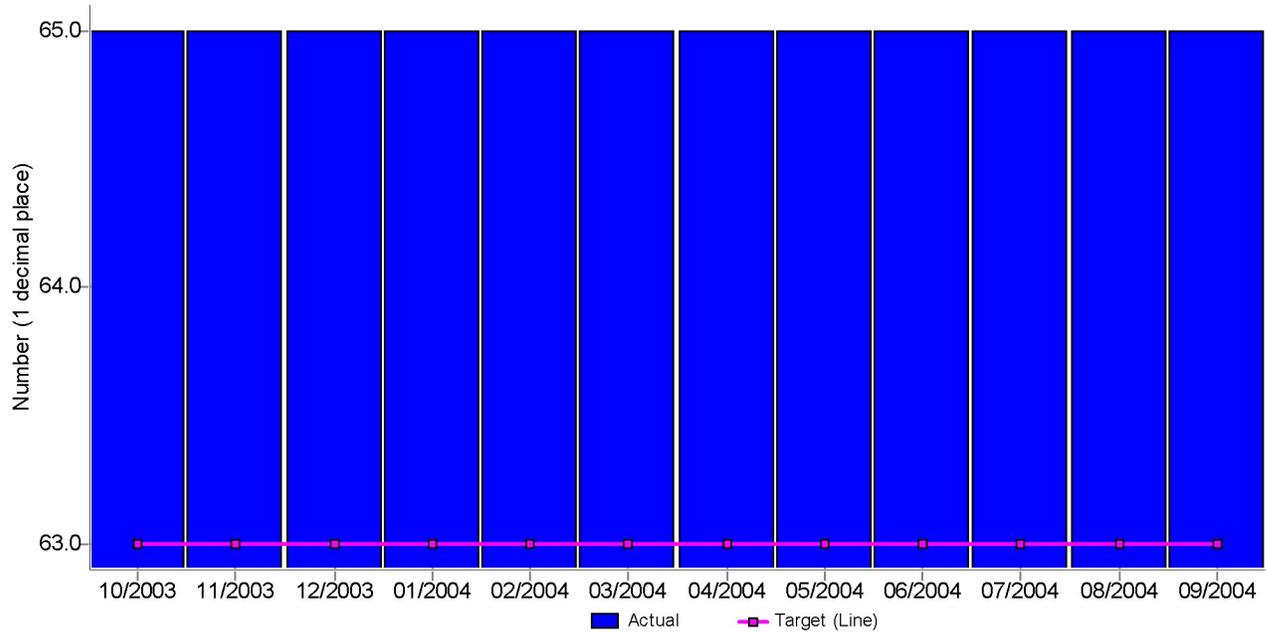


Status of FAA Performance Targets

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)	Target (Line) - Index Range
10/2003	65.0	63.0	Green
11/2003	65.0	63.0	Green
12/2003	65.0	63.0	Green
01/2004	65.0	63.0	Green
02/2004	65.0	63.0	Green
03/2004	65.0	63.0	Green
04/2004	65.0	63.0	Green
05/2004	65.0	63.0	Green
06/2004	65.0	63.0	Green
07/2004	65.0	63.0	Green
08/2004	65.0	63.0	Green
09/2004	65.0	63.0	Green

Commentary (2003)

We received a final score of 65. This is one point above the FY 2003 score of 64 and two points over our goal of 63. This score reflects the results of a survey of commercial pilots who were queried about our air traffic services and our regulatory activities. A major multiyear initiative in this area has been to issue clearer and more 'user friendly' regulations; among other factors, our increased score reflects the success of that effort.