

2009 DirectionFinder® Survey FINAL REPORT



Submitted to:

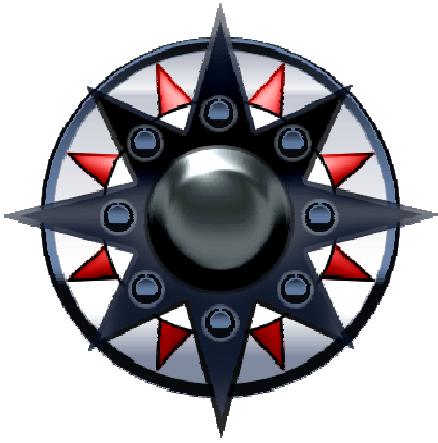
City of Auburn

By



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April 2009



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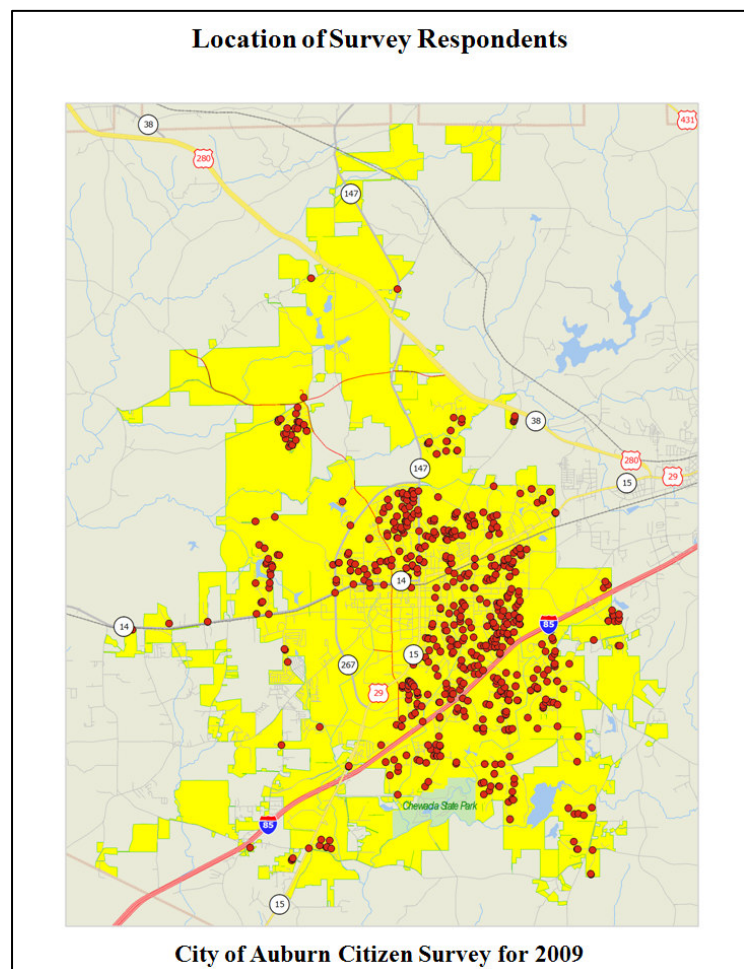
DirectionFinder® Survey

Executive Summary

Purpose and Methodology

ETC Institute administered the DirectionFinder® survey for the City of Auburn during the spring of 2009. The survey was administered as part of the City's on-going effort to assess citizen satisfaction with the quality of city services. The City of Auburn has been administering an annual citizen survey for over 20 years.

Resident Survey. A six-page survey was mailed to a random sample of 1,500 households in the City of Auburn. Approximately seven days after the surveys were mailed; residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 397 completed the survey by phone and 339 returned it by mail for a total of 736 completed surveys (49% response rate). The results for the random sample of 736 households have a 95% level of confidence with a precision of at least +/- 3.7%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail). In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.



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 the *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*”.

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- GIS maps that show the results of selected questions as maps of the City
- benchmarking data that shows how the results for Auburn compare to other cities
- importance-satisfaction analysis
- tables that show the results for each question on the survey
- a copy of the survey instrument.

***note: tables showing the results of the leader survey will be provided in appendix A.**

Major Findings

- **Most of the residents surveyed were satisfied with City services.** Ninety-two percent (92%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the City’s public school system, 90% were satisfied with quality of city libraries, 88% were satisfied with the quality of police, fire and ambulance services, and 81% were satisfied with the quality of city parks programs and facilities. *Satisfaction with the flow of traffic and congestion management increased by 7% over the past year. There were also significant increases in satisfaction with the quality of the city’s stormwater runoff/stormwater management system (+4%) and enforcement of city codes/ordinances (+4%). There were no significant decreases.*

*Note: changes of 4% or more were statistically significant

- **Services that residents thought should receive the most increase in emphasis over the next two years.** The areas that residents thought should receive the most increase in emphasis from the City of Auburn over the next two years were: (1) management of traffic flow and congestion and (2) the maintenance of city streets and facilities. These were also the top priorities in the 2004, 2005, 2006, 2007 and 2008 surveys.

- **Perceptions of the City.** Most (92%) of the residents surveyed *who had an opinion* indicated that they were satisfied with the quality of life in Auburn; only 2% were not satisfied; the remaining 6% gave a neutral rating. ***Satisfaction with quality of life in the City increased significantly (+4%) compared to last year. There were no significant decreases.***
- **Public Safety.** Eighty-five percent (85%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of local fire protection. Eighty-four percent (84%) of those surveyed were satisfied with the overall quality of police protection. Residents thought the public safety service that should receive the most additional emphasis over the next two years was the overall quality of police protection. ***The enforcement of speed limits in neighborhoods was also identified last year by respondents as the public safety service that should receive the most additional emphasis over the next two years. Since the 2007 survey, satisfaction with the enforcement of speed limits in neighborhoods increased by 13%.***
- **Utility and Environmental Services.** Ninety-two percent (92%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with residential garbage collection service. Eighty-four percent (84%) of those surveyed were satisfied with the quality of water service to their home. Eighty-three percent (83%) were satisfied with yard waste removal service, and 82% were satisfied with sanitary sewer service. Residents thought the utility/environmental services that should receive the most additional emphasis over the next two years were curbside recycling and water service. ***Satisfaction with residential garbage collection service increased significantly (+5%). There were no significant decreases.***
- **City Maintenance.** The areas of maintenance that were rated best by residents included: overall satisfaction with the maintenance of city buildings (86%), maintenance of downtown Auburn (84%), and maintenance of traffic signals (82%). Residents were generally least satisfied with the maintenance of city streets and the adequacy of street lighting in the City. ***The maintenance of city streets was also identified last year by respondents as the maintenance issue that should receive the most additional emphasis over the next two years. Since the 2007 survey, satisfaction with the maintenance of city streets increased by 7%.***
- **Parks and Recreation.** In general, residents were satisfied with parks and recreation facilities. Eighty-five percent (85%) of the residents *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of city parks, 81% were satisfied with the maintenance of cemeteries, 80% were satisfied with outdoor athletic fields, and 78% were satisfied with the city's youth athletic program. Residents thought the area of parks and recreation that should receive the most additional emphasis over the next two years was improvements to the City's walking and biking trails. ***Improvements to walking and biking trails was also identified last year by respondents as the parks and recreation issue that should receive the most additional emphasis over the next two years.***

- **City Communications.** More than three-fourths (79%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the City newsletter, *Open Line* and 71% were satisfied with the availability of information about city parks and recreation services.

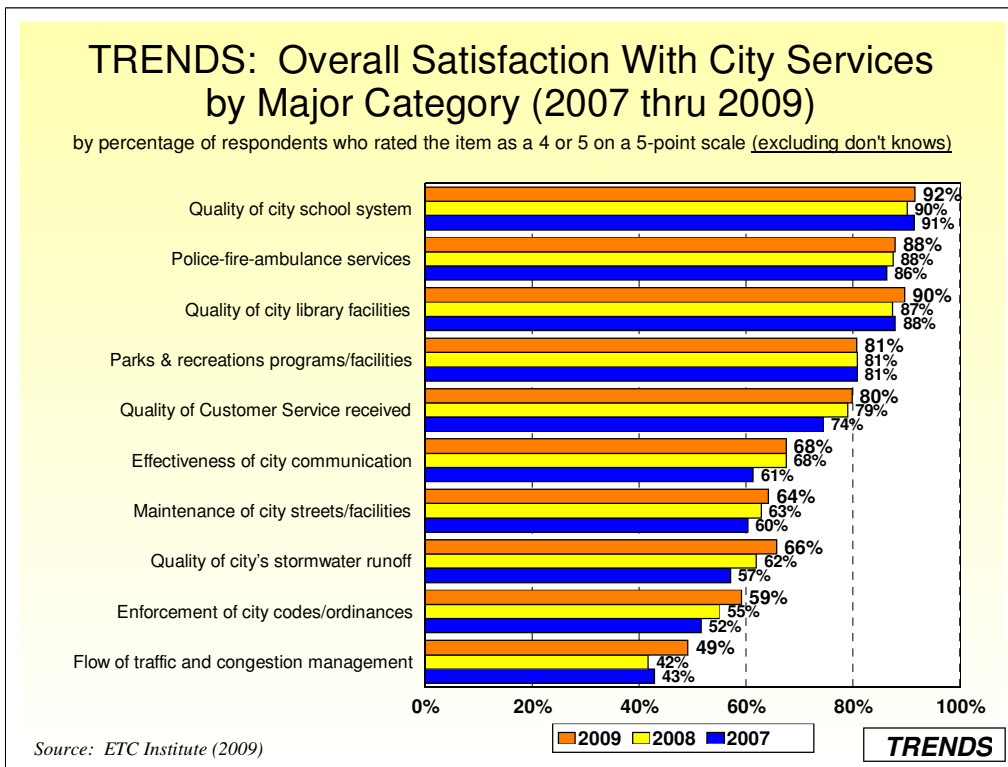
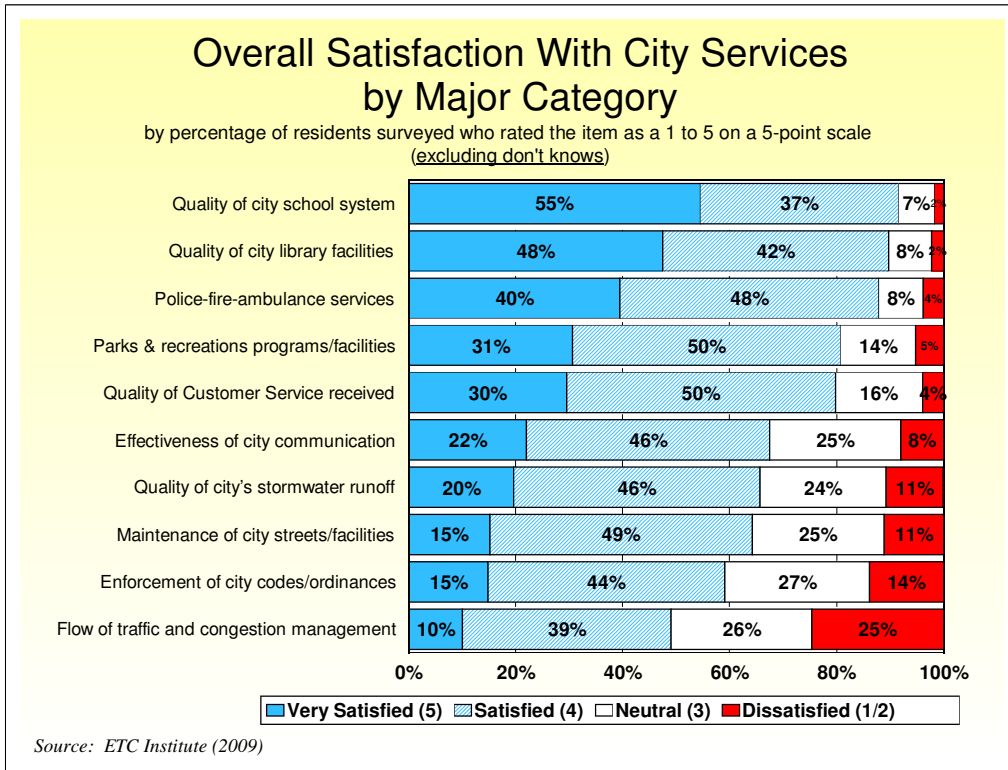
Other Findings.

- 89% of the residents surveyed in 2009 had access to the Internet at home. Ninety percent (90%) of those with Internet access at home had high-speed access. In 2006, 80% of those surveyed had Internet access at home, but only 75% had high-speed access.
- 96% of the residents surveyed were satisfied with Auburn as a place to raise children; 94% were satisfied with Auburn as a place to live and 82% were satisfied with Auburn as a place to work.
- 46% of the residents surveyed had called or visited the City with a question or complaint over the past year. Of those who had called or visited the City, 85% found it very or somewhat easy to reach the person they needed to reach; 13% found it difficult. More than three-fourths (81%) of those who had contacted the City thought the department they contacted was responsive to their needs.
- 35% of the residents surveyed thought that Auburn University students had a positive impact on their neighborhood (this is an increase of 6% from 2008), 14% thought that students had a negative impact, 46% thought they had no impact, and 6% did not have an opinion. (*total does not sum 100% due to rounding*).

Significant Increases with Traffic Flow

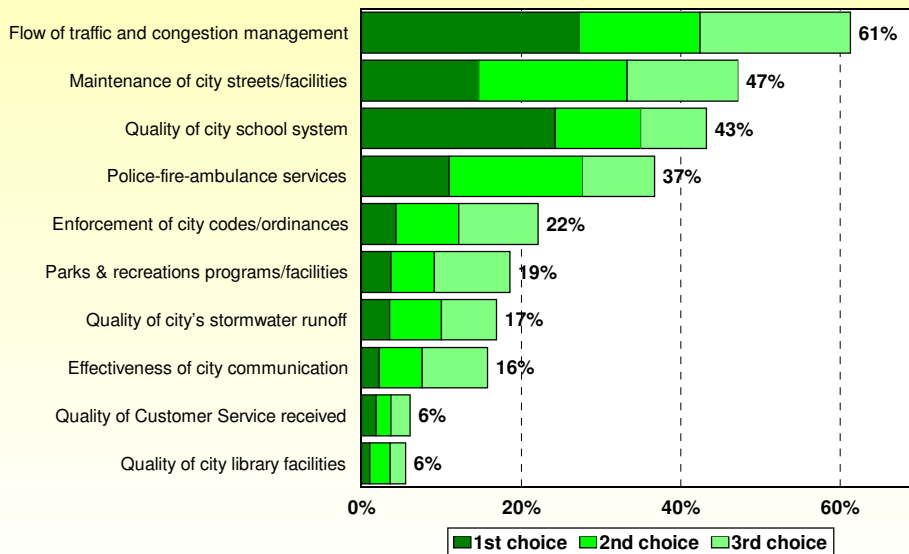
- Satisfaction with ease of East-West travel increased from 47% in 2008 to 53% in 2009.
- Satisfaction with ease of North-South travel increased from 44% in 2008 to 48% in 2009.

Section 1: Charts and Graphs



City Services That Should Receive the Most Emphasis Over the Next Two Years

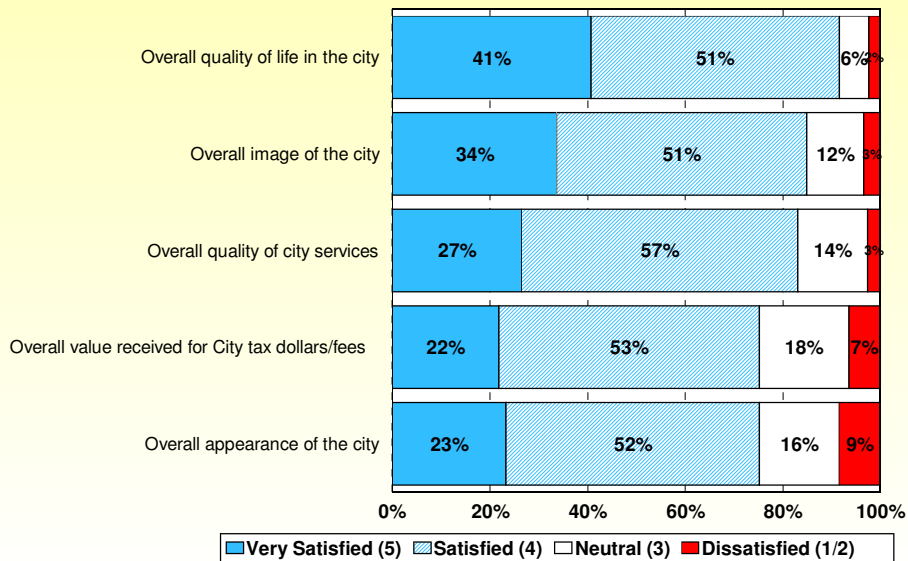
by percentage of residents surveyed who selected the item as one of their top three choices



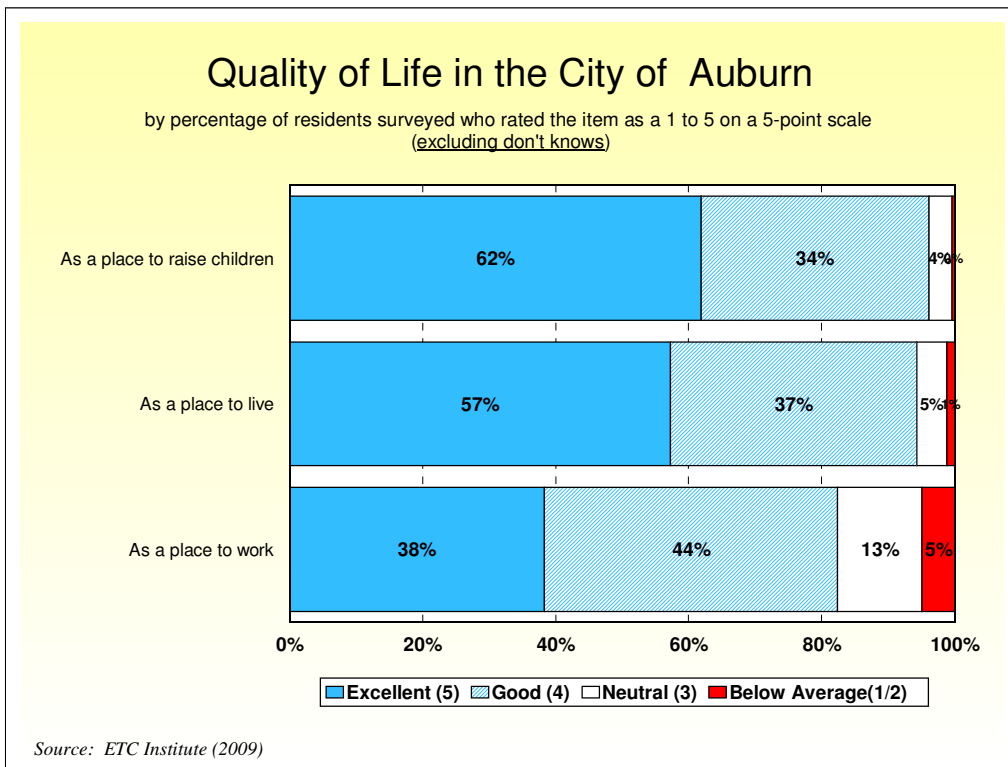
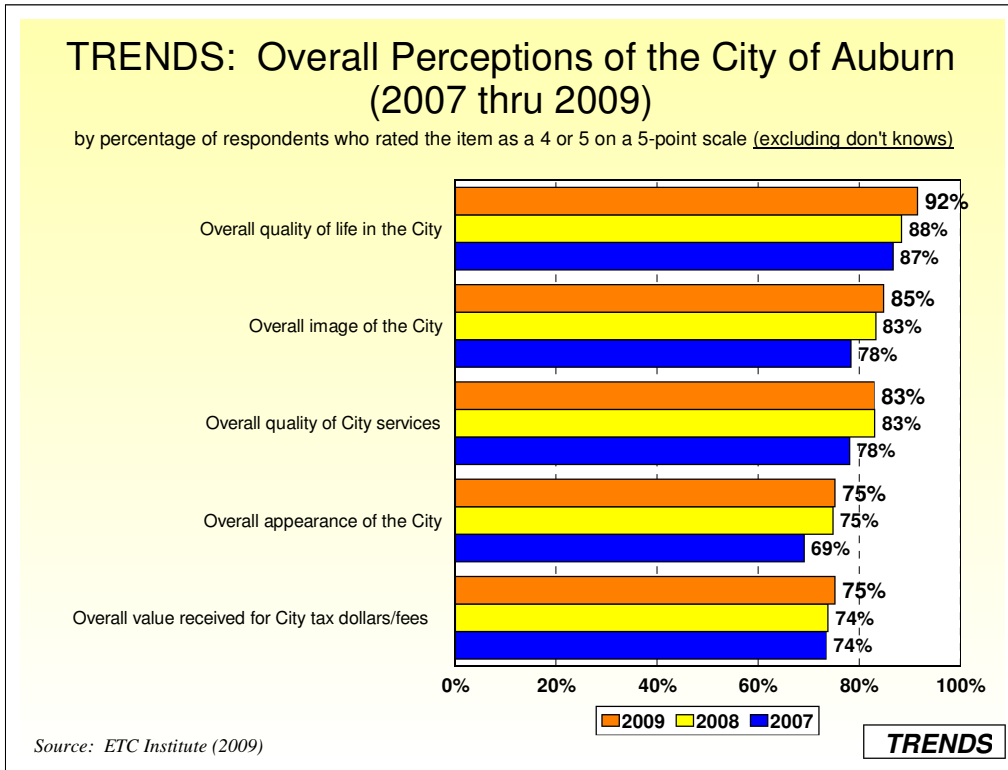
Source: ETC Institute (2009)

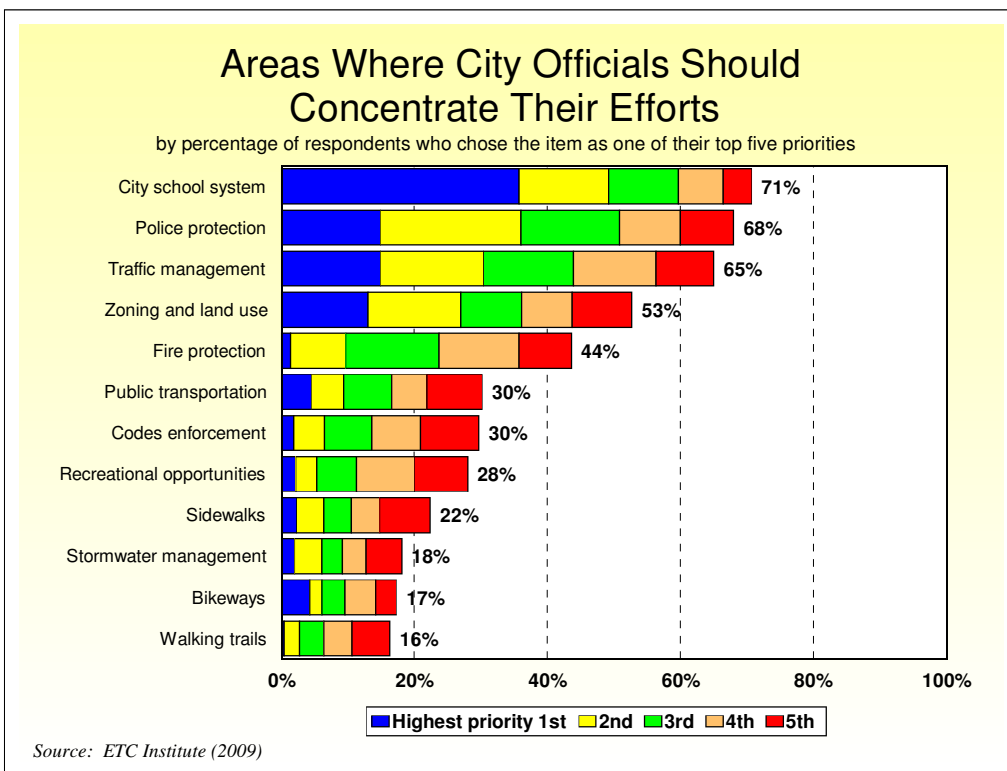
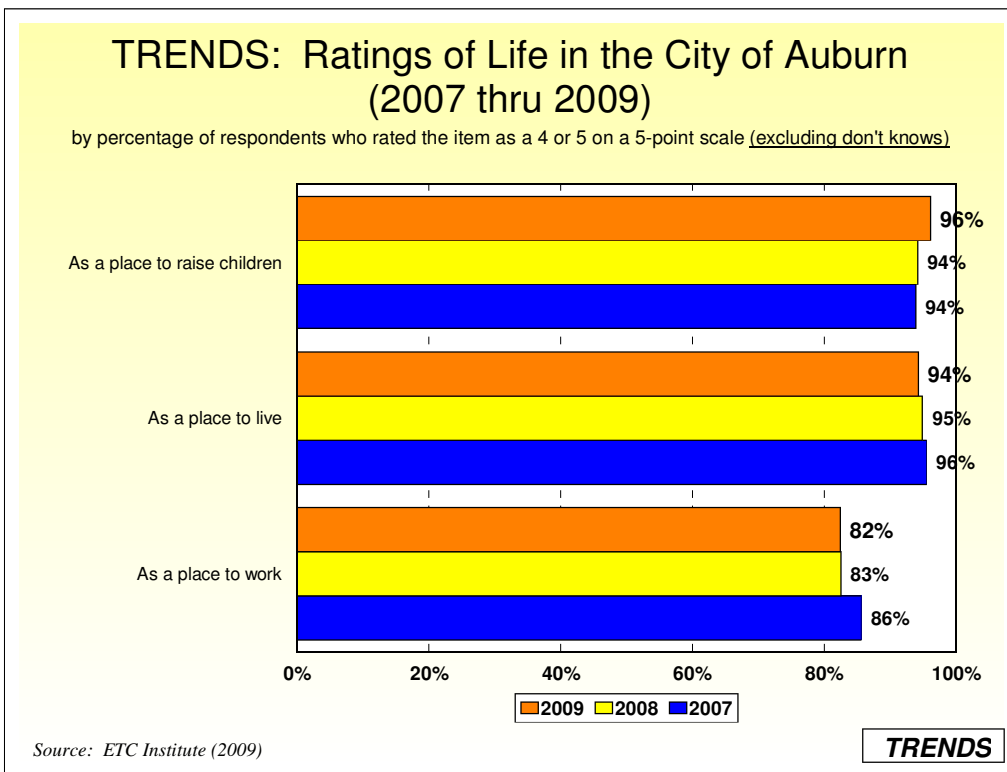
Satisfaction With Items That Influence the Perception Residents Have of the City

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

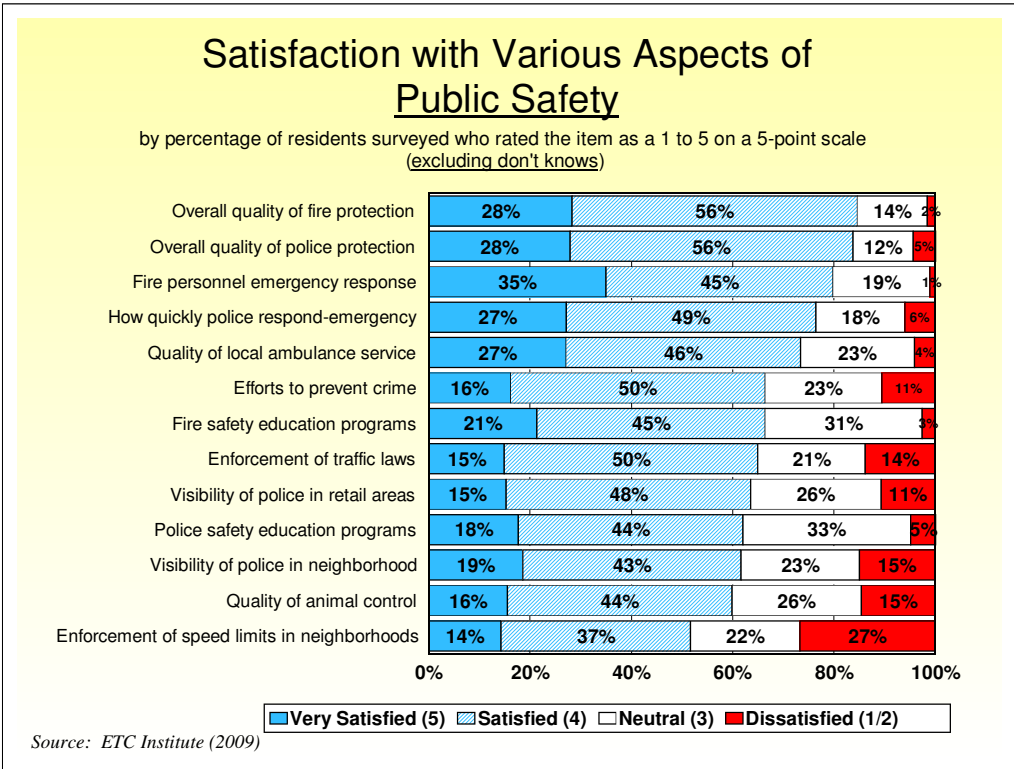


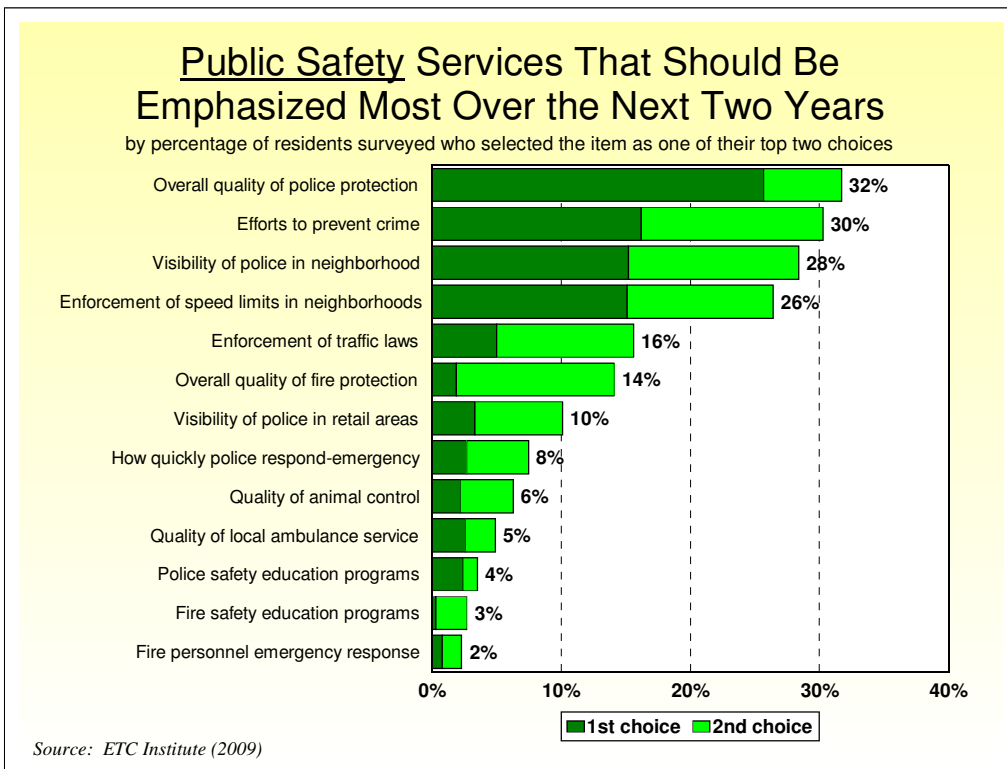
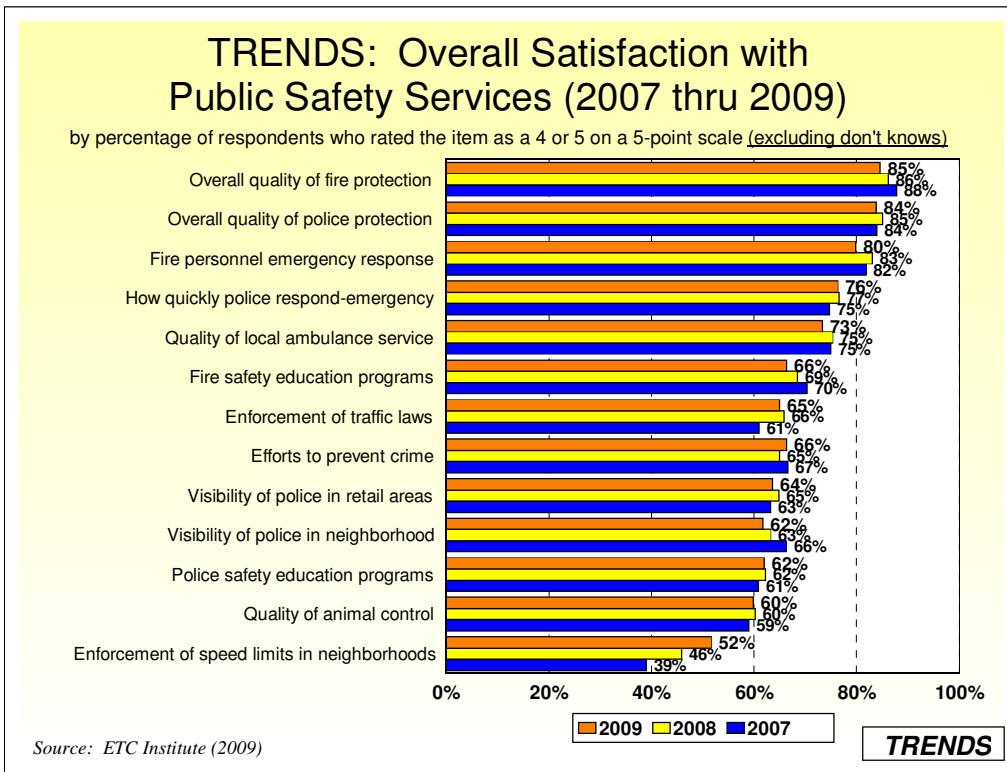
Source: ETC Institute (2009)





PUBLIC SAFETY

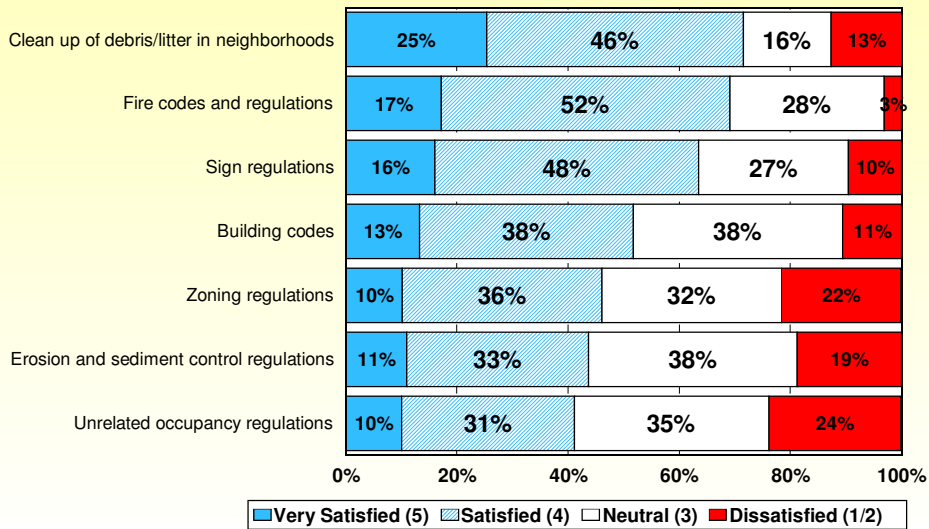




CITY CODES AND ORDINANCES

Satisfaction with Enforcement of City Codes and Ordinances

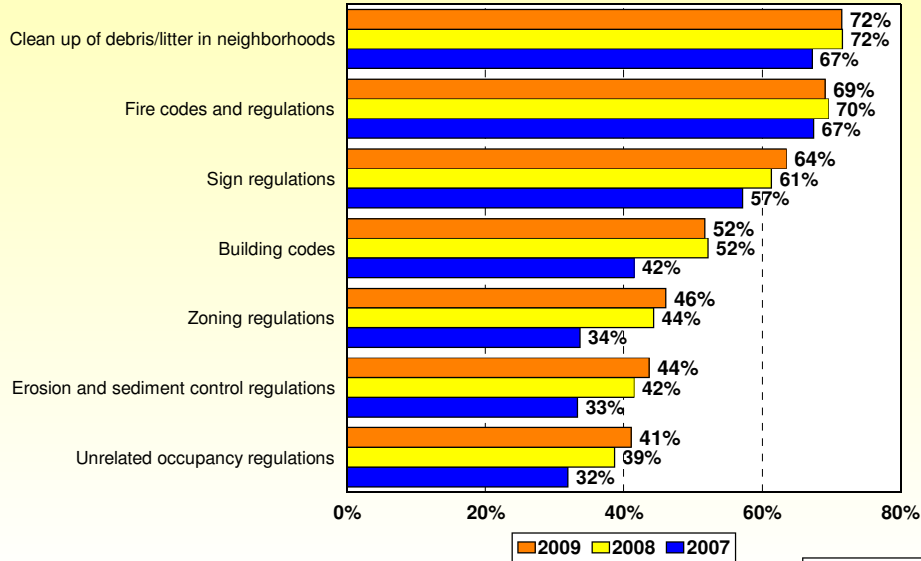
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2009)

TRENDS: Overall Satisfaction with Enforcement of Codes and Ordinances (2007 thru 2009)

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

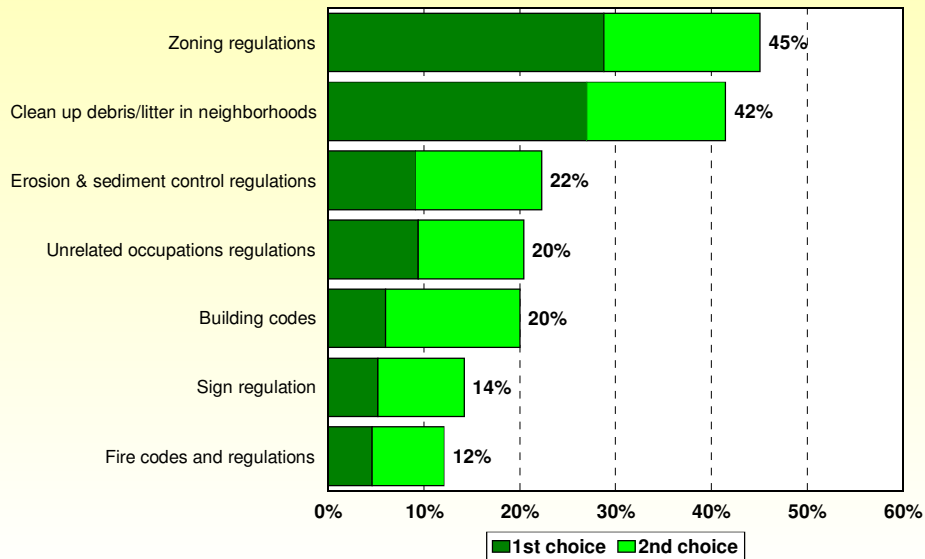


Source: ETC Institute (2009)

TRENDS

Codes and Ordinances 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

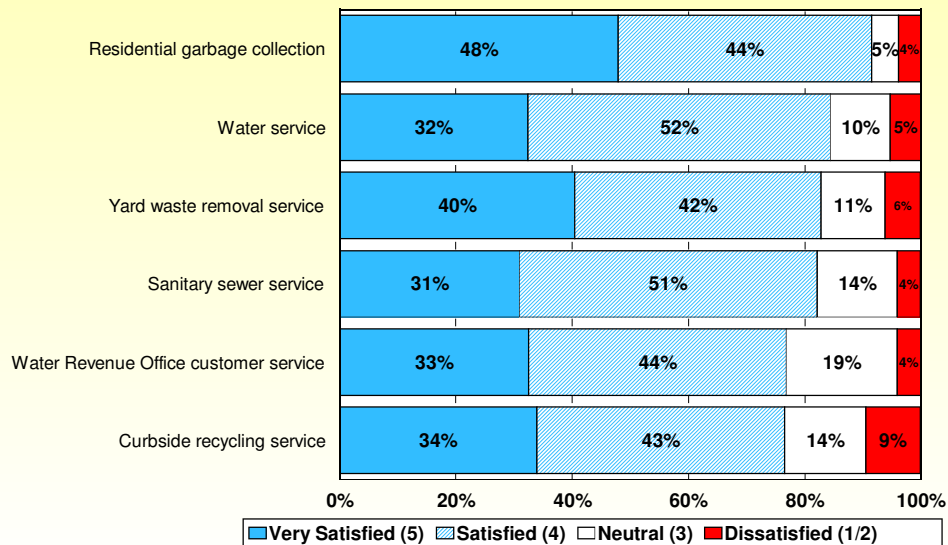


Source: ETC Institute (2009)

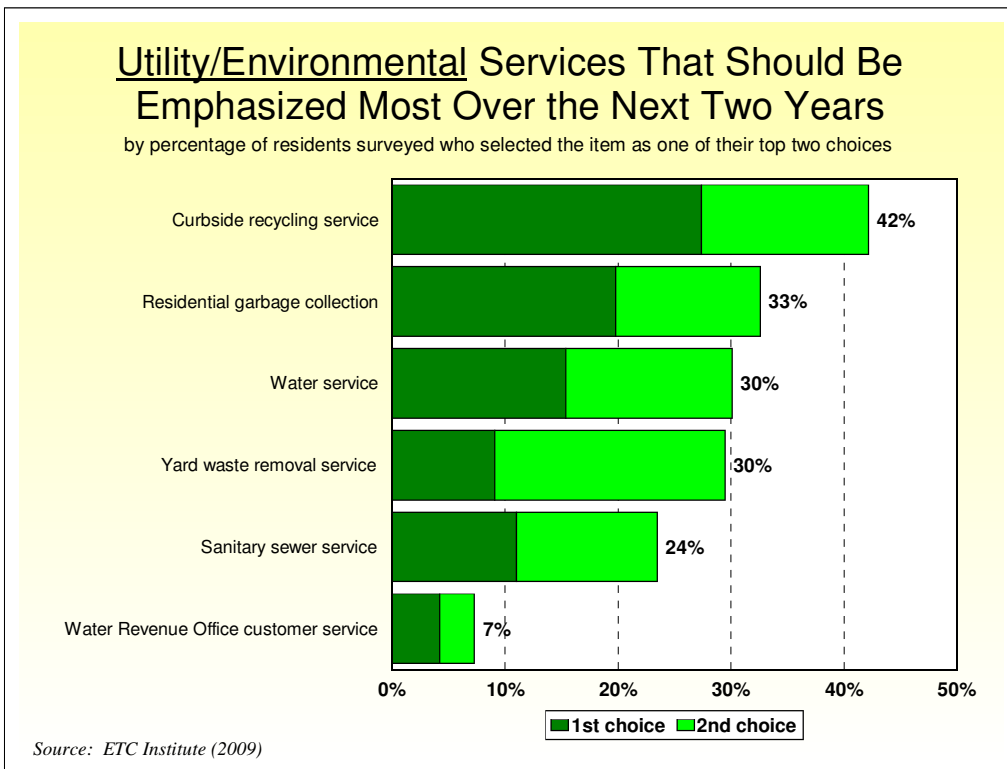
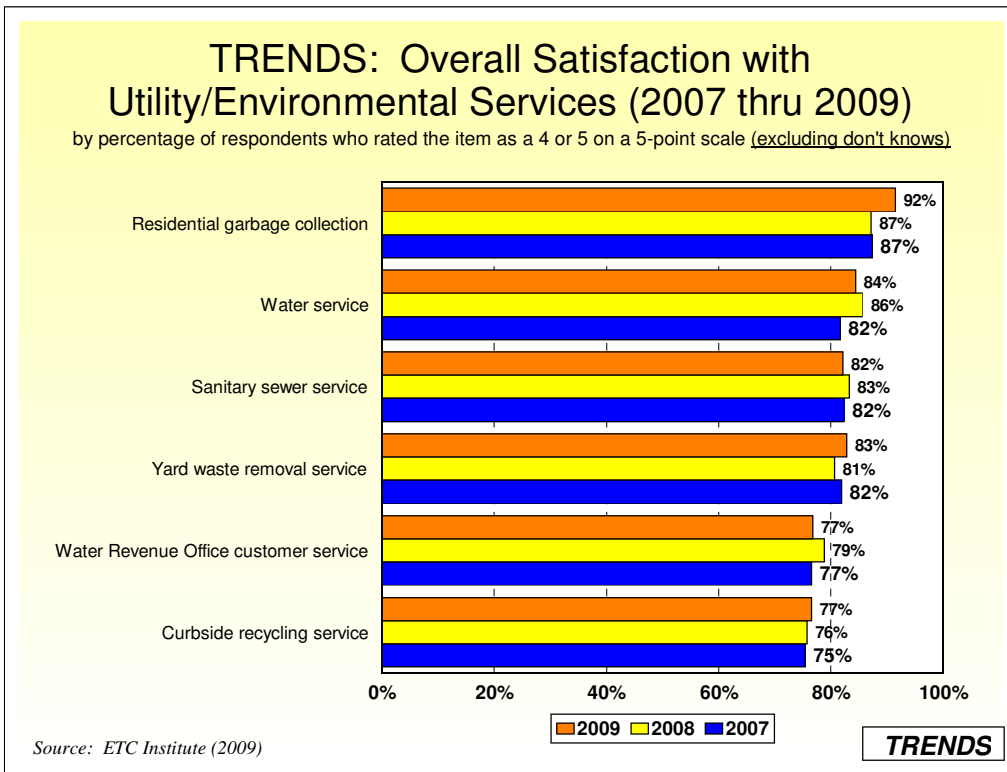
UTILITY AND ENVIRONMENTAL SERVICES

Satisfaction with Various Aspects of Utility/Environmental Services

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



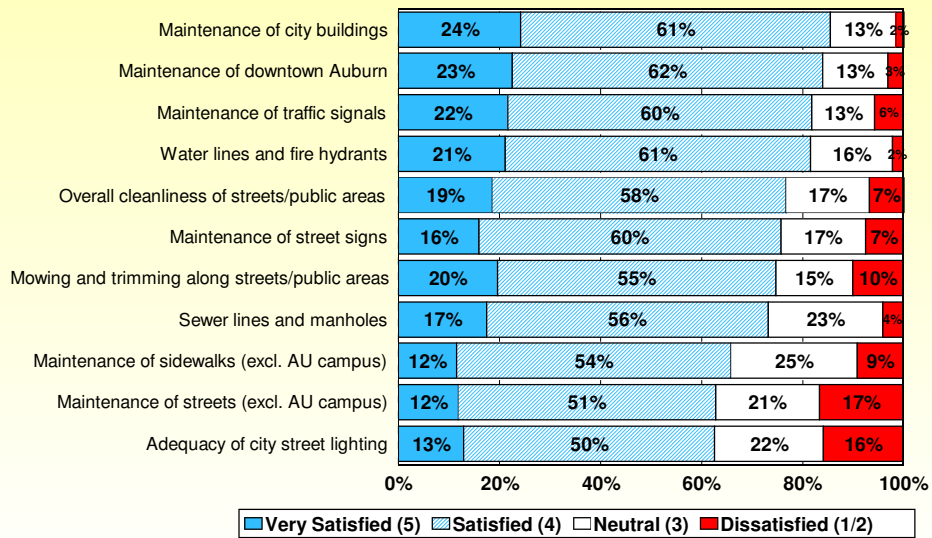
Source: ETC Institute (2009)



CITY MAINTENANCE

Satisfaction with Various Aspects of City Maintenance

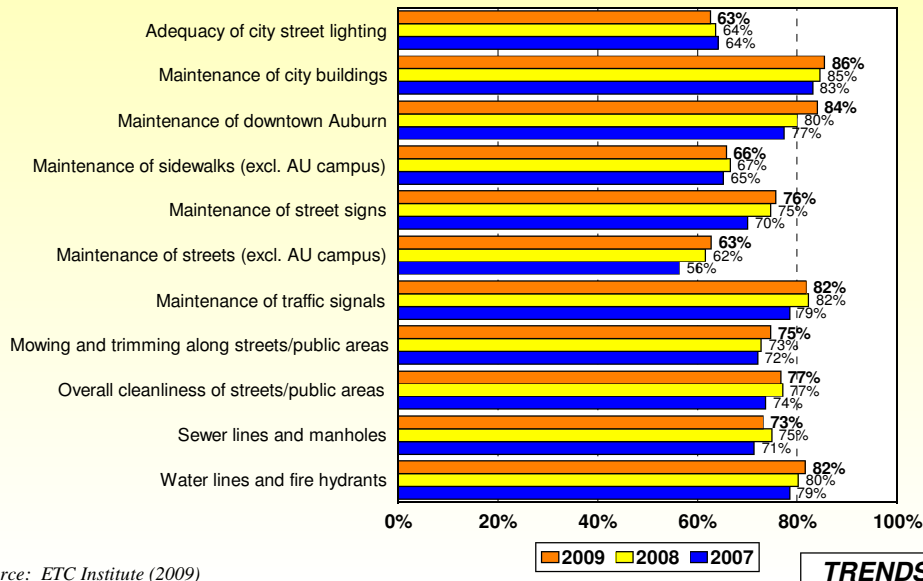
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2009)

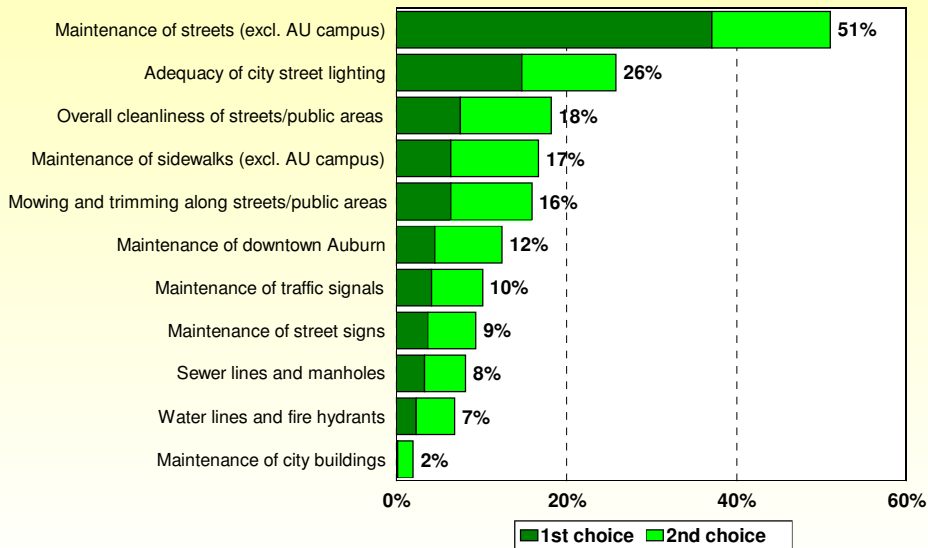
TRENDS: Overall Satisfaction with City Maintenance (2007 thru 2009)

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



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

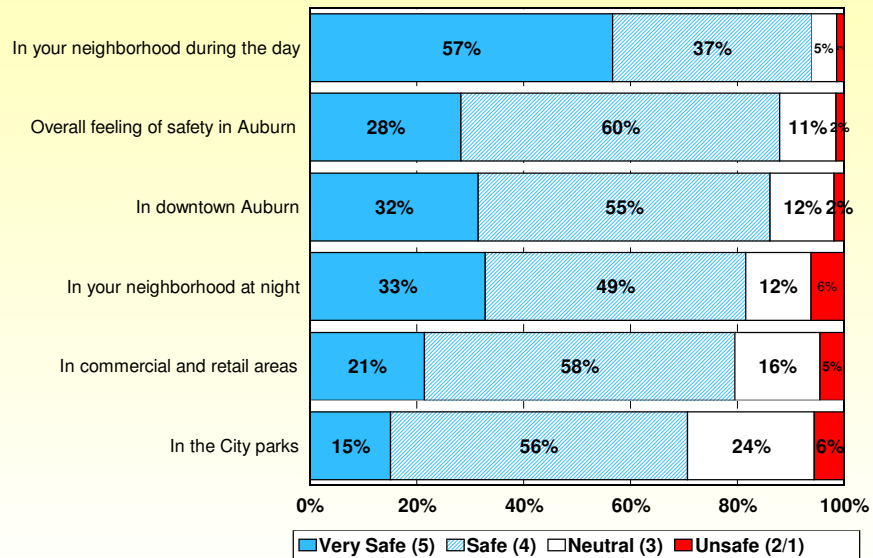
by percentage of residents surveyed who selected the item as one of their top two choices



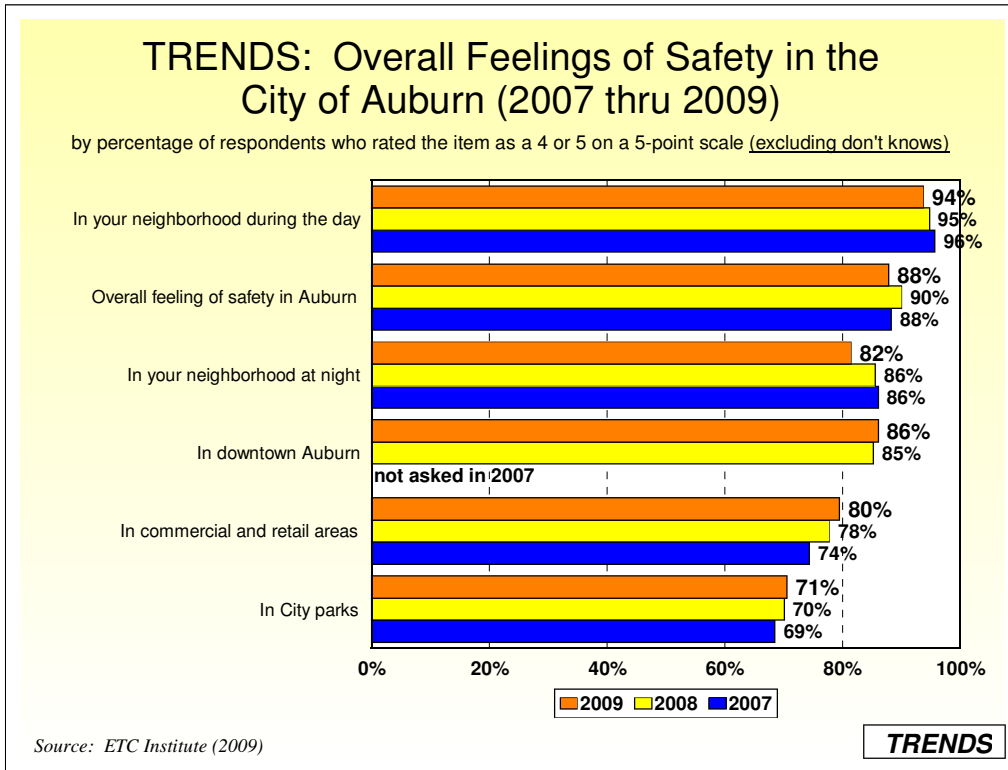
FEELING OF SAFETY

Feelings of Safety in Auburn

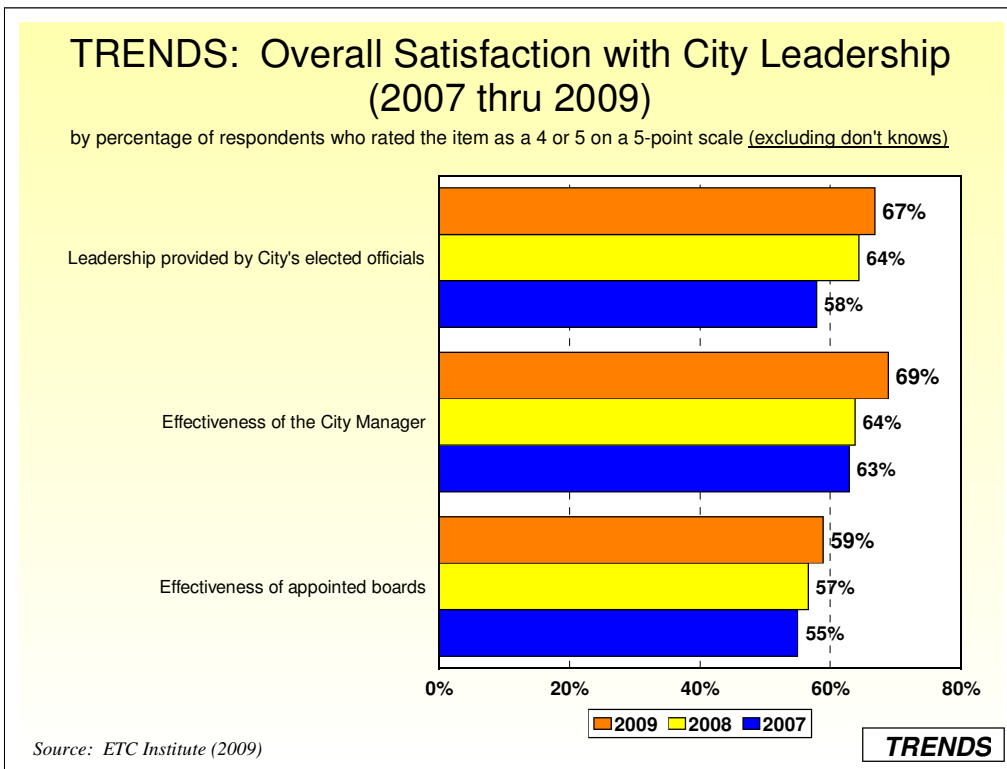
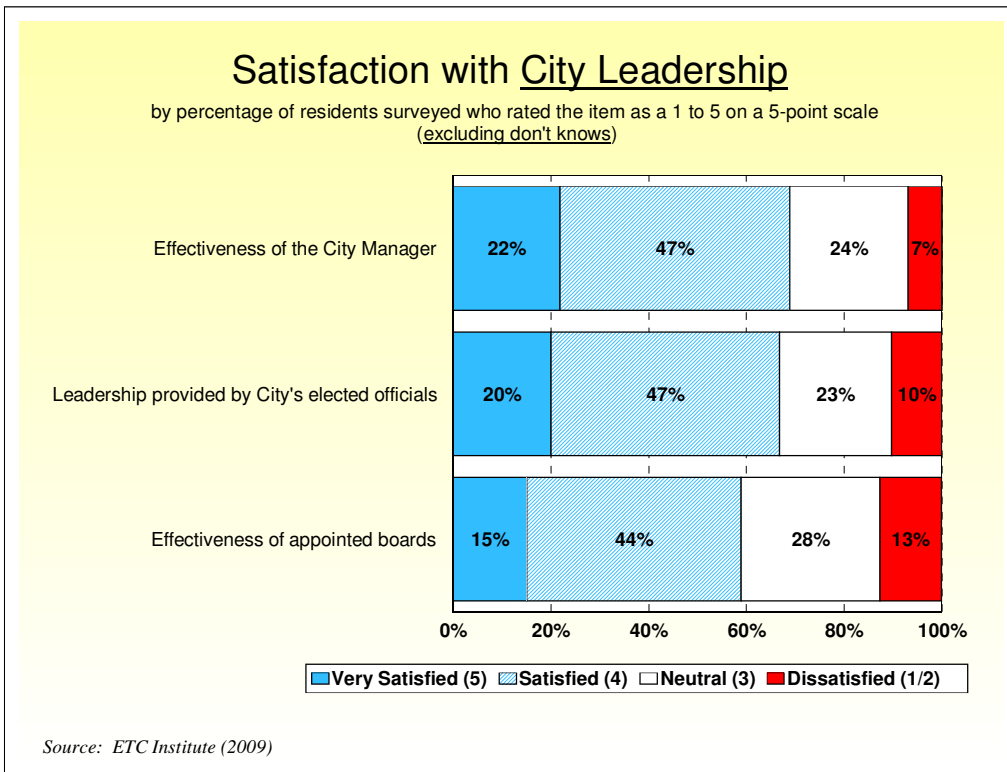
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2009)



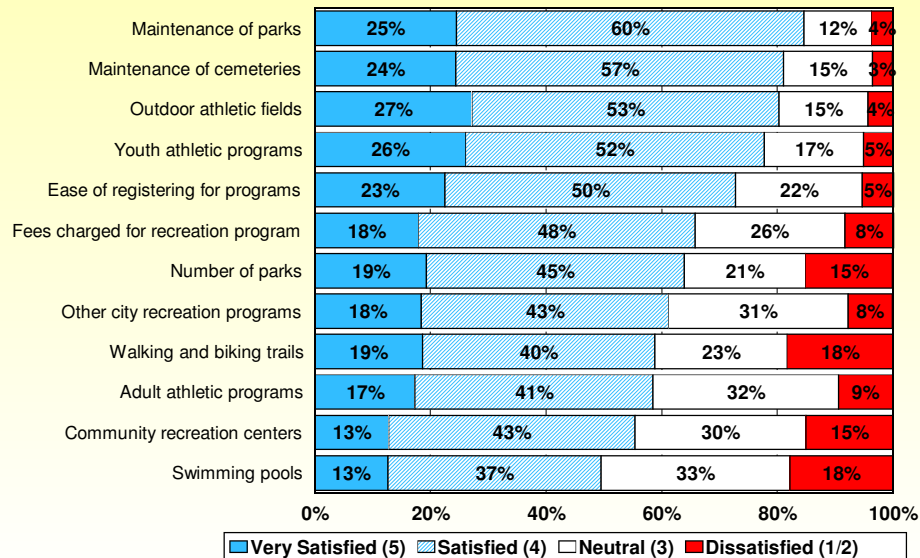
CITY LEADERSHIP



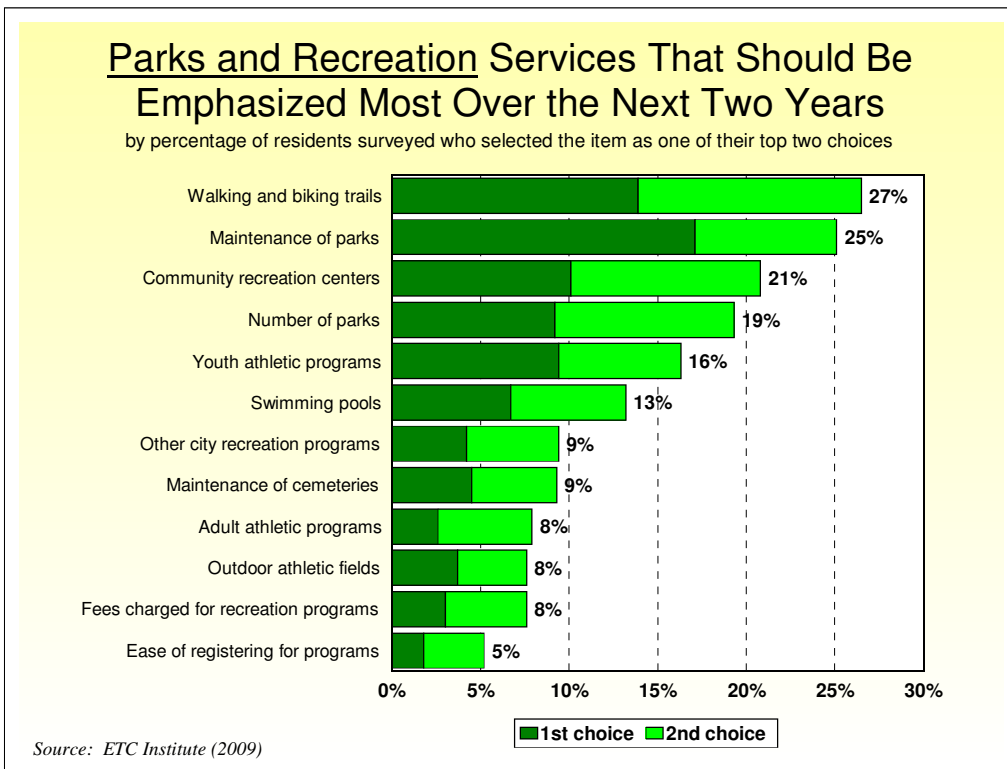
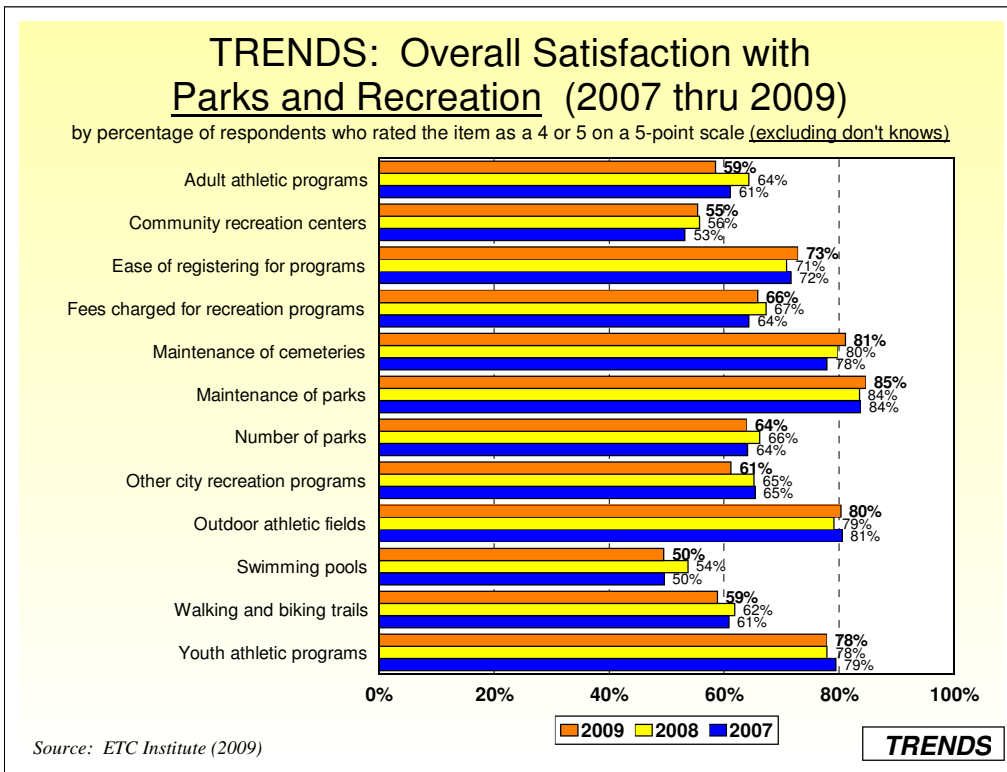
PARKS & RECREATION

Satisfaction with Various Aspects of Parks and Recreation

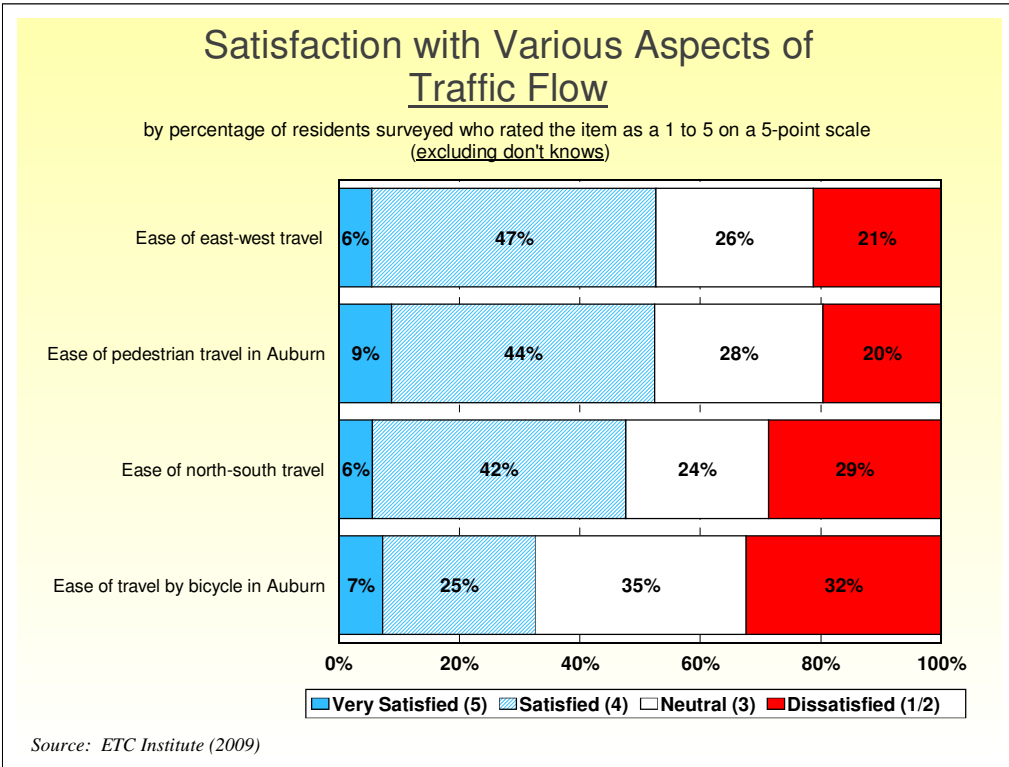
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)

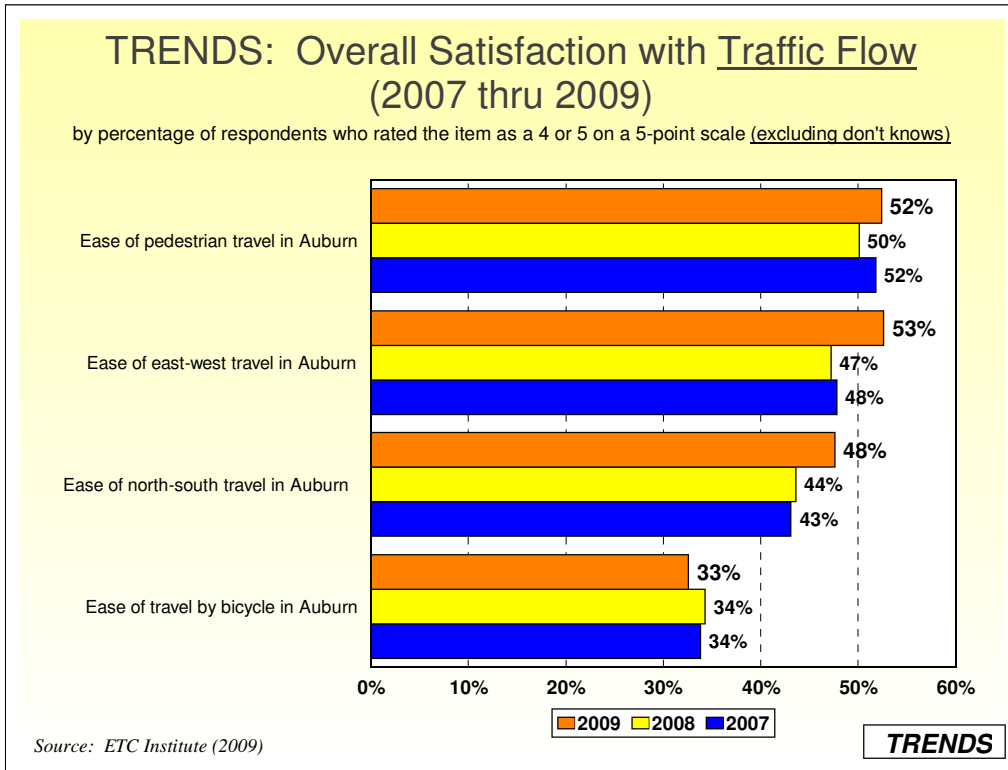


Source: ETC Institute (2009)

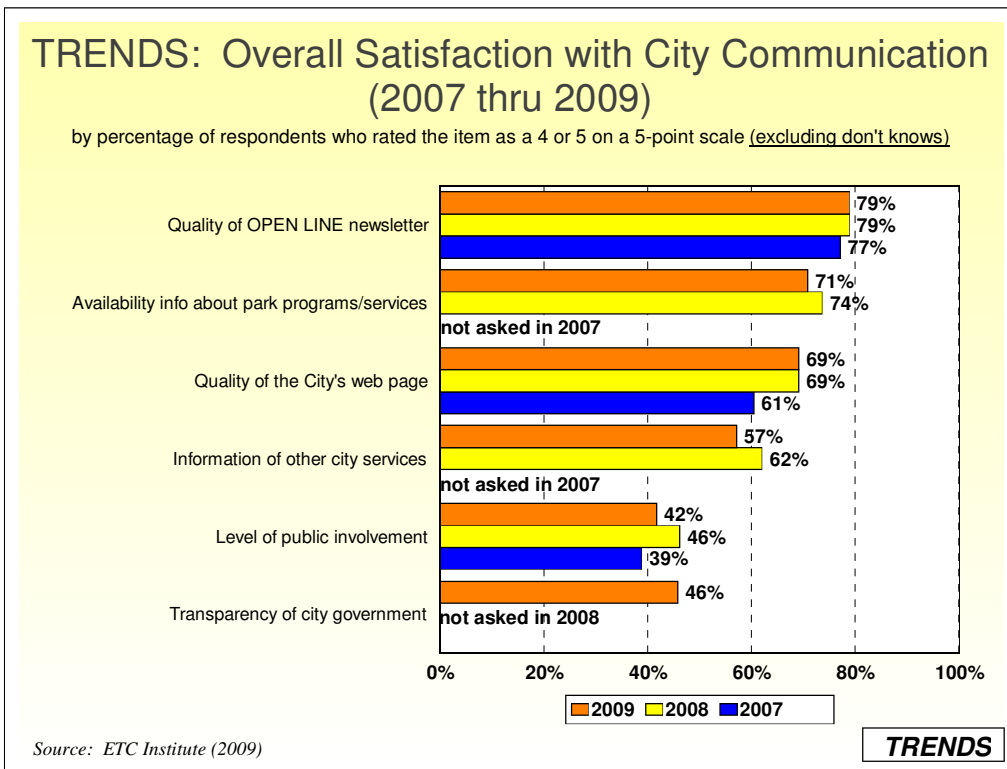
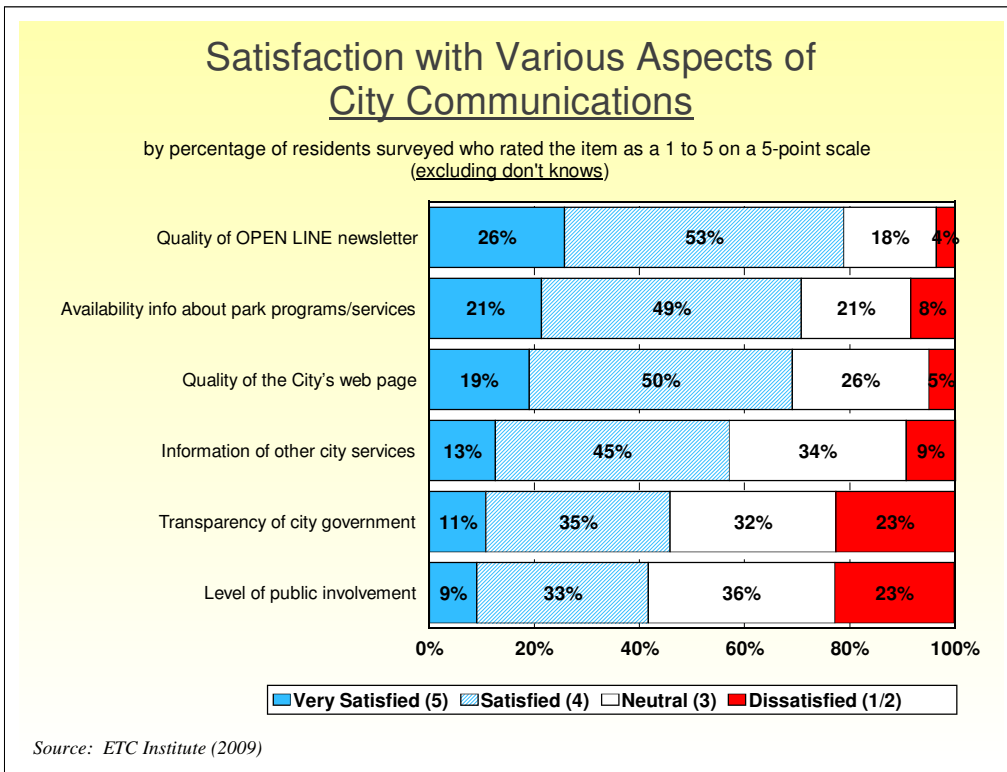


Traffic Flow





CITY COMMUNICATIONS

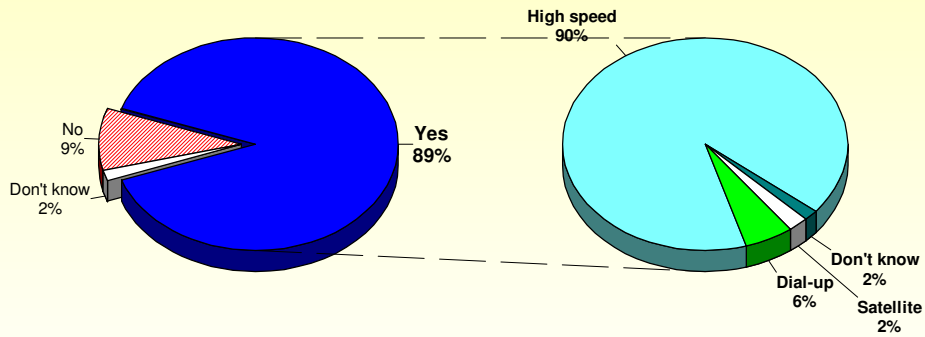


OTHER ISSUES

Do You Have Access to the Internet at Your Home?

by percentage of residents surveyed

Do You Have High Speed or Dial-up Access?

