

Four Mandated Metrics

The following four metrics were mandated by Martha Maiden in October 2000. ESIP projects were requested to put in place collection mechanisms for the four metrics, which were at the time collected by the DAACs, or Type 1 ESIPs:

- (1) Data Volume
- (2) Number of distinct customers
- (3) Number of products delivered
- (4) Average delivery time (days)

Notes:

1. The number of distinct customers is based on e-mail addresses.
2. The number of products delivered includes data deliveries on media and data files retrieved by the user via FTP or the WWW.
3. Average delivery time is computed from the request and completion dates included in the SCRS data for media requests. Requests identified by the DAAC as subscriptions are not counted. This is approximate because not all subscriptions are identified as such and product requests may pre-date the availability of the data. The average used is a simple average, not a median, mean, or other.