

Australian Bureau of Statistics
Regulator Performance Framework
Assessment Report, 2017–18

Background

As part of the Australian Government's Deregulation Agenda, the [Regulator Performance Framework \(RPF\)](#) has been developed as a means for Commonwealth regulators to evaluate, in partnership with stakeholder groups, overall regulatory performance when interacting with individuals, businesses and the community while carrying out their statutory responsibilities.

The RPF, which came into effect on 1 July 2015, principally relates to burden arising from the administration of regulation. The RPF encourages regulators to minimise their impact on those they regulate while still delivering the vital role they have been asked to perform.

To achieve the Government's commitment to reducing unnecessary or inefficient regulation, the RPF comprises six outcomes-based key performance indicators (KPIs) to articulate the Government's overarching expectations of regulator performance, namely:

- Regulators do not unnecessarily impede the efficient operation of regulated entities
- Communication with regulated entities is clear, targeted and effective
- Actions undertaken by regulators are proportionate to the regulatory risk being managed
- Compliance and monitoring approaches are streamlined and coordinated
- Regulators are open and transparent in their dealings with regulated entities
- Regulators actively contribute to the continuous improvement of regulatory frameworks.

In accordance with the RPF, all regulators are required to undertake an annual self-assessment of their regulatory performance against each KPI. The ABS, under the Treasury portfolio, is one of several regulators required to undertake this annual self-assessment.

Introduction

The Australian Bureau of Statistics (ABS) is Australia's official national statistical agency, providing trusted official statistics on a wide range of economic, social, population and environmental matters of importance to Australia. These statistics support research and inform decisions being made every day by government, businesses, non-government organisations and the wider Australian community.

In order to produce these statistics, the ABS relies on the cooperation of individuals, households, businesses and governments. To help achieve this cooperation, the ABS seeks to impose the lowest possible burden on providers.

In consultation with key stakeholders, including the Treasury and the Minister responsible for the ABS, the ABS developed performance metrics to demonstrate compliance with the government's Regulator Performance Framework (RPF). This report covers the 2017-18 financial year and reflects that the ABS achieved an overall **GOOD** rating.

ABS transformation

The ABS transformation is progressing to embrace the new opportunities and challenges reflected in the rapid change in the volume of available data and the way this data is acquired and disseminated. Transformation of the organisation and its statistical business continues to focus on better meeting the

statistical requirements of Australia, along with the growing expectations of the public with regards to the use of public data, within constrained resources and with minimal provider burden.

This transformation will enable the ABS to continue to engage better with partners and data providers and develop more responsive solutions, making best use of current and emerging technologies.




Statistical forward work program

The ABS continues to undertake consultation in the lead up to decisions on the Forward Work Program each year, to ensure the ABS delivers a relevant work program that is at the forefront of using new approaches to collecting data and making the most of existing data sources.

High level summary and conclusion for 2017-18


This section provides a high level summary and rating of the ABS's performance against the 6 Key Performance Indicators (KPIs), as well as an overall rating for the 2017-18 reporting period.

The following traffic light system has been used:

	Good
	Satisfactory, but with some aspects for improvement identified
	Unsatisfactory, with significant areas for improvement identified


An overall KPI rating of 'Good' has been applied where the majority or all sub-KPIs have been rated as 'Good'.

KPI 1 – Regulators do not unnecessarily impede the efficient operation of regulated entities.

Rating: Good  The ABS maintains active engagement with stakeholder and provider communities to ensure relevance and minimise costs and negative impacts for providers.


Whilst KPI 1 has been rated as 'Good', the ABS has identified scope for improvement of complaint resolution – strategies to improve this outcome are provided as part of the assessment of sub KPI 1.2.

KPI 2 – Communication with regulated entities is clear, targeted and effective.


Rating: Good  The ABS provides up to date and accessible guidance material and information, and regularly consults with affected stakeholders and providers, to ensure communication remains effective and to maintain stakeholder understanding of ABS decisions and advice.

Whilst KPI 2 has been rated as 'Good', the ABS has identified scope for improvement of complaint resolution – strategies to improve this outcome are provided as part of the assessment of sub KPI 2.3.


KPI 3 – Actions undertaken by regulators are proportionate to the regulatory risk being managed.

Rating: Good  The ABS maintains a risk-based approach to compliance and enforcement, and remains vigilant in ensuring that this approach reflects the changing environment.

