

## Business Case: Capital Asset Summary

### Part I: Summary Information and Justification (All Capital Assets)

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2009-06-30  
**Date of Last Change to Activities:** 2021-08-09  
**Investment Auto Submission Date:**  
**Date of Last Investment Detail Update:** 2021-04-27  
**Date of Last Business Case Update:** 2021-04-27  
**Date of Last Revision:** 2021-08-09

**Agency:** 006 - Department of Commerce      **Bureau:** 07 - Bureau of the Census

**1. Name of this Investment:** Census - Geographic Support Systems (GSS)

**2. Unique Investment Identifier (UJI):** 006-000400900

#### Section B: Investment Detail

- Provide at least one Agency Strategic objective code ([A-11 Section 230](#)) and/or Agency Priority Goal code ([A-11 Section 250](#)) that this investment aligns to on performance.gov. If this investment aligns to more than one Agency strategic objective code and/or Agency Priority goal code list all that apply. If your agency does not report to performance.gov please use "0". This is required for Agency IT Portfolio Summary Part 1 and Part 2 Investments, not for Part 3 Investments.**

Agency Strategic Objective(s):

006SO18034: Provide Accurate Data to Support Economic Activity

006SO18250: Conduct a Complete and Accurate Decennial Census

Agency Priority Goal(s):

006APG200119: Conduct a Complete and Accurate 2020 Decennial Census

- Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**

Benefits of the GSS include: 1. A geographic framework from which the U.S. Census Bureau can generate maps required to support boundary collection and validation activities, address list review activities, field data collection operations, and the data product dissemination program. 2. A basis for geographic-based requirements for use in updating the MAF/TIGER System with city-style addresses for new housing units, some new streets, and revised boundary information for some governments. 3. Direct information to the GeoPlatform, which benefits all spatial data customers including tribal federal, state, and local governments, other governments, and private citizens by providing a common, consistent source of spatial data. Benefits of the GSS Initiative include: 1. The improvement of address coverage in the most difficult to update areas, such as those that do not have or use city-style addresses and includes improving

address updates by utilizing tribal state, and local government updates; updating the address inventory in areas not covered by the U.S. Postal Services Delivery Sequence file (DSF); and collecting GPS locations for new addresses. 2. A continual update of streets and their attributes, and the expansion of quality measurement procedures to assess address quality, identify areas for update, and evaluate and improve updating procedures; in order to determine suitability for current surveys and other programs, and refine the address universe determination for various programs. 3. The Census Bureau will actively foster partnerships and encourage greater participation by recruiting new tribal state, and local government partners for voluntary, ad hoc contributions of geospatial files to identify new streets, their names, and their address ranges, and most importantly, voluntary contribution of their address lists. 4. Continued product quality control which includes improved quality measurements and assessments of the MAF/TIGER System (particularly, the Address List) to provide data critical to conducting a selective address canvass in FY19 in support of the Decennial Census. Additionally, the GSS Program increasingly supports geocoding improvements beyond the incorporation of the 2010 Census address data into the MAF/TIGER System.

3. **If this investment will result in the elimination or the reduction of another major or non-major investment(s), please complete the following:**

Table I.B.1 Affected Investment Information	
Investment UII	To Be Status
NONE	

4. **Does the Investment currently include an intra- or inter-Agency shared service (common, shared, or centralized solution)?:**

YES

5. **Does the Investment plan to include an Intra- or Inter-Agency shared service that it does not currently include (common, shared, or centralized solution)?:**

NO

6. **If systems contained in this Investment collect data from the public, please identify the OMB Control Numbers which authorize that data collection as per the Paperwork Reduction Act. Use [Reginfo](#) at the following link to identify information collection requests and OMB control numbers. Agencies can work with their Records Officers to determine the applicability.**

7. **Provide the name of the Investment-level project manager:**

Monique Eleby

8. **Select the qualification/experience level of the Investment-level project manager**

**(select one):**

5 - Other certification with between 2 and 4 years PM experience (within the last five years)

## Section C: Life Cycle Costs

1. Provide the total estimated life cycle costs for the investment in millions. Note: Do not enter information in the grey cells as these will be calculated.

Table I.C.1 Life Cycle Costs				
	PY-1 & Prior	PY 2021	CY 2022	BY 2023
Planning Costs:	0	0	0	0
DME (Excluding Planning) Costs:	0	\$0.222953	\$0.060060	0
DME (Including Planning) Govt. FTEs:	0	\$0.720039	\$0.252350	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	0	\$0.942992	\$0.312410	0
O & M Costs:	\$21.776671	\$16.459150	\$14.695645	\$12.700436
O & M Internal Labor (Govt. FTE):	\$6.600489	\$6.221286	\$8.560952	\$8.030884
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$28.377160	\$22.680436	\$23.256597	\$20.731320
Total Cost (Including Internal Labor (Govt. FTE)):	\$28.377160	\$23.623428	\$23.569007	\$20.731320
Total Cost Internal Labor (Govt. FTE) costs:	\$6.600489	\$6.941325	\$8.813302	\$8.030884
# of FTE rep by costs:	101	101	101	101
Total change from prior year final President's Budget (\$)		\$23.623428	\$23.569007	
Total change from prior year final President's Budget		0.00%	0.00%	

Table I.C.1 Life Cycle Costs

	PY-1 & Prior	PY 2021	CY 2022	BY 2023
(%)				

2.
  - a. In which year did or will this investment begin? (specify year - e.g., PY-1= 2019)  
2003
  - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)  
2020
3. Compare the funding levels for PY and CY to the final FY 2022 President's Budget for those same years. Briefly explain any significant changes. When making comparisons, ensure that you compare same-year-to-same-year (e.g., the FY20 level for 2020 versus the FY21 level for 2020):

There were no significant changes between funding levels for PY and CY to the final FY 2015 President's Budget.