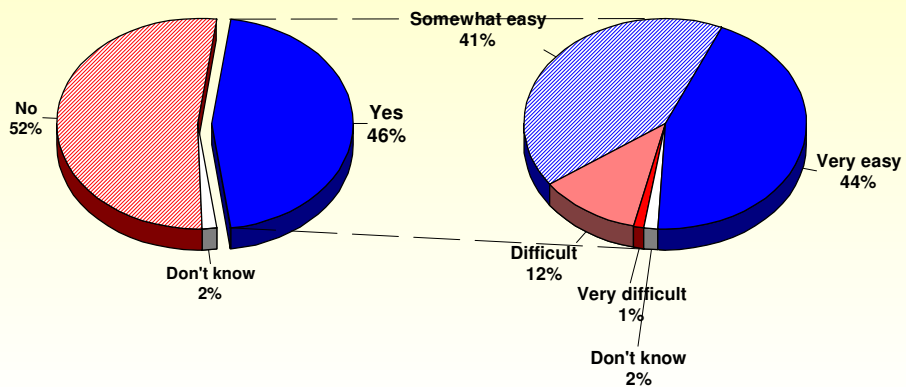


Source: ETC Institute (2009)

Have You Called or Visited the City with a Question, Problem, or Complaint During the Past Year?

by percentage of residents surveyed

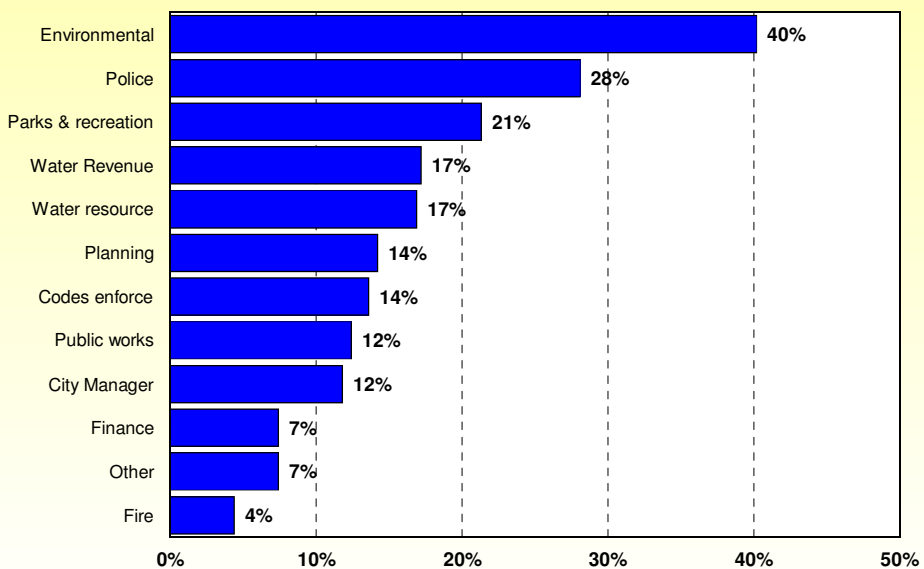
How easy was it to contact the person you needed to reach?



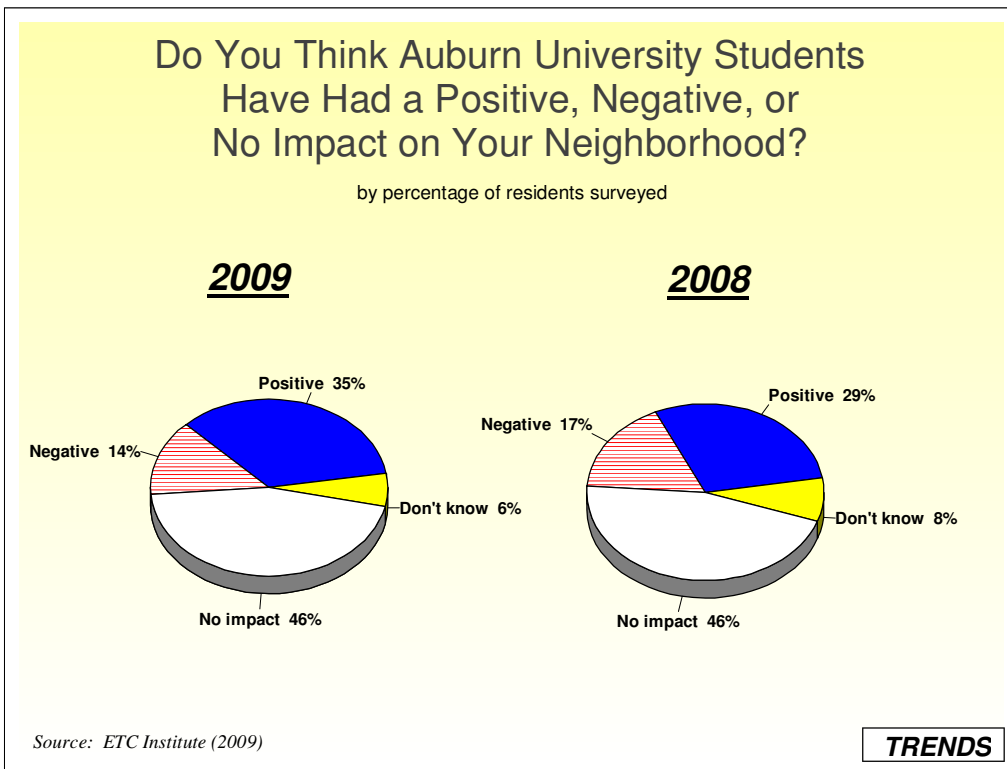
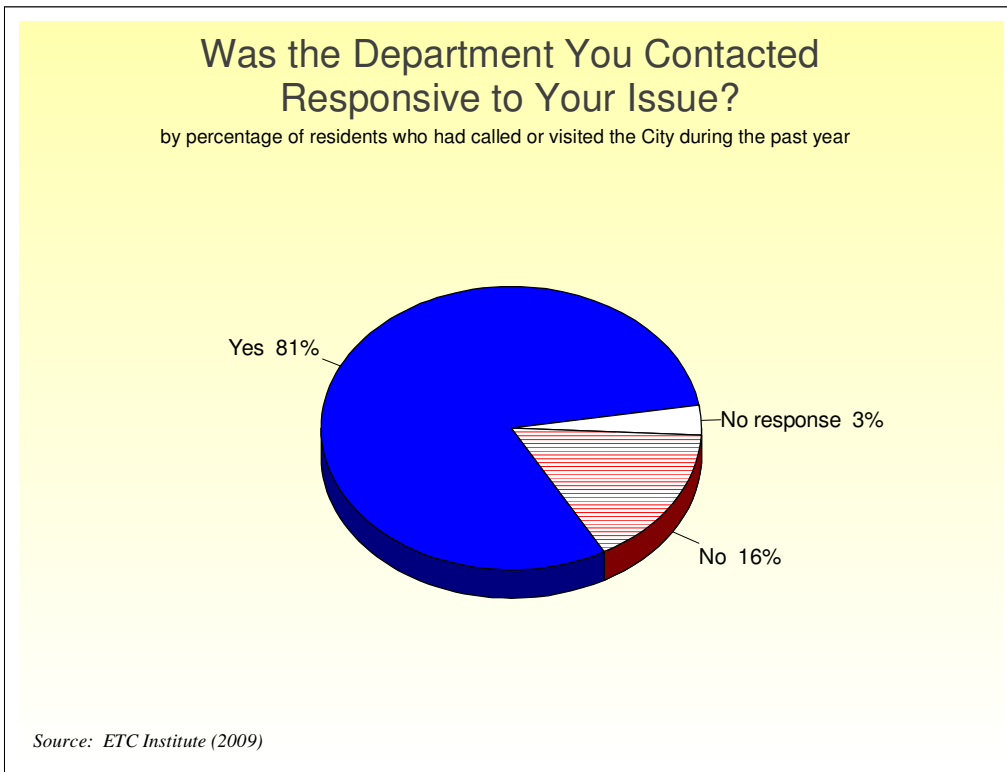
Source: ETC Institute (2009)

What City department did you contact?

by percentage of residents who had contacted the City during the past year

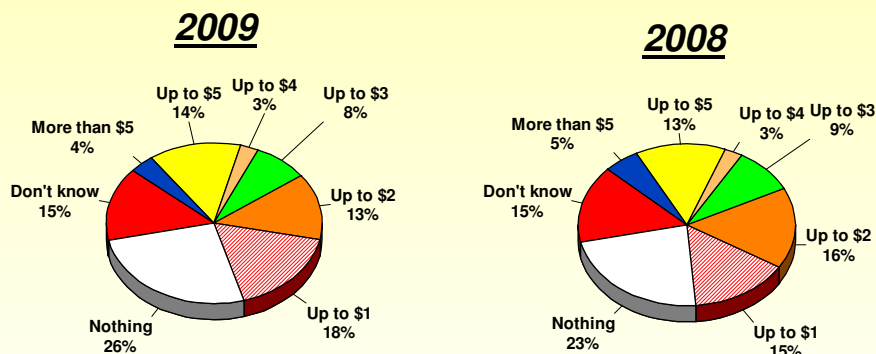


Source: ETC Institute (2009)



How Much Residents Would be Willing to Pay Per Month on Their Utility Bill to Fund Stormwater Improvements in Auburn?

by percentage of residents surveyed

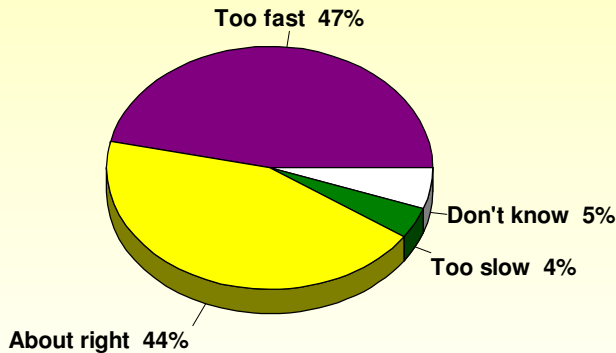


Source: ETC Institute (2009)

TRENDS

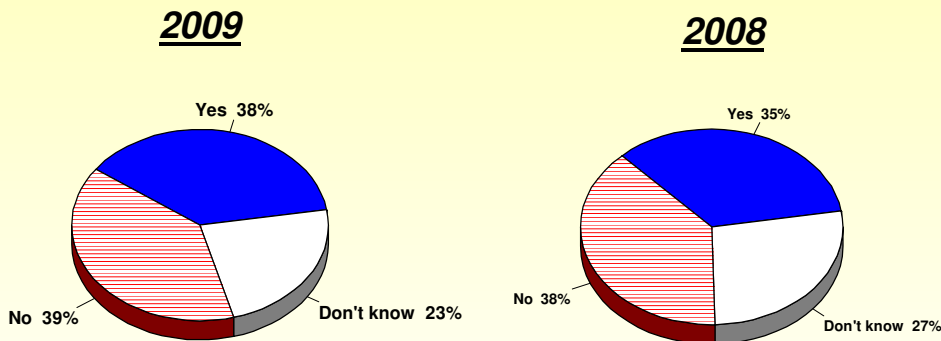
Do you think the current rate of growth in the City of Auburn is too fast, too slow, or about right?

by percentage of residents surveyed



Source: ETC Institute (2009)

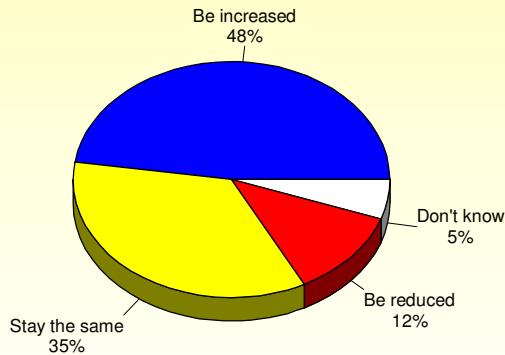
Do you believe that the City of Auburn is building sufficient streets, intersections, sidewalks, and water/sewer systems to keep up with the City's growth?
by percentage of residents surveyed



Source: ETC Institute (2009)

TRENDS

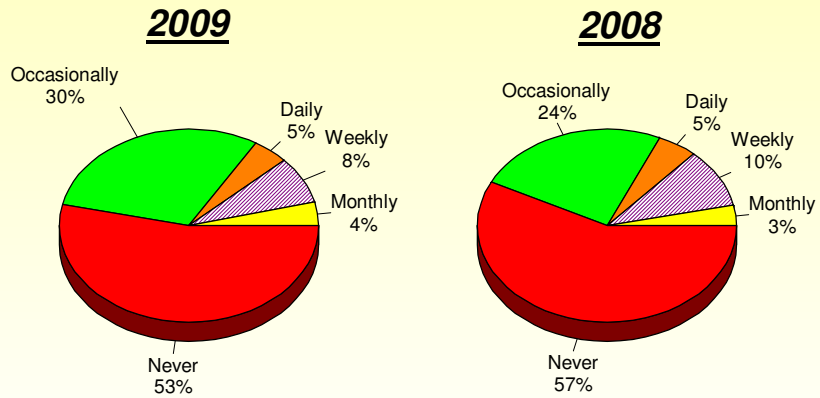
Do you think the City's efforts to pursue commercial and industrial projects in Auburn, in order to create jobs and revenue, should be increased, stay the same, or be reduced?
by percentage of residents surveyed



Source: ETC Institute (2009)

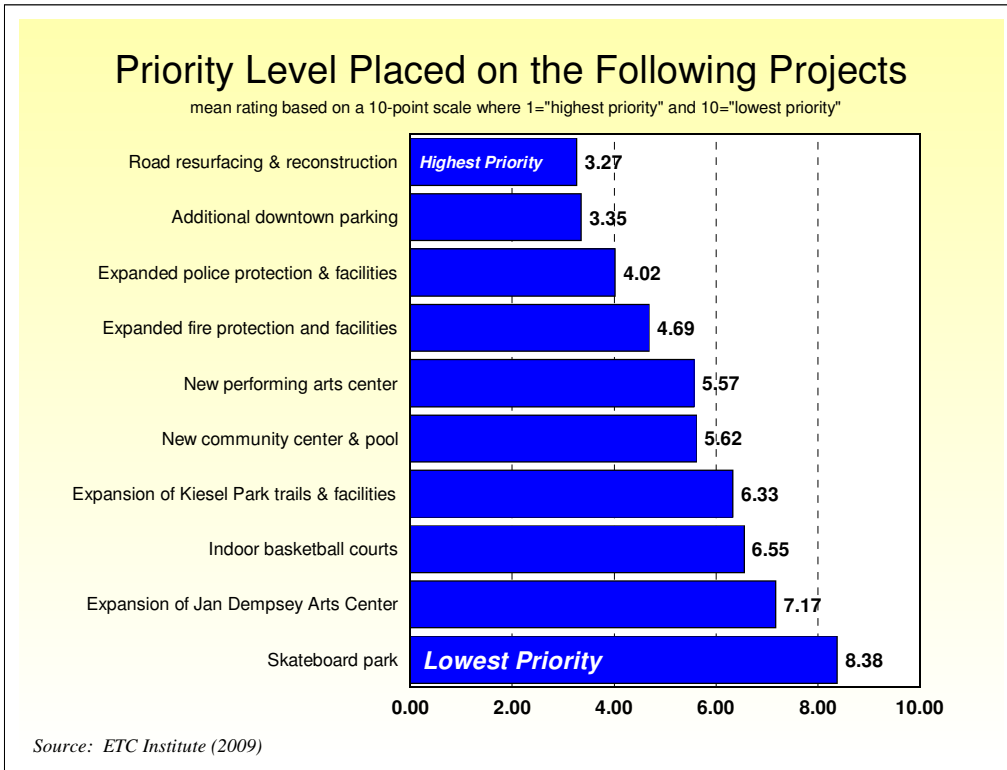
How often do you use the City's bicycle lanes and facilities?

by percentage of residents surveyed



Source: ETC Institute (2009)

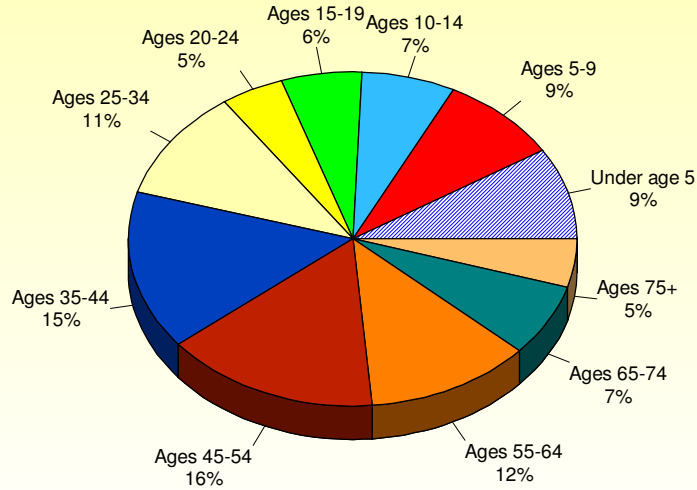
Priority for Various Projects



Demographics

Demographics: Ages of people in respondents' households

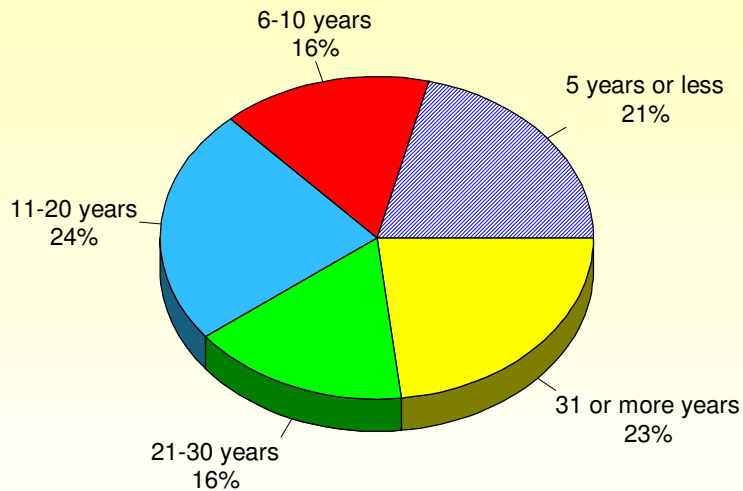
by percentage of residents surveyed



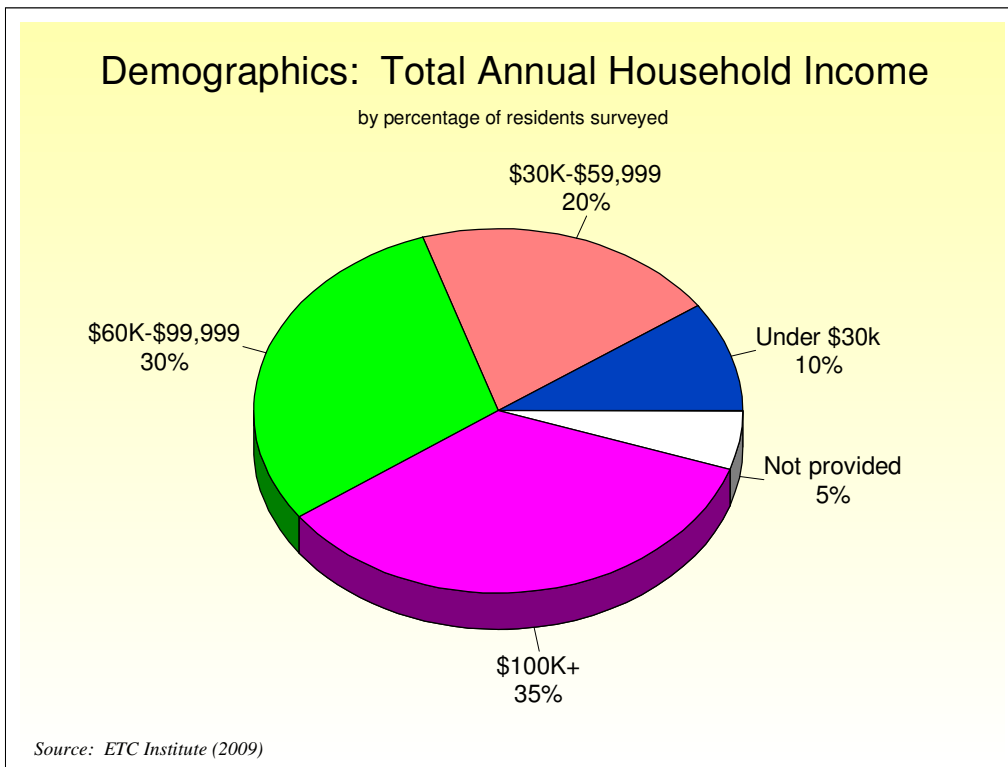
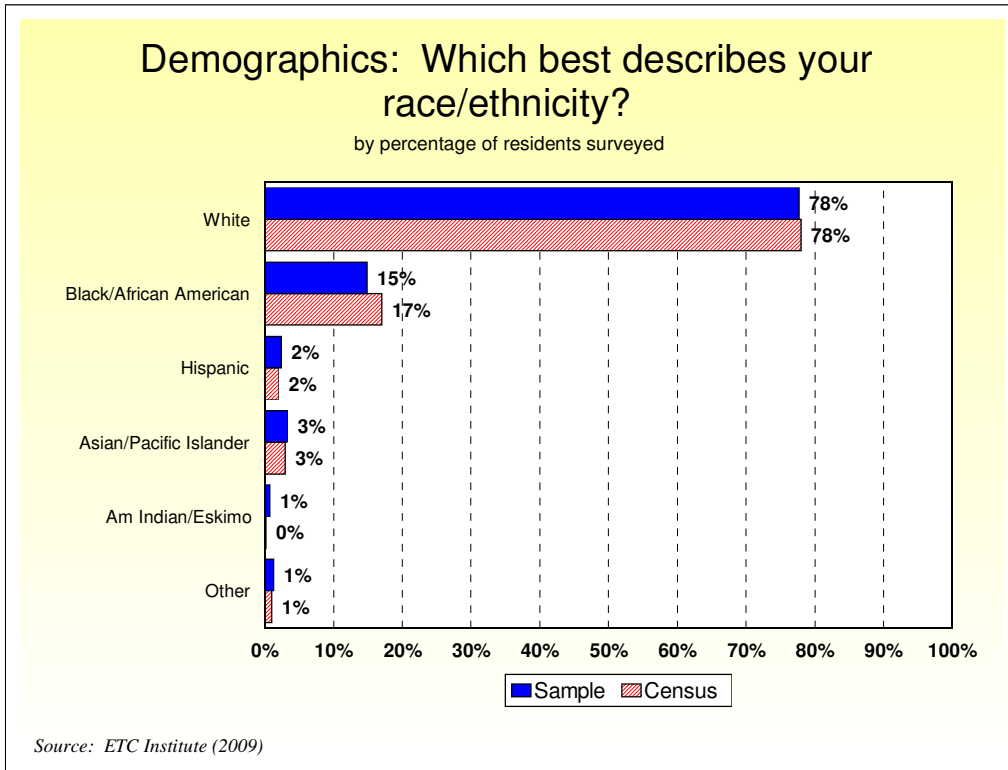
Source: ETC Institute (2009)

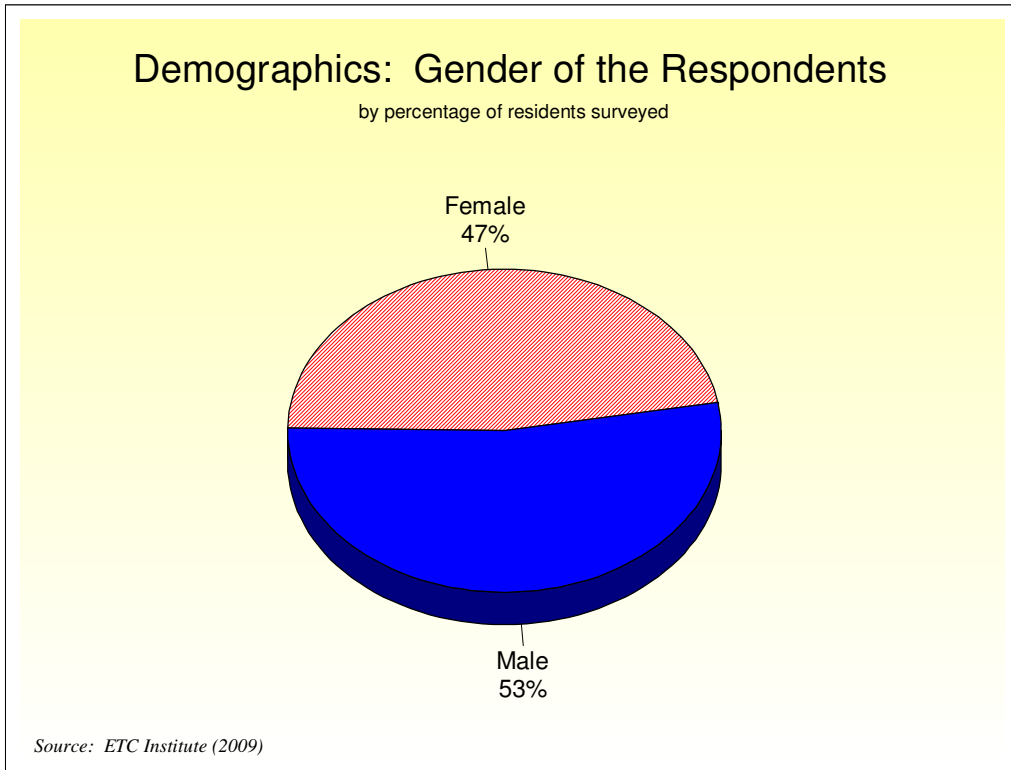
Demographics: How Many Years Have You Lived in the City of Auburn?

by percentage of residents surveyed



Source: ETC Institute (2009)





Section 2: Benchmarking Data

DirectionFinder® Survey

Year 2009 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 100 cities in 21 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 March 2007 to a random sample of 2,000 residents in the continental United States and (2) survey results from 20 medium sized cities (population of 20,000 to 199,999) where the *DirectionFinder*® survey was administered between March 2005 and March 2007. The national survey results were used as the basis for the mean performance ratings that are shown in this report. The results from individual cities were used as the basis for developing the range of performance that is shown in this report for specific types of services.

The 20 cities included in the performance comparisons that are shown in this report are listed below (cities that are home to a major university are identified with an “*”)

- Blue Springs, Missouri
- Bridgeport, Connecticut
- Burbank, California
- Casper, Wyoming
- Columbia, Missouri*
- Independence, Missouri
- Kansas City, Kansas
- Lawrence, Kansas*
- Lee's Summit, Missouri
- Lenexa, Kansas
- Manhattan, Kansas*
- Naperville, Illinois
- Olathe, Kansas
- Overland Park, Kansas
- Peoria, Arizona
- Palm Desert, California
- Shoreline, Washington
- San Bernardino, California
- Tamarac, Florida
- West Des Moines, Iowa

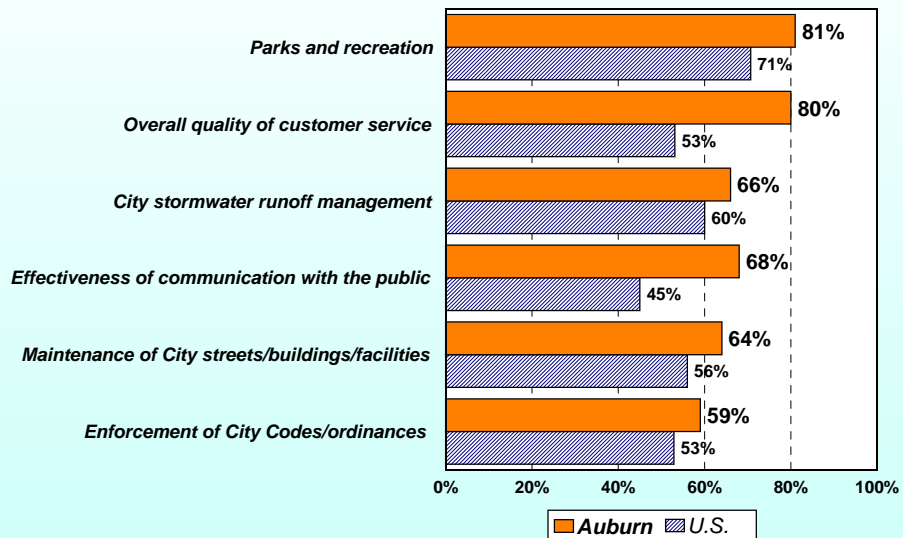
The charts on the following pages show the range of satisfaction among residents in the communities listed above. The charts show the highest, lowest, and average (mean) levels of satisfaction for nearly 50 areas of municipal service delivery. The mean rating is shown as a vertical line and indicates the mean ratings from ETC Institute’s national survey for residents who live in cities with a population of 20,000 to 199,999. 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 where the *DirectionFinder*® survey has been administered.

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.

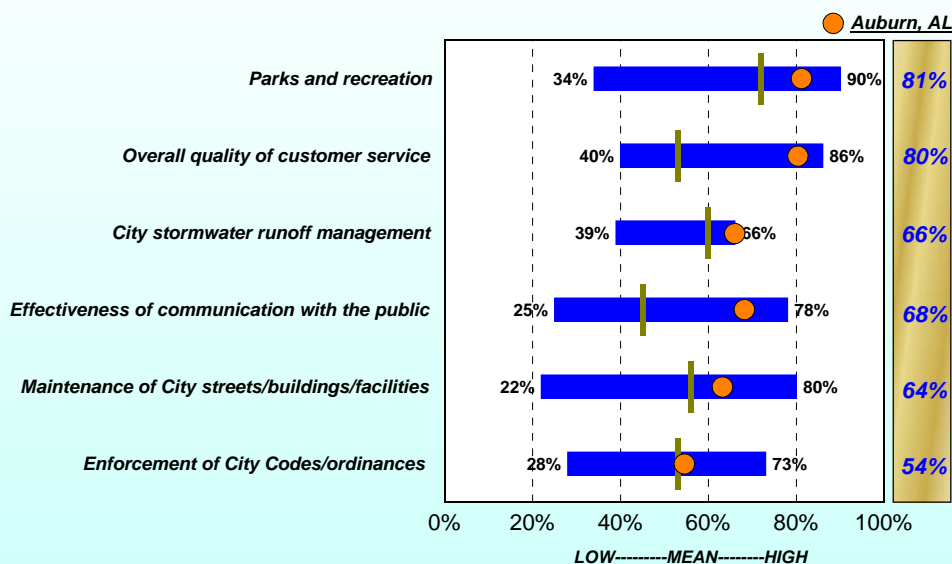
Overall Satisfaction with Various City Services Auburn vs. the U.S.

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)



Overall Satisfaction with Various City Services by Major Category - 2009

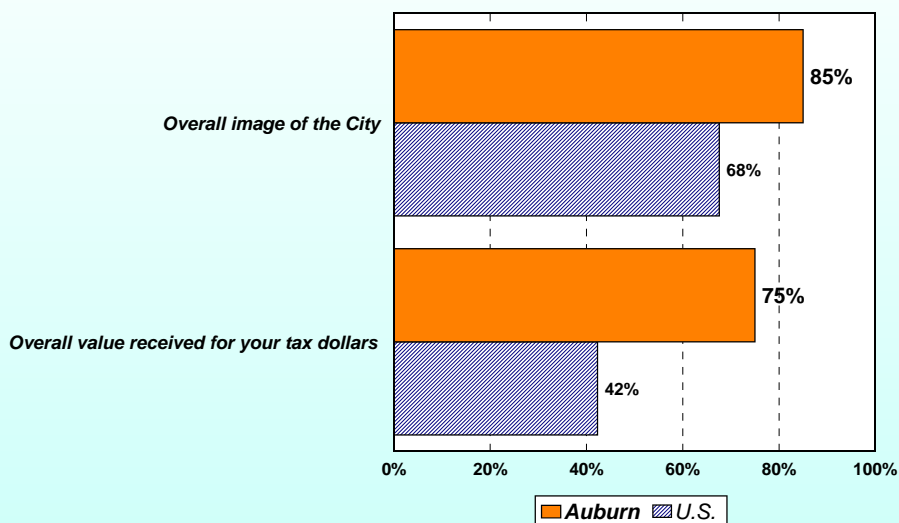
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



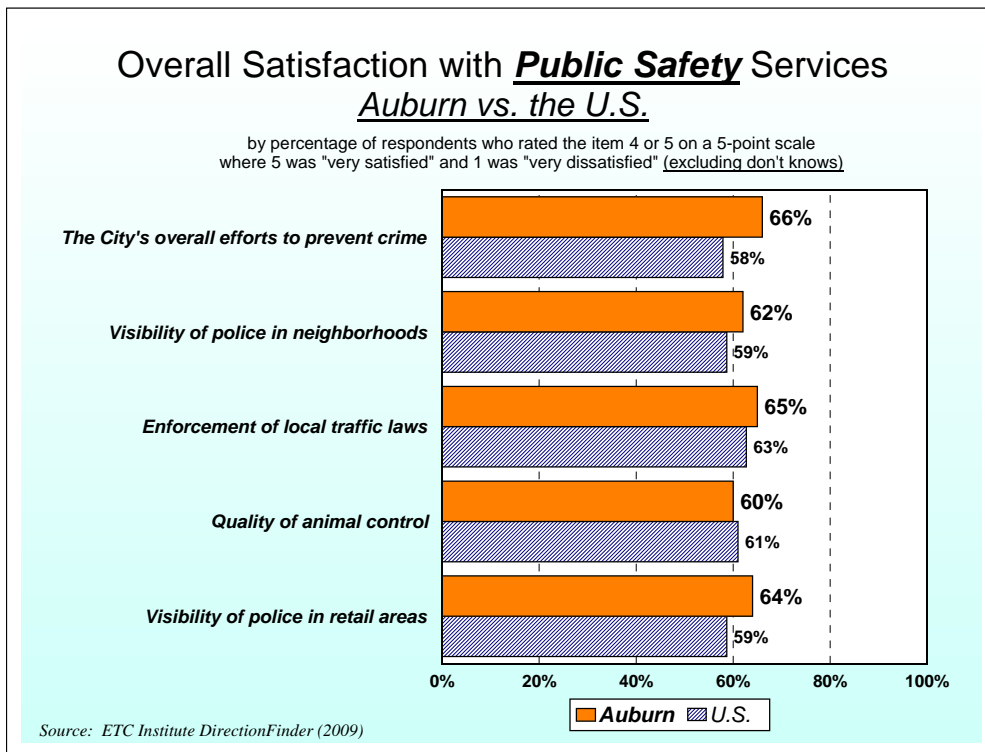
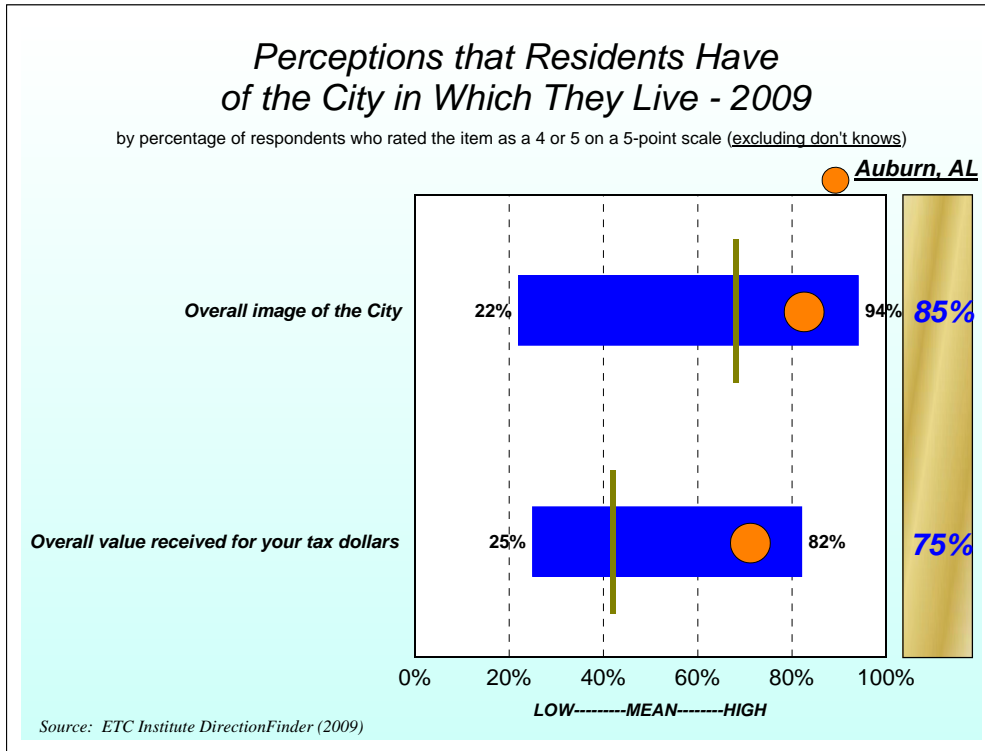
Source: ETC Institute DirectionFinder (2009)

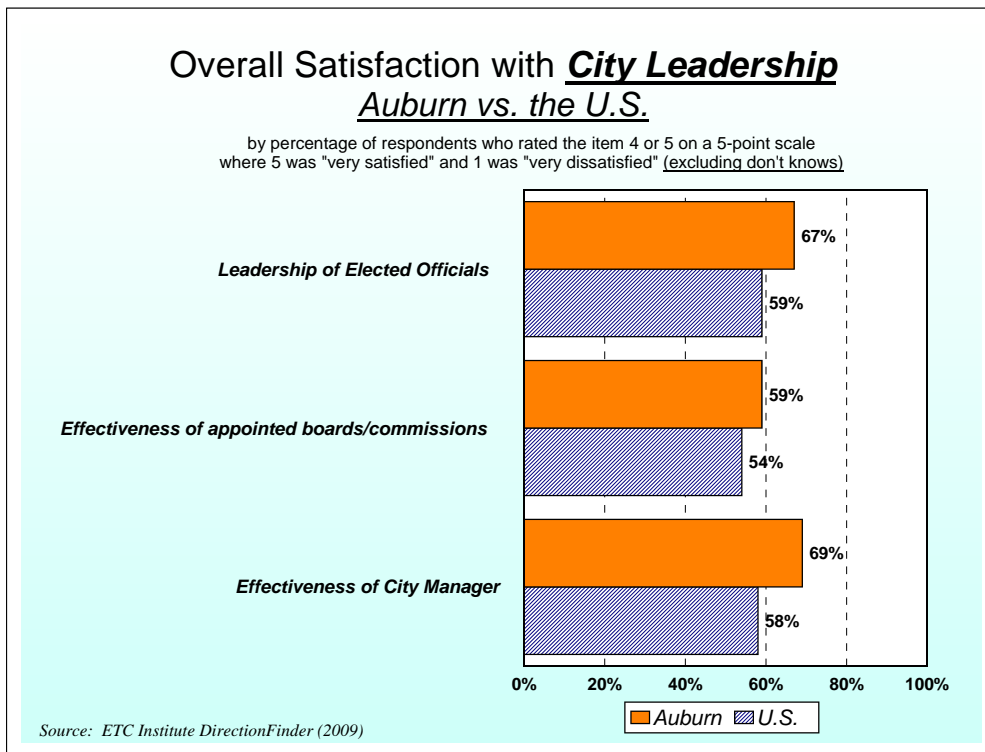
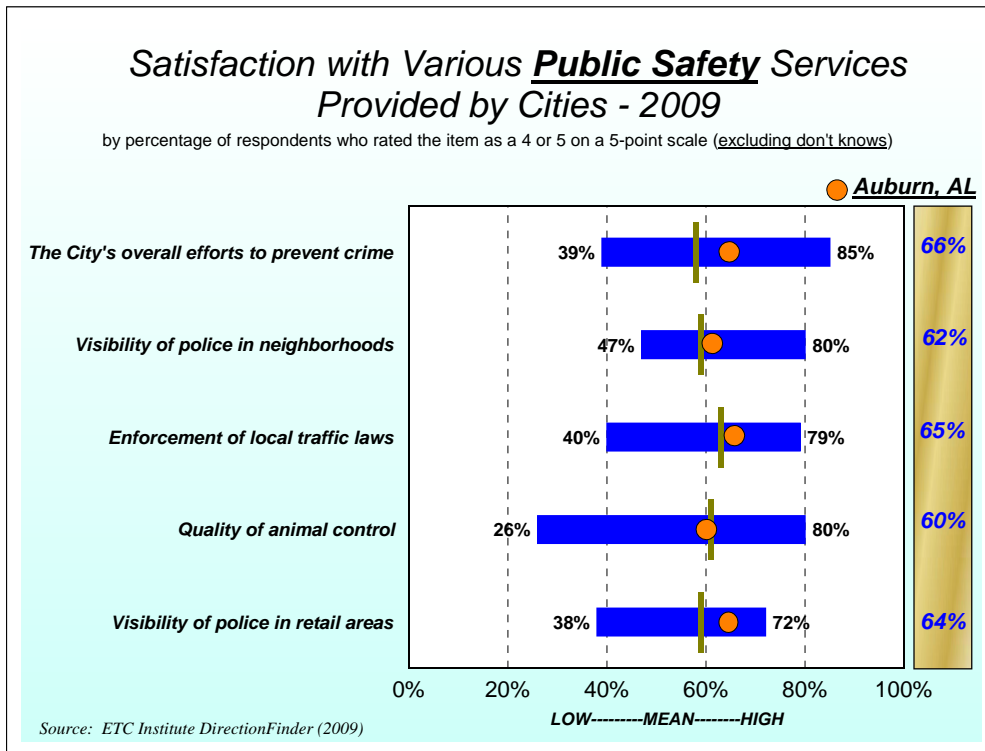
Perceptions that Residents Have of the City in Which They Live Auburn vs. the U.S.

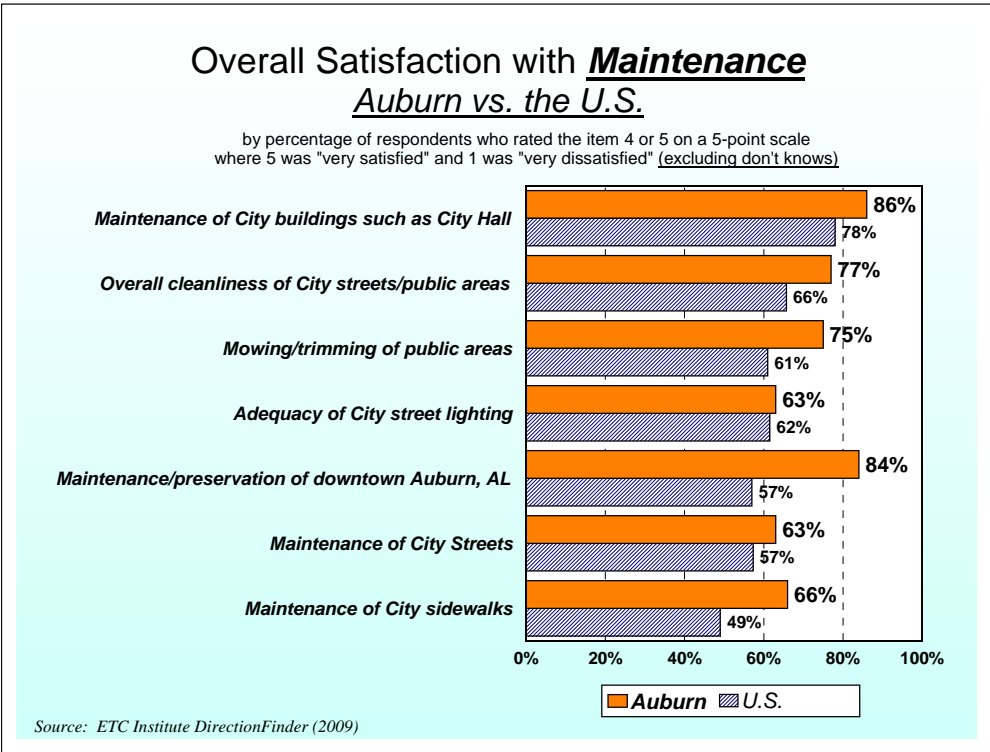
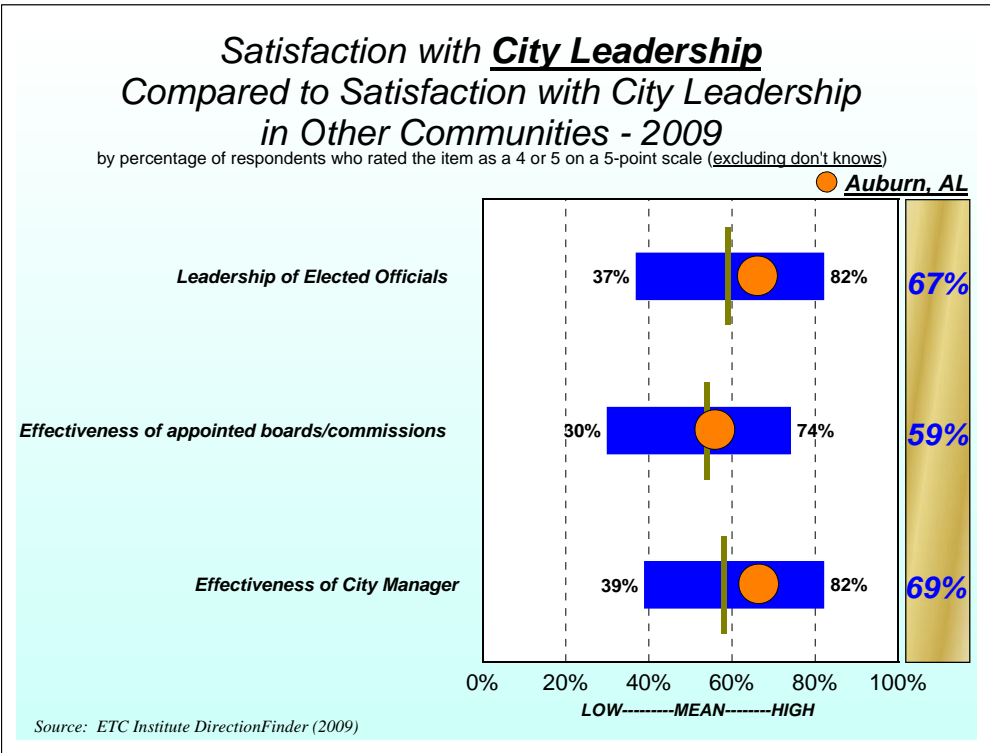
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

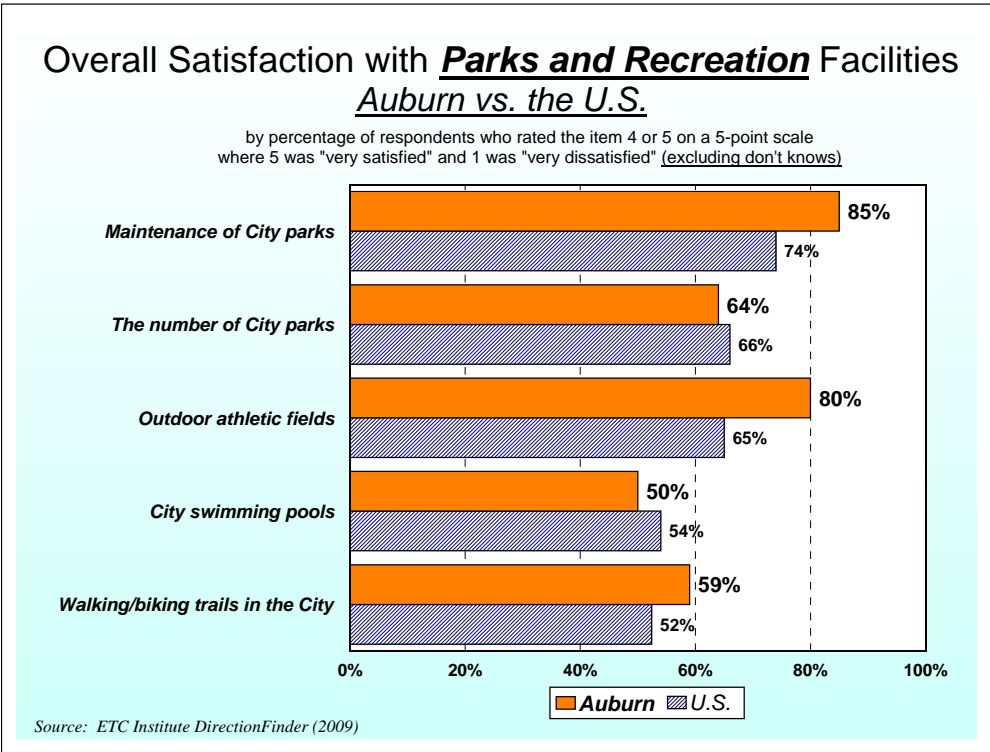
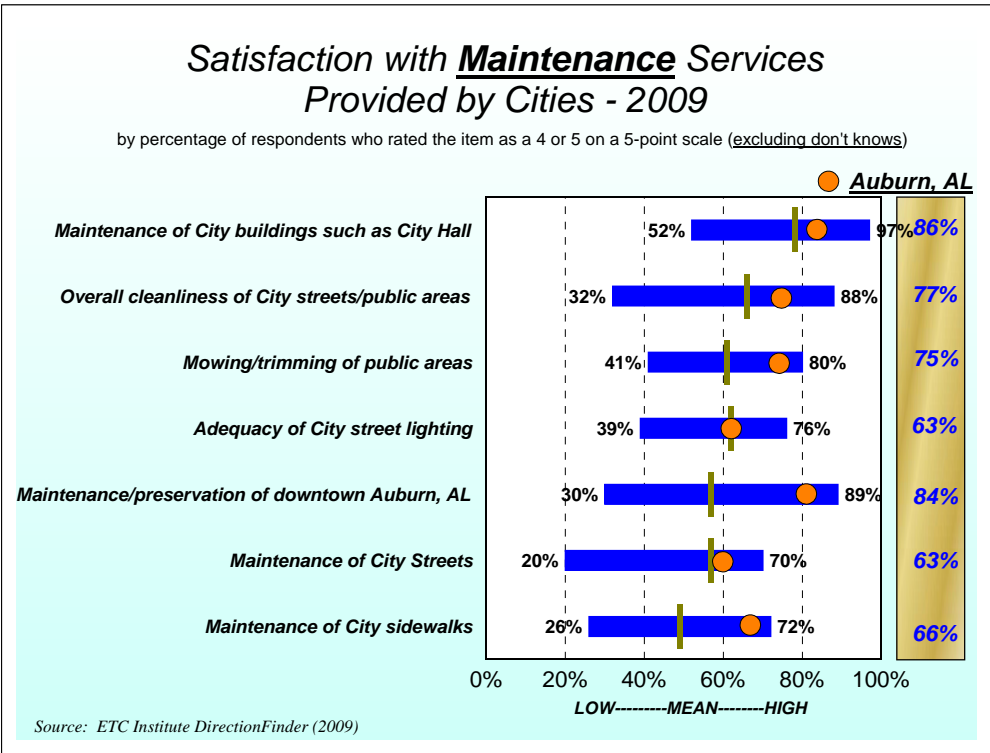


Source: ETC Institute DirectionFinder (2009)



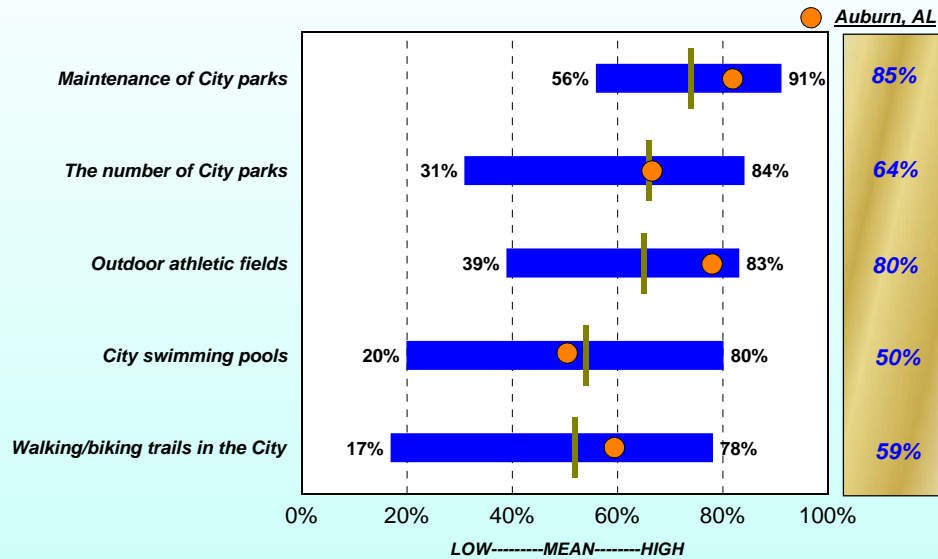






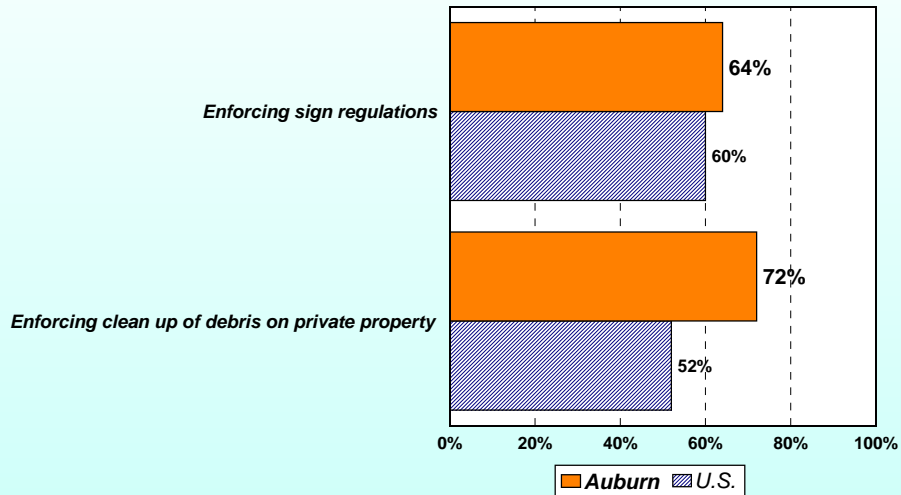
Satisfaction with Parks and Recreation Facilities and Services Provided by Cities - 2009

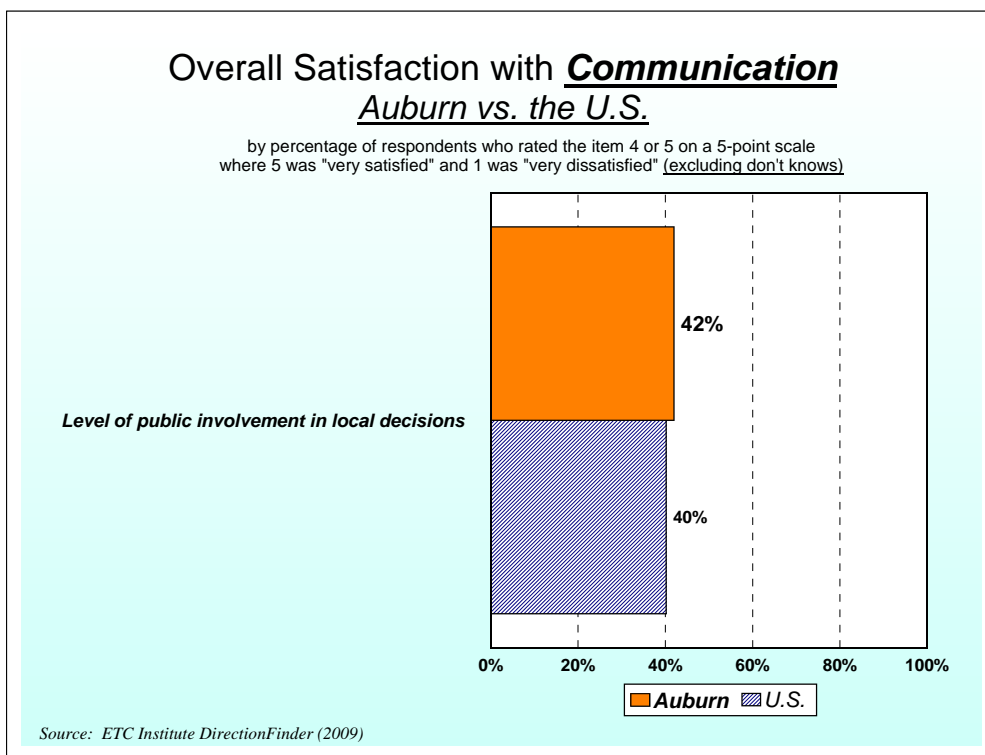
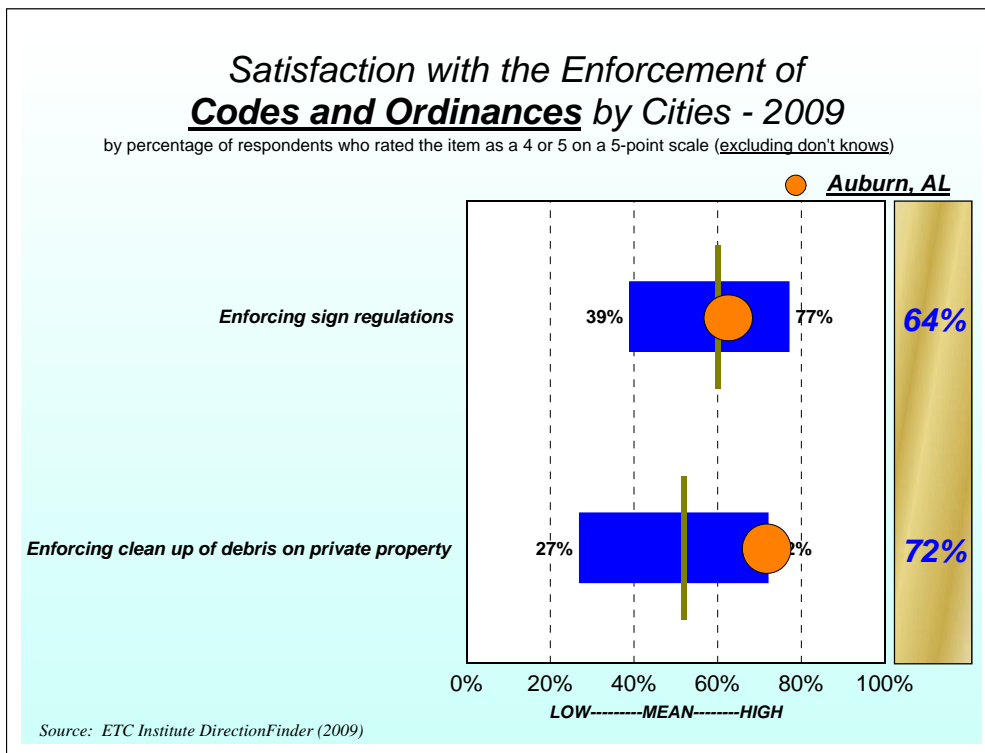
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Overall Satisfaction with the Enforcement of Codes and Ordinances 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)

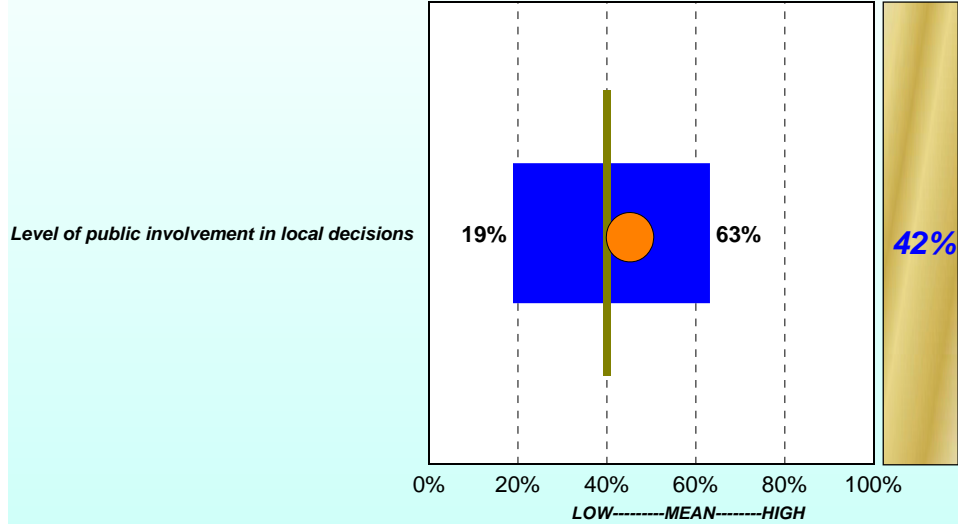




Satisfaction with Various Aspects of City Communications - 2009

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

● **Auburn, AL**



Source: ETC Institute DirectionFinder (2009)

Section 3:
Importance-Satisfaction
Analysis

Importance-Satisfaction Analysis

Auburn, Alabama

Overview

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

The Importance-Satisfaction (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 cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories 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 City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale "excluding don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the Overall City services they thought should receive the most emphasis over the next two years. Twenty-two percent (22%) selected the "Enforcement of city codes and ordinances" as one of the most important Overall City service issues to emphasize over the next two years.

With regard to satisfaction, 59% of the residents surveyed rated their overall satisfaction with the "Enforcement of city codes and ordinances" as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied) excluding "Don't know" responses. The I-S rating for the "Enforcement of city codes and ordinances" was calculated by multiplying the sum of the most important

percentages by 1 minus the sum of the satisfaction percentages. In this example, 22% was multiplied by 41%.

(1-0.59). This calculation yielded an I-S rating of 0.0904, which ranked third out of ten Overall City Services.

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 that they are positively satisfied with the delivery of the service.

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

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas 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 two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .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 Auburn are provided on the following page.

Importance-Satisfaction Rating

City of Auburn

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic and congestion management	61%	1	49%	10	0.3120	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of city streets/facilities	47%	2	64%	8	0.1690	2
<u>Medium Priority (IS <.10)</u>						
Enforcement of city codes/ordinances	22%	5	59%	9	0.0904	3
Quality of city's stormwater runoff	17%	7	66%	7	0.0580	4
Effectiveness of city communication	16%	8	68%	6	0.0514	5
Police-fire-ambulance services	37%	4	88%	3	0.0444	6
Quality of city school system	43%	3	92%	1	0.0363	7
Parks & recreations programs/facilities	19%	6	81%	4	0.0359	8
Quality of Customer Service received	6%	9	80%	5	0.0123	9
Quality of city library facilities	6%	10	90%	2	0.0057	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 receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Auburn

PUBLIC SAFETY

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Enforcement of speed limits in neighborhoods	26%	4	52%	13	0.1275	1
Visibility of police in neighborhoods	28%	3	62%	11	0.1088	2
Efforts to prevent crime	30%	2	66%	6	0.1018	3
<u>Medium Priority (IS < .10)</u>						
Enforcement of traffic laws	16%	5	65%	8	0.0546	4
Overall quality of police protection	32%	1	84%	2	0.0514	5
Visibility of police in retail areas	10%	7	64%	9	0.0368	6
Quality of animal control	6%	9	60%	12	0.0253	7
Overall quality of fire protection	14%	6	85%	1	0.0217	8
How quickly police respond-emergency	8%	8	76%	4	0.0177	9
Police safety education programs	4%	11	62%	10	0.0133	10
Quality of local ambulance service	5%	10	73%	5	0.0130	11
Fire safety education programs	3%	12	66%	7	0.0091	12
Fire personnel emergency response	2%	13	80%	3	0.0046	13

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 receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Auburn

Code and Ordinance Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Zoning regulations	45%	1	46%	5	0.2431	1
<u>High Priority (IS .10-.20)</u>						
Erosion & sediment control regulations	22%	3	44%	6	0.1255	2
Unrelated occupancy regulations	20%	4	41%	7	0.1202	3
Clean up debris/litter in neighborhoods	42%	2	72%	1	0.1183	4
<u>Medium Priority (IS < .10)</u>						
Building codes	20%	5	52%	4	0.0966	5
Sign regulation	14%	6	64%	3	0.0518	6
Fire codes and regulation	12%	7	69%	2	0.0374	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 two most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Auburn

Utility and Environmental Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS < .10)</i>						
Curbside recycling service	42%	1	77%	6	0.0992	1
Yard waste removal service	30%	4	83%	3	0.0507	2
Water service	30%	3	84%	2	0.0470	3
Sanitary sewer service	24%	5	82%	4	0.0421	4
Residential garbage collection	33%	2	92%	1	0.0277	5
Water Revenue Office customer service	7%	6	77%	5	0.0169	6

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 receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Auburn

CITY MAINTENANCE

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Maintenance of streets (excl. AU campus)	51%	1	63%	10	0.1897	1
<i>Medium Priority (IS < .10)</i>						
Adequacy of city street lighting	26%	2	63%	11	0.0965	2
Maintenance of sidewalks (excl. AU campus)	17%	4	66%	9	0.0571	3
Overall cleanliness of streets/public areas	18%	3	77%	5	0.0424	4
Mowing and trimming along streets/public areas	16%	5	75%	7	0.0402	5
Maintenance of street signs	9%	8	76%	6	0.0226	6
Sewer lines and manholes	8%	9	73%	8	0.0217	7
Maintenance of downtown Auburn	12%	6	84%	2	0.0198	8
Maintenance of traffic signals	10%	7	82%	3	0.0184	9
Water lines and fire hydrants	7%	10	82%	4	0.0125	10
Maintenance of city buildings	2%	11	86%	1	0.0028	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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Auburn

PARKS and RECREATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Walking and biking trails	27%	1	59%	9	0.1092	1
<u>Medium Priority (IS <.10)</u>						
Community recreation centers	21%	3	55%	11	0.0928	2
Number of parks	19%	4	64%	7	0.0697	3
Swimming pools	13%	6	50%	12	0.0667	4
Maintenance of parks	25%	2	85%	1	0.0387	5
Other city recreation programs	9%	7	61%	8	0.0365	6
Youth athletic programs	16%	5	78%	4	0.0362	7
Adult athletic programs	8%	9	59%	10	0.0328	8
Fees charged for recreation programs	8%	11	66%	6	0.0260	9
Maintenance of cemeteries	9%	8	81%	2	0.0176	10
Outdoor athletic fields	8%	10	80%	3	0.0150	11
Ease of registering for programs	5%	12	73%	5	0.0141	12

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 receive the most emphasis over the next two years.

Satisfaction %:

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

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 those 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.

