

08E6 Customer Satisfaction (FAA) Default (Last Value)

Description

Maintain the annual average of FAA surveys on the American Customer Satisfaction Index at or above the average Federal Regulatory Agency score.

FY 2008 Target: 60

Commentary (09/2008)

This performance target ended FY08 with a final score of 60.24. The Performance Target score was 60. There are four weighted ACSI surveys included in this year's calculation:

Commercial Pilots -- score of 51 with a weight of 28%

Mechanics -- score of 54 with a weight of 28%

Airports -- score of 69 with a weight of 28%

FAA Website -- core of 72 with a weight of 16%

The Commercial Pilots, Mechanics, and Airports surveys dropped in FY08 from the previous survey (64, 58, and 71 respectively). The FAA Website scores increased 3 points from FY 2007. Action plans will be developed for implementation in FY 2009 to increase all scores.

Period Table

	Actual	Target (Line)	Target (Line) - Index	Target (Line) - Index Range
10/2007	0	0	100.0%	Green
11/2007	0	0	100.0%	Green
12/2007	0	0	100.0%	Green
01/2008	0	0	100.0%	Green
02/2008	0	0	100.0%	Green
03/2008	0	0	100.0%	Green
04/2008	0	0	100.0%	Green
05/2008	0	0	100.0%	Green
06/2008	0	0	100.0%	Green
07/2008	0	0	100.0%	Green
08/2008	2	3	66.7%	Yellow
09/2008	60	60	100.0%	Green