

# Open Line

## A Monthly Newsletter for City of Auburn Citizens

November 2019

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City of Auburn

### Join Mayor Anders for State of the City Address



You're invited to reflect on the successes the Auburn community has shared over the last year at Mayor Ron Anders' inaugural State of the City Address. Join your neighbors at the new Jay and Susie Gogue Performing Arts Center on Oct. 28.

Enjoy light refreshments in the GPAC foyer beginning at 5 p.m., then file into the Woltosz Theatre to hear Mayor Anders' address at 5:30 p.m. The address will give residents a chance to hear about the work that goes into making Auburn a thriving place to live, work

and play. From the impact of local industrial, commercial and recreational developments to the state of our school system and its future, Mayor Anders will highlight the achievements of the past year and give a glimpse into Auburn's bright future.

The event is free and open to the public. The Gogue Performing Arts Center is located at 910 S. College St.

### Auburn FixIt: an easier way to reach your local government

We're excited to announce a new feature coming in late October that will make it even easier to access the City services you need! Auburn FixIt is a new app that allows you to interact directly with your local government. You can request City services and report non-emergency concerns directly to City staff and track an issue's progress from beginning to resolution. It's accessible, transparent and made with you in mind.

Auburn FixIt lets residents report issues directly from their smart devices using a mobile app or the City's website. See a pothole on Magnolia? Can't find Fluffy? Did we miss your recycling pickup? See an issue at one of our parks? No more digging through our website or figuring out which department to call—let us know using one app.

Keep an eye on [auburnalabama.org](http://auburnalabama.org) and the City's social media accounts @CityofAuburnAL for more details about a launch date and training sessions where you can ask City staff questions and get comfortable with the app.



## Welcoming new Environmental Services, Finance directors



### **Catrina Cook, Environmental Services**

A lifelong Auburn resident, Cook began her career as an intern in the City's Environmental Services Department. Cook's interest in serving her hometown was sparked during a class at Auburn University taught by

former Auburn City Manager Doug Watson. As she began Auburn's graduate program in public administration, she took the first step in her now 21-year stint with the City by signing up to educate Auburn City Schools students about the City's recycling program.

A year later, she was promoted to the department's administrative assistant and realized the breadth of impact Environmental Services has. Through trash, garbage and recycling pickup for every household in the community, animal control and fleet maintenance, Cook was able to help serve Auburn residents and support other City departments.

"It's not just the citizens that we serve on a weekly basis, but we also impact other departments—it is public service at its best," Cook said.

In 1999, Cook took on the role of Right of Way Maintenance Division manager, coordinating daily schedules for keeping the City's streets, sidewalks and easements looking their best.

"That, to me, was an area that impacts everyone, even those that visited and business that came to town," Cook said, remembering coordinating with the City's Economic Development Department when industries would visit Auburn. "I saw it as an economic engine for the City."

For the last 15 years, Cook worked with former department heads to further the department's impact as the assistant director of Environmental Services. She helped connect departments through the Keep Auburn Beautiful program, an affiliate of Keep America Beautiful, and has played a key part in establishing the City's new single-stream recycling program. Cook has sought out professional development opportunities throughout her career, and in 2018 she received a certificate of completion for Senior Executives in State and Local Government from Harvard University's Kennedy School of Government Executive Education.

A few months into her new role, Cook is implementing a new fleet management solution that will allow the department to track City vehicles, monitor engine diagnostics and help optimize collection routes all to increase efficiencies and save taxpayer dollars.

Her mission, she says, is to take care of Auburn the best she can.

"Being able to make change in your hometown is big for me," Cook said. "Auburn is a beautiful place. We set high expectations for ourselves, and we want to make sure that our homeowners and citizens do too."



### **Allison Edge, Finance**

With a penchant for numbers, a degree in business administration and some experience in banking and public accounting, Edge began her tenure with the City in 1999 as an accountant in the Finance Department. What she at first thought of as "just a job"

quickly became much more than that.

"After starting the job, I realized what it meant to serve the public," Edge said. "It didn't take long to understand how the work I did affected people's lives, and I knew I would be here for a long time."

Edge's sights were set on becoming Finance director, and she began making steps toward that goal. She earned her master of accountancy from Auburn University in 2005 and became a certified public accountant in 2007. She was promoted twice during this time, first to financial analyst in 2001 and then to principal financial analyst in 2005. Six years later, Edge became assistant director of the Finance Department.

In all of these roles, Edge has been part of a team that has received annual awards for the department's Comprehensive Annual Financial Report and the Government Finance Officers Association's Distinguished Budget Presentation Award.

"I often hear from other finance professionals around the state that are envious of the City of Auburn and its success," Edge said. "We have earned that reputation, and if that's not a top achievement, then nothing is."

Edge stepped into her new role as director in September 2019. One of her primary goals moving forward is to continue striving for excellence in customer service for both internal and external customers. Technological improvements are in the works to offer additional options online and to make all customers' lives easier. Overall, Edge plans to continue leading the department to fulfill the City's mission.

"Every single point included in the City's mission statement involves work that the Finance Department does each day," Edge said. "From every check we write to every accounting entry we process to every tax or utility payment we receive, we are improving the quality of life for the citizens."

