City of Auburn

Performance Report

This performance report is provided to the City Council for the City of Auburn, California during the annual budget process. Each department prepares annual performance data which reflect the goals and objectives as determined by the Governing Body.

TABLE OF CONTENTS

EXECUTIVE SUMMARY 2

DEFINITION OF PERFORMANCE-BASED BUDGET.....3

DEPARTMENT INFORMATIon

ADMINISTRATIVE SERVICES 4

CITY MANAGER'S OFFICE.....6

EMERGENCY SERVICES.....8

POLICE.....9

FIRE.....11

DEPARTMENT OF PLANNING & PUBLIC WORKS 13

AIRPORT 14

PUBLIC WORKS ADMINISTRATION 15

PLANNING 16

BUILDING/INSPECTIONS.....17

CODE ENFORCEMENT 18

SEWER.....19

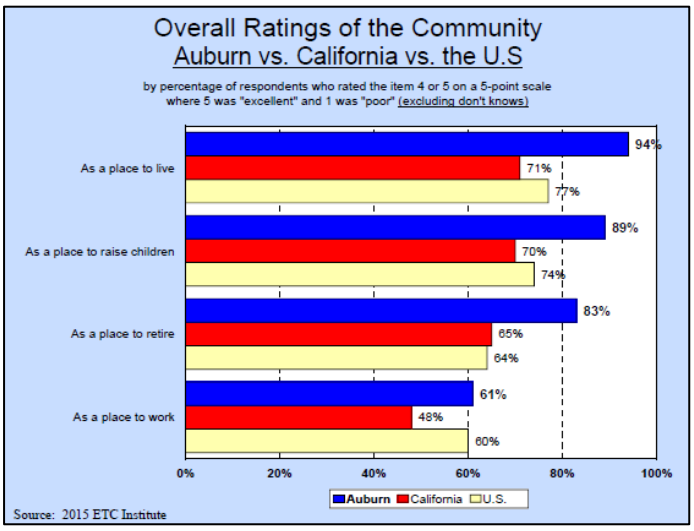
TRANSIT.....20

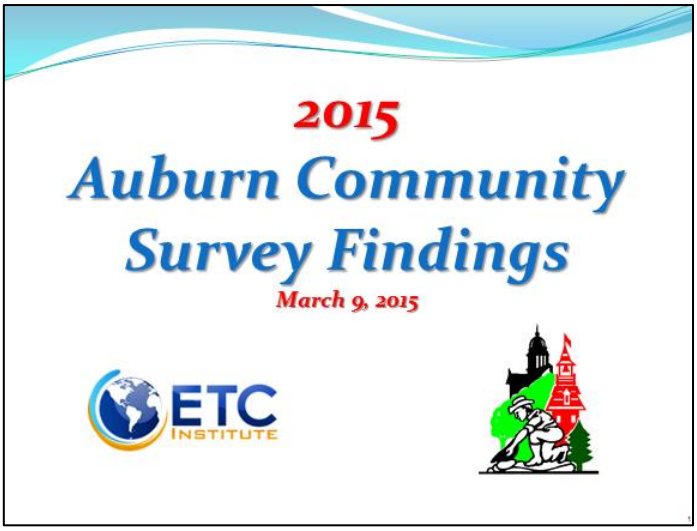
IMPORTANCE-SATISFACTION SCORECARD.....21

