## ACHIEVING FISCAL HEALTH and WELLNESS through PRIORITY BASED BUDGETING

**Center for Priority Based Budgeting** Jon Johnson & Chris Fabian ICMA Conference Presentation



# Who am I?

- Why Am I Here?
- What will I accomplish?
- What can you glean from listening to me?



## **TODAY'S PRESENTERS**







# Local Governments Achieving Fiscal Health & Wellness

- Blue Ash, OH
- Boulder, CO
- Chandler, AZ
- Chesapeake, VA
- Christiansburg, VA
- Delray Beach, FL
- Fairfield, CA
- Fort Collins, CO
- Grand Island, NE
- Lakeland, FL
- Larimer County, CO

- Longmont, CO
- Manitou Springs, CO
- Mission Viejo, CA
- Monterey, CA
- Pasco County, FL
- Plano, TX
- San Jose, CA
- Seaside, CA
- Thornton, CO
- Tualatin, OR
- Walnut Creek, CA

### The "New Normal "for Local Governments

- $\geq$  2 out of 3 local governments believe that changes made during the recession represent a "new way" of doing business that will continue beyond the fiscal crisis. - ICMA 's "State of the Profession Survey"
- > Local governments are **rethinking what services they provide**, how much they pay for them and what taxpayers expect for their tax dollar. -**Financial Times**
- > 9 in 10 City finance directors report their cities are less able to meet fiscal needs than in the previous year. - NLC's "City Fiscal Conditions" Survey
- > Ending fund balances decreased as cities used them to weather the effects of the downturn. -NLC's "*City Fiscal Conditions*" Survey
- States will continue to struggle to find the resources needed to support
  States will continue to struggle to find the resources needed to support **Policy Priorities**
- > 32 % of citizens report that their recently **depressed spending habits will** become a "new normal" in the years ahead. New normal" consumer **spending** implies slower economic growth than in the past. - **Gallup Poll**





ΙΟΜΔ

NATIONAL LEAGUE OF CITIES





## BRINGING VISION INTO FOCUS WITH A NEW "LENS"





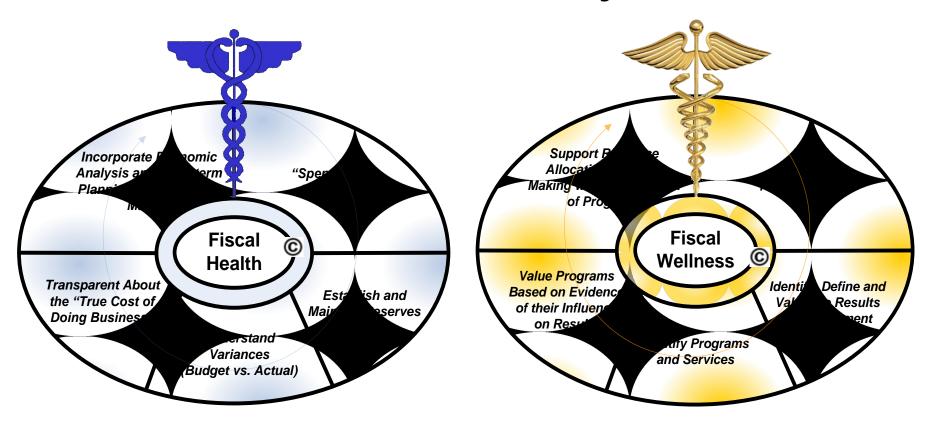


### Achieving Fiscal Health & Wellness

**2 Strategic Initiatives** 

Fiscal Health

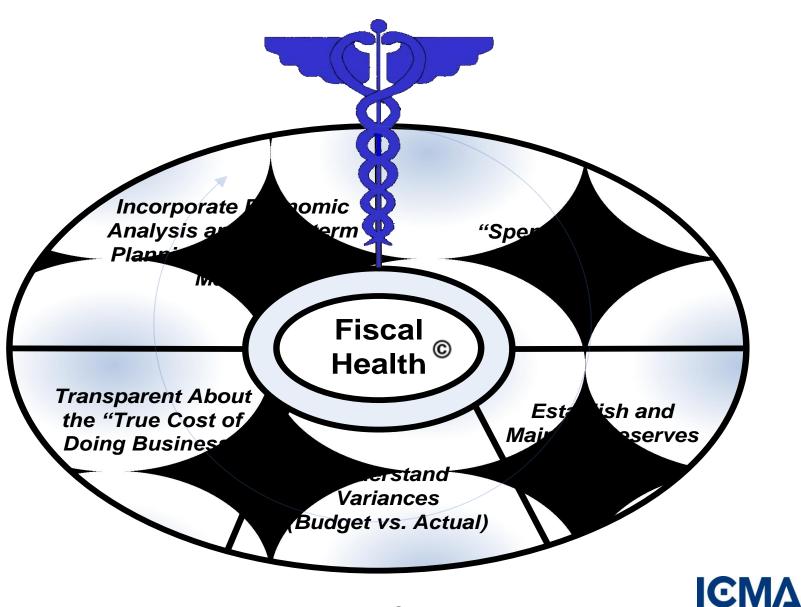
Long-term Fiscal Wellness





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#### **ACHIEVING FISCAL HEALTH**



## **Strategic Questions**

1. How much do we have available to spend? (<u>not</u> "How much do you need"?)



## Approach to Fiscal Health #1:

## "Spend Within Your Means"

- Symptoms of Good Fiscal Health
  - Start with Revenues
  - One-time and Ongoing Alignment
  - Differentiate Program Revenues from General Government Revenues
  - Budget Allocations Responsive to Changes in Program Revenues
- <u>"Spend Within Your Means</u>" in order to:
  - Base budgets on reliable sources of funding
  - Perform analysis to ensure reserves aren't used for ongoing expenses
  - Prevent reliance on volatile revenues (that might not come in)
  - Promote revenue diversification
  - Engage departments in enhancing revenue sources
  - Provide for flexibility and promote collaboration when responding to program revenue shortfalls



# **Strategic Questions**

How much do we have available to spend? 
 (<u>not</u> "How much do you need"?)