## Boards and Commissions Recruitment Fair

Looking for a way to give back to your community? Join us at the Harris Center on Tuesday, Oct. 22, from 4-6:30 p.m. for our first Boards and Commissions Recruitment Fair.

The City of Auburn has 22 boards and commissions comprised of 122 volunteers. Our residents, with their diverse educational backgrounds, life experiences and talents, serve on these bodies and help guide the way many areas of our local government operate. You have a chance to be part of making Auburn an even better place. You live here, and you can serve here.

Representatives from various boards and commissions will be available at the fair to answer questions and explain their missions. For application info and to see upcoming vacancies, visit [auburnalabama.org/boards](http://auburnalabama.org/boards).

The event is free and open to the public. The Harris Center is located at 425 Perry St.

## Holiday closures & schedules

Most City facilities will be closed on Monday, Nov. 11, in observance of Veterans Day and Thursday and Friday, Nov. 28 and 29, in observance of Thanksgiving Day. Downtown parking will be free on each of these days.

Public Safety services, including police, fire and communications will remain on their regular schedules. Garbage, trash and recycling pickup routes will be adjusted during both weeks as follows:

### Week of Nov. 11-15

|                    |                   |
|--------------------|-------------------|
| Monday, Nov. 11    | HOLIDAY           |
| Tuesday, Nov. 12   | Monday's route    |
| Wednesday, Nov. 13 | Tuesday's route   |
| Thursday, Nov. 14  | Wednesday's route |
| Friday, Nov. 15    | Thursday's route  |

### Week of Nov. 25-29

|                    |                  |
|--------------------|------------------|
| Monday, Nov. 25    | No change        |
| Tuesday, Nov. 26   | No change        |
| Wednesday, Nov. 27 | No change        |
| Thursday, Nov. 28  | HOLIDAY          |
| Friday, Nov. 29    | Thursday's route |

The Auburn Public Library will be closed on Nov. 11, 28 and 29. Book drops will remain open, and the online collection of e-books, e-audiobooks and digital magazines are always available.



## Polar Express Holiday Celebration Tickets

All aboard! Children ages 12 and under are invited to the Polar Express on Saturday, Dec. 1, at the Jan Dempsey Community Arts Center. The train will depart at 9 a.m., noon and 2:30 p.m.

Activities will include arts and crafts, sweet treats, a visit with Santa and Mrs. Claus and much more! Children are encouraged to wear their favorite holiday pajamas while they participate in indoor and outdoor activities.

Tickets for the event will go on sale Nov. 1 and can be purchased online at [auburnalabama.org/arts](http://auburnalabama.org/arts). Children under 7 years old are required to be accompanied by an adult ticket holder. Adults planning to participate with children must also purchase a ticket. The cost is \$15 per person for participants 24 months and older. Children under the age of 23 months are FREE with the purchase of an adult ticket.

A limited number of tickets are available, and last year's event sold out. The arts center is located at 222 E. Drake Ave. For more information, contact (334) 501-2963 or [webparksrec@auburnalabama.org](mailto:webparksrec@auburnalabama.org).





# NOVEMBER UPCOMING EVENTS

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



City of Auburn

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|----|---|--|--|--|--|--|--|--|--|
|    | <ul style="list-style-type: none"> <li><b>Auburn Public Library</b><br/>auburnalabama.org/library<br/>(334) 501-3198</li> <li><b>City Meeting Schedule</b><br/>auburnalabama.org<br/>(334) 501-7262</li> <li><b>Parks and Recreation</b><br/>auburnalabama.org/parks<br/>(334) 501-2930</li> </ul>    |  |  |  |  |  |  |  |  |
| 3  |   |  |  |  |  |  |  |  |  |
| 4  | <ul style="list-style-type: none"> <li><b>The Do Good Fund Symposium</b><br/>9 a.m. - 1 p.m. at Reddy Hill</li> <li><b>Concrete Advisory Board</b><br/>4 p.m.</li> <li><b>Word &amp; Art Meeting</b> 5:30 p.m. at Auburn Public Library</li> <li><b>Winter Program Registration Begins</b></li> </ul> | <ul style="list-style-type: none"> <li><b>Parks &amp; Recreation Advisory Board</b> 1:45 p.m.</li> <li><b>Kids Writing Class with Jennifer Stone</b> 3:30 p.m.</li> <li><b>Committee of the Whole</b> 1:30 p.m.</li> <li><b>City Council</b> 7 a.m.</li> </ul> |  |  |  |  |  |  |  |
| 10 |   |  |  |  |  |  |  |  |  |
| 11 |   |  |  |  |  |  |  |  |  |
| 12 |   |  |  |  |  |  |  |  |  |
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| 18 |   |  |  |  |  |  |  |  |  |
| 19 |   |  |  |  |  |  |  |  |  |
| 24 | <ul style="list-style-type: none"> <li><b>Evening Class</b> 7 p.m.</li> </ul>   |  |  |  |  |  |  |  |  |
| 25 |   |  |  |  |  |  |  |  |  |
| 26 |   |  |  |  |  |  |  |  |  |
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| 29 |   |  |  |  |  |  |  |  |  |
| 30 |   |  |  |  |  |  |  |  |  |

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