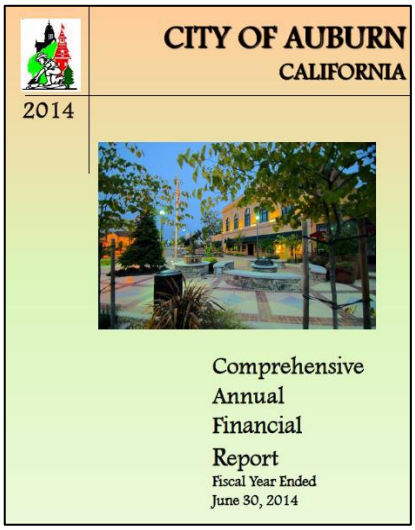
City of Auburn, California

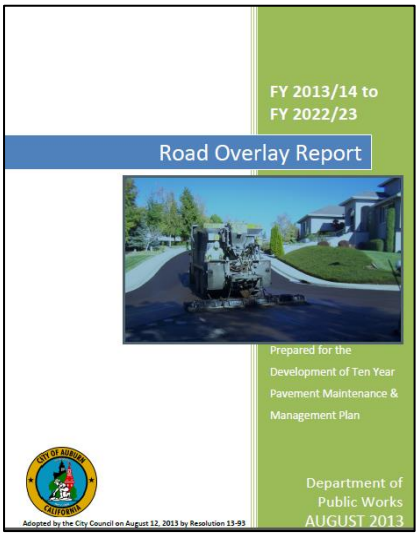
Executive Summary

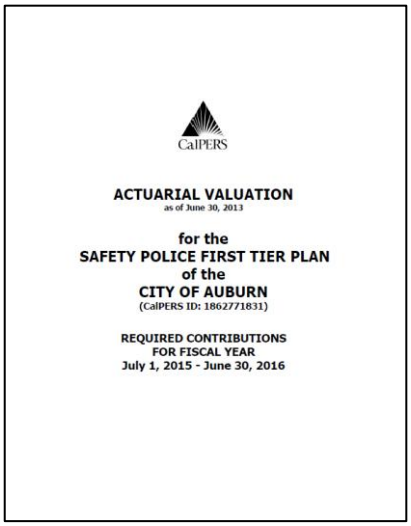
Recently, the City of Auburn determined to utilize performance measurement to guide the City's local government budgeting process. In 2014, the City of Auburn directed staff to define a "performance-based budget" and recommend a new budget methodology to influence decision-making. Under this methodology, resource allocation decisions would be based on key priorities. The City would monitor performance to gauge whether or not priorities were being met. The following performance report showcases the City's initial approach to tracking and measuring performance. These performance measures do not provide all-inclusive performance data, but rather enough data to guide decision-makers during the annual budget process. This tool can also provide residents, taxpayers, businesses, tourists and even City employees with transparent access to their government. Other tools are also utilized by staff, Council and the public to make decisions about local government spending including the 2015 Auburn Community Survey, Comprehensive Annual Financial Report (CAFR), the Annual Overlay Report, and Actuarial Valuation Reports provided by the California Public Employee Retirement System (CalPERS).











WHAT IS A PERFORMANCE-BASED BUDGET?

Now more than ever, impending structural changes compel the City to implement best practices in the budget process. Conventional budgeting for the City of Auburn typically starts with last year's budget, or a baseline, and focuses on cuts or adjustments until "revenues equal expenditures." Performance-based budgeting starts instead with desired results and focuses on how best to allocate available resources achieve those results.

Performance-based budgeting, or PBB, is defined by "***the use of performance data throughout the budget preparation process and by the commitment of decision makers to consider performance data when making resource allocation decisions."***

PBB requires decision-makers to take in-depth looks at fiscal budgets and costs of programs and prioritize those programs which are the most important to residents, reflect the highest priorities of the governing body, or represent areas of emphasis as the agency continues to move forward. PBB is also known as "Priority Based Budgeting," where resource allocation decisions are based on key priorities. Staff also accounts for whether a program is mandated, how well it covers administrative costs, how many people it affects and whether another agency is already providing the service.

Benefits of performance-based budgeting include:

- PBB encourages better and more frequent strategic planning which aligns service delivery *and* spending with desired outcomes.
- PBB provides staff with information and data that can make them more efficient, especially driving performance-based decision making.
- PBB enhances transparency and accountability to the public that their government is committed to improving service quality and results.

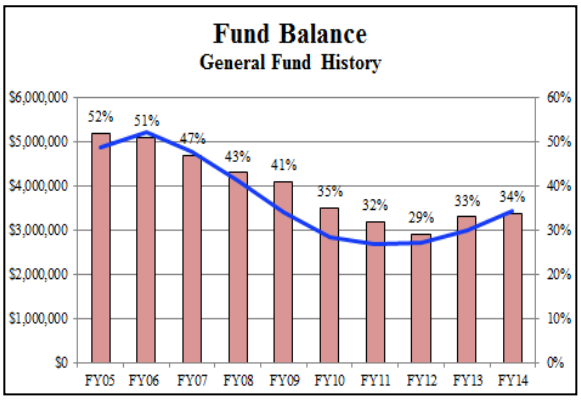
No performance-based budgeting system can:

- Ensure equitable cuts to programs or service delivery adjustments. PBB largely prevents "across-the-board" cuts to departments and emphasizes priority-based cuts.
- Solve a fiscal crisis or emergency.
- Remove politics from decision making.
- Prevent poor management decisions.
- Refocus citizen priorities.

Once priorities have been established, staff will align annual budgets with those priorities. Then, performance is measured, monitored and made available to the public in order to make the decision making process transparent and accountable.

ADMINISTRATIVE SERVICES DEPARTMENT

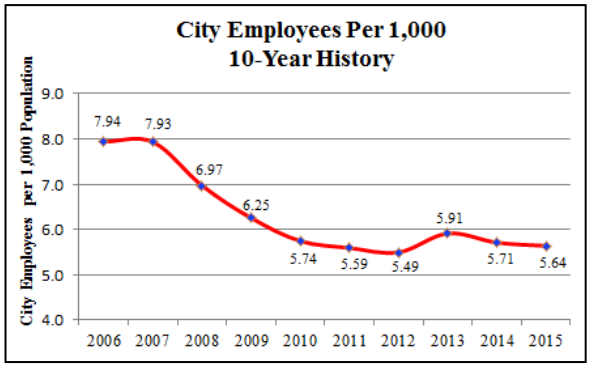
The Administrative Services Department is primarily responsible for citywide administration related to finance, human resources, information technology, risk management and purchasing. The department maintains records of receipts and disbursements, processes employee payroll and benefits, issues payments and participates in the development of the annual budget and capital improvements plan. The department is assigned special projects by the city manager as needed.

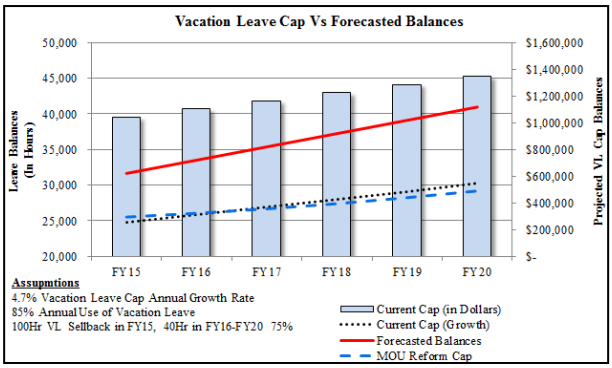


Related to employee personnel, the department is responsible for citywide human resources (HR) functions including compensation and benefit administration, training, risk management, recruitment and employee relations including labor management. Citywide growth in compensated absences is of primary concern to the organization. Since 1992, employees have accrued unlimited, compensated absences which pose a significant threat to the City, particularly because compensated absences must be paid out as employees leave the organization.