2. Why do we need to keep "money in the bank"?



## Approach to Fiscal Health #2:

## **Establish and Maintain Reserves**

- Symptoms of Good Fiscal Health
  - Establish Working Capital Reserve Policy
  - Indentify, Document and Understand All Reserves
  - Review Adequacy of Fund Balance Levels too Little or too Much
- <u>Establish and Maintain Reserves</u> in order to:
  - Provide a back-up plan for emergencies, revenue shortfalls, or other unforeseen changes
  - Set aside funding for long-range plans
  - Hold only the appropriate amount of reserves establishes credibility with internal and external stakeholders



# **Strategic Questions**

- How much do we have available to spend? 
   (<u>not</u> "How much do you need"?)
- 2. Why do we need to keep "money in the bank"?
- 3. What's the "difference"?



## Approach to Fiscal Health #3:

### **Understand Variances (Budget to Actual)**

### • Symptoms of Good Fiscal Health

- Identify ongoing resources devoted to one-time or cyclical ("seemingly ongoing") expenditures
- Eliminate unnecessary contingencies maintained in department budgets
- Analyze and understand revenue variances
- Don't overlook thorough analysis of budget-to-actual variances
- Promote multi-year budgeting for capital projects
- Refine salary and benefit projections, to align with actual costs incurred
- Effectively monitor revenue billing and collection

### • <u>Understand Variances</u> in order to:

- Promote collaborative engagement of organization in understanding variances
- Allow for more effective budget monitoring and management
- Provide source of "hidden treasure" when looking for budget reductions
- Help identify the "fluff"
- Uncover "shadow" / "decentralized" support functions hidden in department budgets



# **Strategic Questions**

- How much do we have available to spend? 
   (<u>not</u> "How much do you need"?)
- 2. Why do we need to keep "money in the bank"?
- 3. What's the "difference"?
- 4. *"It costs how much"???????*



### Approach to Fiscal Health #4:

### **Transparent About "True Cost of Doing Business"**

### • Symptoms of Good Fiscal Health

- Align supply/cost of internal services with customer demand
- Appropriately allocate overhead and administrative costs to funds or departments who benefit
- Identify total cost (direct and indirect) for all programs
- Establish fees that recapture appropriate level of total costs of service delivery

# Be <u>Transparent About the "True Cost of Doing Business"</u> in order to:

- Engage departments in assessing demands for internal services
- Promote enhancement of program revenues
- Provide collaborative discussion of the total cost to provide services
- Diversify burden from General Fund by appropriately sharing costs among other dedicated revenue streams
- Establish cost parameters for assessing "centralization" vs. "decentralization"



# **Strategic Questions**

- How much do we have available to spend? 
   (<u>not</u> "How much do you need"?)
- 2. Why do we need to keep "money in the bank"?
- 3. What's the "difference"?
- 4. "It costs how much"????????
- 5. "What's the plan and what could cause it to change?

## Approach to Fiscal Health #5:

## **Economic Analysis & Long-term Planning**

### • Symptoms of Good Fiscal Health

- Incorporate all long-term plans in forecasting
- Prepare comprehensive, multi-year Capital Improvement Plan, and clearly identify associated ongoing operating costs
- Utilize simple, graphic communication tool to illustrate fiscal health position to all stakeholders

#### • Focus on Economic Analysis and Long-term Planning in order to:

- Use key indicators to forecast trends which frames and influences better decision making
- Use of single graphic tool ensures shared understanding of long-term fiscal position
- Promote accuracy and understanding of financial forecasting
- Keep decision makers focused on high-level stewardship role
- Identify potential points of failure and allows foresight in response
- Provide for improved long-term planning and financial modeling
- Allow scenario-planning which encourages flexible and adaptive decisionmaking

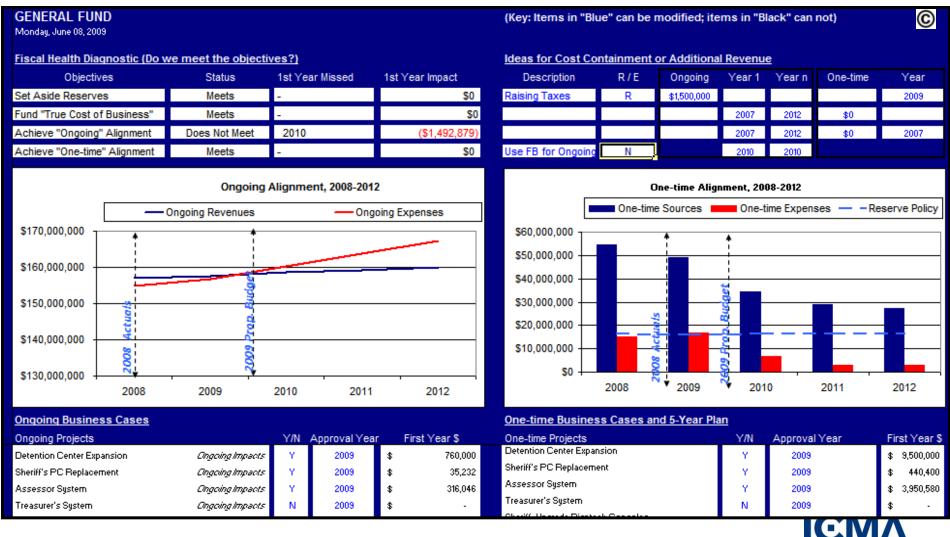


# **Strategic Questions**

- How much do we have available to spend? 
   (<u>not</u> "How much do you need"?)
- 2. Why do we need to keep "money in the bank"?
- 3. What's the "difference"?
- 4. "It costs how much"????????
- 5. "What's the plan and what could cause it to change?
- 6. What does the future look like?
- 7. What if.....???