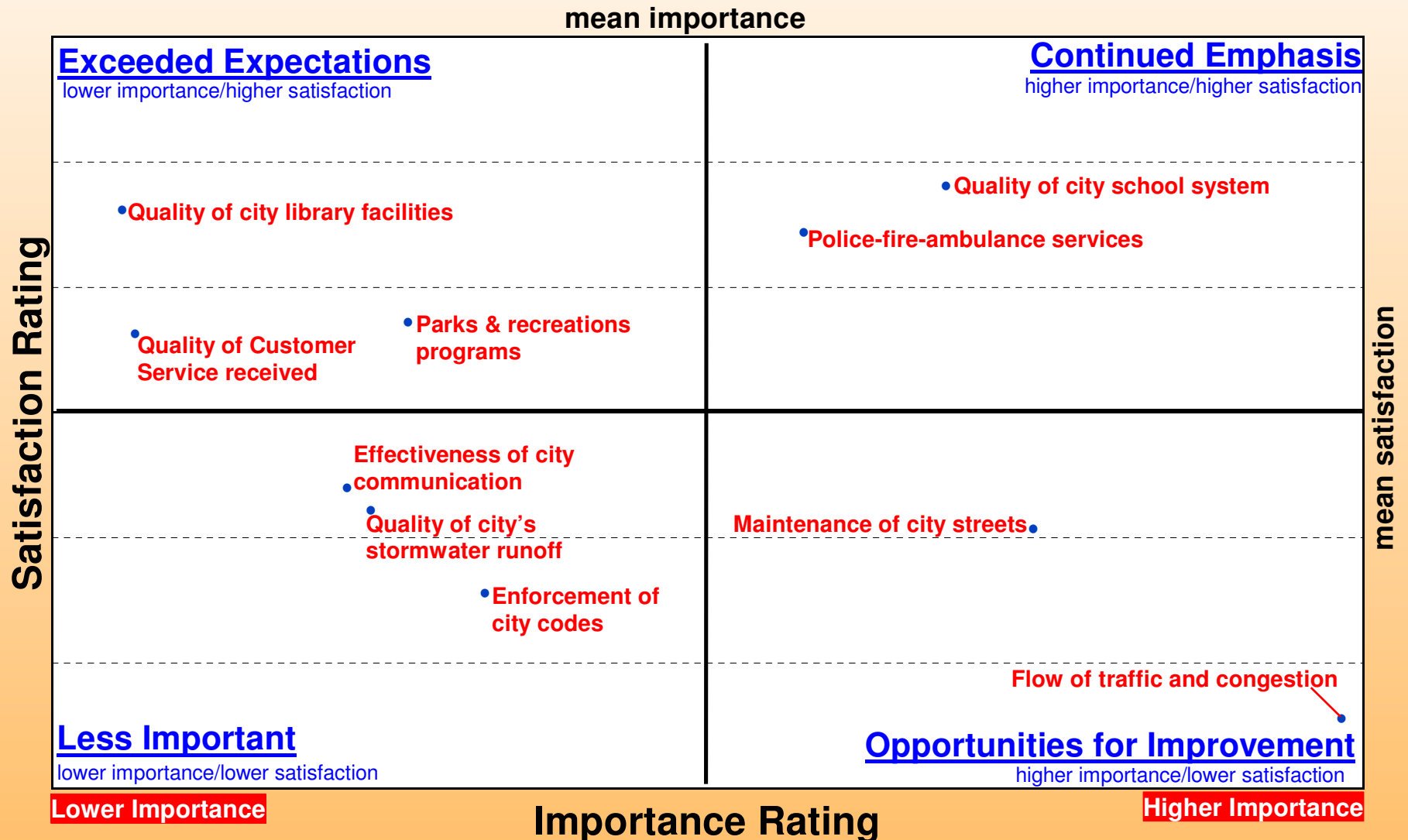
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

2009 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix

-Overall-

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

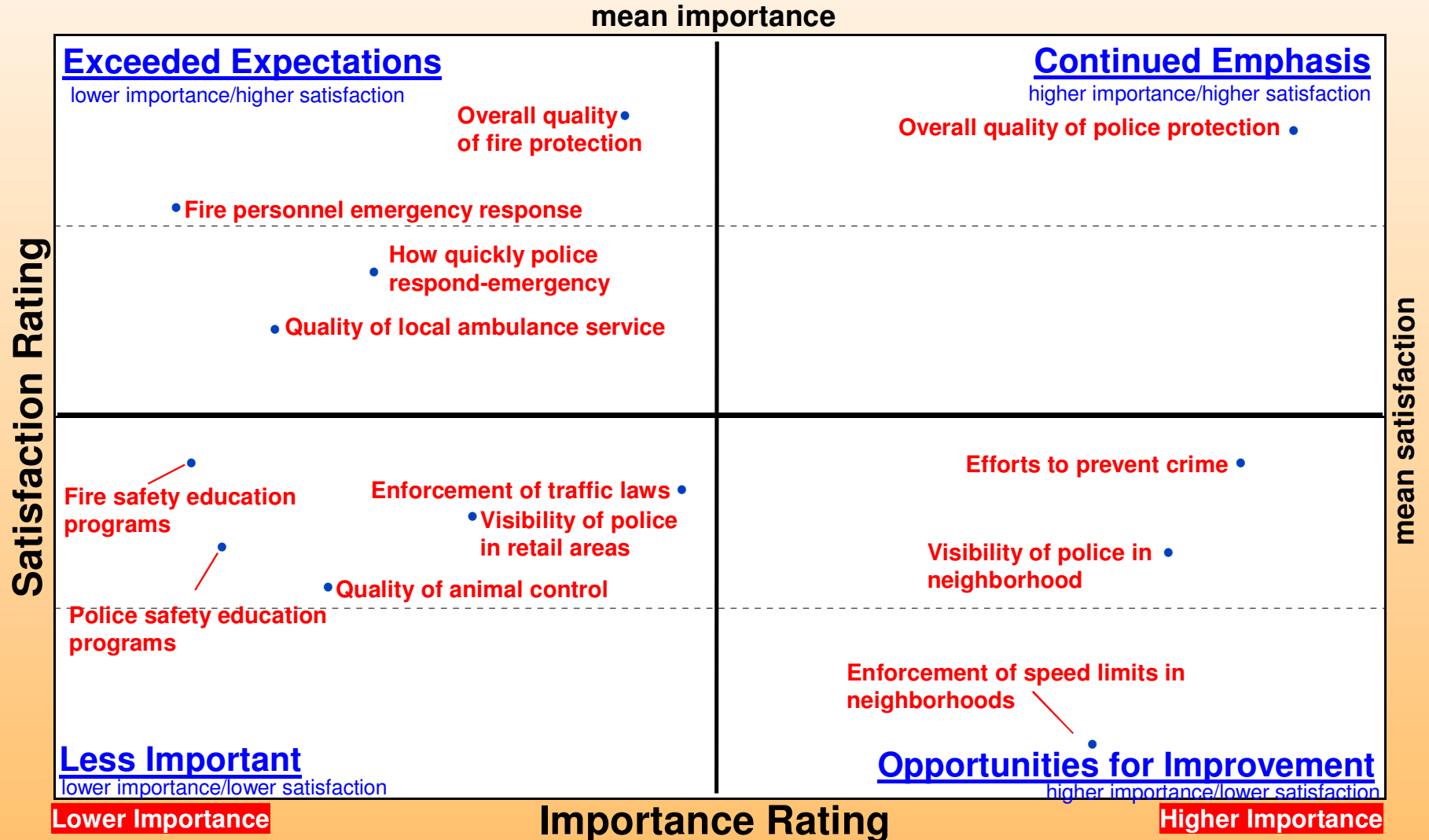


Source: ETC Institute (2009)

2009 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix

-Public Safety-

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

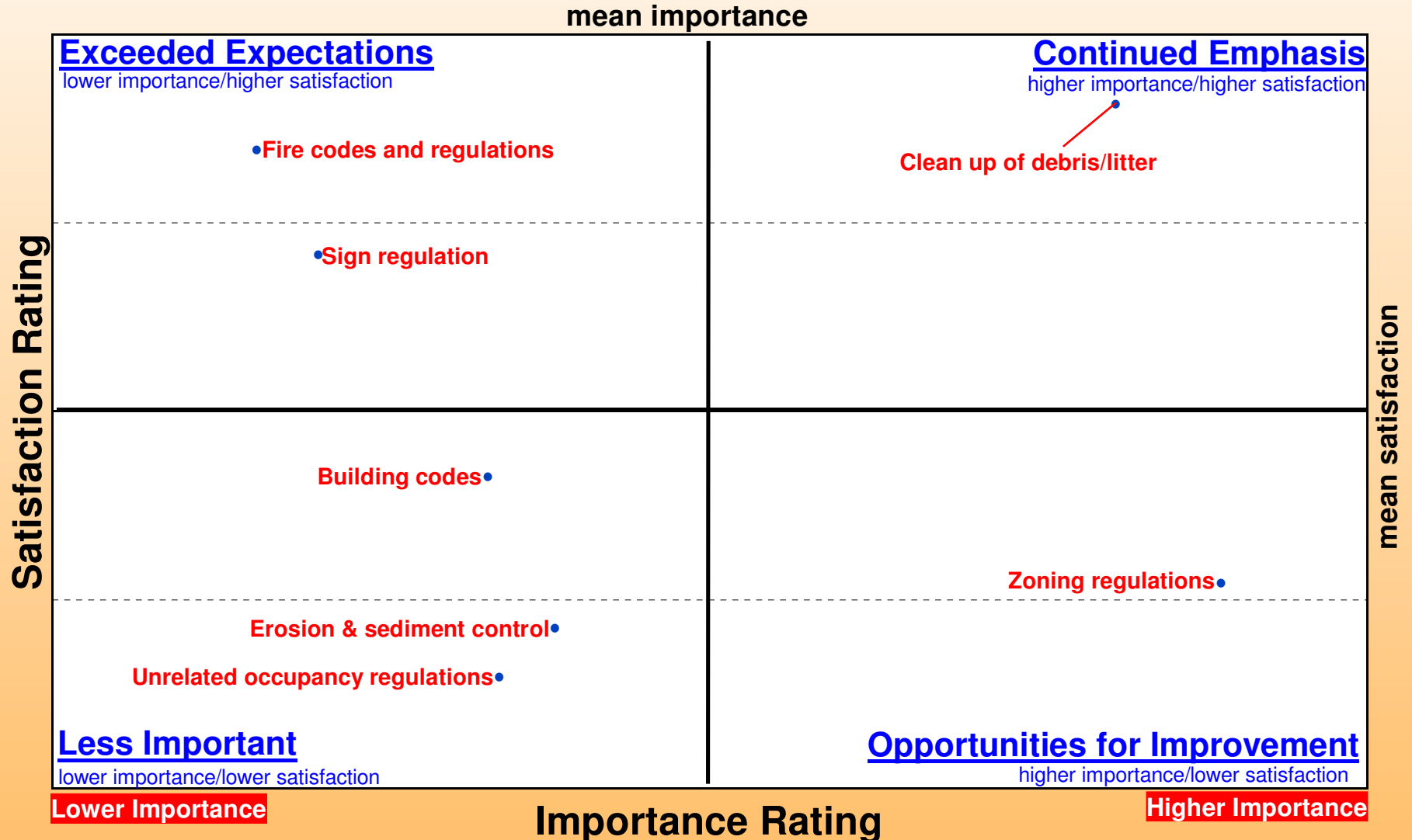


Source: ETC Institute (2009)

2009 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix

-Code/Ordinances Enforcement-

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

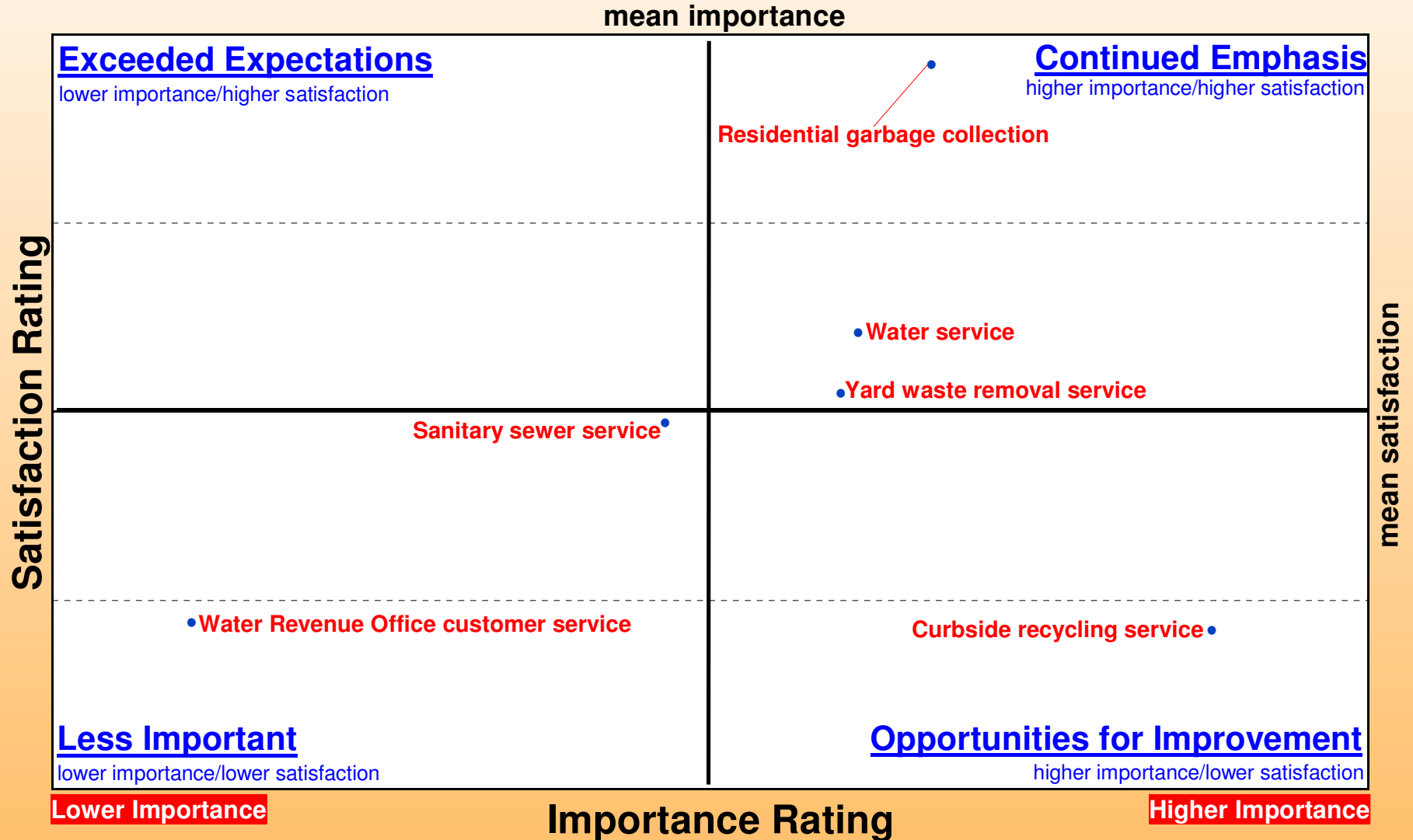


Source: ETC Institute (2009)

2009 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix

-Environmental/Utility Services-

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

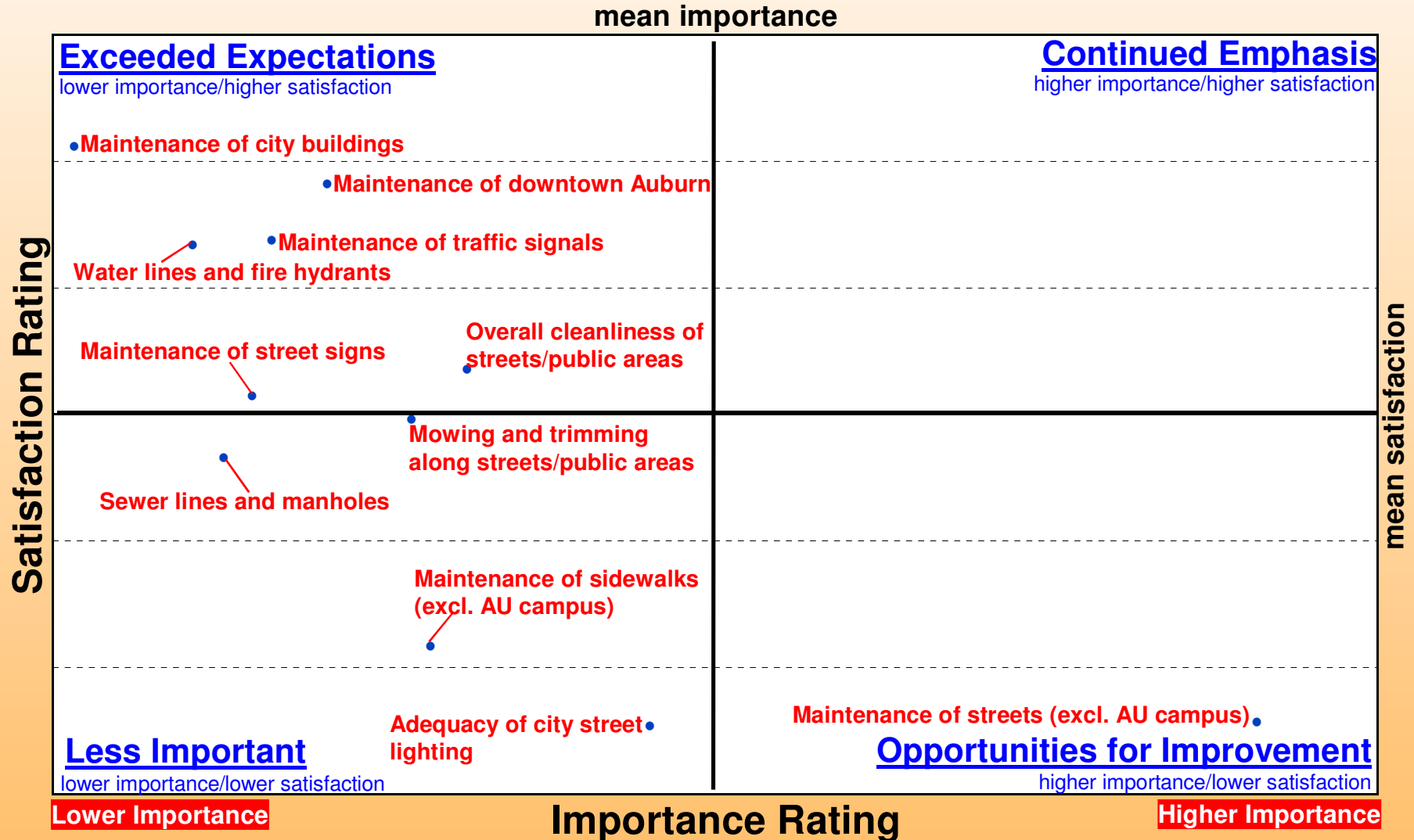


Source: ETC Institute (2009)

2009 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix

-Maintenance Services-

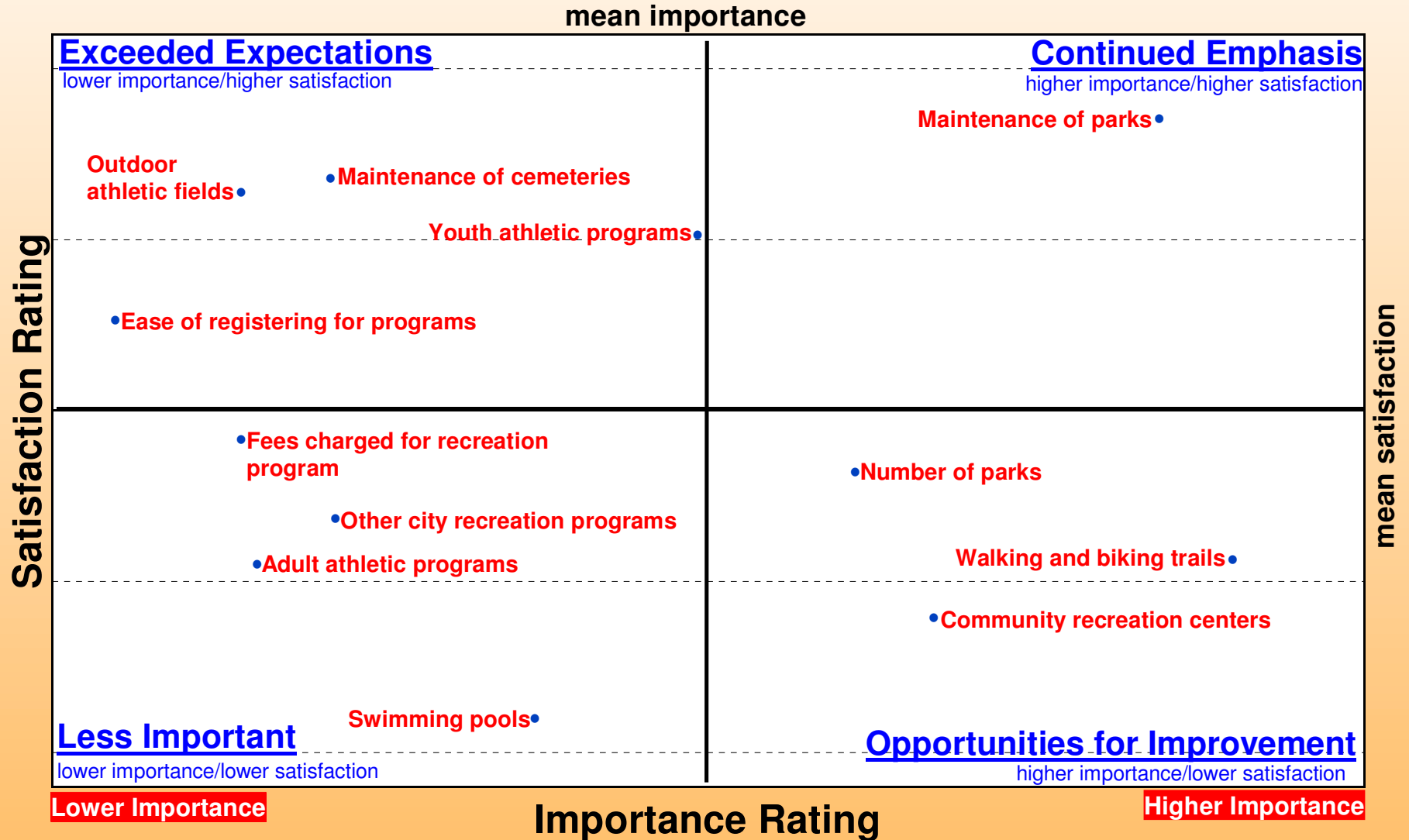
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

2009 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix -Parks and Recreation Services-

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



Source: ETC Institute (2009)

Section 4:

GIS Maps

Interpreting the Maps

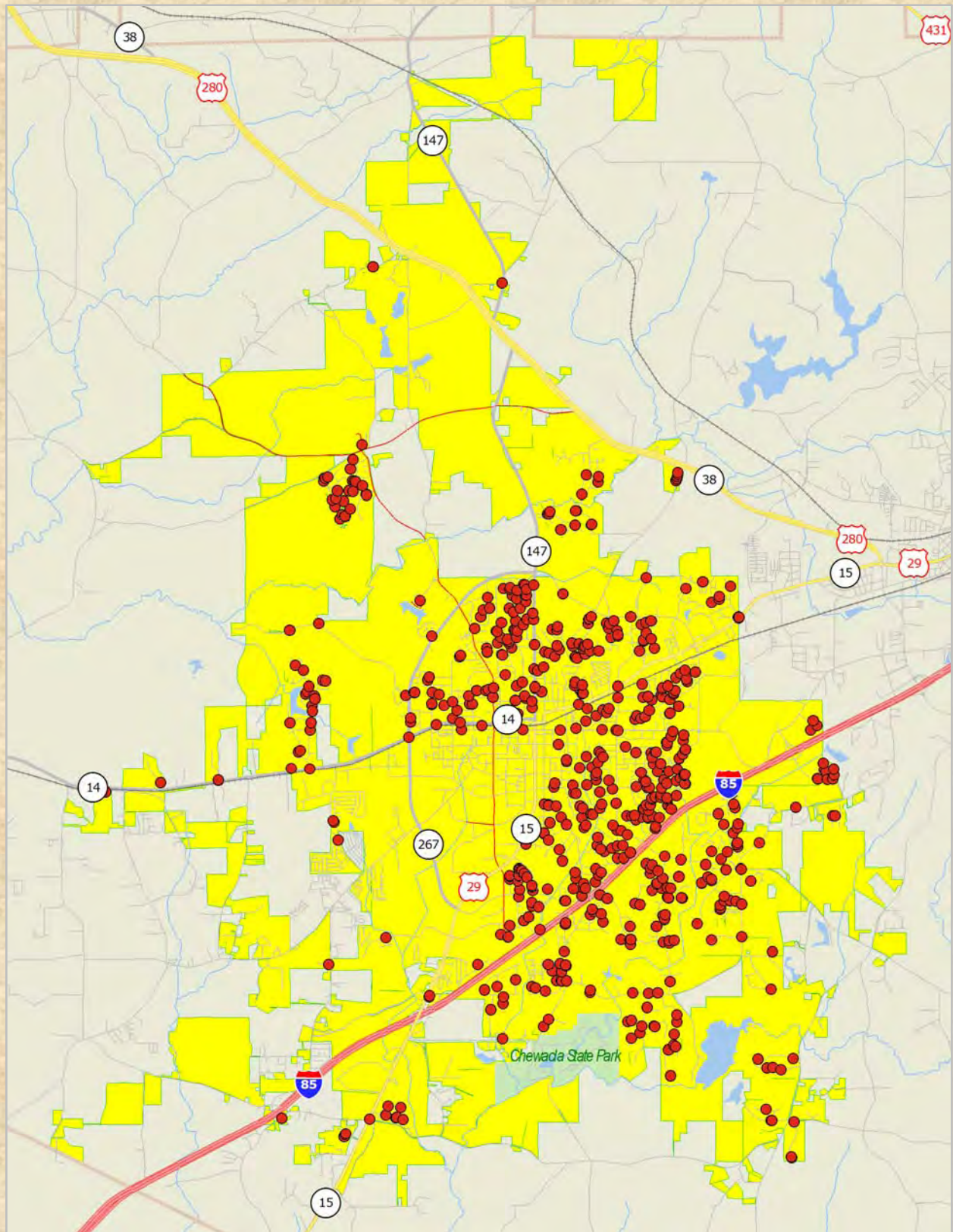
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. A Census Block Group is an area defined by the U.S. Census Bureau, which is generally smaller than a zip code but larger than a neighborhood.

If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.

Location of Survey Respondents



City of Auburn Citizen Survey for 2009

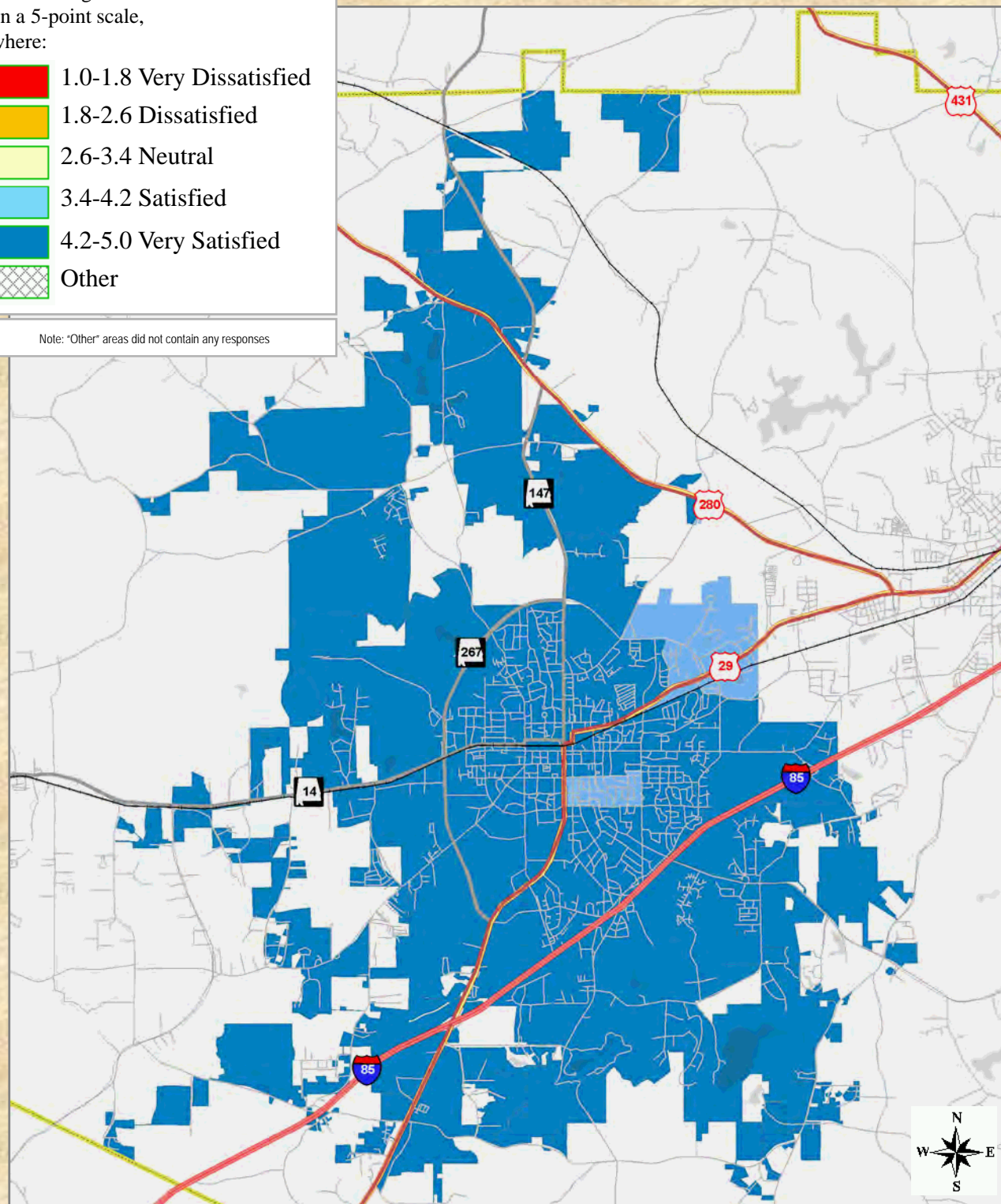
Q1a Quality of city school system

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses









City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

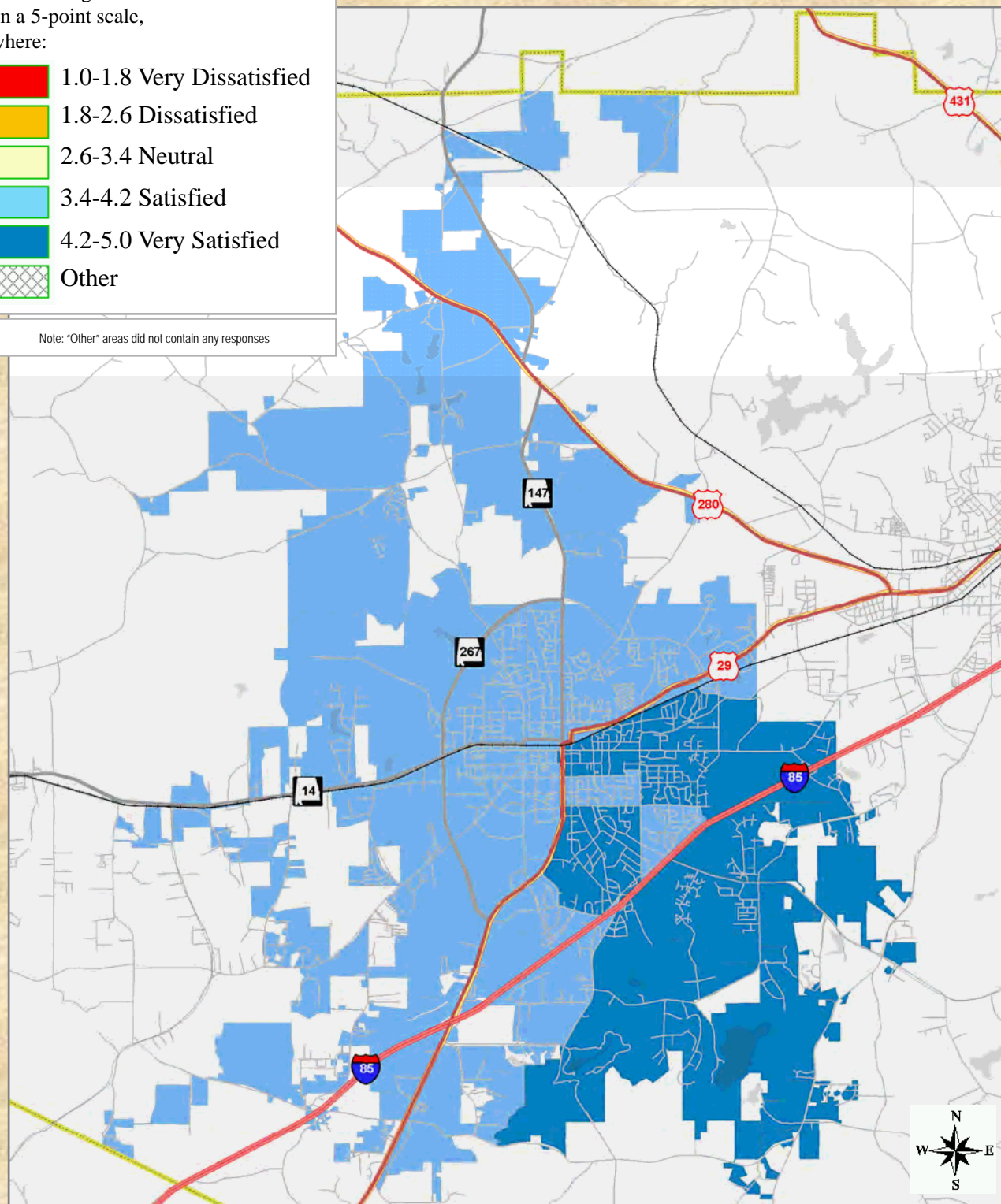
** Selected CBGs were merged as needed based on respondent distribution*

Q1b Quality of police, fire, & ambulance services

LEGEND
Mean rating
on a 5-point scale,
where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

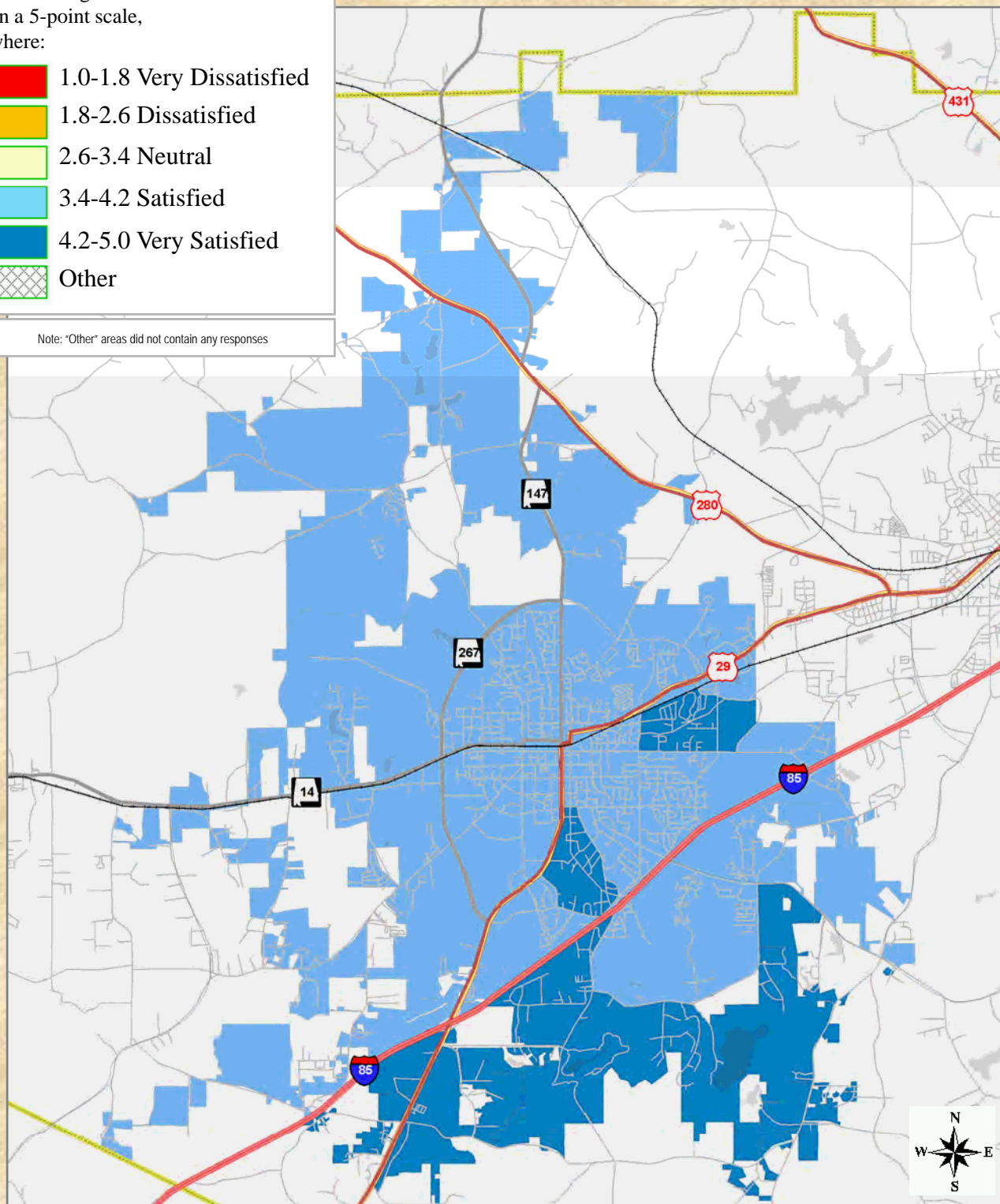
* Selected CBGs were merged as needed based on respondent distribution

Q1c Quality of parks & recreation programs and facilities

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

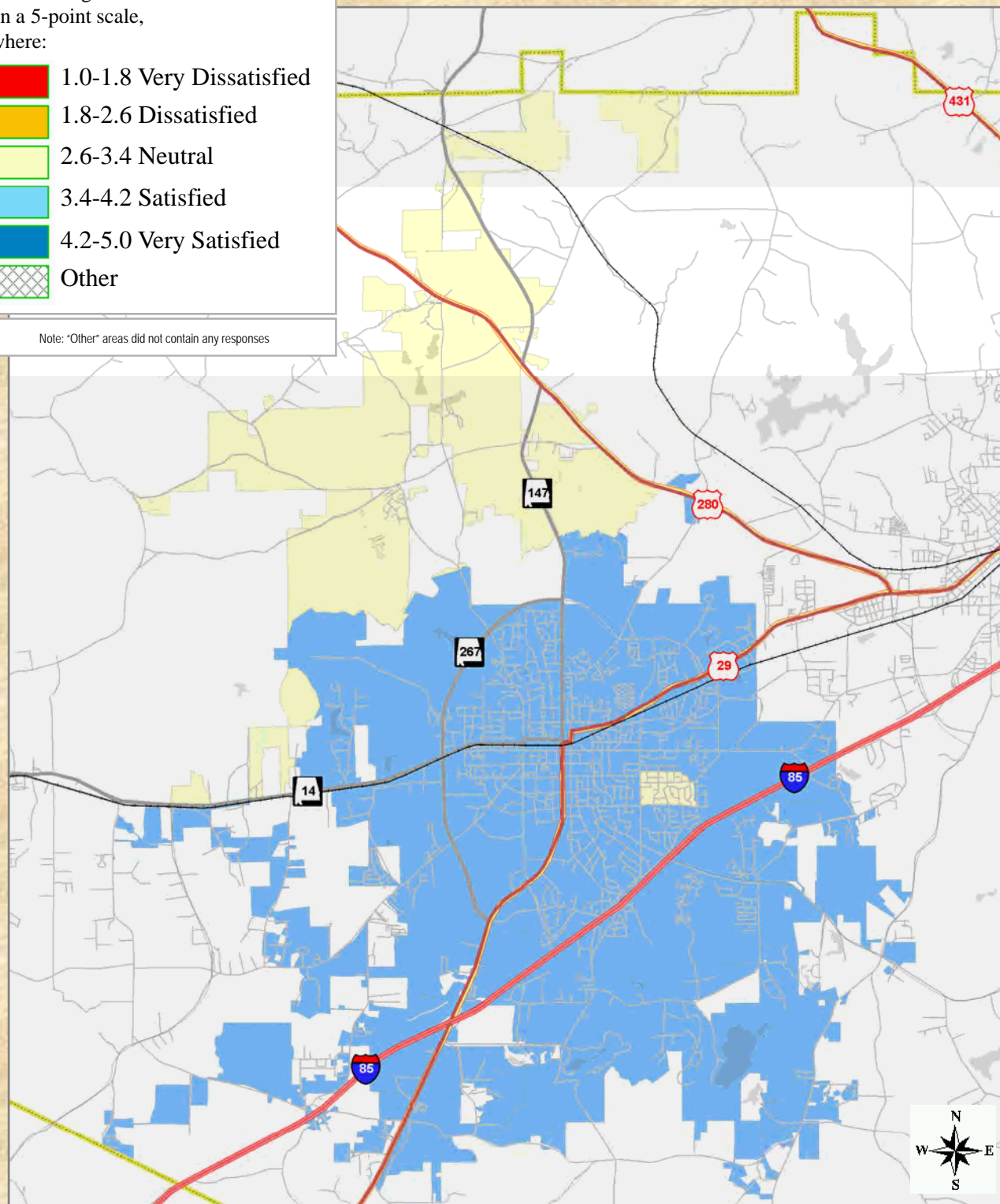
Q1d Maintenance of city streets and facilities

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

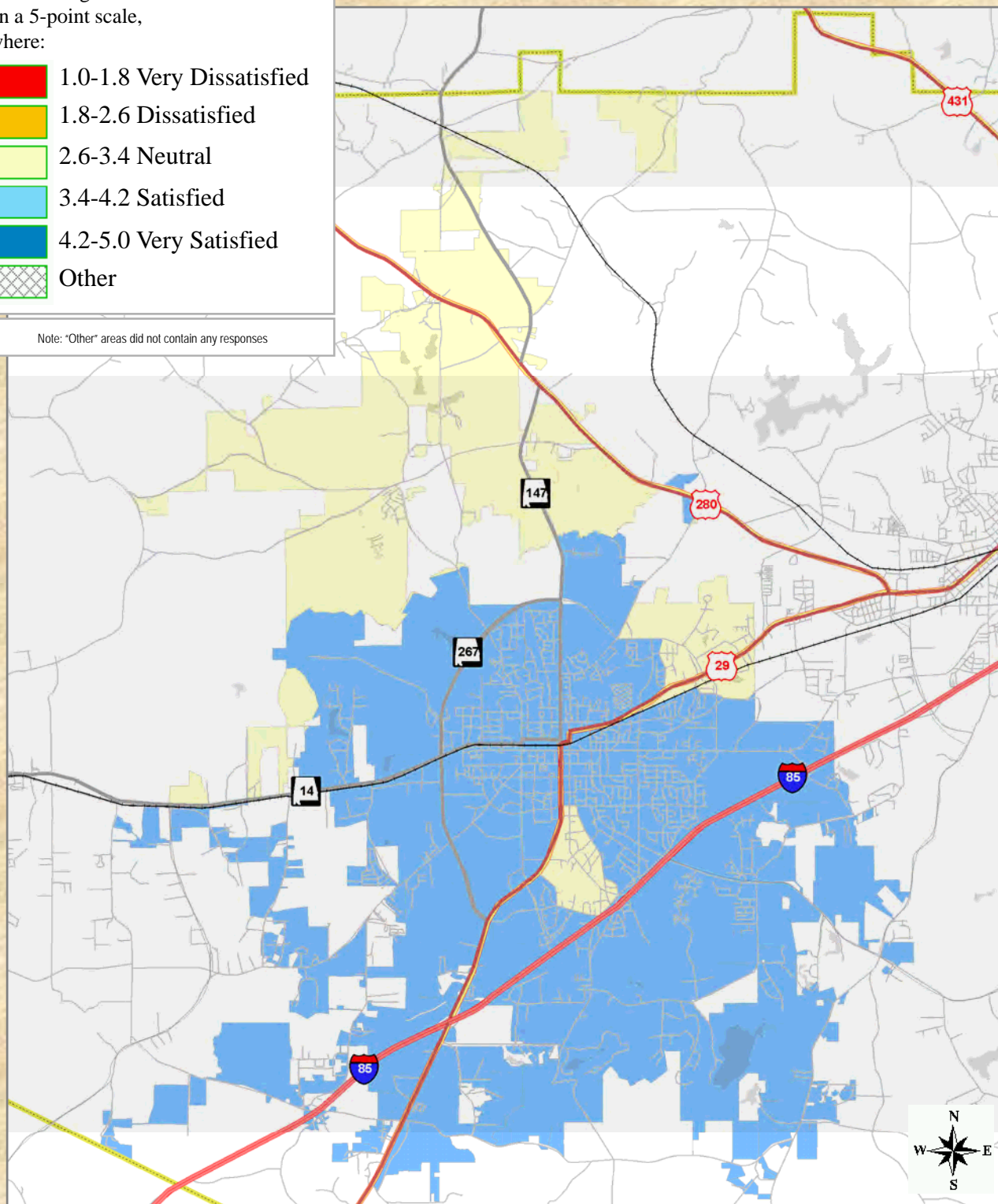
** Selected CBGs were merged as needed based on respondent distribution*

Q1e Enforcement of city codes and ordinances

LEGEND
 Mean rating
 on a 5-point scale,
 where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

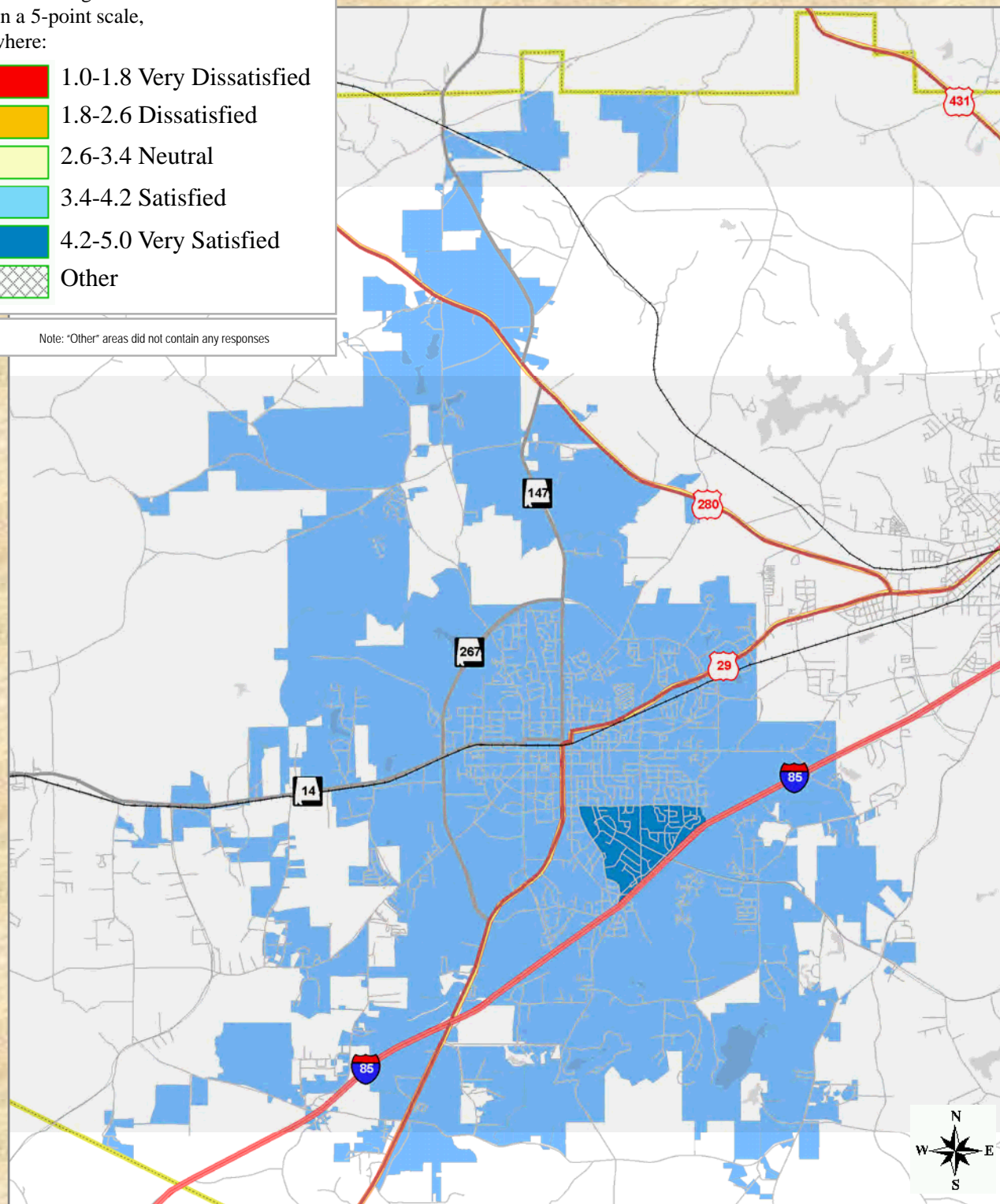
Q1f Quality of Customer Service you receive from city employees

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses









City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

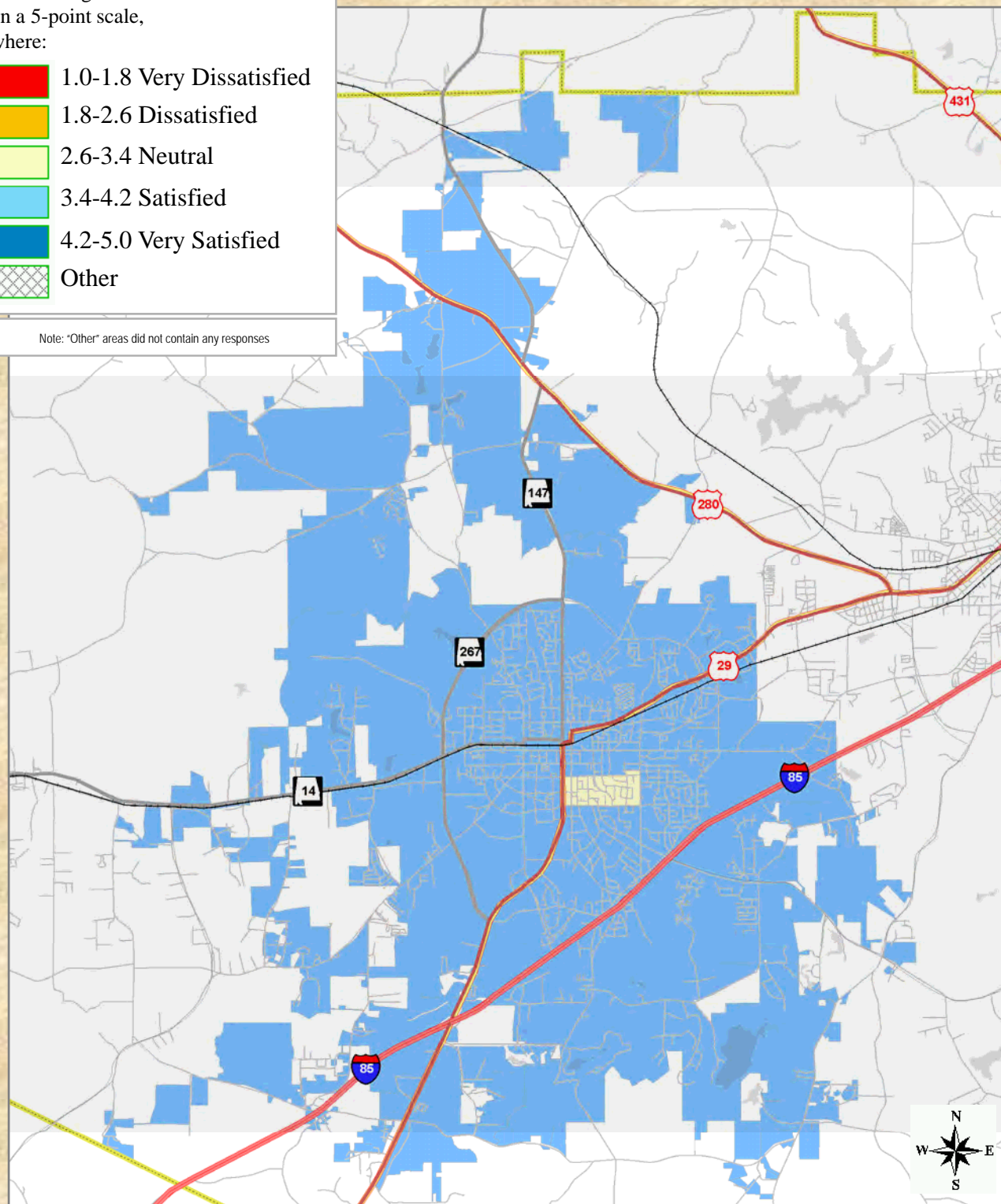
* Selected CBGs were merged as needed based on respondent distribution

Q1g Effectiveness of city communication with the public

LEGEND
 Mean rating
 on a 5-point scale,
 where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

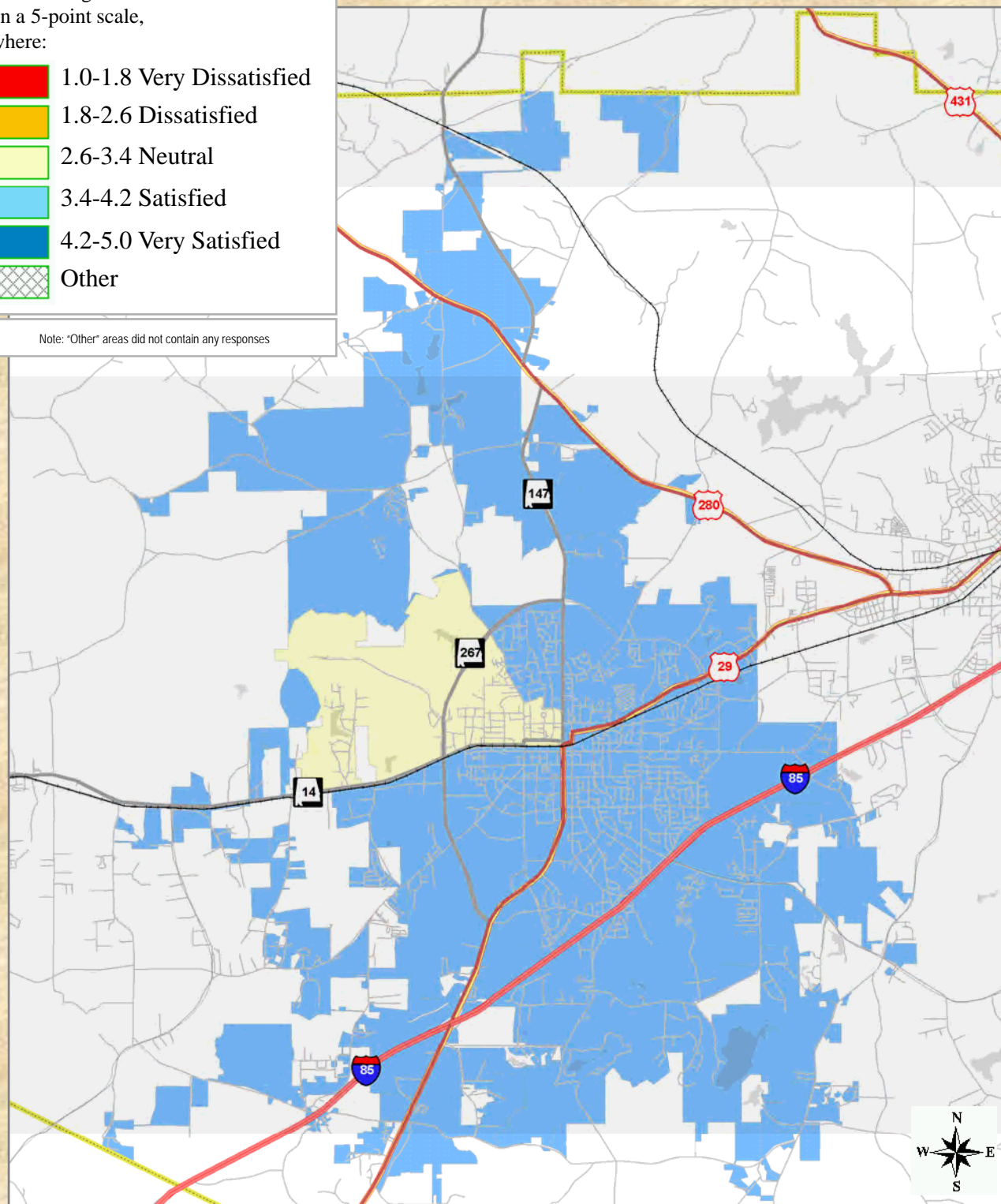
Q1h Quality of city's stormwater runoff/stormwater management system

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

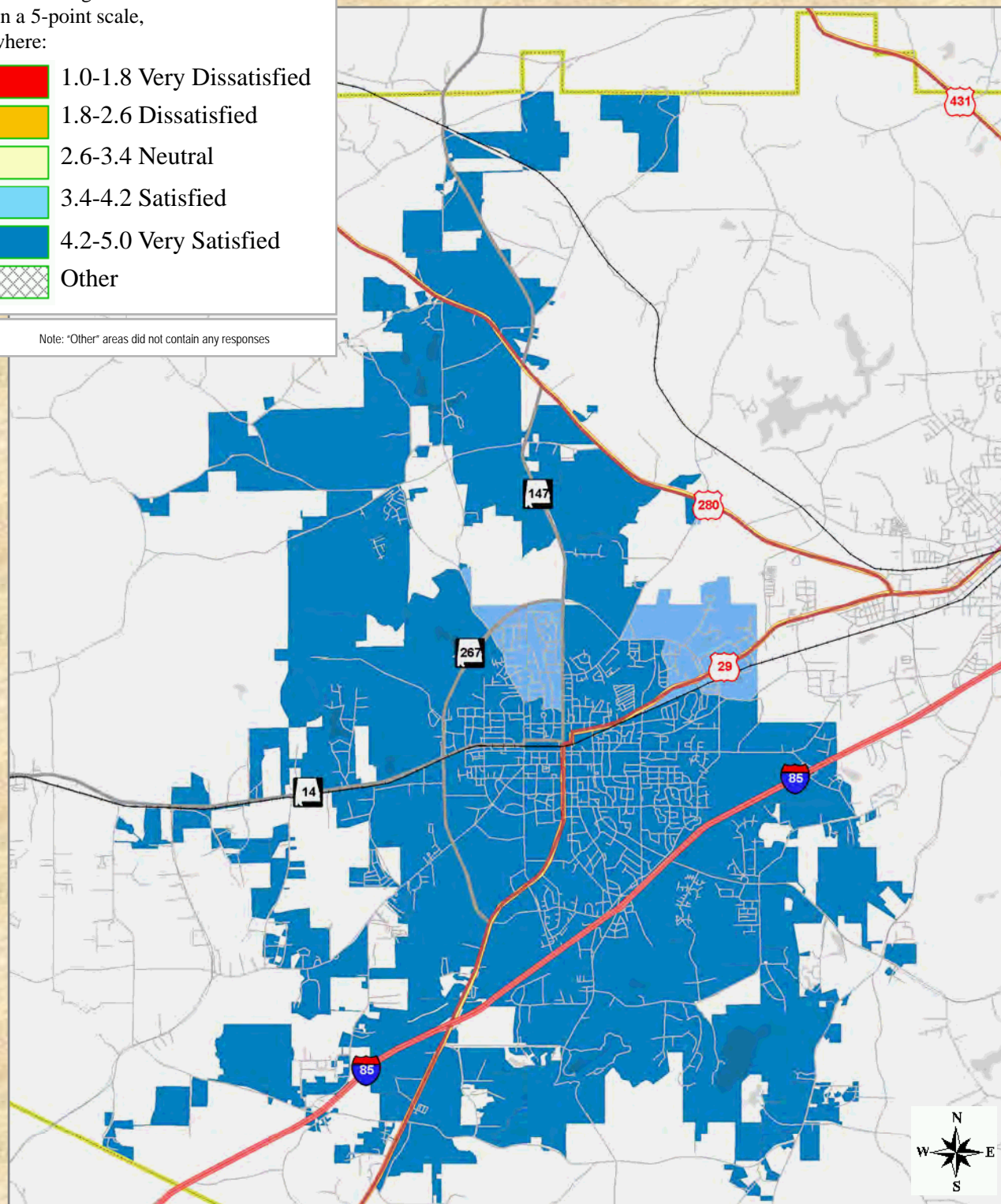
Q1i Quality of city library facilities and services

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

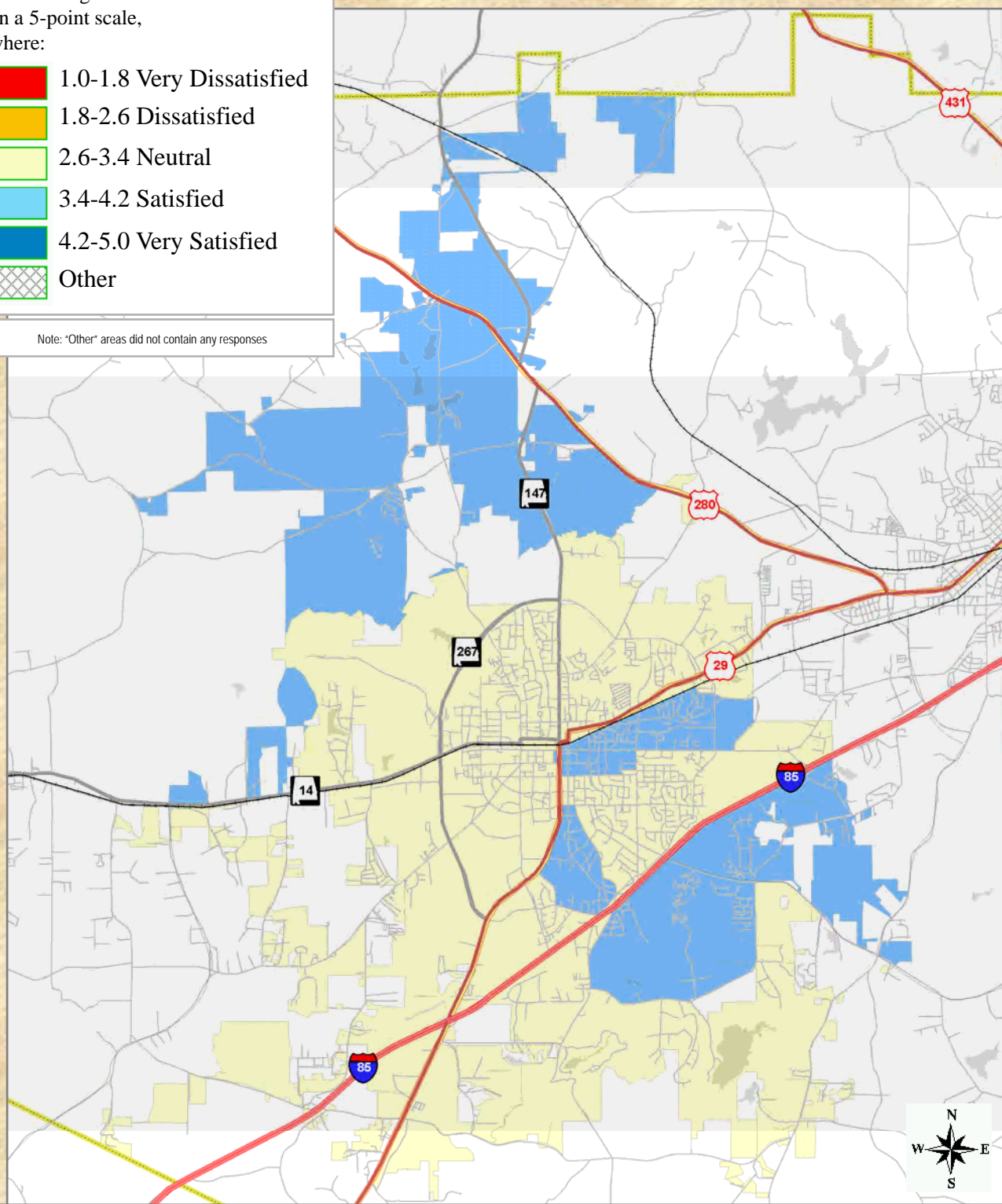
* Selected CBGs were merged as needed based on respondent distribution

Q1j Flow of traffic and congestion management

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

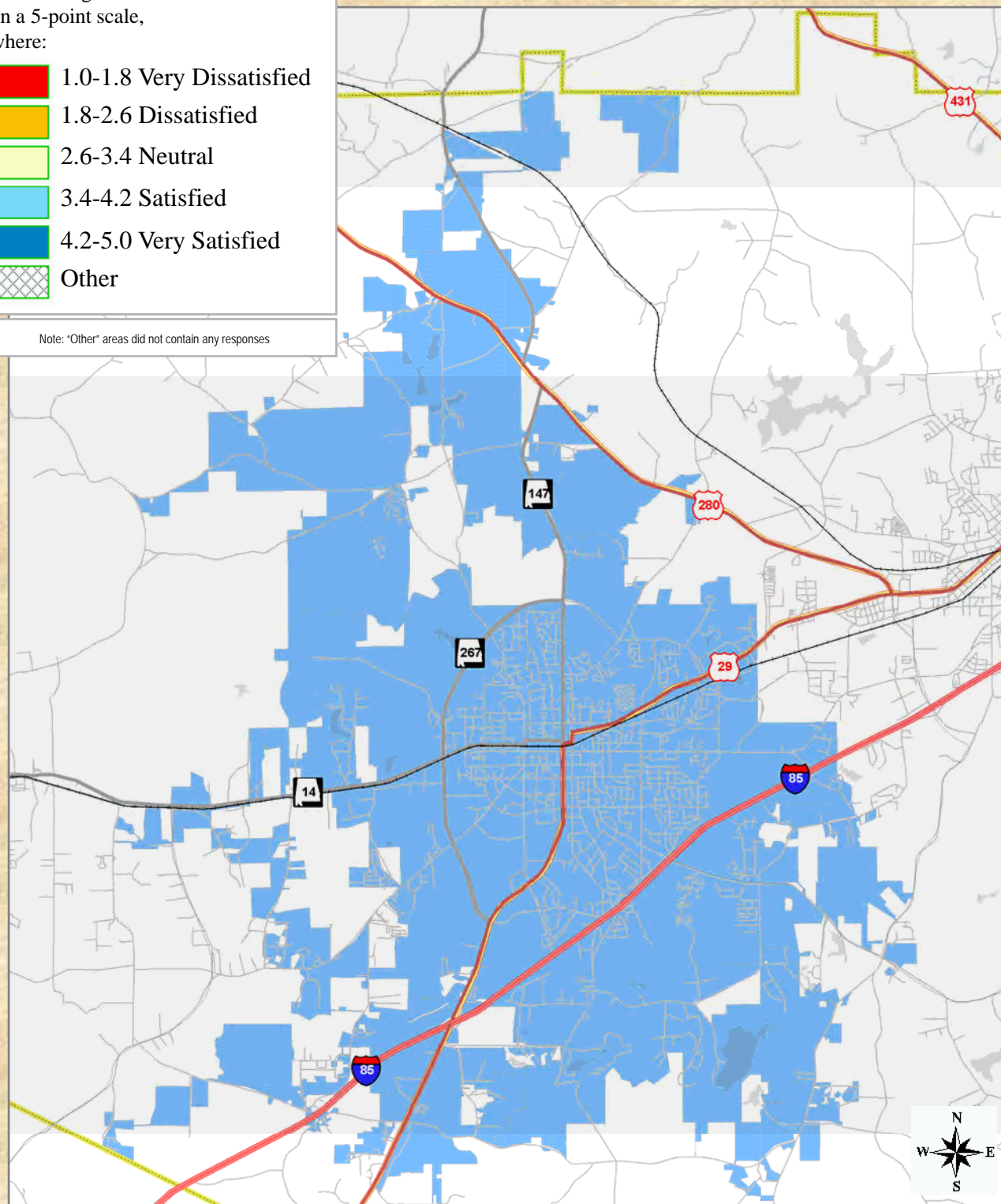
Q3a Overall value that you receive for your city tax dollars and fees

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

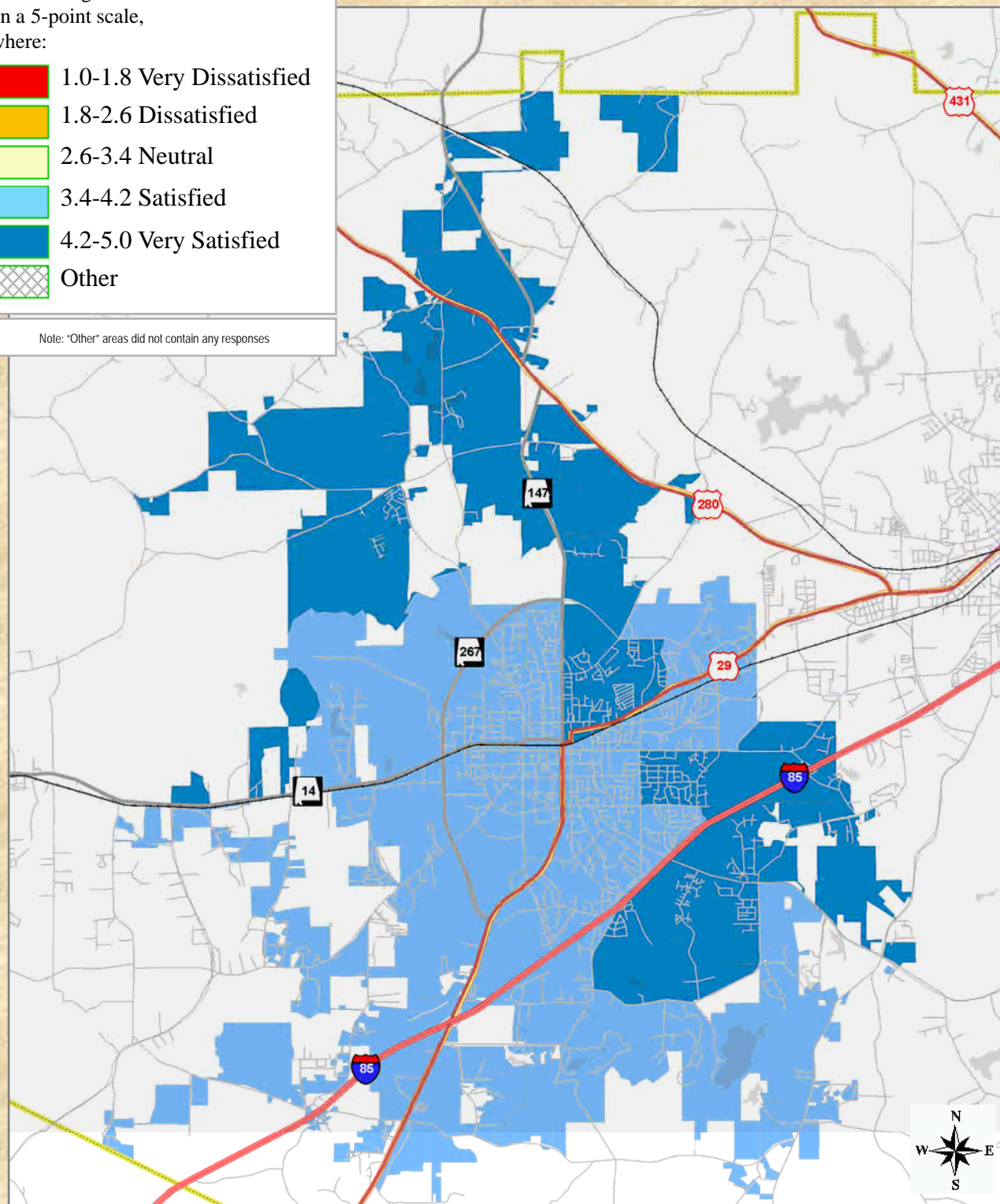
Q3b Overall image of the city

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses









City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

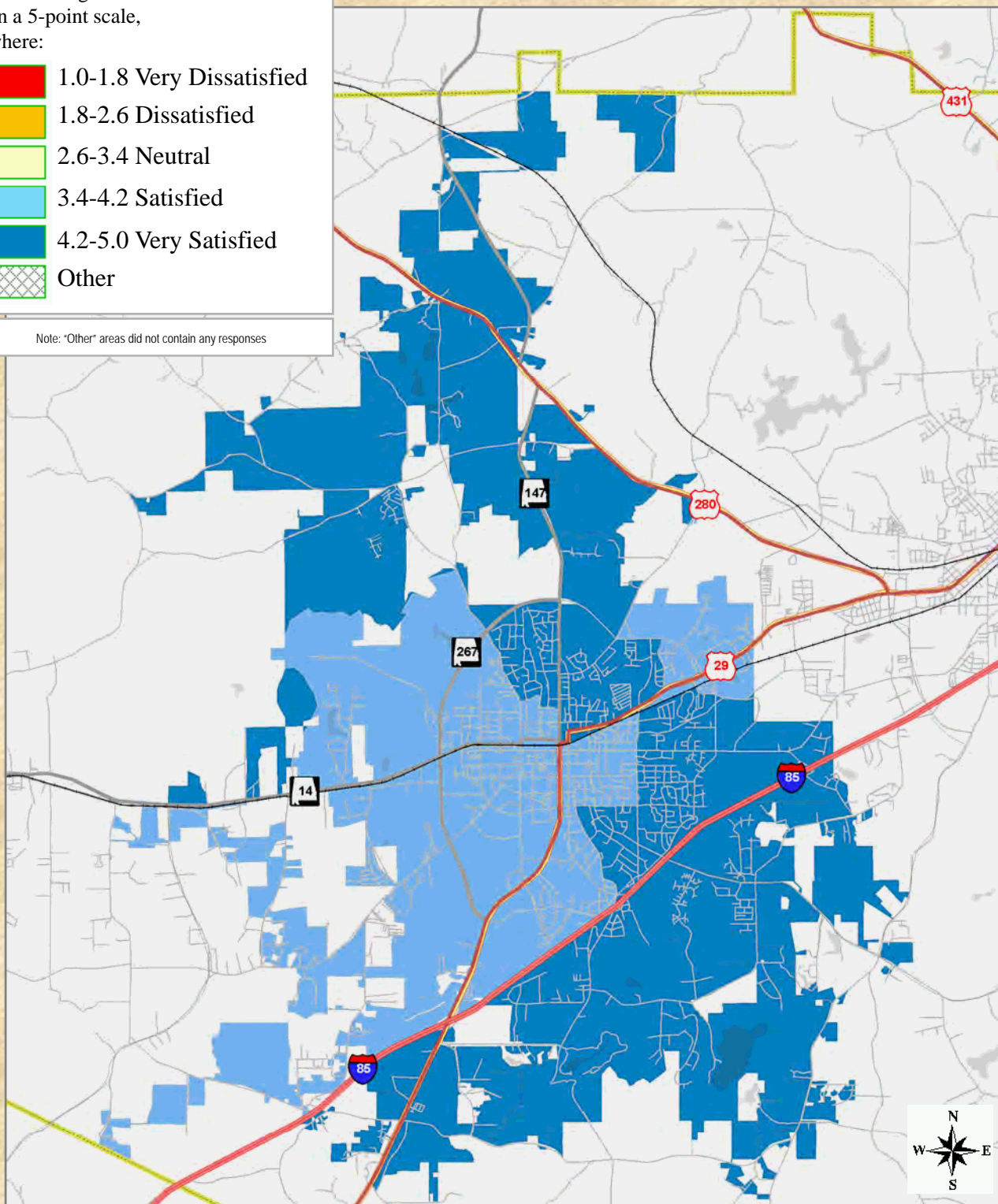
** Selected CBGs were merged as needed based on respondent distribution*

Q3c Overall quality of life in the city

LEGEND
Mean rating
on a 5-point scale,
where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