KPI 4 – Compliance and monitoring approaches are streamlined and coordinated.


Rating: Good  The ABS makes the minimum possible requests to the Australian public and business, and continues to provide support by making materials available to assist survey development and advisory services.

KPI 5 – Regulators are open and transparent in their dealings with regulated entities.

Rating: Good  The ABS is responsive to the requests and questions of providers.

Whilst KPI 5 has been rated as ‘Good’, the ABS has identified scope for improvement of complaint resolution – strategies to improve this outcome are provided as part of the assessment of sub KPI 5.1.

KPI 6 – Regulators actively contribute to the continuous improvement of regulatory frameworks.

Rating: Good  The ABS has cooperative and collaborative relationships with stakeholders and regularly shares intelligence with other agencies to contribute to the ongoing relevance of the framework.

The ABS’s overall self-assessment rating for 2017-18 is **Good** .

The next section of this report will provide a detailed analysis of each KPI for the 2017-18 RPF self-assessment. Where relevant, a KPI may conclude with a subsection which will detail specific areas for improvement, including any proposed enhancements to a KPI’s performance metrics.

Detailed self-assessment for 2017-18

KPI 1 – Regulators do not unnecessarily impede the efficient operation of regulated entities

1.1 The ABS demonstrates an understanding of the operating environment of the business, or the circumstances of individuals, selected for surveys and the current and emerging issues that affect them.

Overall rating for sub-KPI 1.1 is  'Good'.

Evidence 1.1.1	Evidence source	Outcome
Resources allocated to the engagement of Aboriginal and Torres Strait Islander people in each state and territory to improve data quality and increased Aboriginal and Torres Strait Islander peoples' participation in the ABS' statistical processes.	<p>1. ABS Aboriginal and Torres Strait Islander engagement managers and officers contact list on the ABS website.</p> <p>2. ABS Round Table on Aboriginal and Torres Strait Islander Statistics meets at least annually.</p>	<p>Aboriginal and Torres Strait Islander Engagement Managers have been consistently engaged across most states/territories.</p> <p>1. ABS Contact List maintained in 2017-18.</p> <p>2. ABS Round Table on Aboriginal and Torres Strait Islanders Statistics met twice during 2017-18:</p> <ul style="list-style-type: none"> • 5-6 December 2017, and • 17-18 May 2018.
Evidence 1.1.2	Evidence source	Outcome
Accessible and transparent process available for survey respondents to seek exemption from a survey due to specific circumstances.	<p>Survey Participant Information web pages are: up to date; meet Government accessibility standards and exemption information is easy to locate. Formal training on exemption process provided to ABS telephone interviewers and support staff to ensure clear communication to providers.</p>	<p>Improved since the 2016-17 RPF report: refer to ABS Surveys Charter. The ABS has maintained accessible and transparent processes for survey respondents to seek an exemption.</p>

Evidence 1.1.3	Evidence source	Outcome
Environmental scanning is undertaken regularly and at a minimum, on an annual basis.	<p>Meetings of the following consultative and advisory fora will be held during 2017-18:</p> <ul style="list-style-type: none"> • three of the Australian Statistics Advisory Council (ASAC) • at least two of the State Statistical Forum (SSF) • at least two Economic Statistics Advisory Group (ESAG) meetings • two Population and Social Statistics Advisory Group (PSAG) meetings. 	<p>ASAC meetings:</p> <ul style="list-style-type: none"> • 3 August 2017 • 22 November 2017 • 14 February 2018 <p>SSF meetings:</p> <ul style="list-style-type: none"> • 23 June 2017* • 23 July 2018* <p>ESAG meetings:</p> <ul style="list-style-type: none"> • 6 April 2017* • 24 July 2017 <p>PSSAG meetings:</p> <ul style="list-style-type: none"> • 9 August 2017 • 15 November 2017 <p>*Note: several meeting dates originally scheduled during 2017-18 were moved to a different date in the same calendar year, but outside the 2017-18 financial year, to accommodate attendance.</p>

1.2 The ABS takes action to minimise the potential for unintended negative impacts of surveys on respondents.

Overall rating for sub-KPI 1.2 is  'Good'.

