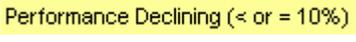


CPR Glossary of Terms

I. Alphabetical List of Terms

Term	Definition
% Declining	The percent of performance indicators that are moving against the desired direction.
% Improving or Stable	The percent of performance indicators that are constant or moving in the desired direction.
Additive	An additive indicator is one for which the yearly total is obtained by adding the twelve monthly values. Most CPR indicators are not additive (they are averages or percents.)
Citywide Theme	A Citywide Theme is a group of related government services. Together, the eight Citywide Themes capture all the ways in which City government serves the public. CPR can show results for all the performance indicators that fit under any one Theme.
Critical Indicators	Critical Indicators show the most important results, or “outcomes”, of each agency’s services. All the indicators shown in CPR are Critical Indicators.
Data Current As Of:	The date on which CPR information was most recently updated.
Data Through:	This report column tells you what is the most recent month covered by the data.
Desired Direction	This report column tells you how the indicator is used to judge performance. There are three possible Desired Directions: <ul style="list-style-type: none"> - “Up” – as the number gets bigger, performance is better. - “Down” – as the number gets smaller, performance is better. - “Neutral” – the number is not used to judge performance. Instead, it gives you information to help understand performance as shown by other indicators.
Fiscal Year (FY)	The twelve month period that runs from July 1 to June 30. Fiscal 2008 ends on June 30, 2008.
Fiscal Year to Date (FYTD)	This report column shows data for the period from July 1 to the end of the most recent month covered by the data. (See “Data Through:” – this tells you what the most recent month covered is.)
Frequency	How often indicator data is submitted (i.e., monthly, quarterly, annually).
Last Full Fiscal Year	This report column shows data for the most recently submitted full fiscal year ending on June 30.
Late?	Indicators are late if they are not submitted within the expected reporting lag time. A “Y” means that the indicator is past due. An “N” means that the indicator is on time.
MMR Indicator	Shows whether or not the indicator is included in the Mayor’s Management Report (and Preliminary Mayor’s Management Report). If marked “Y”, the indicator is included.
Most Recent Month	This report column shows data for the most current month for which data was submitted, as indicated in the “Data Through:” column.
Previous FYTD	This report column shows data for the same period as “Fiscal Year to Date” – from July 1 to the end of the most recent reporting month – but during the prior year. If “Fiscal Year to Date” means July 2006 through March 2007, then “Previous FYTD” means July 2005 through March 2006.
Reporting Lag Time (weeks)	The expected delay, in seven-day weeks, between the end of the reporting period that the data covers and the date it should be provided to the CPR system.
Reporting Period	The timeframe an indicator covers, such as: Fiscal Year (July 1 - June 30), Calendar Year (Jan. 1 - Dec. 31), or School Year (Sept. - June).
Same Month Last Year	This report column shows data for the same month indicated in the “Most Recent Month” column, but in the prior year.

Term	Definition
Categories in the Performance Pie Chart     	Indicator performance falls under one of five status groups, represented in the pie chart by various colors. The colors also appear in the Performance Pie Legend. The five status groups are: <u>Performance Improving or Stable</u> - The number of indicators that are constant or moving in the desired direction. These indicators will be shaded green. <hr/> <u>Performance Declining (< or = 10%)</u> - The number of indicators that are moving against the desired direction by 10% or less. These indicators will be shaded yellow. <hr/> <u>Performance Declining (> 10%)</u> - The number of indicators that are moving against the desired direction by more than 10%. These indicators will be shaded red. <hr/> <u>New Indicator or Data Not Available</u> - The number of indicators for which performance cannot be evaluated due to missing data. This can be because the indicator was recently introduced, or because data is late being entered into the CPR system. These indicators will be shaded gray. <hr/> <u>No Desired Direction (Neutral)</u> - An indicator with no desired direction is not an outcome of an agency's performance, and therefore cannot improve or decline. An example of such an indicator is the amount of snowfall. Neutral indicators are still critical performance measures, as they can significantly affect an agency's operations. Neutral indicators will have no shading, and will appear white.
Variance <i>(FYTD Variance or Month Variance)</i>	The percent change in an indicator from last year to this year. If you want to calculate a variance yourself, you can use this formula: $\frac{((\text{New Value} - \text{Old Value}) / \text{Old Value}) * 100}{\text{-----}}$ When comparing two percentages the system calculates the variance by subtracting the old value from the new value; generating a percentage-point change.
Zero Tolerance	A zero tolerance measure is one for which even the slightest decline in performance will result in the measure being shaded red, whereas most measures are shaded red only if there is a decline of 10% or more. Approximately 3% of all CPR measures are zero tolerance indicators.

