77				
City's adult athletic programs	66.7	60.9	59.4	61.1	64.3	58.5	60.7	64	63.3	58	64.6	64.1	64	64.5	62	4			
City's cultural arts programs										67.3	68.7	70.9	69.1	69.6	69.8				
City's senior programs										53.6	59.4	69.3	60.1	63.7	66.3	12.7		6.2	6.9
Special needs/therapeutics programs										53.3	57.3	62.7	55.7	59.5	56.7				
Other City recreation programs (previously incl. CityFest, etc..)	67.6	61.5	57.5	65.4	65.2	61.2	65.5	67.7	63.1										
Ease of registering for programs	70.9	68.6	65.2	71.6	70.9	72.8	72.6	72.6	72.1	65.1	70	72.7	68.8	66.2	72	6.9	5.8		
Fees charged for recreation programs	69.4	60.2	60.4	64.3	67.3	65.8	65.5	66.9	65.3	59.6	66.4	67.9	67.6	67.4	71.3	11.7	3.9		4.9
Quality of special events (cityfest, downtown trick or treat)													77.2	77.6	76				

# - Questions were changed to separate maintenance and quality measurements in 2014 survey.

## 2004-2018 Citizen Survey Trend Comparison

Satisfaction level results include, unless otherwise noted, respondents who indicated they were either satisfied or very satisfied with the service noted. Results excluded "don't know" responses where applicable. **Green font** highlights the lowest point in the trends in each row, while **blue font** represents the peak; **Red font** indicates a statistically significant (approximately 4%) decline in the 2018 results over 1-year, 2-year and 5-years; when there was no significant change, cells are left blank.

2018 Significant Changes			
Impr. over low point	1 Year Change	2 year Change	5 year Change

2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
------	------	------	------	------	------	------	------	------	------	------	------	------	------	------

### Satisfaction with Library Services

Hours of operation														88.1
Customer Service														89.4
Books & audio/visual for children														81.0
Books & audio/visual for adults														80.8
Children's programs														78.3
Adult programs														68.9
Technology resources														77.5
E-book collection														70.2
Availability of parking														81.4
Availability of study														78.0

## 2004-2018 Citizen Survey Trend Comparison

Satisfaction level results include, unless otherwise noted, respondents who indicated they were either satisfied or very satisfied with the service noted. Results excluded "don't know" responses where applicable. **Green font** highlights the lowest point in the trends in each row, while **blue font** represents the peak ; **Red font** indicates a statistically significant (approximately 4%) decline in the 2018 results over 1-year, 2-year and 5-years; when there was no significant change, cells are left blank.

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2018 Significant Changes					
																Impr. over low point	1 Year Change	2 year Change	5 year Change		
<b>Downtown Auburn Issues</b>																					
Cleanliness of downtown areas											90.5	91.7	90.3	92.6	90	90.6					
Feeling of safety in downtown at night											83.1	89.2	87	84.3	82.1	82.7				-6.5	
Pedestrian accessibility											82.5	85	84.9	83.5	82.1	80.2				-4.8	
Quality of public events held downtown											76	80	77.9	71.8	74.5	73.7				-6.3	
Landscaping and green space											71.1	75.2	72.8	79.9	75.6	74.8	3.7		-5.1		
Signage and wayfinding											78.2	80	77.3	85.2	78.9	79.4			-5.8		
Availability of public event space											51.8	59.1	56.5	60.6	57.5	49.1		-8.4	-11.5	-10	
Availability of dining venues														73.2	72.6	69.7	71.7				
Availability of outdoor dining venues											45.6	50.1	49.9	56.2	52.8	49.7	4.1		-6.5		
Availability of retail shopping											59.3	62.8	62.4	61.6	59.6	57.3			-4.3	-5.5	
Availability of parking											25.9	36.9	32.8	32.7	22.4	19.6			-13.1	-17.3	
Enforcement of parking violation and meter times											59.4	61.9	58.3	59.9	58.9						
<b>Development and Redevelopment</b>																					
Residential development											64.8	66.1	56.7	61.5	55.1	56.1			-5.4	-10	
Retail development											56.4	61.6	59.2	63.2	60.9	61.3	4.9				
Business development											63.8	66.9	60.9	62.7	61.1	64					
Industrial development											68.4	69.6	65.6	66.7	59.7	63.5	3.8			-6.1	
Redevelopment of abandoned or underutilized properties											27.4	29.4	29.8	42.1	40.1	39.7	12.3			10.3	
Overall appearance of Opelika Road											17.4	18.5	15.6	35.7	31.7	34.2	18.6			15.7	
Overall appearance of downtown Auburn											79.6	82.9	78.5	79.2	70.5	66.9			-12.3	-16	
Planning for future growth											54.5	55.7	48.9	43.3	42.5	38.4		-4.1	-4.9	-17.3	

# City of Auburn Citizen Survey

## Open Ended Comments

*...helping organizations make better decisions since 1982*

2018

**Submitted to the City of Auburn**

**By:**  
ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**April 2018**





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Open Ended Comments.....	1
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## Q28. If you could improve ONE thing about the City of Auburn, what would it be?

- 1. Would like to see single stream recycling all over the city.
- 2. More and safer bike paths.
- A better mall with stores like Macy's, Kenneth Cole, etc.
- A greater diversity of restaurants and other experiences.
- A larger downtown with more family friendly outdoor activities as well as more unique dining such as Acre. More cultural experiences for all ages.
- A light or roundabout on Wire right before the soccer fields. Such danger driving and trying to get on Wire. Also, don't lose the charm of downtown with a bunch of condos and apartments. More outdoor dining/live music.
- A stellar Sportsplex that can support all youth sports, or at least the majority.
- A stoplight at the intersection of Farmville and College. Adequate planning for expansion.
- Ability to contact municipal court when you are not in town.
- Accessibility of pedestrian lanes in both sides of all city streets.
- Actually enforce the rules you make.
- Add a secondary outlet for residents on Richland Road.
- Add an indoor swimming pool facility that also has a splash pad for small children.
- Add more parking downtown. Stop building high rise apartments in downtown, leaves no parking for locals and floods downtown with college students. It is hard to enjoy all the restaurants/shops during semesters.
- Add sidewalks on South College between Samford to Woodfield. You would have sidewalk access on both sides of that busy road. It would help access arboretum and future performing arts center.
- Adding more shopping opportunities and dining. Retail stores are very limited. The mall is small, and the stores are not good enough.
- Adequate turning lanes so traffic is not congested and better timing of traffic lights at high traffic areas.
- Adult recreation other than tennis, very weak.
- Affordable housing for families.
- All residents could have the blue recycling bins instead of just chosen neighborhoods.
- Allow citizens to submit information on dangerous intersections and actions to remedy the problems in a reasonable amount of time instead of years.
- Animal control and services do the best they can, but they need education and low cost spay and neutering.
- As a student I understand the importance of student housing close to campus, but I truly believe Auburn is losing part of its charm with the new massive student living complexes being developed downtown.
- As someone who truly grew up in Auburn, I'd like to see more of our small-town vibe. I miss downtown having local shops and smaller living options for residents.
- Attention to drainage and water control.
- Auburn Community Theater needs more help from city of Auburn. Jam Dempsey Art Center is getting too small for them, considering their successful performances for years.

