



May 28, 2020

Greetings, Auburn Residents, Businesses and Community Members:

Our collective battle against the Covid-19 public health pandemic continues here in Auburn as well as across the State and entire country. While there may be some positive signs that Covid cases have stabilized in certain areas of the Commonwealth, it is still critical to remain vigilant and take all precautions to protect against spreading this disease. As a community, we can curb the rise in cases by following all health and safety measures, including wearing face coverings, social distancing, frequent hand washing, and disinfecting surfaces. As of yesterday, May 27<sup>th</sup>, based on the State's Department of Public Health data, Auburn has a cumulative total of 196 positive cases and 30 deaths due to Covid-19. As of May 27<sup>th</sup>, the State has changed its mechanism for reporting data and now issues detailed information including town-by-town case and testing information, cases and deaths in Long Term Care Facilities, and updates on nursing facility audit results. Sadly, Life Care in Auburn has experienced the majority of those positive cases and deaths in Auburn. Our thoughts are with those who are fighting the disease and our hearts go out to those who have lost loved ones.

As you are aware, Governor Baker unveiled the State's Reopening Massachusetts Plan on May 18<sup>th</sup>. Reopening Massachusetts is a comprehensive four-phased plan to safely and gradually reopen the Massachusetts economy and ease social restrictions while minimizing the public health impacts of COVID-19. The Reopening Massachusetts Plan can be viewed at <https://www.mass.gov/doc/reopening-massachusetts-may-18-2020/download>. This Plan details which activities, businesses and operations can open, when they can resume, and under what conditions and restrictions. Accordingly, the Town of Auburn, in consultation with the Board of Health, has cancelled its 2020 Summer in the Park Concert Series and its 2020 Independence Day Celebration events. In addition to the State's Reopening Plan, which places large scale events such as these as likely starting with restrictions in Phase IV, this decision was also made in accordance with the Center for Disease Control and Prevention (CDC) guidelines and Governor Baker's Emergency Order No. 13 that limits gatherings to ten or fewer persons. While we are disappointed, this decision was done to protect the health and safety of attendees, guests, employees, performers, vendors and volunteers. Public health and public safety are a priority when making all such decisions.

After receiving several reports and complaints of large groups utilizing the soccer field at the Dr. Arthur and Dr. Martha Pappas Recreation Complex, we have made the difficult decision to close and lock that field. All other fields at the Pappas Complex remain open. As we have emphasized from the beginning of the Covid-19 crisis, we ask that all who use Town fields and parks adhere to all public health guidelines and requirements. We also ask that if you do witness large groups playing sports on any of our fields in violation of the Governor's Orders, please contact the Auburn Police Department immediately at 508.832.7777 so that they can respond while the groups are still using the fields. The police are regularly patrolling our fields and parks but are not always on-site when these violations occur. Sports and recreational activities of groups exceeding 10 people are still prohibited under Governor Baker's Emergency Order No. 13, and these types of activities are not anticipated to resume with restrictions until Phase II of the State's Reopening Plan.

Our essential employees and first responders have been working throughout this public health crisis to provide critical emergency and essential services to the community. Other employees have been working

to continue to provide services to the public, not just those considered essential but services that are still important for the community. We are proud to have maintained continuity of our municipal operations, even when many of those operations have been - and will likely continue to be - provided remotely.

Town administration has been working diligently to develop a reopening plan for our municipal offices so that we will be able to open to the public under safe conditions and in accordance with all governmental requirements. The Town is subject to certain State and insurance requirements and processes to reopen to both employees and the public. We are working to ensure that we will be in compliance with all of these regulations and provide a safe environment for all entering our municipal buildings when we do reopen.

In order to continue to provide services and be accessible to the public while remaining in compliance with the State’s Reopening Plan, Town Administration has installed a **Drive-Through Service Kiosk** outside at Town Hall through which citizens can drive up to the window, remain in their vehicles, and conduct certain transactions and business. Please note that all licenses and certificates that have a fee must be pre-paid and arrangements must be made with the appropriate department to pick-up these documents at the Kiosk.

Examples of the types of services that will be provided include:

<u><b>Drop Off Services</b></u>	<u><b>Pick Up Services</b></u> <i>All payments for services must be pre-paid on-line (if available) or over the telephone with the appropriate department (i.e. Town Clerk, Development and Inspectional Service, Board of Selectmen.</i>
Tax Bill payments (check only): real estate, excise	Birth Certificates
Sewer Bill payments (check only)	Death Certificates
License Applications (check only) (Obtain on-line or via telephone from the Board of Selectmen’s Office)	Marriage Certificates
Parking Ticket payments (check only)	Dog Licenses
Business certificate applications	DBA (Business) Certificates
Planning Board applications/plans	Burial Permits
Zoning Board of Appeals applications/plans	Building Permits
Conservation Commission applications/plans	Licenses issued by the Board of Selectmen
Written correspondence	Other documents for which requests are made in advance

***Please note that cash and credit cards cannot be accepted at the Kiosk. Only checks can be accepted at the Kiosk.***

The Drive-Through Kiosk will open on Monday, June 1<sup>st</sup>. The hours of operation through Phase I of the Reopening Plan will be Monday through Friday, 8:30 AM to 12:00 Noon.

In addition to the Kiosk, we have installed a new window at the Treasurer/Collector’s Office through which we can service the public with outside access. The **Treasurer/Collector’s Outside Service Window** is located behind Town Hall near the back entrance door, accessible via the handicapped ramp.

Residents can pay bills, including in cash, at this window. Employees from the Treasurer/Collector's Office will also be available to answer inquiries at this window. The Treasurer/Collector's Outside Service Window will begin operations on Monday, June 1<sup>st</sup>. The hours of operation through Phase I of the Reopening Plan will be Monday through Thursday, 12:00 noon through 3:30 PM, and Friday, 8:30 AM to 12:00 Noon.

All persons doing business at the Drive-Through Kiosk or Outside Window at Treasurer/Collector's Office must wear face coverings unless health conditions prevent the use of masks.

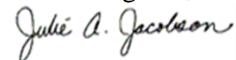
Residents, businesses and property owners can continue to utilize the Outside Drop-Box 24/7 accessible by the handicapped ramp, next to the Outside Window at the Treasurer/Collector's Office near the back door of Town Hall.

These additional services will provide an opportunity for residents, businesses, property owners and visitors to conduct business at Town Hall even while the building remains closed to the public in addition to the ability to conduct business on-line and by telephone, the latter of which can be done during normal business hours.

We will continue to keep the public apprised as we move through the State's Reopening Plan phases which will allow us to gradually reopen our municipal facilities and ultimately arrive at our "new normal" operations.

Please stay safe and continue to take all precautions. Thank you.

Warm Regards,



Julie A. Jacobson  
Town Manager