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** CENSUS - GEOGRAPHIC SUPPORT SYSTEMS (GSS)
2. **Unique Investment Identifier (UII):** 006-000400900

## Section C1: Projects Table

Projects Table C.1

Unique Project ID	Project Name	Project Goal	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)	Software Project?
4009D11001	Address Updates		11/01/2011	05/23/2014	\$12.8	
4009D11002	Feature Updates		11/01/2011	09/30/2013	\$14.5	
4009D12003	Data Quality		08/01/2012	10/15/2013	\$8.5	
4009D14004	FY14 Partner File Acquisition		10/01/2013	06/03/2014	\$0.7	
4009D14005	FY14 Feature Updates		10/01/2013	08/28/2014	\$6.4	
4009D14006	FY14 Address Updates		11/25/2013	08/28/2014	\$7.4	
4009D14007	FY14 Data Quality		01/10/2014	09/24/2014	\$4.1	
4009D15008	FY15 Partner File Acquisition	Community TIGER Production Support.	10/01/2014	09/30/2015	\$0.8	
4009D15009	FY15 Feature Updates	FY15 Conflation Reshapes.	10/01/2014	09/30/2015	\$6.4	
4009D15011	FY15 Data Quality		10/01/2014	09/28/2015	\$4.1	
4009D15012	Geographic Support		10/04/2012	09/30/2014	\$7.9	
4009D14013	FY15 Boundary and Annexation Survey Production Control System		08/18/2014	07/29/2015	\$0.5	
4009D16016	FY16 GSS-I Update to Puerto Rico		08/18/2015	07/29/2016	\$0.5	
4009D16017	FY16 Community TIGER System Development for the CLOUD	Upgraded and more user friendly Community TIGER system.	10/01/2015	09/30/2016	\$0.8	
4009D16015	FY16 Feature Updates	FY16 Conflation.	10/01/2015	09/30/2016	\$1.8	
4009D17018	FY17 Conflation	Enhance Reshapes 5, and Streamlining Partner File Processing.	10/03/2016	09/29/2017	\$1.6	
4009E19019	JAGUAR replacement for GATRES	Development of an interactive application to update MAF/TIGER .	04/09/2019	02/19/2021	\$1.4	Yes

## Section C2: Project Activities

1. Provide all non-agile project activities for projects in Table C.1 that started in a previous FY (PY and earlier) and that have

not been completed by the beginning of the CY, as well as activities that are scheduled to start in the current FY and BY.

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
4009D15008	Community TIGER Ingestion Support	Includes all support in learning the output data from Community TIGER and working with the various Geography Division staff that incorporate that output into the MAF/TIGER database.	4009D15008.3	2014-10-01	2015-01-02	2015-01-08	2015-01-30	2015-09-30	2015-09-30	0.027947	0.027947	0.046067
4009D15009	Phase 2 - Phase 1 PLUS MAF/TIGER feature alignment where housing units need to move	Local file preparation to support Phase 1 and 2 reshapes; matching of MAF/TIGER features to local file features to support Phase 1 and 2 reshapes; and modification of MAF/TIGER features to spatially align with the geometry of their matching local f	4009D15009.2	2015-01-01	2015-01-01	2014-11-17	2015-06-30	2015-07-31	2015-07-31	0.262307	0.262307	0.333562
4009D15008	Community TIGER	Includes all planning and	4009D15008.1	2014-10-01	2014-10-01	2014-10-01	2015-09-30	2015-09-30	2015-09-30	0.289293	0.289280	0.011724



Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
	Production Support Planning	administrative support related to the Community TIGER IPT including schedule monitoring.										
4009D15008	Community TIGER Support Documentation Development	Covers staff learning the Community TIGER software and developing all user documentation (user guides, quick start guides, training videos etc.).	4009D15008.2	2014-10-01	2014-10-01	2014-10-16	2015-09-30	2015-09-30	2015-09-08	0.476900	0.476900	0.038710
4009D15009	Phase 3 - Phases 1 and 2 PLUS MAF/TIGER feature alignment where housing units and unmatched features	Local file preparation to support Phase 1, 2 and 3 reshapes; matching of MAF/TIGER features to local file features to support Phase 1, 2 and 3 reshapes; and modification of MAF/TIGER features to spatially align with the geometry of their matching lo	4009D15009.3	2015-04-01	2015-06-01	2015-06-01	2015-09-30	2015-09-30	2015-10-02	0.539448	0.678142	0.678142
4009D16017	System Fixed	Fixes known bugs	4009D16017.1	2015-10-01	2016-02-01	2016-02-29	2015-12-30	2016-08-31	2016-07-13	0.037690	0.092369	0.095292

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
		discovered during testing and by initial partners.										
4009D16015	FY16 Feature Updates Conflation – Phase 1 - LSI Phase 4	Building the conflation logic inside 1Integrate and software modifications to support the Oracle Topology TopoMap API (this allows 1Integrate to read/write data to the MAFTIGER database) - Builds on FY15 Phases1, 2,and 3 plus MAF/TIGER feature alignment maintenance of geometry of non-road linear features	4009D16015.3	2015-10-01	2015-10-01	2015-10-01	2016-01-29	2016-01-29	2016-01-29	0.655372	0.655372	0.640651
4009D16015	FY16 Feature Updates Conflation – Phase 1	Local file preparation to support FY15 reshapes and FY16 Phase 1 reshapes; matching of MAF/TIGER features to local file features to support FY15 reshapes and	4009D16015.1	2015-10-01	2015-10-01	2015-10-05	2016-03-31	2016-05-23	2016-05-18	0.261362	0.261362	0.209908