- Auburn is a very nice place to live. Although our garbage, refuse, and recycling programs for the most parts are good, all recycling is not available in all neighborhoods. Many of us would like to recycle, but items put out are often left untouched. The pick up of limbs, grass cuttings, etc. is not necessarily done in a speedy manner. On occasion the garbage pick-up while timely, is not always done neatly.
- Auburn is no longer the loveliest village on the plains. In a few years, it will be nothing more than Section 8 housing everywhere and look like little Five Points in Atlanta. I've lived here all my life and it's sad to see what Auburn is becoming. I believe in growth, but all these apartments are ridiculous. I also believe that with all the people moving to Austin because our school system is so great that parks and recreation football should be increased in ages. There is no way that all these kids can play for the school.
- Auburn is no longer the loveliest village on the plains. Overwhelming growth of student housing catered downtown. Limited parking for downtown vendors.
- Auburn needs an architectural review committee for all buildings. Stick to downtown master plan and stop granting variances. Stop over-building.
- Auburn needs more rental homes for family, not just for students. It's not all about the students, it's about families in this community.
- Automatic bill pay for the water department, how is this so hard?
- Availability and affordability of rental housing for families not students.
- Availability and ease of access to downtown parking.
- Availability of downtown parking.
- Availability of emergency shelters.
- Availability of events and services for people who work longer hours during the day.
- Availability of internet. We live 10 minutes from the stadium and don't have access to internet or cable. Compared to other cities in the area and other college towns, our internet infrastructure is pitiful. We live on Peartree Road for a reference.
- Availability of parking.
- Availability of parking and street maintenance.
- Availability of parking downtown, etc., mass transit system.
- Begin growth toward neighborhood electric vehicles (golf carts) paths through city for routine errands (groceries, cleaners, restaurants).
- Better bike lanes.
- Better city planning.
- Better communication regarding changes in the downtown core.
- Better connectivity of bike paths and crossings, especially allowing neighborhoods outside of the Shug Jordan/University loop access to paths to get to downtown.
- Better development and planning.
- Better education about driving to ensure the safety of cyclist and pedestrians along with more sidewalks and bike lanes.
- Better land use and transportation planning.
- Better long-term planning with higher quality developments for retail and dining.
- Better means of communication with public.
- Better retail stores.



- Bike lane on North Donahue from Bragg to Farmville Road or at least Shug Jordan to Farmville to make it safer to ride that area.
- Bike lanes, Auburn is the least bike friendly city. Recycling.
- Bike paths that are safe.
- Black crime rate.
- Broadcast the council meetings, school board and planning and zoning commission meetings on city tv channel and online. Make everything transparent for all citizens. With 3 kids, I can't always attend these meetings but could easily watch live or recorded.
- Build bike lanes and sidewalks to ease traffic congestion and improve safety and health and wellness.
- Car drivers texting and talking on the cell phone while driving. Traffic enforcement.
- Career skills programs or a means of immediate employment for high school seniors needs to be a priority. Our young men and women are not becoming contributing members of society because they have delusions of grandeur while in high school. The reality of life after high school doesn't set in until it's too late. We need to educate them on career opportunities outside of going to college immediately and get them employed. Our crime statistics will decrease with the right mentors leading this effort.
- Change council.
- Change the block schedule at AHS and AJHS to regular 7 or 8 period days.
- Change the mayor. We need an election. We are tired of the downtown development and traffic gridlock. We have expressed our feelings about this time and again in public meetings. Who has an underlying agenda here? Who is profiting from the destruction of our village? It's not just businesses.
- Change the policy that forces development of new subdivision and multi-family developments toward city center. This makes development of reasonable sized lots impossible. It increases traffic and reduces the changes of additional retail development in the areas that will be developed in the future. If this policy had been in place earlier, the development of Moore's Mill, East Lake, Camden Ridge, Ashton Park, would not have happened and the retail at Ogletree and Cary Creek would not have happened. This policy is going to make it impossible to grow Auburn and keep the character that makes Auburn Auburn. We will grow into a city that matches the New-Urban education that our city employees were trained under instead of what the citizens of Auburn really want Auburn to look like.
- Charge impact/engineering fees for development, especially new downtown student housing that is destroying the look of the city; stop allowing destruction of historic buildings/homes and more money for public works. Services for maintenance because the city is growing too fast and city services cannot keep up with demand.
- Children's playground facility.
- City leaders do something or cared for the people who live here and pay taxes, make more roads and possibly an overpass for going across downtown, I work at a daycare and parents are constantly late citing the reason as I was stuck in traffic. Can't shop downtown due to lack of parking.
- City leadership. Stop the ridiculous building of apartments.
- City planning residential areas and business areas very poor planning. It is disjointed, and I do not feel protected as to my property value, protect the beauty of this city or we are going to look like Tuscaloosa.
- City services. Trash, water, grass trimming. I had issues. Had to wait over an hour to meet with department head. No one else would/could help.
- Clean up public places and homeowner's group area.

- Clean up the litter/garbage on the streets on a regular basis and garage in yards/lots on a regular basis.
- Code enforcements, especially as it relates to garbage and litter.
- Communication.
- Community activities for adult citizens aged 25-65 (single professionals and families without children). So much attention is given to the college students or the retirees and traditional families. The rest of us feel that it is hard to find our niche.
- Condition of the roads. Need a center lane on Shug Jordan Pkwy for people turning left and for safety. People have died on this road because the divided line is not enough.
- Consistent and transparent plan for downtown development and growth.
- Construct new exit between exit 51 and 57 on Interstate 85.
- Continue to add more sidewalks and bike paths as Auburn grows, traffic accommodates.
- Continue to update the looks of downtown Auburn. Add outside areas on the second-floor level for eating and drinking.
- Continued development in downtown. New stores including urban grocery and hotels.
- Control of development in downtown, it has been handled poorly.
- Control of downtown multi-resident building. Some unattractive apartment buildings have been constructed and are under construction. The approval of these has not been transparent in my opinion.
- Controlled growth.
- Controlling speeders on South College Street.
- Cost of downtown metered parking should stay 25 cents and be monitored heavily fined/booted or towed cause I won't pay \$1 hourly for a 15-minute haircut or after 5 pm to eat in a restaurant.
- Cost of living. Lower housing and taxes.
- Cost of water.
- Could catch a flight from Auburn at a reasonable cost.
- Create a design review board for downtown to prevent horrible structures that destroy our sense of place and identity as a city.
- Create an entertainment area close to downtown.
- Customer service.
- Dedicated real bike lanes with bike traffic lights and paths to connect city.
- Develop a plan for downtown that makes sense for the future.
- Developers need to be held to a higher standard of providing services, landscaping, parking, etc. for these mega developments. Quit taxing our historical and older homes out of existence.
- Do not build anymore.
- Do not overbuild large apartment complexes.
- Do something about Opelika Road.
- Do something to improve bike accessibility to and from AU. Right now, what is there is poor, considering the vehicle traffic on the roads.
- Dog friendly parks in area East of I-85.
- Don't cancel swim lessons at the last minute due to lack of registration for certain time slot. I think the city should emphasize swim safety and try to get more children able to swim.
- Don't like all the new high-rise buildings downtown. Taking away from the small-town feel.

- Double parking on streets causing traffic problems. An example is White Street and Bragg Avenue. Maybe the curb can be painted yellow.
  - Downsize construction of apartments. Maintain the vintage and authenticity of downtown Auburn.
  - Downtown and central core zoning that has destroyed “charming” and “quaint” and “heritage”, special/different/unique character of Auburn. The future traffic problems posed by movement of high-density housing. Vehicles have yet to be addressed adequately.
  - Downtown appearance. Too many apartment buildings.
  - Downtown area with more shops and restaurants that are accessible. Can’t utilize due to traffic and parking difficulties. Do like valet, but not always open. Very disappointed in the addition of condos in the downtown area.
  - Downtown Auburn to not have so many ugly high-rise buildings being built.
  - Downtown is losing its charm with massive student housing and chain restaurants. I think there needs to be rent control on downtown leases so that small local owned businesses can thrive. They are all being forced out by unreasonable rent that only a large out of town chain can afford. Do we really want that? No one that I know wants that. I am not a fan of government intervention in private business matters, but I would support it in this case. I’m not sure how that works but challenge our leaders to come up with some solutions.
  - Downtown needs more parking.
  - Downtown parking. (Mentioned nine times.)
  - Downtown parking and street lighting.
  - Downtown parking availability, especially when dining out or for parade events.
  - Downtown parking, we avoid it just because of parking but find a solution that still preserves historic feel and ambiance.
  - Downtown parking/traffic. Can be a real problem.
  - Downtown planning.
  - Downtown. I would like to go there more often but my family avoids it at all costs because of parking and traffic.
  - Driving patterns of many college students.
  - Ease of getting downtown, navigating and parking for dining.
  - Elect all new leaders, too much development and money in select developer’s pockets.
  - Elect new leaders.
  - Elimination of coyotes in Auburn. Pictures/posters of missing pets have been distributed over and over last 2-3 years. We pray that no small school children or the girls jogging at night will be mauled before this is taken seriously and something is finally done about it. In packs, coyotes are incredibly dangerous.
  - Enforce and plan a plan to grow the city and leave special interests out.
  - Enforce codes for construction activities and unrelated people living in residential areas where that’s not allowed.
  - Enforce neighborhood speed limits.
  - Enforcement of city codes and the speed limit needs to be more clearly known.
  - Enforcement of handicapped parking.
- City does a good job of caring for young people and bikers.  
Doesn’t do much for older people who have been paying taxes for years.