Since September 2014, the City has been underway in negotiating multiple labor contracts with the seven (7) labor groups. These contracts include increases to base salaries, vacation leave buy backs and other forms of compensation which were not offered during the recent recession.

Since 2013, the City's economic outlook continues to improve in regard to the largest two revenue sources for the City: property tax and sales tax. Assessed property values, which directly impact the amount of property tax collected, are expected to increase by 3%. Sales tax is showing signs of improvement and is expected to be 2.1% higher due to sustained increases in collections, a sign of the improving economy.





During 2014, the City of Auburn experienced new city leadership including a new City Council and new city management. The organization is committed to bringing new ideas and solutions to improve and enhance service delivery of existing programs while confronting the challenges of a seemingly ever-changing economic environment. To this end, the City will continue to evaluate citywide programs and services consistent with cost effectiveness and efficiency.

ADMINISTRATIVE SERVICES

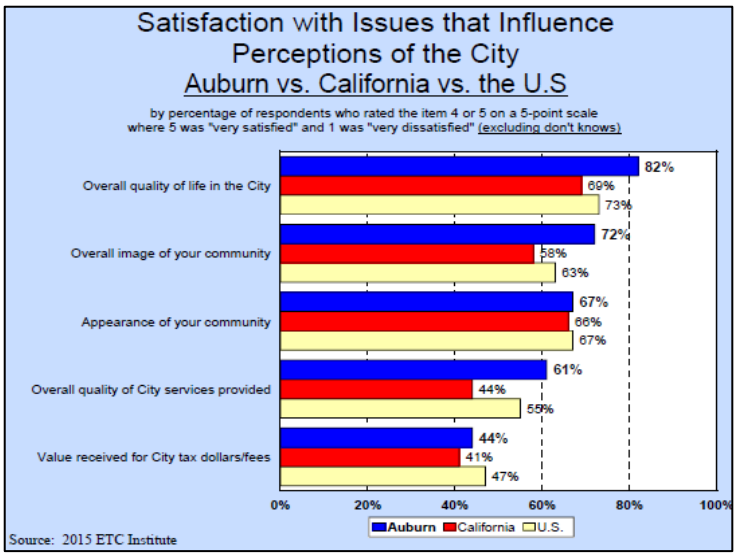
PERFORMANCE INDICATORS	2013	2014	2015 Goal
General Obligation Debt per capita	$320	$302	≤$302
Cost of Public Services per resident	$1,429	$1,480	NA
Personal Income per capita	$52,629	NA	≥$52,629
Overall Satisfaction with Business License Process (2015 Auburn Community Survey)	NA	60%	≥60%
Overall Quality of the City's Website (2015 Auburn Community Survey)	NA	42%	50%
WORKLOAD INDICATORS			
General Fund Balance as a % of Total Expenditures	33%	34%	≥34%
Overall Tax Revenues as a Percentage of Total General Fund Revenues	73%	72%	≤72%
Non-residential Assessed Valuation at a Percentage of Total Assessed Valuation	NA	NA	NA
Receive GFOA CAFR Award	Yes	TBD	Yes
Annual Appropriations Limit As a Percentage of Statutory Spending Limit (Gann Limit)	57.5%	54.4%	≤57.0%
Total Number of Business Licenses Issued	1,809	1,874	≥1,870
Employee Turnover Rate Excluding Retirements	7.4%	11.7%	≥7.4%

CITY MANAGER'S OFFICE

The City Manager's Office provides organizational leadership in the administration and execution of policies and objectives formulated by the Auburn City Council. As the City's chief administrative officer, the city manager reports directly to the Auburn City Council and carries out policy established by the Council. All department directors within the City report directly to the city manager.

The city manager oversees all operations of the city, including preparation of the annual operating budget and capital improvement plan, administration of employment policies, labor management and economic development.

At the request of the city manager, in early January 2015, the Auburn Community Survey was administered throughout the community. The survey instrument, designed and administered by ETC Institute, gathered public input on a variety of city services and was utilized to develop the Fiscal Year 2015-16 annual budget. The City learned from its residents about priorities and preferences related to local government. Among the survey results, several key items were identified. They were:



1. Residents Generally Have a Positive Perception of the City
   - ✓ 94% rated Auburn as an excellent or good place to live, compared to only 1% rating it as below average or poor.
   - ✓ 82% are satisfied with the overall quality of life in Auburn, compared to only 5% who are dissatisfied
2. Satisfaction with Auburn Services Rated Above the Regional Average in Many Areas That Were Rated
   - ✓ The City rated above the California Average in 37 of the 54 areas that were compared
   - ✓ The City rated <u>significantly</u> above the California Average in 23 of the 54 areas that were compared
3. Overall priorities for improvement over the next 2 years:
   - ✓ Maintenance of city streets and infrastructure
   - ✓ Flow of traffic and congestion management

