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Metric		Target	Q1	Q2	Q3	Q4	Variance (Q3 - Q4)	Status	Description/mitigation
1A	FY 2018 Funding Commitments (\$M)	\$2,857	\$2,589	\$2,607	\$2,675	\$2,714	\$39	✓	Cumulative \$ requested complete
1B	FY 2018 Funding Commitments vol.	35,816	35,413	35,462	35,503	35,613	110	✓	Cumulative applications complete
1C	FY 2018 Funding Disbursements (\$M)	\$1,700	\$624	\$976	\$1,365	\$1,576	\$211	✓	Cumulative authorized disbursements
2A	FY 2019 Funding Commitments (\$M)	\$2,962	-	\$1,124	\$2,078	\$2,475	\$397	✓	Cumulative \$ requested complete
2B	FY 2019 Funding Commitments vol.	36,445	-	26,858	34,481	35,920	1,439	✓	Cumulative applications complete
2C	FY 2019 Funding Disbursements (\$M)	\$500	-	\$0	\$120	\$376	\$256	✓	Cumulative authorized disbursements
3	Call Center Abandon Rate	3.0%	1.7%	0.6%	1.2%	1.1%	-0.1%	✓	Average for quarter
4	Appeals Processing (Avg Days Open)	90	165	119	110	131	21	✓	Average days open trended downward during first 3 quarters but rose slightly in Q4. Excludes appeals on FCC hold.

**Legend**

-  On track
-  Action Required