We are forgotten, abandoned and unappreciated.

Strict enforcement of handicapped parking would be a start.

Either you guys don't know how bad it is or just don't care.

Please make us feel a valued part of the community too.

- Enlarge and repave the parking lot used for the youth football fields.
- Ensure all public events are accessible to all regardless of physical, mental, or economic abilities.
- Evolve is the worst building in Auburn. It is gigantic and blocks my radio signal.
- Expand recycling for the single container to the entire city.
- Facilities for youth sports are embarrassing. A major investment in a state of the art mega sports complex should be a huge priority. Auburn is viewed as the place to live and raise children in central Alabama but is woefully behind in providing state of the art facilities for sports and recreation. Auburn's problem, too much "village" mentality and not enough thinking about anything other than the university. North Alabama (Birmingham and north) hugely values facilities for youth. The youth football facility is the most embarrassing of all. It is dangerous entrance and exit, horrible parking, dangerous walking (dark, uneven, rocky), inadequate seating. Frank Brown is improved but entirely too small. The baseball facility is the most decent of all, but looks like ballparks I frequented as a young parent in the 80's. It is time for our city government/leaders to begin to look at what Auburn can, should, and must be if it wants to be able to continue its status as a destination city for young families and retirees. It is here. It is coming. We are not ready. We have to get ready. We have to say no to the old guard and say yes to the future. If we don't, Central Alabama dies, and everything goes to Florence, Athens, Madison, Huntsville; families, business, money, votes.
- Fewer massive housing complexes.
- Fire the head of the water department. Do not build apartments in the middle of the city.
- Fire/ambulance service in the outer areas.
- Fix the roads on the west side.
- Flow of traffic. (Mentioned three times.)
- Free internet like Opelika.
- Frequent and rapid transport to Atlanta airport.
- Game day traffic for Auburn University.
- Gentrification is a scary thing for me. Most of us would no longer be able to afford to live in Auburn because of higher tax. Accommodations only target students. Very expensive apartments. What a big issue.
- Get a handle on subdivisions. There are several subdivisions with very few houses in them and land being cleared for new subdivisions. We don't need open spaces around town.
- Get a handle on the carpet baggers high density student housing. What is next? Be very strategic in redeveloping that which the carpet baggers plundered (old student apartments).
- Get a sportsplex similar to Opelika; parking, drainage, and bathrooms at soccer complex.
- Get a Trader Joe's grocery store.
- Get away from the interlocking agreement, good old boy network, and methodology of doing business.
- Get control over bikers. They don't obey traffic laws and assume everyone sees them when they don't stop at corners, stop signs and red lights. They also need to use the designated bike lanes, not get in the middle with vehicle traffic.

- Get rid of four way stop. Build roads for traffic increase before building home/subdivisions /apartments.
- Great place for students and families but there are a lot of people who don't want all of that same stuff. Enhance lifestyle and attraction for young professions. Culture, ways to attract diversity.
- Growth would include rooftop bars/restaurants. Parking deck will be used by city people to actually support downtown and not for just students.
- Halt development of high rises until reasonable parking and traffic flow measures are in place. I don't even know where or how to park downtown, and I am a long-time resident.
- Have a better balance between motorist rights and bicyclist rights. Insist that bicyclists use bike path where available and not hinder traffic movement.
- Have more kid friendly parks and more parking.
- Hire more police.
- I don't like that most traffic lights operate on a timer at night. I drive to work at 3:30 a.m. and often have to sit at lights, waiting for green when there is no other traffic. It wastes my time; my fuel and it is bad for the air. Sensors are better.
- I feel that many areas of Opelika Road do not reflect the same image presented/boasted by the rest of the city of Auburn. Also, I don't see much police presence unless it is game weekend.
- The school space is under utilized (very poor reorganization). The downtown, which is becoming unsightly condo space that looks like a mini Atlanta. We are rapidly losing our small town "vibe" and putting in high rise space that are not able to be served by our Fire Department effectively. Get them better equipment and actually ensure the places being built meet or exceed codes for the safety of our students. Downtown is not a nice place anymore and the city council doesn't seem to be able to stop whomever is building this crap.
- I live in Harper Avenue and there is an incredible amount of pedestrians and no sidewalks at all. A lot of students go to Tiger Transit, plus people walking to Kroger and Walgreens and the traffic is getting heavier, since it is a cut through to Glenn and Dean. I believe it is extremely important to have a sidewalk all over Harper Avenue.
- I love it here.
- I love that Auburn feels small and is safe, clean, and diverse. I would love to see our city on the forefront in terms of being a healthy place to live and a place of respect for the earth.
- I love the City of Auburn and think that it is the best city to live, work and raise children. I am highly satisfied with the quality of the living environment in Auburn. The only thing that I think needs to be improved will be the parking space at the City Library. It could be difficult to find a parking lot on weekends and the parking space is relatively smaller than the parking space at Publix or Tiger Town. I often had to squeeze my big SUV into the parking lot worrying about hitting someone else's car. Otherwise, the city government has done an excellent job making Auburn a lovely city for its residents.
- I think homeowners should be able to rent their houses short term for gameday or other events via VRBO, etc. with reasonable rules and regulations. My prior home of Augusta, Georgia does this quite well during the Master's Golf Tournament each year.
- I think transportation could be improved for people without cars, such as a larger city bus system.
- I wish that all the street lights were working.
- I wish the City of Auburn would make Auburn more family friendly. The school system here is amazing and so many people move to the city of Auburn for the school system. However, when you go downtown Auburn, there is absolutely nothing catered to these families. Everything is designed for

college students, with Auburn residents being driven out. I wish that Auburn would look at the success that downtown Opelika has and model them in some ways. All the families I know go to downtown Opelika when they wish to eat out, as you can't find parking or a place downtown that has parking or is not overpriced. Stop bullying high rise apartments all over our beloved city and focus on having more things catered towards all these families in your school system who are helping this city thrive.

- I would add library branches.
- I would ask that the City Council be more transparent about their future plans for education buildings. The disgrace of the way our politicians handled the property tax increase issue was a disgrace that divided neighbors. Those that knew the schools would be built without a tax increase had to work hard to convince the neighbors that Auburn leadership had already disguised a permanent sales tax increase as a need to build a school. The school is built but the tax is still hurting the poor and is never going away. The property tax increase debacle with politicians trying to scare the community that schools would fail and be overcrowded with massive cuts to programs was a disgrace that they should be ashamed of. Thankfully the majority of voters understood this was a ruse. Hopefully our city council will plan for future and not try this again. The revenues from our growth should be used to sustain our growth. Being excited about a city's growth is fine, but not if our city council is less than transparent about the facts and their schemes to pick our pocket disguised as education taxes.
- I would build the Auburn Community Theatre to have an actual theatre.
- I would develop a more modern community recreation center.
- I would help develop areas outside of Auburn, maybe Opelika. I came from New York and it's not fun living in a congested city. Auburn is beautiful with trees, we can't cut down all the trees to build subdivisions for new residents.
- I would like less chain restaurants and stores, and more locally owned stores and restaurants.
- I would like recycling bins for my home. More events that would cater to the African American population.
- I would like to see more playgrounds as well as a nice public pool. Lots of neighborhoods offer these, but there aren't many for everyone. Good parks and playgrounds are good for the community. A city of this size should have more.
- I would like to see more work on the streets especially around our schools. Samford Avenue is horrible and has been for years. I would also like to see more turn signal lights (example: Moore's Mill and Samford Avenue).
- I would like to see the city work more on utilizing pre-existing buildings/developments rather than continually allowing new ones to go up.
- I would like to see the police follow students less and focus on the rest of the city's issues, like the too fast driving through residential neighborhoods.
- I would make the road repairs way faster. The Mayor said a certain part of the road would be fixed last summer.
- I would really like to see the parks and recreation show some improvement in providing more gyms and fitness and wellness space. We have tons of parks and fields, but the gym space for basketball, volleyball, fitness, wellness, and indoor activities is lacking. Possibly add a facility equivalent or better than the Sportsplex.
- I would really love a dedicated music venue not aimed at students exclusively. It would be really nice to have more of a music scene in Auburn. I know this is two things, but it would also be nice to have more dedicated bike lanes, not just bike lanes that appear for a tiny bit, then disappear again.