Evidence 1.2.1	Evidence source	Outcome
Avoidance of duplication in business collections conducted by official bodies for statistics purposes.	<p>Methods, Standards and Classifications</p> <p>and</p> <p>Contact the ABS - Inquiry Form</p>	In August 2017, the Statistical Clearing House (SCH) ceased operations and Commonwealth agencies became directly responsible for minimising survey burden on businesses, with the ABS providing support by making materials available to assist survey development and through an optional user pays advisory service.

Evidence 1.2.2	Evidence source	Outcome
Complaint resolution performance meets ABS Surveys Charter standards.	Centralised complaints, queries and exemption register housed within the ABS's National Data Acquisition Centre.	This measure has improved since 2016-17. The target as outlined in the ABS Surveys Charter has been partially met with 94% of written queries/ complaints from business being sent written advice of the outcome within 28 days – refer to comment below table.

Evidence 1.2.1 comment

The Statistical Clearing House (SCH), the mandatory central clearance point for business surveys that are run, funded, or conducted on behalf of the Australian Government, ceased operations on 31 August 2017. With a view to improving cost effectiveness and ensuring that we prioritise our activities to fit within our resource constraints, the ABS, after consultation with the Government, decided to adopt a different operating model for managing respondent load. Since cessation of the SCH, Commonwealth agencies have become directly responsible for minimising survey burden on businesses, with the ABS providing support by making materials available to assist survey development and through an optional user pays advisory service.

Evidence 1.2.2 comment

Whilst this indicator was partially met, it actually improved 6% on the previous year. On average, the ABS responded to written queries and complaints within 12 days of receipt of the correspondence; 94% of businesses and 97% of households were sent written advice of the outcome within 28 days¹. All written queries and complaints were responded to by the ABS.

During 2017-18, the ABS responded to a total of 1,281 written queries or complaints. This comprised: 1,147 queries seeking an exemption from an ABS survey (551 from businesses, 596 from households); and 134 complaints (45 from businesses, 89 from households). The ABS does, at times, provide general exemptions from surveys to small businesses and temporary compassionate exemptions can be granted to business and household providers.

In 2017-18, the ABS experienced an increase in the number of formal written queries due to the centralisation of the household query resolution function to the National Data Acquisition Centre. Business queries and complaints reduced from 716 in 2016-17 to 596 in 2017-18, in part due to the formal training program introduced to the data acquisition call centre.

¹ The ABS Survey Charter states that ABS will advise the outcome of complaints within 4 weeks.

1.3 ABS implements continuous improvement strategies to reduce the costs of compliance for survey respondents.

Overall rating for sub-KPI 1.3 is  'Good'.

Evidence 1.3.1	Evidence source	Outcome
Products, services and tools are available and improved to assist providers to meet their obligations.	Number of surveys moved over to an/the e-form system; improvements to the ABS website to capture online survey responses; uptake of e-forms	The majority of business surveys are already available to complete via an e-form on the web. Business take up of electronic forms in 2017-18 was 87%. The Wage Price Index Survey was the only survey to move to an e-form in 2017-18. A pilot test of the new e-form system for households in 2017-18 achieved approximately expected results.

Evidence 1.3.1 comment

Development of new tools is underway as a part of ABS Transformation initiatives. Further pilots of the new e-form system to support roll over of household surveys onto e-forms will be undertaken in 2018-19. Improvement to online survey tools continue to be a focus for the ABS, with respondent experience at the core of the human centred design approach, which is also being utilised in the design of the 2021 Census experience.

KPI 1 overall rating is  'Good'.

Specific areas for improvement for KPI 1

KPI 1.2 (evidence 1.2.2)

To improve complaint resolution performance for 2018-19 (as per the ABS Surveys Charter standards), the National Data Acquisition Centre has implemented improved and streamlined processes and procedures at customer contact and internal processing points.

KPI 2 – Communication with regulated entities is clear, targeted and effective

2.1 The ABS provides guidance and information that is up to date, clear, accessible and concise through media appropriate to the target audience.

Overall rating for sub-KPI 2.1 is  'Good'.