### **FISCAL HEALTH DIAGNOSTIC** – Tell the Story with a "**Picture**"



- ? Does your organization differentiate between onetime and ongoing revenues and expenditures? If yes, how are they tracked? Does your forecast demonstrate this differentiation?
- ? How does your organization differentiate "program" revenues from "enterprise" revenues such as taxes, earnings on investments, franchise fees, etc.?
- ? Does your organization prepare a formal Revenue Manual? If yes, what type of information is included?



- ? Does your organization have a written fund balance reservation policy? If yes, how are you monitoring to ensure that reserves are maintained?
- ? Check to see if established working capital reserves are sufficient to meet emergency needs or shortterm revenue shortfalls
- ? Check to see if there is an inventory of all other restricted or designated fund balance reserves, stating their purpose, the authority establishing them and how they are to be calculated



- ? Are variances between budgeted and actual revenues and expenditures analyzed and explained? If yes, how do those variances impact future budget cycles?
- ? Does your organization utilize a formal Compensation Plan to establish employee salary/wage ranges? How often is the plan updated?
  - ? When assessing the adequacy of employee compensation, are employee benefit packages included in this assessment?



- ? Does your organization utilize Internal Service Funds? If yes, what are the services provided by each fund and how are the internal charges established and distributed?
  - ? Check to see if appropriate demand metrics are evaluated when determining costs
  - ? Check to see if customers perceive that costs are transparent, and that they have the ability to influence those costs by altering their own demand
- Poes your organization prepare a Full Cost Allocation plan in addition to an OMB A-87 Cost Allocation Plan? If yes, how is this plan incorporated into the budget process?



- ? Does your Five-Year forecast incorporate other longterm plans developed by your organization?
- ? Does your organization prepare a Capital Improvement Plan? If yes, what information is included and how is it utilized in your budget process and your financial forecasts?
- ? What tools does your organization use to communicate financial information to its elected decision-makers?



# LIVE DEMONSTRATION OF "FISCAL HEALTH DIAGNOSTIC" TOOL

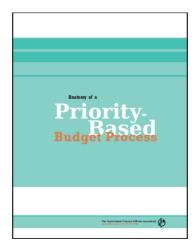






## From Health to Wellness









# The Alercury News From 2007

### <u>Across the Board Cuts Address \$14.5 Billion</u> <u>Shortfall</u>

- <u>California Governor's Office</u>: "Across-the-board approach spreads reductions as evenly as possible so no single program gets singled out."
- <u>Reaction</u>: "the governor's approach would be like a family deciding to cuts its monthly mortgage payment, dining-out tab and Netflix subscription each by 10%, rather than eliminating the restaurant and DVD spending in order to keep up the house payments."



# According to Moody's:



- Across-the-Board versus Targeted Budget Cuts
  - "Across-the-board cuts can be a way to avoid tough decisions"
  - "Targeted cuts require a serious discussion of community values, relative benefits of different services, and long-term implications"
- Moody's wants to see how local governments plan for and respond to financial challenges over the long term
  - "Making targeted cuts can demonstrate a more strategic approach to managing the fiscal crisis"



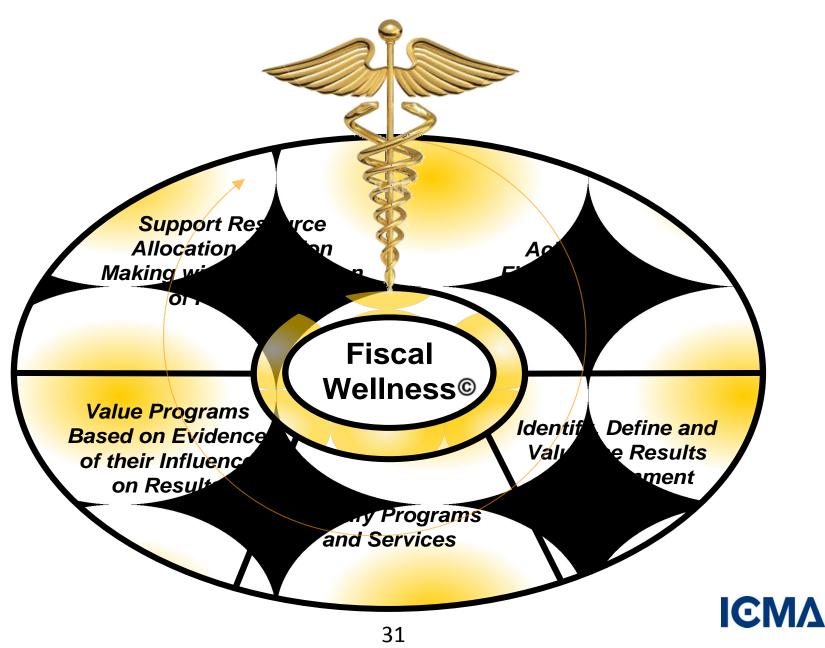
# GOVERNING

"Across the board cuts spreads the pain evenly and also evenly spreads the mediocrity"

- Budget Director for the State of Louisiana



#### **ACHIEVING LONG-TERM FISCAL WELLNESS**



## **Steps to Successful Prioritization**

### • <u>1.) Determine Results</u>

 Accurate prioritization of programs, reflecting the City's stated objectives, depends on the comprehensive identification of the Results we are in business to achieve

### • <u>2.) Clarify Result Definitions</u>

- Precision in prioritization results from the articulation of the cause and effect relationship between a program and a Result
- With clearly defined Result Maps, detailing the factors that influence the Results we are in business to achieve, we can seek to minimize subjectivity in the process of linking programs with Results

### • <u>3.) Identify Programs and Services</u>

- Differentiating programs and services we offer, as opposed to comparing the departments who provide those services allows for better Prioritization
- <u>4.) Value Programs Based on Results</u>
  - With the right Results, and with clear definitions of those Results, we can more accurately place a value on a program relative to its influence on achieving Results
- <u>5.) Allocate Resources Based on Priorities</u>
  - Using "Resource Allocation Tool"