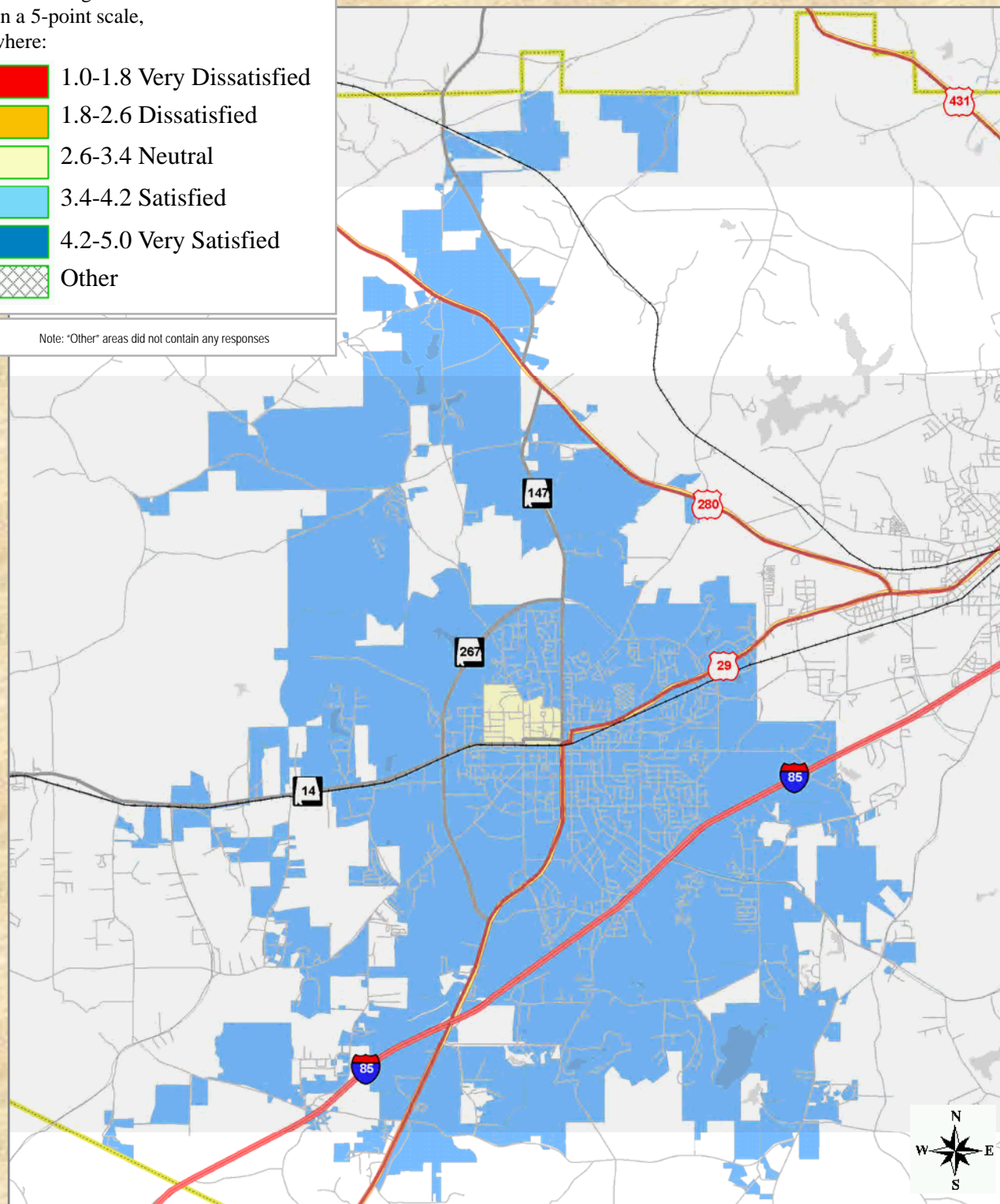
* Selected CBGs were merged as needed based on respondent distribution

Q3d Overall appearance of the city

LEGEND
 Mean rating
 on a 5-point scale,
 where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

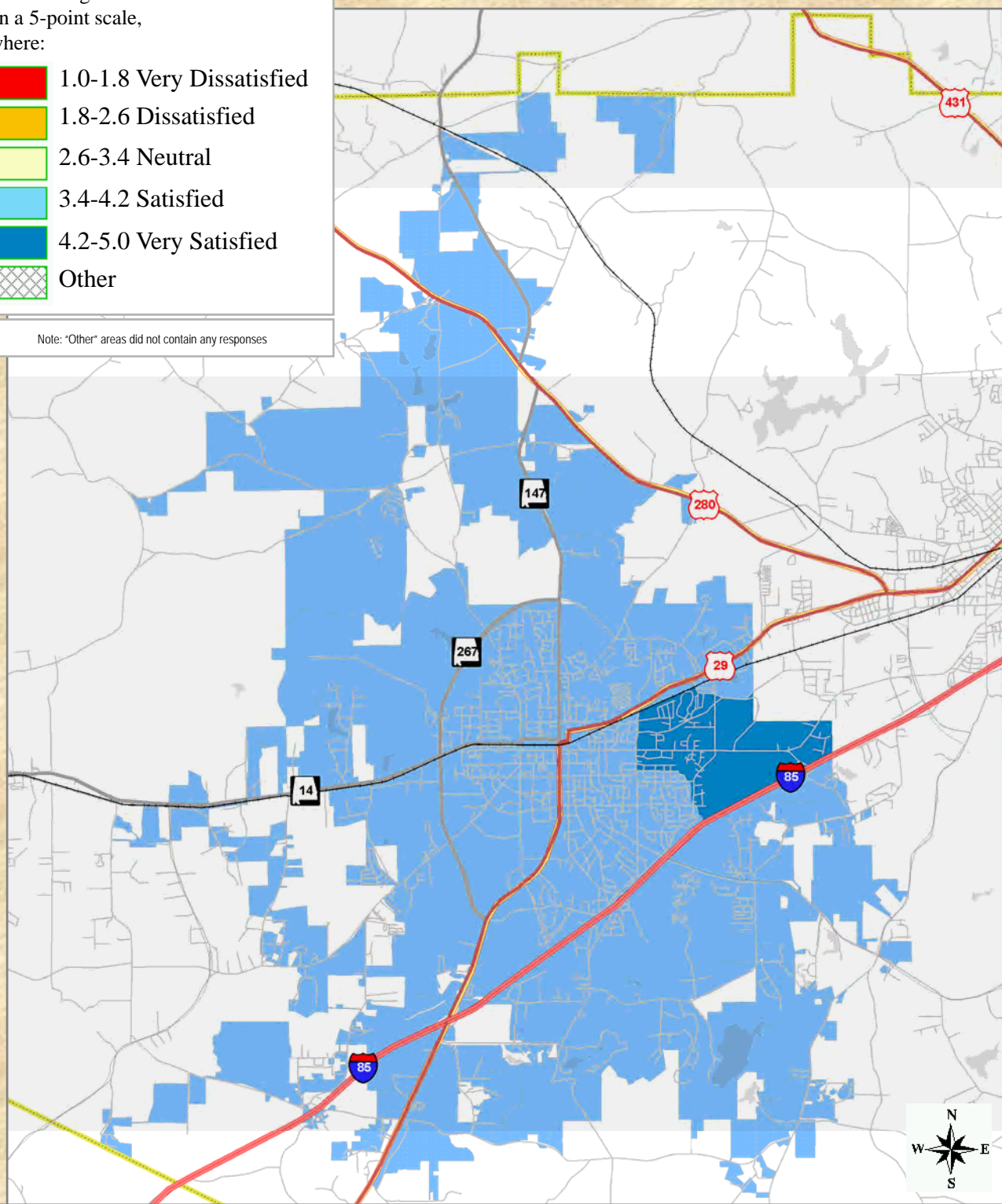
** Selected CBGs were merged as needed based on respondent distribution*

Q3e Overall quality of city services

LEGEND
Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

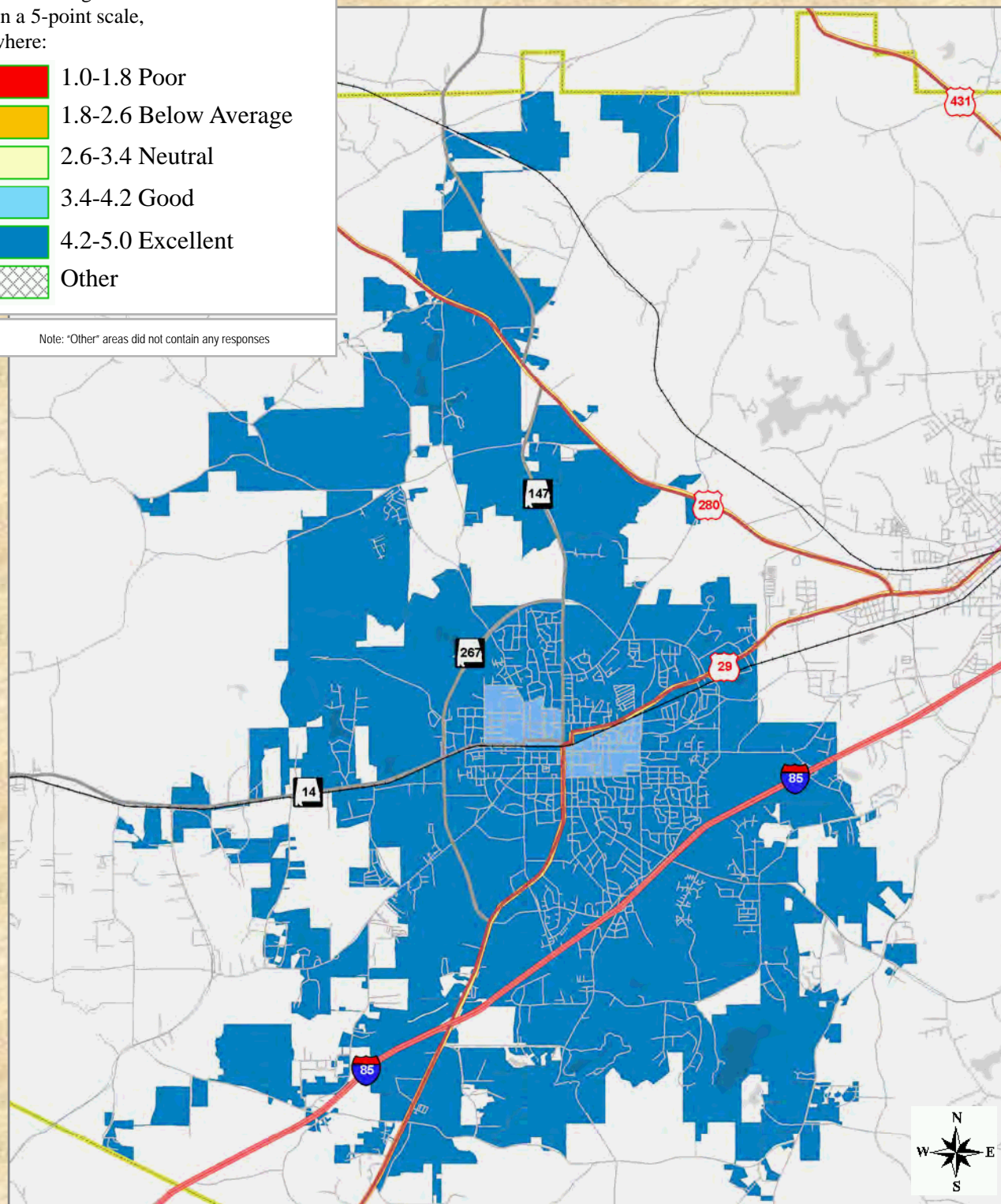
Q4a As a place to live

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

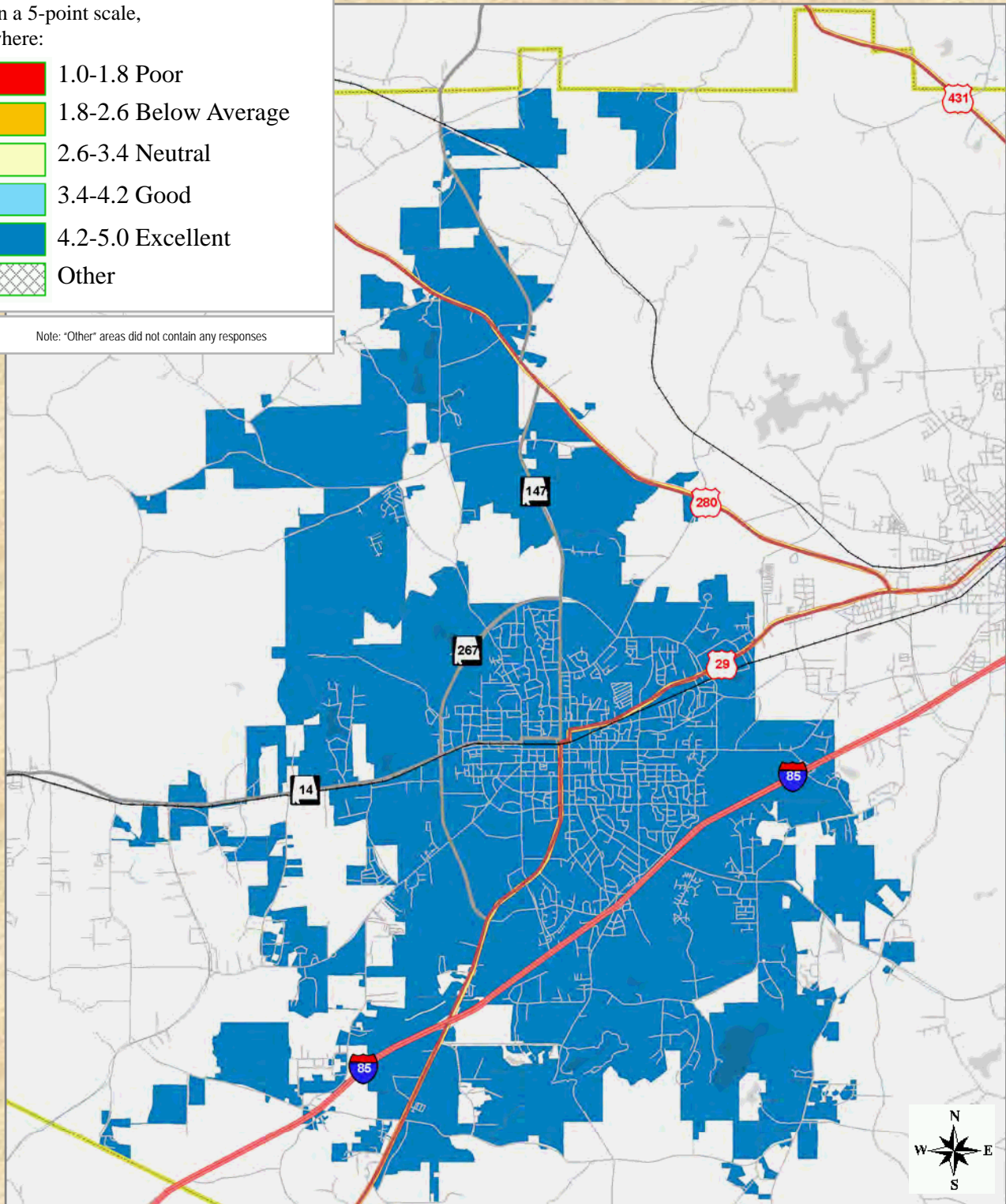
Q4b As a place to raise children

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

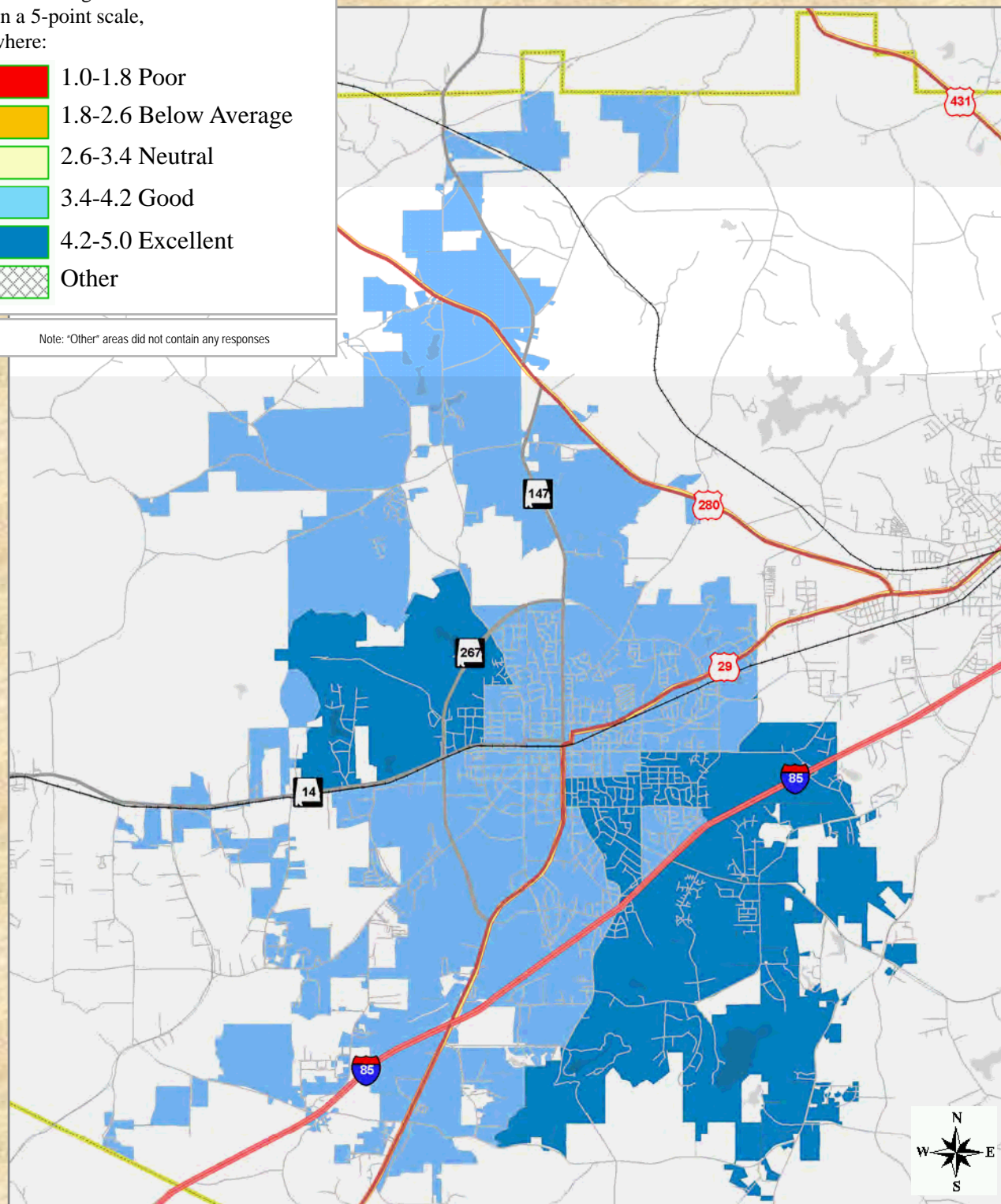
Q4c As a place to work

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

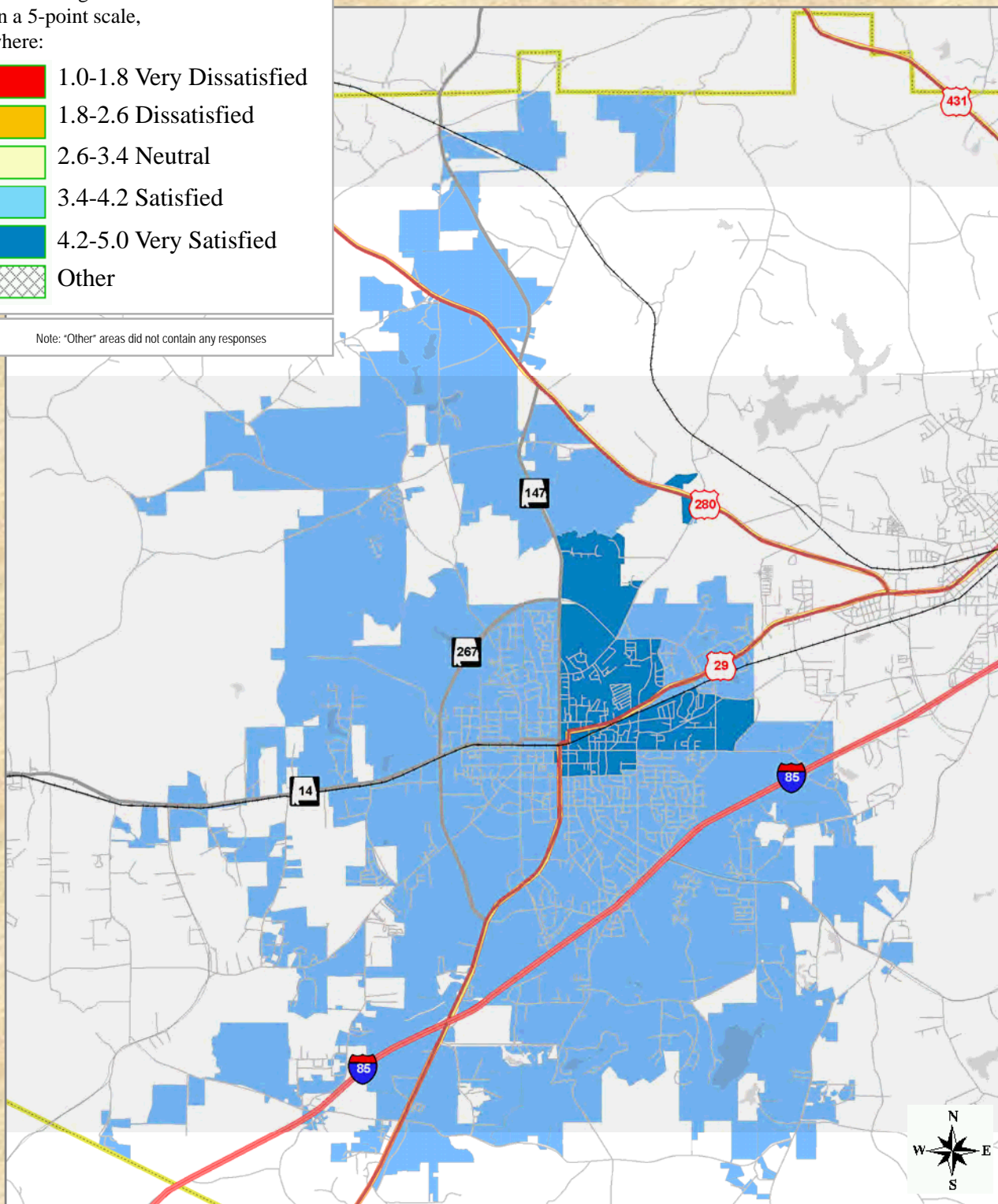
* Selected CBGs were merged as needed based on respondent distribution

Q6a Overall quality of police protection

LEGEND
 Mean rating
 on a 5-point scale,
 where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

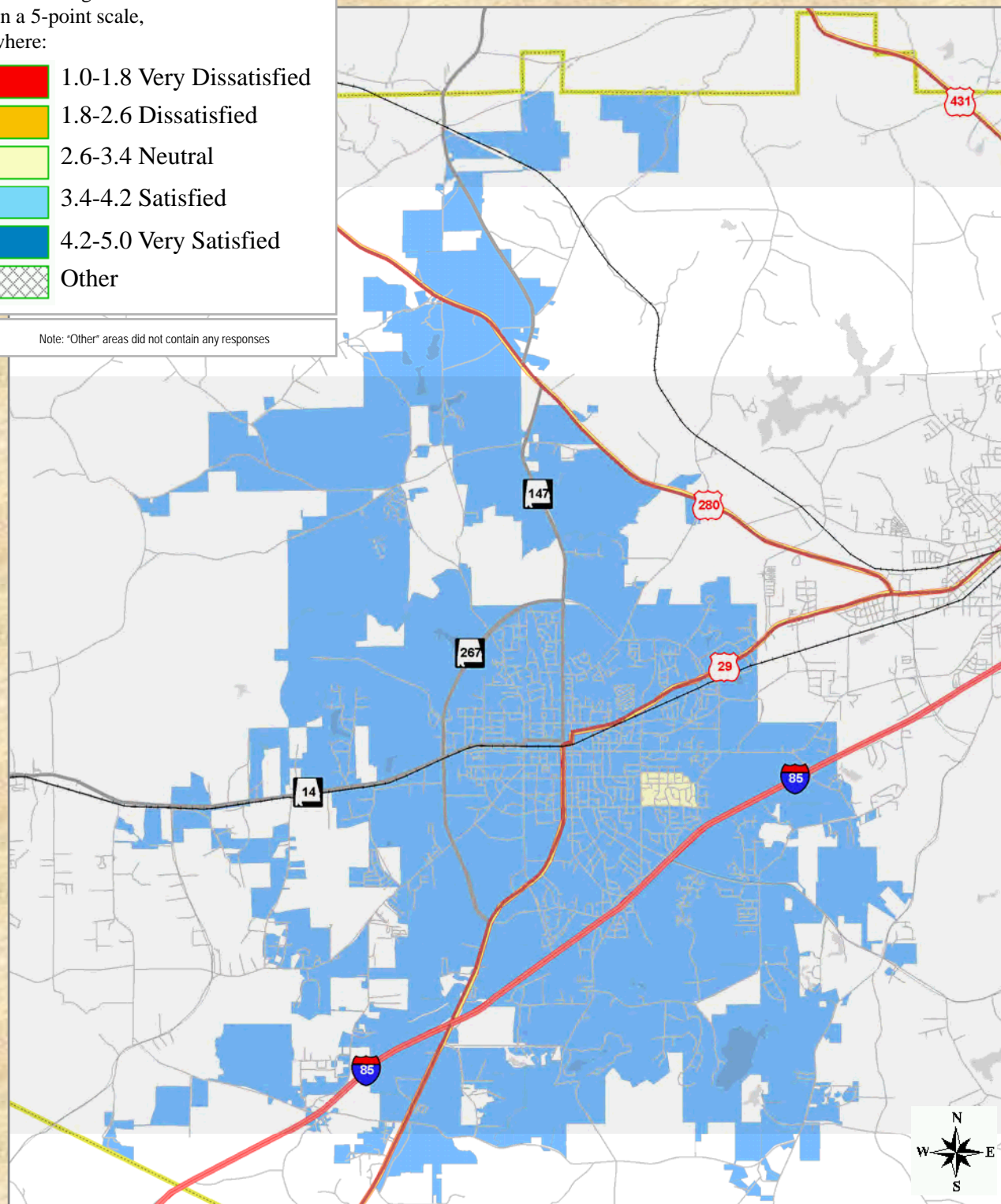
Q6b Visibility of police in neighborhoods

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

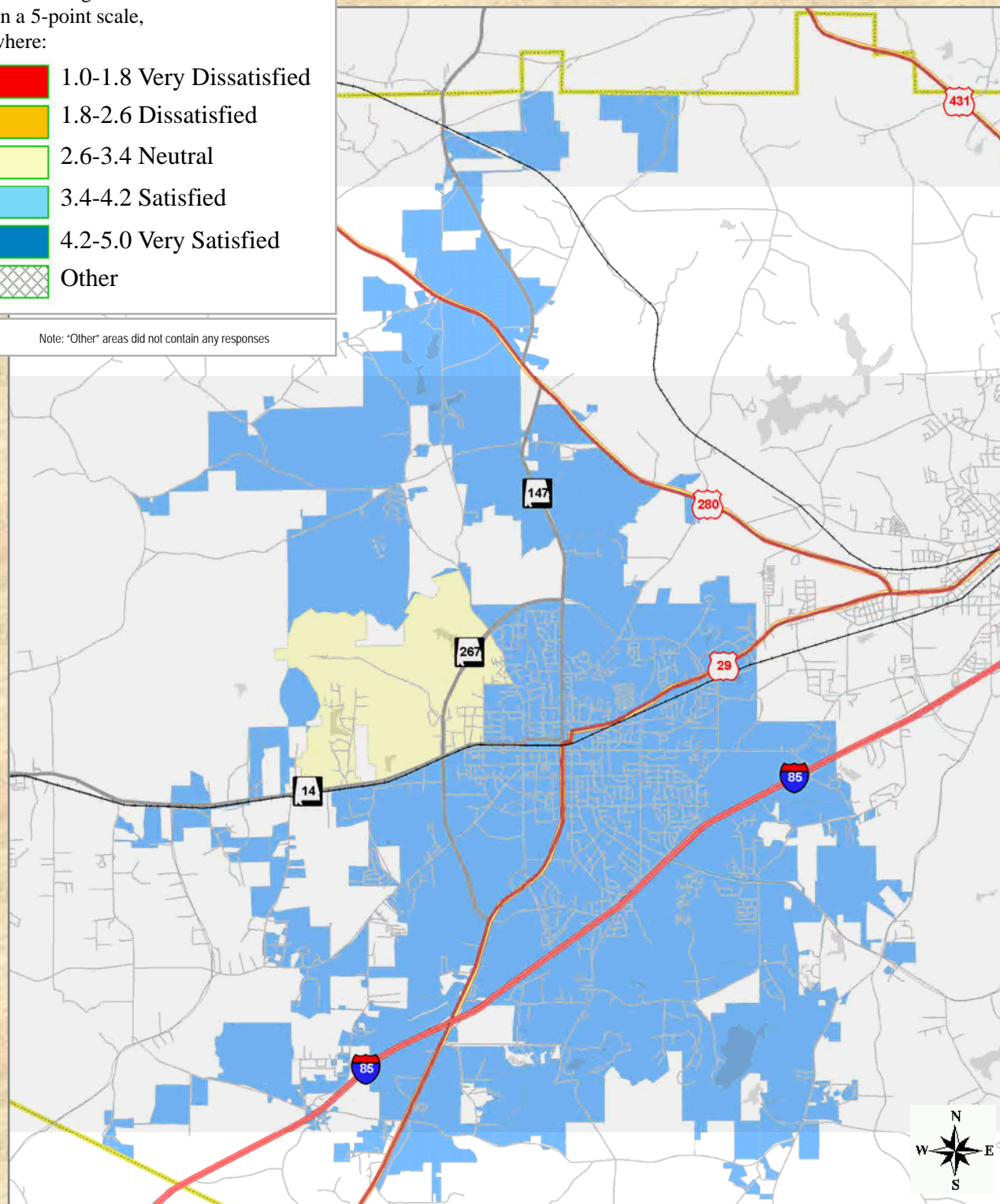
Q6c Visibility of police in retail areas

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

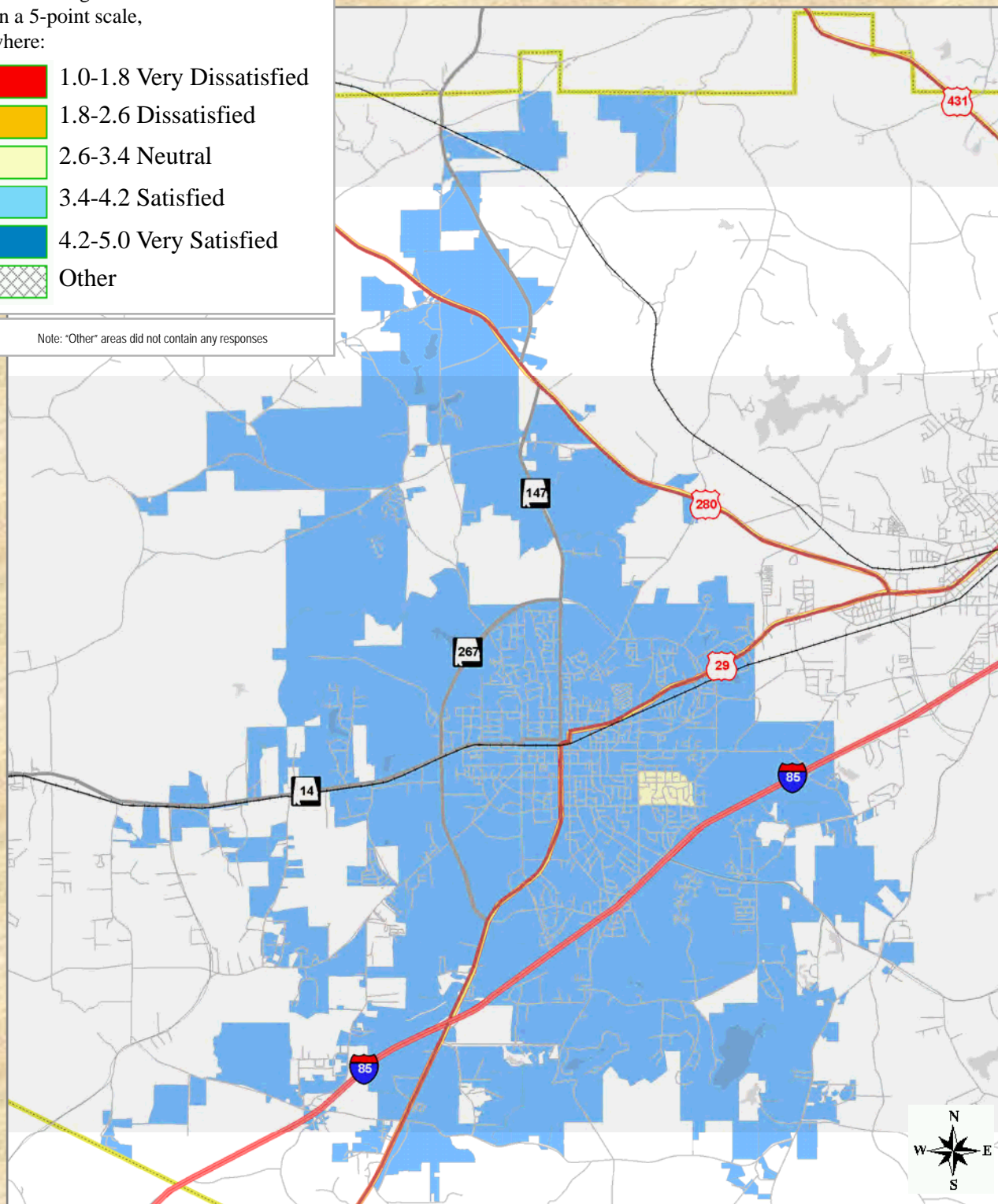
* Selected CBGs were merged as needed based on respondent distribution

Q6d How quickly police respond to emergencies

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

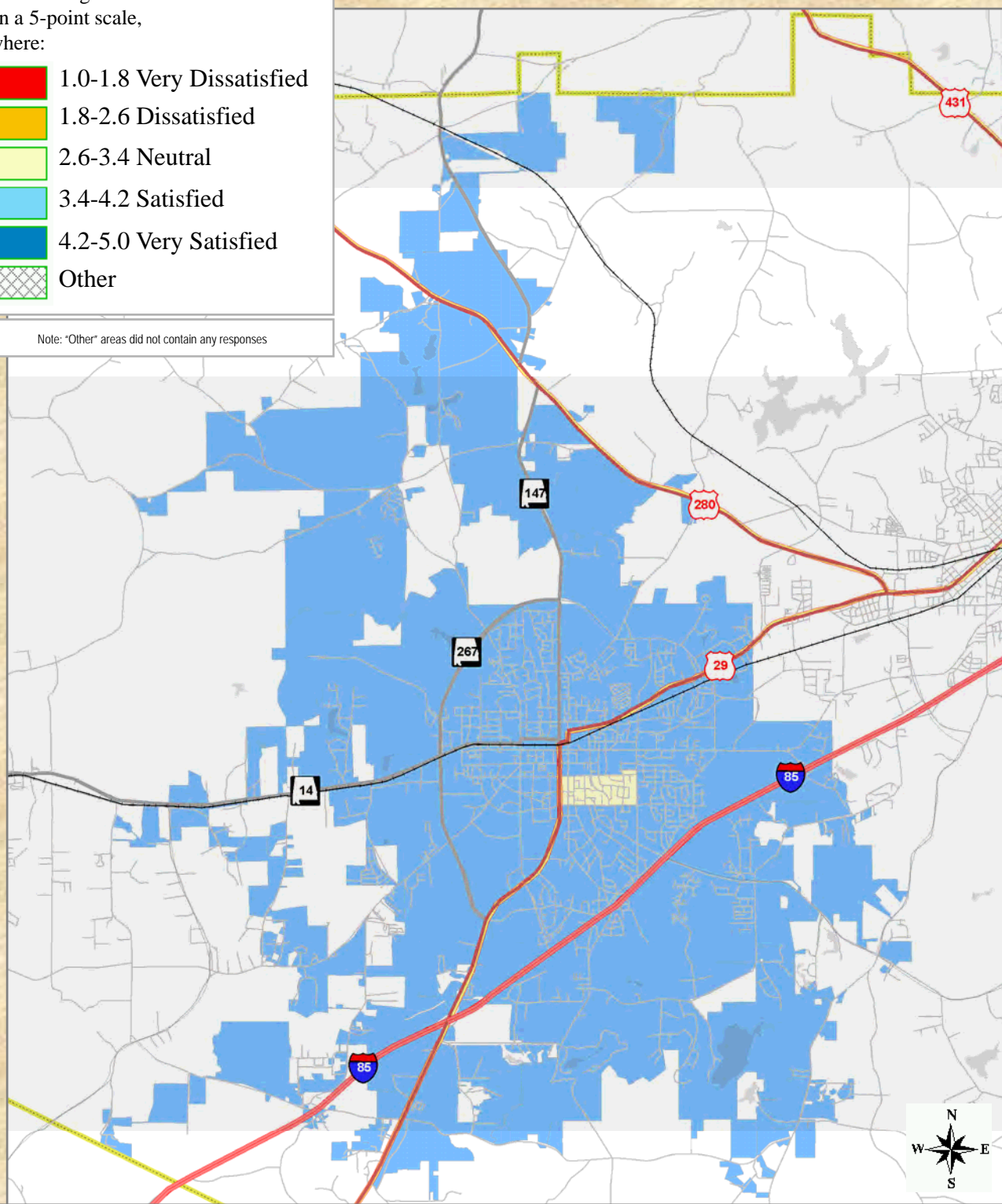
** Selected CBGs were merged as needed based on respondent distribution*

Q6e Efforts to prevent crime

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

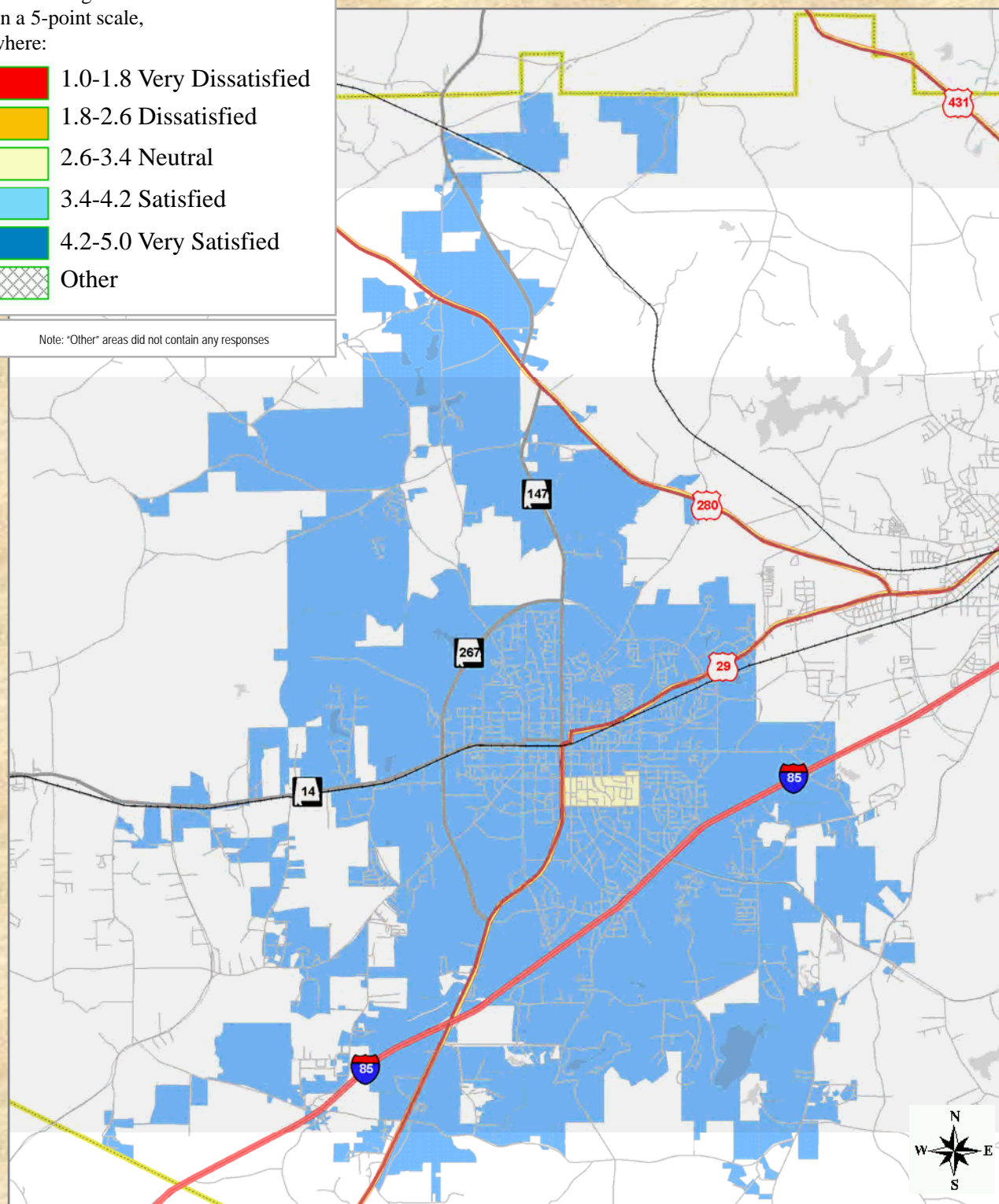
* Selected CBGs were merged as needed based on respondent distribution

Q6f Police safety education programs

LEGEND
 Mean rating
 on a 5-point scale,
 where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

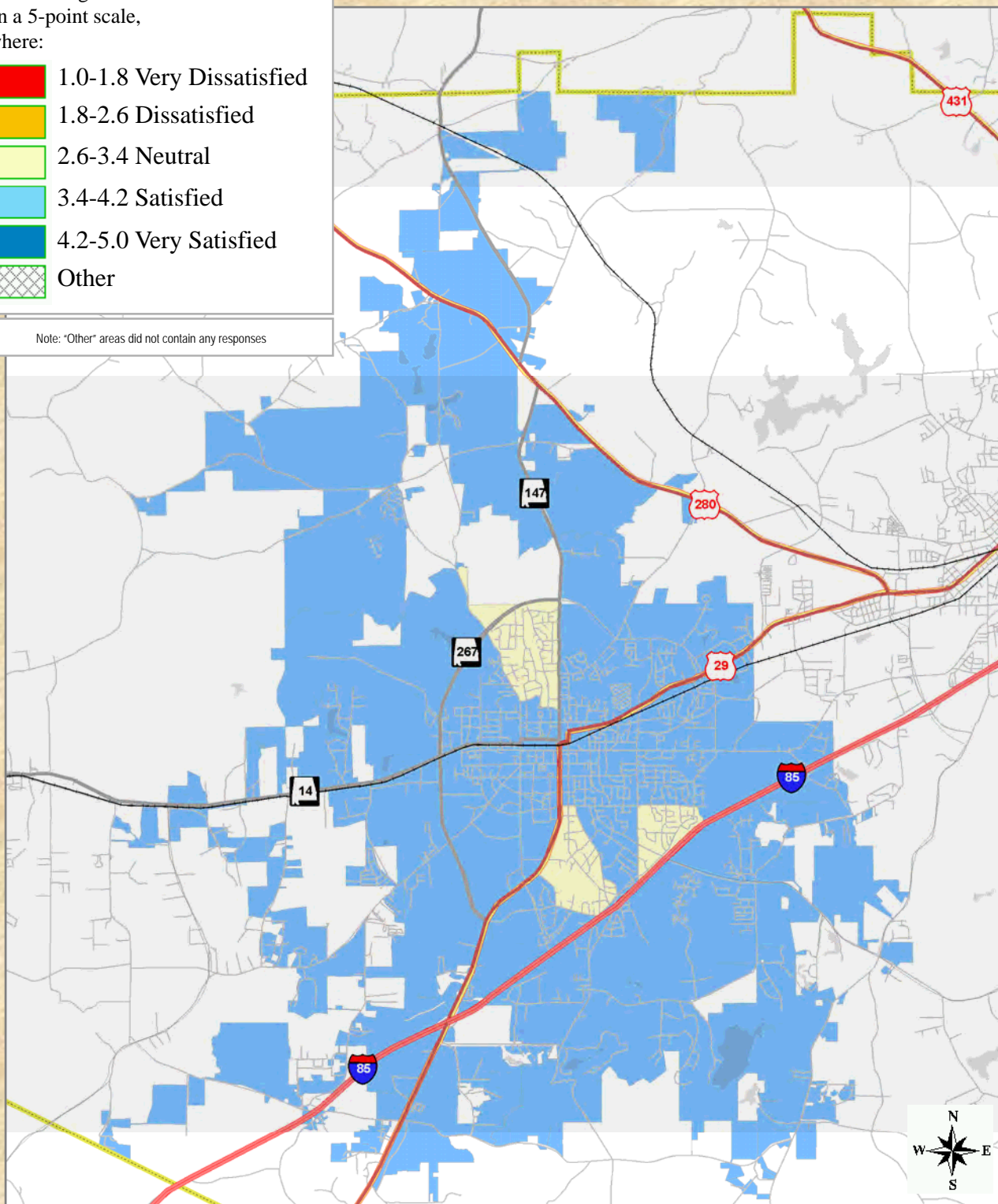
** Selected CBGs were merged as needed based on respondent distribution*

Q6g Enforcement of traffic laws

LEGEND
 Mean rating
 on a 5-point scale,
 where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

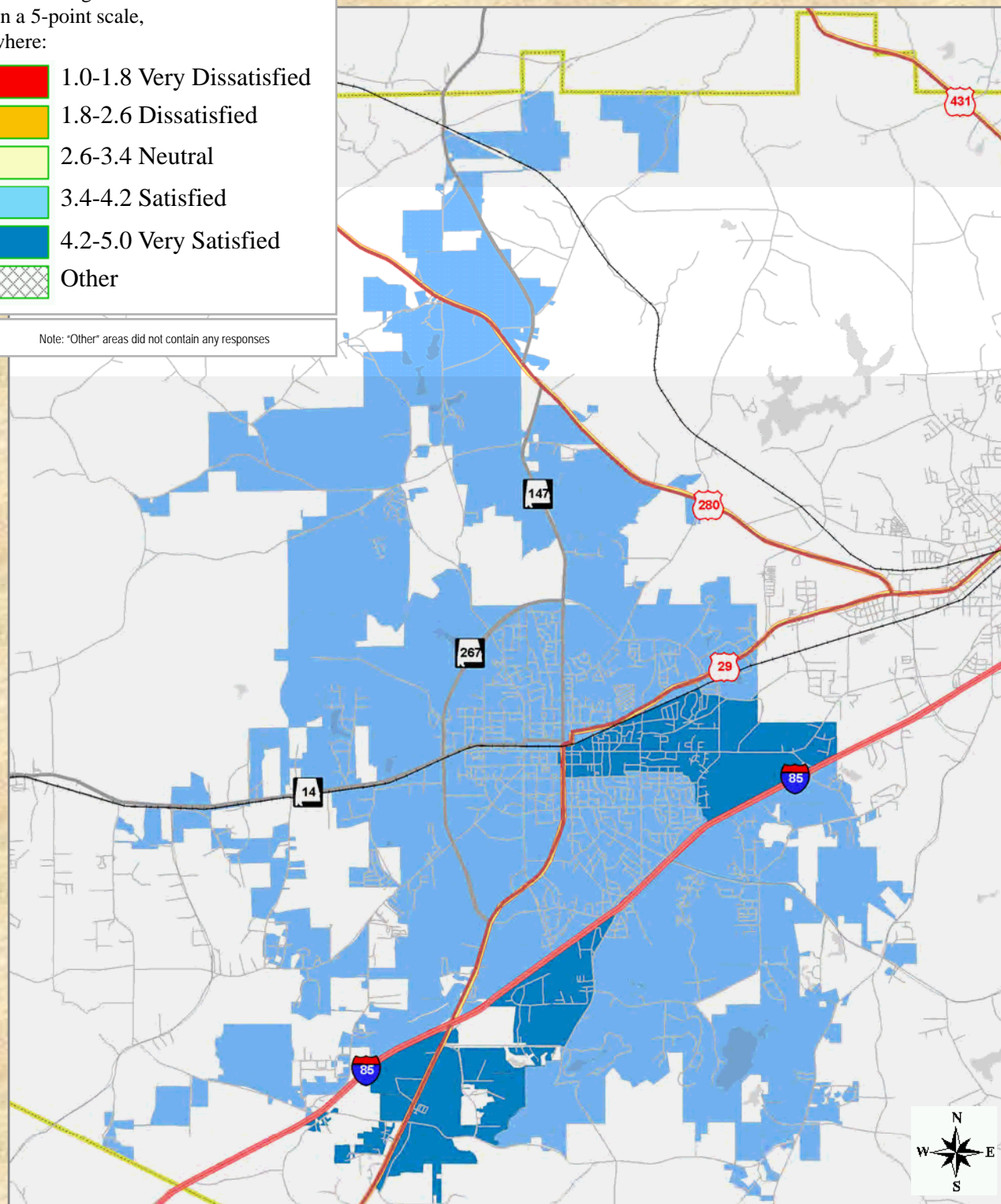
Q6h Overall quality of fire protection

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

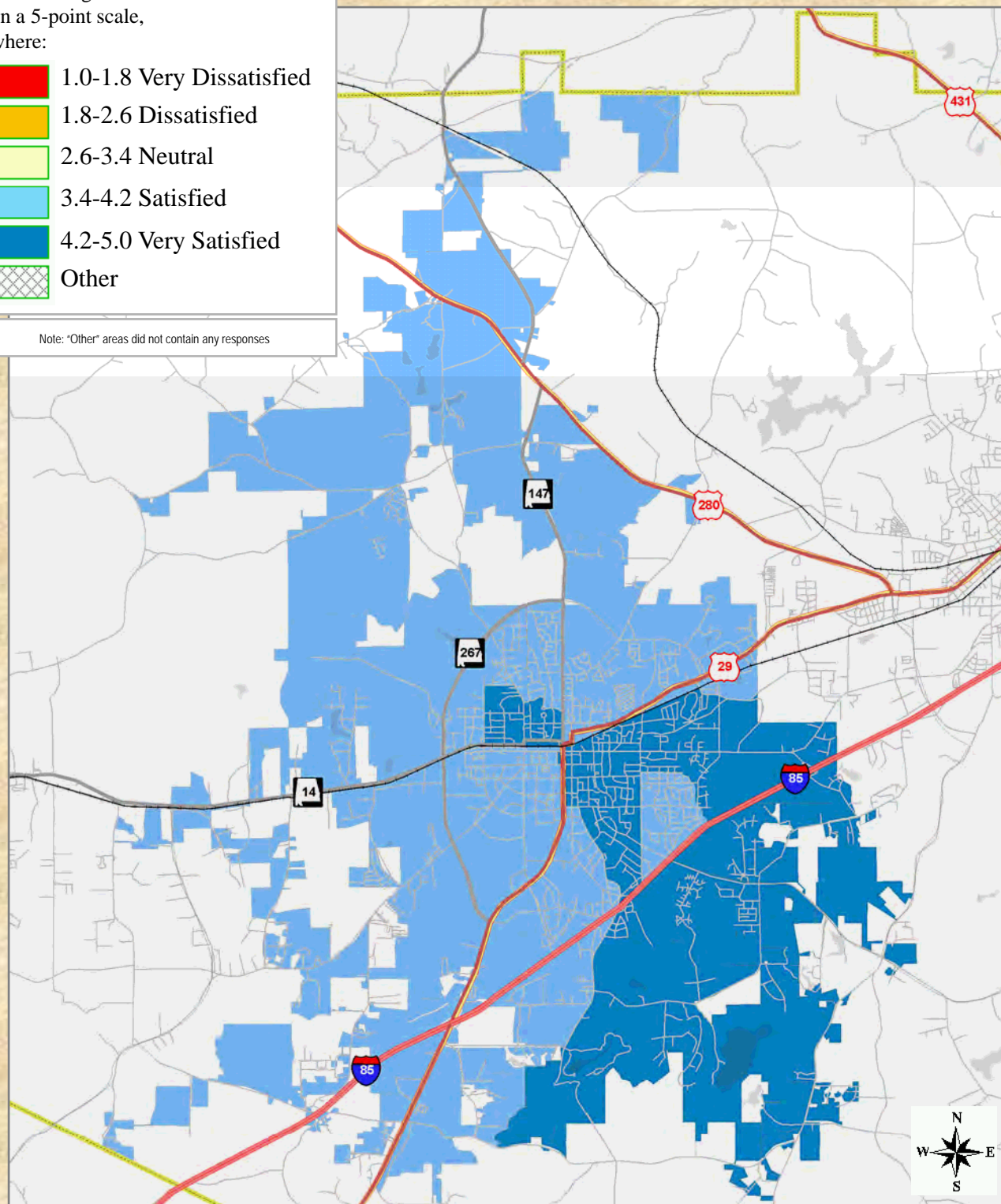
Q6i Fire personnel emergency response time

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

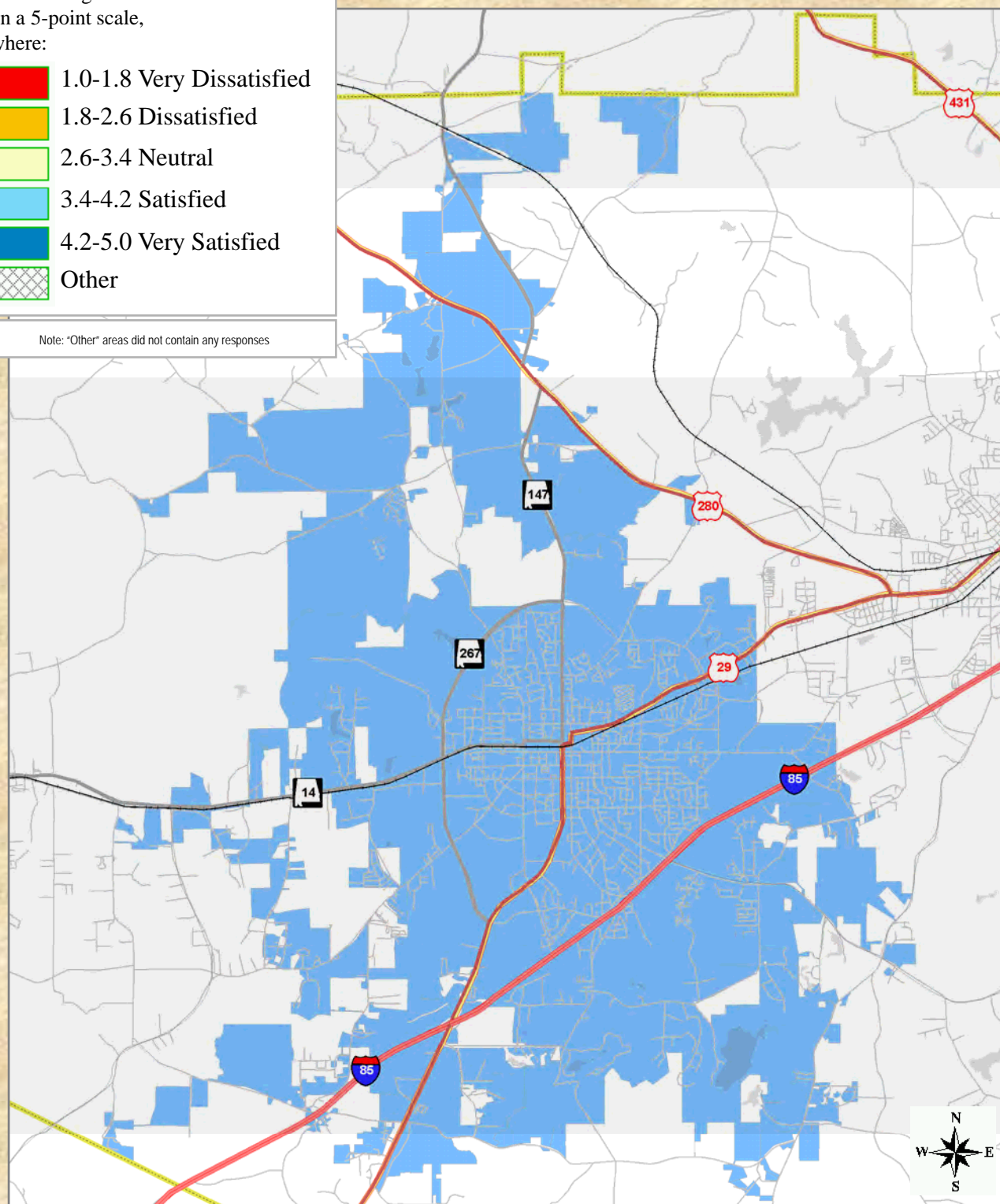
Q6j Fire safety education programs

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

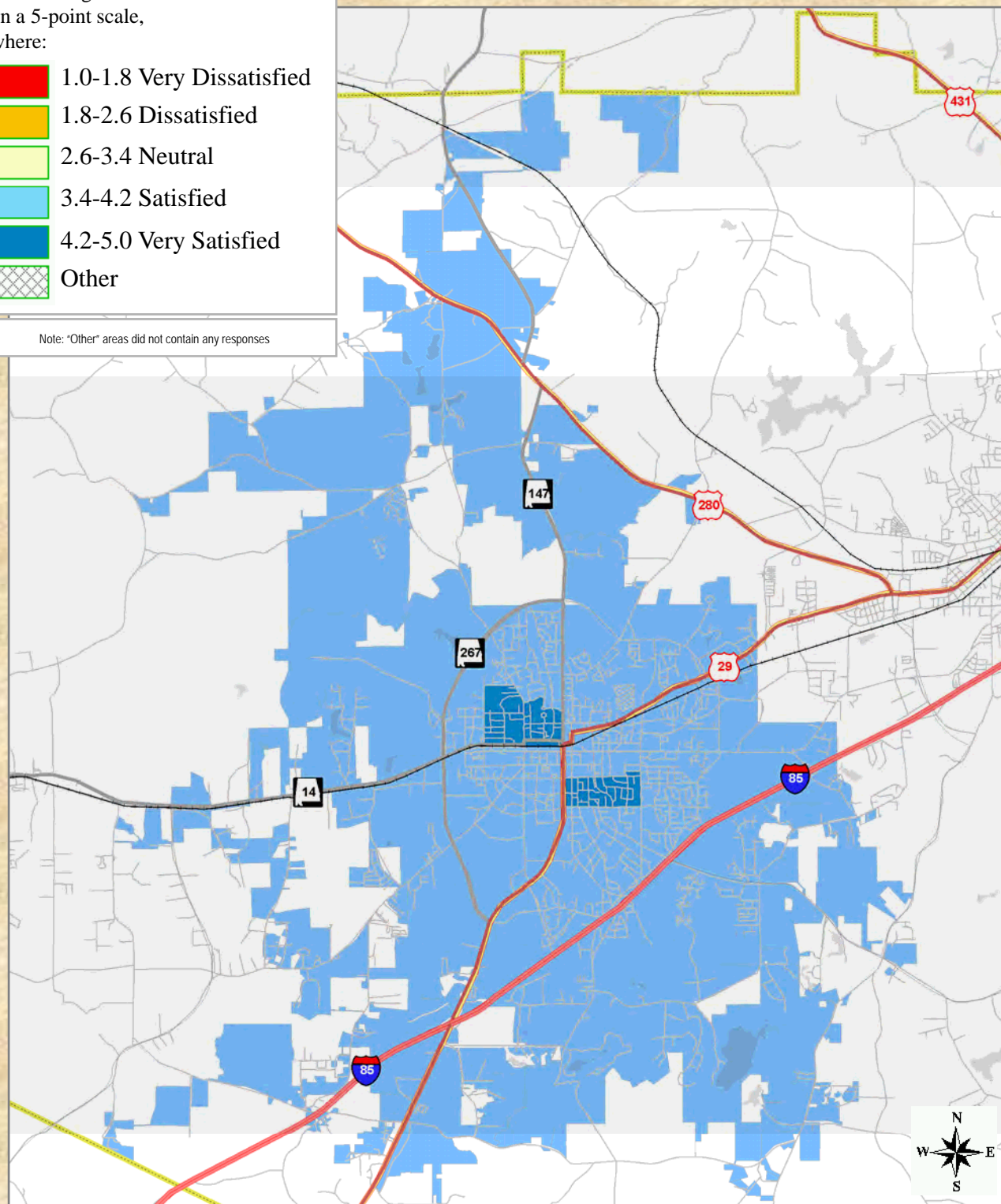
Q6k Quality of local ambulance service

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

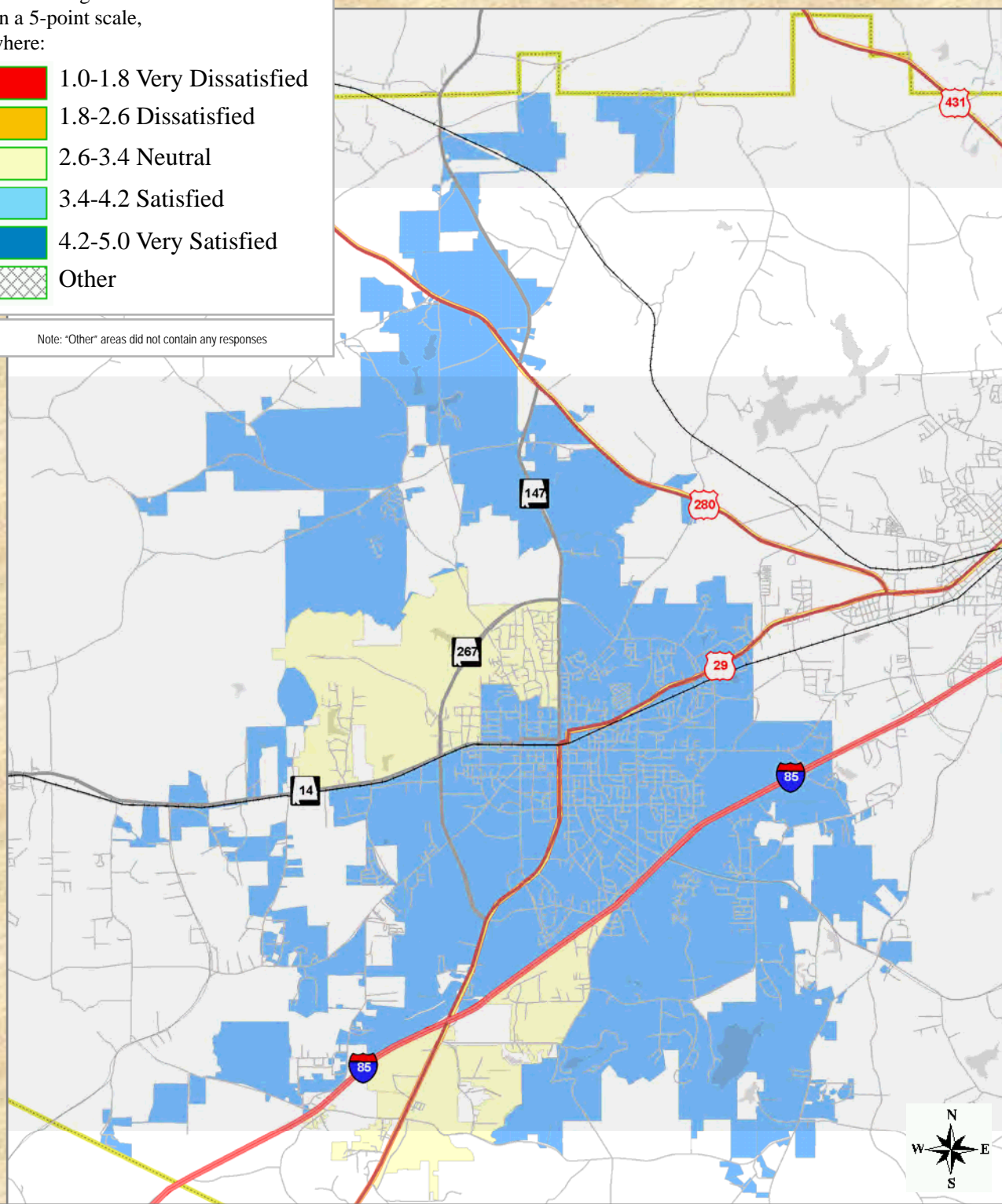
** Selected CBGs were merged as needed based on respondent distribution*

Q61 Quality of animal control

LEGEND
 Mean rating
 on a 5-point scale,
 where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

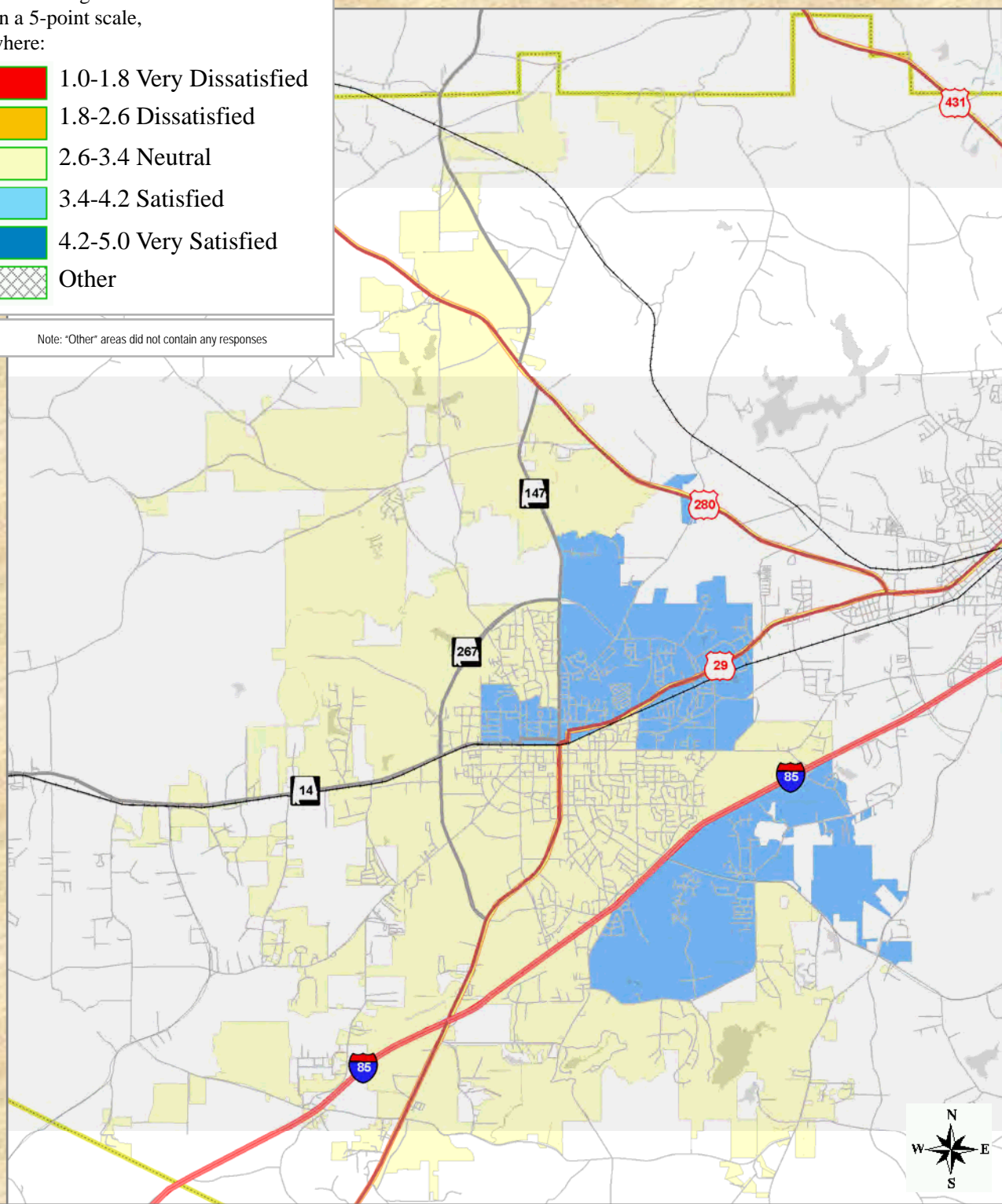
** Selected CBGs were merged as needed based on respondent distribution*

Q6m Enforcement of speed limits in neighborhoods

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

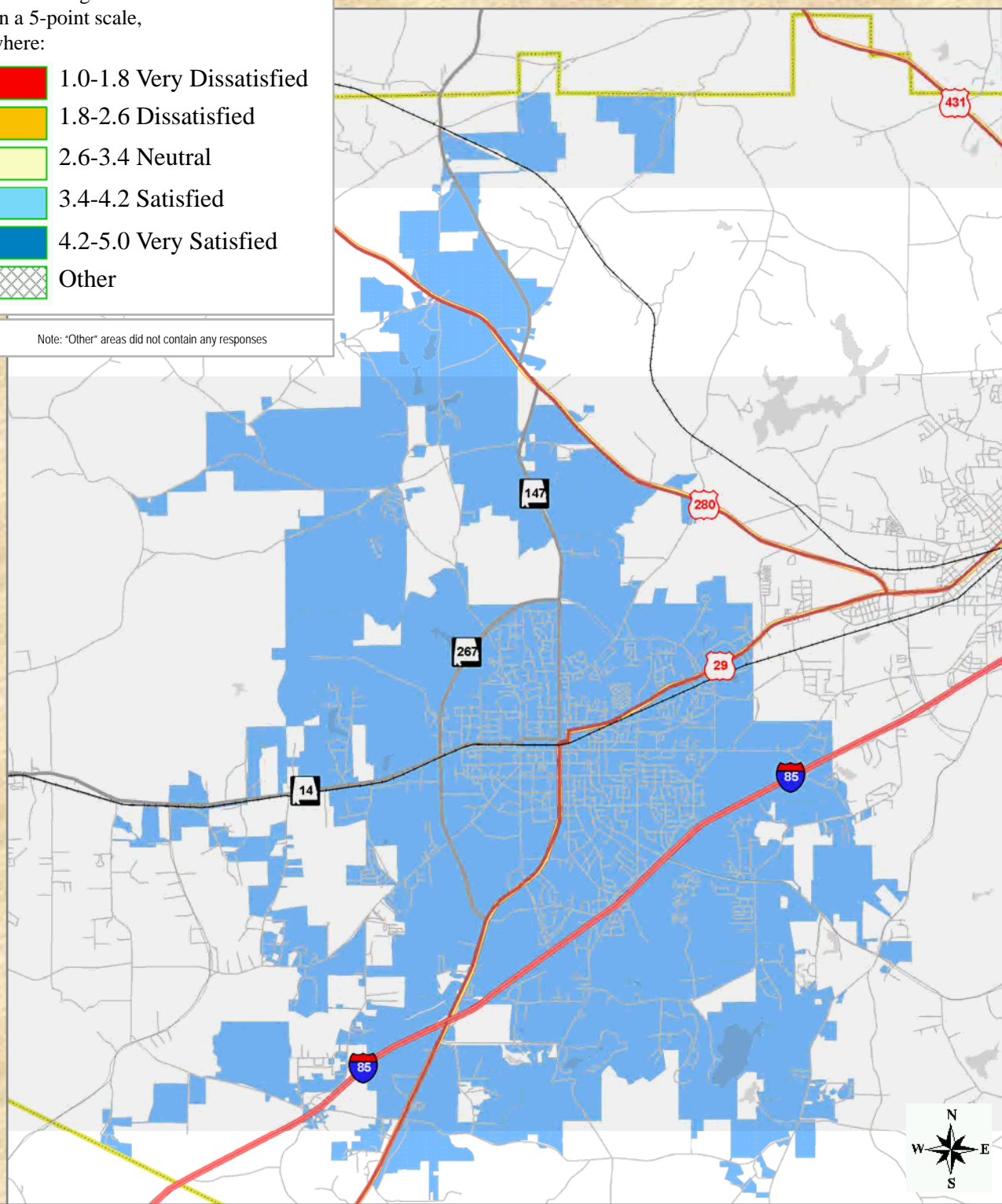
** Selected CBGs were merged as needed based on respondent distribution*