CITY MANAGER'S OFFICE

PERFORMANCE INDICATORS	2013	2014	2015 GOAL
Overall Quality of Life in the City (ETC 2015 Auburn Community Survey)	NA	82%	TBD
Overall Quality of City Services (ETC 2015 Auburn Community Survey)	NA	61%	TBD
Overall Effectiveness of City Management (ETC 2015 Auburn Community Survey)	NA	45%	TBD
Quality of the City's Social Media (ETC 2015 Auburn Community Survey)	NA	29%	≥33%
Overall Transparency of City Government (ETC 2015 Auburn Community Survey)	NA	25%	≥30%
WORKLOAD INDICATORS			
Retail sales tax collected in targeted business centers: Downtown Old Town Auburn Airport Highway 49 Corridor	 $360,129 $176,559 $1,374,682 $781,151	 $376,018 $178,997 $1,589,018 $823,124	 ≥$383,914 ≥$182,756 ≥$1,600,387 ≥$840.410
General Fund Balance as a % of Total Expenditures	33%	34%	≥34%
Total Number of Lease Transactions (Airport)	9	13	10

Code Enforcement Officer, Jennifer Solomon, received the City's 2015 Employee of the Year Award. From left: City Manager Tim Rundel, Mayor Pro-Tem Bill Kirby, Jennifer Solomon, and City Council members Daniel Berlant and Matt Spokely

Central Square, located in Downtown Auburn

DEPARTMENT OF EMERGENCY SERVICES

In January 2015, the City consolidated the police and fire departments into a single department of emergency services. Administrative duties of the department were consolidated to retain additional firefighters and reduce the total number of management positions. The two primary, operational divisions of the department continue to provide police and fire services.

In December 2014, the Auburn Fire Department said goodbye to Chief Mark D'Ambrogi who retired after 39 years in the fire service.

The consolidation allowed for administrative support functions for the two former departments including payroll, personnel, grant administration and overall supervisory leadership and management. This also allowed the traditional services of police and fire to continue as traditionally performed. This decision, coinciding with the retirement of the former fire chief, allowed the City to retain additional firefighters and provide greater service through "boots on the ground" rather than additional management positions.

City	Total General Fund Budget*	PD Annual Budget	Police Budget As a % of City's General Fund Total	Population	Law Enforcement Per Capita Spending
Auburn	$9,780,234	$3,597,332	36.78%	13,905	$258.71
Lincoln	$14,001,358	$4,982,658	35.59%	45,287	$110.02
Rocklin	$75,084,700	$12,998,800	17.31%	59,738	$217.60
Roseville	$131,331,382	$33,820,779*	25.75%	127,035	$266.23

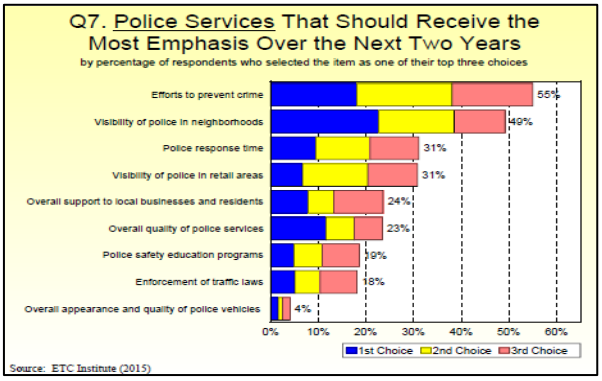
POLICE

The police operations include Patrol, Investigations, Evidence and Animal Control, School Resource Officer, Dispatch, Records and a robust Volunteer program. There are 20 sworn law enforcement personnel. During the 2015 Auburn Community Survey, residents identified "Efforts to Prevent Crime" and "Visibility of Police in Neighborhoods" as the Top Two police services which should be emphasized over the next two years.

The department works collaboratively with other agencies on a variety of projects including the Special Investigations Unit, a regional task force which reduces crime, narcotics and other illegal activities within Placer County. Also, the department maintains a presence within the local school districts to enhance public safety.

Dispatcher Anne Henry Receiving the "2015 Dispatcher of the Year" Award

City	# of Sworn Employees	# of Professional Employees	Total # of Employees	Population	Officers per 1,000 pop.	Total Staff per 1,000 pop.
Auburn	20.0	7.0	27.0	13,905	1.438	1.941
Roseville	127.0	68.5	195.5	127,035	0.997	1.538
Rocklin	54.0	30.0	84.0	59,738	0.903	1.406
Lincoln	19.5	8.5	28.0	45,237	0.431	0.618



In 2015, Residents named the following as the Police Services that Should Receive the Most Emphasis over the Next Two Years:

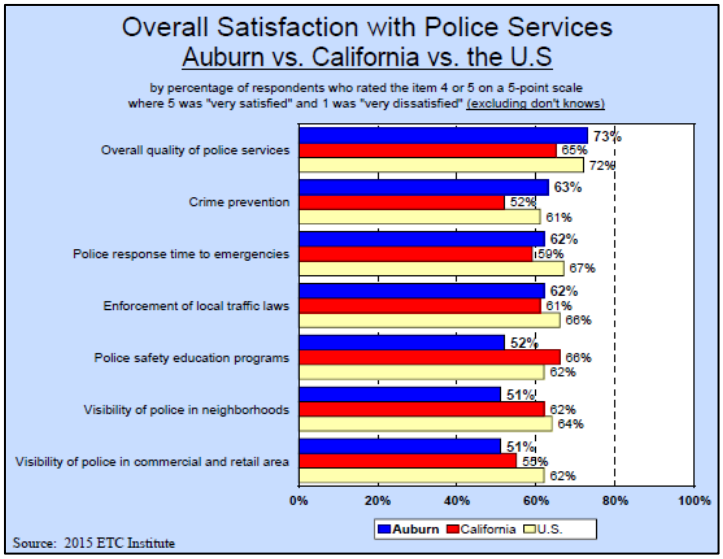
1. Efforts to Prevent Crime
2. Visibility of Police in Neighborhoods

Residents learn about local law enforcement from Police Lieutenant Victor Pecoraro during the 2015 Citizen Police Academy.

