



RESIDENT INFORMATION

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- Cemetery (Mountain View) .253-931-3028
- City Attorney253-931-3030
- City Clerk253-931-3039
- City Hall253-931-3000
- Economic Development..... 253-804-3101
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- Permit Center253-931-3020
- Comm. Development.....253-931-3090
- Police Administration253-931-3080
- Public Works (Engineering).253-931-3010
- Senior Center253-931-3016

Your Full-Service Auburn App

Report potholes, graffiti, and any number of other concerns.

Learn more about the city, sign up for email updates, or even check our traffic cameras.

SeeClickFix
Auburn, Washington



CONTACT US: Erika Klyce, Neighborhood Programs Coordinator | 253-876-1988 | eklyce@auburnwa.gov

Download this document at auburnwa.gov/neighborhoods

LOVE YOUR PET...? LICENSE YOUR PET!



A pet license quickly identifies and reunites lost pets with their families.

Apply online at auburnvalleyhs.org/petlicensing or in person at City of Auburn, 1 E Main St or Auburn

Valley Humane Society at 4910 A Street SE. **Questions?** Call AVHS at 253-249-7849 or email petlicensing@auburnvalleyhs.org.

Remember to ALWAYS LEASH YOUR PET

PAY YOUR UTILITY BILL ONLINE

- Go to auburnwa.gov
- Choose "Pay my bill" (credit card icon)
- Choose "Utility Bill" from the list of options on the left
- You can now register your account using your utility bill and pay future bills online!

Billing questions? Call City of Auburn Utilities 253-931-3038.



EMERGENCY PREPAREDNESS

DISASTER SUPPLY CHECKLIST

Disaster supply kits come in many types and sizes. Every kit needs some basic items, many of which you already have around your house. Just gather them together, put them in a bag, and call them your kit! If you are missing a few items, make a trip to local second-hand or dollar type stores. You will be surprised how inexpensive it is to get prepared! A downloadable checklist of suggested items is available online at auburnwa.gov/disaster under the "useful links" page.



GET THE TRAINING YOU NEED TO BECOME PREPARED WHEREVER YOU ARE

CERT is about readiness, people helping people, personal safety, and doing the greatest good for the greatest number. CERT is a positive and realistic approach to emergency and disaster situations where citizens may initially be on their own.

Your age, skills or physical limitations are not an issue if you want to take a CERT class. When you take the class you will participate at your level of ability.

For upcoming classes and more emergency prep ideas contact the City of Auburn Emergency Management:

Phone 253-876-1925 | Fax 253-939-7769
emergencyprep@auburnwa.gov | auburnwa.gov/disaster



PUBLIC SAFETY

NON-EMERGENCY NUMBER

Auburn, Algona and Pacific residents now have a new number to call for non-emergency situations. Citizens are now urged to call **253-288-2121** for circumstances that are non-emergent and do not require immediate assistance from police, fire or medics.



CALLING 9-1-1

9-1-1 should only be called if you need an **IMMEDIATE** emergency response from police, fire, or medical personnel.

Examples of when to call 9-1-1 include, but are not limited to the following:

- Any crime in progress (robbery, burglary, car prowler, fight)
- Any type of fire (structure, vehicle, brush)
- Any serious medical emergency (chest pains, seizures, bleeding)
- Any other life-threatening situations (traffic accident with injuries)

When you call 9-1-1, it is important to speak clearly and answer all of the questions as calm and as thorough as possible. 9-1-1 call receivers are trained to ask specific questions to better determine what type of emergency you are experiencing, so remain patient and answer all questions thoroughly, and to the best of your ability so they can relay the information to responding personnel. While you may be asked many questions, this information is not delaying a response by emergency personnel. In fact, emergency personnel are typically dispatched as soon as the location and nature of the emergency are known and, in some instances, the call receiver may keep you on the line until help arrives.

