

Best Practices in Communicating Your Budget Effectively



2013 CSMFO Conference February 21, 2013 Oakland, CA

Presented by: Scott Catlett, City of Riverside Ken Brown, City of Irvine





Who We Are

Scott Catlett

Assistant Finance Director

City of Riverside

2012 CSMFO Professional Standards & Recognition Chair

Ken Brown

Manager of Budget and Business Planning
City of Irvine
2013 CSMFO Professional Standards & Recognition Chair





Today's Topics

- The problem with budget documents
- Budget Awards Programs
- Suggested solutions
- The Riverside approach
- The Irvine approach
- Questions





THE PROBLEM WITH BUDGET DOCUMENTS





• The problem with budget documents:

They are usually complex and confusing

- Lots of numbers
- Lots of financial terminology
- Structure is foreign to non-government people (Funds/departments/organizational units/cost allocations)



- Impact of confusing or inadequate budget documents:
 - Failure to communicate problems and solutions to elected officials and the public
 - Incorrect perceptions of fiscal health (good or bad)
 - Negative press coverage
 - Little value to end-users (including staff)





Common failures:

- Inadequate summarization
- Inadequate narrative
- Inconsistent numbers
- Lack of "flow"
- Lack of charts and graphs
- Lack of "understandability" and "usability"





- Budget documents can be detailed without seeming complex or confusing:
 - Well thought out/executed summarization
 - Thorough narrative
 - Consistent numbers with logical organization
 - Logical "flow" to the document's content
 - Thoughtful charts and graphs
 - Clarity of content and execution





BUDGET AWARDS PROGRAMS





Budget Awards Programs

- GFOA offers the Distinguished Budget Presentation Award
- CSMFO offers the Operating Budget and Capital Budget Excellence Awards









Budget Awards Programs

- Awards don't measure the soundness of a budget's recommendations or the underlying policy direction
- Goal is to demonstrate that the budget document is serving its intended purpose of communicating budget information to elected officials, the public, and staff effectively



SUGGESTED SOLUTIONS FOR BUDGET DOCUMENTS





Suggested Solutions

- Budget document organization
- Thorough explanation of terminology and business processes
- Thoughtful use of charts and graphs
- Thoughtful implementation of performance measurement





Budget Document Organization

- Organize the document like you're telling a story
 - Introduction
 - Beginning
 - Middle
 - End
 - Appendices





Budget Document Organization

- So what does that look like in a budget?
 - -Transmittal letter
 - Community profile
 - Organizational priorities and goals
 - -Guide to the document
 - Budget summary / overview
 - Detailed data (logical organization)
 - -(Limited) Supplemental data





Explaining Terminology and Business Processes

- Take the time to educate the reader about the document they are about to open
 - What is a budget?
 - How is the budget developed?
 - What's in the budget document?
 - What are the accounting and budget frameworks within which we operate?
 - What policies govern our actions?





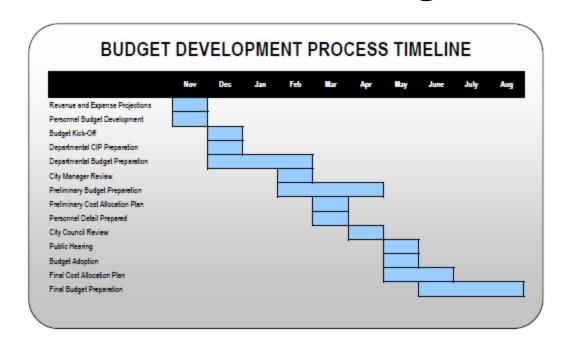
Explaining Terminology and Business Processes

- An informed reader walks away with:
 - A better understanding
 - Fewer misconceptions
 - The message you intend to convey
 - A positive view of your organization and the challenges you face
 - A positive view of your financial controls and operational policies





How does the budget process work?



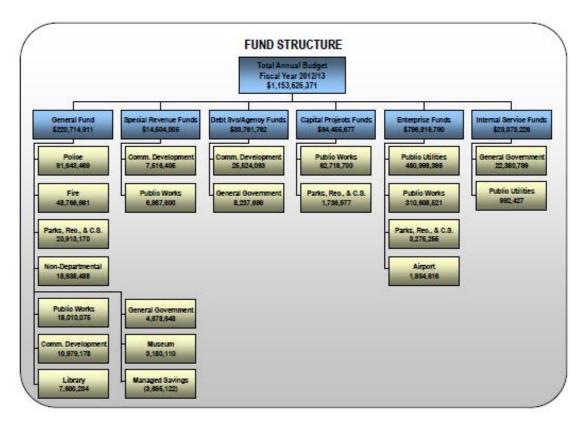
- Illustrate the process graphically
- Explain it in simple terms







What is the structure of the budget?



