

2023-4 - IMPACT Metrics as of Monday, April 1, 2024

CAR Operations Performance Management IMPACT Metrics (NEW MOCK)

CAR Current Quarter Performance

75

Federal Funding - \$1,304,300.00 Total Cash Resources - \$2,354,658.00
(Four Quarter Rolling Average)

Impact Metrics

Metric	CAR Reported Impact	Normalized CAR Performance	Performance Standard	CAR Metric Points	NatNet Median Performance	From Threshold
Impact data based on MEP Client Survey responses (70)						
New Sales (10)	\$40.8 M	31.3	\$19	10	\$25.6	165%
Retained Sales (10)	\$59.4 M	45.5	\$44	10	\$52.3	104%
Jobs Created and Retained (10)	742	568.9	550	10	606.6	103%
New Investment (10)	\$15.8 M	12.1	\$19	3	\$28.3	64%
Cost Savings (10)	\$6.4 M	4.9	\$9	3	\$9.6	55%
Percent Improving Competitiveness (10)	91.0 / 106.0	85.8%	80%	10	83.1%	5.8 PP
Survey Response Rate (10)	106.0 / 126.0	84.1%	70%	10	76.9%	14.1 PP

Impact data based on Client/Project Submissions (30)

Market Penetration (Per \$M Fed) (10)	108	83.0	91	5	77.1	91%
Surveyable Clients (Per \$M Fed) (10)	108	83.0	68	10	77.1	122%
New Clients (Per \$M Fed) (10)	40	31.0	36	4	33.5	85%

Supplemental Data (10)

Net Promoter Score(r)	93.3 - 0.0	93.3	75	Y	85.2	18.3 PP
Success Stories	4 / 6	66.7%	100.0%	N	NA	-33.3 PP

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- PP - Percentage Points