Bureau Performance Narrative

Several of CBOs key performance measures do not have data to report in the Fall BMP submission, including the status of bureau KPMs trending positively, ending fund balance, and the annual Citywide R/R/R gap. The CBO annual survey was completed in August of 2022, and the bureau is working to implement potential process or deliverable changes that would assist bureaus in their work throughout the year in support of the City's budget processes. CBO relies upon data reported from bureaus for asset conditions, the funding gap for major maintenance, and the % of bureau KPMs trending positive. This data will be received by the submission deadline for the FY 2022-23 Fall BMP and CBOs measures and prior year performance report will be updated accordingly.

	Key Performance Measures	Measure Type Name	FY 2019-20 Actuals	FY 2020-21 Actuals	FY 2021-22 Target	FY 2021-22 Actuals	FY 2022-23 Target	Strategic Target	Details
BO_0001	Percentage of City KPMs with positive year-over-year results	OUTCOME	38.5%	15.0%	50.0%	N/A	50.0%	60%	As this measure relies on the reporting of key performance measures from across the City, CBO must wait until bureaus submit their Fall BMP materials to calculate the aggregate, citywide percentage of KPMs that have had positive results. CBO will thus update this measure once Fall BMP submissions are complete.
BO_0003	Annual repair, rehabilitation, & replacement funding gap (Citywide)	OUTCOME	$475,000,000	N/A	$513,000,000	N/A	$520,000,000	0	CBO will have complete data in the Fall of 2022 to report actuals in preparation of the FY 2022-23 Budget.
BO_0005	Customer service rating (4 pt scale)	OUTCOME	N/A	3.14	3.50	3.08	3.50	4.00	The CBO recently completed its annual survey, and the results indicate a small decline of 2% from 3.14 to 3.08 on a 4.0 rating scale. CBO will be conducting focused conversations with bureau stakeholders to assist in prioritization of material and content to help bureaus throughout the City's budget process.

BO_0008	CBO budget process work products website views	OUTPUT	35,142	9,562	50,000	13,516	45,000	80,000	This data set will likely be revised upward when the CBO receives the website views from the new Portlandonline website. During FY 2021-22 the CBO was in the cut-over process for migrating content to the new platform. Views of CBO-created dashboards represent 35.2% of the total website views and CBO written reviews and analysis account for the remaining 64.8% of website views.

Other Performance Measures		Measure Type Name	FY 2019-20 Actuals	FY 2020-21 Actuals	FY 2021-22 Target	FY 2021-22 Actuals	FY 2022-23 Target	Strategic Target	Details
BO_0009	Citywide asset condition summary	OUTCOME	67%	N/A	67%	N/A	70%	90%	This figure is available mid- September and will be reported in the CBO's Requested Budget Submission for FY 2023-24.
BO_0010	General Fund Excess Ending Balance (forecast accuracy)	OUTCOME	$8,300,000	$63,608,856	$10,000,000	N/A	$15,000,000	$15,000,000	This figure is available mid- September and will be reported in the CBO's Requested Budget Submission for FY 2023-24.
BO_0011	There are no performance measures associated with this program	OUTPUT	N/A	N/A	N/A	N/A	N/A	N/A	

	Other Performance Measures	Measure Type Name	FY 2019-20 Actuals	FY 2020-21 Actuals	FY 2021-22 Target	FY 2021-22 Actuals	FY 2022-23 Target	Strategic Target	Details
BO_0012	Annual number of Portland Utility Board meetings held	WORKLOAD	20	45	12	31	12	12	The PUB held 31 board meetings, including 24 full board meetings, 5 subcommittee meetings, and 2 onboardings for new PUB members. Note that the board also utilized policy project teams that spent significant time outside of meetings to research and develop reports to bring to the board for discussion and adoption, but these are not formal public meetings so the project team meetings are not included in these totals.
BO_0013	Number of inquiries about board work from the public	WORKLOAD	32	54	18	N/A	25	25	Data will be available in time for the FY 2023-24 Requested Budget.
BO_0014	Percent of PUB members who have received equity training	OUTPUT	70.0%	88.0%	100.0%	100.0%	100.0%	100%	The PUB has 14 board members who served in FY 2021-22 and each has completed either the Racial Equity 101 offered by OEHR or an alternative training discussion with PUB staff on the topic.
BO_0015	Net change in printed output when compared to FY 2019-20 output	OUTPUT	0	-75.0%	-20.0%	-54.0%	-25.0%	-50%	As with the prior year, CBO continues to use less printed material in the production of its work product. This is in part likely attributed to changes in work practices as a result of the pandemic, and in part due to primarily shifting to the online platforms and dashboards as primary mediums for sharing information and data.

Other Performance Measures		Measure Type Name	FY 2019-20 Actuals	FY 2020-21 Actuals	FY 2021-22 Target	FY 2021-22 Actuals	FY 2022-23 Target	Strategic Target	Details
BO_0016	Number of bureau performance measures using Insights Survey data	OUTCOME	3	N/A	3	N/A	5	10	CBO anticipates this measure will not have reportable data until FY 2023-24 due to the current schedule for conducting the survey and the production of data points for bureaus to utilize.
BO_0017	Number of bureau decision packages analyzed in budget & monitoring processes	WORKLOAD	859	687	0	1,583	420	420	This is the second full year of working on this workload measure. Each decision point before council requires analytical and technical review. FY 2021-22 ended the fiscal year with 896 more decision packages than FY 2020-21, representing a significant increase in workload.
BO_0018	Number of Council Agenda items on Council Calendar reviewed for financial impact	WORKLOAD	1,056	1,214	0	976	N/A	N/A	The weekly number of legislative actions for CBO review was 19.6% fewer than FY 2020-21.