II. Terms found in the Citywide Theme Summary

Term	Definition
Citywide Theme	A Citywide Theme is a group of related government services. Together, the eight Citywide Themes capture all the ways in which City government serves the public. CPR can show results for all the performance indicators that fit under any one Theme.
% Improving or Stable	The percent of indicators that are constant or moving in the desired direction.
% Declining	The percent of indicators that are moving against the desired direction.

III. Terms found in the Performance Pie Chart

Term	Definition
Categories in the Performance Pie Chart	Indicator performance falls under one of five status groups, represented in the pie chart and variance column by various colors. The five status groups are:
Performance Improving or Stable	Performance Improving or Stable - The number of indicators that are constant or moving in the desired direction. These indicators will be shaded green.
Performance Declining (< or = 10%)	Performance Declining (< or = 10%) (yellow)- The number of indicators that are moving against the desired direction by 10% or less. These indicators will be shaded yellow.
Performance Declining (> 10%)	Performance Declining (> 10%) - The number of indicators that are moving against the desired direction by more than 10%. These indicators will be shaded red.
New Indicator or Data Not Available	New Indicator or Data not Available - The number of indicators for which performance cannot be evaluated due to missing data. This can be because the indicator was recently introduced, or because data is late being entered into the CPR system. These indicators will be shaded gray.
No Desired Direction (Neutral)	No Desired Direction (Neutral) - An indicator with no desired direction is not an outcome of an agency's performance, and therefore cannot improve or decline. An example of such an indicator is the amount of snowfall. Neutral indicators are still critical performance measures, as they can significantly affect an agency's operations. Neutral indicators will have no shading, and will appear white.

IV. Terms found in the Table of Performance Indicators

Term	Definition
Data Through:	This report column tells you what is the most recent month covered by the data.
Fiscal Year (FY)	The twelve month period that runs from July 1 to June 30. Fiscal 2008 ends on June 30, 2008.
Fiscal Year to Date (FYTD)	This report column shows data for the period from July 1 to the end of the most recent month covered by the data. (See "Data Through:" – this tells you what the most recent month covered is.)
Last Full Fiscal Year	This report column shows data for the most recently submitted full fiscal year ending on June 30.
Late?	Indicators are late if they are not submitted within the expected reporting lag time. A "Y" means that the indicator is past due. An "N" means that the indicator is on time.
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Previous FYTD	This report column shows data for the same period as "Fiscal Year to Date" – from July 1 to the end of the most recent reporting month – but during the prior year. If "Fiscal Year to Date" means July 2006 through March 2007, then "Previous FYTD" means July 2005 through March 2006.
Same Month Last Year	This report column shows data for the same month indicated in the "Most Recent Month" column, but in the prior year.
Variance <i>(FYTD Variance or Month Variance)</i>	<p>The percent change in an indicator from last year to this year. If you want to calculate a variance yourself, you can use this formula:</p> $\frac{((\text{New Value} - \text{Old Value}) / \text{Old Value}) * 100}{\text{-----}}$ <p>When comparing two percentages the system calculates the variance by subtracting the old value from the new value; generating a percentage-point change.</p>

V. Terms found in the Indicator Attributes

Term	Definition
Additive	An additive indicator is one for which the yearly total is obtained by adding the twelve monthly values. Most CPR indicators are not additive (they are averages or percents.)
Desired Direction	This report column tells you how the indicator is used to judge performance. There are three possible Desired Directions: <ul style="list-style-type: none"> - "Up" – as the number gets bigger, performance is better. - "Down" – as the number gets smaller, performance is better. - "Neutral" – the number is not used to judge performance. Instead, it gives you information to help understand performance as shown by other indicators.
Frequency	How often indicator data is submitted (i.e., monthly, quarterly, annually).
MMR Indicator	Shows whether or not the indicator is included in the Mayor's Management Report (and Preliminary Mayor's Management Report). If marked "Y", the indicator is included.
Reporting Lag Time (weeks)	The expected delay, in seven-day weeks, between the end of the reporting period that the data covers and the date it should be provided to the CPR system.
Reporting Period	The timeframe an indicator covers, such as: Fiscal Year (July 1 - June 30), Calendar Year (Jan. 1 - Dec. 31), or School Year (Sept. - June).
Zero Tolerance	A zero tolerance measure is one for which even the slightest decline in performance will result in the measure being shaded red, whereas most measures are shaded red only if there is a decline of 10% or more. Approximately 3% of all CPR measures are zero tolerance indicators.