- Link organization to fundsgraphically
- Not too much detail
- Laying the groundwork







Outlook

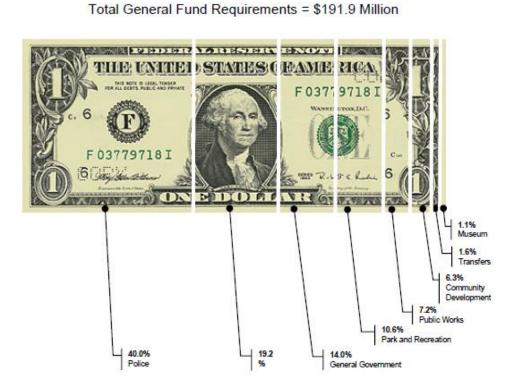
The City works closely with its sales tax consultant, HdL Coren & Cone, in projecting sales tax revenue. Based on HdL's analysis of the trend in year-to-date tax receipts, macroeconomic conditions (done in collaboration with its partner Beacon Economics) and an examination of Sales Tax History







What makes up the General Fund?



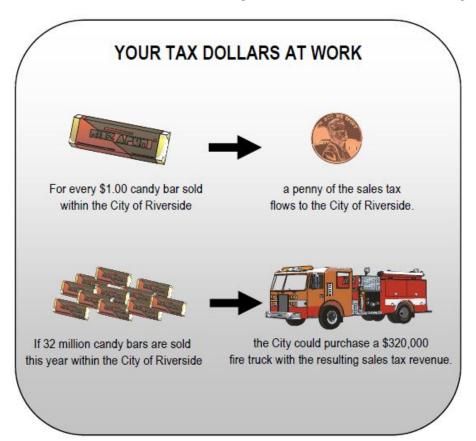
 Relates services to something a person can understand







Where does your money go?



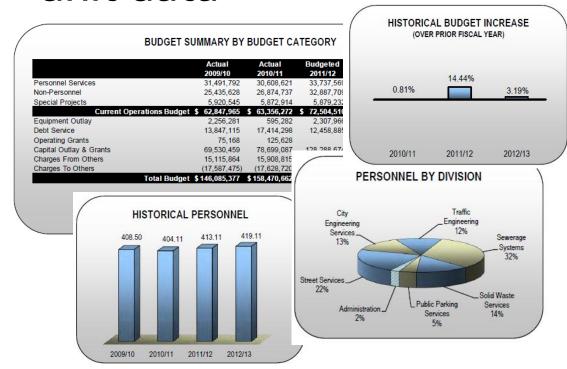
 Relates services to something a person can understand







 Consistent presentation of organizational unit data

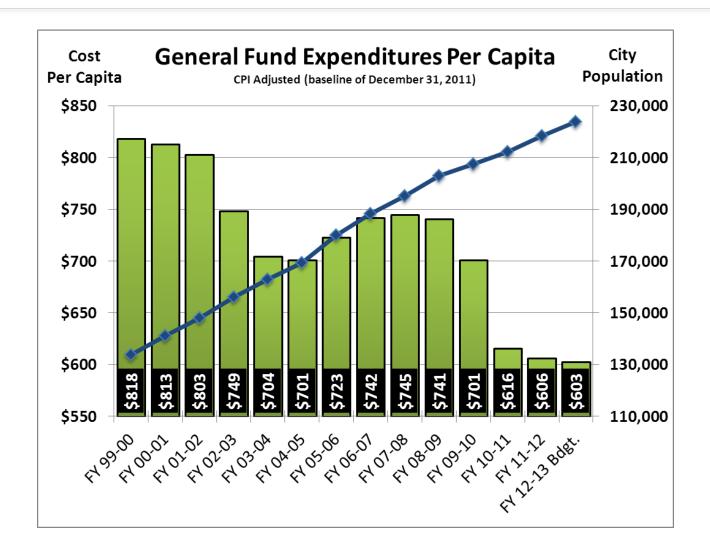


- Users get used to format
- Makescomparisonseasier













Performance Measurement

- Layers of performance measurement
 - City goals / strategic planning
 - Department goals
 - Long-term
 - Linked to city goals
 - Meeting legislative priorities
 - Department objectives & accomplishments
 - Short-term
 - Progress is measurable
 - Measurement of performance data
 - Outcomes, not outputs





Performance Measurement

- Why performance measurement?
 - Tell the organization's story to the public and elected officials (what are we doing with resources?)
 - All too often, including performance measures that are weak can do more harm than good
 - Make sure that measures are meaningful and relate to the community and legislative priorities
 - Avoid measuring outputs (e.g. business licenses processes = 19,451)
 - Try to measure outcomes (number of business license renewals with no errors = 98.42%)



SUGGESTED SOLUTIONS FOR PRESENTING BUDGET DATA TO ELECTED OFFICIALS AND THE PUBLIC





Presenting Budget Data

- When presenting budget data:
 - Be engaging so that people pay attention and are interested in content
 - Avoid complicated tables and terminology
 - Select the most effective means of presenting your data
 - Have detail ready if asked, but concentrate on the big picture





Presenting Budget Data

- When presenting good news:
 - Avoid overstating
 - Remember the cyclical nature of revenues
 - Have alternatives prepared (know your needs)
- When presenting bad news:
 - Be direct and don't avoid the issue
 - Provide context for how you got there
 - Provide solutions