- If it was easier to get downtown and park somewhere. I know parking deck will help, but with special events, there is never a spot to park at.
- I'm good.
- Implement a better mass transit system for the entire city, not just the university.
- Implement a mass transportation.
- Implement a recycling program, please use curbside.
- Improve the road for pedestrian safety.
- Improve access to downtown dining and parking facilities.
- Improve everything related to safe bicycle travel; bike lanes, safe road shoulders, better lighting, etc. Most of Auburn streets are very dangerous to ride a bike on, especially at night.
- Improve park equipment for children. Create shade like Peachtree city parks and upgrade Town Creek for older elementary children.
- Improve the retail shopping downtown, while maintaining the independent retailers. We don't need Starbucks, Target, etc., downtown.
- Improve traffic along Shug Jordan Parkway by slowing traffic, putting median, and turning lanes for major intersections.
- Improve water taste off North Donahue and the lighting also.
- Improved and safe bicycle paths and trails.
- Improved quality in public improvement projects. Rather than installing minimum sidewalks, keeping overhead power, and not installing bike facilities. Change that.
- Improved traffic situation.
- Improvements in walkability and connectivity in areas other than downtown.
- Improving and including more turn lanes on busy streets and creating a barrier between traffic on Shug Jordan Road's opposing directions. Also, improving parking downtown.
- Improving/expanding roads to decrease traffic issues.
- Increase bike lanes.
- Increase the degree of safety for cyclists by adding bicycle lanes reducing speed limits when bicycle traffic is high and closing downtown to automobile traffic.
- Indoor playground or improve children's library.
- Indoor swimming pool.
- Infrastructure.
- Install a sidewalk along Moore's Mill Road.
- Insure that we dedicate sufficient resources to our police men and women such that we maximize their ability (equipment, training, K-9's, etc.) to insure the safety of all citizens. I would like to see a task force put together to at least once a year have the Auburn Community come together to say, "thank you" and honor the police men and women and support staff that put their lives on the line every day they go to work to keep all Auburn citizens safe and protected. Auburn Thank Your Police Day
- Integrated calendar of events updated monthly and listed in multiple places.
- It seems like Auburn is losing its charm to multi-story apartments. Downtown is over saturated with apartments.
- It would be to make the leaders care more about what the public thinks about building skyscrapers in downtown Auburn. They don't seem to care about keeping us "the loveliest village in the plains."

- Keep Auburn beautiful.
- Keep downtown small and local. The large apartment complexes take away from the small-town charm.
- Keep free parking on holidays in downtown Auburn.
- Keep it feeling like a friendly village. Massive condos and apartments cause traffic issues and ultimately hurt Auburn.
- Keep small town feel and stop letting large apartment complexes be built in and near downtown.
- Keep the old town look and atmosphere.
- Keeping the road sides clean especially the outskirts of Auburn.
- Knowledge of law enforcement, the police don't know what they are doing, lower level officers violate procedures and laws.
- Landscaping.
- Larger lots in new home divisions.
- Left turn traffic arrow both directions at turning onto Gay Street and Samford.
- Left turning lanes on busy streets such as the left turn on Shug Jordan in front of the Lee County Humane Society on Ware Street.
- Less bicycles on streets and people walking out in front of cars and never looking up from their telephones or having ear pieces in.
- Less cheaply built student living that charges them way too much and is ugly and ruining our loveliest village. Please more parking.
- Less expensive utilities.
- Less high-rise housing.
- Less high structure development within two miles of downtown and parking.
- Less high-rise apartments jammed into the downtown area.
- Less new construction for students' apartments. Instead upgrade old ones.
- Less student housing in the downtown area.
- Less tall structures ruining the loveliest village on the plain.
- Less ugly apartment buildings.
- Library is my main concern. More parks and things to do with kids.
- Limit growth until proper infrastructure is in place.
- Limiting high rise structures built downtown. I would also (like to see) the "rule" regarding unrelated occupancy be made for certain areas of Auburn, such as the historic district, and other areas be allowed as long as codes are (not) broken such as a noise, etc.
- Living off wire road, easily my biggest complaint is the timing of the traffic signals. The areas in question are actually maintained by Auburn University, but it would be nice if the city could take that over, so they would function correctly.
- Look into a new requirement for every new student type housing created where the city would require developer to tear down same number of old units in town.
- Lower prices on children's recreational sports.
- Lower taxes.
- Lower the tax on business owners. I pay more city tax state. Our income is taxed three ways. Income, ad valorem and business license. A lower tax base is vital to recruiting and growing businesses. We are losing to Opelika.



- Maintain “loveliest village”.
- Maintain roads and cleaning the city. No parking on roads.
- Maintaining historic sites.
- Maintaining that small-town feeling.
- Maintenance of city streets and adding left turn signals at some locations.
- Maintenance of our streets in the southern part of Auburn.
- Maintenance of the sides of the roads appears to have digressed lately. Improve grass cutting and litter pickup.
- Make Auburn a more internationally friendly city by having an international festival and international involvement.
- Make College Street from Thatch to Glenn pedestrian only.
- Make decisions based on keeping city lovely, not on developers who don’t care about it.
- Make downtown a walking only area, especially the two blocks of College and Gay.
- Make housing affordable for single families who aren’t students.
- Make it prettier, make downtown a nice place to walk around.
- Make sure that you keep the small-town charm when reviewing and approving new construction downtown.
- Make sure we actually need all the new rental apartment buildings. So many new buildings/dwellings for students are being built.
- Managed growth (apartment/student residences).
- Minimize the number of new residential properties being built and enforce current properties to be better maintained. No more high rises.
- Moore’s Mill Road completion.
- More affordable housing for elderly, i.e. patio homes.
- More and better downtown events for the whole family.
- More APD visibility in Shepherd Cove Apartments. Have them walk through front and back at night and daytime. I never see them there.
- More athletic fields for youth, especially baseball fields.
- More available housing for senior citizens and low and moderate-income families.
- More bike friendly.
- More bike paths that are not on the side of the road.
- More control of commercial use of historically important areas to mature citizens.
- More dining options and better parking.
- More diverse dining/restaurants.
- More entertainment venues other than bars. Activities for families and young adults. Like a Dave and Buster’s or an art center for local craftspeople to set up booths.
- More environmentally smart decisions, i.e. expand recycling, alternative energy city vehicles. Safer bike lanes, more sidewalks, especially Drake Ave.
- More events and entertainment businesses for youth.
- More events for young adults. There are plenty for college students and families, but nothing for in between. Please alleviate the traffic congestion on Richland Road.
- More funding for public safety, fire, and police department.
- More greenways/bike paths ease of connectivity.

- More high-tech jobs.
- More locally owned restaurants. More entertainment events/venues for adults. Currently, there aren't many entertainment options for adults in the 25-35-year-old range. It would also be nice to see Auburn implement a public transit system that would allow city residents to safely get downtown for dinner and entertainment. Allowing Uber to operate in Auburn has been a huge success.
- More low cost medical attention for adults without insurance and affordable dental care for adults without insurance.
- More open city activities.
- More opportunities for jobs here.
- More opportunities for small businesses, prefer to shop local, Auburn is too expensive to begin/open a new business.
- More options in retirement communities an option that has independent assisted and nursing on one campus.
- More outdoor parks and recreation fields with lights; form an architectural review board for downtown (also get rid of lights on benches at College/Magnolia).
- More parking.
- More parking (free) downtown.
- More parking close to downtown.
- More parking downtown. (Mentioned three times.)
- More parking spaces to accommodate large building capacities such as the Auburn Arena, AHS, etc.
- More parks downtown.
- More renovation of old buildings, rather than bulldozing. Moved here in 1987. Supposed to be here only two years. Have seen a lot of changes, e.g. city library is now in third location. Have loved living here; proud of schools, available activities. Concerned about amount of new construction. Overwhelming, afraid the city may implode.
- More restaurants and shopping outside of downtown, more free parking downtown.
- More retail shopping downtown and less condos.
- More safety.
- More senior programs.
- More sidewalks in residential areas; secondly, the building of commercial and multiple residences (e.g. apartment complexes) needs to be aesthetically pleasing.
- More sidewalks, clean bicycle lanes/more bicycle lanes; safety officers/traffic control for recreation sporting activities. Leaving the soccer complex is very dangerous and long lines.
- More single-family homes.
- More spacious subdivisions, homes too close to each other.
- More stores in mall and more renovations on Opelika Road, such as a technology store for students.
- More street lighting for safety.
- More street lights and maintenance.
- More to do like free community activities, downtown events better and more shopping and restaurants.
- More traffic lights at busy intersections.