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
		FY16 Phase 1 reshapes; and modification of MAF/TIGER features to spatially align with the geometry of their matching local features to support FY15 reshapes and FY16 Phase 1 reshapes.										
4009D16015	FY16 Feature Updates Conflation – Phase 2 - LSI Phase 5 (Initial Delivery)	Building the conflation logic inside 1Integrate and software modifications to support the Oracle Topology TopoMap API (this allows 1Integrate to read/write data to the MAFTIGER database) - Builds on FY16 Phases1 plus MAF/TIGER feature alignment focus on handling cases where Rd network needs change (Initial Delivery)	4009D16015.4	2016-01-29	2016-01-29	2016-01-29	2016-04-29	2016-04-29	2016-04-29	0.430540	0.430540	0.459845
4009D16016	Modify Extract	Will allow initial	4009D16016.1	2016-03-14	2016-03-14	2016-03-14	2016-06-30	2016-06-30	2016-06-30	0.003130	0.003130	0.009425

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
	Transfer Load (ETL) process to accommodate Puerto Rico Addresses	crosswalking of local data from Puerto Rico into standard format for processing										
4009D16017	System Enhancements	Makes planned enhancements based on feedback and user experience.	4009D16017.2	2016-01-04	2016-08-01	2016-05-06	2016-06-30	2016-09-30	2016-11-03	0.246350	0.555265	0.572602
4009D16016	Enhance/modify Geographic Support System Matching and Geocoding (GSSMG) software to allow processing of Puerto Rico Addresses	Will allow Master Address File (MAF) matching and geocoding of local address data from Puerto Rico, predecessor to file evaluation	4009D16016.2	2016-03-15	2016-03-15	2016-03-28	2016-07-11	2016-07-11	2016-07-13	0.054534	0.055154	0.024461
4009D16016	Enhance/modify Geographic Support System MAF Update (GSSMU) software to allow processing of Puerto Rico Addresses	Will allow Master Address File (MAF) updating using local address data from Puerto Rico, successor to file evaluation	4009D16016.3	2016-04-14		2016-04-21	2016-07-18	2016-07-18	2016-07-27	0.069910	0.069910	0.015379
4009D16017	System Upgrade to ArcGIS 10.3.1	Upgrades Community TIGER to utilize the latest version of Esri's ArcGIS software.	4009D16017.3	2016-07-01	2016-07-01	2015-11-16	2016-07-29	2016-07-29	2016-11-03	0.051240	0.143208	0.153574

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
4009D16017	Amazon WorkSpaces Upgrade to ArcGIS 10.3.1	Upgrades the software within Amazon WorkSpaces to the latest version of Esri's ArcGIS.	4009D16017.4	2016-08-01	2016-06-01	2016-11-03	2016-09-30	2016-07-29	2016-11-03	0.121530	0.035851	0.071898
4009D16015	FY16 Feature Updates Conflation – Phase 2	Local file preparation to support FY15 reshapes and FY16 Phase 1 reshapes; matching of MAF/TIGER features to local file features to support FY15 reshapes and FY16 Phase 1 reshapes; and modification of MAF/TIGER features to spatially align with the ge	4009D16015.2	2016-04-01	2016-04-01	2016-04-01	2016-09-30	2016-09-30	2016-10-31	0.201436	0.270486	0.158717
4009D16015	FY16 Feature Updates Conflation – Phase 2 - LSI Phase 5 (Product Resolution)	Resolution of Census Issues after the Initial Delivery of enhanced 1Integrate.	4009D16015.5	2016-04-30	2016-04-30	2016-04-30	2016-09-30	2016-09-30	2016-10-20	0.271844	0.644584	0.891485
4009D17018	FY17 Phase 1: Version 5.3 Release	Delivery of the 1Integrate upgrade Version 5.3, UAT, IVV and Release to the MAF/TIGER Database.	4009D17018.1	2016-10-03	2016-10-03	2016-10-11	2017-02-27	2017-02-27	2017-02-28	0.129607	0.129607	0.105690

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
4009D17018	1Spatial - Phase 1	Create and Deliver Version 5.4 for UAT.	4009D17018.4	2016-10-03	2016-10-03	2016-10-03	2017-03-31	2017-03-31	2017-03-31	0.635814	0.635814	0.603504
4009D17018	1Spatial Isolated Node Cluster proposal development	Node Cluster proposal development.	4009D17018.6	2016-11-01	2016-11-01	2016-12-01	2017-04-30	2017-04-30	2017-02-15	0.067430	0.067430	0.094967
4009D17018	FY17 Phase 2: Version 5.4 Release	Delivery of the 1Integrate upgrade Version 5.4, UAT, IVV and Release to the MAF/TIGER Database.	4009D17018.2	2017-02-01	2017-02-21	2017-02-21	2017-07-12	2017-07-12	2017-08-02	0.132045	0.132045	0.075816
4009D17018	1Spatial - Phase 2	Create and Deliver Version 5.5 for UAT	4009D17018.5	2017-04-01	2017-04-01	2017-04-01	2017-09-15	2017-09-15	2017-09-29	0.592395	0.592395	0.339410
4009D17018	FY17 Phase 3: Version 5.5 Release	Delivery of the 1Integrate upgrade Version 5.5, UAT .	4009D17018.3	2017-08-15	2017-08-15	2017-08-01	2017-09-29	2017-09-29	2017-09-29	0.037119	0.037119	0.007002
4009E19019	View and edit spatial data in the Master Address File	COTS web-based mapping application that will replace the current GATRES software.	4009E19019.90	2019-05-19	2019-05-19	2019-05-19	2020-12-15	2021-02-01	2021-02-19	1.363000	1.363000	0.810000

