

# Fiscal Year 2022-23 Requested Budget Baselines & Benchmarks Template

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## Overview

Per Mayor's Budget Guidance, the Budget Office has generated a report to facilitate bureau completion of requested performance metric information as part of their requested budgets. Bureaus are being asked to provide - where relevant and possible - performance metric calculations that communicate the "Cost Per Service" or "Services per FTE" **utilizing existing or available FY 2020-21 bureau program expenditure, position, and performance data.** It is understood that this calculation may not be readily available or appropriate for all performance metrics; bureaus should provide narrative descriptions where there are data limitations or caveats to this type of calculation. This information will supplement other available bureau performance and program information.

Below are instructions for completing this template, which is drawing upon existing data infrastructure in our Budget Formulation and Management (BFM) system. As you know, **Budget Form 1740 "Program Description"** (under the Budget Development menu tab), is [where bureaus assign performance measures to 6-digit functional area programs](#). Using this, CBO has created a report that consolidates (by program) all budget expenditure, full-time equivalent, and assigned performance measure data into one canned report that will provide a template with which bureaus can manually enter in the "cost per service" or "Services per FTE" analysis the Mayor's Office is asking for.

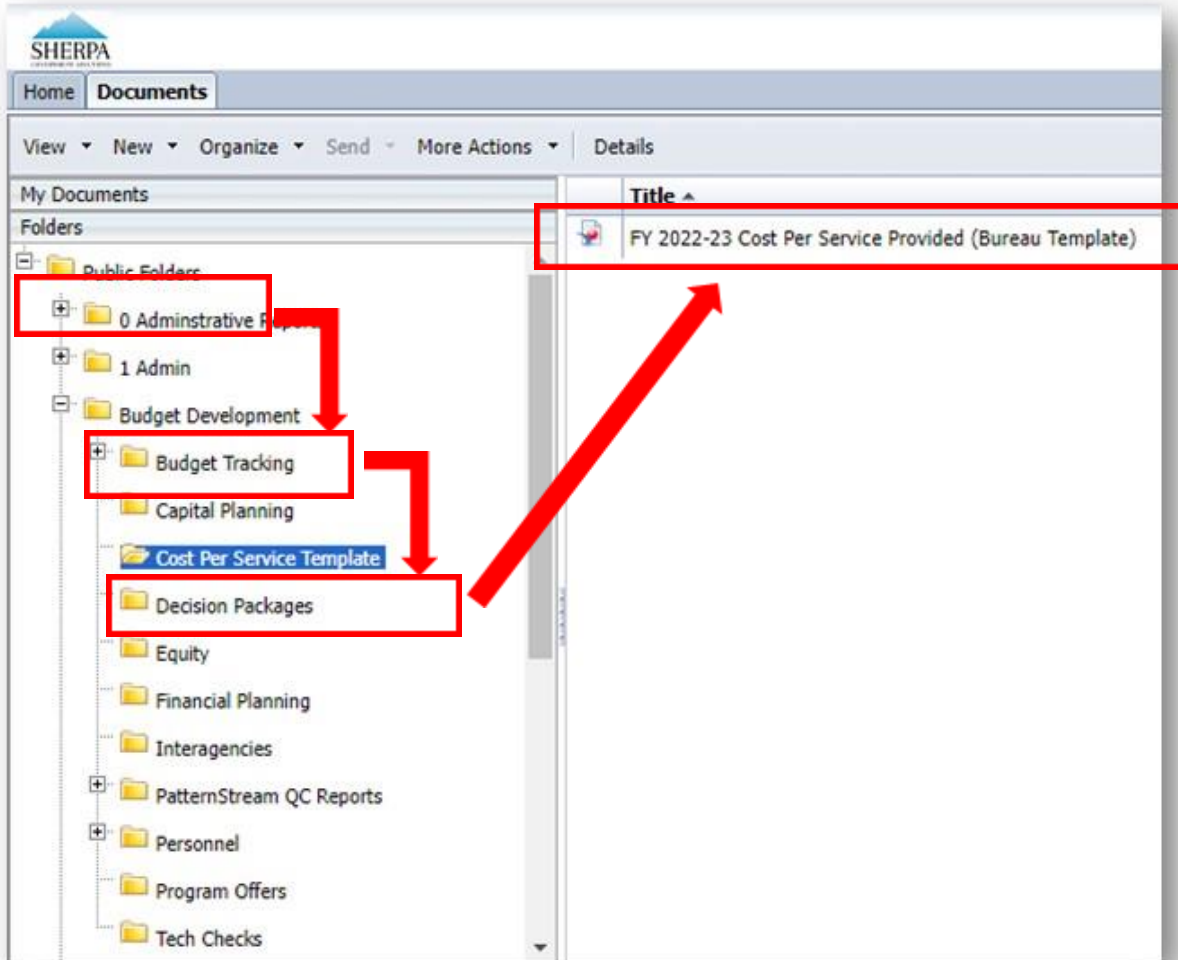
Following the instructions provided on the subsequent pages, bureaus should run the BFM report, export it to excel, and complete provide requested information in the excel document. **Bureaus should submit this document electronically in excel format with your requested budget materials.**

CBO has taken some initial feedback from bureaus into consideration in the construction of this template. We are working with our vendor to see if we can further improve some functionality but will not have those improvements before early January. Bureaus working on this deliverable during the last week of December and first week of January may use the current template to 1) review current program performance measures as highlighted by the current report; 2) identify which measures the bureau would be able to provide a cost per service or services per FTE calculation on; 3) begin working on calculating those totals; and 4) begin working on narrative descriptions for challenges to these calculations in areas where the calculation is not possible/does not make sense. The elements that may change in this document include the automated addition of 'measure type' in the table as well as a space for an optional general narrative around program performance measure features and limitations for the requested calculation.