## **Strategic Questions**

1. What are we in "business" to do?



## Step 1: Determine Results

### City of Grand Island, NE

#### **Quality of Life**

Stewardship of the Environment

#### Safe Community

Strategic, Sustainable and Maintained Development

Effective, Efficient and Sustainable Organization

> Accessible and Transparent Organization

Stewardship of Resources

### **Community Results**

- Used to Differentiate Programs Offered to the Community
- Not All Programs Achieve these Results
- Programs that Achieve Many Results, with a High Degree of Influence, Achieve Highly in Prioritization (demonstrate high degree of relevance)

### **Quality Service Results**

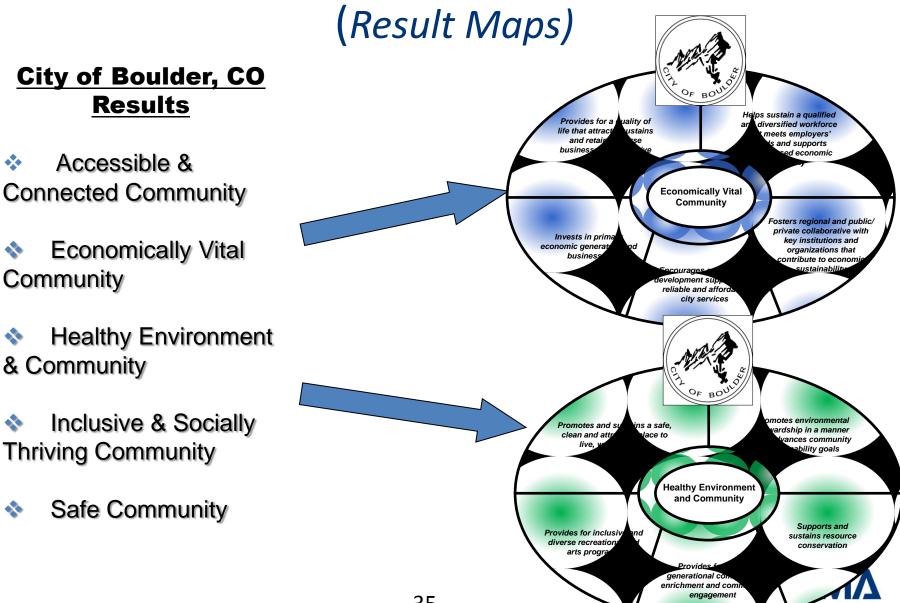
- Every Program Should Achieve these Results (though potentially, not every program does)
- Not Used to Differentiate the Relevance of Programs in Prioritization

### **Governance Results**

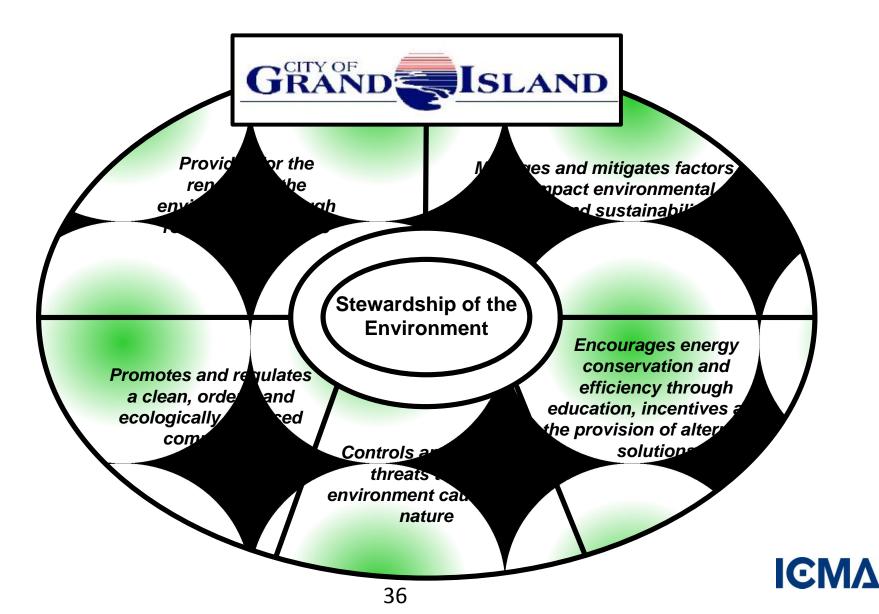
Used to Differentiate Programs Designed to
 Support Governance



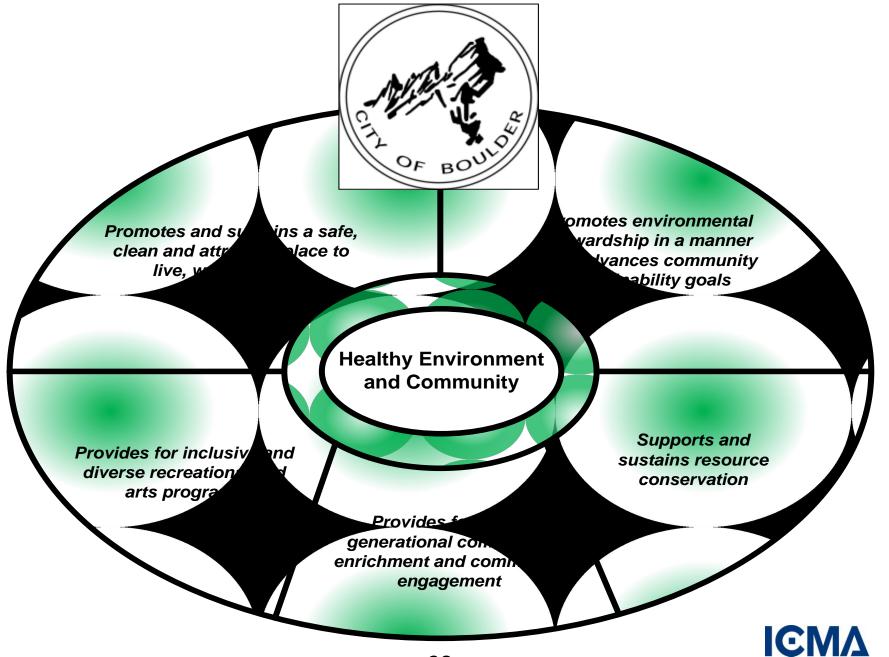
### **Step 2: Clarify Result Definitions**