- More transparency and willingness for dialogue from city leaders on commercial and dense housing developments. These types of structures seem to keep popping up while most citizens I talk to are not in favor of them.
- More walking and pedestrian trails/sidewalks.
- Multiple sources announcing events, public forums, etc.
- Municipal convention center. Resurface most traveled roads.
- Need a pickleball center with 12 dedicated courts all in one location with 4 covered. Need a new parks and recreation director, current one does not listen to seniors.
- Need better solution to ambulance issue.
- Need hockey.
- Need more parking downtown. Also curb appeal and maintenance is important.
- New parks and recreation director.
- Nice to know who my commissioner is. I've been living here 47 years, only one to drop by and that was during voting season.
- No more apartments and student housing.
- No more apartments downtown.
- No more huge, ugly apartment buildings downtown. We are losing our Village feel.
- No more large apartment or condo buildings.
- No more multi-story buildings downtown ever. The small-town architecture and charm of Auburn has been destroyed.
- No more tall buildings as we are losing what makes Auburn what it is.
- No more ugly apartments in downtown. The city officials are allowing our beautiful little town to become ugly with high-rises. Stop!
- Not destroying downtown with hideous high-rise apartments and condos but since that has already taken place and cannot be undone providing city utilities like internet and water to all residents that pay city property taxes.
- Not so many apartments, I don't mind additions to downtown Auburn but for that so many new apartment complexes will increase the likelihood of low income housing to use older complexes that are no longer lived in by students.
- Not to build so many of these apartment complexes and parking decks on these little streets.
- Nothing, I love it.
- Off-road dedicated bike paths could be shared with pedestrians and connect all through city. Make recycling pickup available at all apartment complexes.
- Open planning for growth instead of out of control growth fueled by monetary gains by developers instead of citizens. Downtown is becoming unrecognizable with no parking and every available inch of the city is being developed into subdivisions and driving down existing home values. It takes no vision to grow without restraint.
- Openness, acceptance, and inclusion of people in marginalized groups like people of color, LGBTQ, people with disabilities, and people living in poverty.
- Our town is too small to have so many apartments, it feels like we are losing our hometown feel. The parking situation makes you not want to go downtown. The traffic is terrible!

There is not enough for young children to do, we should have more plays, more hands-on activities (science center like the McWayne Center, an animal center at the nature center/small enclosed zoo of Alabama animals, more affordable art activities, splash pads in the pools for a fee).

Too many banks, not enough fast food, really needed near the new high school, Burger King, Hardees, Dairy Queen.

Our streets are being neglected, potholes all over town, drainage problem when it rains.

Too many rental houses in established neighborhoods. Cars parking in the streets instead of their drive or too many cars per household.

More nightlights especially where there are sidewalks.

More parking decks or do something, makes you just want to scream.

- Outside eating downtown. Bicycle lanes on more streets.
- Overall, it is a good city to live in.
- Overall transparency with community voice not only being heard but implemented.
- Overcrowded roads.
- Overdevelopment of downtown Auburn and the horrific traffic problems it has caused, although we live less than a mile from downtown, it would never occur to us to go there to shop or eat. We even avoid driving through downtown, the developers are ruining Auburn.
- Parking. (Mentioned ten times.)
- Parking and not fixing roads during football season.
- Parking and towing services. They tow too many too often, just greedy for money.
- Parking and traffic flow.
- Parking and traffic.
- Parking around downtown.
- Parking as Auburn grows, parking will be needed until some kind of mass transit is implemented. I believe the planning for more transit needs to begin now.
- Parking at a reasonable cost. The new parking plan is said to help the residents, but it isn't. My family goes downtown five out of seven nights a week to dine and parking fees are now extended to 8 p.m., this hurts.
- Parking availability for downtown restaurants.
- Parking availability for non-students downtown.
- Parking downtown. (Mentioned nine times.)
- Parking downtown and access to downtown. Too many bicyclists too close to traffic. Need wide bicycle lanes.
- Parking downtown, especially when events are held.
- Parking downtown is a nightmare.
- Parking downtown is absolutely atrocious being a downtown employee. Please make it better for employees working downtown.
- Parking downtown is atrocious.
- Parking downtown is horribly inadequate for the businesses and buildings that already exist, and with all of the new buildings and presumably new businesses, that only stands to get worse. It's a shame, I'm not sure how downtown businesses stay afloat. There are not enough spaces for customers to park, and I can't imagine how much revenue these businesses are losing to other shopping areas like Tiger Town because of the hassle of parking downtown. In addition to a lack of parking there are no

loading zones for vendors to supply those downtown businesses except for the one behind Cheeburger Cheeburger which is convenient to just about nothing. Opelika Highway is an eyesore and has been for the nearly 30 years I've lived in this city. When will this road become a priority to this city? It's a major road with prime real estate opportunities that go unrealized because it looks like a dump. Power lines need to be buried. Businesses need to be held accountable for the appearances of their buildings and signage. It needs updated lighting, greenspace, planted trees, buried power lines, etc. Once the city needs updated lighting, greenspace, planted trees, buried power lines, etc. Once the city commits to cleaning this up and making it an attractive road to travel then businesses will want to locate on this major roadway. Right now, who in their right mind would invest in property that lies adjacent to that God-awful ping abandoned no-tell-motel across from Niffers?

- Parking downtown. If you can't park, you don't need shopping or restaurants.
- Parking downtown, more retirement housing.
- Parking downtown. We avoid going into town when class is in session, cannot find parking spots.
- Parking for downtown businesses.
- Parking for students.
- Parking, if you are local and do not live downtown, it is nearly impossible to do business downtown.
- Parking in downtown Auburn.
- Parking is a disaster, this contributes to downtown congestion. Too much car traffic in downtown area.
- Parking situation downtown and do not up the meter charges, simply build more.
- Parking, parking, parking is a huge issue in Auburn. We travel to Opelika most of the time strictly because of the lack of parking in downtown Auburn. The amount of the student housing developed in downtown Auburn is also a huge issue. More housing leads to the above-mentioned issues of parking.
- Parking. There is no parking.
- Parking/traffic.
- Parking-downtown.
- Parking and traffic.
- Parks and recreation programs for kids; more choices and ages.
- Parks and recreation system, inadequate fields, and methods of team selection for children's sports teams.
- Parks and recreation department; they simply don't care.
- Parks and recreation, we have recently spent a lot of time in downtown Columbus and have been impressed with the number of very nice kid friendly parks they have added in the last year. I think this is the biggest area in which Auburn is lacking. Also, need to do better on monitoring construction sites.
- Parks for children.
- Pedestrian accessibility.
- People should be more aware of bike laws, so cyclists can safely ride without fear of an automobile creating a safety hazard.
- Periodic traffic congestion.
- Planning.
- Planning commission rubber stamps requests from regulators, it is a club.