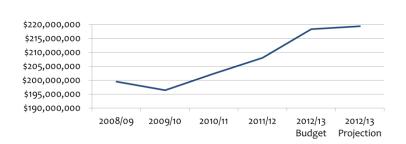




Provide Summary Data

 Too much detail in a presentation causes those listening to focus on the data instead of the presentation (have detail ready)

Yes



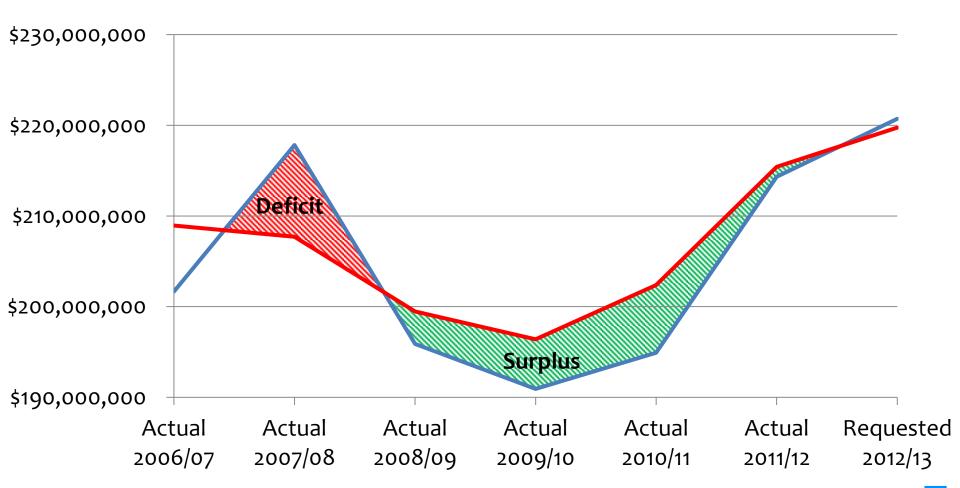
No

	2012/13 Adopted	2012/13 Projected	Budget Variance
Sales & Use Taxes	\$51,079,000	\$50,690,569	\$(388,431)
Property Taxes	47,265,758	47,737,690	471,932
Interfund Transfers	40,890,700	41,340,400	449,700
Utility Users Tax	28,397,050	28,103,000	(294,050)
Charges for Services	11,758,858	12,064,625	305,767
Licenses & Permits	7,456,234	7,769,233	312,999
Franchises	5,099,000	4,999,000	(100,000)
Other	5,044,881	4,579,881	(465,000)
Fines & Forfeits	4,955,437	5,855,563	900,126
Special Assessments	4,749,395	4,408,138	(341,257)
Transient Occupancy Tax	3,912,000	3,800,000	(112,000)
Property Transfer Tax	1,500,000	1,535,000	35,000
Intergovernmental	1,220,000	1,505,947	285,947
One-Time Revenues	5,000,000	5,000,000	
Total	\$218,328,313	\$219,389,046	\$1,060,733
Prior Year Carry-Forward	1,422,322	1,422,322	
Adjusted Total	\$219,750,635	\$220,811,368	\$1,060,733