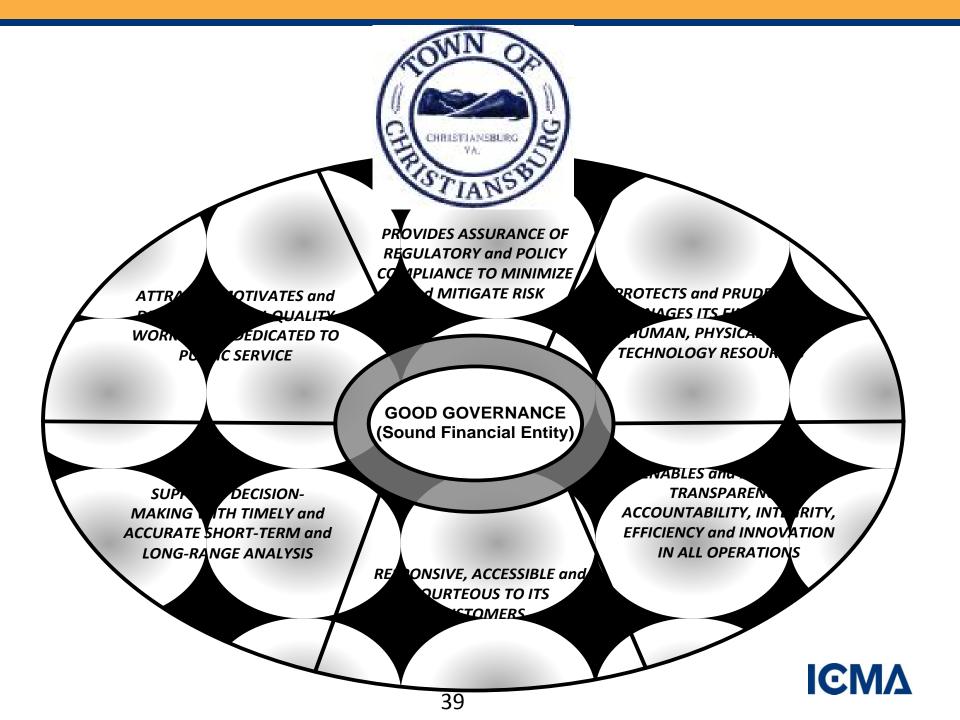


## **Identify and Define Results**









1. What are we in "business" to do?

2. What exactly do we do?



### **Step 3: Identify Programs and Services**

- Departments develop their own program inventories
- When defining programs, be clear on the objectives of what inventory will be used for
- Not too big, not too small, just right!
  - Measure relative size based on costs, people associated with program
  - Departments and Divisions = too big
  - Tasks = too small

**CITY OF BOULDER, COLORADO** Department Program Inventory Monday, July 26, 2010

**Directions:** For all of the programs and services in your department, identify the program name. When completed, please e-mail the Program Inventory back to Jim Reasor





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- 1. What are we in "business" to do?
- 2. What exactly do we do?
- 3. How do we figure out what is "core" <u>OR</u> What is of the highest importance?



## Step 4: Score Programs on Basis of Results &

### **Basic Program Attributes**

#### **Basic Program Attributes**

- Mandated to Provide the Service
- Reliance on the City to Provide the Service
- Self-Sustainability (*Program Revenue*)
- Change in Demand for Service

#### **City of Boulder's Results**

- Accessible & Connected Community
- Economically Vital Community
- Healthy Environment & Community
- Inclusive & Socially Thriving Community
- Safe Community



# Simple Scoring Scale – Relevance to a

## <u>Result</u>

- 4 = Program has an essential or critical role in achieving Result
- **3** = Program has a strong influence on achieving Result
- 2 = Program has some degree of influence on achieving Result
- 1 = Program has some (but minimal) influence on achieving Result
- **0** = Program has no influence on achieving Result



## Identify "<u>Value</u>" of Program Based on their Influence on Results

Individual Department Program Scorecard Thursday, January 28, 2010 Directions: For all the programs in your department, please rate how these programs score in the four Basic Attributes and they influence the City's ability to achieve its Priority Results. When completed, please email the Program Scorecard back to mariah.dabel@sanjoseca.gov		Evaluation Criteria										
		Basic Program Attributes				Priority Results						
		Mandated to Provide Program	rovide Cost Recovery Demand for City to Provide Safe City Fros		Prosperous Economy	Green, Sustainable City	Attractive, Vibrant Community					
		0-4 Scale0-4 Scale0-4 Scale(+0-4 Scale0-4 Scale(+(+(4=State/Federalsignificantlysignificantly2=Only publicMandate; 2=Charter;(4=75-100%; 3=50-4=demandsignificantlyaccreasing;1=Ordinance/Resolut(4=75-100%; 3=50-4=demandsignificantlyaccreasing;1=Ordinance/Resolut24%)24%significantlyservice;'o=other0111101								<b>2</b> = program		
Department	Program	Enter Score Below	Enter Score Below	Enter Score Below	Enter Score Below	Enter Score Below	Enter Score Below	Enter Score Below	Enter Score Below	Enter Score Below		
Office of Economic Development	Business Attraction/ Expansion Assistance	4	2	4	4	2	4	3	2	0		
Office of Economic Development	International Business Relations/Sister City	0	1	2	2	0	2	1 3	1 2	0		
Office of Economic Development	Economic Strategy, Policy and Analysis	1	2	4	2	0	3			0		
Office of Economic Development	Downtown Management	1	2	4	4	3	2	0	3	4		
Office of Economic Development	Arts / Festival Grants and Assistance	1	1	3	0	1	3	1	4	1		
Office of Economic Development	K-12 Arts Education	0	0	2	0	1	2	0	4	0		
Office of Economic Development	Cultural Planning, Policy and Initiatives / Arts	1	0	2	4	1	3	1	4	1		
Office of Economic Development	Public Art Project Management	1	1	2	0	1	2	2	4	3		
Office of Economic Development	Public Art Master Plan Implementation and	1	1	3	0	1	2	1		2		