- Planning of new construction is not systemic nor in line with other parts of the city. In addition, the public schools are overcrowded.
- Please accept glass in the new all-in-one recycling containers.
- Please consider curbing the development of apartment housing throughout the city. Existing structures need to be updated and height of downtown buildings should be limited. Also, so many new apartments are being built but parking isn't sufficient for those who do not live around the downtown area. My family usually will not go downtown because parking is such a hassle.
- Please consider that some of the residents here have no ties to Auburn University. Some of us have no affinity for football.
- Please decrease or stop the huge increase of ugly, often shoddy, high-rise buildings downtown.
- Please fix the traffic flow problems and be progressive with how to handle the certain future traffic problems in North Auburn (Farmville Road/Donahue Drive).
- Please move the power lines underground. They are an eyesore, especially on Glenn.
- Please slow the growth and development until the infrastructure specifically roads and intersections can be improved to meet current needs, we want to keep the small-town family feeling.
- Please stop allowing so many high-rise apartment complexes in the middle of downtown. I loved the view I had.
- Please stop building apartments downtown and please stop building houses. You are destroying the city. Private enterprise does not benefit the public, only steals the intrinsic value of the city we all live in. City Council and Mayor have failed to represent the majority of the people.
- Police are wonderful. So is the lady who places orders for cemetery markers. I am frustrated with neighbors who don't stop at the intersection of Terrace Acres and Green Street, and with people who don't clean up after their dogs.
- Police officers texting while driving. Most of the officers in cars I see are either on the phone texting or looking at their computers. It is really difficult to be effective while texting.
- Police too busy forcing tickets, lack of competency in program.
- Police visibility.
- Preserve the outstanding reputation of the city, great educational systems with AU and city schools; a safe place to raise kids; a small town feel with great cultural amenities including parks, sports, museums and performing arts centers; a great place to retire without all the worries of a large city; a small city that still appreciates nature and won't sacrifice itself for economic gain.
- Price retail spaces in downtown so that a couple thrift shops could open. Now there are only pricey places to shop other than eateries.
- Programs for senior citizens. Utility prices.
- Proper and well thought out growth.
- Property at S College and Exit 51. The entrance to the city is deplorable.
- Providing regulations or restrictions to property owners who strive to upgrade their dilapidated properties in communities. I really think an owner who decides to paint their dated property a bright, neon green color really brings down the quality and value of a neighborhood. It looks like an old, unwanted playhouse. The property owner really needs to demolish the houses especially when no one lives in them.
- Public parks, green space closer to downtown. This would include walkways or green ways connecting both parks to the community and to downtown. Better lighting and better way finding/signage. This

would also benefit economic development and help recruit business to the area. Plenty of examples to reference. Also, better programs for parks.

- Public transportation.
- Public transportation. How can people get to work, child care, shopping without public transportation if they have no car, or cannot drive? Please develop public transportation.
- Public transportation, make it available in all areas.
- Public Works Department (City Engineers Office). We live next to a retention pond that the city redeveloped 8+ years ago with the understanding it would be maintained. We have to contact the city every year when the Kudzu, Snakes, and Mosquitos take over our backyard only to get a run around about whose responsibility it is to take care of the lot. We would like to see this retention pond be taken care of on a regular basis other than cutting the grass surrounding the pond.
- Purchase vans for senior travel. Bus or van service for senior travel. Seniors have great travel trips, but our bus is in very poor condition. Allow overnight travel for trips.
- Put left turn signals at specific lights (in front of Fiji/Alumni/RBD Library) like Miller/Roosevelt and S College. Thank you for the one near the post office. I think it is Opelika, but I will say it here anyway, the area in front of Wendy's on Glenn/Frederick is scary. Turning into or out of Wendy's/Vendatori's/Hilton Garden Inn is petrifying at high traffic times.
- Put swings in all recreational parks.
- Quality and planning of residential construction.
- Quality of athletic complexes. Soccer complex needs two entrances and a light at Cox Road and Wite Road. Softball needs to move to the softball complex. Basketball needs to utilize public school courts so that no practice or games begin at 9.
- Quality of playgrounds for kids.
- Quality of programs at city events, to be family-friendly, not rated "R" or adult entertainment. Family town should be maintained, Christian values upheld always.
- Quit allowing so many high-rise apartments to be built.
- Quit building all the apartments, townhouses, there are too many empty places already. Leave it alone.
- Racial profiling by police officers.
- Raise salary for police and fire workers.
- Realty companies in Auburn make the city look like sharks out for money. Realty companies should have to prove a tenant did not comply or did wrong doing.
- Recreation department and facilities.
- Recycle.
- Recycle cans for all homes that want to participate.
- Recycle program.
- Recycling for apartment complexes.
- Recycling pick up service in all neighborhoods including apartment complexes.
- Reduce student housing growth particularly near downtown Auburn.
- Reduction of airplane noise. Airplane noise is horrible in the Moore's Mill, Ogletree, and Hamilton Road areas. This issue has made my family consider leaving Auburn.
- Reduction of prices for athletic events.

- Removing the plants and trees on Opelika Road between North Ross and North Gay Street, decreasing congestion. Protection of good citizen's rights by increasing police power to shorten eviction process.
- Renovate our older schools, especially the children's restrooms. If we can afford to install artificial turf at the high school football stadium, we should be able to afford functioning and clean restaurants for our school children.
- Require all structures to place street address numbers on their buildings. Stop future mid-rise development in downtown area.
- Reroute Tiger Transit buses so they do not cross railroad tracks on Gay and College. They will only make things worse with the new 10,000 apartments stopping buses all day will really back up traffic even more.
- Response to residents.
- Responsible city planning for future growth, must limit density in downtown. We cannot simultaneously be the Loveliest Village on the Plains and a Downtown Urban Neighborhood. The two are mutually exclusive. Planners, do your homework. Any statistical analysis of population density clearly shows a disproportionate, exponential increase in the ills of any society. Crime, hunger, homelessness, etc. Stop the "planning on behalf of, and in support of, the minority shareholders" the bankers, developers, and builders "at the behest of the majority shareholders" our citizens. Ask yourself, besides those mentioned, what voices are in favor of such increased density?
- Responsiveness to issues of street parking on W Glenn Ave between Byrd St and N Donahue Dr.
- Restore old buildings instead of new ones.
- Restricting building of high-rise apartment buildings.
- Right turn lane from Hamilton on to Moore's Mill Road.
- Road constructions to address the traffic congestion that will take place with many schools on Richland Road.
- Road improvement and street lighting.
- Road maintenance and appearance.
- Roads outside of the campus area.
- Safe, real bike access to the downtown area, the railroad requires dangerous detours.
- Sidewalks. (Mentioned twice.)
- Simpler parking downtown. I hate going downtown because by the time I find parking, I'm upset. There is a parking deck but paying for parking is complicated. I hear similar complaints from friends.
- Slow down building so many apartments/condos so close to downtown.
- Slow rate of growth due to burden on public school system.
- Slow the unbridled development where the city is growing faster than the infrastructure and Auburn's ability to support. We do not need to continue to add more and more apartments. Auburn is losing its charm and the things that make it a great livable city.
- Smart growth that does not continue to destroy the city's few remaining historic homes and downtown storefronts.
- Stop aggressive growth, pay attention to quality not quantity.
- Stop allowing development to kill the small community feel of the downtown core of Auburn. Oops, too late.
- Stop allowing new homes to be built without an adequate plan to deal with increased traffic flow on Richland Road and similar areas within the city.



- Stop allowing the tall condos and apartments being built. Those buildings are ugly. What happens to older apartments, will the city tear them down? Have been disappointed in allowing early drinking time on Sunday, that's God's day. Where are your morals?
- Stop building apartments.
- Stop building condos.
- Stop building huge apartment buildings downtown and use land for better parking.
- Stop building large multi-story apartment complexes.
- Stop building more apartments, condos, and duplexes.
- Stop building of the giant structures downtown. Keep the structures small and fitting with the rest of the environment. Increase green space instead.
- Stop building so many apartments near downtown. In ten years the quality will go down, attracting second tier owners, then rentals will become lower income, then crime will increase, thus decreasing the quality of life in Auburn and at the University. The charming aspect of Auburn is being lost due to the buying up of historical properties, because of the high tax of these areas, the owners end up selling because of the high cost of commercial property that once was residential.
- Stop building so many high rises and provide more downtown parking.
- Stop building student apartments in urban core. Get a small downtown grocery store.
- Stop building student high-rises downtown, go further out. Otherwise, we love Auburn.
- Stop building such tall buildings/apartments. Stop destroying the beautiful small-town image of Auburn. Be more transparent, especially the Planning Commission and City Council.
- Stop catering to the students and start doing things for the people who have lived and worked here for years. The average citizen is being ignored. The city only worries about building apartments for students, not affordable housing for people who want to stay or live in Auburn, especially minorities.
- Stop destroying the village. Stop making it look like every other city size.
- Stop discrimination. I see inequalities in different neighborhoods due to race/class and even students.
- Stop drivers from speeding and tailgating.
- Stop growing.
- Stop letting Opelika reap the benefits of new business/commercial properties. The South College exit needs improving/updated/new businesses. This exit is one of the first impressions of Auburn and it is less than par.
- Stop light at Farmville and College Street. Horrible place to cross and tons of wrecks.
- Stop over building downtown. I prefer to go to Opelika now to eat because I can park and walk around and don't have to worry about getting hit by a car. It's way too congested and not enjoyable to be in downtown Auburn anymore. The developers have been allowed to come in and ruin the aesthetic appeal of the city. It is a shame.
- Stop ruining the downtown parts of Auburn by building high-rise buildings and destroying the great Auburn history.
- Stop tearing down old buildings and houses to build giant apartments. More houses and less apartments in general.
- Stop tearing down older buildings and replacing them with apartments.
- Stop the construction of those massive, horrible looking, unnecessary condo/shopping complexes around downtown Auburn. The current ones and ones under construction have destroyed the beauty and accessibility of our downtown area. It is a shame.