Relate Data To Tell the Budget Story

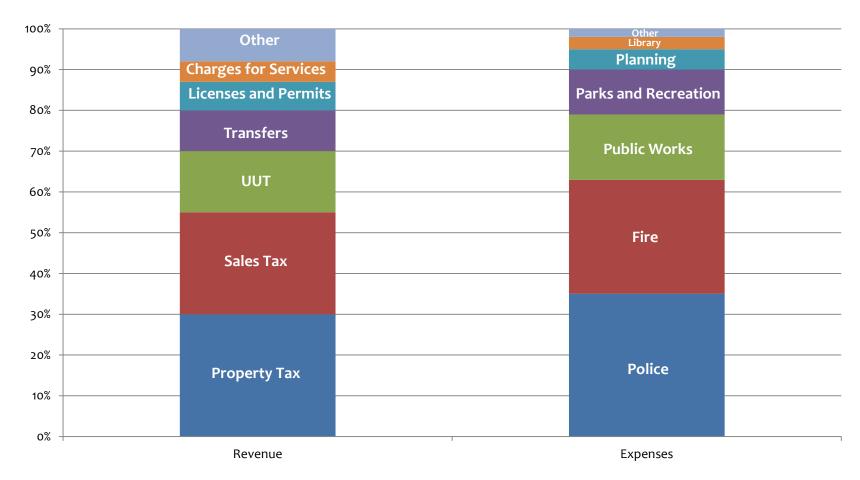








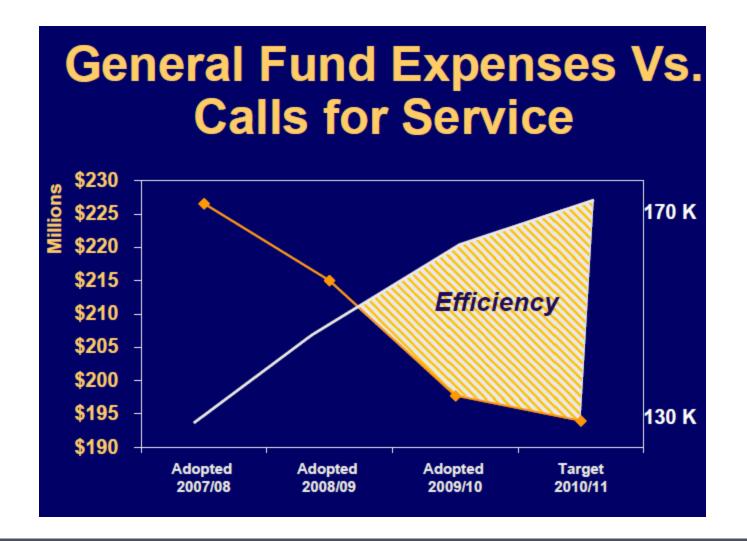
Relate Data To Tell Budget Story







Illustrating the Positive Side of Budget Cuts







THE RIVERSIDE APPROACH



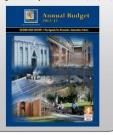


Riverside Budget in Brief



INTRODUCTION TO THE ANNUAL BUDGET

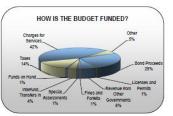
The City of Riverside's annual budget is a key communication tool, which illustrates to the public the City's strategic direction, sources of funding, and types of expenditures. This document seeks to distill the budget document into a useful set of tables, charts, and diagrams for the use of the general public. The City's total combined annual budget for fiscal year 2012/13 is \$1,153,626,371.

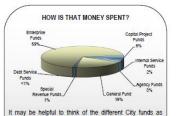


CITY COUNCIL STRATEGIC GOALS

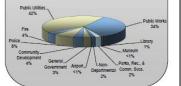
The Budget is linked to the City Council's Strategic Goals, developed in 2004 and amended in 2008 and 2009. These goals are at the heart of what our community expects from its local government. In turn, these goals are woven throughout the fiscal year 2012/13 Annual Budget, which allocates the resources necessary to achieve our shared vision. The City Council's Strategic Goals are:

- Economic Development
- Environmental Leadership
- Transportation
- . Livable Communities and Neighborhoods
- Arts and Innovation





It may be religiou to trimin to the clienter to Lity funds as multiple "business enterprises". Just as businesses vary by size and revenue, so too do the various City funds. There is a tendency to equate the City's General Fund with the City's financial status as a whole, but it is important to remember that the General Fund is just one of many funds, or places of City business.

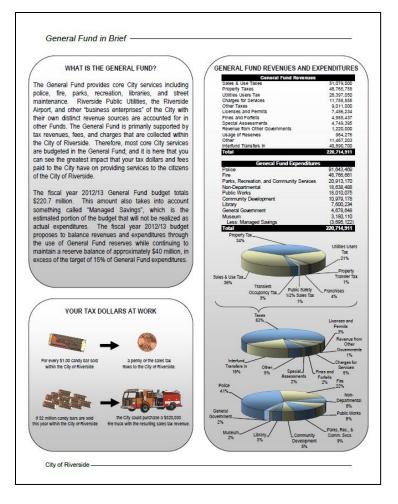


- Summary information
- Strategic goals
- How is the budget funded?
- How is that money spent?





Riverside Budget in Brief

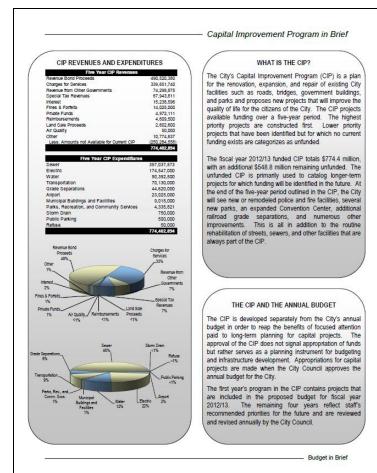


- What is the General Fund?
- Your tax dollars at work
- General Fund revenue and expenditures





Riverside Budget in Brief

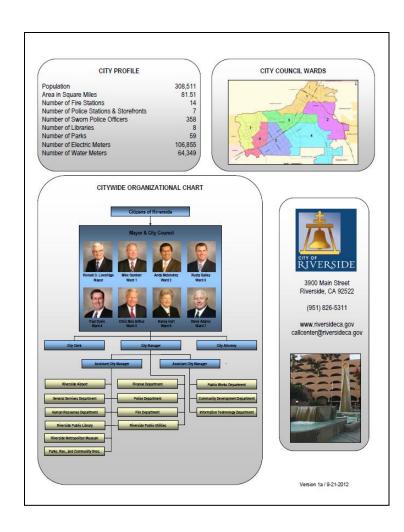


- What is the CIP?
- The CIP and the Annual Budget
- CIP revenues and expenditures