- 1. What are we in "business" to do?
- 2. What exactly do we do?
- 3. How do we figure out what is "core" <u>OR</u> What is of the highest importance?
- 4. What do you want to "keep" (not "What do you want to cut") THE ROLE OF CITIZENS



# 3 Keys to Public Engagement

- 1.) Determine Your Objective for Engaging the Public

   Is it a "Means to an End" or an "End in and of Itself?"
- 2.) Determine a Role for the Public Where they Can Have Meaningful Influence
- 3.) For Greatest Participation, Go to Them



# Many Challenges Inherent to Engaging Public

ENGIN

Where would YOU find \$51 million? Building the Citizens' Budget

#### WHO MAKES THE CUT—YOU HELP DECIDE POLICE OR POOLS? FIREMEN OR FEES?



#### Here's the challenge!

- The City o has a \$51 million deficit—How can we balance the budget while still having the services we need? Your voice is important!
  - City Council wants and needs your input to make budget decisions that best reflect the values of our citizens.
  - Come talk with other citizens—*together* you will decide what is most important for our community.

- Level of discussion too "Big Picture"
- Conversation is framed contentiously (and possibly with "fear")
- Unclear about "how" citizens will be able to participate

# Engaging Public in New Discussion About "What They Want to Keep"







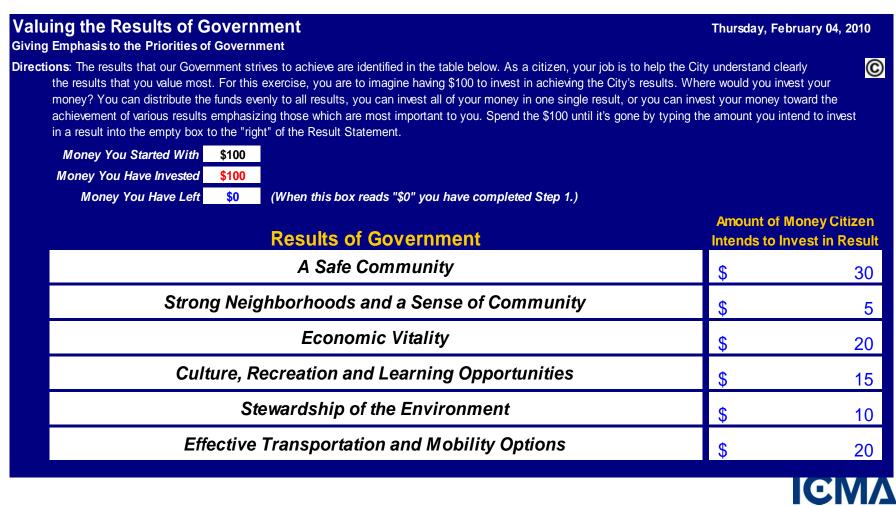




DESIGNS, BUILDS and MANAGES A TRAF	then it will have successfully och							
IMPROVES TRAFFIC FLOW	THE NETWORK THAT EASES CONDESTION, and ENHANCES MOBILITY	Anno the route of providing MATTERE MODELEC PROVIDES ACCESSIBLE, SAFE and WELL-PLAN and PEDESTREAMS THAT CC		ENCOURAGES and INCENTIVES'S TECHNOLOGIES and STRATTORES THAT REDUCE VEHICLE USE, EXPECUELY BY ONE YORE REMITCIAL				
STAFF RESPONSE	CITIZEN RESPONSE	STAFF RESPONSE	CITIZEN RESPONSE	STAFF RESPONSE	CITIZEN RESPONSE			
Review traffic scottrol plans	Residt traffic signals & vehicle flow	Keeps wallways & bile riding paths safe clean and weihit	Safe pedestrian lanes	Promotes healthy habits of moving and traveling for kids, families & visitors	Encourages not using cars			
Focus on traffic engineering	Taffc few	Pedestrian/bicycle friendly	Pedectrian paths that are easy to follow	Multiple modes of traffic reduce impact on environment	incentives for bicycling & carpooling			
Traffic plan	Get Lighthouse traffic moving	focurages walkpath beyond the recreation trails	Equand bile lanes (safety issue)	Cargonis	More ride-sharing			
Conducts transportation planning	Consider creative solutions to "nash hour" in/out traffic	Maintain bile lanes	Safety improvements for bioyclists	Carsharing	incentives for bicycling & carpooling			
ognizes the need for transportation planning instead of traffic engineering	Traffic routes & controls keep traffic moving swittly & efficiently	Walkable	incentives for biopoling & carpooling	New modes of transportation	Encourage businesses to provide transportation to employees			
Has traffic flowing streadly	Elizitate con-ways	Provides a dequate bike lanes	Gardinae bike task	Gives employees car pool incentives	Actively plan to reduce need for single person automobile trips			
sear't have traffic backed up at stoplights	Add lanes on Del Monte Blud.	Provides alternative modes (public transit, bike lanes, etc.) of transportation	Maintain walking paths & bite/pedestrian trails	Provides services in neighborhoods to reduce car				
Improves traffic flow(2)	Easily understand road signage	Walkable community	Multi-modal paths with lighting (solar)	Provides E-gov services to reduce car trips				
iel-positioned, well-lit signage & direction wayfinding program	Design new streetscapes (lighthouse)	Better bile lates	Rike Janes (2)	Environmentally friendly (green)				
wayfinding program	Open Presidio (2)	Maintain the recreation trail	Well-marked bike trads & paths	More or improve school bosing				
Staties and improves traffic flows	Address traffic flow issues to determine effective modes of transportation	Promote healthy lifestyles waiking & biking	Promotes bile use	Requires businesses to provide alternative transportation support services (Le. bile lockers, bile racks, showers, etc.)				
No traffic congestion		Has wallable neighborhoods	Schance bile lates on all city streets	Ride share programs				
Skow speeds		Keep sidewalks is good repair	Nix- path expansion	Deploys a green fleet				
partely diversifies its funding support (made) bike paths; transit, etc.)		Has a pedestrian path	Safe bile rasis	Provide access for boats & kayaks				
Analyses collidon data Tracks traffic & pedestrian safety		Provide adequate pathways & walking trails Connects major destinations by bite paths &	Ruld bite lates					
Tracks traffic & pedestrian safety Enforces traffic laws (2)		pedectrian pathways/vootes Improves intersections for pedectrians & biopcies	Greate bile lates Nile & pedestrian access					
Few sullidons		Implements bicycle transportation plan	Mony/Letter pedectrian connections to waterfront					
ens have easy access to shopping districts (to improve sales taxes)		Provides bike lanes	Create "walkable" city					
Traffic enforcement		Has a bile path	Safe walloways					
Educates the public on traffic safety Modern traffic engineering		Walking trails (2) Multiple modes Le, pedestrian, bikes, mass transit	Encourages & promotes walking					
EDUCATES and MOTIVATES THE COMMUNITY TO PROTECT MONTREREY'S RESOURCES								
-/ 0	OMMUNITY TO PROTECT	THE REGIONA	SUES AT A AL LEVEL PR	OTECTION, CONSERVATI d EFFICIENT USE OF WAT D INSURE THE LONG-TER SUSTAINABILITY OF THIS	TER M			