Evidence 2.1.1	Evidence source	Outcome
Information is accessible and concise on the ABS website for survey participants on their frequently asked questions.	Covered by 1.1.2	Refer to 1.1.2
Evidence 2.1.2	Evidence source	Outcome
Accessible and transparent process available for respondents to seek exemption from a survey due to specific circumstances.	Covered by 1.1.2	Refer to 1.1.2
Evidence 2.1.3	Evidence source	Outcome
The ABS provides information to respondents on the importance of data being collected, why collected, and how it is used.	Survey specific information provided to respondent.	Detailed information about the purpose, objectives and main users of specific ABS surveys is available either via the ABS theme pages, in the form of guidance material produced for each survey, or by contacting the help number listed on the survey questionnaire. Example: Purpose, objectives and main users of the ABS Innovation Survey.

2.2 ABS considers the impact on providers and engages with industry groups and representatives of the affected stakeholders before changing policies, practices or service standards.

Overall rating for sub-KPI 2.2 is  'Good'.

Evidence 2.2.1	Evidence source	Outcome
Resources allocated to the engagement of Aboriginal and Torres Strait Islander people in	Covered by 1.1.1	Refer to 1.1.1

each state and territory to improve data quality and increased Aboriginal and Torres Strait Islander peoples' participation in the ABS's statistical processes.		
Evidence 2.2.2	Evidence source	Outcome
Proposed initiatives likely to lead to significant changes in regulator burden due to changes in policies, practices or service standards are circulated to relevant stakeholder consultation groups (including but not limited to such groups as Careers Australia, National Congress of Australia's First Peoples, Small Business Ministerial Advisory Council, Australian Chamber of Commerce and Industry, Australian Business Economists, Australian Bankers Association, Minerals Council of Australia) for feedback prior to implementation.	<ol style="list-style-type: none"> 1. Evidence source 1.1.3 2. ABS Respondent Burden report 	<ol style="list-style-type: none"> 1. Refer to 1.1.3 2. The ABS routinely consults with stakeholders to ensure that they are aware of and approve any changes that are made to collections. During 2017-18 a range of surveys were ceased in consultation with stakeholders, along with changes in frequency and forms distributed. These changes resulted in a reduction in burden of \$57 817.99 (taken from the 2017-18 ABS Respondent Burden report).

2.3 ABS decisions and advice are provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions.

Overall rating for sub-KPI 2.3 is  'Good'.

Evidence 2.3.1	Evidence source	Outcome
Complaint resolution performance meets ABS Surveys Charter standards.	Covered by 1.2.2	Refer to 1.2.2

Evidence 2.3.1 comment

On average, the ABS responded to written queries and complaints within 12 days of receipt of the correspondence; 94% of businesses and 97% of households were sent written advice of the outcome within 28 days². All written queries and complaints were responded to by the ABS. See comment for Evidence 1.2.2 for further detail.

² The ABS Survey Charter states that ABS will advise the outcome of complaints within 4 weeks.

KPI 2 overall rating is  'Good'.

Specific areas for improvement for KPI 2

KPI 2.3 (evidence 2.3.1)

To improve complaint resolution performance for 2018-19 (as per the ABS Surveys Charter standards), the National Data Acquisition Centre has implemented improved and streamlined processes and procedures at customer contact and internal processing points.

KPI 3 – Actions undertaken by regulators are proportionate to the regulatory risk being managed

3.1 ABS applies a risk-based, proportionate approach to compliance obligations, engagement and regulatory enforcement actions.

Overall rating for sub-KPI 3.1 is  'Good'.

Evidence 3.1.1	Evidence source	Outcome
ABS methods of respondent engagement, and information available regarding obligation to respond and value of response, leads to requests for exemptions from surveys at or below 0.5% of households and businesses selected for ABS surveys.	Calculated from exemptions and response rate figures obtained from the ABS' National Data Acquisition Centre.	Only a very small percentage (less than 0.5%) of the businesses and households selected in ABS surveys write to the ABS to question or complain about their participation in an ABS survey.

3.2 ABS preferred approach to regulatory risk is regularly assessed. Strategies, activities and enforcement actions are amended to reflect changing priorities that result from new and evolving regulatory threats, without diminishing regulatory certainty or impact.

Overall rating for sub-KPI 3.2 is  'Good'.

Evidence 3.2.1	Evidence source	Outcome
ABS surveys adopt target response rates, proportionate to regulatory risk and commensurate with fit for purpose statistics.	Covered by 1.1.2	Refer to Survey Participant Information – Business FAQs and Current Household Surveys . Refer to 1.1.2
Evidence 3.2.2	Evidence source	Outcome
Accessible and transparent process available for respondents to seek exemption from a survey due to specific circumstances.	Covered by 1.1.2	Refer to 1.1.2

KPI 3 overall rating is  'Good'.