Q8a Clean up of debris/litter in neighborhoods

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses









City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

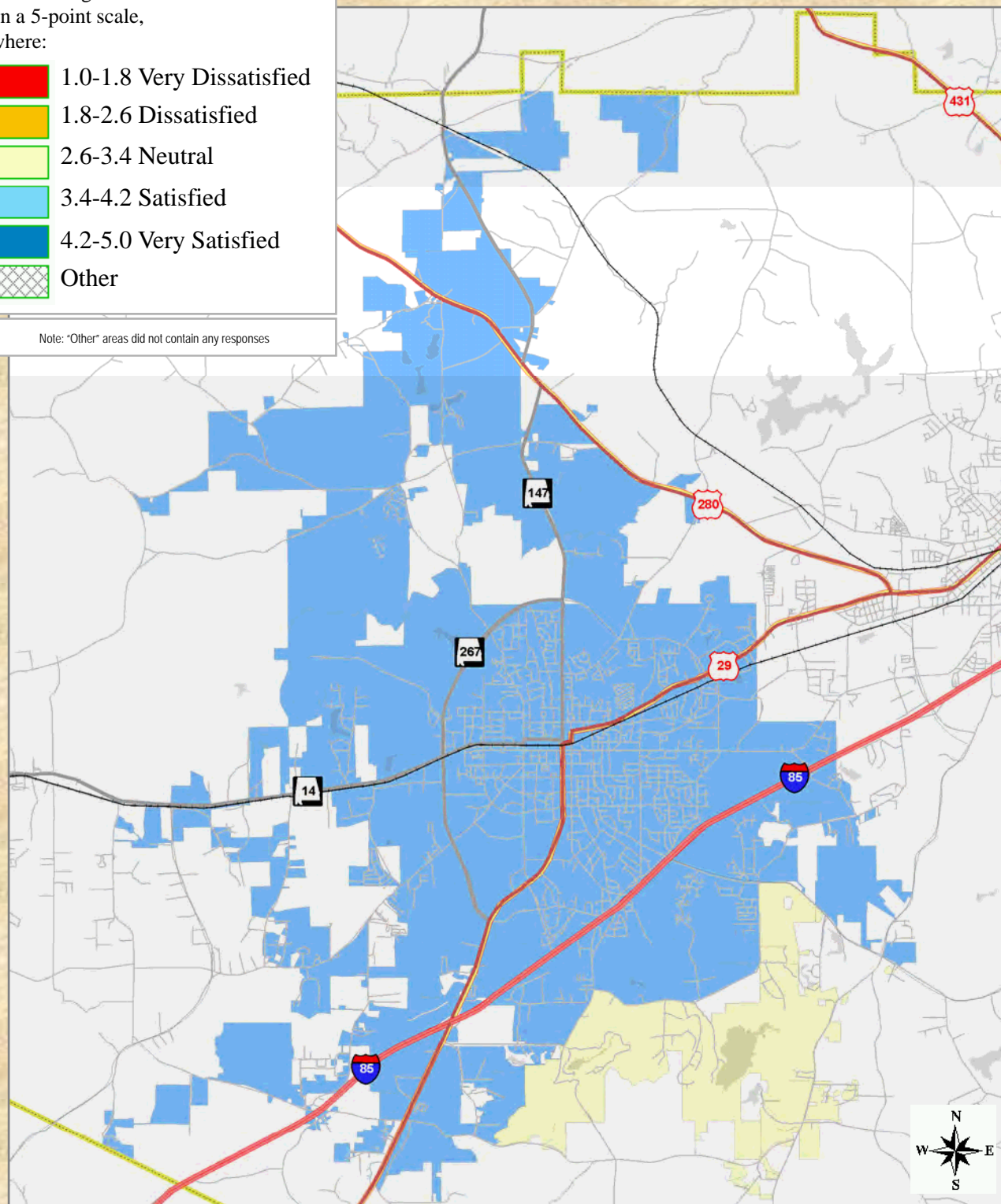
** Selected CBGs were merged as needed based on respondent distribution*

Q8b Sign regulations

LEGEND
Mean rating
on a 5-point scale,
where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

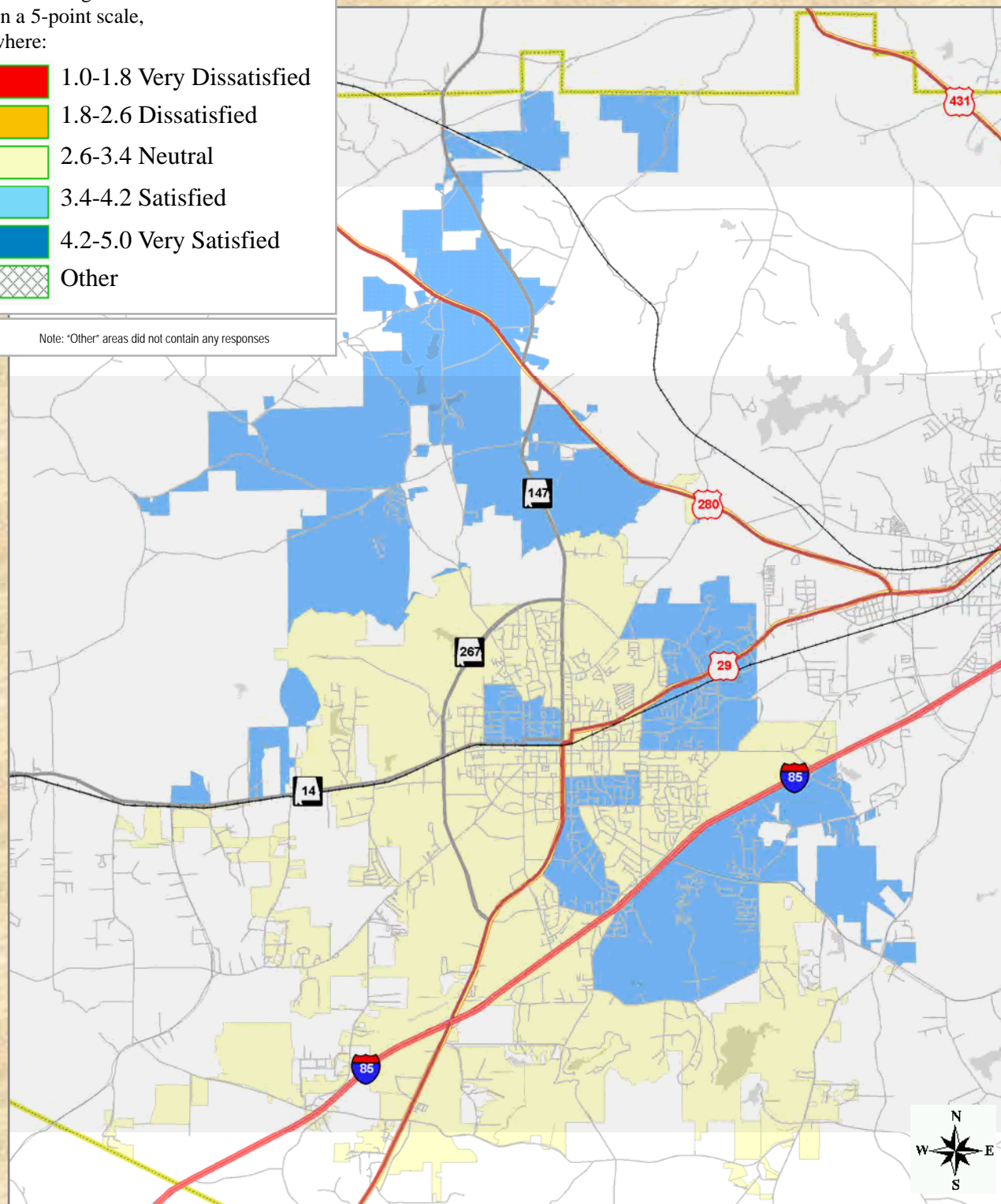
* Selected CBGs were merged as needed based on respondent distribution

Q8c Zoning regulations

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

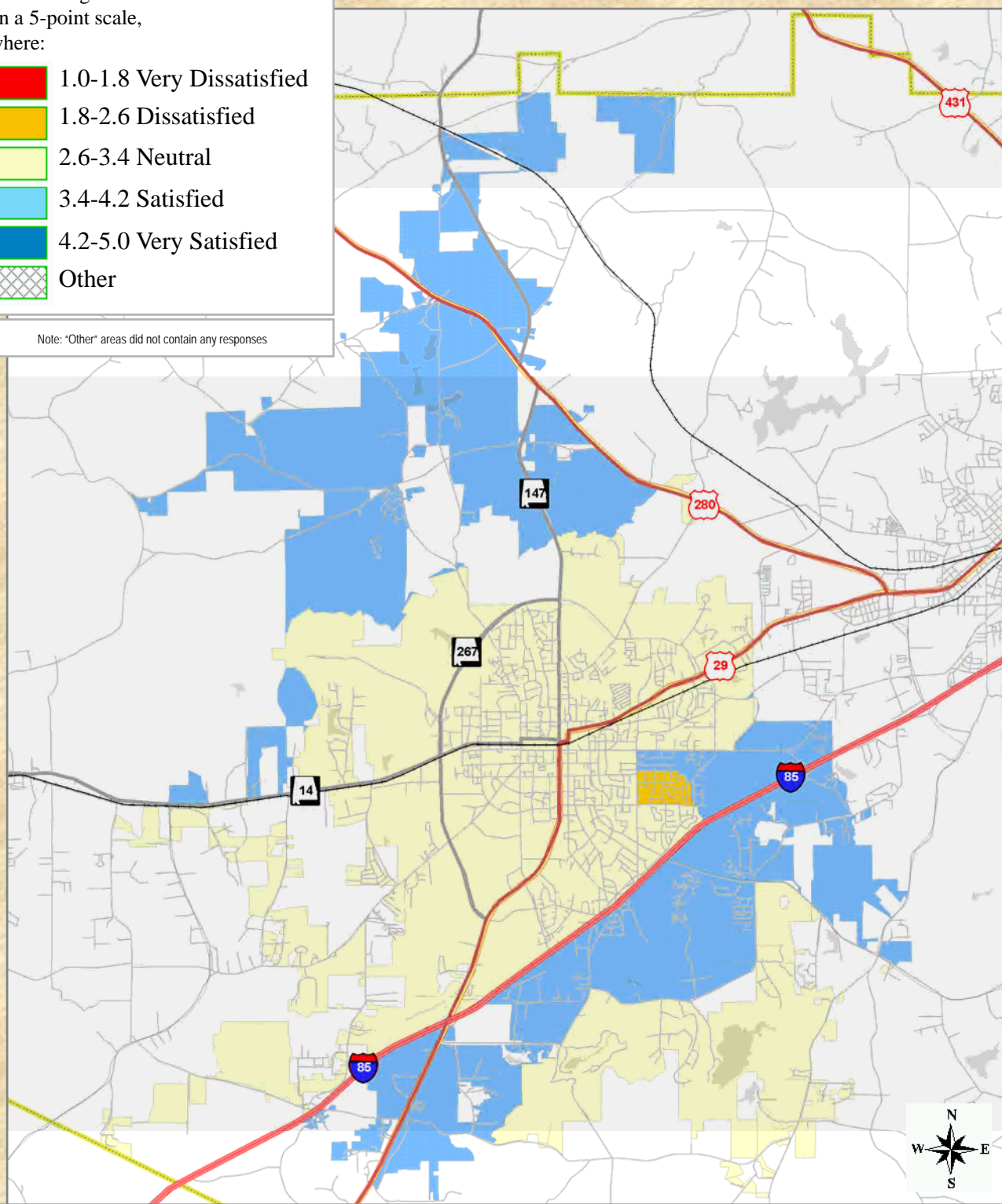
** Selected CBGs were merged as needed based on respondent distribution*

Q8d Unrelated occupancy regulations

LEGEND
 Mean rating
 on a 5-point scale,
 where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

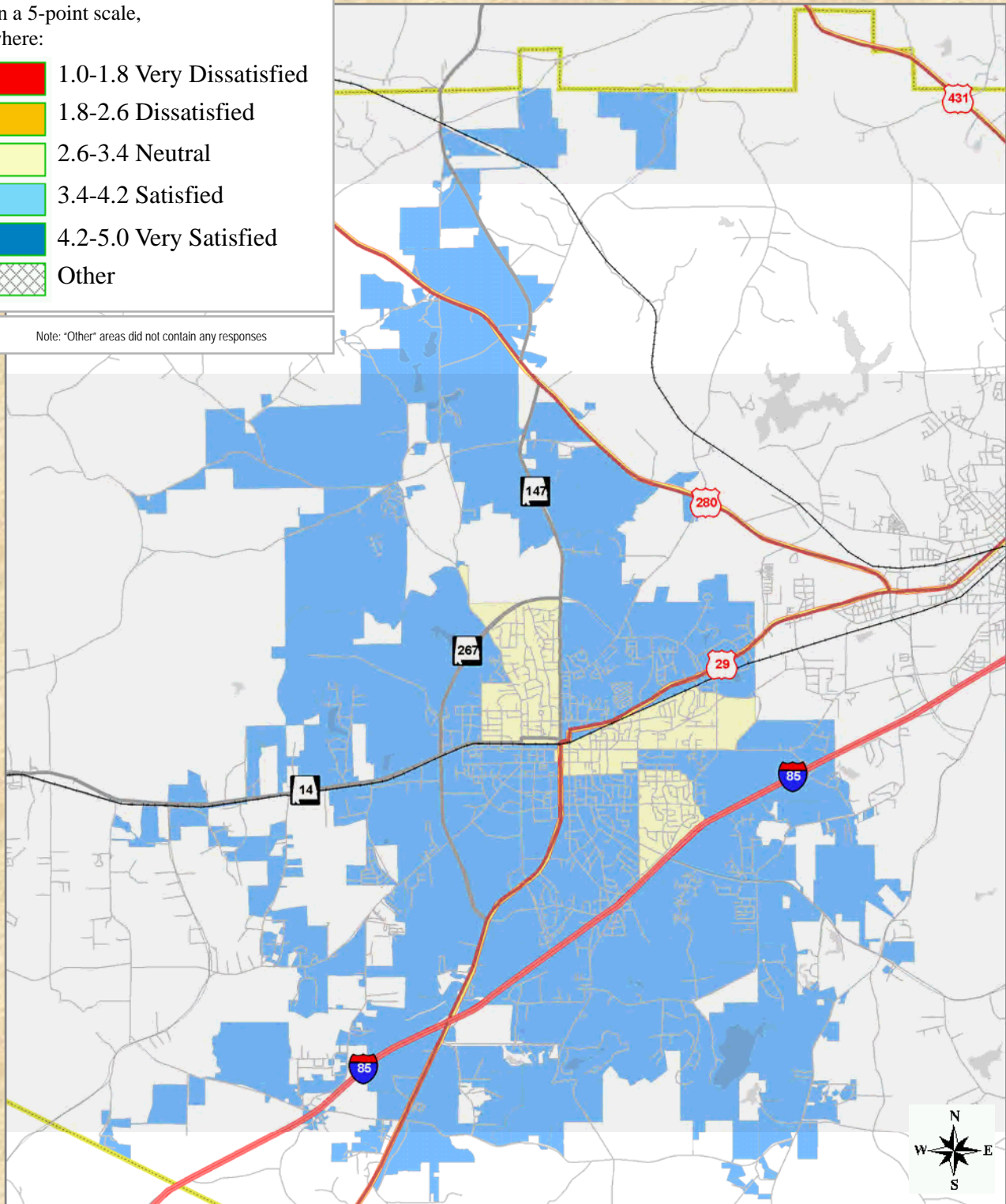
Q8e Building codes

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

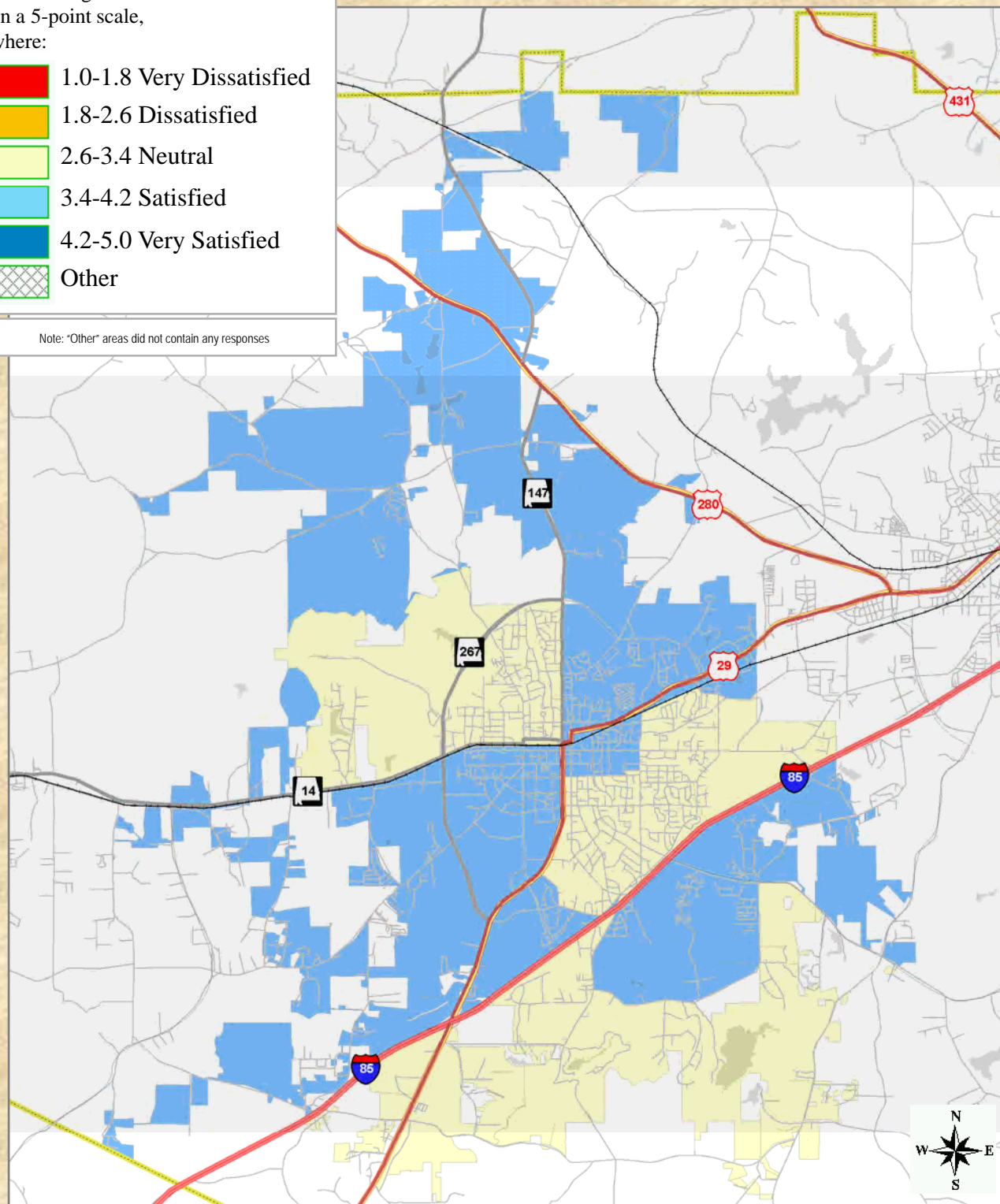
Q8f Erosion and sediment control regulations

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

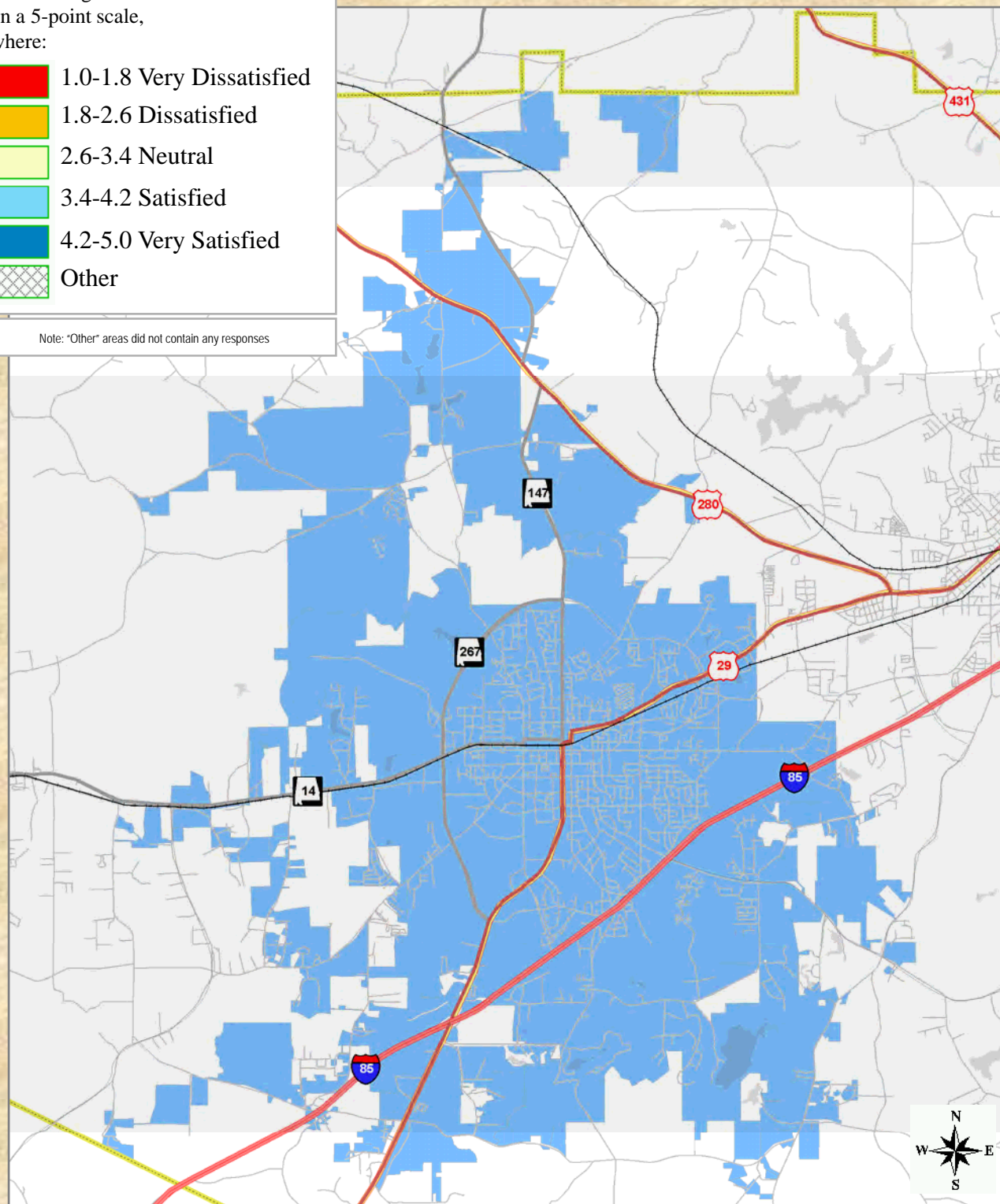
Q8g Fire codes and regulation

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

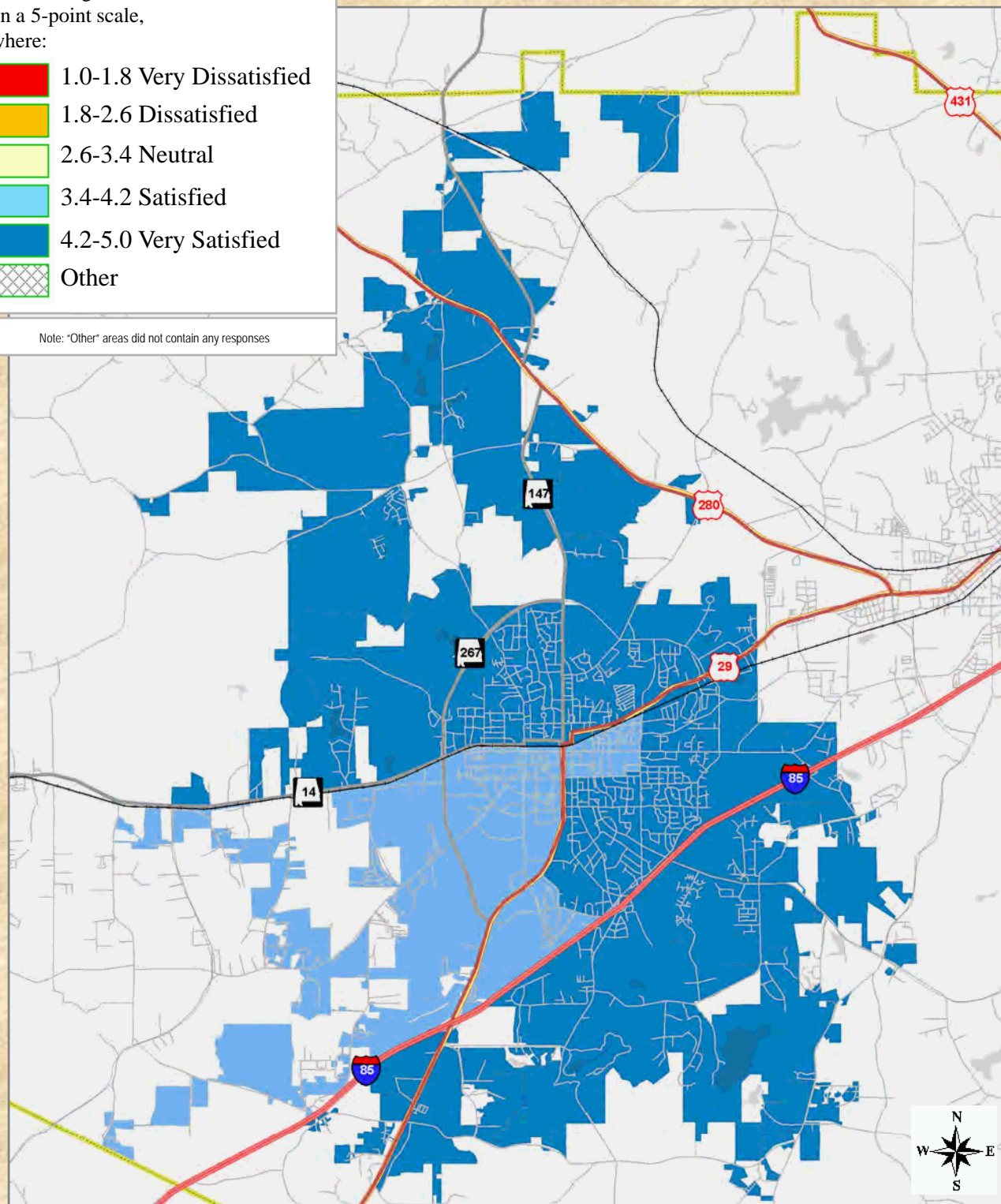
Q10a Residential garbage collection

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

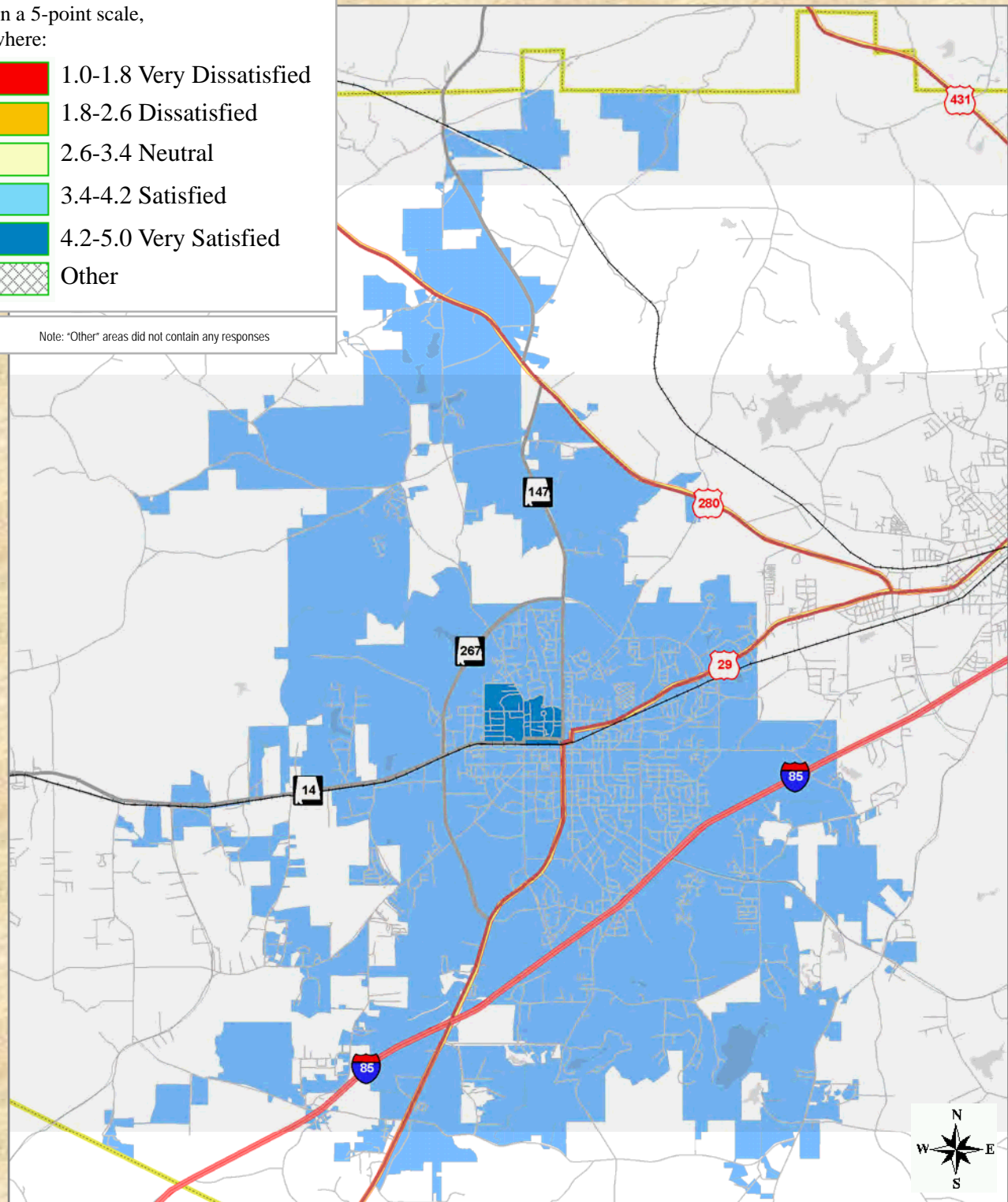
Q10b Curbside recycling service

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

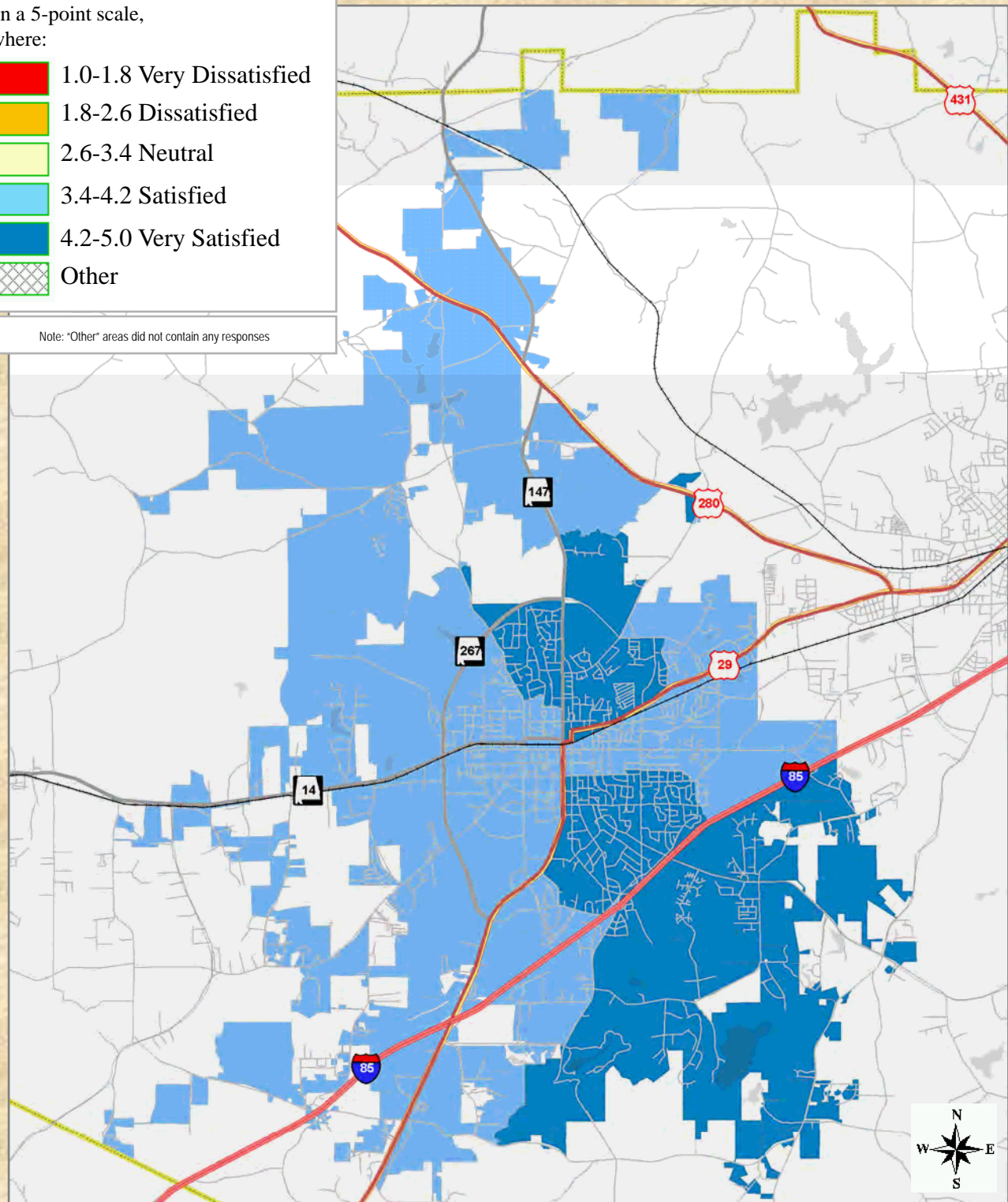
Q10c Yard waste removal serice

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

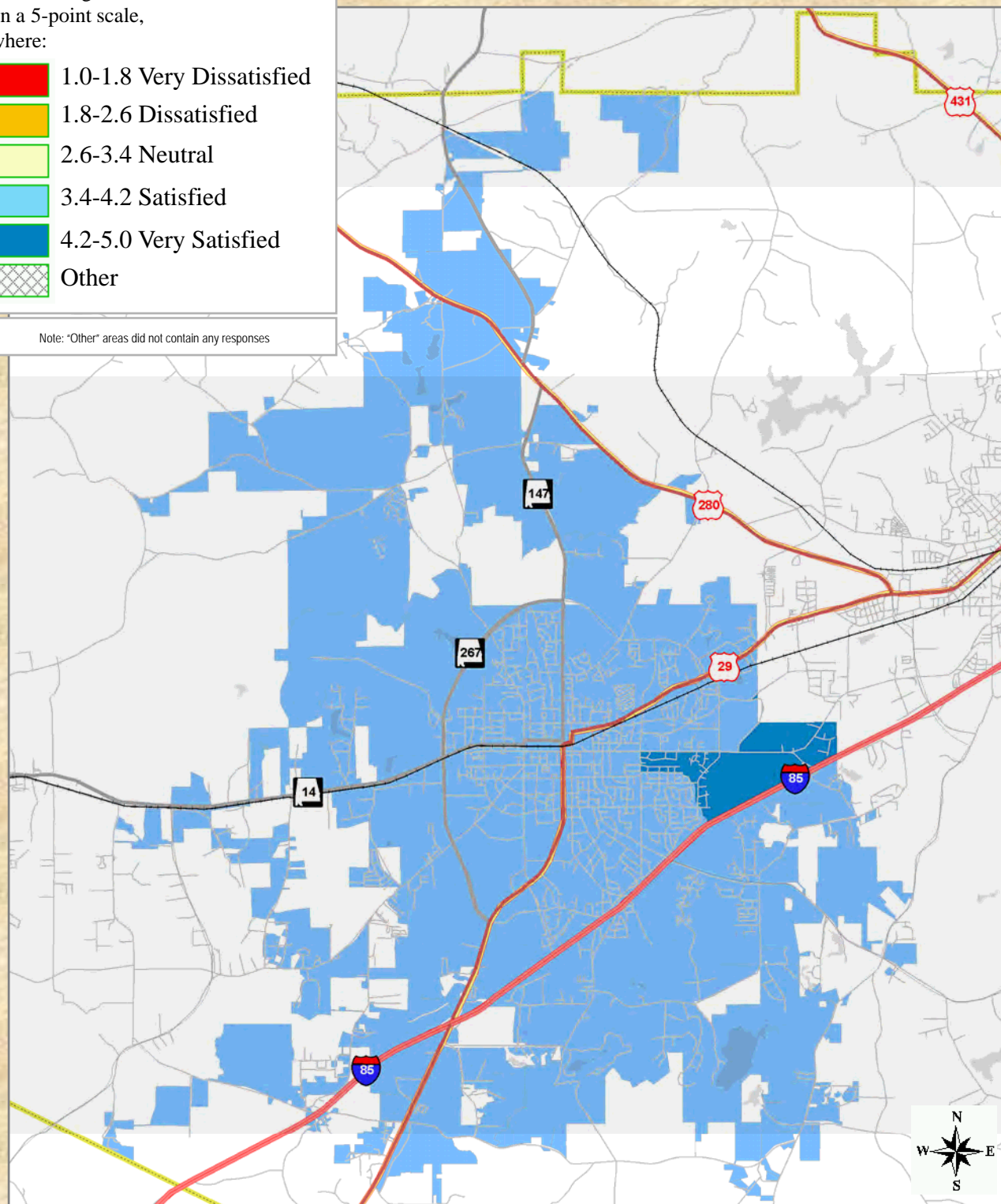
Q10d Sanitary sewer service

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

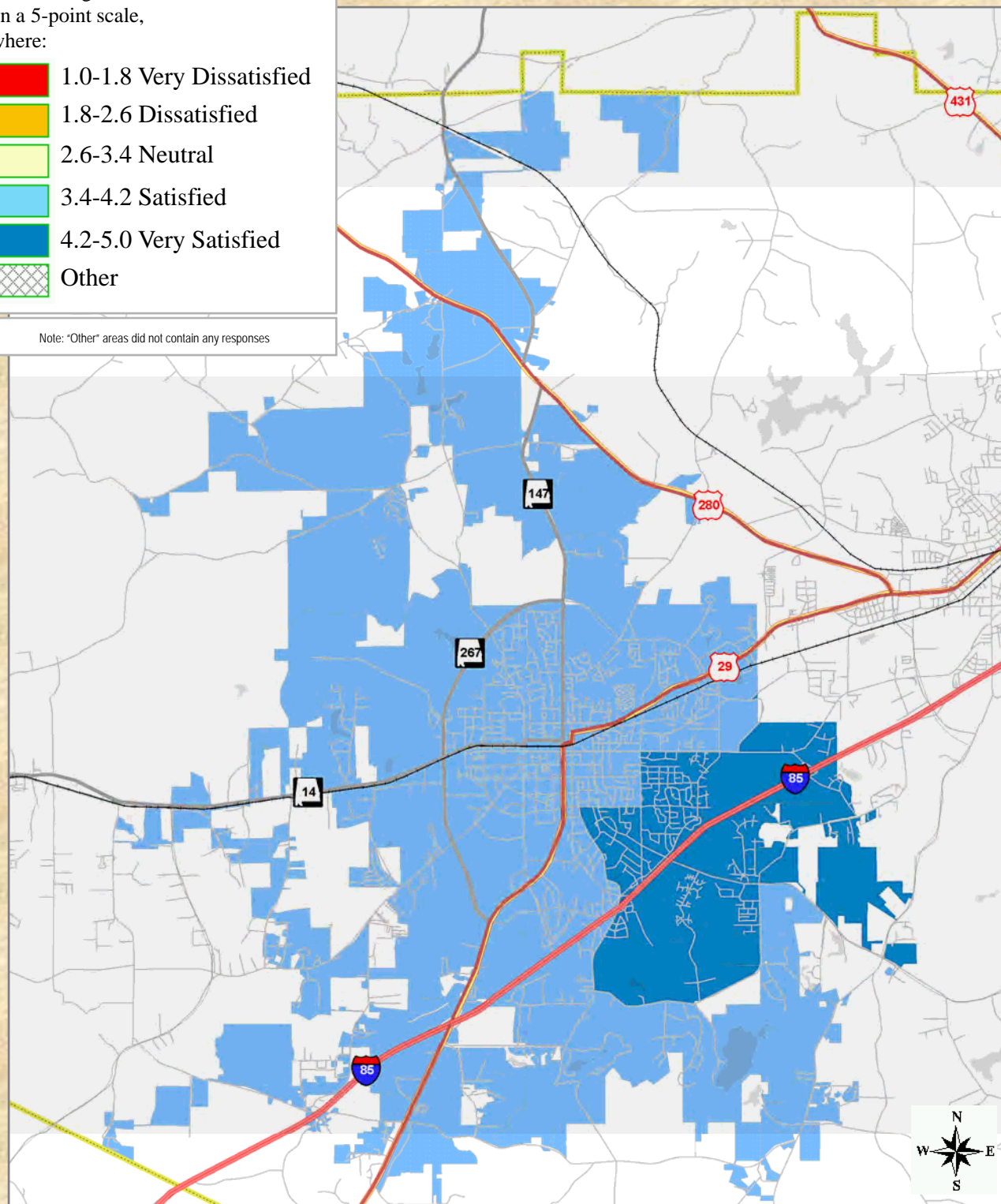
Q10e Water service

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

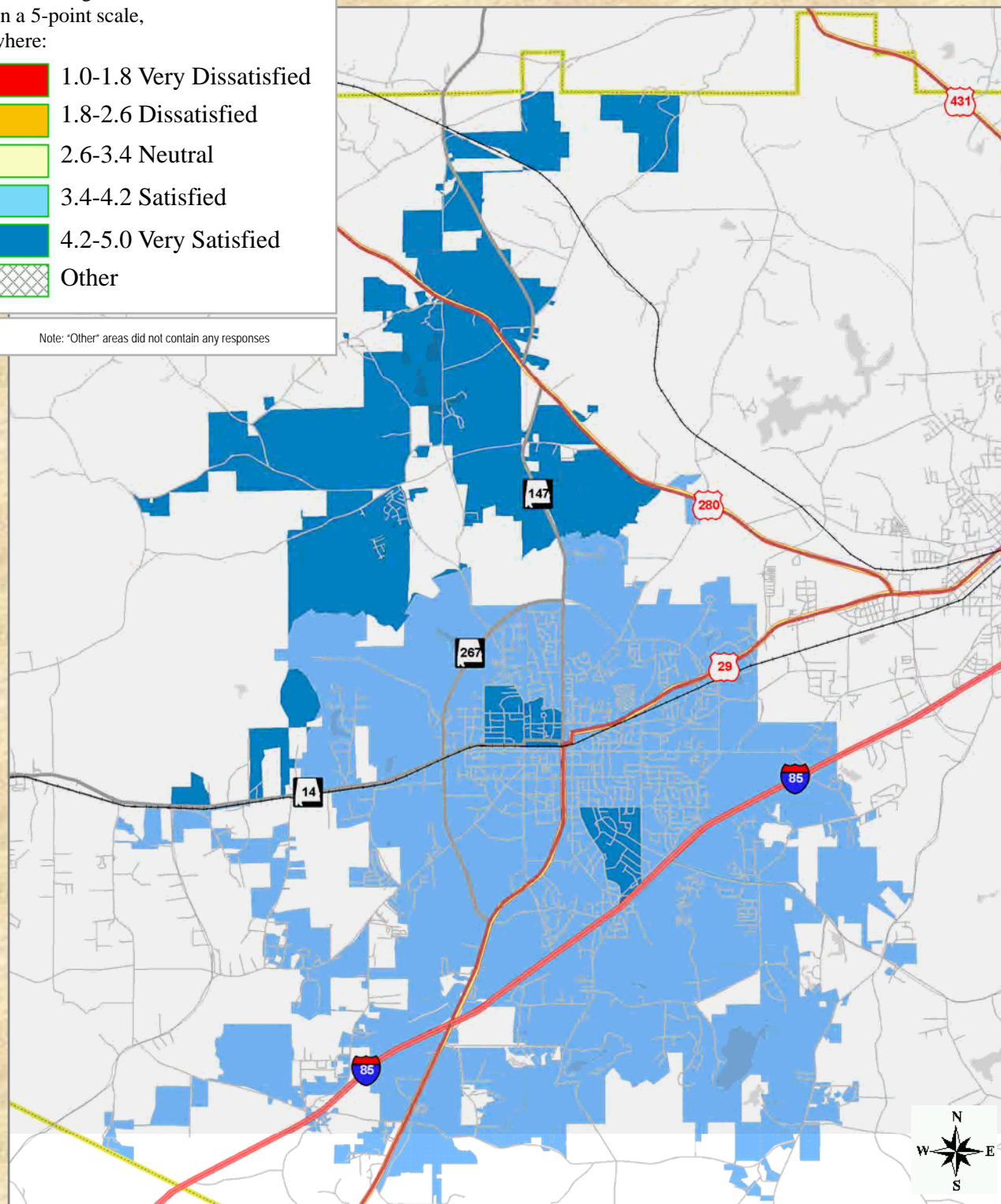
Q10f Water Revenue Office customer

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

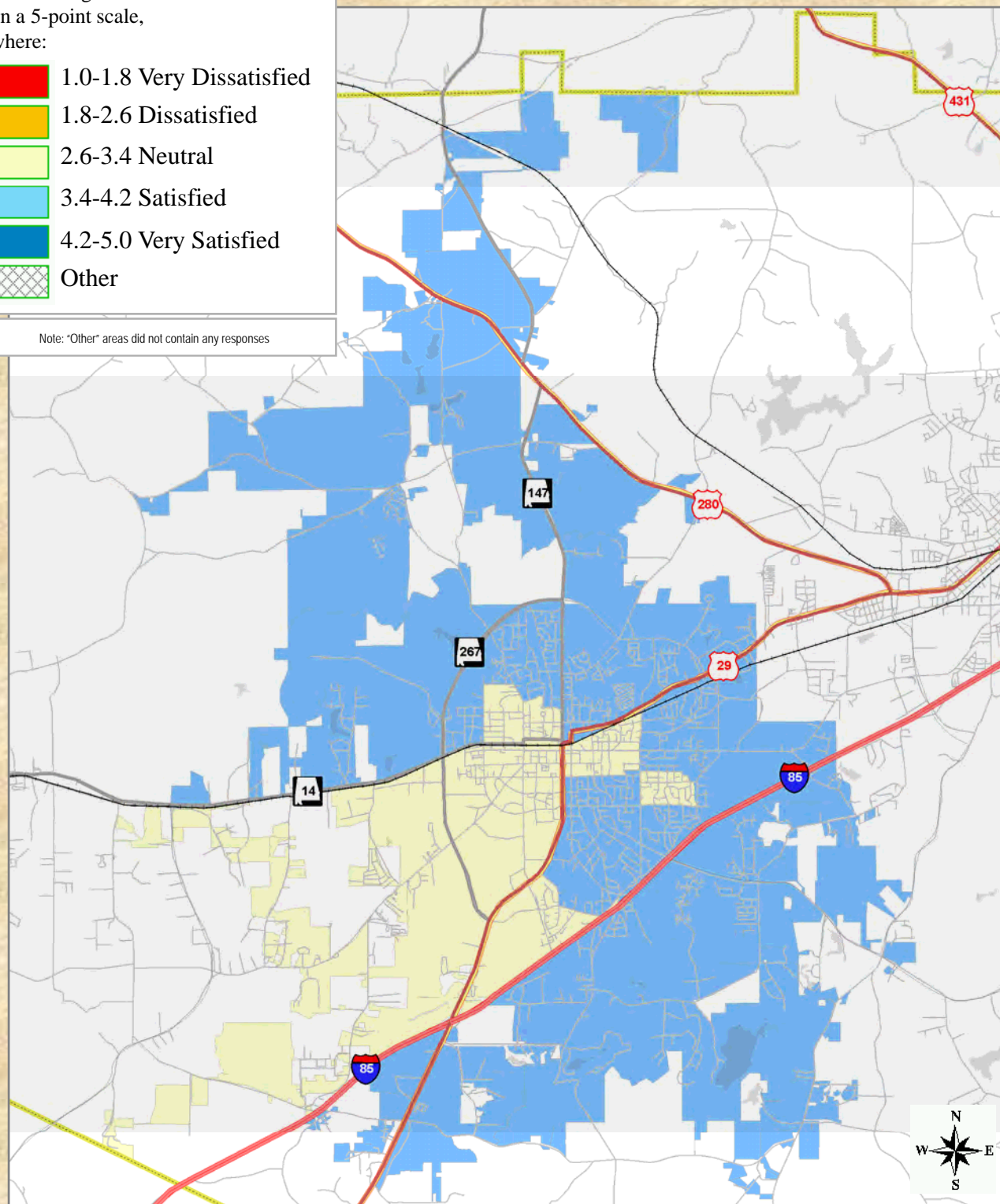
Q12a Maintenance of streets

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

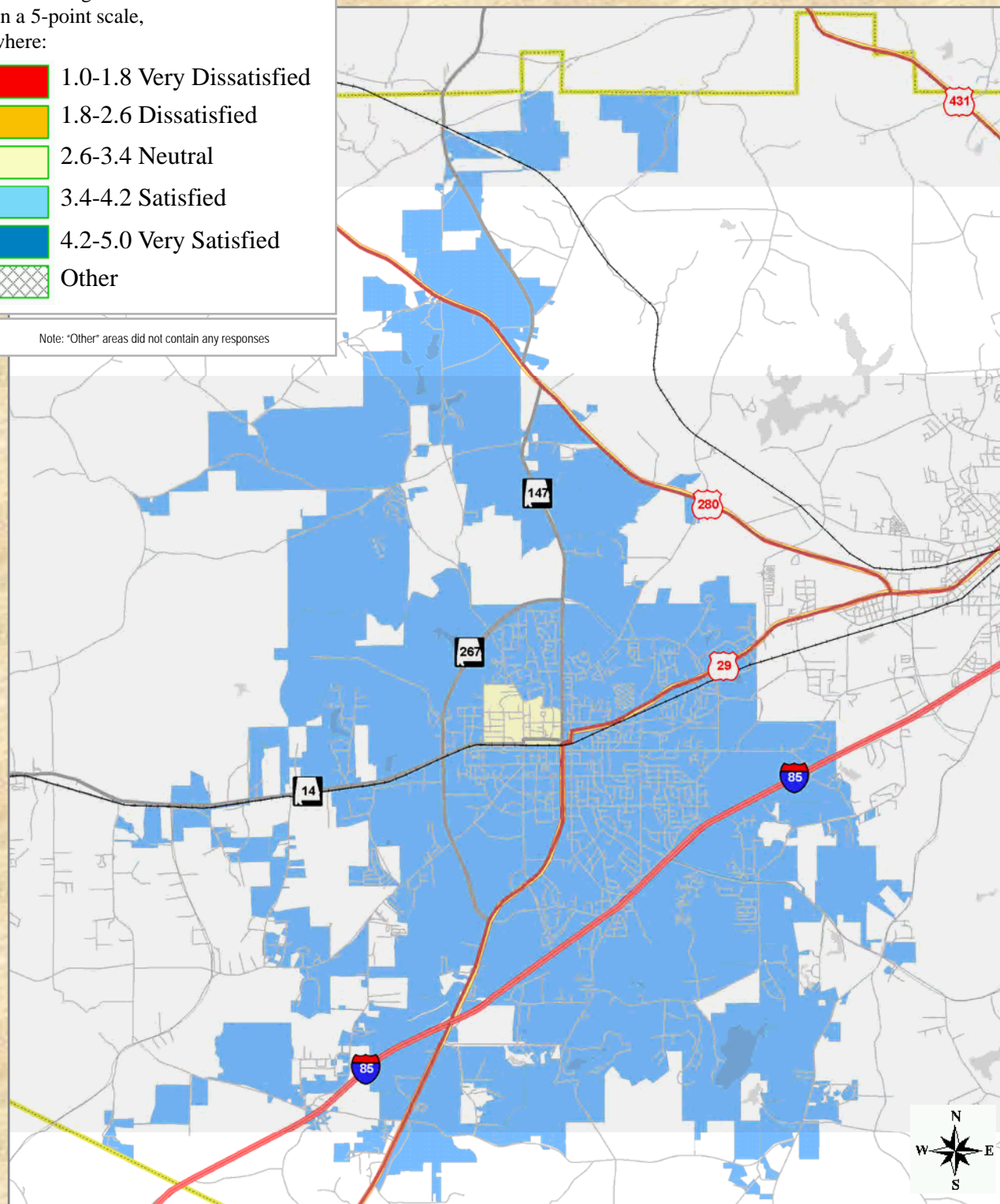
* Selected CBGs were merged as needed based on respondent distribution

Q12b Maintenance of sidewalks

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

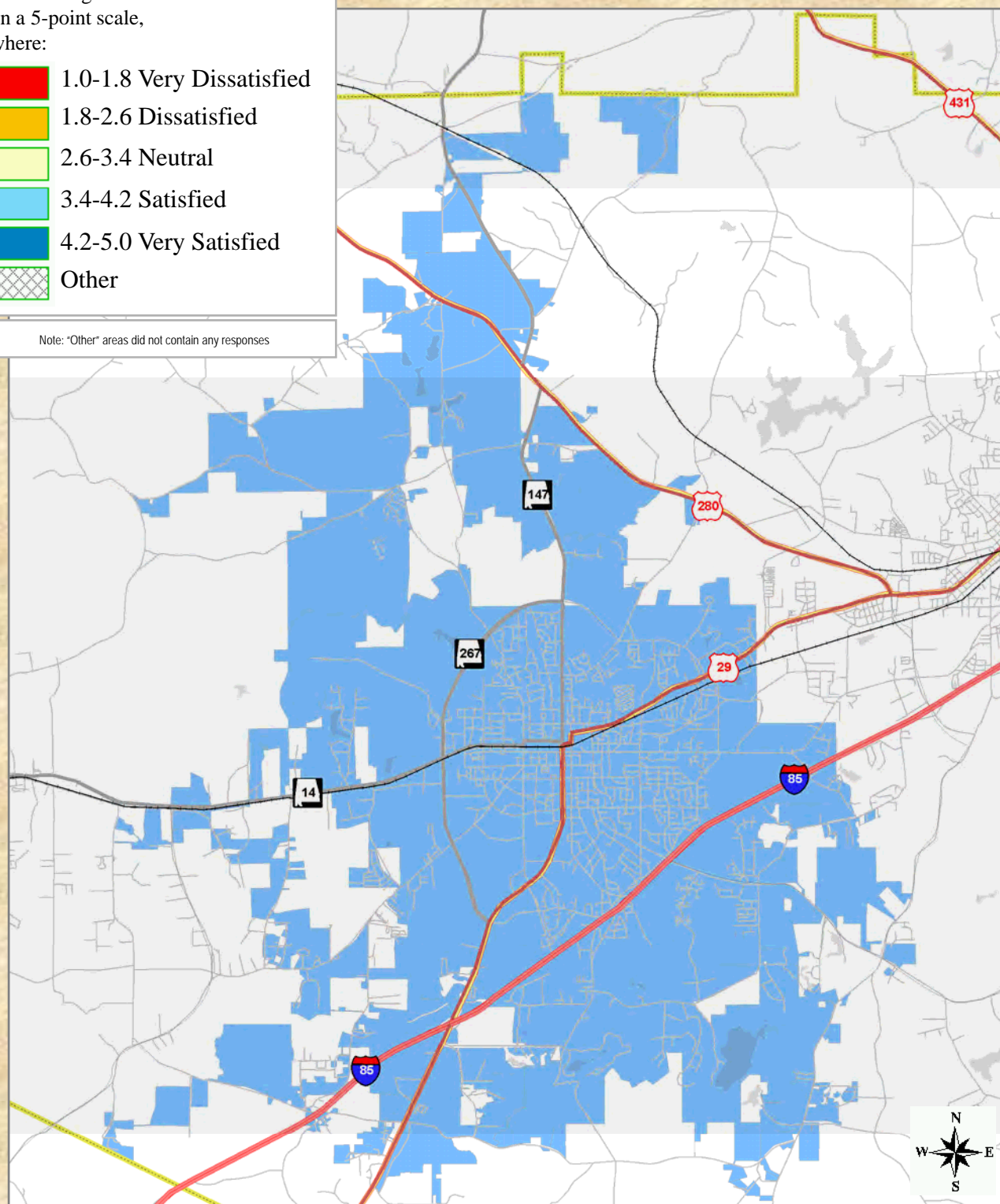
Q12c Maintenance of street signs

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses









City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

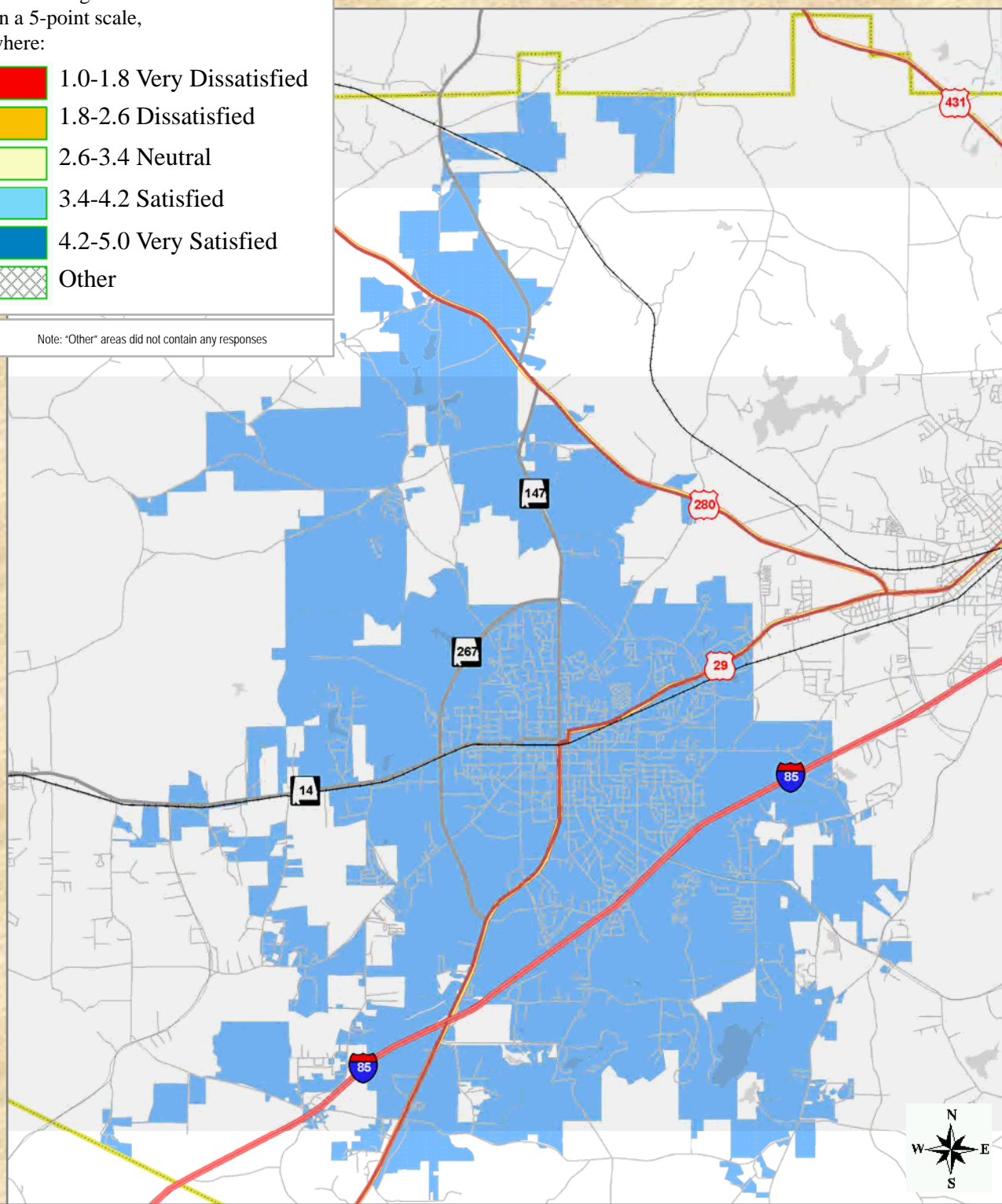
* Selected CBGs were merged as needed based on respondent distribution

Q12d Maintenance of traffic signals

LEGEND
 Mean rating
 on a 5-point scale,
 where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

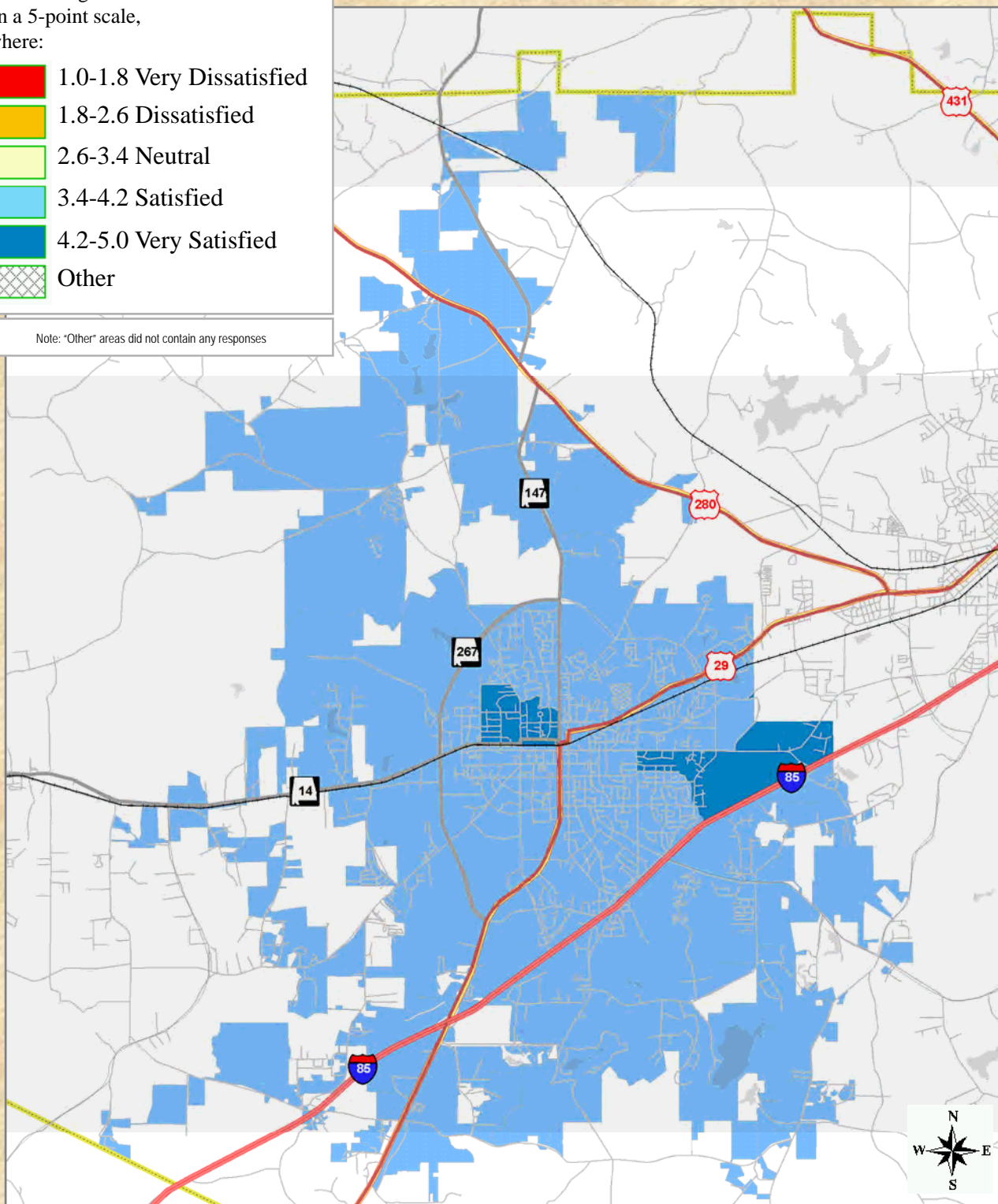
* Selected CBGs were merged as needed based on respondent distribution

Q12e Maintenance of downtown Auburn

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

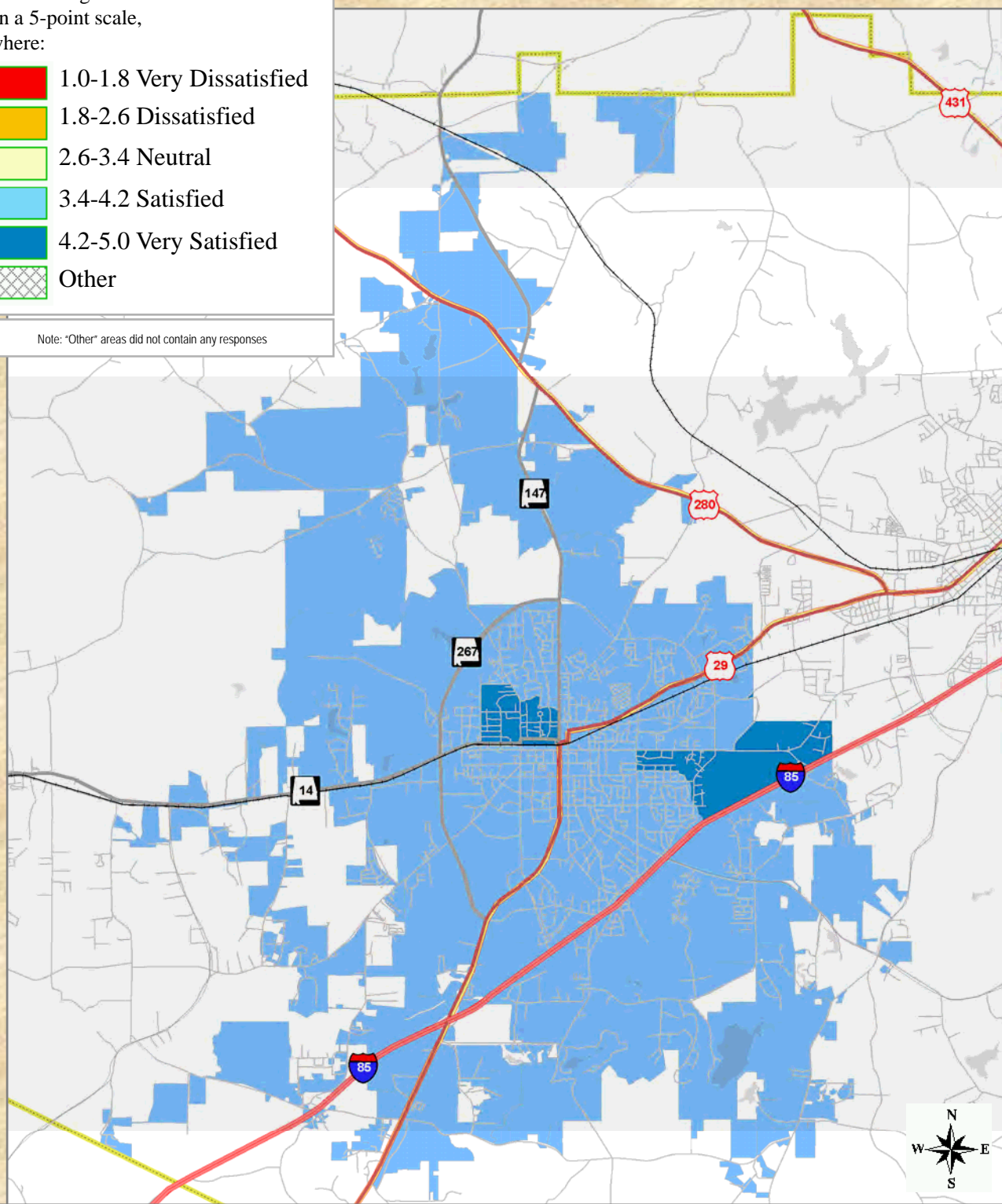
** Selected CBGs were merged as needed based on respondent distribution*

Q12f Maintenance of city buildings

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

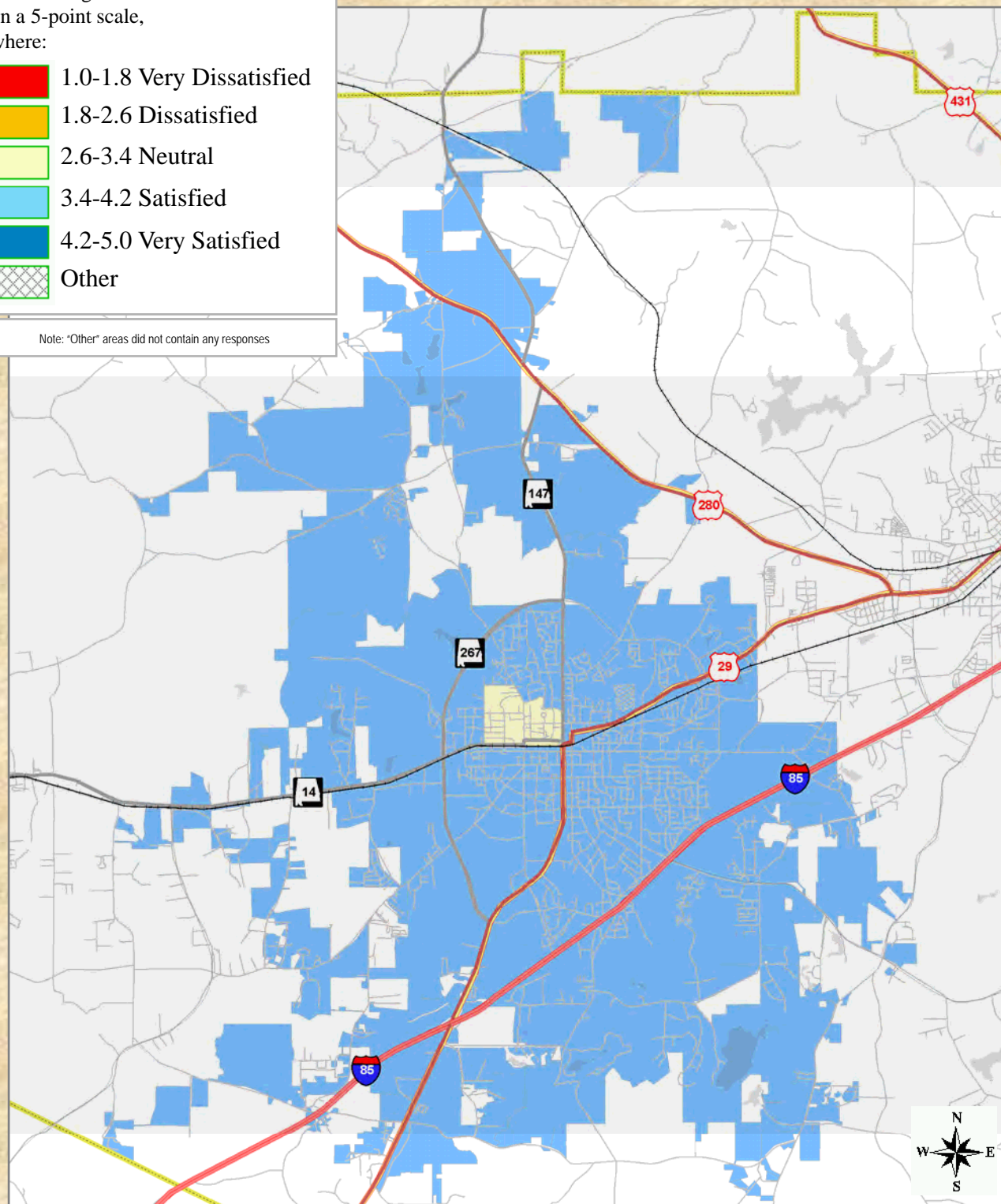
Q12g Mowing and trimming along streets and other public areas

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

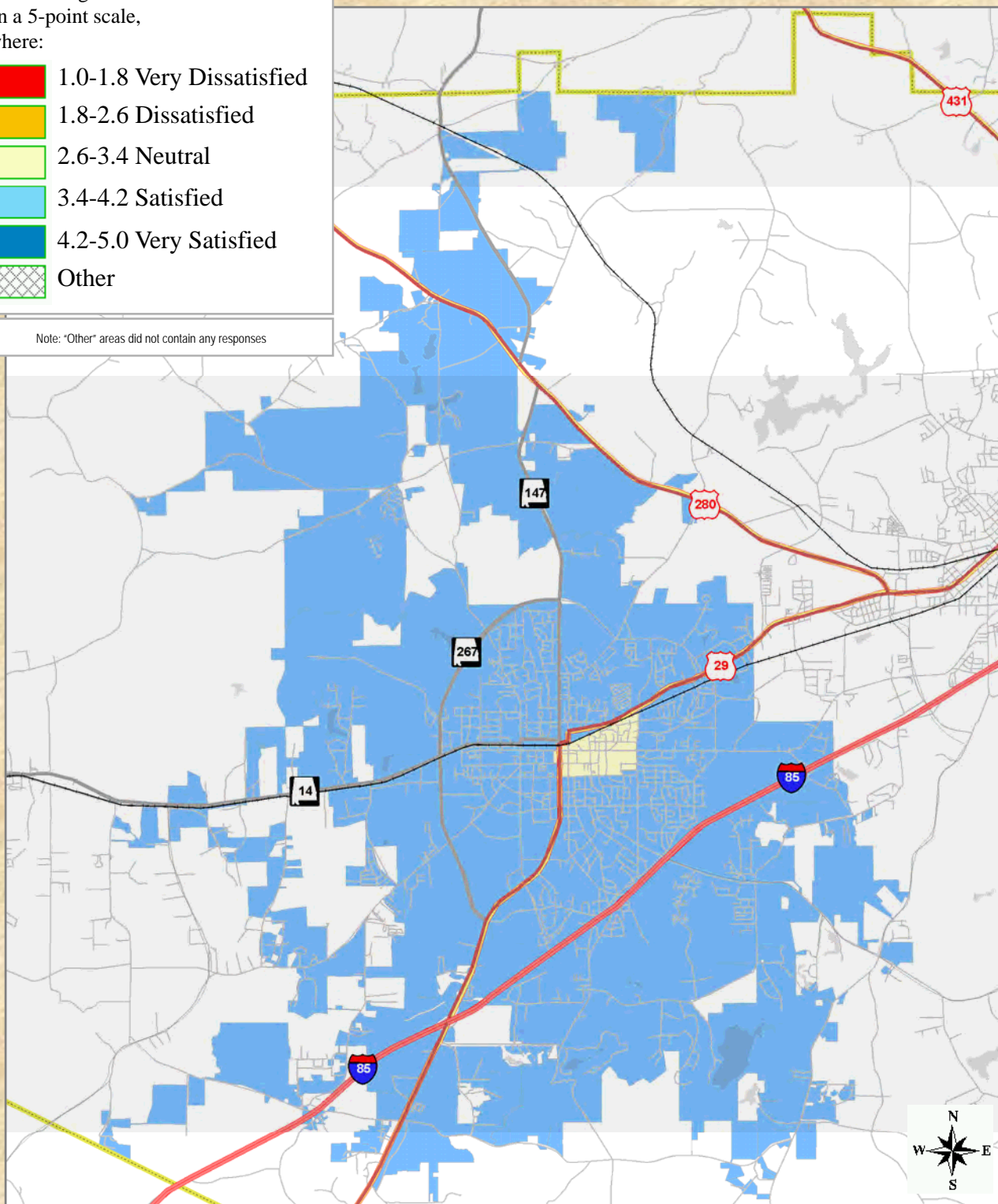
** Selected CBGs were merged as needed based on respondent distribution*

