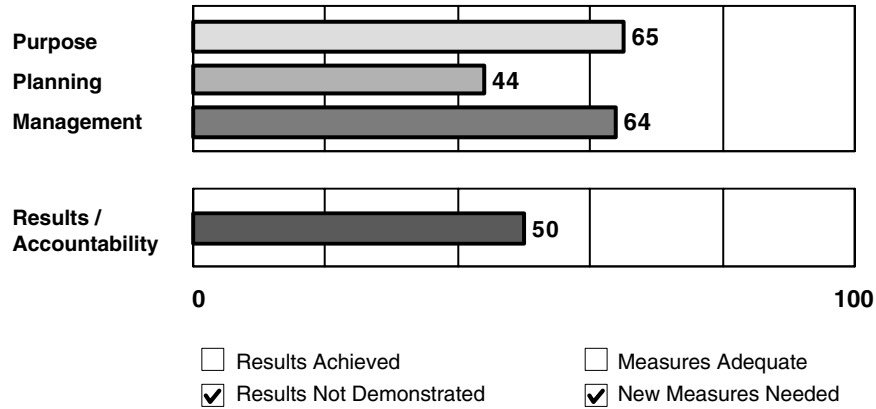


Program: *Vehicle Leasing*

Agency: *General Services Administration*

Bureau: *Supply and Technology Activities*



Key Performance Measures

Year Target Actual

Key Performance Measure	Year	Target	Actual
Long-term Measure: Measures under development			
Annual Measure: Annual increase in GSA leasing rates compared to the increase in commercial leasing rates caused by inflation	2001	3.45%	1.5%
	2002	5.25%	1.7%
	2003	4.63%	
	2004	2.09%	
Annual Measure: Average vehicle operating cost per mile	2001	\$0.36	\$0.35
	2002	\$0.36	\$0.37
	2003	\$0.37	
	2004	\$0.37	

Rating: *Results Not Demonstrated*

Program Type: *Capital Assets*

Program Summary:

GSA's Vehicle Leasing program leases cars and trucks to federal agencies.

The assessment found the program well-managed on a day-to-day basis but somewhat lacking in long-range vision. Additional findings include:

1. The program has annual targets that address each of GSA's strategic goals, but has no corresponding long-range goals that are measurable. It does not appear to use the main internal efficiency goal used by its parent program, namely operating costs per \$100 of business volume. Its annual targets, such as the average vehicle operating cost per mile, appear to be based more on financial trends than on setting aggressive goals, such as reducing the operating cost per mile by some percentage. Finally, there is no indication that the budget projected for this program was developed to achieve specific performance targets.
2. The program has sound internal management practices and holds its managers accountable for results.
3. The program has traditionally taken a "one size fits all" approach to leasing vehicles to Federal agencies, i.e., give the agencies vehicles with maintenance and fuel costs built into the standard mileage rates. However, FSS is pursuing an effort to expand its offerings to meet a wider range of agency fleet management needs. For example, offering dry leases, which are leases without fuel and maintenance included, to agencies with their own maintenance facilities or fuel contracts.

In response to these findings, GSA will:

1. Develop long-term, measurable goals for this program that require continuous improvement (i.e., stretch goals) and are consistent with GSA's strategic goals.
2. Develop annual goals that support the achievement of the long-term goals and, where possible, match similar annual FSS goals.
3. Modify its internal budget guidance to link more clearly its budget projections to the achievement of annual performance goals.
4. Accelerate the development and deployment of fleet management services to address additional agency fleet management needs.

Program Funding Level (in millions of dollars)

<u>2002 Actual</u>	<u>2003 Estimate</u>	<u>2004 Estimate</u>
1,045	1,030	1,092