- Stop the growth, downtown and surrounding neighborhoods look terrible. This is not the Auburn I moved to 12 years ago and my family over 60 years ago. I hate the condos.
- Stop the high-rise buildings.
- Stop the increased density. Planning commission and city council pander to big growth money. We are losing the loveliest village to an urban environment. Citizens reap what you sow. Crime and other problems typically associated with density. Listen to our citizens. We do not approve of increased density.
- Stop the massive apartment buildings in town.
- Stop the new 4-story buildings in downtown Auburn.
- Stop the over development of downtown, all of the high-rise apartments are ruining downtown. Save what makes Auburn special.
- Stop the speeders. It appears to me that most drivers in Auburn ignore posted speed limits. University Drive, Glenn Avenue, and Annalue Drive appear to be Nascar speedways. Please change the speed limits and add speed restrictions. Do something. Enforce the law before someone is killed. Please.
- Stop trying to be like Atlanta and keep the small-town feel.
- Stop trying to control things. Stop raising fees, taxes, and bond issues. These monstrous apartment buildings area turning the Loveliest Village on the Plains into an eyesore. Stop gerrymandering things with ordinances and tax breaks. If the projects are worthwhile, people will build them. Otherwise, they won't. When you give breaks for this, it is at the expense of that. Give some big employers a break and small businesses suffer. When you try to force things, you end up with a house of cards, waiting for the crash. Then the city leaders that caused it say "oh, well, it is someone else's problem now". Cut back on city ordinances, and try to focus on violence, theft, and other property crimes. Stop trying to make things look pretty. This Opelika Road improvement is still a major nuisance for me, both for ingress/egress to my apartment complex, and those damn lights shining in my window when I am trying to sleep.
- Storm cleanup, better responsiveness, preparation. No quota for cops.
- Street lighting.
- Street lighting is bad, especially on Glenn and Magnolia.
- Street lighting outside the Toomer's parameter could use some improvement. It is too dark, even on some of the main thoroughfares. Police more visible (on foot or bike) in the downtown area; especially on Wednesday, Friday, and Saturday nights.
- Street lights are so ineffective that they might as well not even be there.
- Street lights should be installed on both sides of every crosswalk.
- Strict laws of appearance of new developments to meet the historical appearance of downtown Auburn.
- Support retail development around Exit 51.
- Take a damn risk, whether it is with transportation engineering or park facilities or any aspect of the city. Don't be scared of public sentiment and act to resolve the issue. If it doesn't work, try another solution. But an attempt is better than no action.
- Take away bicycle lanes on roads that are only two lanes and narrow.
- Taxes and licenses needs more employees. There is always a long line.

- That all tax-paying residents be treated equally. And that politics/who you know would not override the feeling of importance as a resident. I and my family feel completely disregarded by the city of Auburn because we are not high enough on the totem pole.
- That the planning commission is elected by the citizens rather than appointed by the mayor.
- The architecture of new apartment buildings downtown.
- The bike lanes and safety for bikes with all the traffic. Add more bike lanes and make them safer.
- The billing cycle of the water works.
- The buildings downtown.
- The cemeteries and they are addressing them now.
- The city does a good job with traffic flow on football game days but allowing vehicles on sidewalks makes pedestrians walk in the streets. Also, the city needs to provide traffic flow for home basketball games now.
- The city is not a little village anymore, widen the streets coming into the city. Stop worrying about the heights of buildings. Teach drivers how to use turn lanes and merge lanes.
- The city would stop allowing the destruction of the history and charm of downtown and many other areas. Take notes from Opelika. I choose to go to downtown Opelika over downtown Auburn now.
- The condition of the roads and cleaning up litter.
- The cost of living for low-middle class families is too expensive. I have a family of four and most houses for rent are in excess of \$1000 per month. I think that some areas need to be developed with families in mind. These areas should not be so expensive, but fair, and cater to families.
- The cost of living in the city is high. Not enough opportunities for employment.
- The destruction of any and everything of historic value. I feel as if I will soon be living in a jungle of high-rise apartments, which will be empty and unused within a few years. So very, very, very disappointed that Auburn will once again destroy some of the few remaining old houses. Such a loss. It makes me want to move to Opelika.
- The development is out of control because of an incompetent mayor and economic development director. Both are inept and need to be gone. What they have allowed to happen to downtown with all the monstrosities being built is a disgrace.
- The diversity among the city leaders. It seems that the “good ole boy” network is alive and well in Auburn, unfortunately.
- The diversity of food and entertainment options available to residents, i.e. creating a more inclusive atmosphere similar to downtown Opelika.
- The downtown developments. The condominium complexes look out of place and are too tall.
- The driving ease in the city. On and near campus is typically a nightmare, as well as South College and portions of Opelika Road.
- The flow of traffic. Create commercial centers near residential developments; mixed use developments.
- The lack of usable gym and field space for certain youth athletics. A new multi-use gym for all age group basketball would be a plus and more softball and football fields.
- The mess they are making out of downtown. What is happening to the local merchants and the small-town feel? Quickly being obscured by student apartments and high rise ugly buildings.
- The new construction/development in and near residential areas and downtown is destroying the history, ambiance and look of what used to be the “loveliest village”. Long time residents are being

ignored by city officials and it appears that developers have more influence on the future of city than those that live here.

- The outdoor sports complex such as a net for baseball and killing the bugs at the football and baseball fields.
- The parking downtown.
- The planning and development of bicycle paths and lanes throughout the city of Auburn. The creation of infrastructure in support of bicycling, running, and walking would reduce traffic and improve the quality of life.
- The quality of the water. In the best of times, the water has a dusty, stale taste. In the worst of times, the water has a musty sewer taste and occasionally has black specks.
- The roads have potholes and bumps that need to be fixed.
- The size, we hope it doesn't get too big.
- The streets.
- The streets have potholes and cracked uneven pavement. Tar is filled (in) cracks in the pavement. Makes driving rough and the appearance is awful.
- The streets throughout the city of Auburn look awful. There are so many sealed cracks and it looks very unpleasant to the eye. Even throughout the neighborhoods, including Camden Ridge, and other neighborhoods have the same issue. It really needs to be fixed.
- The traffic.
- The traffic flow in the city is very bad and congested.
- The water is so bad it molds in the toilet.
- The water works/utility billing office is extremely difficult to work with. Their automated system and customer service needs severe improvement.
- The way some of the departments are wasting a lot of money and workers being paid to do nothing and advancement opportunities are not the same for employees. Fix this.
- There are far too many planned recreational facilities/parks for a city of Auburn's size. I understand 14 or more parks are planned. This is ridiculous and foolish in terms of the tax dollar outlay required (apparently) for this level of recreational facilities. I would recommend 5-6 recreational venues and then evaluate the need going forward.
- There is much more than just one thing, but I personally feel as a resident of over 20 years who is turning 40 soon, that the city's top priorities for young families should be:
  1. Massive improvement in the number of facilities available for recreation league sports so that there are not hundreds of people trying to get in and out of one soccer complex, and so that there aren't 13-year-old kids having basketball practice at nine p.m. on a weeknight. We need more facilities for this growing opportunity.
  2. Continued emphasis on the importance of our school system but the schools need to be offering more advanced classes to the elementary aged children as well as foreign language classes.
  3. I also think that the growth being allowed in the downtown area with the height of buildings and blatant disregard for any preserving of the overall "charm" that a small downtown for a "village" should have is alarming and all associated with the city who have allowed it to go this far and what is yet to come in the next year or so should be ashamed of themselves.
- There are still some buildings on Opelika Highway that need attention.