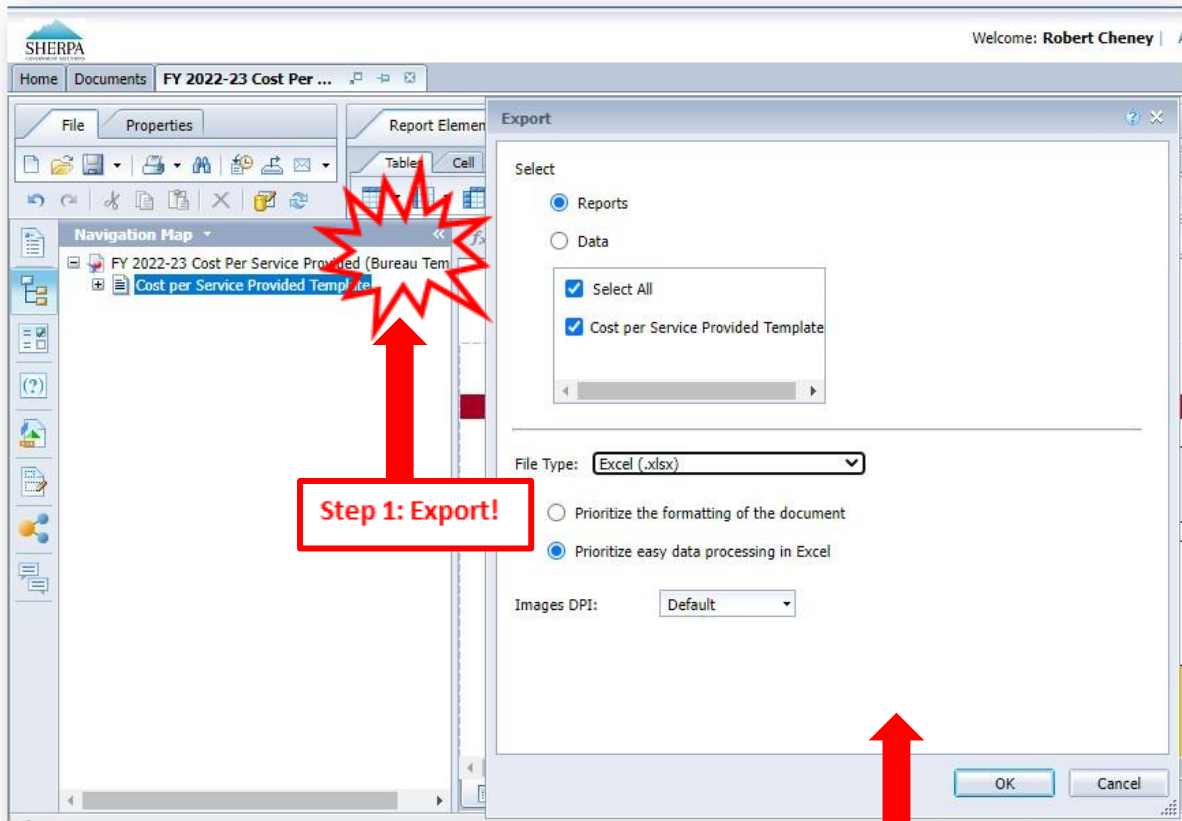
If you have questions about this template, please reach out to your CBO analyst or to Robert Cheney.

## Report/Template Instructions

1. The report exists in Links > BFM Reporting > Public Folders > Budget Development > Cost of Service Template > “FY 2022-23 Cost Per Service Provided (Bureau Template)”.




2. Bureaus are asked to export this report as an **.xlsx** file and do all relevant work in the **.xlsx** workbook.



Step 1: Export!

Step 2: Select "Excel (.xlsx)"

3. Upon exporting and opening the table in Microsoft Excel, bureaus will see each programs budget, FTE, and performance metrics. At the bottom of each program section will be a **Gold Table** (see below) that is automatically populated with all of the performance metrics that your bureau has assigned to that program. Not every measure will be a good fit for this calculation. For example, many of CBO’s measures below - such as customer service ranking - will not be a good fit and we will list “NA” in those cells and a brief explanation as to why in the description cell. For those measures where it is feasible to calculate a cost per service and/or services per FTE, bureaus should calculate or enter those values in the appropriate columns of the Gold Table (using actual data from FY 2020-21, if possible). Bureaus should provide narrative information describing the methodology used for the calculation, and any data caveats or limitations in the final column.



Performance Measure Cd	Measure Name	Cost Per Service Provided (if available)	Services per FTE Provided (if available)	Measure Description or Data Limitations
BO_0001	% of City KPMs with positive year over year			
BO_0003	Annual R/R/R funding gap (Citywide)			
BO_0005	CBO Customer Service Rating			
BO_0008	CBO budget process work products website views			
BO_0009	Citywide asset condition summary			
BO_0010	General Fund Excess Ending Balance (forecast)			
BO_0015	Net change in printed output when compared to FY 2019-20 output			
BO_0016	Number of bureau performance measures using Insights Survey data			

4. Once you have completed the Gold Box, you are ready to submit! Please note that if you have not finished your program budget and FTE allocations in BFM, the report will not reflect the accurate figures for the budget and FTE tables; it is thus recommended that you run and “finalize” this template after finalizing the technical aspects of your budget. Please submit in excel format electronically with your pdf requested budget submission.