Q12h Overall cleanliness of streets and other public areas

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

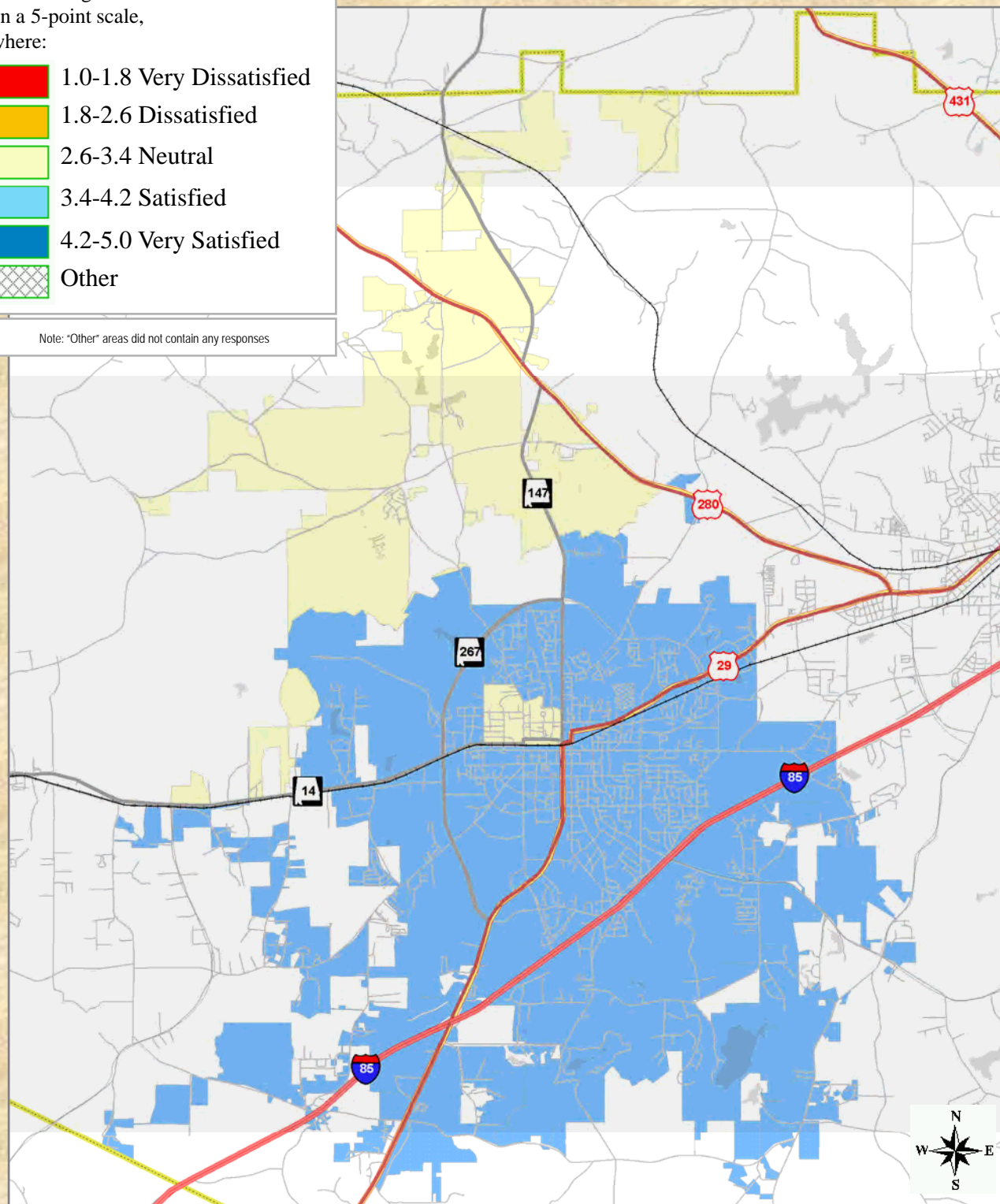
Q12i Adequacy of city street lighting

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

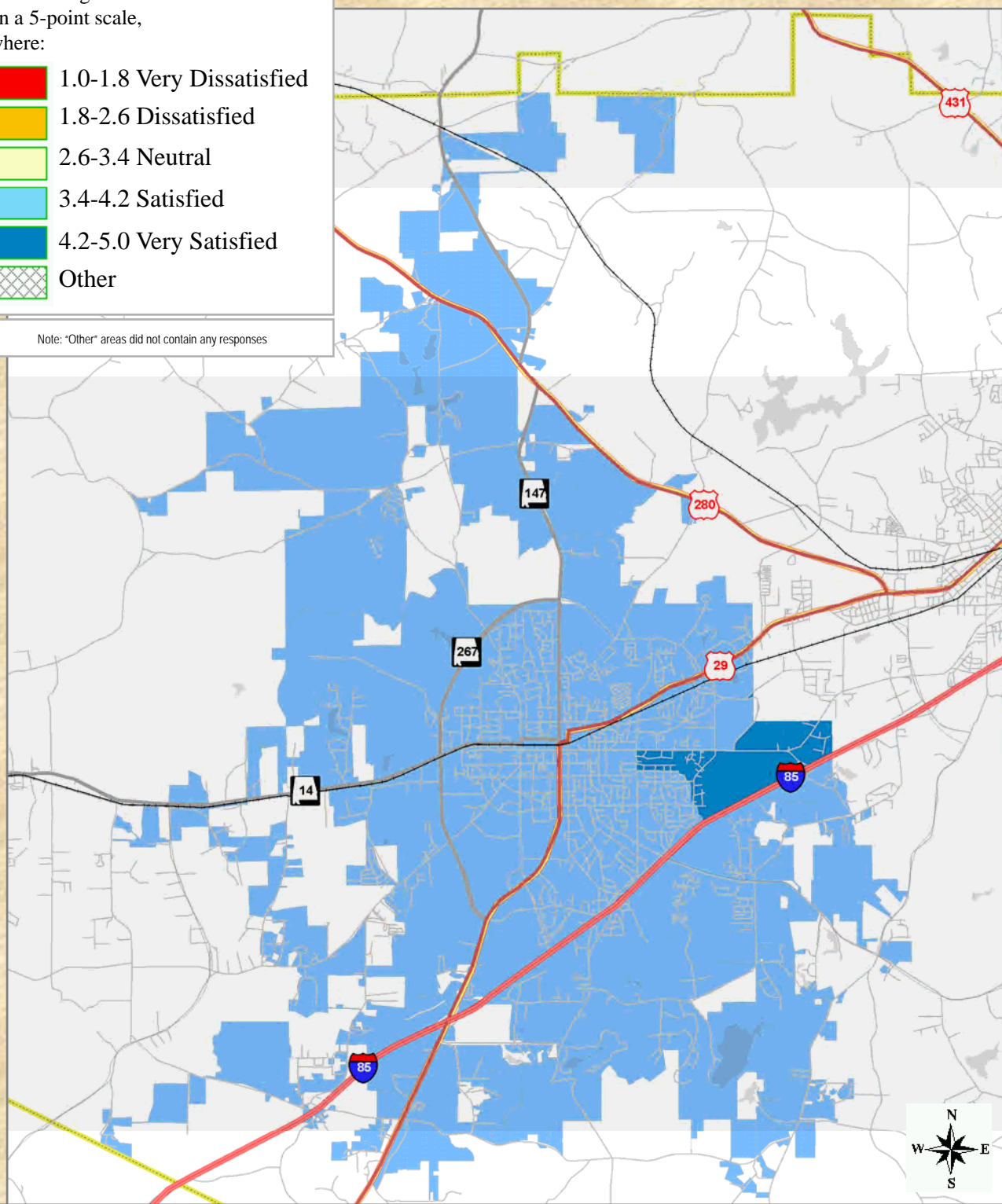
** Selected CBGs were merged as needed based on respondent distribution*

Q12j Water lines and fire hydrants

LEGEND
 Mean rating
 on a 5-point scale,
 where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

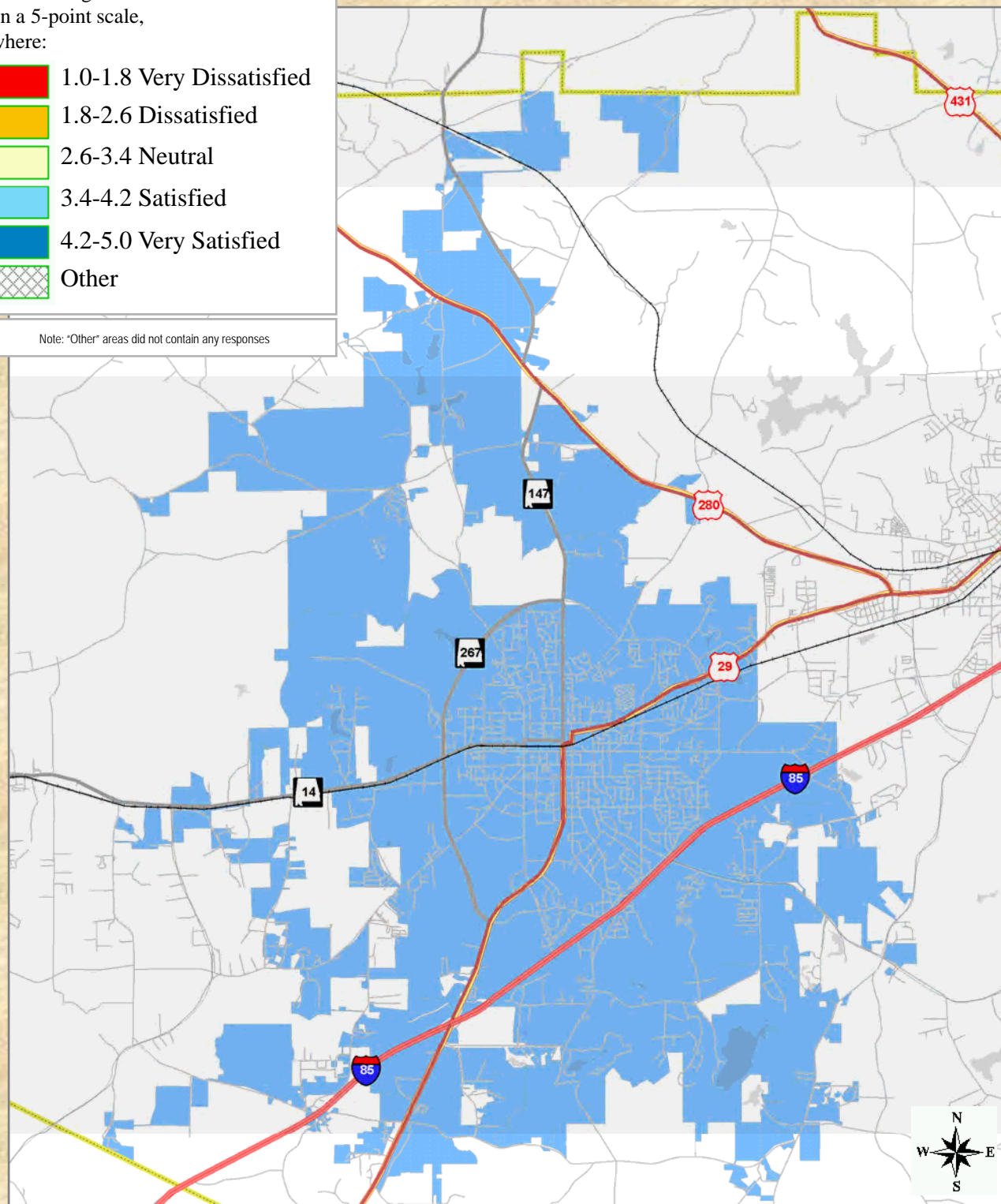
Q12k Sewer lines and manholes

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

Q14a In your neighborhood during the day

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other

Note: "Other" areas did not contain any responses









City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

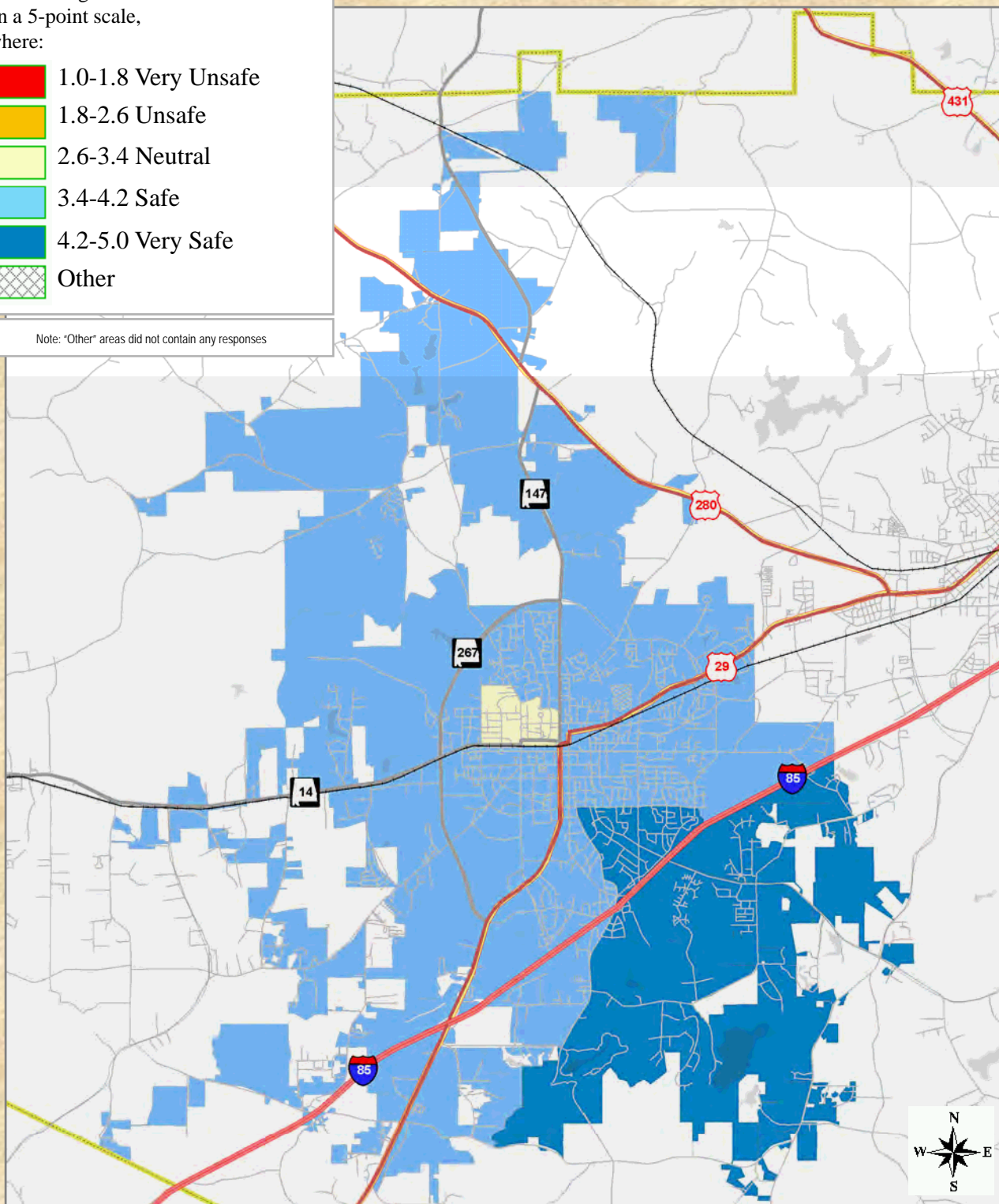
** Selected CBGs were merged as needed based on respondent distribution*

Q14b In your neighborhood at night

LEGEND
Mean rating
on a 5-point scale,
where:

	1.0-1.8 Very Unsafe
	1.8-2.6 Unsafe
	2.6-3.4 Neutral
	3.4-4.2 Safe
	4.2-5.0 Very Safe
	Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

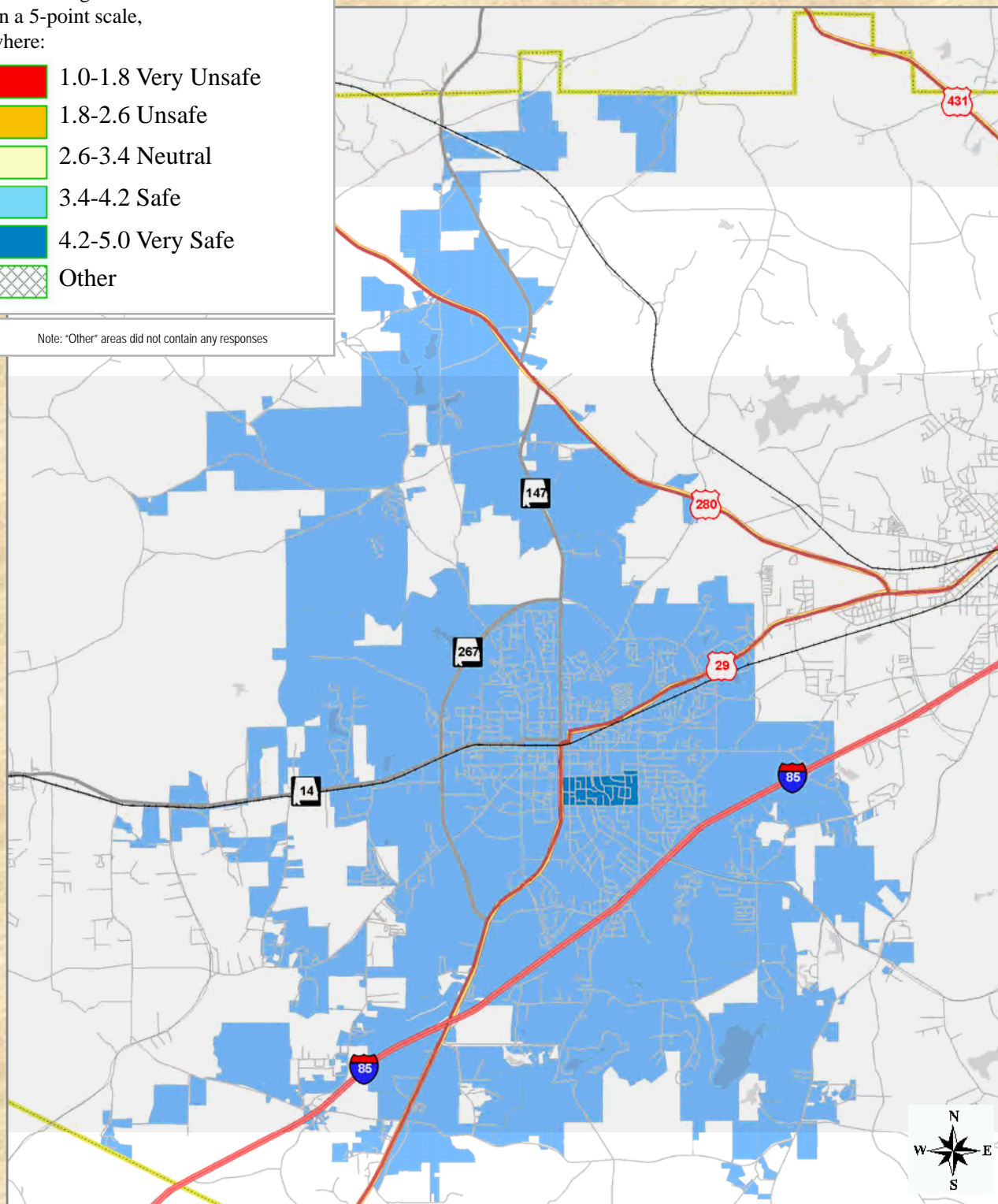
* Selected CBGs were merged as needed based on respondent distribution

Q14c In the City's parks

LEGEND
 Mean rating
 on a 5-point scale,
 where:

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

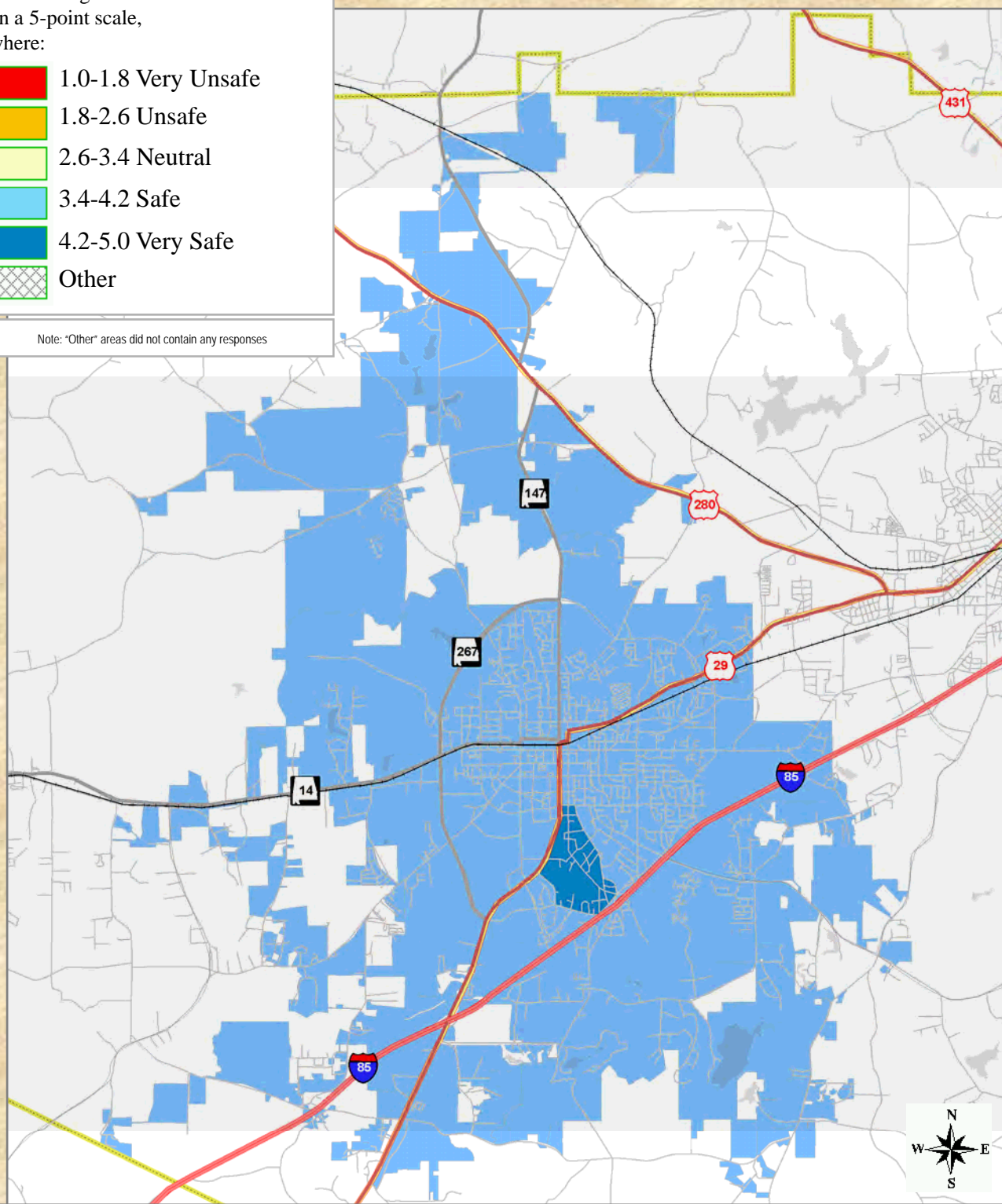
** Selected CBGs were merged as needed based on respondent distribution*

Q14d In commercial and retail areas

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

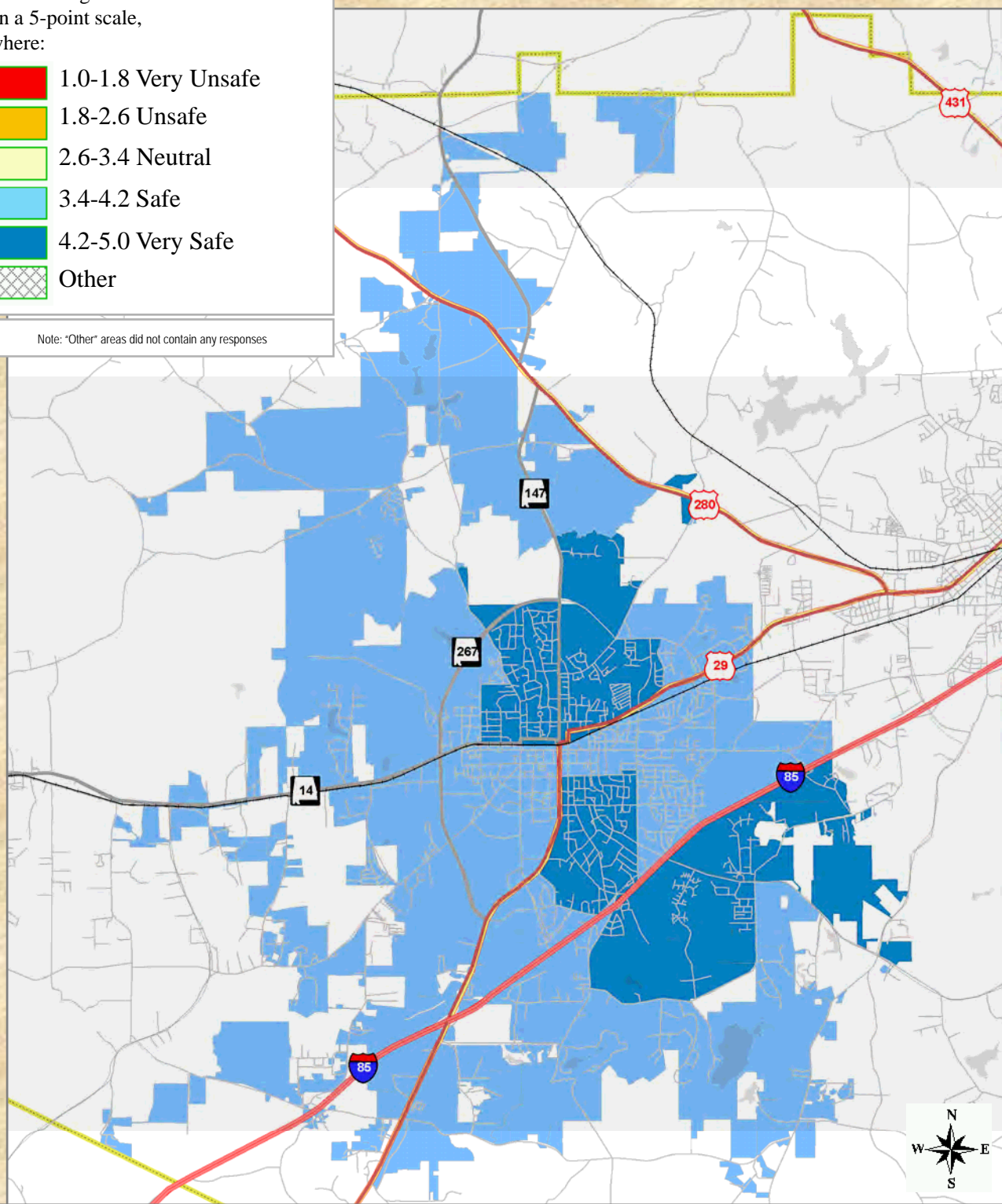
** Selected CBGs were merged as needed based on respondent distribution*

Q14e In downtown Auburn

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

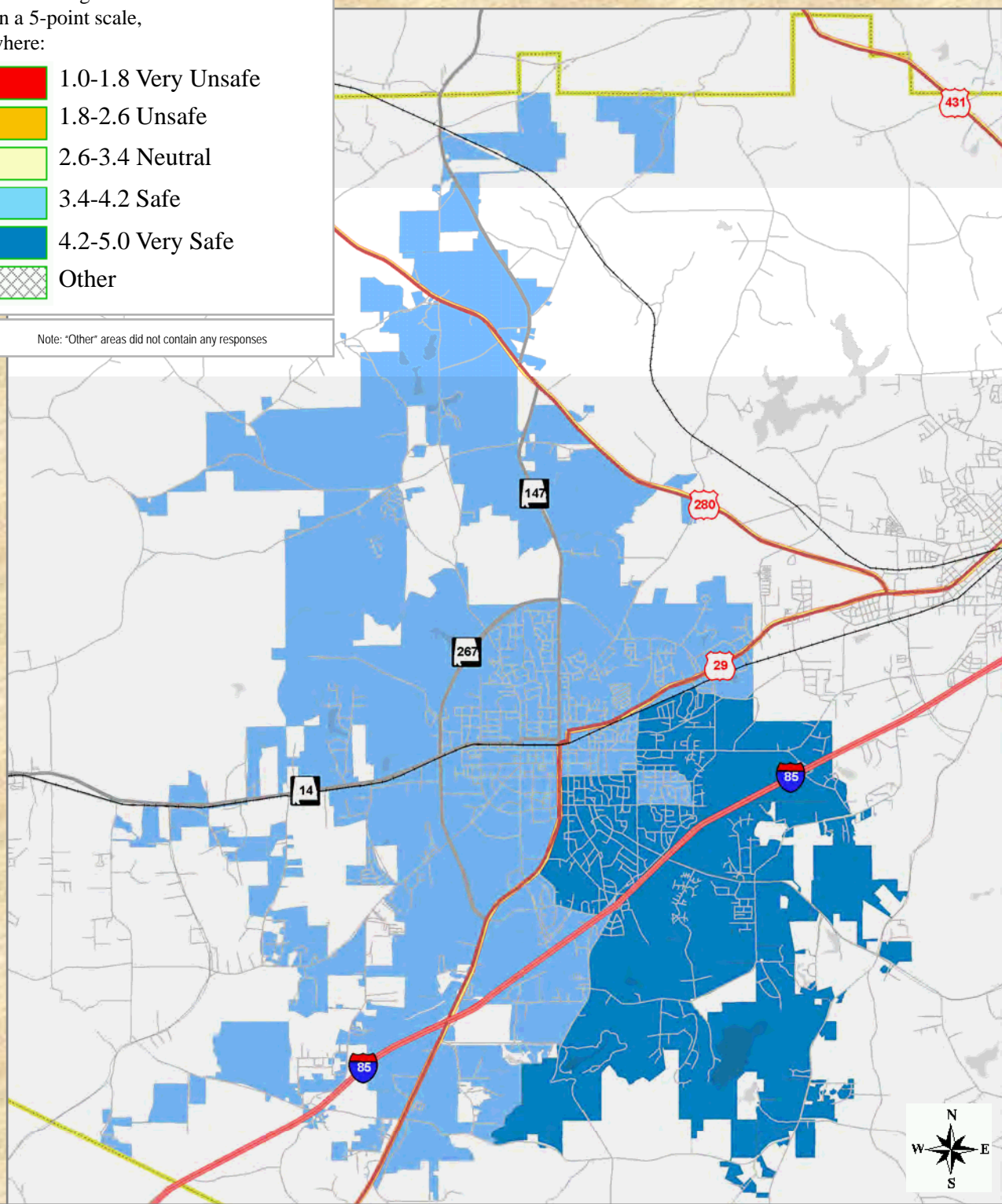
** Selected CBGs were merged as needed based on respondent distribution*

Q14f Overall feeling of safety in Auburn

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

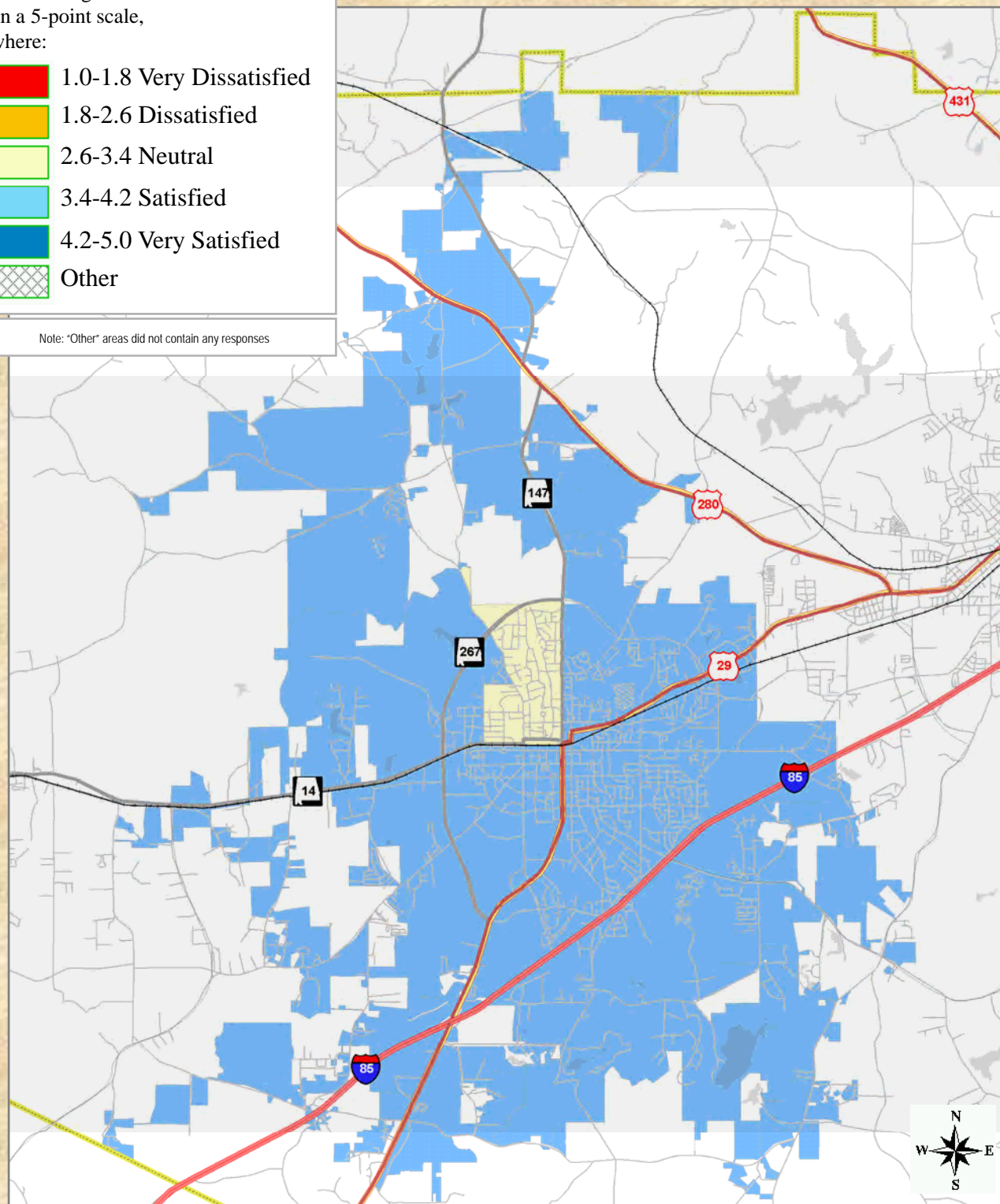
Q15a Quality of leadership provided by the City's elected officials

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

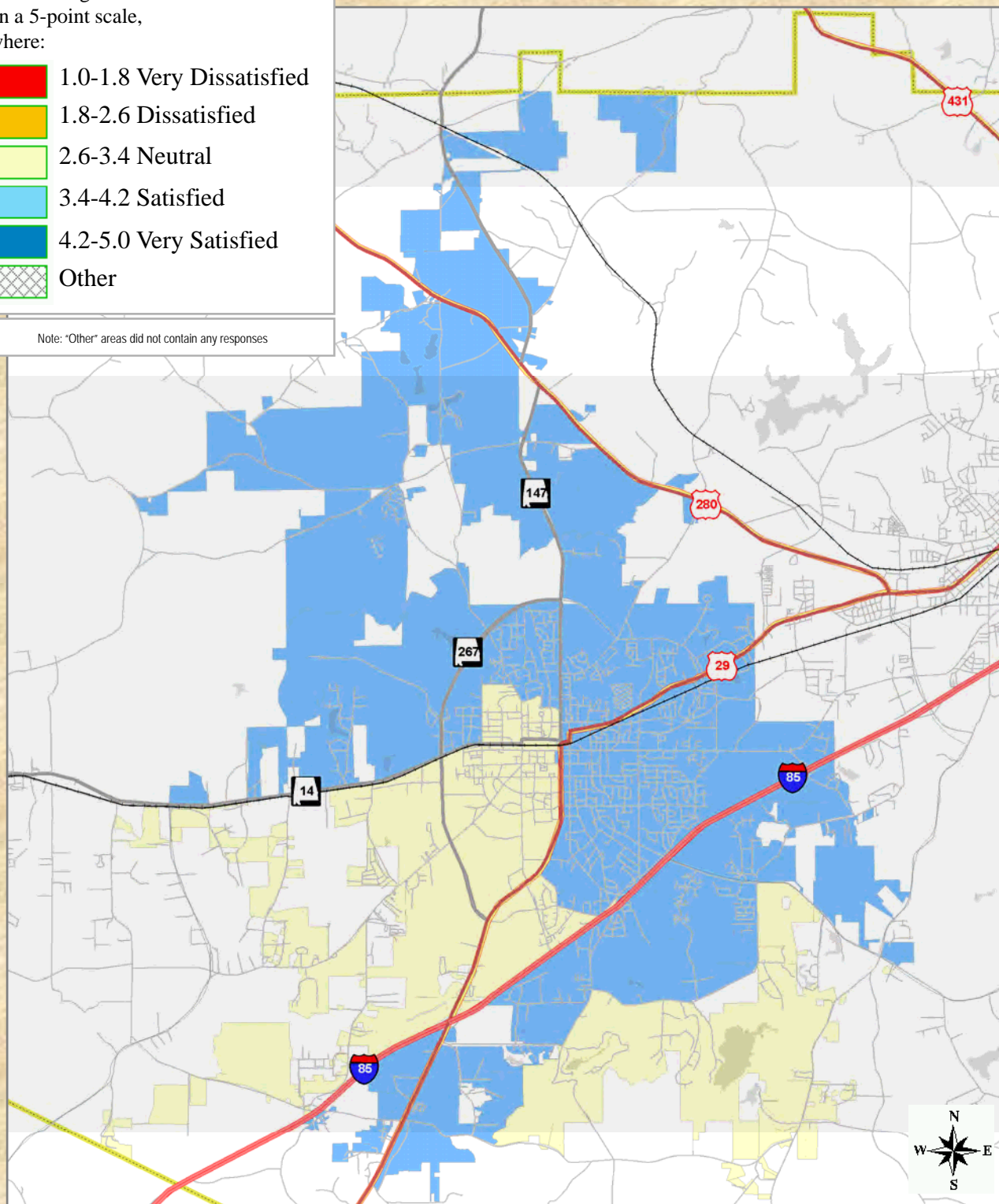
* Selected CBGs were merged as needed based on respondent distribution

Q15b Effectiveness of appointed boards and commissions

LEGEND
 Mean rating
 on a 5-point scale,
 where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

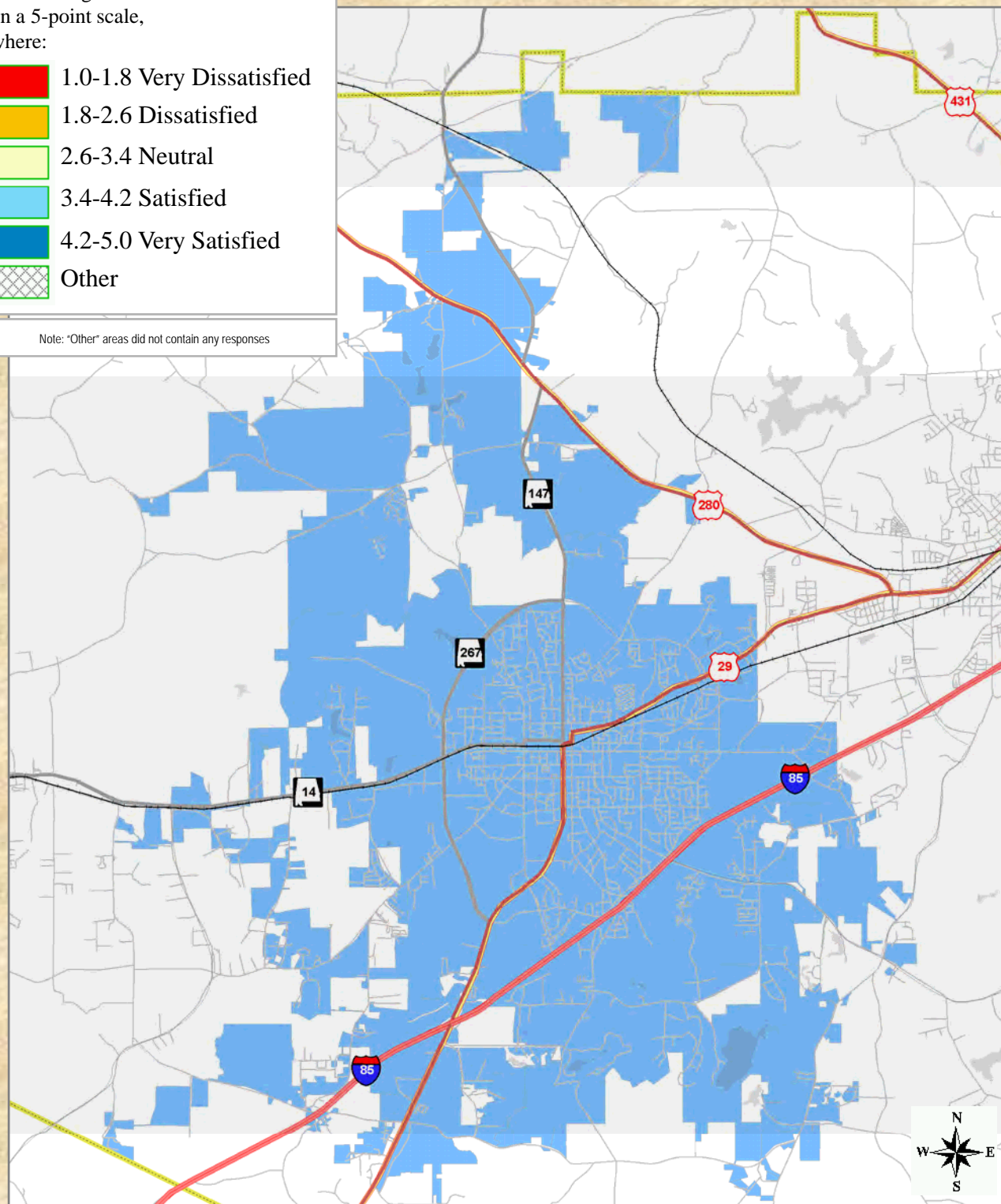
Q15c Overall effectiveness of the City Manager

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

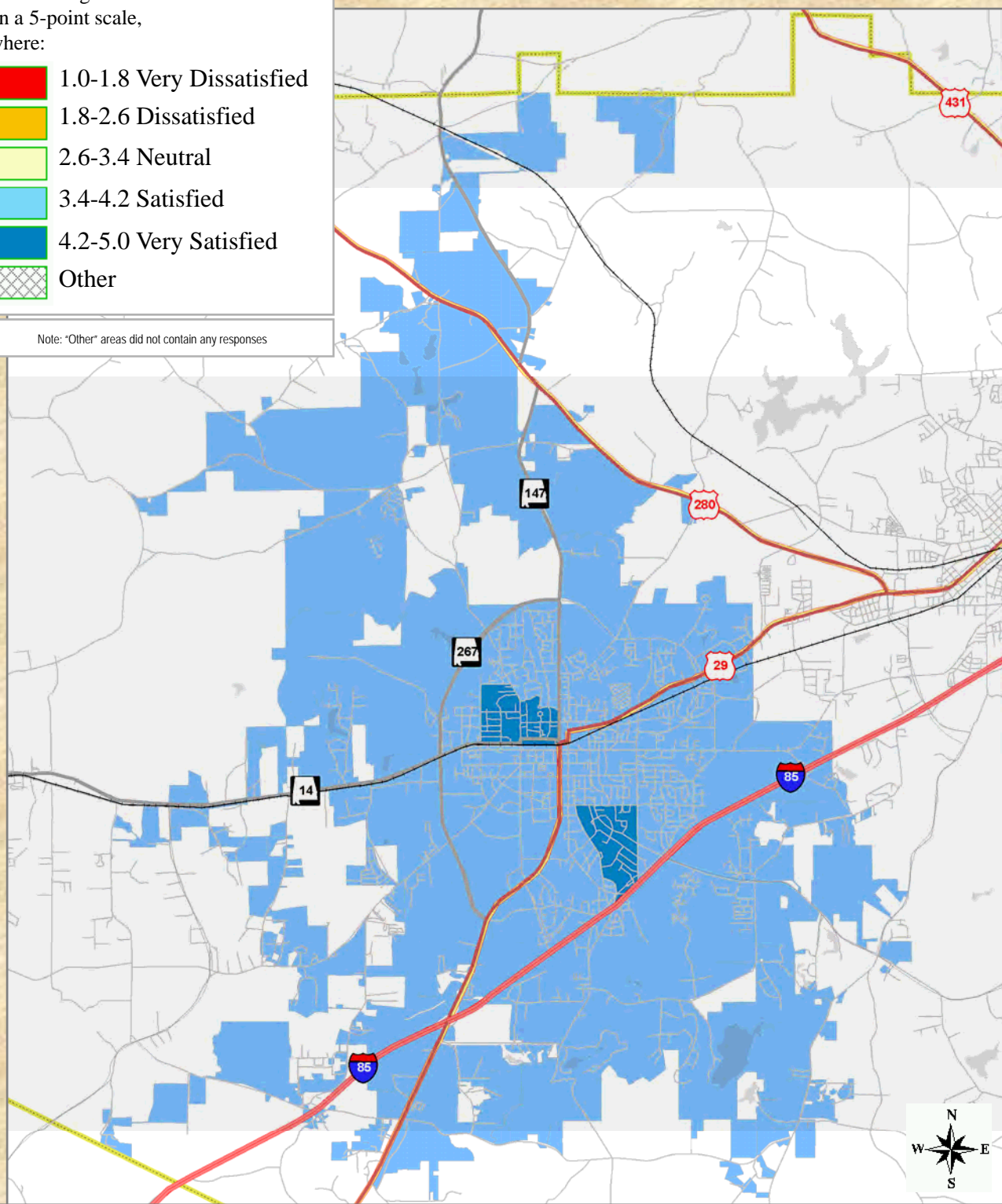
* Selected CBGs were merged as needed based on respondent distribution

Q16a Maintenance of parks

LEGEND
 Mean rating
 on a 5-point scale,
 where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

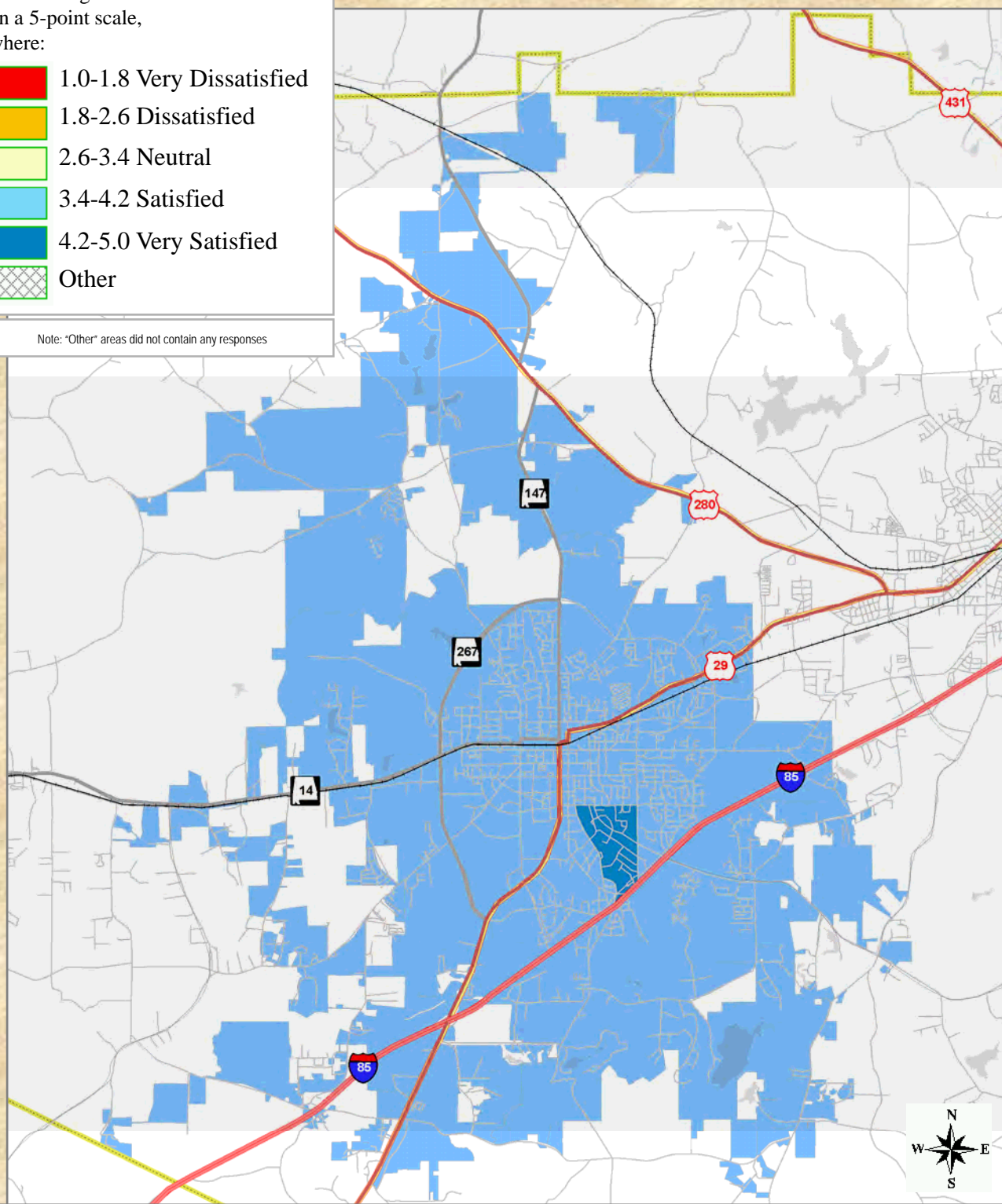
** Selected CBGs were merged as needed based on respondent distribution*

Q16b Maintenance of cemeteries

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

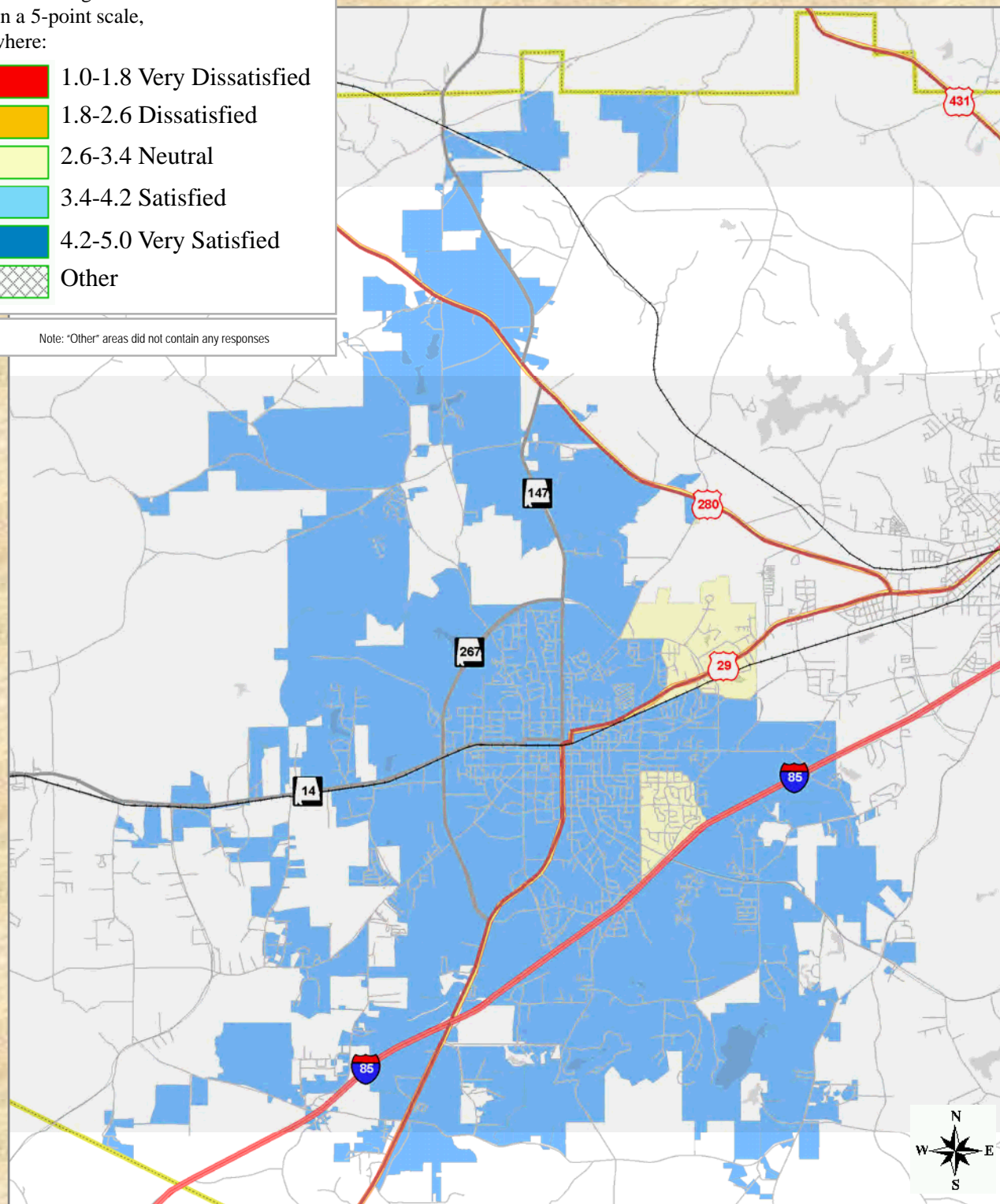
** Selected CBGs were merged as needed based on respondent distribution*

Q16c Number of parks

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

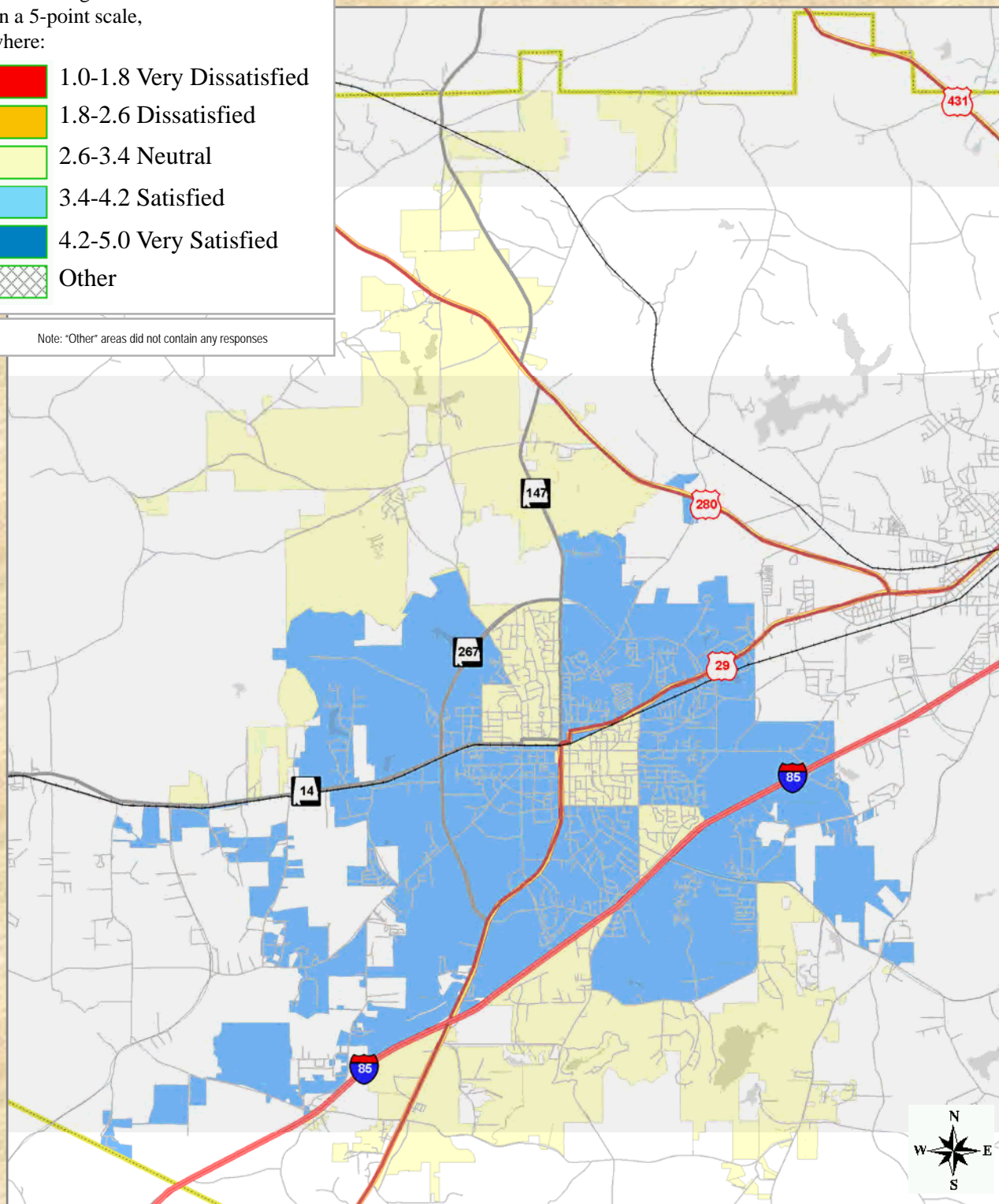
** Selected CBGs were merged as needed based on respondent distribution*

Q16d Walking and biking trails

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

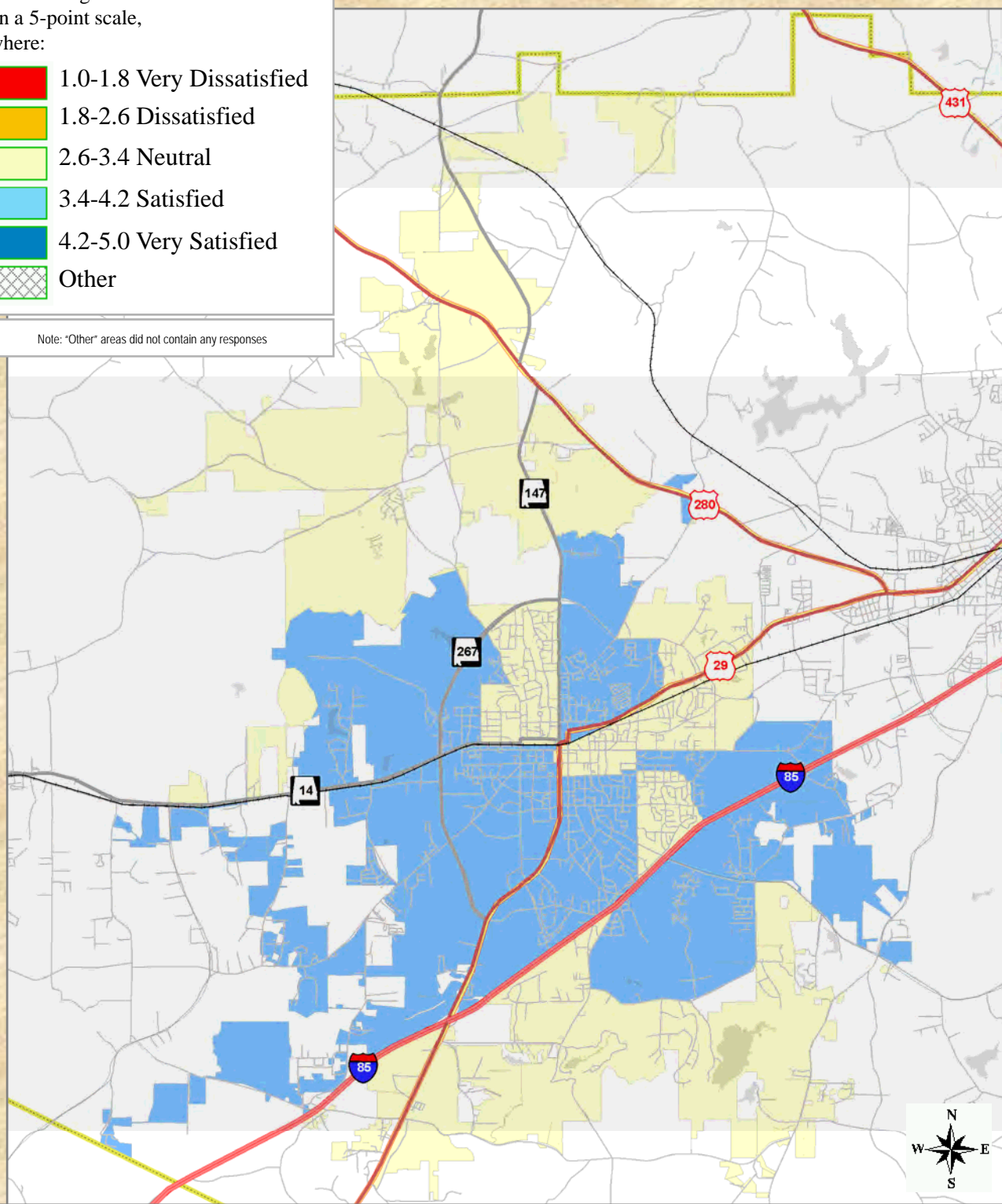
** Selected CBGs were merged as needed based on respondent distribution*

Q16e Swimming pools

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

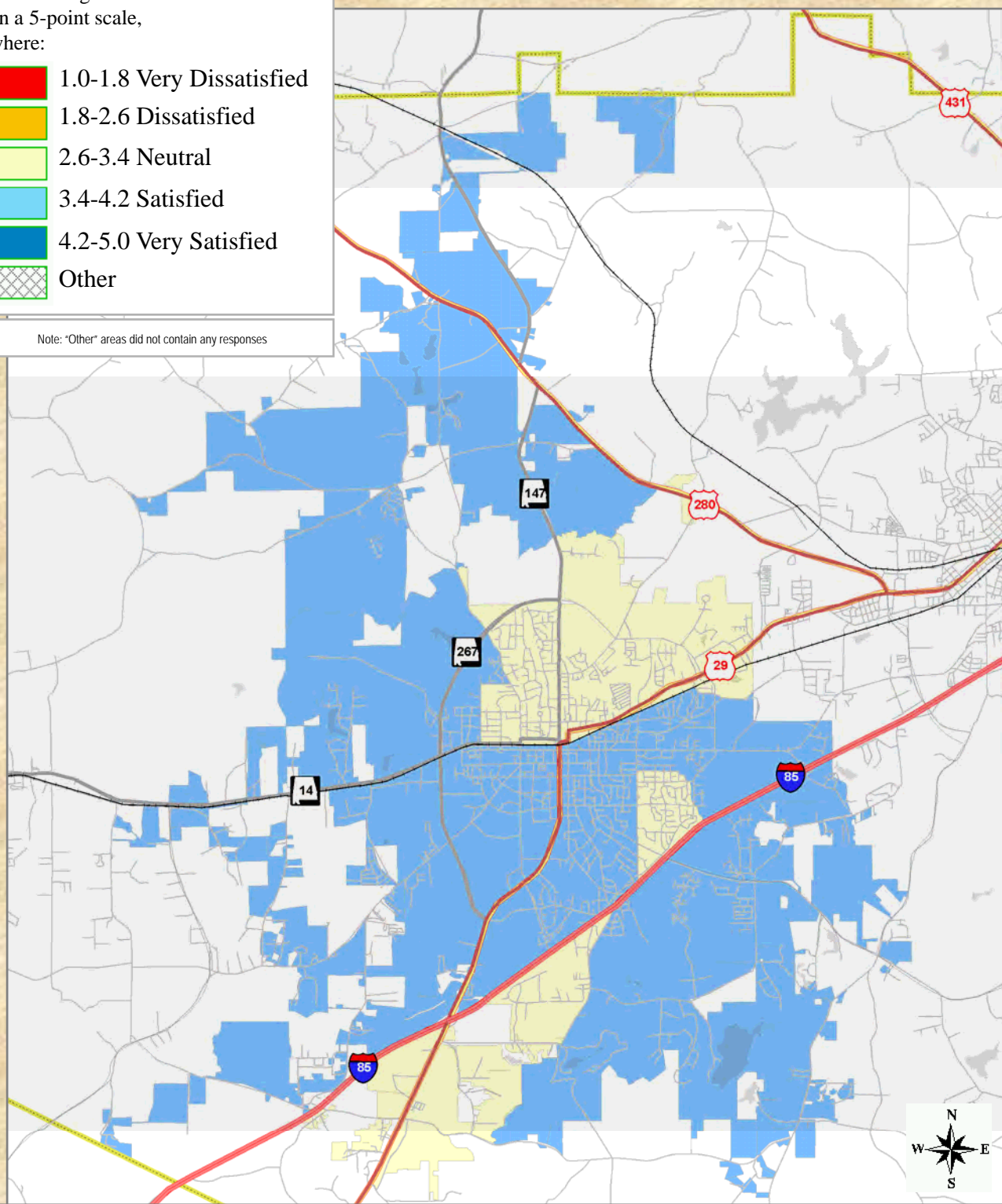
** Selected CBGs were merged as needed based on respondent distribution*

Q16f Community recreation centers

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

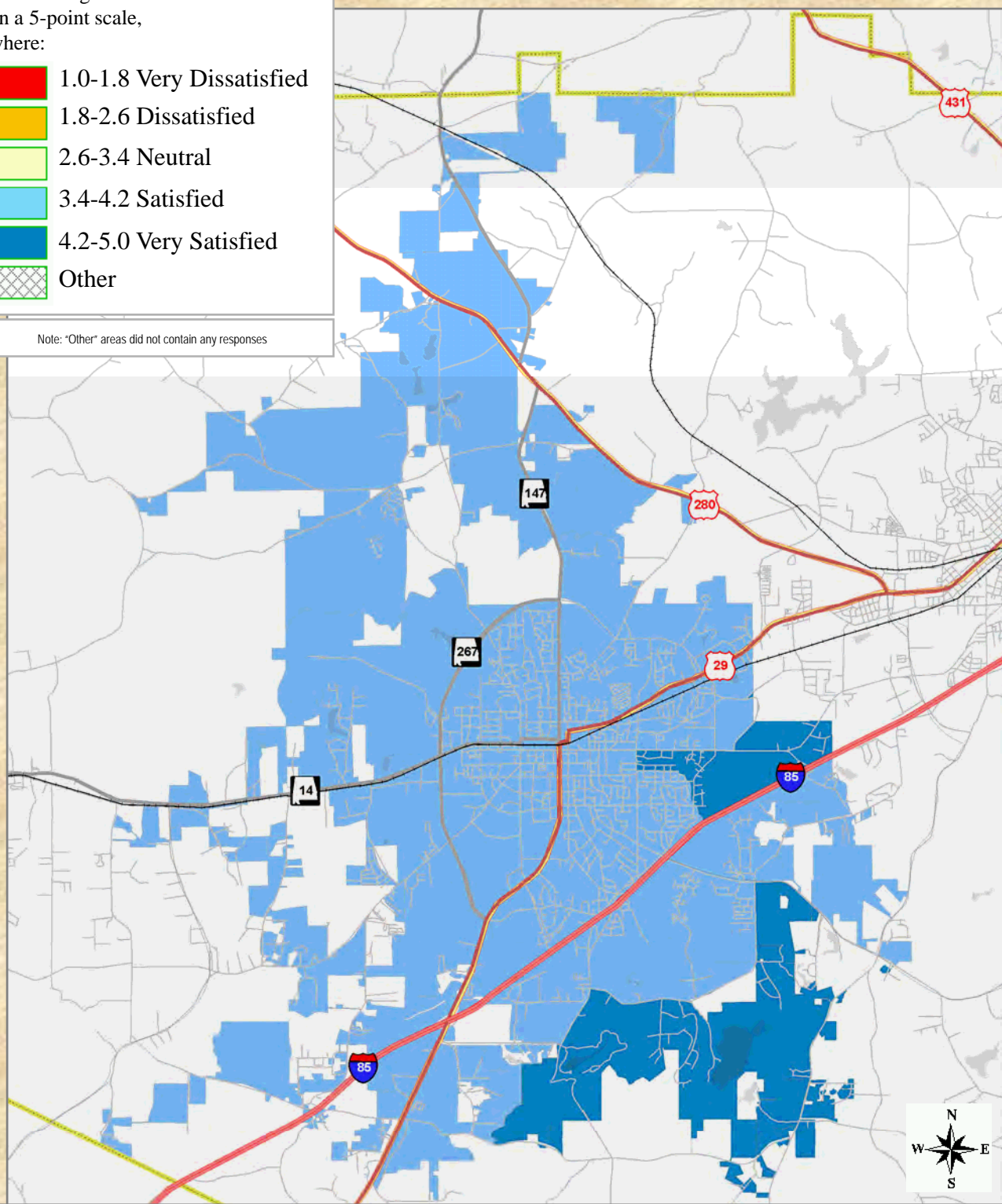
** Selected CBGs were merged as needed based on respondent distribution*

Q16g Outdoor athletic fields

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

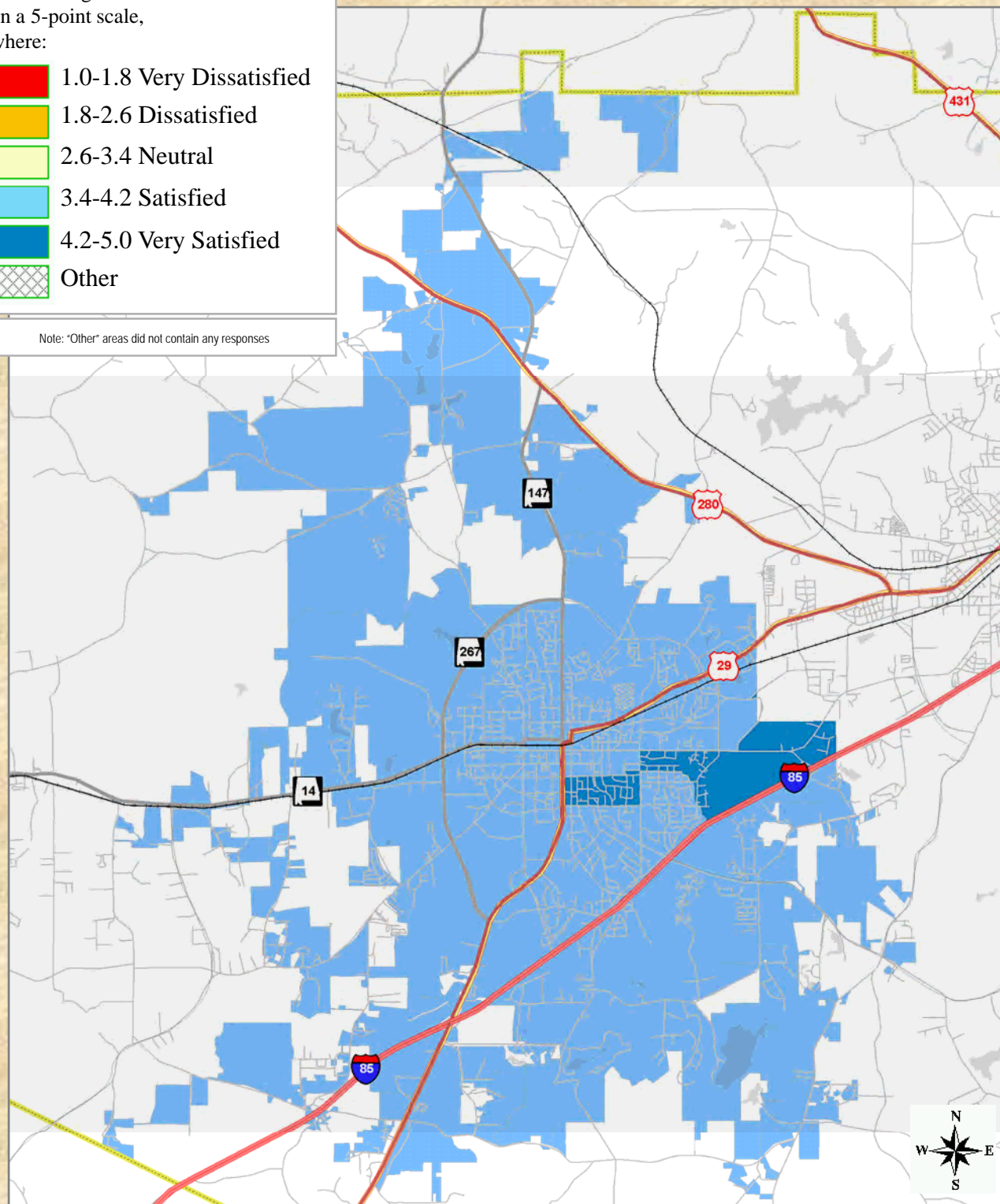
** Selected CBGs were merged as needed based on respondent distribution*