- They refused to fix the easement between my neighbor's house and mine, an issue that's causing major damage to our properties. Instead a city of Auburn employee accused us of trying to get the city to re-sod our properties for free. This is outrageous and unacceptable.
- This is a fineable ordinance that is not enforced. Landscape companies stop blowing their trash, grass clippings, and leaves in the middle of the road to be strewn by cars onto other people's properties and sewers.
- Though I love seeing Auburn grow, just don't grow it too big. I enjoy the small college town atmosphere.
- To be more pet friendly. Outside seating where you can have your K-9 with you (of course, a well behaved and mannered K-9). Better dog parks and agility stations for K-9's. With Auburn having a wonderful veterinarian program and students who have pets, it would be nice to see those things implemented.
- To enforce "no loitering".
- To have a community/recreational facility similar to Opelika's sportsplex.
- To have more public housing for senior citizens. There should be more modern apartments for senior citizens to rent.
- To improve the accessibility of downtown.
- To maintain the quaintness of downtown. Too many high-rise apartments being constructed, and it seems over-built. The downtown is hard to navigate, and I think the main block from Toomer's to Glenn Avenue should be open only to pedestrians.
- To refocus the trend of recent (last five years) of new development in Auburn, from eyesore residential multistory buildings and franchise retail food service to more of an emphasis on locally owned retail, food service and preserving historic homes.
- To stop the ongoing development that has ruined and/or destroyed the character of Auburn. I have not talked with one person living in Auburn that is happy with all the downtown residential development. Opelika has grown but not destroyed their historic value as the governing group of Auburn has. Those running to the bank should be ashamed.
- Too many downtown apartments and a red light is needed at Asheton Lane and 147 intersections.
- Too many high-rise apartments downtown.
- Too much time, effort, and money spent on downtown.
- Too much unregulated blockage of streets and sidewalks by private construction crews, often without signage or flags.
- Traffic. (Mentioned six times.)
- Traffic and limit large apartment complex construction.
- Traffic and parking during big events (football and high out of city attendees, etc.).
- Traffic and parking in downtown.
- Traffic congestion. (Mentioned three times.)
- Traffic congestion at peak times.
- Traffic congestion especially downtown.
- Traffic congestion on downtown streets and the narrowness of Magnolia Avenue that adds to the congestion.
- Traffic flow. (Mentioned four times.)
- Traffic flow and parking in and around downtown.

- Traffic flow and parking downtown. (Mentioned twice.)
- Traffic flow and red-light timing in the areas of the city experiencing the most growth.
- Traffic flow around downtown.
- Traffic flow downtown.
- Traffic flow during peak hours of use.
- Traffic flow especially in the morning.
- Traffic flow from retail properties on South College.
- Traffic flow in the city.
- Traffic flow over Moore's Mill Bridge.
- Traffic flow really bad Monday-Friday about 5 p.m. and on football days.
- Traffic flow through downtown and Auburn/Opelika Highway.
- Traffic improvements.
- Traffic in downtown area especially in the mornings and at 5 and the huge apartments are making traffic worse.
- Traffic is out of control.
- Traffic issues; flow, and amount of parking.
- Traffic lights. Automatic sensing of presence of vehicles to move traffic instead of stopping traffic.
- Traffic management.
- Traffic on Richland Road due to the schools and residential areas.
- Traffic on South College Street.
- Traffic on University Boulevard.
- Traffic signal timing needs to be set up as a corridor so that it is efficient for travel which is substation on Shug and University. Sometimes we beat all lights.
- Traffic/infrastructure. Think about the future. We need four lane highway roads, especially around the heart of the town. North Donahue is terrible in the morning.
- Traffic/parking.
- Traffic. Planning ahead when building all the new homes and only one road in and out. Very ineffective (only planning seems to be church related).
- Transition from Opelika Road to College Street downtown.
- Transparency in government.
- Trash collection is a joke. Pay too much money for very little service. Don't always pick everything up. Stopped plastic recycling.
- Travel on University and Shug Jordan during rush hour is very congested. This backs up heavily because of people making right turns onto major roads. This could be helped by adding right turn lane options to allow people to get out of travel lanes to slow down to turn.
- True consideration of environment issues.
- Ugly, abandoned buildings on Opelika Road (the old Guthrie's). I know it's not city property, but maybe some incentive for businesses to set up there? A second thing, because how dare you limit me to one, Frank Brown Rec Center is great, but it should be open more on the weekends. That's when kids need it to stay out of trouble, and adults actually have time to go to the gym.
- Underground utilities. The gigantic power poles and power lines draping everywhere destroys the appearance of Auburn.

- Very thoughtful and practical future city planning including traffic flow and the overabundance of apartment complexes in high rises, they don't need to go in prime downtown locations it's not big enough for that.
- Water board customer service.
- We absolutely love living here and enjoy living near the Au campus; however, there are too many huge buildings (student housing) being built and ruining the look of our great city. Also, it is awful finding parking downtown. We like to eat downtown, but we are not going as much as we were before because there is no where to park. You are losing patrons to businesses because of this.
- We are unimpressed with the massive building taking place in downtown Auburn. It doesn't appear the university is increasing enrollment therefore, we see no need for additional/massive expansion going on. We are also concerned with apartment buildings that will be unused in the future.
- We need a metro subway system. Ease of access, fast, affordable, help deal with city traffic complaints.
- We need better parks and green space.
- We need ice trucks.
- We need to quit destroying and moving old buildings. Auburn has definitely lost its charm. "Urban core" rules are a joke. Empty stores everywhere.
- We need to retain some of our historical structures, even if we have to sacrifice upscale student housing and income.
- Well, it's a little late for this one, but our city is planning, and economic development have been atrocious. One example is the development of South College from University Drive out to Mill Creek subdivision. What happened to the big retail area south of I-85 that city residents and I suppose city leaders were sold a bill of goods on? It's nothing more than a gas station, a hotel, and some car dealers. Meanwhile, tax dollars are flowing like crazy in Opelika at Tiger Town. Our response to that was to make South College in the Wal-Mart area so badly congested that I rarely go out there, and I know I'm not the only one who avoids it. Another obvious example of our leaders failing us is the housing that's being built recently and currently being constructed/planned. The one on Glenn was a terrible approval from the city. Who wants to look at college students' balconies lining the road? I'm not saying that we should have kept 50-year-old apartments, greasy hamburger drive through joints and other such things forever in order to preserve someone's ill-conceived sense of what history is, but we could have and should have done better. Residents deserved better, and we have been consistently let down over the past 20 years. I have zero faith that the city will transform Opelika Road into anything positive.
- When we contacted the city about a problem we were having with water backing up from the sewer lines, three men came out in two trucks and questioned each other about whether or not they were supposed to do anything for us or if it was our responsibility. Perhaps they need clear direction on their job duties and responsibilities. Because questioning each other in front of us didn't help us at all. They could have done that from the office.
- Where I live, paving was done and during that process I came home to find my gate destroyed. I called the city and was assured that someone would be in touch. I have not heard a thing.
- Work with Auburn concerning higher behavior standards of students. Students act as if they own Auburn and have minimal regard for permanent citizens. Runners at night with dark, non-reflective attire are a threat to public safety. Such runners should be ticketed by police.

- Would be nice to have apartments for adults and not just students. The decision to allow huge ugly buildings that do not fit Auburn's image as a lovely village.
- Would like to see us not lose our village. I feel like developers rule the city.
- Wow. Taking channel 12 in Montgomery or WSFA off the air. We did get all our weather there, so we could be prepared for storms.
- You must allow more time for payment of water/garbage bill. The bill often arrives with only 5-8 days until payment is due. This is not appropriate billing.
- You're doing a great job. With the older community and people with disabilities we need to make sure they have ease of access to downtown and all events. We need to make sure ramps and sidewalks are accessible for strollers, bicycles, walkers, and wheelchairs. Parking and accessible during downtown events and ballgames could improve. Thank you for all your efforts in making Auburn a great place to live.
- You're dramatically increasing population density of downtown area with no clue as to how to manage traffic flows in and out of downtown. I'm told there is a traffic planner, but it looks like nothing more than a show up, no work, patronage position. Failure to plan is planning to fail.
- Zoning.
- Zoning and overbuilding, large unattractive developments which ruin the loveliest village feel.
- Zoning is very inconsistent. My home is zoned family but surrounded by apartments.
- Zoning. Houses and apartments in different areas. Height limits on downtown, no more bars downtown.