PERFORMANCE INDICATORS	2013	2014	2015 Goal
Part 1 Crime Rate (Crime Rate Per 1,000 Population)	23.85	24.81	≤ 30.00
Training Hours	1,432	2,097	≥2,000
Percentage of Time 911 Calls within 10 Seconds, on Average	73.85%	71.73%	≥70%
Minimum Clearance Rate of 50% of Incidents Referred to Investigations	54%	54.76%	≥50%
Increase Visibility of Police in Neighborhoods (Based on 2014 Community Survey)	NA	0.2401	≥0.2401
WORKLOAD INDICATORS			
Total Calls Answered Per Year	35,435	33,594	≤35,000
Calls Dispatched For Service For Police Department	20,733	18,922	≤20,000
Calls Dispatched Per 1,000 Population	1,542	1,385	≤1,500
Dispatch Calls Received Per Hour	4.04	3.80	≤4.03
Calls for Service Per Hour	2.36	2.15	≤2.30
Number of Citizen Complaints Received	10	6	≤10
Number of Citizen Complaints Sustained	7	2	≤2
Average Time Per Written Report (In Minutes)	168	184	≤170

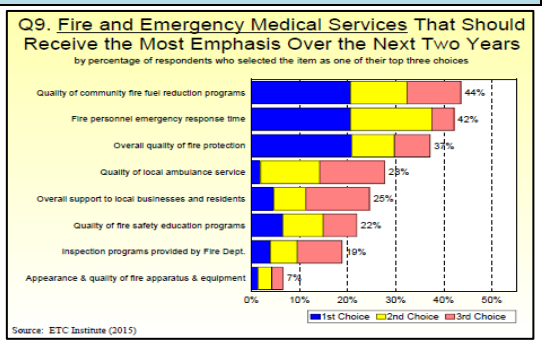
In 2015, Auburn Residents rated their overall satisfaction with police services higher than both the state and national averages. Similarly, "crime prevention" also received extremely high marks.

Potential areas for improvement include "Police Response Time to Emergencies", "Enforcement of Local Traffic Laws", and "Visibility of Police in Neighborhoods and Retail/ Commercial Areas."

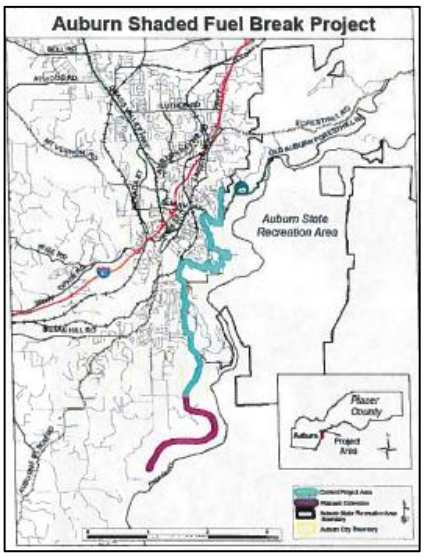


FIRE

Fire operations include Fire Administration, Training & Education, Fire Prevention and Fire Operations. The City maintains three fire stations and twelve (12) full-time firefighters, including firefighter relief programs which provided additional support to the operation. The City of Auburn continues to collaborate with CalFire and neighboring agencies through mutual aid agreements and state firefighting assistance programs.

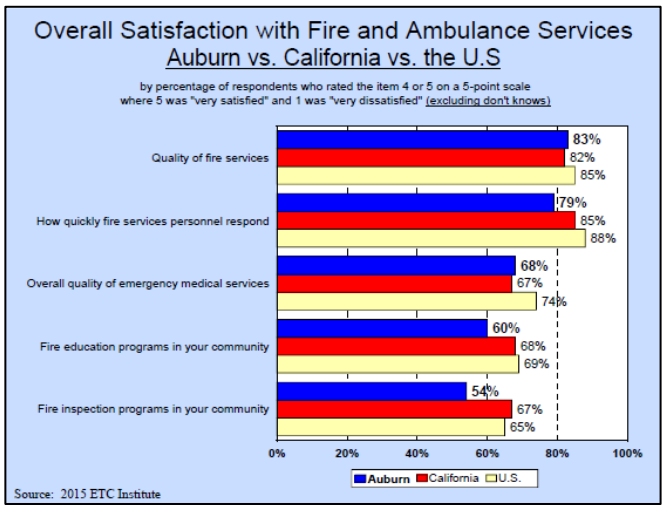


The Auburn Fire Department has long history and tradition on its side, with over 150 years of dedication to the community. Most paramount to the department is its ability to protect life and property from fire, hazardous materials and other types of emergencies. The department also provides fire extinguishing services, medical assistance, extrication, rescue, hazardous situation mitigation, and general assistance to the public.



Wildfire prevention and fuel reduction programs play a significant part in protection of life, property, the economy, resource conservation and recreation. The three (3) main areas of fuel reduction provided by the department are Shaded Fuel Break, HOA/Open Space Areas, and Weed Abatement.

