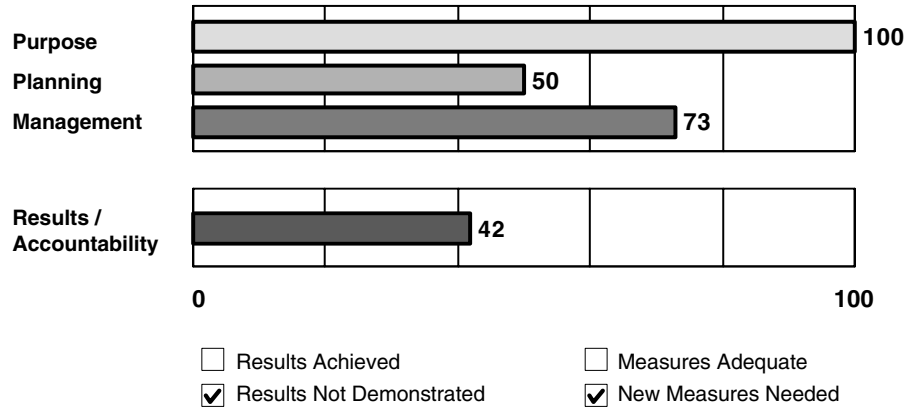


**Program:** *Vehicle Acquisition*

**Agency:** *General Services Administration*

**Bureau:** *Supply and Technology Activities*



**Key Performance Measures**

**Year Target Actual**

Measure	Year	Target	Actual
Long-term Measure: Measures under development			
Annual Measure: Average savings over vehicle manufacturers' invoice prices for seven top-selling vehicle types	2001	20%	22%
	2002	20%	27%
	2003	20%	
	2004	20%	
Annual Measure: Program operating costs per \$100 of business volume	2001	\$0.52	\$0.53
	2002	\$0.52	\$0.52
	2003	\$0.55	
	2004	\$0.58	

**Rating:** *Results Not Demonstrated*

**Program Type:** *Capital Assets*

**Program Summary:**

GSA's Vehicle Acquisition program buys cars and other specialized motor vehicles for federal agencies.

The assessment found that the program to has a clear, unique purpose. Additional findings include:

1. This program has annual targets but no corresponding long-range goals that are measurable. Its annual efficiency and other financial targets appear to be based more on financial trends than setting aggressive goals, e.g., basing an operating cost to business volume target on financial trends as opposed to seeking to reduce this ratio over time. Also, there is no indication that the budget for this program is projected based on the achievement of specific performance targets.
2. The program is well-managed. The program's management team meets semi-annually to review ways to improve program processes and performance and managers at all levels are held accountable for controlling operating costs and completing all program initiatives within target dates.
3. Although GSA has always exceeded its annual target for obtaining vehicles at or below 20% of manufacturers' list prices, it has not always met or exceeded its operating cost and customer satisfaction goals.

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 are supported by the budget request.
3. Modify its internal budget guidance to require a clearer explanation of the relationship between its budget projections and the achievement of the corresponding annual performance goals.

**Program Funding Level (in millions of dollars)**

<u>2002 Actual</u>	<u>2003 Estimate</u>	<u>2004 Estimate</u>
1,215	1,284	1,366