Q16h Youth athletic programs

LEGEND
 Mean rating
 on a 5-point scale,
 where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

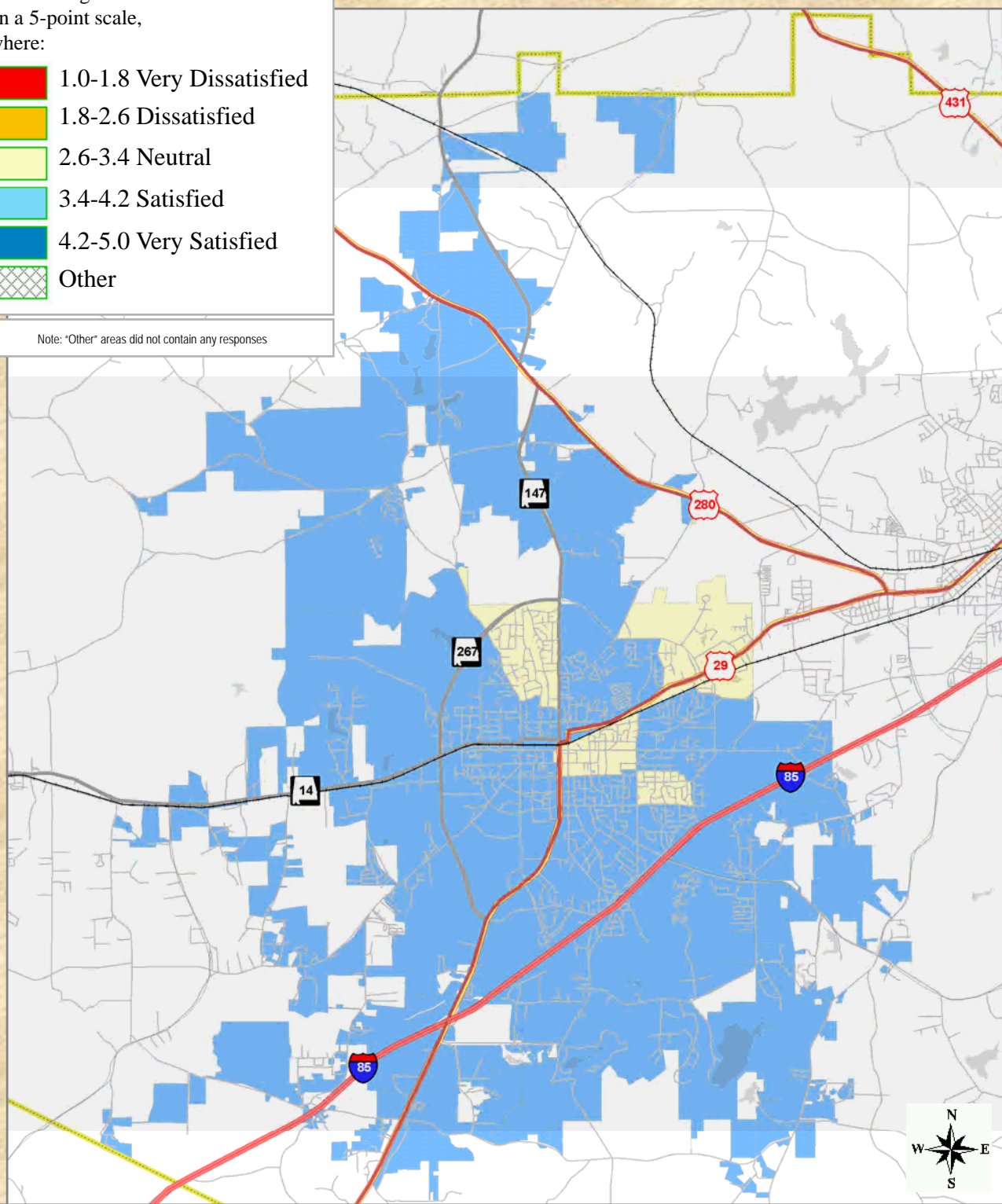
** Selected CBGs were merged as needed based on respondent distribution*

Q16i Adult athletic programs

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

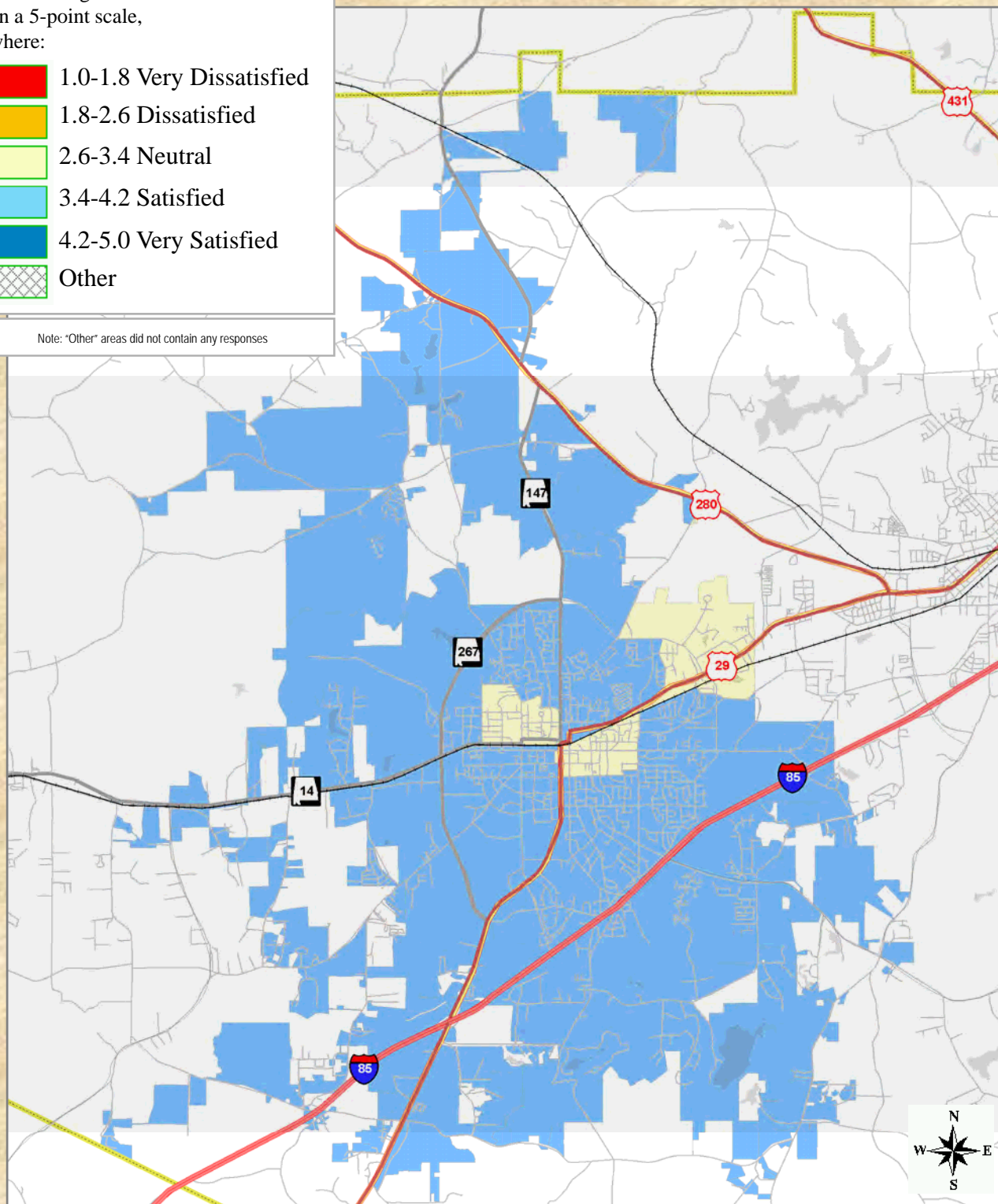
** Selected CBGs were merged as needed based on respondent distribution*

Q16j Other city recreation programs

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

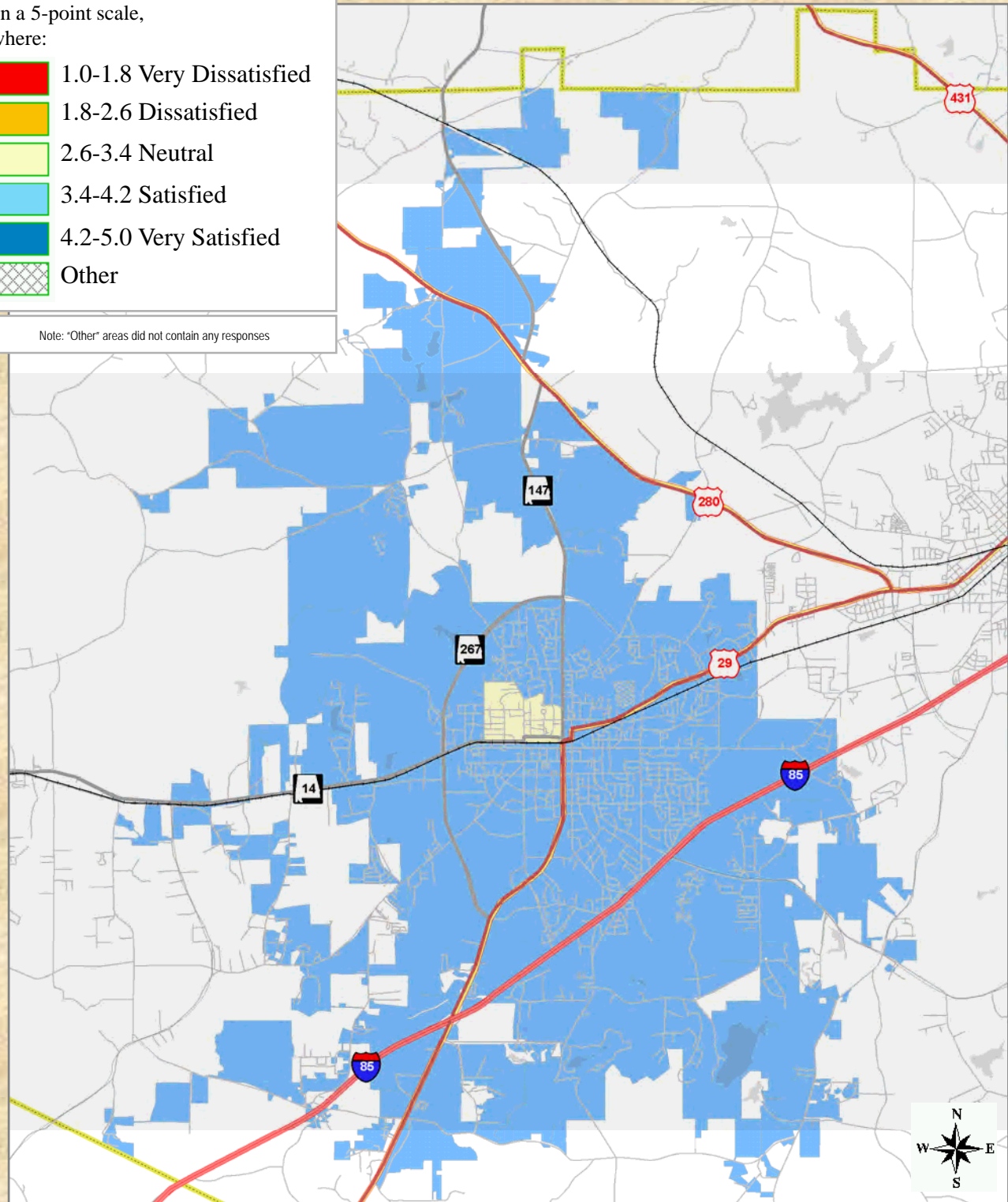
Q16k Ease of registering for programs

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

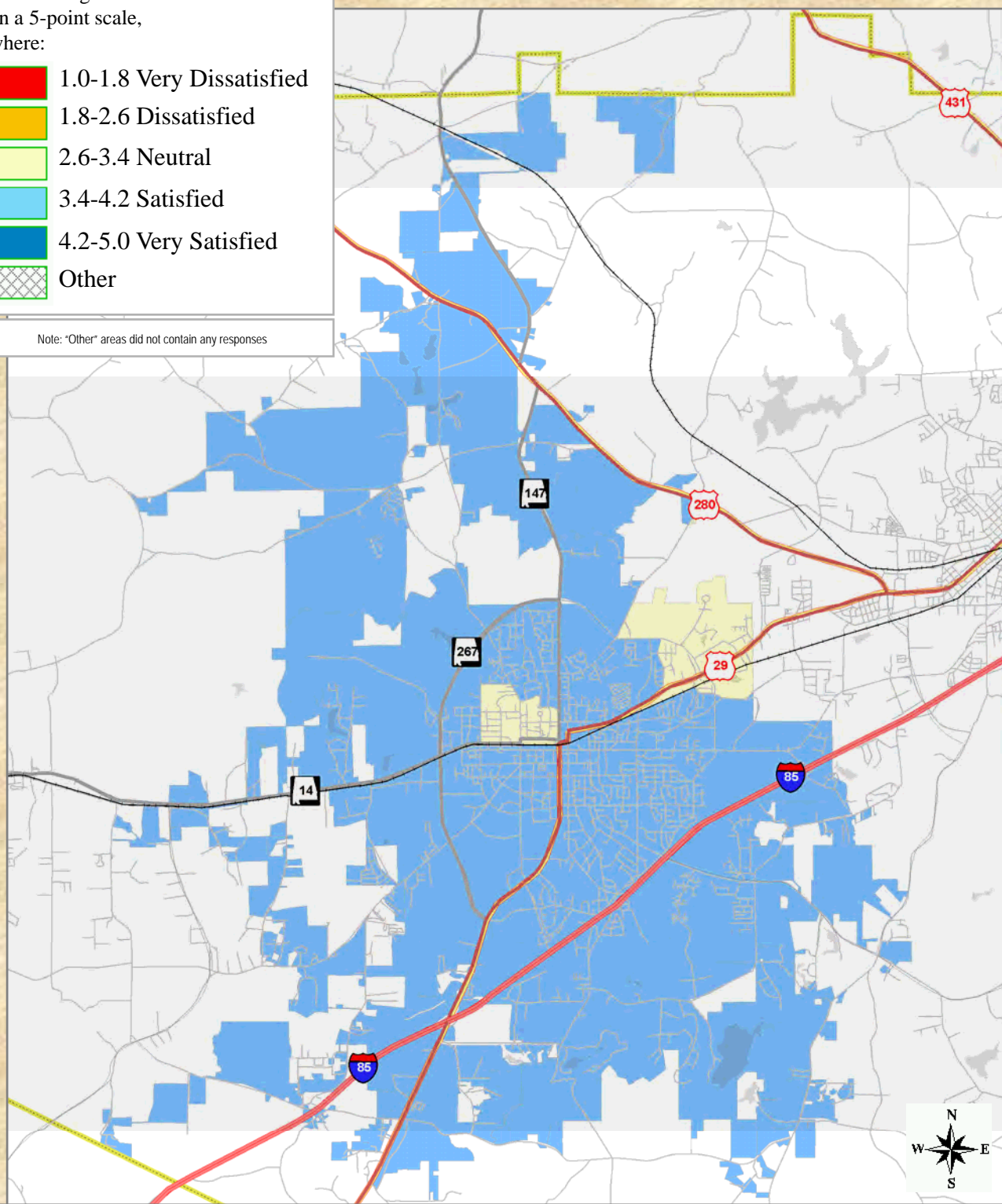
* Selected CBGs were merged as needed based on respondent distribution

Q16l Fees charged for recreation programs

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

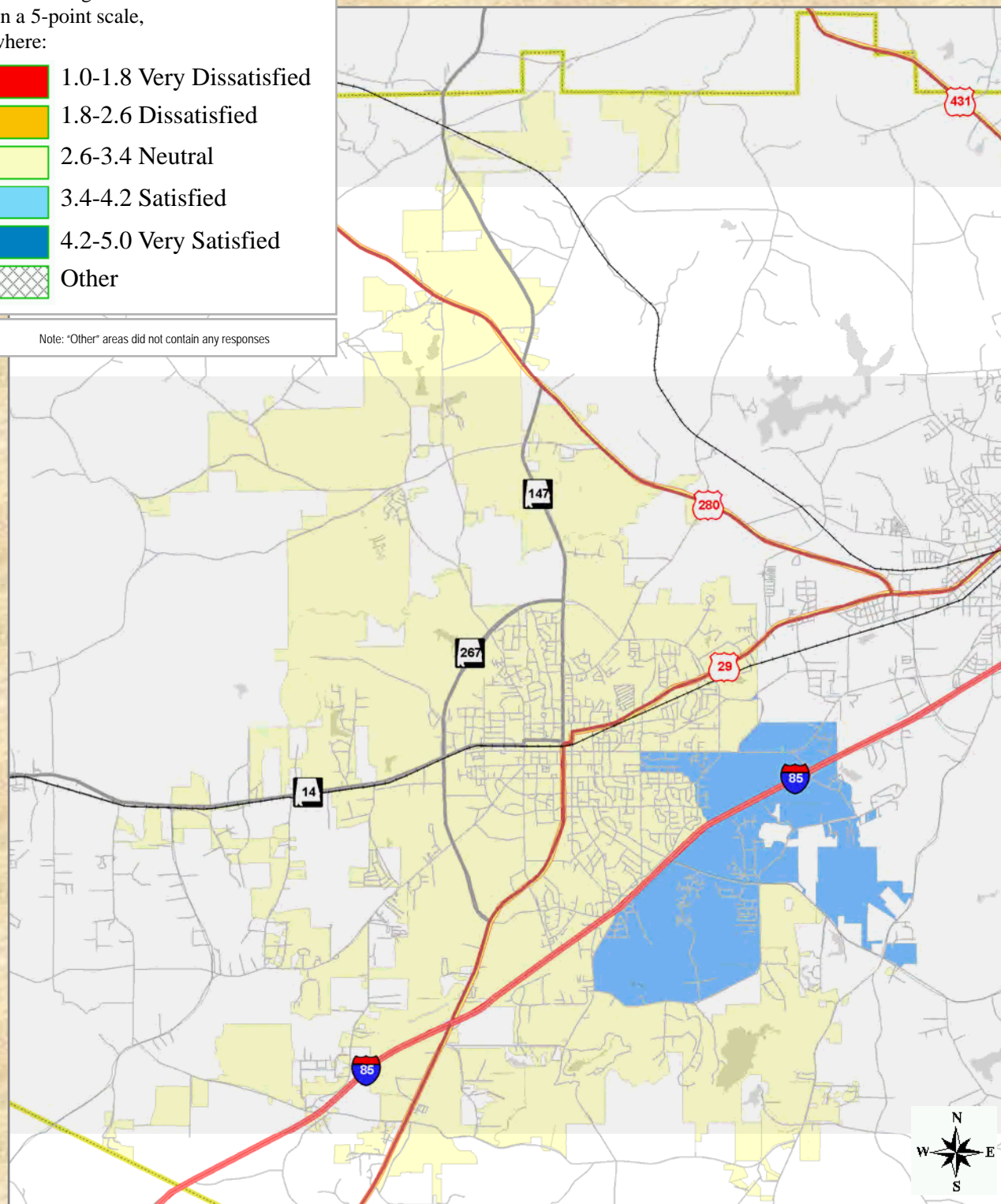
** Selected CBGs were merged as needed based on respondent distribution*

Q18a Ease of north-south travel in Auburn

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

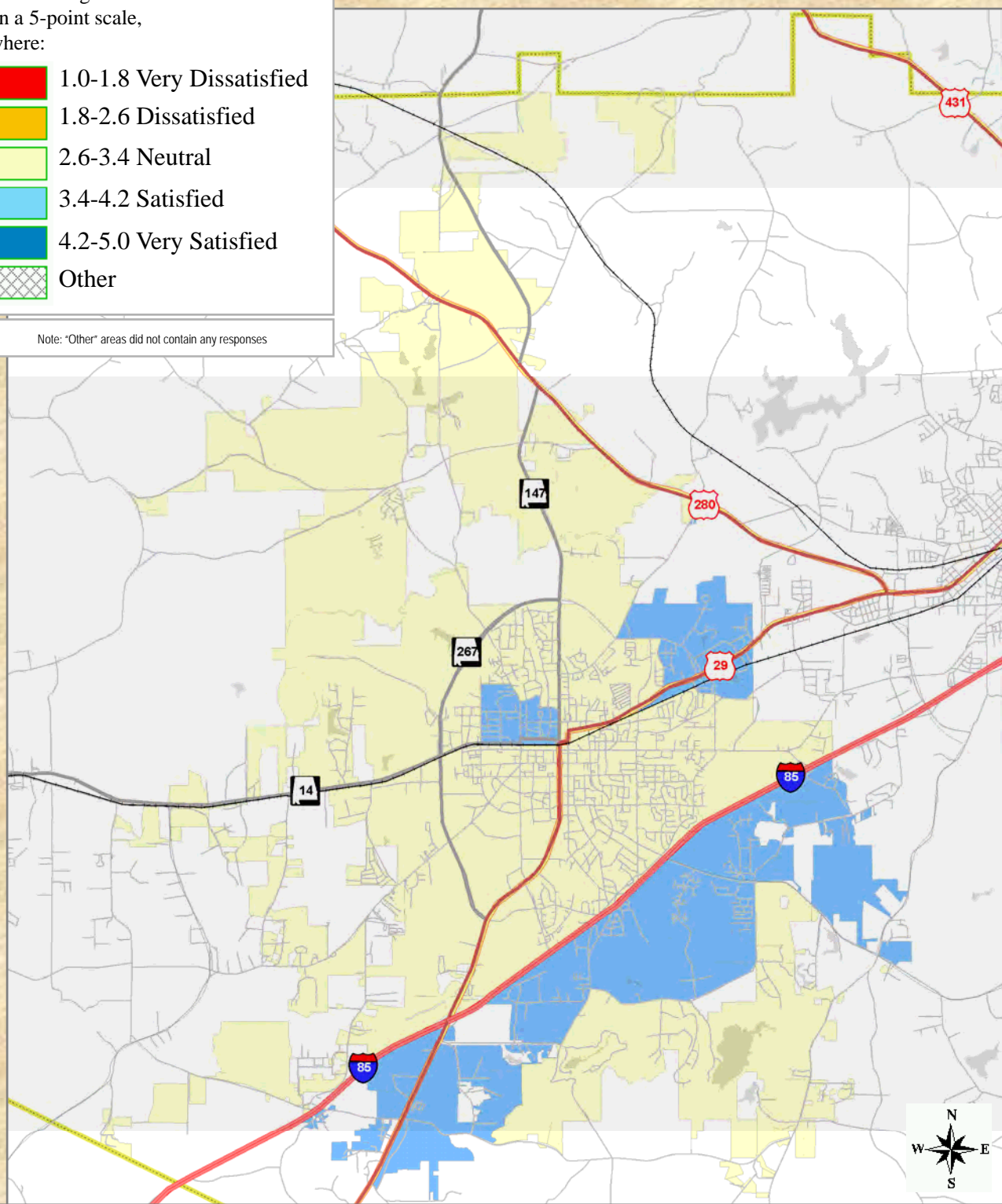
* Selected CBGs were merged as needed based on respondent distribution

Q18b Ease of east-west travel in Auburn

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

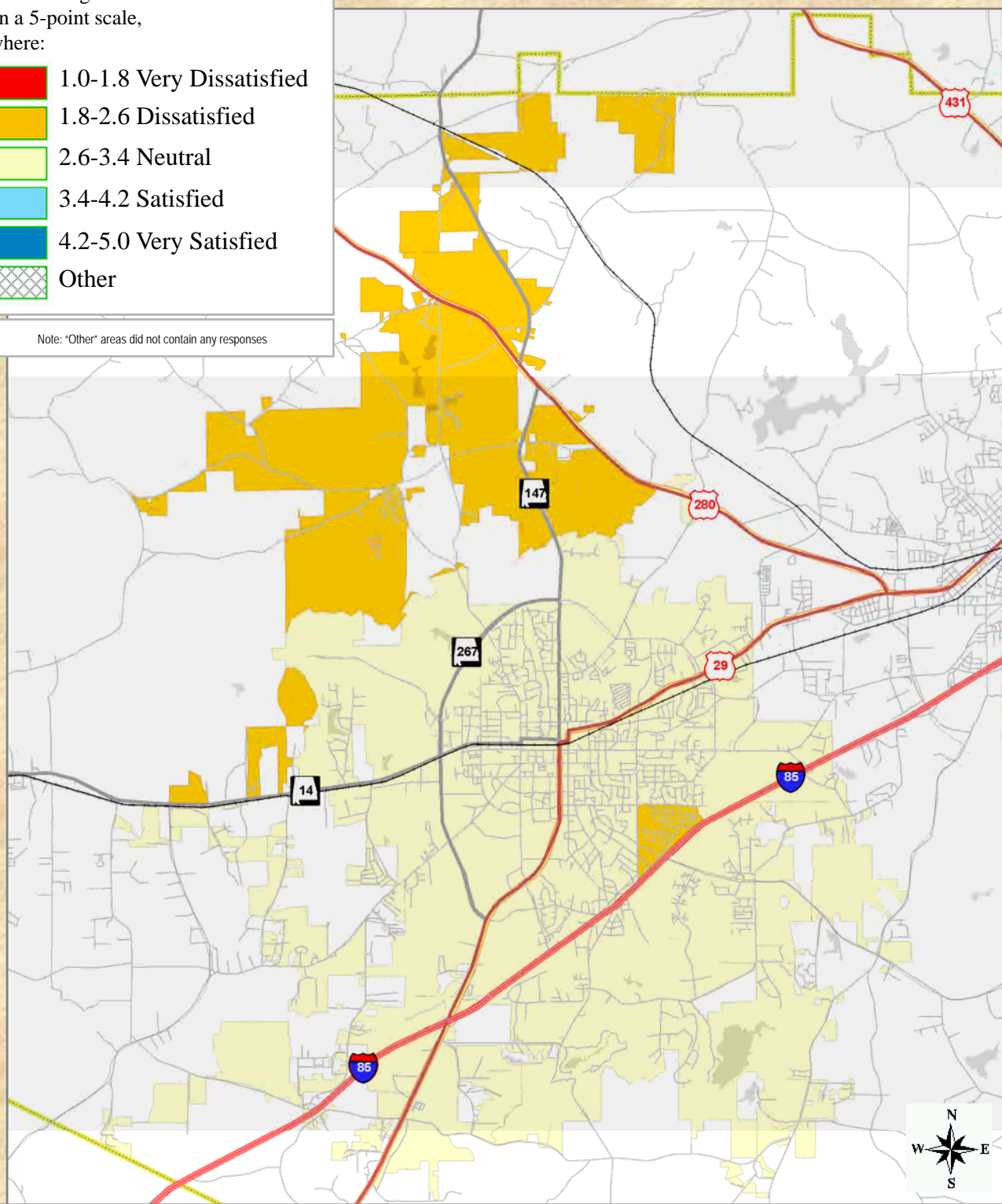
** Selected CBGs were merged as needed based on respondent distribution*

Q18c Ease of travel by bicycle in Auburn

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

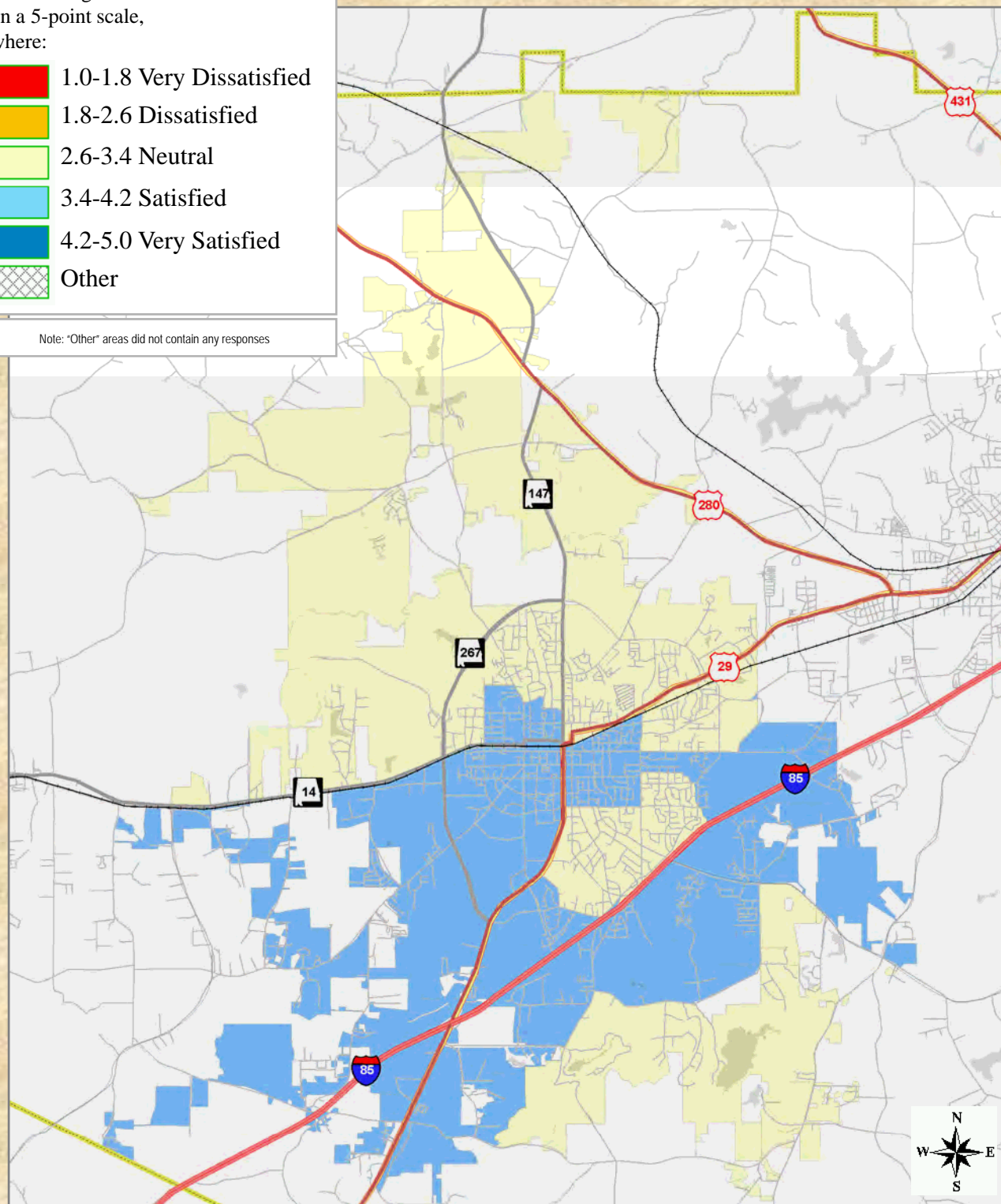
Q18d Ease of pedestrian travel in Auburn

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

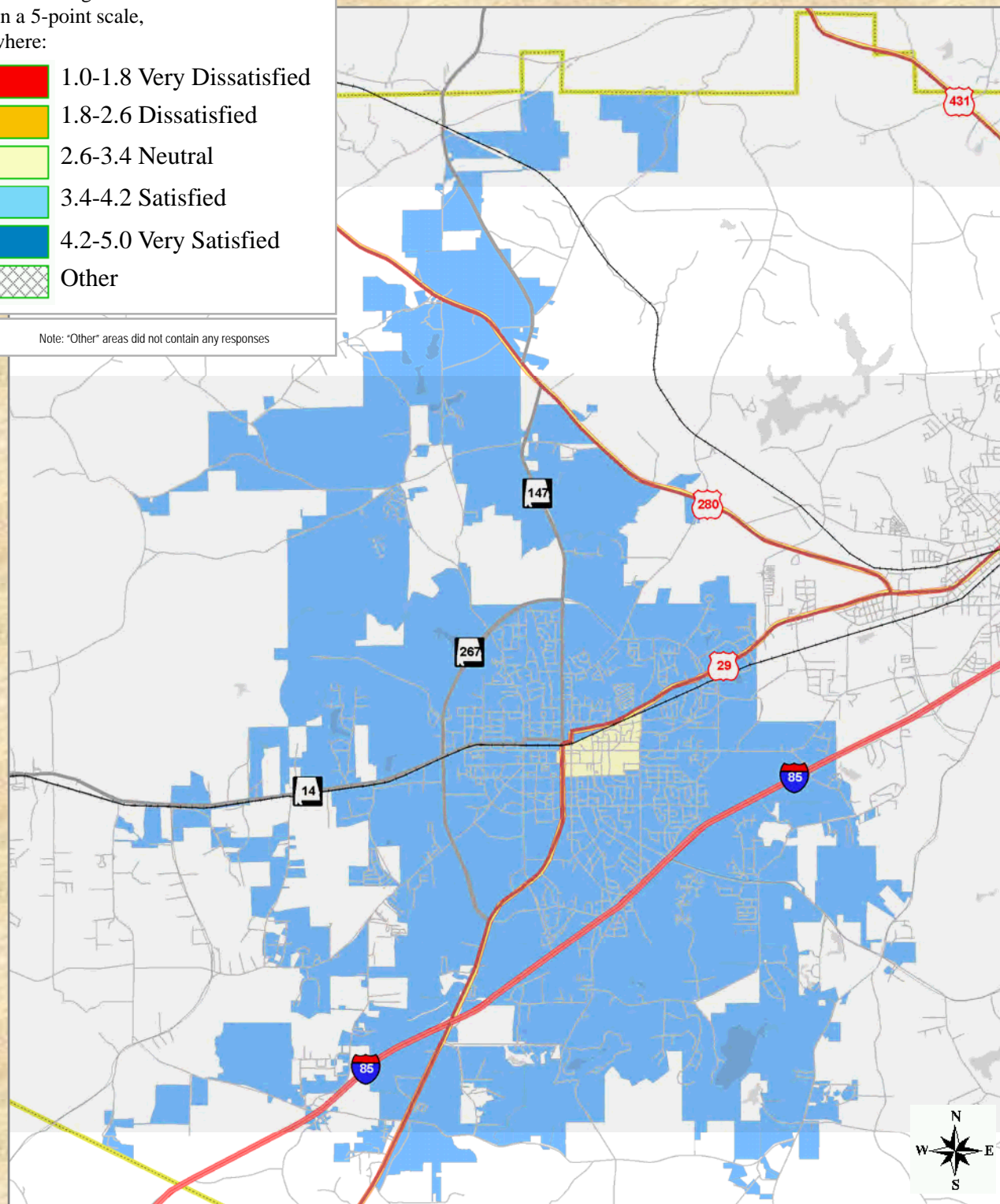
** Selected CBGs were merged as needed based on respondent distribution*

Q19a Availability information about Parks and Recreation Programs and services

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

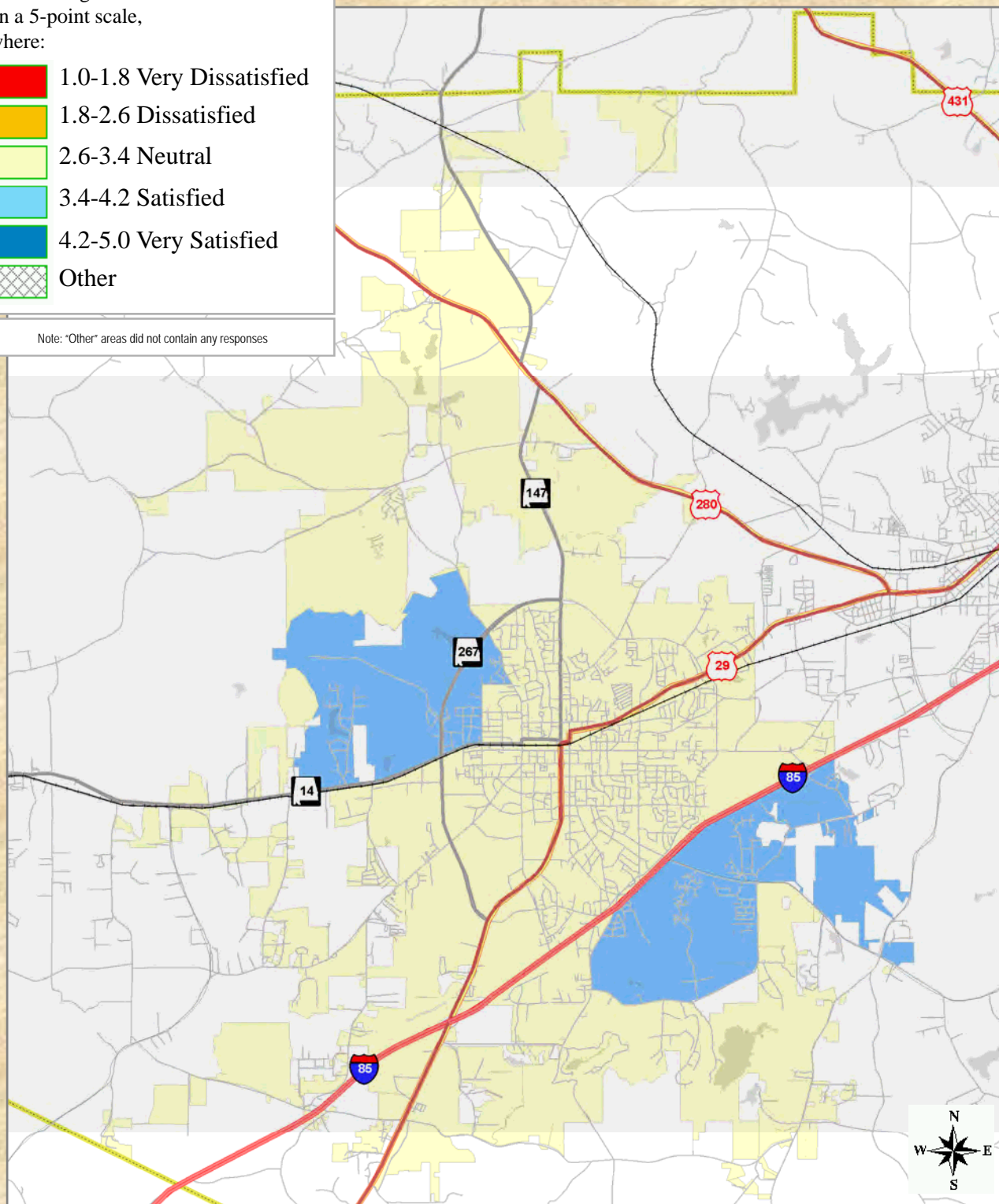
** Selected CBGs were merged as needed based on respondent distribution*

Q19b Level of public involvement in local decision-making

LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

** Selected CBGs were merged as needed based on respondent distribution*

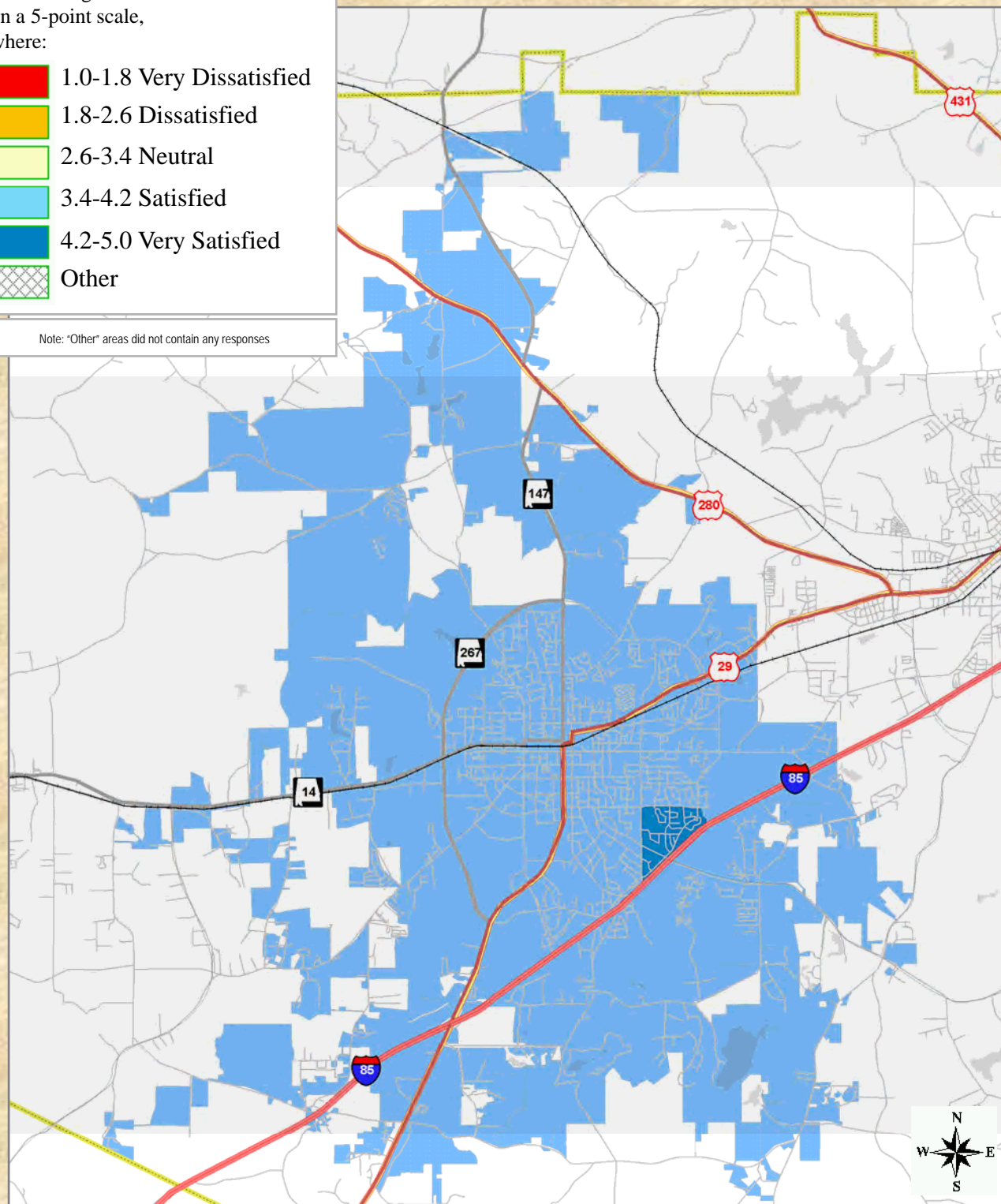
Q19c Quality of OPEN LINE newsletter

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

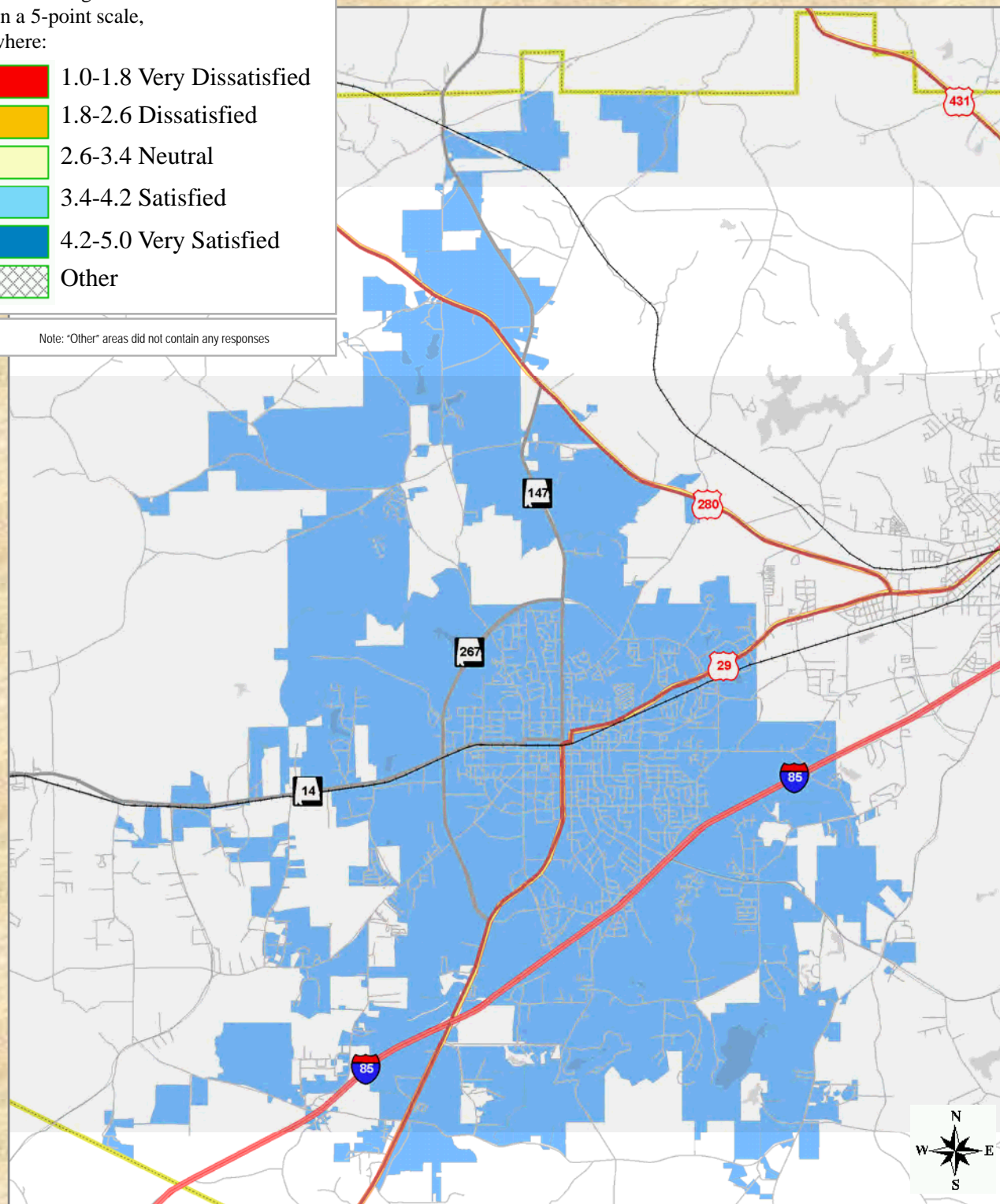
Q19d Quality of the City's web page

LEGEND

Mean rating
on a 5-point scale,
where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

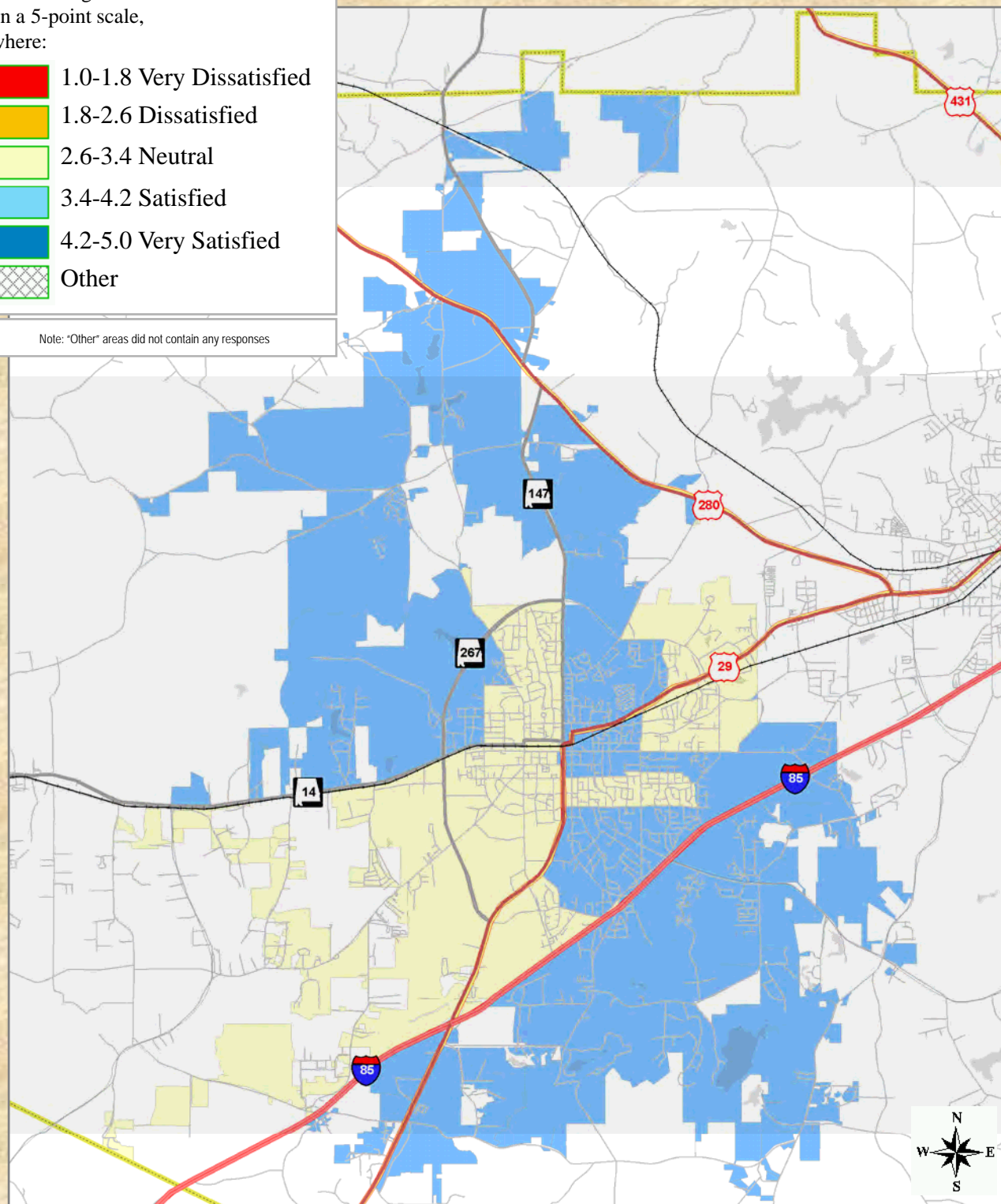
Q19e Availability of information on other city services and programs

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

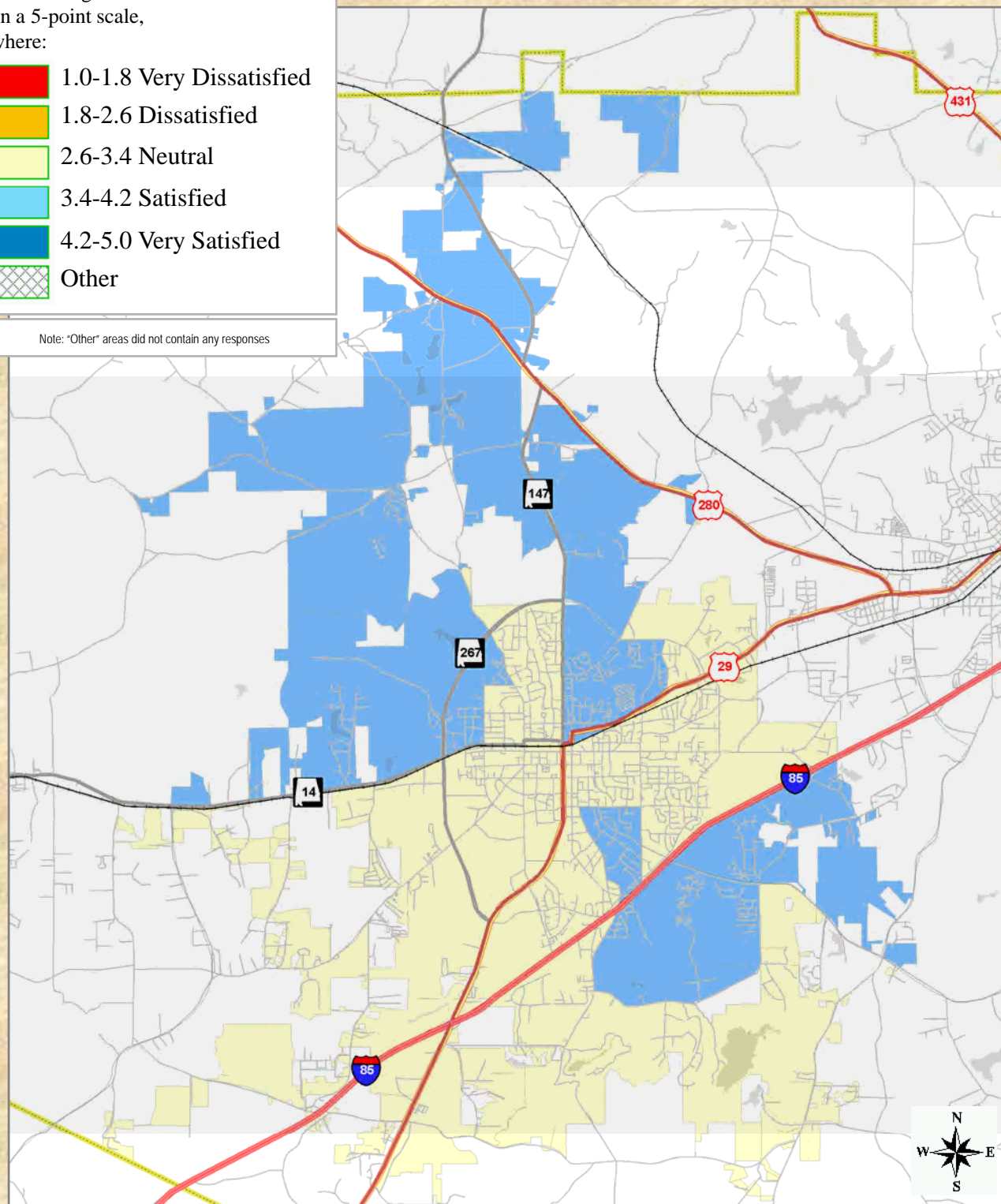
Q19f Transparency of city government

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses



City of Auburn Citizen Survey for 2009

Shading reflects the mean rating for all respondents by Census Block Group

* Selected CBGs were merged as needed based on respondent distribution

Section 5:
Tabular Data
and Survey Instrument

Q1. Please rate your overall satisfaction with the following major categories of services provided by the City of Auburn.

(N=736)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't know 9
Q1a Quality of city school system	47.3%	32.2%	5.8%	1.4%	0.1%	13.2%
Q1b Police-fire-ambulance services	37.8%	46.2%	7.9%	3.0%	0.7%	4.5%
Q1c Parks & recreations programs/facilities	28.5%	46.7%	13.2%	4.2%	0.7%	6.7%
Q1d Maintenance of city streets/facilities	14.9%	48.2%	24.3%	8.4%	2.4%	1.6%
Q1e Enforcement of city codes/ordinances	13.5%	40.2%	24.6%	9.2%	3.3%	9.2%
Q1f Quality of Customer Service received	27.9%	47.4%	15.4%	3.1%	0.5%	5.7%
Q1g Effectiveness of city communication	21.3%	44.2%	23.8%	6.5%	1.2%	3.0%
Q1h Quality of city's stormwater runoff	17.3%	40.5%	20.8%	7.1%	2.3%	12.1%
Q1i Quality of city library facilities/services	43.6%	38.7%	7.5%	1.6%	0.4%	8.2%
Q1j Flow of traffic & congestion management	9.9%	38.9%	26.1%	18.9%	5.6%	0.7%

EXCLUDING DON'T KNOWS**Q1. Please rate your overall satisfaction with the following major categories of services provided by the City of Auburn. (excluding don't know)**

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q1a Quality of city school system	54.5%	37.1%	6.7%	1.6%	0.2%
Q1b Police-fire-ambulance services	39.5%	48.4%	8.3%	3.1%	0.7%
Q1c Parks & recreations programs/facilities	30.6%	50.1%	14.1%	4.5%	0.7%
Q1d Maintenance of city streets/facilities	15.2%	49.0%	24.7%	8.6%	2.5%
Q1e Enforcement of city codes/ordinances	14.8%	44.3%	27.1%	10.2%	3.6%
Q1f Quality of Customer Service received	29.5%	50.3%	16.3%	3.3%	0.6%
Q1g Effectiveness of city communication	22.0%	45.5%	24.5%	6.7%	1.3%
Q1h Quality of city's stormwater runoff	19.6%	46.1%	23.6%	8.0%	2.6%
Q1i Quality of city library facilities/services	47.5%	42.2%	8.1%	1.8%	0.4%
Q1j Flow of traffic & congestion management	10.0%	39.1%	26.3%	19.0%	5.6%

Q2. Which THREE of these items do you think should receive the MOST emphasis from City leaders over the next TWO years?

<u>Q2 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=City school system	179	24.3 %
B=Police, fire, ambulance services	81	11.0 %
C=Parks & Recreation programs/facilities	27	3.7 %
D=Maintenance of streets/facilities	108	14.7 %
E=Code enforcement	32	4.3 %
F=Customer Service	13	1.8 %
G=City communication	16	2.2 %
H=City's stormwater runoff	26	3.5 %
I=City library facilities	7	1.0 %
J=Flow of traffic and congestion management	201	27.3 %
Z=None chosen	46	6.3 %
Total	736	100.0 %

<u>Q2 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=City school system	79	10.7 %
B=Police, fire, ambulance services	123	16.7 %
C=Parks & Recreation programs/facilities	40	5.4 %
D=Maintenance of streets/facilities	137	18.6 %
E=Code enforcement	58	7.9 %
F=Customer Service	14	1.9 %
G=City communication	40	5.4 %
H=City's stormwater runoff	48	6.5 %
I=City library facilities	19	2.6 %
J=Flow of traffic and congestion management	111	15.1 %
Z=None chosen	67	9.1 %
Total	736	100.0 %

<u>Q2 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=City school system	60	8.2 %
B=Police, fire, ambulance services	66	9.0 %
C=Parks & Recreation programs/facilities	70	9.5 %
D=Maintenance of streets/facilities	102	13.9 %
E=Code enforcement	73	9.9 %
F=Customer Service	18	2.4 %
G=City communication	60	8.2 %
H=City's stormwater runoff	51	6.9 %
I=City library facilities	14	1.9 %
J=Flow of traffic and congestion management	139	18.9 %
Z=None chosen	83	11.3 %
Total	736	100.0 %

Q2. Which THREE of these items 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>
A=City school system	318	43.2 %
B=Police, fire, ambulance services	270	36.7 %
C=Parks & Recreation programs/facilities	137	18.6 %
D=Maintenance of streets/facilities	347	47.1 %
E=Code enforcement	163	22.1 %
F=Customer Service	45	6.1 %
G=City communication	116	15.8 %
H=City's stormwater runoff	125	17.0 %
I=City library facilities	40	5.4 %
J=Flow of traffic and congestion management	451	61.3 %
<u>Z=None chosen</u>	<u>46</u>	<u>6.3 %</u>
Total	2058	

Q3. Please rate your satisfaction with the following items.

(N=736)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't know 9
Q3a Value received for tax dollars/fees	21.3%	52.3%	17.9%	5.3%	1.1%	2.0%
Q3b Overall image of the city	33.4%	50.7%	11.5%	3.3%	0.1%	1.0%
Q3c Overall quality of life in the city	40.4%	50.4%	6.0%	1.9%	0.4%	1.0%
Q3d Overall appearance of the city	23.1%	51.5%	16.2%	7.5%	1.0%	0.8%
Q3e Overall quality of city services	26.4%	56.1%	14.3%	2.4%	0.1%	0.7%

EXCLUDING DON'T KNOWS**Q3. Please rate your satisfaction with the following items. (excluding don't know)**

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q3a Value received for tax dollars/fees	21.8%	53.4%	18.3%	5.4%	1.1%
Q3b Overall image of the city	33.7%	51.2%	11.7%	3.3%	0.1%
Q3c Overall quality of life in the city	40.7%	50.9%	6.0%	1.9%	0.4%
Q3d Overall appearance of the city	23.3%	51.9%	16.3%	7.5%	1.0%
Q3e Overall quality of city services	26.5%	56.5%	14.4%	2.5%	0.1%

Q4. Please rate the City of Auburn on the following items.

(N=736)

	Excellent 5	Good 4	Neutral 3	Below average 2	Poor 1	Don't know 9
Q4a As a place to live	57.1%	36.8%	4.5%	1.0%	0.3%	0.4%
Q4b As a place to raise children	60.1%	33.2%	3.4%	0.4%	0.0%	3.0%
Q4c As a place to work	37.0%	42.5%	12.2%	3.9%	0.8%	3.5%

EXCLUDING DON'T KNOWS**Q4. Please rate the City of Auburn on the following items. (excluding don't know)**

	Excellent 5	Good 4	Neutral 3	Below average 2	Poor 1
Q4a As a place to live	57.3%	37.0%	4.5%	1.0%	0.3%
Q4b As a place to raise children	61.9%	34.2%	3.5%	0.4%	0.0%
Q4c As a place to work	38.3%	44.1%	12.7%	4.1%	0.8%

Q5. In addressing the growth of the City of Auburn in the past two decades, please indicate which of the following should be the highest priorities for city officials.

Q5 1st issue	Number	Percent
A=Bikeways	32	4.3 %
B=City school system	263	35.7 %
C=Codes enforcement	14	1.9 %
D=Fire protection	10	1.4 %
E=Police protection	110	14.9 %
F=Public transportation	33	4.5 %
G=Recreational opportunities	16	2.2 %
H=Sidewalks	17	2.3 %
I=Stormwater management	15	2.0 %
J=Traffic management	110	14.9 %
K=Walking trails	3	0.4 %
L=Zoning and land use	96	13.0 %
Z=None chosen	17	2.3 %
Total	736	100.0 %

Q5 2nd issue	Number	Percent
A=Bikeways	13	1.8 %
B=City school system	99	13.5 %
C=Codes enforcement	34	4.6 %
D=Fire protection	61	8.3 %
E=Police protection	155	21.1 %
F=Public transportation	36	4.9 %
G=Recreational opportunities	23	3.1 %
H=Sidewalks	30	4.1 %
I=Stormwater management	30	4.1 %
J=Traffic management	114	15.5 %
K=Walking trails	17	2.3 %
L=Zoning and land use	103	14.0 %
Z=None selected	21	2.9 %
Total	736	100.0 %

Q5 3rd issue	Number	Percent
A=Bikeways	26	3.5 %
B=City school system	77	10.5 %
C=Codes enforcement	52	7.1 %
D=Fire protection	103	14.0 %
E=Police protection	109	14.8 %
F=Public transportation	53	7.2 %
G=Recreational opportunities	44	6.0 %
H=Sidewalks	30	4.1 %
I=Stormwater management	23	3.1 %
J=Traffic management	99	13.5 %
K=Walking trails	27	3.7 %
L=Zoning and land use	67	9.1 %
Z=None selected	26	3.5 %
Total	736	100.0 %

Q5. In addressing the growth of the City of Auburn in the past two decades, please indicate which of the following should be the highest priorities for city officials.

Q5 4th issue	Number	Percent
A=Bikeways	34	4.6 %
B=City school system	49	6.7 %
C=Codes enforcement	54	7.3 %
D=Fire protection	88	12.0 %
E=Police protection	68	9.2 %
F=Public transportation	39	5.3 %
G=Recreational opportunities	64	8.7 %
H=Sidewalks	32	4.3 %
I=Stormwater management	26	3.5 %
J=Traffic management	91	12.4 %
K=Walking trails	31	4.2 %
L=Zoning and land use	56	7.6 %
Z=None selected	104	14.1 %
Total	736	100.0 %

Q5 5th issue	Number	Percent
A=Bikeways	23	3.1 %
B=City school system	32	4.3 %
C=Codes enforcement	65	8.8 %
D=Fire protection	58	7.9 %
E=Police protection	59	8.0 %
F=Public transportation	61	8.3 %
G=Recreational opportunities	59	8.0 %
H=Sidewalks	56	7.6 %
I=Stormwater management	40	5.4 %
J=Traffic management	64	8.7 %
K=Walking trails	42	5.7 %
L=Zoning and land use	66	9.0 %
Z=None selected	111	15.1 %
Total	736	100.0 %

Q5. In addressing the growth of the City of Auburn in the past two decades, please indicate which of the following should be the highest priorities for city officials. (Top 5)

Q5 Sum of Top 5 issues	Number	Percent
A=Bikeways	128	17.4 %
B=City school system	520	70.7 %
C=Codes enforcement	219	29.8 %
D=Fire protection	320	43.5 %
E=Police protection	501	68.1 %
F=Public transportation	222	30.2 %
G=Recreational opportunities	206	28.0 %
H=Sidewalks	165	22.4 %
I=Stormwater management	134	18.2 %
J=Traffic management	478	64.9 %
K=Walking trails	120	16.3 %
L=Zoning and land use	388	52.7 %
Z=None chosen	17	2.3 %
Total	3418	

Q6. Please rate your satisfaction on with the following public safety services.

(N=736)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't know 9
Q6a Overall quality of police protection	27.0%	54.2%	11.4%	3.1%	1.2%	3.0%
Q6b Visibility of police in neighborhood	18.3%	42.4%	23.0%	12.5%	2.2%	1.6%
Q6c Visibility of police in retail areas	14.7%	46.2%	24.6%	8.6%	1.6%	4.3%
Q6d How quickly police respond-emergency	20.4%	36.8%	13.2%	3.3%	1.2%	25.1%
Q6e Efforts to prevent crime	14.0%	43.8%	20.1%	7.5%	1.6%	13.0%
Q6f Police safety education program	12.4%	31.0%	23.2%	2.3%	1.1%	30.0%
Q6g Enforcement of traffic laws	14.1%	47.6%	20.1%	9.5%	3.5%	5.2%
Q6h Overall quality of fire protection	24.2%	48.2%	11.8%	1.1%	0.3%	14.4%
Q6i Fire personnel emergency response	23.4%	29.9%	12.8%	0.5%	0.1%	33.3%
Q6j Fire safety education programs	14.4%	30.4%	20.9%	1.4%	0.4%	32.5%
Q6k Quality of local ambulance service	19.0%	32.5%	15.8%	1.8%	1.1%	29.9%
Q6l Quality of animal control	12.9%	36.8%	21.2%	8.3%	3.8%	17.0%
Q6m Enforcement of speed limits-neighborhoods	13.9%	36.3%	20.9%	17.0%	8.8%	3.1%

EXCLUDING DON'T KNOWS**Q6. Please rate your satisfaction on with the following public safety services. (excluding don't know)**

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q6a Overall quality of police protection	27.9%	55.9%	11.8%	3.2%	1.3%
Q6b Visibility of police in neighborhood	18.6%	43.1%	23.3%	12.7%	2.2%
Q6c Visibility of police in retail areas	15.3%	48.3%	25.7%	8.9%	1.7%
Q6d How quickly police respond-emergency	27.2%	49.2%	17.6%	4.4%	1.6%
Q6e Efforts to prevent crime	16.1%	50.3%	23.1%	8.6%	1.9%
Q6f Police safety education program	17.7%	44.3%	33.2%	3.3%	1.6%
Q6g Enforcement of traffic laws	14.9%	50.1%	21.2%	10.0%	3.7%
Q6h Overall quality of fire protection	28.3%	56.3%	13.8%	1.3%	0.3%
Q6i Fire personnel emergency response	35.0%	44.8%	19.1%	0.8%	0.2%
Q6j Fire safety education programs	21.3%	45.1%	31.0%	2.0%	0.6%
Q6k Quality of local ambulance service	27.1%	46.3%	22.5%	2.5%	1.6%
Q6l Quality of animal control	15.5%	44.4%	25.5%	10.0%	4.6%
Q6m Enforcement of speed limits-neighborhoods	14.3%	37.4%	21.6%	17.5%	9.1%

Q7. Which TWO areas of public safety do you think should be emphasized most by city leaders over the next two years?

<u>Q7 1st Choice</u>	<u>Number</u>	<u>Percent</u>
A=Police protection	189	25.7 %
B= Visibility of police in neighborhood	112	15.2 %
C= Visibility of police in retail areas	24	3.3 %
D=Police response time	20	2.7 %
E=Efforts to prevent crime	119	16.2 %
F=Police safety education	18	2.4 %
G=Traffic laws enforcement	37	5.0 %
H=Fire protection	14	1.9 %
I=Fire response time	6	0.8 %
J=Fire safety education programs	2	0.3 %
K=Ambulance service	19	2.6 %
L=Animal control	16	2.2 %
M=Speed limits enforcement in neighborhoods	111	15.1 %
Z=None chosen	49	6.7 %
Total	736	100.0 %

<u>Q7 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Police protection	44	6.0 %
B= Visibility of police in neighborhood	97	13.2 %
C= Visibility of police in retail areas	50	6.8 %
D=Police response time	35	4.8 %
E=Efforts to prevent crime	104	14.1 %
F=Police safety education	8	1.1 %
G=Traffic laws enforcement	78	10.6 %
H=Fire protection	90	12.2 %
I=Fire response time	11	1.5 %
J=Fire safety education programs	18	2.4 %
K=Ambulance service	17	2.3 %
L=Animal control	30	4.1 %
M=Speed limits enforcement in neighborhoods	83	11.3 %
Z=None selected	71	9.6 %
Total	736	100.0 %

Q7. Which TWO areas of public safety do you think should be emphasized most by city leaders over the next two years? (Top 2)

<u>Q7 Sum of Top 2 choices</u>	<u>Number</u>	<u>Percent</u>
A=Police protection	233	31.7 %
B= Visibility of police in neighborhood	209	28.4 %
C= Visibility of police in retail areas	74	10.1 %
D=Police response time	55	7.5 %
E=Efforts to prevent crime	223	30.3 %
F=Police safety education	26	3.5 %
G=Traffic laws enforcement	115	15.6 %
H=Fire protection	104	14.1 %
I=Fire response time	17	2.3 %
J=Fire safety education programs	20	2.7 %
K=Ambulance service	36	4.9 %
L=Animal control	46	6.3 %
M=Speed limits enforcement in neighborhoods	194	26.4 %
Z=None chosen	49	6.7 %
Total	1401	

Q8. Please rate your satisfaction with the enforcement of the following.

(N=736)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't know 9
Q8a Clean up of debris/litter in neighborhoods	24.6%	44.7%	15.4%	9.1%	3.3%	3.0%
Q8b Sign regulations	14.7%	43.6%	24.7%	6.3%	2.6%	8.2%
Q8c Zoning regulations	8.8%	31.0%	27.9%	14.3%	4.3%	13.7%
Q8d Unrelated occupancy regulations	7.5%	23.0%	26.0%	12.1%	5.6%	26.0%
Q8e Building codes	10.1%	28.9%	28.4%	6.0%	2.0%	24.6%
Q8f Erosion and sediment control regulations	8.3%	24.6%	28.3%	9.6%	4.5%	24.7%
Q8g Fire codes and regulation	12.9%	39.0%	20.9%	1.8%	0.5%	24.9%

EXCLUDING DON'T KNOWS**Q8. Please rate your satisfaction with the enforcement of the following. (excluding don't know)**

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q8a Clean up of debris/litter in neighborhoods	25.4%	46.1%	15.8%	9.4%	3.4%
Q8b Sign regulations	16.0%	47.5%	26.9%	6.8%	2.8%
Q8c Zoning regulations	10.2%	35.9%	32.3%	16.5%	5.0%
Q8d Unrelated occupancy regulations	10.1%	31.0%	35.0%	16.3%	7.5%
Q8e Building codes	13.3%	38.4%	37.7%	7.9%	2.7%
Q8f Erosion and sediment control regulations	11.0%	32.7%	37.5%	12.8%	6.0%
Q8g Fire codes and regulation	17.2%	51.9%	27.8%	2.4%	0.7%

Q9. Which TWO areas of ENFORCEMENT OF CODES AND ORDINANCES do you think should be emphasized most by city leaders over the next two years?

Q9 1st choice	Number	Percent
A=Clean up debris/litter in neighborhoods	199	27.0 %
B=Sign regulation	38	5.2 %
C=Zoning regulations	212	28.8 %
D=Unrelated occupations	69	9.4 %
E=Building codes	44	6.0 %
F=Erosion & sediment control regulation	67	9.1 %
G=Fire codes and regulation	34	4.6 %
Z=None chosen	73	9.9 %
Total	736	100.0 %

Q9 2 nd choice	Number	Percent
A=Clean up debris/litter in neighborhoods	107	14.5 %
B=Sign regulation	66	9.0 %
C=Zoning regulations	120	16.3 %
D=Unrelated occupations	81	11.0 %
E=Building codes	103	14.0 %
F=Erosion & sediment control regulation	97	13.2 %
G=Fire codes and regulation	55	7.5 %
Z=None selected	107	14.5 %
Total	736	100.0 %

Q9. Which TWO areas of ENFORCEMENT OF CODES AND ORDINANCES do you think should be emphasized most by city leaders over the next two years? (Top 2)

Q9 Sum of Top 2 choices	Number	Percent
A=Clean up debris/litter in neighborhoods	306	41.6 %
B=Sign regulation	104	14.1 %
C=Zoning regulations	332	45.1 %
D=Unrelated occupations	150	20.4 %
E=Building codes	147	20.0 %
F=Erosion & sediment control regulation	164	22.3 %
G=Fire codes and regulation	89	12.1 %
Z=None chosen	73	9.9 %
Total	1365	

Q10. Please rate your satisfaction with each of the following utility and environmental services.