The Department coordinates fuel break projects throughout the community by proactively removing "fire fuel" to help prevent wildfire



PERFORMANCE INDICATORS	2013	2014	2015 Goal
Respond to Fire/Medical/Rescue Calls In Five Minutes Or Less, On Average	4.30	4.50	≤5.00
Increase Overall Satisfaction of Fire Education Programs in Our Community (Percentage based on 2014 Survey)	N/A	60%	TBD
Defensible Space Inspections	78	12	≥78
Shaded Fuel Break Acres Treated	84	71	≥84
Total Number of Fire System Inspections	37	34	≥37
Training Hours Per Employee	341.75	319.85	≥320.00
WORKLOAD INDICATORS			
Total calls responded to per year	1,821	1,827	TBD
Total Number of Fire Calls Total Inside Auburn City Limits Outside Auburn City Limits	 131 60 71	 103 40 63	TBD
Total Number of EMS Calls Total Inside Auburn City Limits Outside Auburn City Limits	 1,122 1,092 30	 1,127 1,073 54	TBD
Total Number of Structural Fires Total Inside Auburn City Limits Outside Auburn City Limits	 47 9 38	 40 10 30	TBD
Total Number of Community Fire Prevention Programs	12	12	12
Total Number of Community Contacts Related to Fire Prevention Programs	427	441	≥441
Total Number of Mutual Aid Calls	131	124	≤131
Total Number of False Alarms	86	81	≤86

DEPARTMENT OF PLANNING & PUBLIC WORKS

In 2014, the Community Development and Public Works departments were consolidated into a single department: the Department of Planning & Public Works. The largest operation of the City of Auburn, this department is responsible for a variety of programs and services including: Planning, Building Inspections, Code Enforcement, Affordable Housing & Special Projects, Streets, Storm Sewers, Wastewater, Airport, Transit and Transportation. The Department is also largely responsible for the design, management and maintenance of the City's capital assets including streets, sidewalks, sanitary sewers, airport, traffic signals, fleet, buildings, and transit operations.

In January, Planning and Public Works Director Bernie Schroeder along with Greg Wiltfong of CH2M Hill-OMI accepted the Sacramento Area Section award for "2014 Plant of the Year" for the City of Auburn Wastewater Treatment Plant.

Auburn Clock Tower located in Downtown Auburn

In 2015, the City installed a new sign at the Auburn Airport & Business Park

AIRPORT

The Auburn Municipal Airport and Industrial Park serves Auburn and the surrounding area. The facility is owned by the City of Auburn and totals approximately 285 acres, with 80 acres within the industrial park complex. Existing uses include an airport, airport related businesses, and an assortment of light manufacturing businesses. The Airport Division is responsible for the overall management and maintenance of the airport including ground maintenance, equipment support, and all capital improvement projects which may include runway investment, technology replacement, fueling, and airport land leases. The division is responsible for all regulatory responsibilities including stormwater, underground storage tank and fuel island permitting.

PERFORMANCE INDICATORS	2013	2014	2015 Goal
Occupancy Rate – Auburn Airport	NA	NA	TBD
Total Number of Capital Projects Completed	NA	NA	TBD
WORKLOAD INDICATORS			
Total Number of Hangars	107	107	107
Total Number of Tie-Downs Per Year	884	884	≥884
Total Hangar Rentals Per Year	62	62	62
Total Number of Lease Transactions	9	13	10
Gallons of Fuel Sold Per Year	192,481	169,754	≥169,754
Total Number of Operating Aircraft	260	275	260

PUBLIC WORKS ADMINISTRATION

The Administration Program is responsible for department-wide management including budget oversight, general administration, capital improvement program coordination, private land development review, street maintenance, permitting, and engineering.

The City is responsible for maintaining the city's streets, storm drains, buildings, public landscaping areas and pocket parks throughout the City as well as maintaining the City's fleet of vehicles including police, fire and transit.

The City of Auburn has developed a stormwater management program to maintain compliance with state and federal regulations. As part of the program, the City educates and involves the community in stormwater pollution prevention, regulate stormwater run-off from construction sites, investigate non-stormwater discharges and reduce non-stormwater run-off from municipal operations. The Solid Waste Division is currently handled by Recology Auburn Placer as the City of Auburn's franchised refuse collection hauler for residential and commercial customers.

PERFORMANCE INDICATORS	2013	2014	2015 Goal
Overall Adequacy of Street Lighting (ETC 2015 Auburn Community Survey)	NA	61%	≥61%
Overall Satisfaction – Maintenance of City Buildings (ETC 2015 Auburn Community Survey)	NA	70%	≥70%
Overall Satisfaction – Maintenance of Streets (ETC 2015 Auburn Community Survey)	NA	44%	≥44%
Overall Satisfaction – Maintenance of Sidewalks (ETC 2015 Auburn Community Survey)	NA	36%	≥40%
Overall Satisfaction of Flow of Traffic and Congestion Management (ETC 2015 Auburn Community Survey)	NA	44%	TBD
WORKLOAD INDICATORS			
Total Number of Lane Miles of Street Maintenance	68	68	68
Total Number of Lane Miles Resurfaced	2	1	2
Total Square Feet of Sidewalk Installed or Repaired	625	12,100	14,000
Total Number of Potholes Repaired (In Tons)	14	15	14
Total Number of Lane Miles Swept	6,300	7,000	6,500
Length of Creeks, Ditches and Pipes Cleared	4.6	5	4.5
Total Number of Water Quality Samples Performed	81	72	75
Total Tons of Garbage Disposal	15,753	11,455	12,000

PLANNING

The Planning Division provides technical assistance and professional guidance to the City Council, Planning Commission, Historic Design Review Commission and the public regarding policies and plans that guide the physical development of the City. The Division is responsible for updating and maintaining the City's General Plan, Specific Plans, Zoning Ordinance and development related ordinances. It is also responsible for processing various zoning, subdivision, annexation, design, sign and tree permit applications through required City review and public hearings.