## Section D: Operational Data

1. Provide the date and results of the last Operational Analysis (for operational and mixed life cycle systems/Investments):

1. Date of Analysis:

## 2. Analysis Results:

## 3. Analysis Conclusion: continue as is

## 2. Report a minimum of 5 metrics using the following table to provide metrics and actual results for each individual metric:

Metrics Definitions and Actual Results Table D.2 / D.3										
Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
30192	Achieve 80% of the identified milestones for the phases of GUPS WEB development.	Percent	2 - Strategic and Business Results	80.000000		80.000000	Over target	Quarterly		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30192	285129	80.000000	03/31/2021		
					30192	278527	80.000000	12/31/2020		
30191	85% of Esri software/systems that support geographic programs are upgraded to the 10.8.1 release by 8/31/2021.	Percent	2 - Strategic and Business Results	85.000000		85.000000	Over target	Quarterly		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30191	285130	85.000000	03/31/2021		

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					30191	278528	85.000000	12/31/2020		
27991	85% of customer requested geospatial products are delivered on or before the baseline schedule that is within the Division's control.	Percent	1 - Customer Satisfaction (Process Results)	85.000000	85.000000	85.000000	Over target	Quarterly		No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
27991	285131	100.000000	03/31/2021							
27991	278529	100.000000	12/31/2020							
27991	274178	100.000000	09/30/2020							
27991	265984	100.000000	03/31/2020							
27991	265983	100.000000	06/30/2020							
27991	256439	100.000000	12/31/2019							
27991	242427	100.000000	03/31/2019							
27990	Miles updated, added or modified, in the MAF/TIGER database (MTdb) per month.	Number	2 - Strategic and Business Results	20000.000000	20000.000000		Over target	Monthly		No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						



Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					27990	251608	33243.000000	09/30/2019		
					27990	250010	39241.000000	08/31/2019		
					27990	247325	21232.000000	06/30/2019		
					27990	247324	26276.000000	07/31/2019		
					27990	245170	12196.000000	05/31/2019	The number of updates reported in May 2019 is lower than originally forecast because GEO's MAF/TIGER update systems were locked in May until May 12th and during that time that the systems were locked no updates could be made, therefore the 12,000 figure is appropriate for the May period.	
					27990	243814	54667.000000	04/30/2019		
					27990	242426	22021.000000	03/31/2019		
					27990	240907	17534.000000	02/28/2019	Completed GSS feature updates. Transitioning to new focus on 2020 Census.	
					27990	237777	10744.000000	12/31/2018		
					27990	237776	9586.000000	01/31/2019		
					27990	236998	119563.000000	10/31/2018		
					27990	236997	3055.000000	11/30/2018	The Variance is 26%.This was a benchmark period where we are locked for updates. During this time. many local files were being processed and programs had not started updating the database	

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
									except for a few that continued through the fiscal year. For the benchmark, we are primarily focused on QC rather than actually performing updates.	

27989	Complete program Cum-to-Date variance will remain at or below an 8% variance.	Percent	3 - Financial Performance	8.000000	8.000000	8.000000	Under target	Monthly		No
-------	---	---------	---------------------------	----------	----------	----------	--------------	---------	--	----

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
-----------	------------------	---------------	-----------------------	---------

27989	289534	-7.000000	05/31/2021	The negative variance is due to the fact that the ESRI licenses were committed earlier than planned. This will "catch" up as we proceed with the FY.
-------	--------	-----------	------------	--

27989	287266	1.000000	04/30/2021	
-------	--------	----------	------------	--

27989	285132	6.000000	03/31/2021	
-------	--------	----------	------------	--

27989	283758	14.000000	02/28/2021	The largest contributor to the positive variance was the ESRI contract (\$1.6M) which utilized carryover in lieu of current year funds. Planned contract funding in the Frames project (\$1.3M) was not utilized as requirements are still being determined. In addition, multiple licenses were delayed to March (\$405K) in support of MAF/TIGER system and database maintenance. This was offset by an early commit for the Exadata X5 Maintenance (\$615K).
-------	--------	-----------	------------	---

27989	281501	32.000000	01/31/2021	The largest contributor to the positive variance was the ESRI contract (\$1.6M) which utilized
-------	--------	-----------	------------	--

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
									carryover in lieu of current year funds. In addition, multiple licenses were delayed to February (\$573K) in support of MAF/TIGER system and database maintenance. One final contributor were several Geographic memberships planned for in the 1st quarter. These charges are expected to be processed by ACQ in February.	
27989					278530	8.000000	12/31/2020			
27989					276671	9.000000	11/30/2020		The variance to date is due to an inability to charge work performed on this project to the correct project code in the month of October 2020.	
27989					275157	13.000000	10/31/2020		The salary variance in October 2020 is due to: 1) vacancies we are actively working to fill, and 2) a concentration of existing staff effort on 2020-funded projects (as opposed to GS-funded) due to the operational replan.	
27989					274179	10.000000	09/30/2020		GUPS (Geographic Update Partnership Software): \$4.1M, Oracle Golden Gate Software \$235K	
27989					271403	9.000000	08/31/2020		\$1.3M for Cloud Services originally planned within contracts moved to expend within other objects. •\$830K of the positive contract variance is due to a delay in commitment for Oracle. / Major upcoming milestones: •GUPS (Geographic Update Partnership Software): \$4.1M , •Oracle Golden Gate Software: \$235K	
27989					270701	13.000000	07/31/2020		The positive variance is primarily due to the GUPS contract scheduled to award in July, but will now execute in September. Exadata-X8	