(N=736)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't know 9
Q10a Residential garbage collection	47.1%	42.9%	4.5%	2.9%	1.0%	1.6%
Q10b Curbside recycling service	31.3%	39.3%	12.9%	5.4%	3.3%	7.9%
Q10c Yard waste removal service	38.3%	40.2%	10.5%	4.2%	1.6%	5.2%
Q10d Sanitary sewer service	27.0%	44.7%	12.1%	2.3%	1.2%	12.6%
Q10e Water service	31.4%	50.3%	9.9%	3.8%	1.4%	3.3%
Q10f Water Revenue Office customer service	26.1%	35.6%	15.4%	2.2%	1.1%	19.7%

EXCLUDING DON'T KNOWS**Q10. Please rate your satisfaction with each of the following utility and environmental services.
(excluding don't know)**

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q10a Residential garbage collection	47.9%	43.6%	4.6%	2.9%	1.0%
Q10b Curbside recycling service	33.9%	42.6%	14.0%	5.9%	3.5%
Q10c Yard waste removal service	40.4%	42.4%	11.0%	4.4%	1.7%
Q10d Sanitary sewer service	30.9%	51.2%	13.8%	2.6%	1.4%
Q10e Water service	32.4%	52.0%	10.3%	3.9%	1.4%
Q10f Water Revenue Office customer service	32.5%	44.3%	19.1%	2.7%	1.4%

Q11. Which TWO areas of UTILITY AND ENVIRONMENTAL SERVICES do you think should be emphasized most by city leaders over the next two years?

Q11 1 st choice	Number	Percent
A=Garbage collection	146	19.8 %
B=Curbside recycling	202	27.4 %
C=Yard waste	67	9.1 %
D=Sanitary sewer	81	11.0 %
E=Water service	113	15.4 %
F=Water revenue	31	4.2 %
Z=None chosen	96	13.0 %
Total	736	100.0 %

Q11 2 nd choice	Number	Percent
A=Garbage collection	94	12.8 %
B=Curbside recycling	109	14.8 %
C=Yard waste	150	20.4 %
D=Sanitary sewer	92	12.5 %
E=Water service	108	14.7 %
F=Water revenue	23	3.1 %
Z=None selected	160	21.7 %
Total	736	100.0 %

Q11. Which TWO areas of UTILITY AND ENVIRONMENTAL SERVICES do you think should be emphasized most by city leaders over the next two years? (Top 2)

Q11 Sum of Top 2 Choices	Number	Percent
A=Garbage collection	240	32.6 %
B=Curbside recycling	311	42.3 %
C=Yard waste	217	29.5 %
D=Sanitary sewer	173	23.5 %
E=Water service	221	30.0 %
F=Water revenue	54	7.3 %
Z=None chosen	96	13.0 %
Total	1312	

Q12. Please rate your satisfaction with the following city maintenance items.

(N=736)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't know 9
Q12a Maintenance of streets (excludes AU campus)	11.5%	50.1%	20.1%	14.0%	2.4%	1.8%
Q12b Maintenance of sidewalks (excludes AU campus)	11.0%	52.2%	24.0%	7.1%	1.8%	3.9%
Q12c Maintenance of street signs	15.6%	58.7%	16.4%	6.5%	0.8%	1.9%
Q12d Maintenance of traffic signals	21.2%	59.0%	12.2%	4.9%	0.7%	2.0%
Q12e Maintenance of downtown Auburn	22.0%	60.2%	12.6%	2.9%	0.1%	2.2%
Q12f Maintenance of city buildings	22.6%	57.2%	12.1%	1.1%	0.4%	6.7%
Q12g Mowing and trimming along streets	19.3%	54.2%	14.9%	7.7%	2.2%	1.6%
Q12h Overall cleanliness of streets/other public areas	18.3%	57.6%	16.3%	5.7%	1.1%	1.0%
Q12i Adequacy of city street lighting	12.8%	49.0%	21.2%	12.5%	3.1%	1.4%
Q12j Water lines and fire hydrants	19.6%	56.3%	15.1%	1.5%	0.5%	7.1%
Q12k Sewer lines and manholes	15.2%	48.8%	19.8%	3.0%	0.5%	12.6%

EXCLUDING DON'T KNOWS**Q12. Please rate your satisfaction with the following city maintenance items. (excluding don't know)**

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q12a Maintenance of streets (excludes AU campus)	11.8%	51.0%	20.5%	14.2%	2.5%
Q12b Maintenance of sidewalks (excludes AU campus)	11.5%	54.3%	25.0%	7.4%	1.8%
Q12c Maintenance of street signs	15.9%	59.8%	16.8%	6.6%	0.8%
Q12d Maintenance of traffic signals	21.6%	60.2%	12.5%	5.0%	0.7%
Q12e Maintenance of downtown Auburn	22.5%	61.5%	12.9%	2.9%	0.1%
Q12f Maintenance of city buildings	24.2%	61.3%	13.0%	1.2%	0.4%
Q12g Mowing and trimming along streets	19.6%	55.1%	15.2%	7.9%	2.2%
Q12h Overall cleanliness of streets/other public areas	18.5%	58.2%	16.5%	5.8%	1.1%
Q12i Adequacy of city street lighting	12.9%	49.7%	21.5%	12.7%	3.2%
Q12j Water lines and fire hydrants	21.1%	60.5%	16.2%	1.6%	0.6%
Q12k Sewer lines and manholes	17.4%	55.8%	22.7%	3.4%	0.6%

Q13. Which TWO areas of MAINTENANCE do you think should be emphasized most by city leaders over the next two years?

Q12 1 st choice	Number	Percent
A=Streets	273	37.1 %
B=Sidewalks	47	6.4 %
C=Street signs	27	3.7 %
D=Traffic signals	30	4.1 %
E=Downtown Auburn	33	4.5 %
F=City buildings	1	0.1 %
G=Mowing and trimming	47	6.4 %
H=Cleanliness	55	7.5 %
I=City street lighting	108	14.7 %
J=Water lines	17	2.3 %
K=Sewer lines	24	3.3 %
Z=None chosen	74	10.1 %
Total	736	100.0 %

Q12 2 nd choice	Number	Percent
A=Streets	102	13.9 %
B=Sidewalks	76	10.3 %
C=Street signs	41	5.6 %
D=Traffic signals	44	6.0 %
E=Downtown Auburn	58	7.9 %
F=City buildings	13	1.8 %
G=Mowing and trimming	70	9.5 %
H=Cleanliness	79	10.7 %
I=City street lighting	82	11.1 %
J=Water lines	33	4.5 %
K=Sewer lines	35	4.8 %
Z=None selected	103	14.0 %
Total	736	100.0 %

Q13. Which TWO areas of MAINTENANCE do you think should be emphasized most by city leaders over the next two years? (Top 2)

Q12 Sum of Top 2 choices	Number	Percent
A=Streets	375	51.0 %
B=Sidewalks	123	16.7 %
C=Street signs	68	9.2 %
D=Traffic signals	74	10.1 %
E=Downtown Auburn	91	12.4 %
F=City buildings	14	1.9 %
G=Mowing and trimming	117	15.9 %
H=Cleanliness	134	18.2 %
I=City street lighting	190	25.8 %
J=Water lines	50	6.8 %
K=Sewer lines	59	8.0 %
Z=None chosen	74	10.1 %
Total	1369	

Q14. Please rate your feeling of safety based on the following.

(N=736)

	Very Safe 5	Safe 4	Neutral 3	Unsafe 2	Very Unsafe 1	Don't know 9
Q14a In your neighborhood during the day	56.3%	37.0%	4.6%	1.2%	0.3%	0.7%
Q14b In your neighborhood at night	32.5%	48.2%	12.1%	5.3%	1.0%	1.0%
Q14c In the City parks	13.2%	48.4%	20.8%	4.6%	0.3%	12.8%
Q14d In commercial and retail areas	21.1%	57.2%	15.6%	4.2%	0.3%	1.6%
Q14e In downtown Auburn	30.6%	53.0%	11.7%	1.8%	0.0%	3.0%
Q14f Overall feeling of safety in Auburn	28.0%	58.8%	10.3%	1.5%	0.1%	1.2%

EXCLUDING DON'T KNOWS**Q14. Please rate your feeling of safety based on the following. (excluding don't know)**

	Very Safe 5	Safe 4	Neutral 3	Unsafe 2	Very Unsafe 1
Q14a In your neighborhood during the day	56.6%	37.2%	4.7%	1.2%	0.3%
Q14b In your neighborhood at night	32.8%	48.7%	12.2%	5.3%	1.0%
Q14c In the City parks	15.1%	55.5%	23.8%	5.3%	0.3%
Q14d In commercial and retail areas	21.4%	58.1%	15.9%	4.3%	0.3%
Q14e In downtown Auburn	31.5%	54.6%	12.0%	1.8%	0.0%
Q14f Overall feeling of safety in Auburn	28.3%	59.6%	10.5%	1.5%	0.1%

Q15. Please rate your satisfaction with the following city leadership items.

(N=736)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't know 9
Q15a Quality of leadership provided by City's elected officials	18.5%	43.2%	21.2%	7.3%	2.2%	7.6%
Q15b Effectiveness of appointed boards/commissions	13.5%	39.0%	25.3%	9.4%	1.9%	11.0%
Q15c Effectiveness of the City Manager	19.6%	42.0%	21.6%	4.3%	1.9%	10.6%

EXCLUDING DON'T KNOWS**Q15. Please rate your satisfaction with the following city leadership items. (excluding don't know)**

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q15a Quality of leadership provided by City's elected officials	20.0%	46.8%	22.9%	7.9%	2.4%
Q15b Effectiveness of appointed boards/commissions	15.1%	43.8%	28.4%	10.5%	2.1%
Q15c Effectiveness of the City Manager	21.9%	47.0%	24.2%	4.9%	2.1%

Q16. Please rate your satisfaction with the following city parks and recreation items.

(N=736)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't know 9
Q16a Maintenance of parks	22.4%	55.0%	10.7%	3.1%	0.3%	8.4%
Q16b Maintenance of cemeteries	18.5%	42.9%	11.7%	2.2%	0.4%	24.3%
Q16c Number of parks	18.1%	41.8%	19.7%	12.2%	1.9%	6.3%
Q16d Walking and biking trails	17.1%	37.0%	21.1%	13.2%	3.7%	8.0%
Q16e Swimming pools	9.8%	28.7%	25.4%	11.4%	2.4%	22.3%
Q16f Community recreation centers	10.6%	35.3%	24.6%	9.2%	3.3%	17.0%
Q16g Outdoor athletic fields	23.2%	45.4%	13.2%	2.7%	1.0%	14.5%
Q16h Youth athletic programs	20.5%	40.6%	13.5%	2.7%	1.2%	21.5%
Q16i Adult athletic programs	12.2%	29.1%	22.7%	5.7%	1.0%	29.3%
Q16j Other city recreation programs	13.5%	31.3%	22.7%	4.8%	0.8%	27.0%
Q16k Ease of registering for programs	17.1%	38.3%	16.7%	2.6%	1.5%	23.8%
Q16l Fees charged for recreation programs	13.6%	36.4%	19.7%	4.1%	2.3%	23.9%

EXCLUDING DON'T KNOWS**Q16. Please rate your satisfaction with the following city parks and recreation items. (excluding don't know)**

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q16a Maintenance of parks	24.5%	60.1%	11.7%	3.4%	0.3%
Q16b Maintenance of cemeteries	24.4%	56.7%	15.4%	2.9%	0.5%
Q16c Number of parks	19.3%	44.6%	21.0%	13.0%	2.0%
Q16d Walking and biking trails	18.6%	40.2%	22.9%	14.3%	4.0%
Q16e Swimming pools	12.6%	36.9%	32.7%	14.7%	3.1%
Q16f Community recreation centers	12.8%	42.6%	29.6%	11.1%	3.9%
Q16g Outdoor athletic fields	27.2%	53.1%	15.4%	3.2%	1.1%
Q16h Youth athletic programs	26.1%	51.7%	17.1%	3.5%	1.6%
Q16i Adult athletic programs	17.3%	41.2%	32.1%	8.1%	1.3%
Q16j Other city recreation programs	18.4%	42.8%	31.1%	6.5%	1.1%
Q16k Ease of registering for programs	22.5%	50.3%	21.9%	3.4%	2.0%
Q16l Fees charged for recreation programs	17.9%	47.9%	25.9%	5.4%	3.0%

Q17. Which TWO of the PARKS and RECREATION do you think should be emphasized most by city leaders over the next two years?

Q17 1 st choice	Number	Percent
A=Maintenance of parks	126	17.1 %
B=Maintenance cemeteries	33	4.5 %
C=Number of parks	68	9.2 %
D=Walking-biking	102	13.9 %
E=Swimming pools	49	6.7 %
F=Community recreation centers	74	10.1 %
G=Outdoor athletic fields	27	3.7 %
H=Youth athletic programs	69	9.4 %
I=Adult athletic programs	19	2.6 %
J=Other city recreation programs	31	4.2 %
K=Ease of registering	13	1.8 %
L=Fees charged	22	3.0 %
Z=None chosen	103	14.0 %
Total	736	100.0 %

Q17 2 nd choice	Number	Percent
A= Maintenance of parks	59	8.0 %
B= Maintenance of cemeteries	35	4.8 %
C=Number of parks	74	10.1 %
D=Walking-biking	93	12.6 %
E=Swimming pools	48	6.5 %
F=Community recreation centers	79	10.7 %
G=Outdoor athletic fields	29	3.9 %
H=Youth athletic programs	51	6.9 %
I=Adult athletic programs	39	5.3 %
J=Other city recreation programs	38	5.2 %
K=Ease of registering	25	3.4 %
L=Fees charged	34	4.6 %
Z=None selected	132	17.9 %
Total	736	100.0 %

Q17. Which TWO of the PARKS and RECREATION do you think should be emphasized most by city leaders over the next two years? (Top 2)

<u>Q17 Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
A= Maintenance of parks	185	25.1 %
B= Maintenance of cemeteries	68	9.2 %
C=Number of parks	142	19.3 %
D=Walking-biking	195	26.5 %
E=Swimming pools	97	13.2 %
F=Community recreation centers	153	20.8 %
G=Outdoor athletic fields	56	7.6 %
H=Youth athletic programs	120	16.3 %
I=Adult athletic programs	58	7.9 %
J=Other city recreation programs	69	9.4 %
K=Ease of registering	38	5.2 %
L=Fees charged	56	7.6 %
Z=None chosen	103	14.0 %
Total	1340	

Q18. Please rate your satisfaction with the following traffic flow items.

(N=736)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't know 9
Q18a Ease of north-south travel	5.6%	41.4%	23.4%	22.7%	5.6%	1.4%
Q18b Ease of east-west travel	5.4%	46.3%	25.8%	17.0%	3.8%	1.6%
Q18c Ease of travel by bicycle in Auburn	4.6%	16.0%	22.1%	12.8%	7.7%	36.7%
Q18d Ease of pedestrian travel in Auburn	7.6%	37.6%	24.2%	10.5%	6.4%	13.7%

EXCLUDING DON'T KNOWS**Q18. Please rate your satisfaction with the following traffic flow items. (excluding don't know)**

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q18a Ease of north-south travel	5.6%	42.0%	23.7%	23.0%	5.6%
Q18b Ease of east-west travel	5.5%	47.1%	26.2%	17.3%	3.9%
Q18c Ease of travel by bicycle in Auburn	7.3%	25.3%	35.0%	20.2%	12.2%
Q18d Ease of pedestrian travel in Auburn	8.8%	43.6%	28.0%	12.1%	7.4%

Q19. Please rate your satisfaction on the following city communication items.

(N=736)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't know 9
Q19a Availability information about parks and recreation programs/services	19.8%	45.8%	19.3%	6.0%	1.8%	7.3%
Q19b Level of public involvement in local decision-making	8.2%	29.1%	31.7%	16.0%	4.2%	10.9%
Q19c Quality of OPEN LINE newsletter	22.8%	47.3%	15.6%	2.3%	0.8%	11.1%
Q19d Quality of the City's web page	15.2%	40.1%	20.8%	3.0%	1.0%	20.0%
Q19e Information on other city services/programs	10.7%	38.0%	28.8%	6.1%	1.8%	14.5%
Q19f Transparency of city government	9.6%	31.3%	28.3%	13.6%	6.7%	10.6%

EXCLUDING DON'T KNOWS**Q19. Please rate your satisfaction on the following city communication items. (excluding don't know)**

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q19a Availability information about parks and recreation programs/services	21.4%	49.4%	20.8%	6.5%	1.9%
Q19b Level of public involvement in local decision-making	9.1%	32.6%	35.5%	18.0%	4.7%
Q19c Quality of OPEN LINE newsletter	25.7%	53.2%	17.6%	2.6%	0.9%
Q19d Quality of the City's web page	19.0%	50.1%	26.0%	3.7%	1.2%
Q19e Information on other city services/programs	12.6%	44.5%	33.7%	7.2%	2.1%
Q19f Transparency of city government	10.8%	35.0%	31.6%	15.2%	7.4%

Q20. Do you have access to the Internet at your home?

<u>Q20 Do you have access to internet</u>	<u>Number</u>	<u>Percent</u>
1=Yes	656	89.1 %
2=No	68	9.2 %
9=don't know	12	1.6 %
Total	736	100.0 %

Q20a. [If YES to #20] Do you have high speed, broadband, or dial-up Internet access at your home?

<u>Q20a If yes Have high speed-broadband</u>	<u>Number</u>	<u>Percent</u>
1=Broadband DSL	593	90.4 %
2=Dial-up	37	5.6 %
3=Satellite	15	2.3 %
9=Don't know	11	1.7 %
Total	656	100.0 %

Q21. Have you called or visited the city with a question, problem, or complaint during the past year?

Q21 Have you called/visited City	Number	Percent
1=Yes	338	45.9 %
2=No	386	52.4 %
9=Don't know	12	1.6 %
Total	736	100.0 %

Q21a. [If YES to #21] How easy was it to contact the person you needed to reach?

Q21a How easy was it to contact person	Number	Percent
1=Very easy	150	44.4 %
2=Somewhat easy	139	41.1 %
3=Difficult	40	11.8 %
4=Very difficult	4	1.2 %
9=Don't know	5	1.5 %
Total	338	100.0 %

Q21b. [If YES to #21] What department did you contact?

Q21b What department did you contact	Number	Percent
01=Police	95	28.1 %
02=Fire	15	4.4 %
03=Planning	48	14.2 %
04=Parks & recreation	72	21.3 %
05=Finance	25	7.4 %
06=Water Revenue	58	17.2 %
07=City Manager	40	11.8 %
08=Environmental	136	40.2 %
09=Codes enforce	46	13.6 %
10=Public works	42	12.4 %
11=Water resource	57	16.9 %
12=Other	25	7.4 %
Total	659	

Q21c. [If YES to #21] Was the department you contacted responsive to your issue?

Q21c Was department responsive to issue	Number	Percent
1=Yes	272	80.5 %
2=No	55	16.3 %
9=Don't know	11	3.3 %
Total	338	100.0 %

Q22. Do you think that Auburn University students have had a positive, negative, or no impact on your neighborhood? (excluding don't know)

Q22 Think Auburn University student have	Number	Percent
1=Positive	256	34.8 %
2=Negative	102	13.9 %
3=No impact	335	45.5 %
9=Don't know	43	5.8 %
Total	736	100.0 %

Q23. The City of Auburn is considering ways to fund stormwater improvements in the community that would reduce flooding and help protect the quality of water in lakes and streams in the area. Knowing this, how much would you be willing to add to your monthly utility bill to fund stormwater improvements in Auburn?

Q23 How much willing to fund stormwater	Number	Percent
1=Nothing	191	26.0 %
2=Up to \$1	129	17.5 %
3=Up to \$2	97	13.2 %
4=Up to \$3	62	8.4 %
5=Up to \$4	20	2.7 %
6=Up to \$5	101	13.7 %
7=More than \$5	28	3.8 %
9=Don't know	108	14.7 %
Total	736	100.0 %

Q24. Do you think the current rate of growth in the City of Auburn is too fast, too slow, or about right?

Q24 Think current rate of growth is	Number	Percent
1=Too fast	343	46.6 %
2=Too slow	31	4.2 %
3=About right	323	43.9 %
9=Don't know	39	5.3 %
Total	736	100.0 %

Q25. Do you believe that the City of Auburn is building sufficient streets, intersections, sidewalks, and water/sewer systems to keep up with the City's growth?

<u>Q25 Believe city keeping up with growth</u>	<u>Number</u>	<u>Percent</u>
1=Yes	277	37.6 %
2=No	286	38.9 %
9=Don't know	173	23.5 %
Total	736	100.0 %

Q26. Do you think the City's efforts to pursue commercial and industrial projects in Auburn, in order to create jobs and revenue, should be increased, stay the same, or be reduced?

<u>Q26 Think city efforts to create jobs</u>	<u>Number</u>	<u>Percent</u>
1=Be increase	351	47.7 %
2=Stay the same	256	34.8 %
3=Be reduced	90	12.2 %
9=Don't know	39	5.3 %
Total	736	100.0 %

Q27. How often do you use the City's bicycle lanes and facilities?

<u>Q27 How often do you use city bike lanes</u>	<u>Number</u>	<u>Percent</u>
1=Monthly	28	3.8 %
2=Weekly	55	7.5 %
3=Daily	33	4.5 %
4=Occasionally	218	29.6 %
5=Never	394	53.5 %
9=Don't know	8	1.1 %
Total	736	100.0 %

Q28. What priority would you place on the following projects? (excluding no response)

	<u>Mean</u>
Q28a Additional downtown parking	3.35
Q28b Expanded fire protection and facilities	4.69
Q28c Expanded police protection & facilities	4.02
Q28d Road resurfacing & reconstruction	3.27
Q28e Skateboard park	8.38
Q28f Indoor basketball courts	6.55
Q28g New community center & pool	5.62
Q28h New performing arts center	5.57
Q28i Expansion of Kiesel Park trails & facilities	6.33
Q28j Expansion of Jan Dempsey Arts Center	7.17

Q29. If you could change one thing about the City of Auburn, what would you change?

- 4-WAY STOPS THAT ARE 5-6-7-8 WAY STOPS
- BETTER TRAFFIC FLOW DOWNTOWN & MORE JOBS
- A FEW PROMINENT DEVELOPERS ALWAYS GET WHAT THEY WANT FROM THE CITY
- A PLACE TO PARK AT AUBURN FOOTBALL GAMES!
- A UNIQUE & NATURAL BUILDING CODE-ALSO CLEAN THE PLACE UP
- ABILITY TO FIND A JOB WITHOUT HAVING TO KNOW SOMEONE!
- ADD A SIDEWALK ON OGLETREE RD-IT IS DANGEROUS
- ADD HIGH SCHOOL (TECHNICAL-MANY STUDENTS DON'T PLAN TO GO TO COLLEGE)
- ADD HOUSING,PROGRAMS,FACILITIES & CARE FOR HANDICAPPED YOUTH
- ADD MORE BIKE LANES
- ADD RECREATION CENTER THAT INCLUDES INDOOR/OUTDOOR POOL, FITNESS CENTER, BASKETBALL
- ADD TRAFFIC LIGHT @ SHELL TOOMER & S COLLEGE (29)
- ADD WATER/SEWAGE/GAS TO EXISTING SUBDIVISIONS BEFORE INFRASTRUCTURE
- ALL A 4-WAY STOP AT SANFORD AVE & GREEN ST
- ALL TRAFFIC LIGHTS WOULD SWITCH TO FLASH YELLOW/RED AT 11 PM
- ALLEYS BEHIND HOMES
- ALLOW EXPANDED GROWTH & COMMERCIAL TAX BASE GROWTH
- ALLOWING GATED COMMUNITIES
- AN OFF-ROAD BICYCLE TRAIL FROM N DONAHUE TO S DONAHUE
- ANNEXATION OF COUNTY PROPERTY-IT TAKES AWAY CITY SERVICES
- APPARENT CONTROL THAT PRIVATE DEVELOPERS HAVE ON THE CITY
- APPEARANCE S COLLEGE & CURRENT DOWNTOWN ZONING RESTRICTIONS
- AUBURN EARLY EDUCATION CENTER
- AUBURN IS GROWING TOO FAST-THE "LOVLIEST VILLAGE" IS GONE
- AUBURN IS SUCH AN EXPENSIVE CITY. IT'S ALL ABOUT THE MONEY
- AUBURN NEEDS A YMCA FACILITY
- AUBURN NEEDS BETTER ZONING ENFORCEMENT/LESS APARTMENTS
- AUBURN SHOULD HAVE AUBURN LIGHT & POWER INSTEAD OF ALABAMA POWER
- AUTOMATIC WATER/SEWER FEE TO CREDIT CARD
- AVAILABILITY LOCAL CHANNELS-OR AT LEAST WAIVERS FOR DISHNET
- AVAILABILITY OF COMMUNITY PROGRAMS
- AVAILABILTY OF DIFFERENT CABLE COMPANIES
- BE FIRM WITH DEVELOPERS & CONSENTRATE ON PROPERTY OWNERS
- BE MORE SELECTIVE IN TEAR DOWNS/NEW CONSTRUCTION
- BE PROACTIVE IN PURSUING COMMERCIAL PROJECTS
- BESIDE THE TRAFFIC BETWEEN 4-6, IT'S A GREAT PLACE TO LIVE
- BETTER ATTENTION TO CITY STREETS AND INTERSECTIONS
- BETTER BIKING TRAILS
- BETTER CABLE/INTERNET SERVICE
- BETTER CONTROL OF COMMERCIAL DEVELOPMENT
- BETTER CONTROL OF GROWTH-CONTRACTORS ALWAYS WINNERS

Q29. If you could change one thing about the City of Auburn, what would you change? (continued)

- BETTER EMS SERVICE
- BETTER FUNDING ON MINORITY SECTIONS OF THE CITY
- BETTER GARBAGE/RECYCLING; MORE BOOKS IN LIBRARY
- BETTER MANAGEMENT OF TRAFFIC FLOW
- BETTER PAYING JOBS
- BETTER PLANNING FOR COMMERCIAL DEVELOPMENT
- BETTER PRESERVATION OF HISTORIC CHARACTER OF AUBURN
- BETTER PUBLIC POOL-INDOOR POOL
- BETTER ROADS
- BETTER ROADS & TRAVEL AROUND CITY
- BETTER SERVICES FOR FAMILIES LIVING IN POVERTY OR HOMELESS
- BETTER TRAFFIC FLOW IN DOWNTOWN
- BETTER TRAFFIC FLOW INTO & OUT OF AUBURN DURING WORK HOURS
- BETTER TRAFFIC FLOW-TRAFFIC LIGHTS
- BETTER WIDE STREETS
- BETWEEN DEON AND SANFORD, ITS VERY ROUGH
- BIKE LANES
- BUDGET CUTS AT AV
- BUILD A CHILDRENS MUSEUM THAT IS HANDS-ON AND INTERACTIVE
- BUILD AN ADULT RECREATION CENTER
- BUILD MORE FURNITURE STORES
- BUILD MORE PARKS IE LAKE WILMORE WITH NATURE TRAILS
- BUILDING OF NEW NEIGHBORHOODS/HOMES IS OUT OF CONTROL
- CABLE-PROVIDER-CHARTER IS AND HAS BEEN A POORLY RUN COMPANY
- CAMPUS POLICE & CITY POLICE SHOUD BE SEPARATE AGAIN
- CHANGE CITY GOV'T SO IT'S NOT INFLUENCED BY SPECIFIC INTEREST GROUPS
- CHANGE CITY MANAGER & ASSISTANTS
- CHANGE SOUTH COLLEGE FROM LOOKING LIKE VICTORY DRIVE IN COLUBUS, GA
- CHANGE THE CITY COUNCIL TO BE LESS PRO-BUSINESS
- CHANGE THE COST OF LIVING & PRESERVE HISTORIC HOUSES & AREAS
- CHARGE DEVELOPER MORE FOR CITY EXPANSION
- CHANGE APPEARANCE OF CITY BUILDINGS, STOP GROWTH OF UNSIGHTLY SIGNS
- CHOOSE OFFICIALS MORE CONCERNED ABOUT NEIGHBORHOODS
- CONTINUE TO IMPROVE SCHOOL SYSTEM
- CITY COUNCIL & DEVELOPERS
- CITY COUNCIL/MAYOR TOO HEAVILY INFLUENCED BY DEVELOPERS
- CITY OPERATED EMS
- CITY TAX SHOULD BE BASED ON PROPERTY TAX
- CLEAR-CUTTING OF TREES WHEN NEW HOUSING IS CONSTRUCTED

Q29. If you could change one thing about the City of Auburn, what would you change? (continued)

- CLOSE THE STREET DOWNTOWN ON COLLEGE-MAKE IT PEDESTRIAN ONLY
- CLOSE TOOMERS CORNER TO TRAFFIC & MAKE AREA PEDESTRIAN ONLY
- COLLEGE STREET ENTRANCE
- COLLEGE STUDENTS RUN RED LIGHTS, WHERE ARE THE POLICE?
- COMMUNICATIONS
- COMPETITION FOR CABLE PROVIDERS
- CONGESTION IN CERTAIN AREAS SUCH AS OUT MOORE'S MILL ROAD
- CONGESTION OF DOWNTOWN AUBURN
- CONGESTION-TRAFFIC AT FOOTBALL GAMES-ORGANIZED PARKING
- CONSTRUCTION OF MORE BUILDINGS WHEN STANDING BUILDINGS COULD BE USED
- CONTROL SPRAWL THAT CAUSE CONGESTION OF STREETS
- CONTROL GROWTH WITH REMOVAL OF TOO MANY TREES
- CONTROLLED, PLANNED GROWTH
- CONTROLLING THE UNDERAGE PROBLEM OF STUDENTS GOING INTO BARS
- CORRECT FLOW OF TRAFFIC & LIGHT SIGNALS
- COST OF GARBAGE PICK-UP SEWER SERVICES
- CYCLISTS RIDE ON ROAD-GET TOO CLOSE TO CARS/DON'T STAY IN LANE
- DECREASE PROPERTY THEFT & DAMAGE, ESPECIALLY WHEN SCHOOLS NOT IN SESSION
- DEMOLISH MOTON APARTMENTS AND BUILD APARTMENTS FOR SENIOR CITIZENS
- DEVELOPERS HAVE TOO MUCH INFLUENCE ON THE BOARDS
- DEVELOPMENT BETWEEN EXIT 51 & DONAHUE DRIVE
- DIRECT MORE ATTENTION TO OLDER NEIGHBORHOODS BY UPGRADING
- DO NOT SACRIFICE THE BEAUTY, TREES AND SMALL TOWN APPEAL
- DON'T WASTE ANY MORE MONEY ON TRAFFIC CIRCLES!
- DOWNTOWN AREA
- DOWNTOWN AUBURN
- DOWNTOWN IS NOT PRETTY
- DOWNTOWN PARKING
- DOWNTOWN TRAFFIC FLOW-NEED MORE LANES, MORE TURN SIGNALS
- DRIVING SAFETY AWARENESS OF HIGH SCHOOL & COLLEGE INDIVIDUAL
- DUNKIN DONUT, STARBUCKS COFFEE
- EASE OF TRAVEL BY BICYCLE
- ELECTED OFFICIALS
- ELIMINATE THE CONSTRUCTION OF CONDOS
- ELIMINATE TOWING CARS-IT IS A DISGRACE
- ELIMINATION OF PUBLIC HOUSING
- ENCOURAGE TREE GROWTH ALONG ROADS-USE UNDERGROUND UTILITIES
- END THEFT & CRIME ISSUES, THEN FOCUS ON IMPROVING DOWNTOWN
- ENFORCE CODES EQUALLY IN ALL PARTS OF CITY
- ENFORCE NOISE ORDINANCE
- ENFORCE OCCUPANCY CODES TO STUDENTS THAT RENT
- ENFORCE THE RULES YOU CURRENTLY HAVE-NO EXCEPTIONS
- ENFORCEMENT OF CODES & ORDINANCES & CONTROL DEVELOPERS
- ENFORCEMENT OF PROMPT GARBAGE CONTAINERS FROM CURB

Q29. If you could change one thing about the City of Auburn, what would you change? (continued)

- EVERYTHING'S FINE
- EXCESS PAYMENT-NEW BRIDGE ON NORTH DONAHUE
- EXPAND THE ROADS THAT GO THROUGH THE AU CAMPUS
- FAIRNESS IN ALL COMMUNITY FOR IMPROVEMENT
- FEWER PRIVATELY OWNED STUDENT HOUSING COMPLEXES
- FEWER REGULATIONS, BETTER TRASH PICK UP SERVICE
- FILL VACANT BUILDINGS OR TEAR THEM DOWN
- FIX ROADS
- FOR EACH NEIGHBORHOOD TO HAVE A COMMUNITY CENTER
- FORCE OWNERS OF TRASHY DOWNTOWN LOTS TO CLEAN THEM UP
- FREE HIGH SPEED INTERNET CITY WIDE
- FREEDOM OF CHRISTIAN ACTIVITIES IN SCHOOLS & FOCUS AT CHRISTMAS
- FURTHER AWAY FROM OPELIKA
- GET RID OF OLD UNOCCUPIED BUILDINGS/HOUSING TO EXPAND PARKNG
- GET RID OF PERFORMANCE-BASED ZONING
- GET RID OF THE TRAFFIC ROUND ABOUT-SPEED BUMPS
- GET THE SCHOOLS MORE GOD-FRIENDLY & DISCIPLINED
- GOOD OLE BOY ATTITUDE
- GOOD PLACE TO LIVE
- GREATER INVESTMENT & FOCUS ON ART & CULTURE
- GROWTH & TRAFFIC
- GROWTH. GETTING TOO BIG
- GROWTH OF POPULATION FASTER THAN INFRASTRUCTURE
- HANDICAPPED PARKING CLOSE TO DOG PARK AT KIESEL!
- HAPHAZARD CONSTRUCTION OF NEW BUSINESS WHILE ABANDON SPACES EXIST
- HAVE A METHOD TO PREVENT BUSINESSES FROM NOT MAINTAINING THEIR PROPERTY
- HAVE A MORE CONTROLLED GROWTH OF DEVELOPMENTS
- HAVE A PERFORMING ARTS CENTER, EMBARRASSING NOT TO HAVE ONE
- HAVE MORE ACTIVITIES FOR YOUTH-SKATEBOARD PARK ETC
- HAVE MORE EVENTS THAT WOULD BE AUBURN COMMUNITY RELATED
- HAVE SOMEBODY OPEN AN ASIAN GROCERY STORE
- HAVE MORE PARKS
- HEIGHT OF COMMERCIAL SIGNAGE.
- HONESTLY I DON'T KNOW IF I WOULD CHANGE ANYTHING
- HOUSING PRICES ARE VERY HIGH
- I LIKE IT BUT IT IS GETTING TOO BIG
- I WISH ALL THE HISTORIC HOMES HAD NOT BEEN TORN DOWN
- I WOULD ADD A TURN SIGNAL AT SAMFORDAVE & DEAN RD
- I WOULD CHANGE IT BACK TO A VILLAGE!
- I WOULD GET ANOTHER CABLE COMPANY; CHARTER IS NO GOOD
- I WOULD MAKE MORE BIKE LANES-RIDING ON SIDEWALKS NOT ALLOWED
- I WOULD MAKE MORE LIVING SPACE FOR LOW INCOME & ELDERLY
- I WOULD REPAVE ALL THE ROADS

Q29. If you could change one thing about the City of Auburn, what would you change? (continued)

- I WOULD STOP LETTING DEVELOPERS RUN AUBURN
- IMPLEMENT STRICT BUILDING CODES FOR COMMERCIAL CONSTRUCTION
- IMPROVE BASKETBALL FACILITY
- IMPROVE EAST OF NORTH-SOUTH & EAST-WEST TRAVEL
- IMPROVE OVERALL, A LITTLE EVERYWHERE
- IMPROVE TRAFFIC FLOW
- IMPROVED PARK & REC FACILITIES-OPTIONS POOLS ESP AJHS
- IMPROVED RETAIL SHOPPING & RESTAURANTS
- INCREASE PUBLIC SAFETY BUDGET (PROTECTION-MANPOWER-FACILITIES)
- INCREASE THE LOT SIZE ON NEW HOMES
- INCREASED ABILITY FOR BICYCLES & PEDESTRIANS TO TRAVEL
- INCREASED POLICE PATROLS/PROTECTION IN NORTHWEST AUBURN
- INCREASING RATE OF THEFTS/BURGLARIES
- INFLUENCE OF DEVELOPERS & DISREGARD FOR HISTORICAL PRESERVATION
- INCOME TAX REDUCED
- INSTALL SOME KIND OF RIVER WALK, DAY & NIGHT HOURS AVAILABLE
- KEEP COMMERCIAL BUSINESS AWAY FROM RESIDENTIAL AREAS
- KEEP STREETS MAINTAINED-OUR STREETS HAVE NEVER BEEN PAVED
- KEEP THE STUDENTS OUT OF RESIDENTIAL RENTAL PROPERTY!
- KEEPING THE "SMALL TOWN" FEELING, ESPECIALLY DOWNTOWN
- LACK OF LONG RANGE VISION CONCERNING COMMERCIAL DEVELOPMENT
- LACK OF TRANSPARENCY IN CITY GOVERNMENT
- LANDSCAPING ON NEW PROJECTS-SAVE LARGER TREES
- LARGE DEVELOPMENT WITHOUT REGARD TO SURROUNDING HOUSING
- LARGER MALL
- LESS CONDOS-MORE GREENSPACE
- LESS INDUSTRIAL PROJECTS-WHICH RUIN THE APPEARANCE
- LESS LITTER
- LESS STUDENT DRIVING CARS RUNNING RED LIGHTS!!
- LESS TRAILERS
- LIMIT STUDENT HOUSING DEVELOPMENT OFF CAMPUS (APTS & CONDOS)
- LITTER ON THE ROADWAYS. THIS IS A HUGE PROBLEM!
- LOCATION OF AUBURN UNIVERSITY
- LOWER THE EVER-INCREASING CRIME RATE
- MAGNOLIA AVE-SPEED BUMPS & TURNING LIGHTS AT DONAHUE
- MAKE A STRATEGIC PLAN TO CONTROL GROWTH SO IT'S GOOD GROWTH
- MAKE DOWNTOWN COLLEGE ST BETWEEN GLENN & THACH PEDESTRN ONLY
- MAKE ENFORCEMENT MUCH STONGER TOO MANY RULES BROKEN
- MAKE HOMESTEAD EXCEPTION, EFFECTIVE FROM DAY PERSON BUYS HOME
- MAKE IT A PEDESTRIAN FRIENDLY OFF CAMPUS
- MAKE IT BIKE & PEDESTRIAN FRIENDLY-YOU CANT FUNCTION W/O CAR
- MAKE IT LARGER

Q29. If you could change one thing about the City of Auburn, what would you change? (continued)

- MAKE IT MORE FAMILY ORIENTED-ACTIVITES, EVENTS, ETC
- MAKE IT MORE FRIENDLY FOR PEDESTRIANS & BICYCLISTS
- MAKE PERMITTING/PLANNING EASIER FOR DEVELOPERS
- MAKE SURE DOWNTOWN KEEPS THE OLD TOWN FEEL
- MAYOR/CITY COUNCIL
- MORE & BETTER SIDEWALKS
- MORE & BETTER SIDEWALKS SO JOGGERS AREN'T JOGGING ON STREETS
- MORE ATTENTION TO GREEN SPACE-WOODS
- MORE BIKE LANES
- MORE BIKEWAYS
- MORE COMMUNITY EVENTS. WE LOVE THE DOWNTOWN EVENT NIGHTS
- MORE CONSIDERATION/INPUT BEFORE ALLOWING DEVELOPERS TO BUILD
- MORE DIVERSE AMD MULTICULTURAL COMMUNITY
- MORE GREEN SPACE AND FEWER DEVELOPERS RUNNING OVER CITY
- MORE HIGH END SHOPPING
- MORE HOUSING FOR MIDDLE-INCOME AND SENIOR CITIZENS WITH LOW INCOME.
- MORE INTERNATIONAL FOOD CHOICES
- MORE INTERNATIONAL SHOPPING PLACES
- MORE JOB OPPORTUNITIES; MORE COMMUNITY ACTIVITIES
- MORE JOBS AND HIGH END RETAIL
- MORE JOBS THAT PAY REAL LIVING WAGES
- MORE KID FRIENDLY ATTACIONS/ENTERTAINMENT
- MORE MONEY & EMPHASIS ON THE ARTS, SUCH AS A PERFORMANCE ARTS CENTR
- MORE NOTICE OF WHEN SCHOOL WILL BE STARTING
- MORE OPENNESS BY ELECTED OFFICIALS. LESS PLANNED GROWTH
- MORE ORGANIZED PLANNING TO REDUCE CONGESTION & CLUTTER
- MORE OUTDOOR DINING DOWNTOWN
- MORE PARKING
- MORE PARKING DOWNTOWN
- MORE PARKING SPACE FOR STUDENTS AT AUBURN UNIVERSITY!
- MORE PARKS & BENCHES. SMALL PARKS
- MORE PARKS, TREES & GREEN SPACE
- MORE PARKS-BIKE TRAILS
- MORE PARKS-WALKING PATH & BIKE TRAILS
- MORE PLACES FOR KIDS TO DO THINGS & PLAY & WALK
- MORE POLICE OFFICERS
- MORE POLICE ON FRIDAY & SATURDAY TO COMBAT DRUNK DRIVING ON CAMPUS
- MORE PRESERVATION OF GREEN SPACE, ESPECIALLY ALONG DRAINAGE SYSTEMS
- MORE PROGRAMS FOR YOUTH 7TH GRADE & ABOVE
- MORE REASONABLE ENFORCEMENT OF ZONING ORDINANCES
- MORE REASONABLE RENTAL RATES
- MORE RESTAURANT CHOICES

Q29. If you could change one thing about the City of Auburn, what would you change? (continued)

- MORE SAFETY (LESS BREAK-INS) & CONTROL OF STUDENT INFLUENCE
- MORE SHOPPING & BETTER PLACES TO EAT
- MORE SHOPPING CENTERS LIKE TIGERTOWN
- MORE SIDEWALKS
- MORE SIDEWALKS IN OLDER NEIGHBORHOODS
- MORE SIDEWALKS, MORE GREEN SPACE
- MORE SIDEWALKS,BETTER TRAFFIC FLOW,MORE KID-FRIENDLY PLAY AREAS
- MORE SIDEWALKS/WALKING PATHS
- MORE STREET LIGHTS
- MORE STREETS & TRAFFIC LIGHTS
- MORE STRINGENT REGULATIONS ON DEVELOPERS TO PROTECT GREENSPACE/TREES
- MORE THEATRE, MUSIC, DANCE ACTIVITIES-CONCERT FACILITY
- MORE THINGS TO DO FOR SINGLE ADULTS
- MORE VIBRANT DOWNTOWN & BETTER SHOPS & RESTAURANTS
- MORE VIBRANT DOWNTOWN, MORE & BETTER SHOPS & RESTAURANTS
- MORE INFO REGARDING CURRENT ISSUES/MEETINGS/ORDINANCES
- MOVE AIRPORT OUT OF CITY LIMITS! PROPERTY IS TOO VALUABLE!
- MOVE THE AIRPORT OUT OF TOWN & EXPAND THE PUBLIC GOLF COURSE
- NEED MORE COMMERCIAL, RETAIL
- NEED TO SLOW DOWN ON DEVELOPING-GROWING TOO FAST
- NEEDS TO HAVE FREE CITY WIDE HIGH SPEED INTERNET
- NEGATE THE APPEARANCE OF DEVELOPERS RUINING THE CITY
- NO CARS ON COLLEGE BETWEEN GLENN & MAGNOLIA
- NO CITY INCOME TAX. I AM NOT GETTING MY MONEY'S WORTH!
- NO LEFT TURN FROM SAMFORD ONTO MOORES MILL RD
- NO MORE APARTMENTS & NO SECTION 8 HOUSING
- NO MORE CONDO CONSTRUCTION DOWNTOWN
- NO MORE SHOPPING CENTERS, HOUSING, ETC. ENOUGH GROWTH
- NO TALL BUILDINGS-THE UGLY WHITE ONE ON COLLEGE
- NOT BUILDING NEW HOUSES UNTIL THERE IS A NEED
- NOT MUCH-WE LOVE IT!
- OBJECTIVITY & OPENNESS IN CITY & SCHOOL YOUTH SPORT ACTIVITIES
- OCCUPATIONAL LICENSE FEE
- OFF ROAD BIKE LANES-SIDE OF ROAD LANES ARE SIMPLY UNSAFE
- ONE THING I WOULD CHANGE ABOUT AUBURN WOULD BE INCOME LEVELS
- ORDINANCES TO MAKE S COLLEGE & HWY 14 MORE ATTRACTIVE
- OVER BUILDING DORMS, CONDOS, APARTMENTS & LOSING OLD AUBURN
- PARKING DOWNTOWN
- PARKING DOWNTOWN-BUSINESS LOCATED DOWNTOWN IS NOT ACCESSIBLE
- PARKS & REC FACILITIES FOR FOOTBALL & BASKETBALL TOO SMALL
- PARKS & REC MORE OPEN FOR SUGGESTIONS FROM PEOPLE
- PARTNER WITH ALL & GO TO SINGLE STREAM RECYCLING FOR AUBURN
- PERMIT FISHING IN LAKE AT INDIAN PINES
- PLAN & IMPLEMENT MORE INFRASTRUCTURE! PUSH RETAIL BASE

Q29. If you could change one thing about the City of Auburn, what would you change? (continued)

- PLANNED GROWTH-MAYBE DEVELOP COMMUNITIES
- POLICE BETTER AT SOLVING MAJOR CRIMES
- POLICE DEPT DOES A TERRIBLE JOB IN PROTECTING & SERVING
- POLICE DEPT DOES NOT SPEND ENOUGH TIME ON IMPORTANT CRIME
- POLICE NEED TO QUIT INTERVENING WITH VICTIM-LESS CRIMES
- POLICE PROTECTION
- POLICE REACH OUT TO YOUTH IN LOW-INCOME AREAS FOR MENTORING
- POLITICAL MADNESS
- POLITICS
- POOR COMMERCIAL DEVELOPMENT
- PRESERVE MORE TREES FROM CONSTRUCTION
- PRESERVE MORE WOODED, UNDEVELOPED AREAS. RESTRICT TREE REMOVAL
- PROACTIVE APPROACH TO FUTURE DEVELOPMENT
- PROBLEM WITH POLICE HOLD ON CARS THAT SPEED AWAY
- PROTECT NEIGHBORS BY LIMITING DEVELOPMENT WITHIN NEIGHBORHOODS
- PUBLIC TRANSPORTATION
- PUBLIC TRANSPORTATION
- PUBLIC TRANSPORTATION FOR CHILDREN TO LIBRARY, SOCCER ETC
- PUT A TIGER TOWN AT EXIT 51 (GROWTH AREA) NOT CAR DEALERSHIP
- RACISM
- RAILROAD
- RAISE SPEED LIMIT ON EAST UNIVERSITY
- READJUST TIMING OF TRAFFIC SIGNALS AT GROVE HILL RD
- REAL ESTATE PRICES
- REBUILD HISTORIC HOMES WHICH WERE DESTROYED FOR CONDOS, APTS
- RECRUIT NON-MANUFACTURING BUSINESSES
- RECYCLING
- REDUCE BICYCLE TRAFFIC - NO MORE BIKE LANES
- REDUCE DEVELOPER INVOLVEMENT IN CITY GOVERNMENT
- REDUCE GROWTH RATE-GIVE UP ON OUR DOWNTOWN-IT'S TOO LATE
- REDUCE ROBBERY & BREAK IN CRIMES
- REDUCE SALES TAX, PROMOTE COMMERCIAL & INDUSTRIAL ACTIVITIES
- REDUCE SEWER COST
- REDUCE TAXES/FEEES ON SMALL BUSINESSES IN AUBURN
- REDUCE THE AMOUNT OF CONDO BUILDING-CONSTRUCTION
- REDUCE THE TRAFFIC
- REDUCE WATER ACCESS FEE (\$1000) FOR IRRIGATION METER
- RELEASE LOCAL STATIONS FROM UNDER CHARTER MONOPOLY
- REMOVE INFLUENCE OF BUILDERS & REALTORS
- REPAIR OUTDOOR BASKETBALL GOALS AT FRANK BROWN

Q29. If you could change one thing about the City of Auburn, what would you change? (continued)

- REPLACE VACANT MALLS WITH PARKS
- REQUIREMENT TO MAKE NEW GROWTH LESS UGLY
- RETAIL SHOPPING SO TAX DOLLARS COME TO AUBURN NOT OPELIKA
- REVAMP ZONING PROCESS TO PROTECT NEIGHBORHOODS & HOMEOWNERS
- REVERSE THE LOSS OF CHARACTER DUE TO POOR REGULATED GROWTH
- ROAD MAINTENANCE
- ROADS & RUNOFF IN MY NEIGHBORHOOD
- ROADS NEED TO BE PEDESTRIAN/BIKE FRIENDLY
- RUNNING RED LIGHTS
- S COLLEGE TRAFFIC BY ADDING ALTER RD TO SHUG JORDAN
- SAFE ROUTES TO SCHOOL FOR BIKING FOR ALL AGES
- SAFER EASIER ACCESS TO BIKE TO TOWN-DONAHUE IS TOO BUSY
- SANITATION & RECYCLING PICK-UP CREW TOO PICKY OR LAZY
- SCHOOL SYSTEM SHOULD BE HIGHER PRIORITY
- SHOPPING AREA
- SKIP MALL DEVELOPMENT
- SLOW DEVELOPMENT & FAVORITISM TO DEVELOPERS
- SLOW DOWN DEVELOPMENT
- SLOW DOWN GROWTH
- SLOW DOWN GROWTH OF NEW HOUSING-SUBDIVISIONS
- SLOW DOWN RAMPANT NEW CONSTRUCTION
- SLOW DOWN THE GROWTH OF HOUSES/APARTMENTS IN AUBURN
- SLOW DOWN-STOP THE GROWTH IT INCREASES TAXES
- SLOW THE GROWTH RATE
- SLOW TRAFFIC ON MY STREET (300 BLOCK OF GREEN ST)
- SLOWER & SAFER DRIVING HABITS (ESP THROUGH NEIGHBORHOODS)
- SOUTH COLLEGE ST-TRAFFIC FLOW, TERRIBLE LAYOUT OF BUSINESSES
- SPEED BUMPS ON SANDERS ST BETWEEN NORTH & SOUTH CARY DRIVES
- SPEED LIMITS ON SOME STREETS
- STOP APPROVING RESIDENTIAL DEVELOPMENTS THAT SIT EMPTY
- STOP CUTTING TREES FOR DEVELOPMENT. LEAVE SOME!
- STOP DESTROYING THE LOVELIEST VILLAGE ON THE PLAINS
- STOP DESTROYING YOUR HERITAGE HOUSES IN FAVOR OF CONDOS
- STOP OVERBUILDING STUDENT HOUSING! CREEPERS MOVE INTO HOUSING
- STOP PEOPLE FROM RUNNING RED LIGHTS
- STOP THE GROWTH
- STOP THE OVERBUILDING OF LUXURY STUDENT HOUSING
- STOP THE SAMFORD EXTENSION PROJECT
- STOP TOWING AND WHEEL LOCKING CARS
- STREET SIGNS

Q29. If you could change one thing about the City of Auburn, what would you change? (continued)

- STREETSAPES ARE UGLY
- STRENGTHEN BUILDING CODES TO INCLUDE DESIGN REGULATIONS & GREEN SPACE
- STRICTER LAW ENFORCEMENT AS FAR AS DOGS & HOW MANY IN HOUSEHOLD
- STUDENTS PARTY TOO MUCH. SOME DON'T WANT TO HEAR NOISE ALL NIGHT LONG
- TAKE AWAY THE POWER REAL ESTATE BUSINESSES HERE
- TAKE CONTROL OF CITY OUT OF DEVELOPERS' HANDS
- TAKE PROPERTY CRIME MORE SERIOUSLY
- TAKING CARE OF WHAT WE HAVE NOT BUILDING NEW
- TAKING DOWN VACANT BUILDING ON GLENN AVE-DAYLIGHT DONUTS
- THAT ALL CITIZENS HAVE A VOICE NOT A SELECT FEW
- THAT ALL ROADS WITHIN CITY LIMITS WERE PAVED
- THE \$1248 CHARGE FOR WATER METERS
- THE APPEARANCE OF S COLLEGE & OTHER COMMERCIAL AREAS
- THE APPEARANCE OF STRIP MALLS AT THE ENTRANCE TO THE CITY
- THE AREA ON OPELIKA RD FROM GUTHRIES TO DEAN RD LOOKS JUNKY
- THE CITY IS RUN EXCEPTIONALLY WELL
- THE COMMUNICATION W/RESIDENTS
- THE DESTRUCTION OF OLDER HOUSING
- THE EMS
- THE LACK OF A REPRESENTATIVE NUMBER OF MINORITIES
- THE NUMBER OF LIBERALS WHO LIVE HERE
- THE OVERALL AMOUNT OF BUILDING
- THE OVERBUILDING OF CONDOS & APT COMPLEXES THROUGHOUT CITY
- THE OVERLY PERMISSIVE ATTITUDE TOWARD BUILDING & PLANNING
- THE PUSH FOR GROWTH-ONLY A FEW PEOPLE BENEFIT
- THE QUALITY OF TRAFFIC SIGNALS (FUNCTION) & TRAFFIC CONTROL
- THE RACE/ETNICITY HIRING OF CITY OF AUBURN EMPLOYEES
- THE RELATIONSHIPS BETWEEN MEMBERS OF CITY GOVERNMENT & DEVELOPERS
- THE SCHOOLS' LACK OF PROTECTION FOR THE CHILDREN
- THE SPRAWL & LACK OF A LIVING ZONE CONCEPT
- THE STUDENTS
- THE UNRELENTING UGLY GROWTH OF APARTMENTS,KEEP GREEN SPACE
- THE WAY THE RIVER PEOPLE IN THE CITY TREAT YOU!
- THERE ARE A LOT OF ABANDONED HOMES THAT NEED TO BE TORN DOWN
- THERE ARE NO CHILDREN FACILITIES FOR ENTERTAINMENT!
- THERE ARE TOO MANY TRAFFIC LIGHTS AT INTERSECTIONS
- TIGERTOWN WOULD BE IN AUBURN NOT OPELIKA
- TO INCREASE NUMBER OF LANES ON COLLEGE ST
- TOO MANY ACCESS ROADS TOO CLOSE TOGETHER
- TOO MANY APARTMENTS ARE BECOMING SUBSIDIZED HOUSING
- TOO MANY CRIMES-NEED MORE POLICE PRESENCE
- TOO MANY NEW HOUSING DEVELOPMENTS WHILE CUTTING GREEN SPACES
- TOO MANY POLICE

Q29. If you could change one thing about the City of Auburn, what would you change? (continued)

- TOO MUCH COMMERCIAL DEVELOPMENT
- TOO MUCH CUTTING & CLEARING FOR BUILDINGS NOT OCCUPIED
- TOWING OF VEHICLES FOR AUBURN UNIVERSITY FOOTBALL GAMES
- TRAFFIC
- TRAFFIC
- TRAFFIC CONGESTION
- TRAFFIC CONGESTION AT PEAK TIMES
- TRAFFIC CONGESTION; FURTHER IMPROVEMENT ON RAILROAD CROSSNGS
- TRAFFIC DURING GAMES BLOCKS MY STREET HARD TO EXIT TO NEIGHBORHOOD
- TRAFFIC FLOW
- TRAFFIC FLOW DURING RUSH HOURS
- TRAFFIC FLOW FROM BOWLING ALLEY TO DOWNTOWN
- TRAFFIC FLOW IN AND AROUND DOWNTOWN & UNIVERSITY & MALL
- TRAFFIC FLOW ON DONAHUE-MAGNOLIA-NEW KROGER
- TRAFFIC FLOW ON N COLLEGE ST
- TRAFFIC FLOW, MORE 1 WAY STREETS
- TRAFFIC FLOW-PARKING
- TRAFFIC FLOW-SYNCHRONIZE THE LIGHTS; MORE TURN LIGHTS
- TRAFFIC FLOW/PARKING
- TRAFFIC LIGHTS NEEDS IMPROVEMENTS
- TRAFFIC PATTERNS
- TRAFFIC SIGNAL ENFORCEMENT
- TRANSPARENCY IN GOVERNMENT, ESPECIALLY IN REGARD TO ZONING
- TURN THE CITY INTO A RESIDENTIAL VS COMMERCIAL DISTRICT
- TUTORING FOR PUBLIC SCHOOL CHILDREN IN MATH, LANGUAGE, READ
- UNCONTROLLED GROWTH/UNATTRACTIVE COMMERCIAL AREAS
- UP-GRADE THE CURB APPEAL & SHIPPING
- URBAN SPRAWL
- VISIBILITY OF POLICE IN MY NEIGHBORHOOD
- WE NEED TO RECYLCE MORE PLASTICS
- WE'RE VERY HAPPY LIVING HERE-LEADERS ARE DOING WELL
- WHERE MONEY IS SPENT/ZONING
- WIDEN SAMFORD AVE TO 4 LANES(& AUBURN LN FROM COLLEGE GLENN)
- WIDEN STREETS IE MORES MILL ROAD
- WOULD NOT BUILD CONDOS IN DOWNTOWN AUBURN
- ZONING
- ZONING & BUILDING CODES ARE A JOKE
- ZONING ON COLLEGE STUDENTS IN RESIDENTAL AREAS
- ZONING REGULATIONS

Q30. How many persons in your home are:

	<u>Mean</u>
Total number	2.81
Under age 5	0.25
Ages 5-9	0.25
Ages 10-14	0.19
Ages 15-19	0.16
Ages 20-24	0.13
Ages 25-34	0.31
Ages 35-44	0.43
Ages 45-54	0.44
Ages 55-64	0.34
Ages 65-74	0.20
Ages 75+	0.13

Q31. How many years have you lived in the City of Auburn?

<u>Q31 How many years live in Auburn</u>	<u>Number</u>	<u>Percent</u>
5 years or less	156	21.3 %
6-10 years	113	15.4 %
11-20 years	174	23.7 %
21-30 years	120	16.3 %
31 or more years	171	23.3 %
Total	734	100.0 %

Q32. How many people in your household work in the Auburn city limits?

<u>Q32 How many people in household work</u>	<u>Number</u>	<u>Percent</u>
None	225	30.8 %
1 person	278	38.0 %
2 people	195	26.7 %
3 or more people	33	4.5 %
Total	731	100.0 %

Q33. Are you a full time Auburn University student?

<u>Q33 Are you full time Auburn student</u>	<u>Number</u>	<u>Percent</u>
1=Yes	39	5.3 %
2=No	693	94.2 %
9=Not provided	4	0.5 %
Total	736	100.0 %



City of Auburn
Home of Auburn University

January 2009

Dear Auburn Resident,

I would like to ask for your assistance in completing the 2009 Citizen Survey. This survey, administered annually for over 20 years, is very important to our community. 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. The Citizen Survey is one of the main tools we use in establishing budget priorities and forming policy decisions. Auburn is known for encouraging active citizen involvement in city government; your participation in this survey is another important way to get involved in guiding your community.

This year, we have partnered with ETC Institute to administer the survey. ***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.*** A postage-paid return envelope addressed to ETC Institute has been provided for your convenience. ETC Institute will compile the results and present a report to the City in a few weeks. Your responses to the questions in the survey are completely anonymous. The sticker on the survey serves only to identify broad geographic areas and helps us to know in which areas of the City we might improve our service delivery.

The results of the survey will be presented to the City Council and to the public in early April. Additionally, 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 citizen newsletter, Open Line. If you have any questions about the survey, please call me at (334) 501-7261. Thank you for helping guide the direction of our community by completing the enclosed survey. Your participation will help to ensure that "*the Loveliest Village on the Plains*" remains a very special place in which to live.

Sincerely,

A handwritten signature in cursive script that reads "Charles M. Duggan Jr." The signature is written in dark ink on a light background.

Charles M. Duggan, Jr.
City Manager

Enclosure

City of Auburn Citizen Survey for 2009

Welcome to the City of Auburn's Citizen Survey for 2009. Your input is an important part of the City's ongoing effort to involve citizens in long-range planning and investment decisions. Please take a few minutes to complete this survey. If you have questions about this survey, please call the City Manager, Charles M. Duggan, Jr., at 501-7261.

OVERALL SATISFACTION

1. Please rate your overall satisfaction with the following major categories of services provided by the City of Auburn. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." Please circle your choice.

<i>How satisfied are you with the overall:</i>	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) quality of the City's School system	5	4	3	2	1	9
(B) quality of police, fire, & ambulance services..	5	4	3	2	1	9
(C) quality of Parks & Recreation programs & facilities.....	5	4	3	2	1	9
(D) maintenance of city streets and facilities	5	4	3	2	1	9
(E) enforcement of city codes and ordinances	5	4	3	2	1	9
(F) quality of customer service you receive from city employees	5	4	3	2	1	9
(G) effectiveness of city communication with the public.....	5	4	3	2	1	9
(H) quality of the City's stormwater runoff/stormwater management system.....	5	4	3	2	1	9
(I) quality of city library facilities & services.....	5	4	3	2	1	9
(J) flow of traffic & congestion management.....	5	4	3	2	1	9

2. Which **THREE** of these items do you think should receive the most emphasis from City leaders over the next **TWO** Years? [Write the letters below using the letters from the list in Question #1 above.]

1st

2nd

3rd

3. Several items that may influence your perception of the City of Auburn are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How satisfied are you with:</i>	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) overall value that you receive for your city tax dollars and fees.....	5	4	3	2	1	9
(B) overall image of the city	5	4	3	2	1	9
(C) overall quality of life in the city.....	5	4	3	2	1	9
(D) overall appearance of the city	5	4	3	2	1	9
(E) overall quality of city services	5	4	3	2	1	9

4. Please rate the City of Auburn on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor" with regard to each of the following:

<i>How would you rate Auburn:</i>	<u>Excellent</u>	<u>Good</u>	<u>Neutral</u>	Below <u>Average</u>	<u>Poor</u>	Don't <u>Know</u>
(A) as a place to live.....	5	4	3	2	1	9
(B) as a place to raise children	5	4	3	2	1	9
(C) as a place to work.....	5	4	3	2	1	9

5. Lee County and the City of Auburn have experienced steady employment, population, and economic growth over the past two decades. In addressing this growth, please indicate where city officials should concentrate their efforts by ranking the top FIVE issues from the list below. Write “1” for the item you think should be the HIGHEST priority, “2” for the second highest priority, “3” for the third highest priority, and so on.

- | | | |
|---------------------------|-----------------------------------|------------------------------|
| ___(A) bikeways | ___(E) police protection | ___(I) stormwater management |
| ___(B) city school system | ___(F) public transportation | ___(J) traffic management |
| ___(C) codes enforcement | ___(G) recreational opportunities | ___(K) walking trails |
| ___(D) fire protection | ___(H) sidewalks | ___(L) zoning and land use |

6. **Public Safety Services.** For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How satisfied are you with:</i>	Very			Very		Don't
	<u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Dissatisfied</u>	<u>Know</u>
(A) overall quality of police protection.....	5	4	3	2	1	9
(B) visibility of police in neighborhoods.....	5	4	3	2	1	9
(C) visibility of police in retail areas.....	5	4	3	2	1	9
(D) how quickly police respond to emergencies.....	5	4	3	2	1	9
(E) efforts to prevent crime.....	5	4	3	2	1	9
(F) police safety education programs.....	5	4	3	2	1	9
(G) enforcement of traffic laws.....	5	4	3	2	1	9
(H) overall quality of fire protection.....	5	4	3	2	1	9
(I) fire personnel emergency response time.....	5	4	3	2	1	9
(J) fire safety education programs.....	5	4	3	2	1	9
(K) quality of local ambulance service.....	5	4	3	2	1	9
(L) quality of animal control.....	5	4	3	2	1	9
(M) enforcement of speed limits in neighborhoods....	5	4	3	2	1	9

7. Which TWO areas of PUBLIC SAFETY do you think should be emphasized most by city leaders over the next two years? [Write the letters below for your top two choices from Question #6 above.]

1st Choice: _____ 2nd Choice: _____

8. **Enforcement of City Codes and Ordinances.** For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How satisfied are you with the enforcement of the following:</i>	Very			Very		Don't
	<u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Dissatisfied</u>	<u>Know</u>
(A) clean up of debris/litter in neighborhoods.....	5	4	3	2	1	9
(B) sign regulations.....	5	4	3	2	1	9
(C) zoning regulations.....	5	4	3	2	1	9
(D) unrelated occupancy regulations.....	5	4	3	2	1	9
(E) building codes.....	5	4	3	2	1	9
(F) erosion & sediment control regulations.....	5	4	3	2	1	9
(G) fire codes and regulation.....	5	4	3	2	1	9

9. Which TWO areas of ENFORCEMENT OF CODES AND ORDINANCES do you think should be emphasized most by city leaders over the next two years? [Write the letters below for your top two choices from Question #8 above.]

1st Choice: _____ 2nd Choice: _____

10. Utility and Environmental Services. For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

	Very Satisfied		Neutral	Very Dissatisfied		Don't Know
<i>How satisfied are you with:</i>	<u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Dissatisfied</u>	<u>Know</u>
(A) residential garbage collection service	5	4	3	2	1	9
(B) curbside recycling service.....	5	4	3	2	1	9
(C) yard waste removal service.....	5	4	3	2	1	9
(D) sanitary sewer service	5	4	3	2	1	9
(E) water service	5	4	3	2	1	9
(F) Water Revenue Office customer service.....	5	4	3	2	1	9

11. Which TWO areas of UTILITY AND ENVIRONMENTAL SERVICES do you think should be emphasized most by city leaders over the next two years? [Write the letters below for your top two choices from Question #10 above]

1st Choice: _____ 2nd Choice: _____

12. City Maintenance. For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

	Very Satisfied		Neutral	Very Dissatisfied		Don't Know
<i>How satisfied are you with:</i>	<u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Dissatisfied</u>	<u>Know</u>
(A) maintenance of streets (not including those on the AU campus).....	5	4	3	2	1	9
(B) maintenance of sidewalks (not including those on the AU campus).....	5	4	3	2	1	9
(C) maintenance of street signs	5	4	3	2	1	9
(D) maintenance of traffic signals	5	4	3	2	1	9
(E) maintenance of downtown Auburn.....	5	4	3	2	1	9
(F) maintenance of city buildings	5	4	3	2	1	9
(G) mowing and trimming along streets and other public areas	5	4	3	2	1	9
(H) overall cleanliness of streets and other public areas	5	4	3	2	1	9
(I) adequacy of city street lighting	5	4	3	2	1	9
(J) water lines and fire hydrants	5	4	3	2	1	9
(K) sewer lines and manholes.....	5	4	3	2	1	9

13. Which TWO areas of MAINTENANCE do you think should be emphasized most by city leaders over the next two years? [Write the letters below for your top two choices from Question #12 above.]

1st Choice: _____ 2nd Choice: _____

14. Feeling of Safety. Please rate your feeling of safety on a scale of 1 to 5 where 5 means “very safe” and 1 means “very unsafe.”

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
<i>How safe do you feel:</i>	<u>Very Safe</u>	<u>Safe</u>	<u>Neutral</u>	<u>Unsafe</u>	<u>Very Unsafe</u>	<u>Know</u>
(A) in your neighborhood during the day	5	4	3	2	1	9
(B) in your neighborhood at night.....	5	4	3	2	1	9
(C) in the City’s parks	5	4	3	2	1	9
(D) in commercial and retail areas	5	4	3	2	1	9
(E) in downtown Auburn	5	4	3	2	1	9
(F) overall feeling of safety in Auburn	5	4	3	2	1	9

15. City Leadership. For each of the following, please rate your satisfaction on 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
<i>How satisfied are you with:</i>						
(A) overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
(B) overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
(C) overall effectiveness of the City Manager	5	4	3	2	1	9

16. City Parks and Recreation. For each of the following, please rate your satisfaction on 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
<i>How satisfied are you with the:</i>						
(A) maintenance of parks	5	4	3	2	1	9
(B) maintenance of cemeteries	5	4	3	2	1	9
(C) number of parks	5	4	3	2	1	9
(D) walking and biking trails	5	4	3	2	1	9
(E) swimming pools	5	4	3	2	1	9
(F) community recreation centers	5	4	3	2	1	9
(G) outdoor athletic fields (i.e. baseball, soccer, and softball)	5	4	3	2	1	9
(H) youth athletic programs	5	4	3	2	1	9
(I) adult athletic programs	5	4	3	2	1	9
(J) other city recreation programs, (classes, trips, special events and arts programming)	5	4	3	2	1	9
(K) ease of registering for programs	5	4	3	2	1	9
(L) fees charged for recreation programs	5	4	3	2	1	9

17. Which TWO areas of PARKS and RECREATION do you think should be emphasized most by city leaders over the next two years? [Write the letters below for your top two choices from Question #16 above]

1st Choice: _____ 2nd Choice: _____

18. Traffic Flow. For each of the following, please rate your satisfaction on 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
<i>How satisfied are you with the:</i>						
(A) ease of north-south travel in Auburn by car on roads such as Donahue Dr., College St., Gay St. and Dean Rd.	5	4	3	2	1	9
(B) ease of east-west travel in Auburn by car on roads such as Glenn Ave., Thach Ave., and Samford Ave.	5	4	3	2	1	9
(C) ease of travel by bicycle in Auburn	5	4	3	2	1	9
(D) ease of pedestrian travel in Auburn	5	4	3	2	1	9

19. City Communication. For each of the following, please rate your satisfaction on 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

How satisfied are you with:

- (A) availability of information about Parks and Recreation programs and services..... 54..... 3 21..... 9
- (B) level of public involvement in local decision-making.....54..... 3 21..... 9
- (C) quality of *Open Line* newsletter.....54..... 3 21..... 9
- (D) quality of the City’s web page54..... 3 21..... 9
- (E) availability of information on other city services and programs54..... 3 21..... 9
- (F) transparency of city government/the city’s willingness to openly share information with the community54..... 3 21..... 9

20. Do you have access to the Internet at your home? ___(1) Yes ___(2) No

20a. [Only if YES to #20] Do you have high speed, broadband or dial-up Internet access at your home?

- ___(1) broadband (DSL/cable) ___(3) broadband (satellite)
- ___(2) dial-up ___(9) don’t know

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

- ___(1) Yes [answer Q#21a-c] ___(2) No [go to Q#22]

21a. [Only if YES to Q#21] How easy was it to contact the person you needed to reach?

- ___(1) very easy ___(3) difficult
- ___(2) somewhat easy ___(4) very difficult

21b. [Only if YES to Q#21] What department did you contact? (Check all that apply)

- ___(01) Police ___(08) Environmental Services
(garbage, trash, recycling, animal control)
- ___(02) Fire ___(09) Codes Enforcement
- ___(03) Planning ___(10) Public Works
- ___(04) Parks and Recreation ___(11) Water Resource Management (Water, sewer and watershed/stormwater management)
- ___(05) Finance (city licenses) ___(12) other _____
- ___(06) Water Revenue Office
- ___(07) City Manager's Office

21c. [Only if YES to Q#21] Was the department you contacted responsive to your issue?

- ___(1) Yes ___(2) No

22. Do you think that Auburn University students have had a positive, negative or no impact on your neighborhood?

- ___(1) positive ___(3) no impact
- ___(2) negative ___(9) don’t know

23. The City of Auburn is considering ways to fund stormwater improvements in the community. The improvements would reduce flooding and help protect the quality of water in lakes and streams in the area. Knowing this, how much would you be willing to add to your monthly utility bill to fund stormwater improvements in Auburn?

- ___(1) nothing ___(5) up to \$4
- ___(2) up to \$1 ___(6) up to \$5
- ___(3) up to \$2 ___(7) more than \$5
- ___(4) up to \$3 ___(9) don't know

24. Do you think the current rate of growth in the City of Auburn is too fast, too slow, or about right?
___(1) too Fast ___(2) too Slow ___(3) about right ___(9) don't know

25. Do you believe that the City of Auburn is building sufficient streets, intersections, sidewalks, and water/sewer systems to keep up with the City's growth?
___(1) yes ___(2) no ___(9) don't know

26. Do you think the City's efforts to pursue commercial and industrial projects in Auburn, in order to create jobs and revenue, should be increased, stay the same, or be reduced?
___(1) be increased ___(2) stay the same ___(3) be reduced ___(9) don't know

27. How often do you use the City's bicycle lanes and facilities?
___(1) monthly ___(2) weekly ___(3) daily ___(4) occasionally ___(5) never

28. What priority would you place on the following projects? [please indicate priority, with 1 being the HIGHEST priority and 10 being the LOWEST priority]

- ___(A) additional downtown parking
- ___(B) expanded fire protection & facilities
- ___(C) expanded police protection & facilities
- ___(D) road resurfacing & reconstruction
- ___(E) skateboard park
- ___(F) indoor basketball courts
- ___(G) new community center and pool (Lake Wilmore)
- ___(H) new performing arts center
- ___(I) expansion of Kiesel Park trails and facilities
- ___(J) expansion of Jan Dempsey Community Arts Center

29. If you could change ONE thing about the City of Auburn, what would you change?

30. How many persons in your household (counting yourself), are?

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

31. How many years have you lived in the City of Auburn? _____ years

32. How many people in your household work within the Auburn city limits? _____ people

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

34. Do you own or rent your current residence? ___(1) own ___(2) rent

35. What is your age?

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

36. Which of the following best describes your race/ethnicity (check all that apply)?

- ___(1) Asian/Pacific Islander
- ___(2) Black/African American
- ___(3) Hispanic
- ___(4) White
- ___(5) American Indian/Eskimo
- ___(6) other: _____

37. Your total household income is:

- ___(1) under \$30,000
- ___(2) \$30,000 to \$59,999
- ___(3) \$60,000 to \$99,999
- ___(4) more than \$100,000

38. 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

Your responses will remain **completely confidential**. The information printed on the sticker to the right will ONLY be used to geographically code the responses and to help identify specific areas for improvement. Thank you!