PERFORMANCE INDICATORS	2013	2014	2015 Goal
Overall Satisfaction of Cleanup of Overgrown and Weedy Lots (ETC 2015 Auburn Community Survey)	NA	48%	TBD
WORKLOAD INDICATORS			
Development Application Completeness Review Within 30 Days	N/A	80%	80%
Approval of Development Permit	N/A	100%	100%
General Plan Reporting	100%	100%	100%
Housing Element Reporting	100%	100%	100%
Planning Applications Received	62	63	60
Building Permits Reviewed	48	31	30
Business Licenses Reviewed	NA	210	210
Home Occupation Applications Reviewed	53	79	79

BUILDING/INSPECTION DIVISION

The Building/Inspection Division provides building permit processing, plan checking, building inspections, and building code compliance. The goal of the division is to provide minimum

standards to safeguard life or limb, health, property and public welfare by regulating and controlling the design, construction, quality of materials, use and occupancy, location, and maintenance of all buildings and structures, including certain equipment specifically regulated within this jurisdiction.

PERFORMANCE INDICATORS	2013	2014	2015 Goal
Overall Satisfaction of Enforcement of City Codes and Ordinances (ETC 2015 Auburn Community Survey)	NA	47%	TBD
WORKLOAD INDICATORS			
Total Number of Building Inspections Performed	1,444	1,245	≥1,245
Total Number of New Residential and Commercial Developments Reviewed	11	13	12
Total Number of Plan Checks Performed	163	198	≥163
Total Number of Permits Issued	514	753	≥753

The Former City Hall is now home to the Auburn Chamber of Commerce

CODE ENFORCEMENT

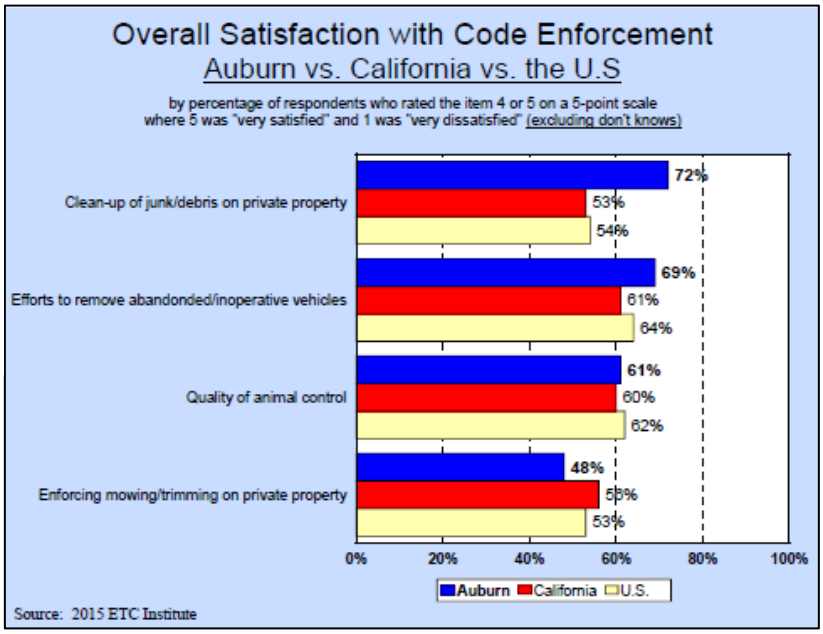
The Code Enforcement Officer works with the Police Department, Fire Department, Building Department and Community Development Department to investigate reported violations of laws

relating to nuisances and zoning, which typically includes illegal home occupations, illegal second units, dangerous structures, fence violations, illegal signs, graffiti, debris, as well as inoperable and illegal vehicles.

PERFORMANCE INDICATORS	2013	2014	2015 Goal
Overall Satisfaction - Cleanup of Junk/Debris on Private Property (ETC 2015 Auburn Community Survey)	NA	72%	NA
Overall Satisfaction of Cleanup of Overgrown and Weedy Lots (ETC 2015 Auburn Community Survey)	NA	48%	NA
WORKLOAD INDICATORS			
Total Number of Investigations Performed	122	161	140
Total Number of Citations Issued	18	17	17
Completion Percentage of Investigation Performed	99%	96%	≥95%
Total Number of Cases Related to Debris, Vegetation, No Trash Service and Graffiti	20	20	20

Compared to the State of California and nationally, the City of Auburn rated significantly higher in areas of Code Enforcement.

72% of Respondents were either "Very Satisfied" or "Satisfied" with the Cleanup of Junk/Debris on Private Property, rating significantly higher than both the state average (53%) and national average (54%).



SEWER

The City owns and operates a wastewater treatment plant located west of the City in the Ophir area.

The plant is permitted to discharge its treated effluent into Auburn Ravine Creek to a maximum flow of 1.65 million gallons per day. The effluent is treated to what is commonly referred to as tertiary treatment, which is the highest level of treatment required by the State of California.

