



3Q2019 Program Metrics

Metric		Target	Jul	Aug	Sept	Variance		Description/mitigation
1A	FY 2018 Funding Commitments (\$M)	\$2,857	\$2,607	\$2,621	\$2,675	\$54	✓	Cumulative \$ requested complete
1B	FY 2018 Funding Commitments vol.	35,808	35,462	35,472	35,503	31	✓	Cumulative applications complete
1C	FY 2018 Funding Disbursements (\$M)	\$1,300	\$1,115	\$1,262	\$1,365	\$103	✓	Cumulative authorized disbursements
2A	FY 2019 Funding Commitments (\$M)	\$2,896	\$1,124	\$1,788	\$2,078	\$290	✓	Cumulative \$ requested complete
2B	FY 2019 Funding Commitments vol.	36,439	26,858	33,429	34,481	1,052	✓	Cumulative applications complete
2C	FY 2019 Funding Disbursements (\$M)	\$80	\$17	\$65	\$120	\$55	✓	Cumulative authorized disbursements
3	Call Center Abandon Rate	3.0%	1.1%	1.4%	1.1%	-0.3%	✓	
4	Appeals Processing (Avg Days Open)	90	82	90	110	20	🚩	Excludes appeals on FCC hold.

Legend

-  On track
-  Action Required