Typical questions you will be asked include the following:

- The location of the emergency
- Provide exact address, or landmarks if you are unaware of your location.
- The nature of the emergency
- The phone number you are calling from
- For Vehicles: provide the make, model, color, and license plate number
- For People: consider height, weight, clothing description, scars/marks/tattoos, etc.

Should you call 9-1-1 by mistake, remain on the line and advise the call receiver of the misdial. If you hang up, the call receiver will attempt contact with you by phone, and may dispatch an officer if contact cannot be made.

Texting 9-1-1 is now available for the City of Auburn.

VALLEY REGIONAL FIRE AUTHORITY

The Valley Regional Fire Authority provides fire and emergency services for the communities of Auburn, Algona and Pacific. Fire and injury prevention services are also provided, including inspections, code enforcement and safety education. In addition, the VRFA offers CPR and First Aid classes, blood pressure checks, fire station tours, custom fit bicycle helmets, smoke alarms and more.

For more information call 253-288-5800, email askthevrfa@vrfa.org, or go to vrfa.org.

Follow us on Facebook, Twitter, and Instagram: @ValleyFire.

AUBURN ALERT In case of emergency let us call you!

Register your phone number at auburnwa.gov/codered or call the Emergency Management Division at 253-876-1925.

GET THE APP!

Get the CodeRED Mobile Alert app Download it for free on iTunes or Google Play.



BLOCK WATCH

Connect with your neighborhood and the Police by starting a blockwatch group. Establishing a blockwatch puts you in touch with your neighbors to help you better identify suspicious people and combat crime through community relationships with the Police. To establish a blockwatch, consider the following:

1. Create a list of interested neighbors that live within a desired geographical boundary.
2. Designate a Blockwatch Captain and Co-Captains that will act as the points of contact for the group, and act as a liaison between your neighborhood and the Police.
3. Contact [Officer Aaron Williams](#) with the Community Response Team at arwilliams@auburnwa.gov or 253-288-3147 with your list of participants and Captain information to receive information on upcoming Blockwatch Meetings. The Auburn Police Department hosts quarterly Blockwatch meetings that are attended by the Captains and Co-Captains of your Blockwatch. During the meetings you will learn how to establish your blockwatch, and hear about success stories from neighborhoods in the Auburn community.
4. Consider joining the Auburn Police Department's Facebook and Twitter pages to keep up-to-date with what is happening in the community and crime trends in your area.



REQUEST AN EXTRA PATROL

Request an extra patrol in your area online at auburnwa.gov/reporting

UNDERSTANDING CODE COMPLIANCE IN AUBURN

The City of Auburn has adopted a number of City codes and ordinances that help our city run smoothly. Our Code Compliance Officers work in partnership with community members and law enforcement to promote and maintain the standards established. In order to keep our city safe and a desirable place to live, work and play we need your help.



Some of the common violations are:

- Overgrown grass & weeds
- Illegal dumping
- Junk accumulation
- Parking on dirt/grass
- Trash, litter and debris
- Graffiti
- Junk and inoperable vehicles
- Operating a business without a license

How To Report Concerns:

- Online: auburnwa.gov/CodeCompliance
- Mobile: Download the YourGOV app (Apple & Android)
- Email: codeenforcement@auburnwa.gov
- Phone: 253-931-3020, option # 4
- In Person: 1 E Main St, 2nd Floor

RESIDENTIAL AND BUSINESS ALARMS

Everyone with an alarm system inside the Auburn city limits is required to register their alarm system, whether it's for residential or business use. Auburn City Ordinance 9.30 requires Alarm Companies to register their clients with the Auburn False Alarm Reduction Program.

Please have your alarm company contact CryWolf to register your alarm: 877-243-9983, Monday-Friday, 6am-5pm crywolfservices.com/auburnwa

The cost of an alarm registration permit, and its renewal, is \$24 for both residential and commercial sites.