The city also maintains over 85 miles of wastewater collection lines and over 1,500 manholes throughout the city. This network of pipes collects sewage from residences and businesses within the city and transports it to the treatment plant. The City also maintains 11 sewer lift stations

The treatment plant and collection system are operated by a private contractor, CH2M Hill-OMI.

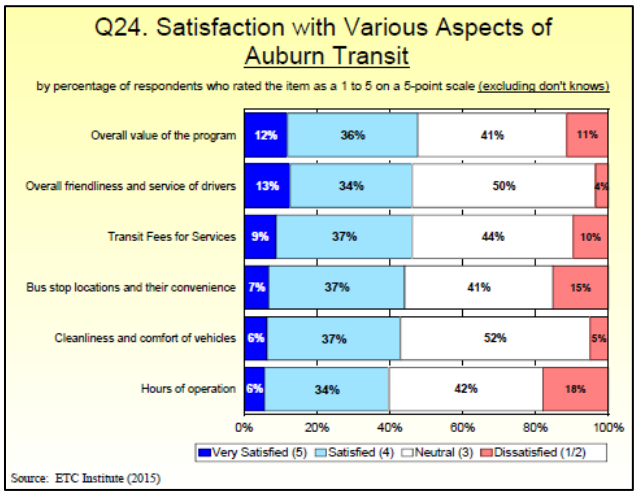
PERFORMANCE INDICATORS	2013	2014	2015 Goal
Respond to 100% of sanitary sewer overflows within 2 hours of call	100%	100%	100%
Overall Satisfaction with Sewer Services (2015 Auburn Community Survey)	NA	63%	TBD
Collect and treat 100% of wastewater throughout sanitary sewer system	99.9%	99.9%	99.9%
Maintain 100% compliance with Federal & State Water Quality Standards	100%	100%	100%
Total Number of Federal & State Violations at Wastewater Treatment Plants	0	0	0
Percentage of Completed Work Orders Created from Sanitary Sewer Overflows and Associated Repairs	100%	100%	100%
WORKLOAD INDICATORS			
Total Number of Sanitary Sewer Overflows	7	9	≤9
Total Miles of Wastewater Collection Lines Maintained	85	85	85
Total Gallons Treated (in millions)	501	423	462
Monthly Sewer Service Charge Per Sewer Unit (Fiscal Year)	$61.38	$67.01	$69.81
Total Number of Sanitary Sewer Service Requests	55	71	65
Total Pounds of Pharmaceuticals Diverted from Waste Water Stream	1,937	1,474	≥1,500

TRANSIT

The Auburn Transit Program operates within the City limits, Bowman area and North Auburn. The Transit Program is a deviated, fixed-route which operates Monday-Friday from 6:00am to 6:30pm. A Saturday route is also available and in 2015, the City expanded its route to the Auburn Airport via Placer County Transportation. The Transit Program maintains a fleet of buses and equipment, shelters and a Multi-Modal Station. Transit staff participates with the Placer County Transportation Planning Agency (PCPTA) and the Sacramento Area Council of Governments (SACOG) in planning, outreach, funding and coordination of regional services.

PERFORMANCE INDICATORS	2013	2014	2015 Goal
Overall Satisfaction with Transit Fees for Services (2015 Auburn Community Survey)	NA	46%	50%
Overall Value of the Program (2015 Auburn Community Survey)	NA	48%	50%
Overall Satisfaction of Bus Stop Locations and their Convenience (2015 Auburn Community Survey)	NA	44%	58%
Percentage of Respondents who Currently Ride Auburn Transit Buses (2015 Auburn Community Survey)	NA	7%	≥7%
WORKLOAD INDICATORS			
Total Number of Riders	51,693	52,041	≥52,500
Fare Rate	$1.00	$1.00	$1.00
Total Number of Service Hours	4,841	4,658	≥4,658
Total Number of Service Miles	64,449	65,113	65,113

In 2015, Auburn residents were asked about their perceptions regarding Auburn Transit. 48% of respondents identified as "Very Satisfied" or "Satisfied" with the overall value of the program.



Importance-Satisfaction Rating
City of Auburn, California
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of city streets and infrastructure	63%	1	41%	10	0.3717	**1**
Flow of traffic & congestion management	37%	3	44%	9	0.2072	**2**
High Priority (IS .10 - .20)						
Quality of community development programs	19%	7	40%	11	0.1140	3
Medium Priority (IS <.10)						
Effectiveness of city's communication with public	19%	6	49%	7	0.0969	**4**
Quality of police services	39%	2	77%	3	0.0897	**5**
Enforcement of city codes and ordinances	15%	8	47%	8	0.0795	**6**
Quality of parks & recreation services	25%	5	81%	2	0.0475	**7**
Quality of fire services	27%	4	85%	1	0.0405	**8**
Management of stormwater	10%	9	60%	6	0.0400	**9**
Quality of the city's customer service	7%	10	66%	5	0.0238	**10**
Quality of ambulance services	6%	11	77%	4	0.0138	**11**

The 2015 Auburn Community Survey also asked residents to identify not only their satisfaction with City services, but also their highest priorities. As the City of Auburn must determine where to spend taxpayer dollars, it should be focused around high priorities. According to residents, the top two priorities are:

1. Maintenance of City Streets and Infrastructure
2. Flow of Traffic & Congestion Management