Riverside Budget in Brief



- City profile
- City Council wards
- Citywide organizational chart
- Contact information









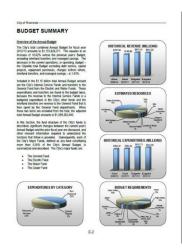


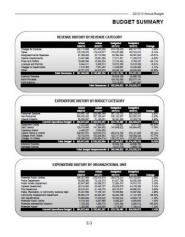


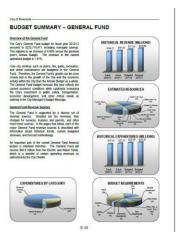
- Introductory items
- Transmittal letter
- Community profile
- Strategic budget priorities
- Guide to the budget

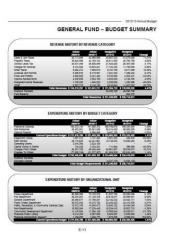












- Budget Summary
 - Citywide
 - Organizational changes
 - Debt
 - General Fund
 - Other major funds



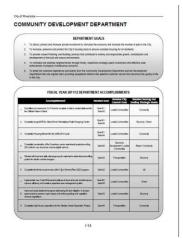


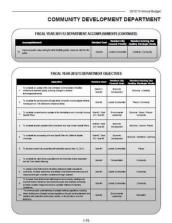
Fund / Department		Actual 2008/10	Actual 2010/11	Budgeted 2011/12	Budgeted 2012/13	Percentage of Total
Peneral Fund	101					
Police Department		80,008,980	79,125,975	81,927,700	82,050,209	
Fire Department		40,233,281	41,148,376	40,615,277	40,860,831	
General Government		28,466,677	31,786,497	32,102,232	34,524,111	
Public Works Department		20,875,594	19,472,754	23,429,425	24,415,536	
Parks, Recreation, & Community Services Dept.		13,972,740	14,554,473	15,645,152	16,434,246	
Non Departmental Community Development Department		15,862,084	17,239,440 11,384,146	16,224,910	16,003,718	
Riverside Public Library		5.314.353	11,384,146 5.267.860	13,580,044 5,482,207	10,630,071 5,559,892	
Riverside Public Library Riverside Metropolitan Museum		1,160,255	1,489,775	1.078.356	2,856,812	
Current Operations	_	217,010,788	221,469,296	230,085,303	233,335,426	
Equipment Outlay		1,687,913	1,737,294	2,561,559	440,639	
Debt Service		46,716,625	44,341,001	14,138,453	15,050,494	
Operating Grants		3,816,084	3,524,108	-		
Capital Outlay & Grants		734,449	3,104,231	711,084	386,890	
Charges From Others		40,251,725	48,294,440	49,901,667	58,039,073	
Charges To Others Jub Total General Fund	_	(77,650,746) 232,688,838	(81,377,207)	(81,909,502) 216,488,684	(82,842,489)	20.10
			241,093,163		224,410,033	
Electrio - Riverside Public Utilities	610	306,478,749	308,742,420	348,677,018	334,685,797	29.88
Vater - Riverside Public Utilities	620	74,739,168	78,886,618	79,766,639	90,378,928	8.10
Airport - Riverside Airport	630	2,054,685	1,788,722	2,037,242	1,834,818	0.17
Refuse Collection - Public Works	640	20,218,864	18,428,108	20,767,784	21,952,687	1.97
lewer Service - Public Works	660	61,207,848	62,865,473	98,282,408	281,288,339	26.20
ion-Major Funds		241,763,766	221,121,582	184,287,102	161,782,413	14.48
Tota	Expenditures \$	828,017,885	832,822,884	\$ 867,306,867	\$1,116,430,783	100.00
nterfund Transfers				39,936,100	40,890,700	
lanaged Savings				(4,247,735)	(3,695,122)	

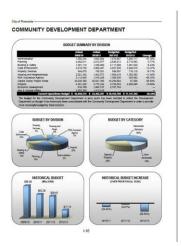
	General	General Department-Specific Revenues								
Pend	Repport 1	Tazes	Charges for Services	Dicenses and Permits	Fortella	Special Assessments	Revenues	Other*	Total	Total
Council										
mmunity Development Department	4,717,871		2,372,520	832,000 737,663	2,091,787	665,000	250,000	40,000	6,261,307	10,979,17
ance Department *									737,563	
Department	44,864,296	1,516,758	2,371,247	14,300					3,902,365	40,790,0
neral Services Department								400,000	400,000	400.0
nan Resources Department Irmation Technology Department								720.275	720.275	720.27
ice of the City Attorney								120,210	720,279	120,21
ke of the City Cierk								121,925	121,905	121.90
ice of the City Manager	2.698.895								,	2.090.00
ize of the Movor										
its, Recreation, and Community Services Department	18.715.242		2.197.907						2.197.907	20,913,17
ice Decodment	88 225 605		1,965,940	76.024	1 700 000		175,000		3.316.864	91,643.46
tilic Works Department	10.015.000		1,020,009	21,000	.,,			145,400	1.194.409	18,010,07
erside Metropolitan Museum	3,180,110		-							2,180.11
eraide Public Library	5,942,234	1,396,000	65,000		195,000				1.658,000	7,600.22
n Departmental	10,561,343			824,000	1,566,750	4,084,395		1,600,000	8,077,145	18,638,40
Total Revenue	\$ 196,022,360	\$ 2,014,790	\$ 10,000,643	\$ 2,804,907	4,966,457	\$ 4,749,566	\$ 456,000	3,027,000	28,847,770	\$ 224,410,00
ns Managed Serings										(3,695.13
•										-
					Adjuste	d Total - To Rec	oncile with Gene	rai Fund Expen	diture Budget	\$ 220,714,91
ss: Interfund Transfers										(40,690,70
ss: Use of Reserves										(964,2
						antered Technol - To	leconcile with G	eneral Band Ba	more Budget	9 179,000,0