SURVEILLANCE CAMERAS



Video Surveillance and home monitoring has become a popular security measure for homeowners, whom want to maintain a visual of their property both while they are at home and away. Surveillance cameras can act as a deterrent, and can also be used as evidence to assist Police with suspect identification. There are many camera systems available so it is important to identify the need for your property, and then select the best fitting camera system.

TOGETHER AGAINST GRAFFITI (TAG)

If you find graffiti on your property, it is important to know that you are responsible for removing it. In the event you receive a graffiti notification from the City we ask that you cooperate and correct the violation immediately. The City recognizes that if your property has been tagged, you are the victim of a crime. Contact Code Compliance at 253-931-3020 ext. 4 to learn more.

How can you help?

You can report graffiti three different ways: (If you see graffiti in action, call 911)

- File a report using the City of Auburn SeeClickFix app
- File a report online at auburnwa.gov/reporting
- Call the graffiti hotline at 253-931-3048 ext. 7

These reports will go directly into our system so that we can address the situation. Our goal is to reduce the damaging effects of graffiti in our community by identifying it early, reporting it immediately, and removing it quickly (within 1-2 business days)

Your Code Compliance Officers, Police Officers and City staff are working hard to keep our community graffiti free. For additional information, please visit our website at auburnwa.gov/graffiti.

REQUEST SERVICE FROM THE CITY FOR CONCERNS WITH:

- Fence/Guardrail
- Street Sign
- Illegal Dumping
- Street/Road
- Graffiti
- Traffic Signal
- Sanitary Sewer
- Tree/Vegetation
- Storm Drainage
- Water
- Street Lighting

You can file an online citizen report to the City of Auburn Public Works Department.

KNOW YOUR ZONE

A permit might be required

CALL BEFORE YOU BUILD

253-931-3090

CITY OF AUBURN - PERMIT CENTER

SOLID WASTE COLLECTION TIPS

Compost Only
Place food scraps, yard debris and items like these in your cart.

NO PLASTIC

Food Scraps
Meat, fish, dairy, fruit, vegetables, shells, bones, rice, eggshells, nutshells, bread, grains and leftovers

Uncoated Paper
Coffee grounds and filters, tea bags, uncoated paper (non-shiny), soiled paper bags, kitchen paper towels, paper napkins, non-coated paper plates, approved compostable packaging* and loose shredded paper

Plants, Flowers and Yard Debris
Plants and flowers, landscape vegetation, grass clippings, weeds, twigs, leaves, branches (4inches or smaller in diameter), jack-o-lanterns and holiday trees (no flocking). Materials must fit into cart with lid closed.

The following items are NOT accepted:

Plastic bags	Foam cups, packaging	Diapers
Plastic film or wrap	Glass	Soil, rocks
Plastic-coated food containers (i.e. milk cartons, ice cream containers)	Metal	Stumps or branches over 4' long x 4" diameter
Garden hoses	Pet waste	Lumber or fencing

*Visit gogreenscene.com for a list of approved compostable products

Recycle Only
Place items like these empty, clean and loose in your cart. Flatten cardboard and keep it dry.

No food or liquids.
No plastic bags.

Paper & Cardboard
Plastic Tubs Bottles & Cups
Glass Bottles & Jars
Metal

Hazardous Materials
Dispose of household hazardous waste for FREE at the Auburn Wastemobile Hazardous Waste Drop-off.
1101 Outlet Collection Dr SW, Auburn | Sat-Sun 10am-5pm
(Located outside by Nordstrom Rack)

Products marked "CAUTION" "WARNING" "DANGER" "POISON"

For a complete list of HHW materials and how to dispose of them properly visit HazWasteHelp.org

Questions? Contact the Household Hazards Line at 206-296-4692; toll free at 1-888-869-4233 or hazwaste@kingcounty.gov for more information about disposal options and procedures.

QUESTIONS?

Waste Management Customers 253-931-3038
 Republic Services Customers 206-682-9735
 Visit Solid Waste & Recycling auburnwa.gov/solidwaste