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
									Maintenance was realigned to August due to re-compete of services. Several software licenses scheduled for July will now process in August.	
					27989	265988	11.000000	06/30/2020	The positive variance is primarily due to the Exadata-X8 Maintenance (\$700K) being realigned to July due to re-compete of services. Several software licenses (\$217K) scheduled for June will now be processed in July.	
					27989	265987	12.000000	05/31/2020	The positive variance is primarily due to the Exadata-X8 Maintenance (\$726K) being realigned to June due to re-compete of services. Several software licenses (\$446K) scheduled for May will now be processed in June. Other contributing factors were training, conferences, and exhibit fees that were planned in May, but not held. PDO has expended at reduced levels due to the under execution of salaries NPC (\$536K), offset by a small overspend of other objects in GEO (1074).	
					27989	265986	12.000000	04/30/2020	The positive variance is primarily due to the Exadata-X8 Support and Maintenance: \$2.0M planned in March has been delayed to May due to the re-competition of the contract. Additionally several software renewals planned in April were delayed until May and a portion of the ESRI Contractor Support contract funding (\$362K) will be repurposed to fund other critical needs within the program.	
					27989	265985	12.000000	03/31/2020	The positive variance is primarily due to several software renewals coming up (\$202K), including Esri	

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
									support contract funding that will be repurposed to fund other critical needs within the program.	
					27989	259247	13.000000	02/29/2020	The positive variance is primarily due to the delayed commitment of the ESRI Enterprise License Agreement (ELA) for ARC GIS Software Consulting Support expected to commit in the month of March (\$495K). Additionally several software renewals planned in February were delayed until March and a portion of the ESRI Contractor Support contract funding (\$362K) will be repurposed to fund other critical needs within the program.	
					27989	258042	21.000000	01/31/2020	This variance includes an excess due to an assessment for ESRI ELA and ESRI support contract coming in lower than planned.	
					27989	256438	20.000000	12/31/2019	This variance includes an excess due to an assessment for ESRI ELA and ESRI support contract coming in lower than planned.	
					27989	253707	18.000000	11/30/2019	This variance includes an excess due to an assessment for ESRI ELA and for Rent, Communications and Utilities due to be paid out in December.	
					27989	253313	7.000000	10/31/2019		
					27989	251607	-17.000000	09/30/2019	This deficit was caused when we used our end of the year funds in support of our IT projects.	
					27989	250009	-18.000000	08/31/2019	This deficit was caused when we used our end of the year funds in support of our IT projects.	
					27989	247323	5.000000	06/30/2019		

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					27989	247322	-18.000000	07/31/2019	This deficit was caused when we used our end of the year funds in support of our IT projects.	
					27989	245169	4.000000	05/31/2019		
					27989	243813	5.000000	04/30/2019		
					27989	242425	5.000000	03/31/2019		
					27989	240906	9.000000	02/28/2019	The variance of 9% for February reflects GSS work flows getting back to normal.	
					27989	237775	35.000000	12/31/2018	The variance for December reflects impact of partial government shutdown. Geographic Support System investment was halted during the last part of the month and no funds were expended.	
					27989	237774	14.000000	01/31/2019	The variance for January reflects the impact of the partial government shutdown. All work for the Geographic Support System investment was halted during this time period and no funds were expended.	
					27989	236996	7.300000	10/31/2018		
					27989	236995	26.000000	11/30/2018	The Variance is 26%.This was a benchmark period where we are locked for updates. During this time. many local files were being processed and programs had not started updating the database except for a few that continued through the fiscal year. For the benchmark, we are primarily focused on QC rather than actually performing updates.	

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
27988	Percentage of respondents from the reporting universe for the Boundary Annexation Survey (BAS)	Percent	1 - Customer Satisfaction (Process Results)	85.000000	85.000000	85.000000	Over target	Annual		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
-----------	------------------	---------------	-----------------------	---------

27988 274180 93.700000 09/30/2020

27987 Percentage of imagery acquired and received is tested and ingested into Geography Division s Imagery Service within 90 days of receipt. Percent 2 - Strategic and Business Results 80.000000 80.000000 80.000000 Over target Monthly No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
-----------	------------------	---------------	-----------------------	---------

27987 289535 100.000000 05/31/2021

27987 287267 100.000000 04/30/2021

27987 285133 100.000000 03/31/2021

27987 283759 99.000000 02/28/2021

27987 281502 97.000000 01/31/2021

27987 278531 98.000000 12/31/2020

27987 276672 100.000000 11/30/2020

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					27987	275158	100.000000	10/31/2020		
					27987	274181	100.000000	09/30/2020		
					27987	271408	100.000000	08/31/2020		
					27987	270703	92.000000	07/31/2020		
					27987	265992	100.000000	06/30/2020		
					27987	265991	100.000000	05/31/2020		
					27987	265990	100.000000	04/30/2020		
					27987	265989	100.000000	03/31/2020		
					27987	259246	100.000000	02/29/2020		
					27987	258041	100.000000	01/31/2020		
					27987	256437	100.000000	12/31/2019		
					27987	253706	100.000000	11/30/2019		
					27987	253312	100.000000	10/31/2019		
					27987	251606	100.000000	09/30/2019		
					27987	250008	100.000000	08/31/2019		
					27987	247321	100.000000	06/30/2019		
					27987	247320	100.000000	07/31/2019		



Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
27987					27987	245168	100.000000	05/31/2019		
					27987	243812	100.000000	04/30/2019		
					27987	242424	100.000000	03/31/2019		
					27987	240905	85.000000	02/28/2019	This dataset(s) failed to meet 90 days, preventing 100% completion for reasons primarily associated with the recent lapse of appropriations from December-January. The Government shutdown took away approximately a month of time from imagery processing and ingesting which left a significant backlog of datasets to be completed	
					27987	237773	100.000000	12/31/2018		
					27987	237772	100.000000	01/31/2019		
					27987	236994	100.000000	10/31/2018		
					27987	236993	100.000000	11/30/2018		
27986	Percentage of tracts acquired from tribal, state, and local governments during the Geographic Support System (GSS) partnership program that are processed.	Percentage	2 - Strategic and Business Results	90.000000	90.000000	90.000000	Over target	Annual		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
-----------	------------------	---------------	-----------------------	---------

