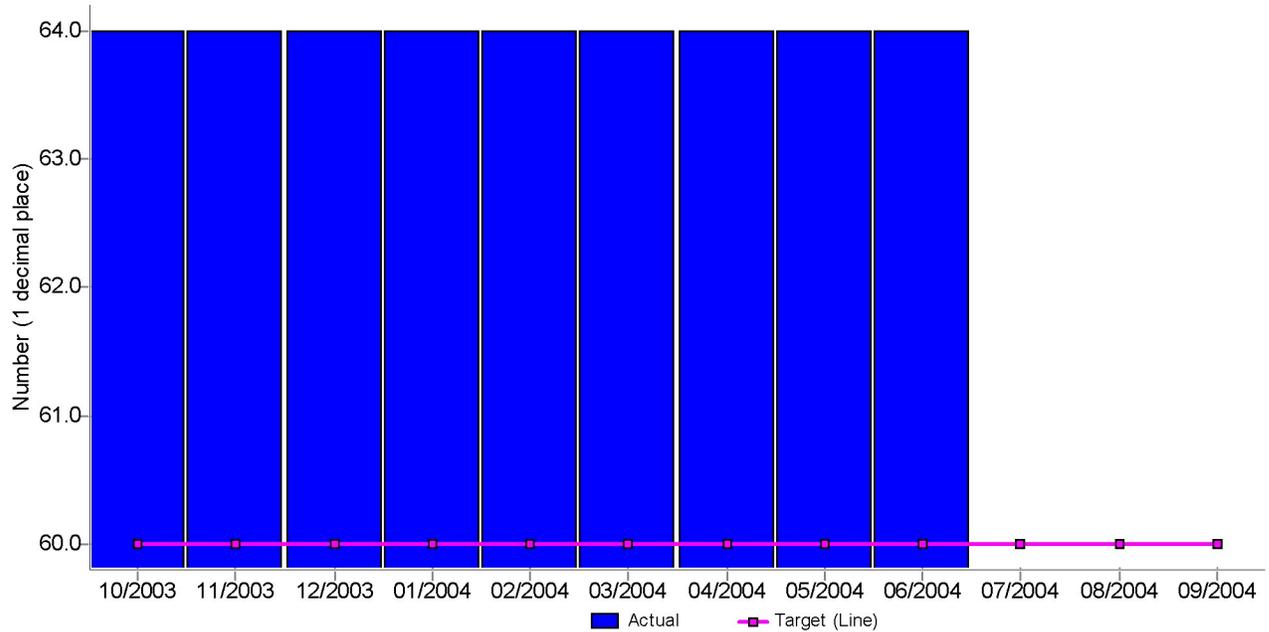


Status of FAA Performance Targets

TGT: Cust Satisfaction Scores (FAA) Previous 4 Years (Last Value)



Description

TGT: Increase agency scores on the American Customer Satisfaction Index(ASCI) to 67 by FY 2008. The ASCI is a national indicator of the quality of goods and services available to the American public. (FY 2004 target is 63.)

The actual data shows the score for 2003.

Period Table

	Actual	Target (Line)	Index Range
10/2003	64.0	60.0	Green
11/2003	64.0	60.0	Green
12/2003	64.0	60.0	Green
01/2004	64.0	60.0	Green
02/2004	64.0	60.0	Green
03/2004	64.0	60.0	Green
04/2004	64.0	60.0	Green
05/2004	64.0	60.0	Green
06/2004	64.0	60.0	Green
07/2004	--	60.0	Unknown
08/2004	--	60.0	Unknown
09/2004	--	60.0	Unknown

Commentary (2003)

Scores for commercial pilots segment will be received in September 2004.