KPI 4 – Compliance and monitoring approaches are streamlined and coordinated

4.1 ABS information requests are tailored and only made when necessary to secure regulatory objectives, and only then in a way that minimises impact.

Overall rating for sub-KPI 4.1 is  'Good'.

Evidence 4.1.1	Evidence source	Outcome
ABS ensures surveys are appropriate and necessary by tabling proposals for the collection of information before both Houses of Parliament in accordance with section 6 of the <i>Australian Bureau of Statistics Act 1975</i> .	Parliament of Australia website. Documents Tabled in Parliament by the ABS	Refer to Parliament of Australia website.
Evidence 4.1.2	Evidence source	Outcome
Eliminating duplication in business collections conducted by official bodies for statistics purposes.	Covered by 1.2.1	Refer to 1.2.1
Evidence 4.1.3	Evidence source	Outcome
ABS surveys adopt target response rates that reduce regulatory risk by removing the need to continually follow up difficult to contact respondents.	Covered by 1.1.2	Refer to 1.1.2

4.2 ABS frequency of information collection is minimised and coordinated with similar processes including those of other regulators so that, as far as possible, information is only requested once.

Overall rating for sub-KPI 4.2 is  'Good'.

Evidence 4.2.1	Evidence source	Outcome
Avoidance of duplication in collections conducted by official bodies for statistical purposes.	Covered by 1.2.1	Refer to 1.2.1

4.3 ABS utilises existing information to limit the reliance on requests from providers and share the information among other regulators, where possible.

Overall rating for sub-KPI 4.3 is  'Good'.

Evidence 4.3.1	Evidence source	Outcome
<p>ABS advances data integration initiatives, thereby reducing the need for additional burden.</p>	<p>Documented approvals for ABS data integration proposals.</p> <p>ABS Annual Report Chapter 3 2017-18 Special Article on the Data Integration Partnership for Australia (DIPA).</p> <p>Public Register of Data Integration Projects.</p>	<p>Threefold increase in new project or amendment approvals, from 11 in 2016-17 to 36 in 2017-18.</p> <p>A further 21 projects are continuing and 24 are in development, resulting in 81 projects active during 2017-18.</p> <p>Access to, and use of Data Integration Partnership for Australia (DIPA) assets has continued to increase, with over 100 seconded analysts accessing and analysing Multi-Agency Data Integration Project (MADIP) and Business Longitudinal Analysis Data Environment (BLADE) data through DIPA.</p> <p>In addition to this, 19 academics have been approved to progress research using these assets. The increase in academic access has been facilitated largely through the release of a customised longitudinal MADIP product into the ABS secure analytics environment in June of this year. An additional 66 researchers are currently applying to access this product.</p>
Evidence 4.3.2	Evidence source	Outcome
<p>ABS utilises administrative data sources to reduce burden.</p>	<p>Case Study: Outgoing Passenger Card (ABS Website)</p>	<p>Adoption of an alternative methodology for the</p>

	<p>Census update: Administrative Data Research for the 2021 Census (ABS Website)</p> <p>ABS Data Integration Forward Work Program 2018-19</p>	<p>production of population estimates, using existing administrative sources in lieu of self-completed Outgoing Passenger Cards.</p> <p>Exploratory analysis to determine options for replacing and enhancing content for the 2021 Census identified four avenues for further research.</p>
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4.4 ABS takes into account, where possible, the circumstance and operational needs of the provider.

Overall rating for sub-KPI 4.4 is  'Good'.

Evidence 4.4.1	Evidence source	Outcome
Accessible and transparent process available for respondents to seek exemption from a survey due to specific circumstances.	Same as 1.1.2	Refer to 1.1.2

KPI 4 overall rating is  'Good'.

KPI 5 – Regulators are open and transparent in their dealings with regulated entities

5.1 Regulators are open and responsive to requests from providers regarding the operation of the regulatory framework, and approaches implemented by the ABS.

Overall rating for sub-KPI 5.1 is  'Good'.