27986 274182 124.500000 09/30/2020

27986	253311	100.000000	09/30/2019	
-------	--------	------------	------------	--

27223 Miles updated, added or modified, in the MAF/TIGER database (MTdb) per month.

Number 2 - Strategic and Business Results 20000.000000

Over target Quarterly 006SO18034 : Provide Accurate Data to Support Economic Activity No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
-----------	------------------	---------------	-----------------------	---------

27223 233955 42023.000000 09/30/2018

27223	232178	36481.000000	08/31/2018	
-------	--------	--------------	------------	--

27223 229814 14302.000000 06/30/2018

27223	229813	26525.000000	07/31/2018	
-------	--------	--------------	------------	--

27223 224711 139402.000000 05/31/2018

27223	223789	74429.000000	04/30/2018	
-------	--------	--------------	------------	--

27223 222286 53810.000000 03/31/2018

26481	Complete program Cum-to-Date variance and End-of-Year projection reports within 10 days of the issuance of the agency Financial Management Reports in order to maintain a pulse of program spending patterns	Percent	3 - Financial Performance	10.000000			Under target	Monthly		No
-------	--	---------	---------------------------	-----------	--	--	--------------	---------	--	----

	and, when necessary, make programmatic decisions as quickly as possible to prevent ending the fiscal year in a deficit status. Program will remain at or below a 10% variance.								
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
					26481	233954	3.200000	09/30/2018	
					26481	232177	16.800000	08/31/2018	The Variance is 16.8% due to contract funding not being awarded as planned in June. The contract was committed in August. This change should be reflected on the September submission.
					26481	229812	19.600000	06/30/2018	The Variance is 19.6% due to contract funding not being awarded as planned in June. The contract was committed in July.
					26481	229811	18.000000	07/31/2018	The Variance is 18% due to contract funding not being awarded as planned in June. The contract was committed in August.
					26481	224710	5.600000	05/31/2018	
					26481	223788	6.500000	04/30/2018	
					26481	222285	5.200000	03/31/2018	
					26481	220640	5.500000	02/28/2018	
					26481	219276	7.500000	01/31/2018	
					26481	219275	6.900000	10/31/2017	

					26481	217468	28.000000	11/30/2017	Contracts planned for November will be awarded in January	
					26481	217467	9.000000	12/29/2017	Contract that was to be awarded in November was postponed to January, an acquisition issue has moved this to February. The variance, I expect will be accounted for once the contract is awarded.	
26480	85% of customer requested geospatial products are delivered on or before the baseline schedule that is within the Division's control	Percent	1 - Customer Satisfaction (Process Results)	85.000000			Over target	Quarterly	No	
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					26480	233953	100.000000	09/30/2018		
					26480	232176	100.000000	08/31/2018		
					26480	229810	100.000000	06/30/2018		
					26480	229809	100.000000	07/31/2018		
					26480	224709	100.000000	03/31/2018		
					26480	217466	100.000000	12/29/2017		
					26480	216095	100.000000	09/29/2017		
26479	Percentage of respondents from the reporting universe for the Boundary Annexation Survey (BAS)	Percent	1 - Customer Satisfaction (Process Results)	85.000000			Over target	Annual		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
26479	233952	89.375000	09/30/2018	

26478	Percentage of availability of imagery acquired and received is tested, cataloged and ingested into Geography Division s Imagery Service within 90 days of receipt.	Percent	2 - Strategic and Business Results	80.000000		Over target	Monthly	No
-------	--	---------	------------------------------------	-----------	--	-------------	---------	----

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
26478	233951	100.000000	09/30/2018	

26478	232175	100.000000	08/31/2018	
-------	--------	------------	------------	--

26478	229808	100.000000	06/30/2018	
-------	--------	------------	------------	--

26478	229807	100.000000	07/31/2018	
-------	--------	------------	------------	--

26478	224708	100.000000	05/31/2018	
-------	--------	------------	------------	--

26478	223787	100.000000	04/30/2018	
-------	--------	------------	------------	--

26478	222284	100.000000	03/31/2018	
-------	--------	------------	------------	--

26478	220639	100.000000	02/28/2018	
-------	--------	------------	------------	--

26478	219274	100.000000	01/31/2018	
-------	--------	------------	------------	--

26478	217465	100.000000	12/29/2017	
-------	--------	------------	------------	--

26477	Percentage of targeted number of tracts are	Number	2 - Strategic and Business Results	70.000000		Over target	Annual	No
-------	---	--------	------------------------------------	-----------	--	-------------	--------	----

	acquired, for review and update into the MAF/TIGER database (MTDB), from those local governments that demonstrate significant growth in housing units.									
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					26477	233950	85.000000	09/30/2018		
25405	Complete program Cum-to-Date variance and End-of-Year projection reports within 10 days of the issuance of the agency Financial Management Reports in order to maintain a pulse of program spending patterns and, when necessary, make programmatic decisions as quickly as possible to prevent ending the fiscal year in a deficit status. Program will remain at or below a 10% variance.	Percent	3 - Financial Performance	10.000000			Under target	Monthly	Yes	
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					25405	214946	6.900000	10/31/2017		

					25405	212587	8.000000	09/29/2017		
25404	85% of customer requested geospatial products are delivered on or before the baseline schedule that is within the Division's control	Percent	1 - Customer Satisfaction (Process Results)	85.000000			Over target	Annual		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					25404	212586	100.000000	09/29/2017		
25403	Percentage of respondents from the reporting universe for the Boundary Annexation Survey (BAS)	Percent	1 - Customer Satisfaction (Process Results)	85.000000			Over target	Annual		Yes
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					25403	212585	0.910000	09/29/2017		
25402	Number of tracts updated in the MAF/TIGER database using address and spatial update software	Number	2 - Strategic and Business Results	15000.000000			Over target	Annual		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					25402	212584	9927.000000	09/29/2017		
					25402	174729	0.000000	11/30/2015	This count is expected since there are numerous processes that need to take place prior to update. Since we are required to level out the	

25401

Attempt to acquire the remaining 11,805 tracts from tribal, state and local governments to complete the first nationwide pass of GSS partner file acquisition.