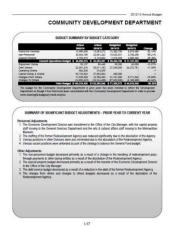
- Additional Numbers
 - Fund balance
 - Revenue
 - Expenditures
- All with consistent formatting
- Theme continues throughout document







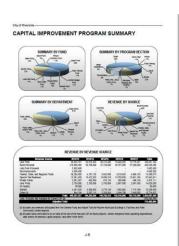


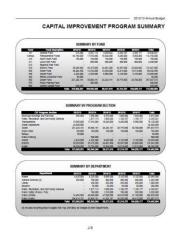


- Consistent department summaries
 - Organization charts
 - Services provided
 - Personnel data
 - Goals, objectives, accomplishments
 - Tables and charts
 - Significant changes
 - Budget details

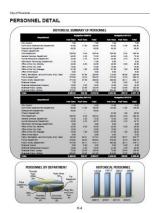












- Capital improvement program summary
- Personnel detail
- Glossary of terms





For More information

http://www.riversideca.gov/finance





THE IRVINE APPROACH





Irvine Budget in Brief

City of Irvine

Irvine is located 40 miles southeast of Los Angeles and six miles from the ocean in Orange County, California. Incorporated as a Charter City in 1971 with a City Council-City Manager form of government, the first City Council revised the master plan developed by world-famous architect William Pereira for the landowner, the Irvine Company; the Irvine General Plan is the basis for all development in the City.

Services provided by the City include animal control; building and safety regulation and inspection; general administrative services; planning and zoning; police; public facility and capital improvement construction; recreation and cultural programs; open space administration; street lighting; street maintenance; landscape maintenance; and transportation management.

Incorporated December 28, 1971 Incorporated Area 66 sq. miles Sphere of Influence 74 sq. miles Population 223,729 **Employment Base** 190,600 **Dwelling Units** 82,283 Full-Time Employees 737 Neighborhood Parks 37 Community Parks 19

Irvine City Officials

Sukhee Kang, Mayor Beth Krom, Mayor Pro Tem Larry Agran, Councilmember Steven Choi, Councilmember Jeffrey Lalloway, Councilmember

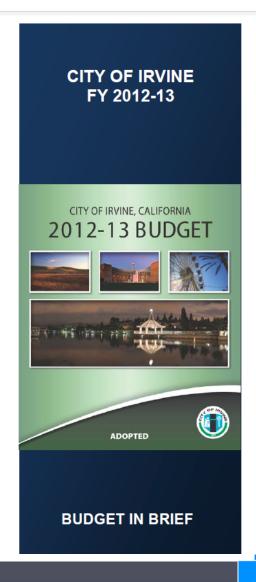
Sean Joyce, City Manager Sharon Landers, Assistant City Manager

Please visit the City's website at cityofirvine.org for the up-to-date information and upcoming events.

"City of Innovation"



1 Civic Center Plaza P.O. Box 19575 Irvine, CA 92623 Phone: 949-724-6000





Irvine Budget in Brief

FY 2012-13 Adopted General Fund Budget

Resources

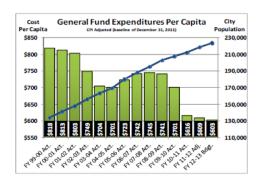


	FY 12-13
General Fund Resources	Adopted
Sales Tax	\$51,328,000
Property Tax	42,010,000
Hotel Tax	8,799,000
All Other Revenue Sources	30,279,474
General Fund Transfers-In	6,807,232
TOTAL RESOURCES	\$139,223,706

Top 25 Sales Tax Producers

Apple Computer	Nordstrom
Arbonne	Power Toyota/Scion
Carmax	Ralphs
Chevrolet of Irvine	Rohde & Schwarz
Chevron	Sarcom
Costco	Shell
Edwards Lifesciences	Target
Fladeboe Honda	Toshiba
IPC USA	Tuttle Click Dodge Chrysler
Irvine BMW	Jeep
Irvine Service Station	Tuttle Click Ford/Lincoln/
Living Spaces	Mercury
Main Electric Supply	University of California, Irvine