Evidence 5.1.1	Evidence source	Outcome
Complaint resolution performance meets ABS Surveys Charter standards.	Covered by 1.2.2	Refer to 1.2.2
Evidence 5.1.2	Evidence source	Outcome
Information is accessible and concise on the ABS Website for survey participants on their frequently asked questions.	Covered by 1.1.2	Refer to 1.1.2

Evidence 5.1.1 comment

On average, the ABS responded to written queries and complaints within 12 days of receipt of the correspondence; 94% of businesses and 97% of households were sent written advice of the outcome within 28 days³. All written queries and complaints were responded to by the ABS. See comment for Evidence 1.2.2 for further detail.

5.2 ABS performance measurement results are published in a timely manner to ensure accountability to the public.

Overall rating for sub-KPI 5.2 is  'Good'.

Evidence 5.2.1	Evidence source	Outcome
Response rates for (key) surveys published.	Details for individual survey response rates are outlined in the 'Accuracy' dimension of Quality Declarations for most ABS surveys. These Declarations are available on the ABS website, provided as part of the release of the published statistical product.	Target met. For example: Labour Force, June 2018 (Quality Declaration)

³ The ABS Survey Charter states that ABS will advise the outcome of complaints within 4 weeks.

Evidence 5.2.2	Evidence source	Outcome
ABS regulator performance framework metrics and annual result publicly available by 31 December each year.	Annual regulator performance framework metrics and annual ABS Regulator Performance Framework report published on ABS website.	Target met.
Evidence 5.2.3	Evidence source	Outcome
ABS performance and activity is published annually.	ABS Annual Report	Target met.

KPI 5 overall rating is  'Good'.

Specific areas for improvement for KPI 5

KPI 5.1 (evidence 5.1.1)

To improve complaint resolution performance for 2018-19 (as per the ABS Surveys Charter standards), the National Data Acquisition Centre has implemented improved and streamlined processes and procedures at customer contact and internal processing points.

KPI 6 – Regulators actively contribute to the continuous improvement of regulatory frameworks

6.1 ABS has cooperative and collaborative relationships with stakeholders to promote trust and improve the efficiency and effectiveness of the regulatory framework.

Overall rating for sub-KPI 6.1 is  'Good'.

Evidence 6.1.1	Evidence source	Outcome
Resources allocated to engagement of Aboriginal and Torres Strait Islander people in each state and territory to ensure cooperative and collaborative relationships with data providers and promote trust and efficiency.	Covered by 1.1.1	Refer to 1.1.1
Evidence 6.1.2	Evidence source	Outcome
Products, services and tools are available and improved to assist providers to meet their obligations.	Covered by 1.3.1	Refer to 1.3.1

Evidence 6.1.2 comment

Development of new tools is underway as a part of ABS Transformation initiatives. See comment for evidence 1.3.1 above for further detail.

6.2 ABS regularly shares feedback from stakeholders and performance information with policy departments to improve the operation of the regulatory framework and administrative processes.

Overall rating for sub-KPI 6.2 is  'Good'.

Evidence 6.2.1	Evidence source	Outcome
ABS regulator performance framework metrics and annual result publicly available by 31 December each financial year.	Covered by 5.2.2.	Refer to 5.2.2

KPI 6 overall rating is  'Good'.

Attachment

The validation mechanism

'Regulator performance will be assessed through annual externally validated self-assessments against the Framework.' (Page 8 [Regulator Performance Framework](#)). This external validation is provided by a group of external stakeholders that have an interest in the ABS. The composition of the list of stakeholders was initially agreed jointly by the ABS, Treasury and the then Minister in 2015. The stakeholder group was refined ahead of the 2015-16 self-assessment process in consultation with Treasury. The ABS 2017-18 RPF draft self-assessment was disseminated to the agreed list of stakeholders in December 2018, with comments requested by late December 2018.

RPF consultation summary

Comments on the ABS 2017-18 self-assessment were received from two of the external stakeholders. The ABS engaged individually with each external stakeholder prior to requesting comments via email.

Summary of stakeholder comments:

- The conclusion of the majority of KPIs, and the overall assessment rating of 'Good', are reasonable and accurate.
- However, one stakeholder did suggest that the evidence used to assess the ABS' performance against sub-KPI 1.1 could be improved by:
 - expanding small business datasets to include identification of family enterprises
 - providing a more detailed breakdown of data by location in small business datasets
 - broadening the data collected, and providing more granular breakdowns, in the Business Characteristics Survey.