Number

1 - Customer Satisfaction  
(Process Results)

15000.000000

Over target

Monthly

Yes

				count throughout the year in the table above, it is not a good reflection of real expectations of updates month to month.
25402	174728	0.000000	12/31/2015	Actual updates have started in January. So numbers will begin to be reported next month. Otherwise, comments are similar to what was stated in November.
25402	174727	598.000000	01/31/2016	Updates started in January. Since we are required to level out the count throughout the year in the table above, it is not a good reflection of real expectations of updates month to month. Expect the monthly rate to continue to increase.
25402	174726	0.000000	02/29/2016	No change in updates in the Daily Report.( # ) = Cumulative count(598)

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
25401	212583	-19.000000	08/31/2017	Acquired: 6,304 tracts of the 11,805 tracts, plus an additional 7,501 tracts (total 13,804)
25401	212582	7.000000	09/29/2017	Acquired: 6,311 tracts of the 11,805 tracts, plus an additional 7,501 tracts (total 13,804)
25401	205535	1254.000000	05/31/2017	Acquired: 7,061 tracts of the 11,805 tracts, plus an additional 5,328 tracts (total 12,389). This information will keep being reported on in this fashion. Cumulative= 7061
25401	194279	1254.000000	05/31/2017	Acquired: 7,061 tracts of the 11,805 tracts, plus an additional 5,328 tracts (total 12,389). This information will



				keep being reported on in this fashion. Cumulative= 7061
25401	194278	1435.000000	06/30/2017	Acquired: 6,322 tracts of the 11,805 tracts, plus an additional 7,507 tracts (total 13,824), the Acquired tracts towards the 11,805 has decreased as some have failed to be usable once processed.
25401	194277	1.000000	07/28/2017	Acquired: 6,323 tracts of the 11,805 tracts, plus an additional 7,507 tracts (total 13,828)
25401	188860	2832.000000	03/31/2017	Cumulative= 9602
25401	188859	1533.000000	04/30/2017	Cumulative= 11135
25401	186970	597.000000	02/28/2017	Cumulative= 6770
25401	183273	1124.000000	12/31/2016	If comparing the December to November report, this value is 7 tracts due to erroneous data entry in the GWCS for an entity that was not actually received. Cumulative= 5781
25401	183272	392.000000	01/31/2017	Cumulative= 6173
25401	178887	3598.000000	10/31/2016	Cumulative = 3598
25401	178886	1198.000000	11/30/2016	Actual monthly result from October to November you will notice a higher cumulative. We received files from a state source that duplicated numbers received by a county. The duplication was fixed and is reflected in the cumulative seen on this row.Cumulative = 4664

25107	Complete 95 percent of 1,500 CAUS blocks sent for field listing.	Percent	2 - Strategic and Business Results	95.000000			Over target	Annual		Yes
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	

NONE

25106	Complete program Cum-to-Date variance and End-of-Year projection reports within 10 days of the issuance of the agency Financial Management Reports in order to maintain a pulse of program spending patterns and, when necessary, make programmatic decisions as quickly as possible to prevent ending the fiscal year in a deficit status.	Days	3 - Financial Performance	0.000000		Under target	Annual	Yes
-------	---	------	---------------------------	----------	--	--------------	--------	-----

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
-----------	------------------	---------------	-----------------------	---------

NONE

24394	Number of tracts where source data (boundary, address and street) is acquired for review and update into the MAF/TIGER database (MTDB).	Number	2 - Strategic and Business Results	0.000000		Over target	Annual	Yes
-------	---	--------	------------------------------------	----------	--	-------------	--------	-----

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
-----------	------------------	---------------	-----------------------	---------

NONE

24393	Number of tracts updated in the MAF/TIGER	Number	2 - Strategic and Business Results	0.000000		Over target	Monthly	Yes
-------	---	--------	------------------------------------	----------	--	-------------	---------	-----

database using  
address and  
spatial update  
software.

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
24393	161494	0.000000	12/31/2015	Actual updates have started in January. So numbers will begin to be reported next month. Otherwise, comments are similar to what was stated in November.
24393	161493	598.000000	01/31/2016	Updates started in January. Since we are required to level out the count throughout the year in the table above, it is not a good reflection of real expectations of updates month to month. Expect the monthly rate to continue to increase.
24393	161492	0.000000	02/29/2016	No change in updates in the Daily Report.( # ) = Cumulative count(598)
24393	155253	0.000000	11/30/2015	This count is expected since there are numerous processes that need to take place prior to update. Since we are required to level out the count throughout the year in the table above, it is not a good reflection of real expectations of updates month to month.

