Geospatial Enterprise Office

Performance Measures

**Quality** – Did they get what they want?

- % initial completion of Framework themes
- Standards development
  - % standards adopted
  - # standards adopted
- # of data sharing agreements
- Participation in GIS enhancements
  - Single agency
  - Multi-agency
  - Enterprise
- Organizational involvement in program
  - % agencies involved
  - # of agencies involved
  - attendance at OGIC and other meetings

**Efficiency** – Did they get it when they wanted it?

- Framework development targets met
- Data Sharing
  - # of customer data requests
  - Timeliness of response to requests
  - Effectiveness of response to requests
  - # of customized data sets
  - Assistance with data/interfaces
- # of suggested improvements
- Feedback on data downloaded
- Feedback on customer assistance

**Customer Satisfaction** – Did it meet their needs?

- % of shared data sets that meet agreed standards
- Number of customers using feature streaming service
- Number of customers using interactive web mapping service
- # of suggested improvements
- Feedback on data downloaded
- Feedback on customer assistance