## Valuing the Results of Government

#### Invest \$100 in Results, according to their relative importance



- 1. What are we in "business" to do?
- 2. What exactly do we do?
- 3. How do we figure out what is "core" <u>OR</u> What is of the highest importance?
- 4. What do you want to "keep" (not "What do you want to cut") THE ROLE OF CITIZENS
- 5. How do we know we are successful?



# **Peer Review (Quality Control) Process**

#### City of Boulder, CO

Program Prioritization Peer Review of Departmental Program Scoring Community Result: ECONOMICALLY VITAL COMMUNITY



Each department has scored its programs using a two-step process: (1) determine the relevance of a program in respect to the Priority Result and (2) determine the influence of the program to achieve the Priority Result. Based on that process, programs were scored within a range of between "0" and "4". For details on the scoring, please refer to the departmental scoring instructions in your packet. As part of the validation process, each Peer Review team will review those programs which departments scored within a "3" or "4." The task of the Peer Review team is to review the information provided regarding these programs within the context of the Priority Result definition. Specifically, you are tasked with the following:

1. review the program descriptions and determine whether you agree with the departmental score based on how well the program aligns with the Priority Result (does the program achieve the Priority Result and to what extent);

2. request additional information to understand the departmental score, if necessary; and

3. after receiving additional information and discussion, recommend a different score to the City Manager, if necessary.

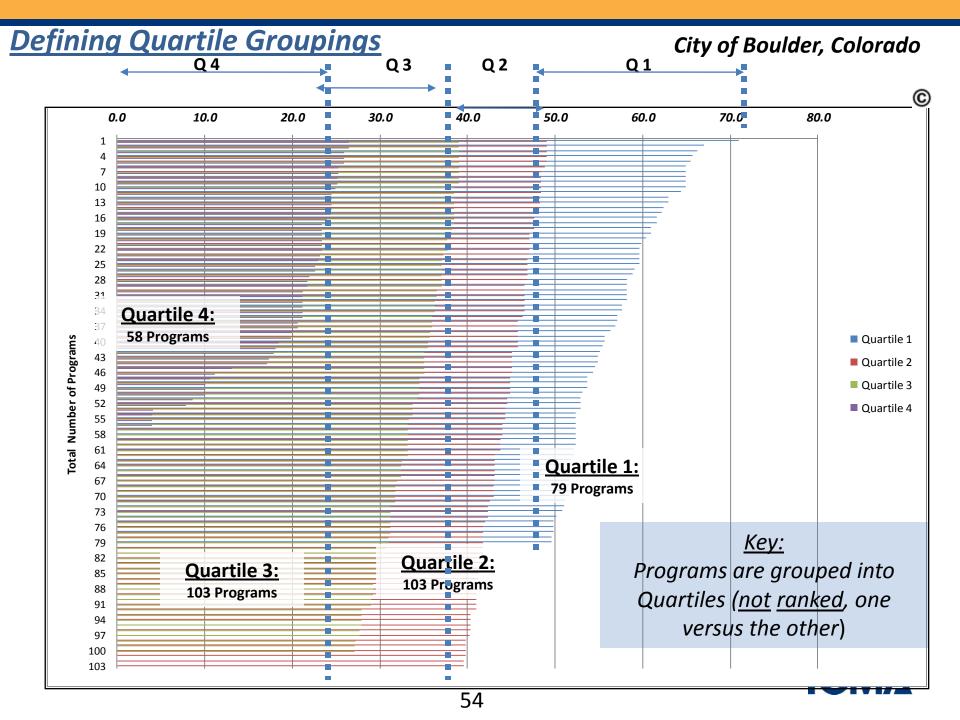
#### The following Programs are Listed in Order of Score, From High to Low, Relative to this Result