24392	Number of tracts made compatible for updating MAF/TIGER database (MTDB) by extraction, transformation, and loading, as well as matching and geocoding the partner file addresses against data already resident in the MTDB	Number	2 - Strategic and Business Results	0.000000			Over target	Annual		Yes
-------	--	--------	------------------------------------	----------	--	--	-------------	--------	--	-----

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
-----------	------------------	---------------	-----------------------	---------

NONE

23231	Average cost to complete address canvassing of on CAUS block	Number	3 - Financial Performance	540.000000		Under target	Annual		Yes
-------	--	--------	---------------------------	------------	--	--------------	--------	--	-----

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
-----------	------------------	---------------	-----------------------	---------

NONE

20713	Number of DSF Refreshes to the MAF/TIGER database.	Number	2 - Strategic and Business Results	1.000000			Over target	Semi-Annual		Yes
-------	--	--------	------------------------------------	----------	--	--	-------------	-------------	--	-----

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
-----------	------------------	---------------	-----------------------	---------

20713	133137	1.000000	03/31/2015	
-------	--------	----------	------------	--

1471	Time to send e-mail or telephone response.	Hours	1 - Customer Satisfaction (Process Results)	3.000000		Under target	Monthly		Yes
------	--	-------	---	----------	--	--------------	---------	--	-----

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
-----------	------------------	---------------	-----------------------	---------

1471	161498	3.110000	10/30/2015	
------	--------	----------	------------	--

1471	161497	4.200000	02/29/2016	
------	--------	----------	------------	--

1471	161496	8.180000	01/31/2016	There were two outliers during Christmas break that increased the average. Remove those two outliers and the average is 3 hours. There is also a new employee working on email correspondence and response time will decrease with experience.
------	--------	----------	------------	--

1471	161495	2.600000	12/31/2015	
------	--------	----------	------------	--

1471	155254	4.190000	11/30/2015	
------	--------	----------	------------	--

1471	143231	2.480000	06/30/2015	
------	--------	----------	------------	--

1471	140393	3.050000	05/31/2015	Responded to emails in 3 hours and 3 minutes; only 3 minutes over the target of 3 hours.
1471	137677	1.720000	04/30/2015	
1471	133141	2.600000	03/31/2015	
1471	127617	2.300000	02/28/2015	
1471	122999	3.000000	01/31/2015	
1471	120025	2.270000	12/31/2014	
1471	117597	2.820000	11/30/2014	
1471	112943	1.000000	10/31/2014	
1471	109237	1.930000	10/02/2014	
1471	106869	4.000000	09/02/2014	Average response time was skewed upward due to two outlier response times.
1471	102911	1.600000	08/01/2014	
1471	99597	1.600000	07/01/2014	
1471	95429	3.000000	06/04/2014	
1471	92063	2.480000	05/01/2014	
1471	88367	2.180000	04/02/2014	
1471	83517	2.100000	03/05/2014	
1471	80351	3.100000	01/31/2014	3 hours 9 minutes response time. Average response time was skewed upward due to an outlier.
1471	77387	1.100000	12/31/2013	

1471	73197	3.200000	11/30/2013	3 hours 9 minutes response time. Average response time was skewed upward due to an outlier.
1471	73195	2.100000	10/31/2013	
1471	69669	2.600000	09/04/2013	2 hours 36 minute response time.
1471	69667	2.200000	09/30/2013	2 hours 13 minute response time.
1471	61903	6.400000	08/01/2013	The CAUS program used the same cost per block for this year's reduced workload as in the past years. The fixed costs needed to administer the program and efficiencies gained by a larger workload were not accounted for. As a result CAUS is seeing a higher cost per block with this reduced workload. CAUS has had to reduce the workload even further to account for the higher costs per block in order to stay within budget and therefore, will not meet the performance standard.
1471	59928	2.000000	07/01/2013	2 hours 1 minute response time.
1471	58352	1.800000	06/06/2013	1 hour and 49 minutes response time. Met goal.
1471	56385	1.900000	05/02/2013	1 hour 55 minutes response time. Met goal.
1471	51323	1.570000	04/03/2013	1 hour 34 minutes response time. Met goal.
1471	48051	3.570000	03/06/2013	3 hours 34 minutes response time. Met goal.
1471	44925	1.980000	02/05/2013	1 hour 59 minutes. Met goal.
1471	40765	1.530000	01/08/2013	1 hour 32 minutes. Met goal.
1471	37291	2.750000	12/03/2012	2 hours 45 minutes. (Accomplished goal)
1471	32645	1.400000	09/30/2012	1 hours 24 minutes (Accomplished goal).

1471	32643	2.800000	11/01/2012	2 hours 48 minutes. (Accomplished goal)
1471	30489	1.400000	09/30/2012	1 hours 24 minutes (Accomplished goal).
1471	27301	3.530000	08/31/2012	3 hours 32 minutes (Accomplished goal).
1471	27299	2.000000	05/31/2012	2nd DSF Refresh completed QC process as of end of May.
1471	27297	111.000000	08/31/2012	3rd Quarter goal &#61; 80%; exceeded goal by processing 89% of returns from BAS participants. Annual goal is 85%.
1471	27295	100.000000	06/30/2012	Completed on schedule.
1471	27293	100.000000	08/31/2012	Projected annual completion date changed from 8/27/2012 to 9/28/2012. Modified monthly goal to complete 92% of the FY 2012 MAF Evaluation Report deliverables by end of August. Completion progress to date is 92% of annual goal, which means the goal for the month was achieved. Expect to complete 100% of annual goal by 9/28/2012.
1471	22811	2.000000		2 hours (Accomplished goal).
1471	20929	4.470000		4 hours 28 minutes (Slightly missed goal by 28 minutes).
1471	17101	4.330000		4 hours 20 minutes (Slightly missed goal by 20 minutes).
1471	13417	4.030000		4 hours 2 minutes (Only slightly missed goal by 2 minutes)
1471	943	3.200000		3 hours 13 minutes