Victor Medical



Irvine Quick Facts

CPI adjusted per capita General Fund spending is at a record low (\$603) per available data

Ranked 2nd best run city in America by 24/7 Wall Street

Named safest big city in America by the FBI for 8th consecutive year

41% of the General Fund budget is dedicated to Public Safety

Continuing to provide life-affirming programs and services to the City's youngest, oldest and most vulnerable populations

Sales Tax — Irvine receives 1¢ of every taxable retail sale dollar spent in the City

Property Tax — Irvine receives an estimated 9¢ of every dollar of property tax

Appropriations



	FY 12-13
Operating Appropriations	Adopted
City Manager's Office	\$7,635,499
Administrative Services	5,036,921
Community Development	9,698,589
Community Services	30,218,318
Public Safety	57,145,930
Public Works	24,980,469
Non-Departmental	3,265,000
Transfers-Out	\$1,005,200
TOTAL APPROPRIATIONS	\$138,985,926

Capital Improvement Program

Capital appropriations total \$97.4 million, including \$17.6 million in significant non-routine capital infrastructure improvements for 28 new projects in FY 2012-13.

Education

Measure R, the Irvine School Support Initiative approved by Irvine voters November 2010, continues the City's direct financial support to Irvine schools - \$1.5 million annually through FY 2013-14.





The Irvine Approach

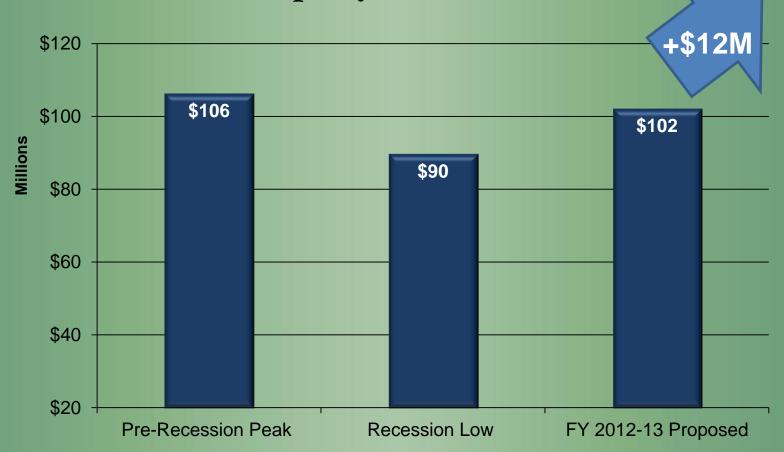
Presentation Slide Examples: Telling the Story



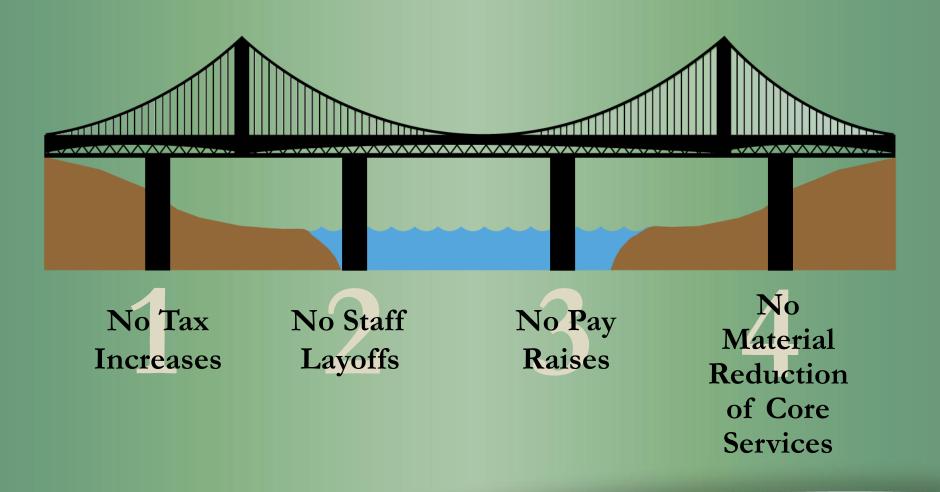
FY 2012-13 General Fund Budget Presentation



Top Three Revenues Sales, Property and Hotel Taxes



The Four Pillars



Strategic Priorities Accomplishments

- Maintain Core Services
 - Safest Big City
 - Human Services
 - Infrastructure & Aesthetics
 - School Support
- **Contingency Reserve Funding**
- Infrastructure Rehabilitation Funding







Expected Business Openings











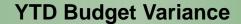


FY 2012-13 Budget

One-Time Funding Sources:	
Bake/I-5 Fee District Close-Out	\$3.4M
Jeffrey Grade Separation Project Close-Out	1.0M
Bowerman Funding (Irvine School Support)	1.0M
Less:	
Transfer to Contingency Reserves	-0.5M
Unallocated Fund Balance	-0.2M
Total*	\$4.7M