DEPARTMENT OFFERING PROGRAM	Division	PROGRAM NAME	PROGRAM DESCRIPTION	Program Number	Program Notes	Dept. Score	Agree with Dept. Score? (Yes/No)	Need More Information? (Yes/No)	Notes for Revie <del>v</del> Team Member	Revised Score
Community Planning & Sustainability	Economic Vitality	Economic Vitality Program & Sponsorships	Wide range of assistance to new & existing, small & large businesses; retention/expansion critical to the city's economic health and revenues (sales & use taxes/permit fees); sponsorships supports service to small and independent businesses.	29		4				4
Community Planning & Sustainability	LEAD	City Organization Sustainability	New City Sustainability Plan; Economically vital=could not ask the same of businesses in the community if we as a city organization are not doing our part; Safe=ranked for environmental health.	39		4				4
DUHMD/PS	04	Downtown & Community Improvements-streetscape	Mall Infrastrure improvements and FFR replacement for items such as PopJet fountain, weeping rock, benches, etc	49		4				4
Fire	Fire Safety	Inspections/Code Enforcement	Provides inspection and enforcement services to ensure existing buildings and new construction meet fire and safety code requirements prescribed in the Boulder Revised Code.	76		4				4
Open Space & Mountain Parks	Land & Visitor Services	Trail Program Maintenance and Construction	Desc: Annual maintenance of existing trail system. New trail construction and large scale maintenance projects to make existing trails more sustainable Mandated: Charter Section 176: & 176h Provide for passive recreation such as hiking, equestirans and biking Change: As surrounding communitees continue to grow, more people visit the OSMP trail system. Reliance: The City would not allow a private citizen to construct a new trail on public land nor would we expect the private citizen to pay for it. Access: OSMP constructs and maintains ADA accessible trails, that is a unique opportunity for mobility impaired people to recreate outside. OSMP also plans, constructs and maintains a trail infrastructure system that provides an opportunity to bring people closer. Econ: The opportunity to recreate on OSMP, via the trail system, is essential to the construct source conditivative <b>earby Environment Charley &amp; Socially Thriving Safe Co</b>	168		4				4



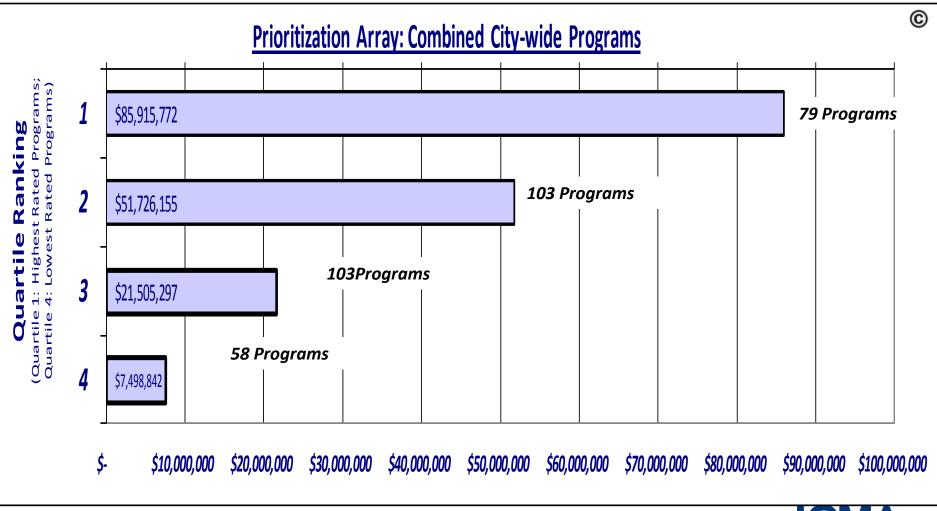
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- 4. What do you want to "keep" (not "What do you want to cut") THE ROLE OF CITIZENS
- 5. How do we know we are successful?
- 6. How do we ask "better" questions that lead to "better" decisions about "what we do" and "why we do it"?

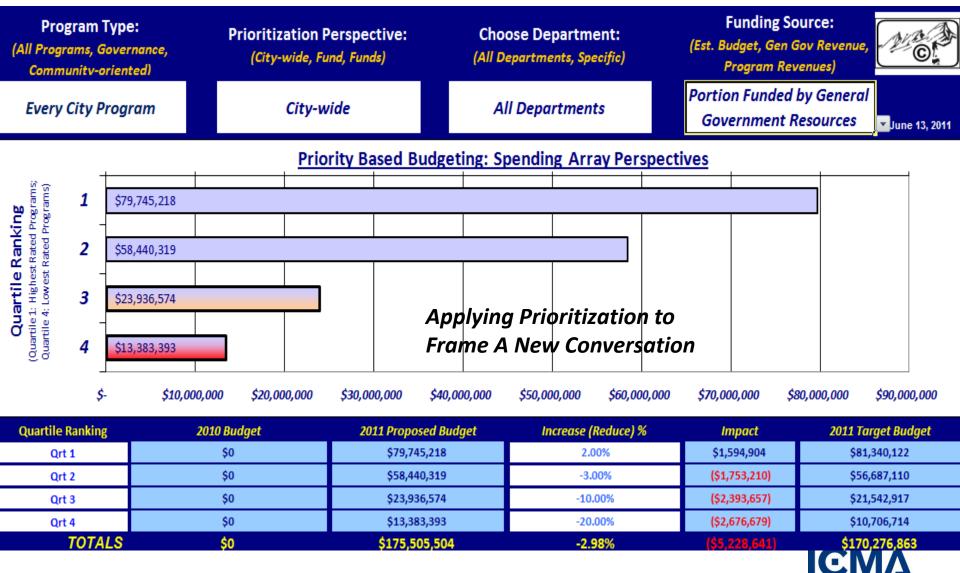


#### **Step 5: Allocate Resources Based on Prioritization**

City of Boulder, Colorado



### **Resource Allocation Tool**



# LIVE DEMONSTRATION OF RESOURCE ALLOCATION TOOL



# Thank You !

**Contact Information:** 

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# Questions/Comments?





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