^{*} Difference between ongoing revenues and ongoing expenditures

FY 2011-12 General Fund Update





Operating Revenues vs. Expenditures



Revenues Expenditures





Irvine Intranet Internal Report

City of Irvine Fiscal Year 2012-13 November Financial Dashboard

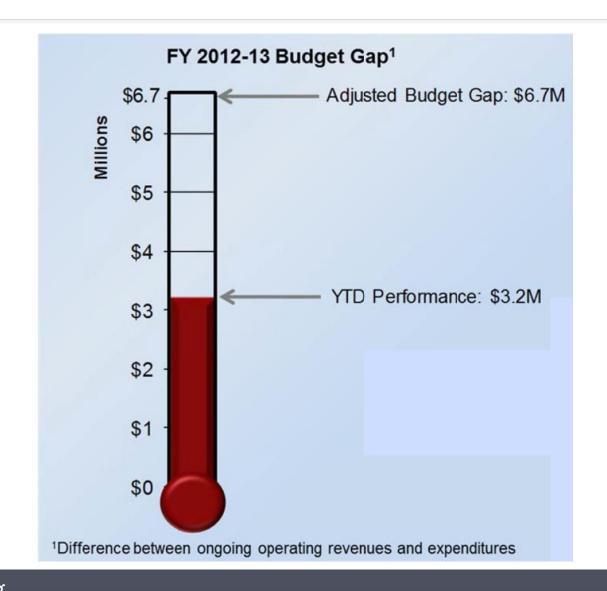
The City Manager asked the Budget Team to prepare and present monthly financial dashboard reports to City staff to keep employees current on financial trends. To view the latest two-page report please click here.

The report summarizes information recently shared with the City Council. If you have any questions regarding this information, please contact Budget Manager Ken Brown at extension 6046.





Irvine Intranet Internal Report





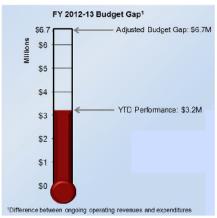


Irvine Intranet Internal Report

FY 2012-13 November Financial Dashboard

The Budget Office develops monthly budget update reports for the City Council and Finance Commission after the first quarter of the fiscal year. To also keep City staff current on financial trends, the City Manager asked the Budget Peam to prepare and present monthly financial dashboard reports for employees. In developing these reports, the Budget Office works with City department budget coordinators to estimate monthly revenues and expenditures. Year-to-date budget estimates are typically made on the basis of historical experience when the exact timing of payments is unknown.

The City's FY 2012-13 Adjusted Budget contains a gap of approximately \$6.7 million. The budget was balanced by utilizing "one-time" measures, including the use of surplus funds from a completed capital improvement project and funds from a fee-district closure. Through November, however, the City has outperformed budget expectations by \$3.2 million and is working toward the goal of closing the budget gap by year-end.



Summary - as of November 30, 2012

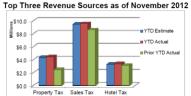
	Adjusted Budget	YTD Estimate	YTD Actual	YTD Variance
Revenues	\$132,426,474	\$27,341,848	\$28,450,715	\$1,108,866
Transfers-In	\$6,807,232	\$1,981,600	\$2,015,941	\$34,341
Expenditures	\$139,919,054	\$57,071,774	\$54,820,264	\$2,251,510
Transfers-Out	\$1,005,200	\$2,355,495	\$2,523,390	(\$167,895)
		YTD Budget	\$3,226,822	

²The year-to-date budget variance is the positive/negative difference between estimated and actual revenues and expenditures.

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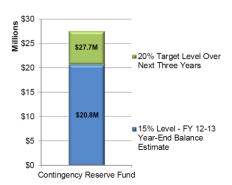




Property Tax, Sales Tax and Hotel Tax combined account for 77% of the City's total annual budgeted revenues

Contingency Reserve Fund

At the close of FY 2011-12, the City Council adopted a policy to increase the Contingency Reserve Fund balance from the target level of 15% of General Fund adopted budget operating appropriations to 20% over the course of the next three fiscal years. This 5% increase to fund balance would be approximately \$6.9 million based on the current year's adopted budget. At the end of FY 2012-13, the City will have approximately \$20.8 million or 15% of General Fund operating appropriations in reserves.



For more information, please click <u>here</u> for the complete November Report that was presented to the City Council and Finance Commission.

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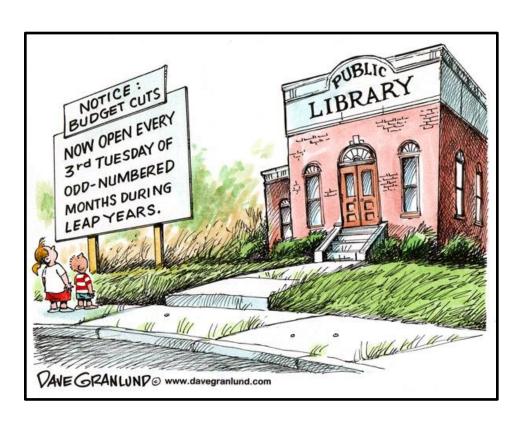
For More information

http://cityofirvine.org/budget





Questions?









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