

**All DOT  
Balanced Score Card  
FY 2005**

<b>Customer Perspective</b>	
Measure	DOT
<b>Customer Satisfaction</b>	72
Timeliness	66%
Quality	88%
Service Partnership	77%
<b>Customer Responses</b>	708

<b>Internal Business Perspective</b>	
Measure	DOT
<b>Competition*</b>	
Total Actions Competed Dollars*	39%
Actions Not Competed*	29%
Actions Not Competed (Set-Asides)*	
<b>Purchase Cards*</b>	97%
<b>Effectiveness of Business Standards</b>	dropped
<b>Socio-Economic Goals (does not include FAA)</b>	
SBs*	48%
8(a)s*	9%
SDBs*	14%
WOSB*	7%
HUB Zone*	6%

<b>Employee Perspective</b>	
Measure	DOT
<b>Employee Satisfaction</b>	83
Work Environment	74%
Leadership / Management	79%
<b>Employee Responses</b>	163

<b>Financial Perspective</b>	
Measure	DOT
<b>Cost Benefit</b>	dropped
<b>Cost Avoid thru use of PC<sup>#</sup></b>	\$ 30,722
<b>PBSA*</b>	25.0%
<b>Commercial Items (CI)</b>	2%
<b>Cost to spend ratio*</b>	dropped
 <sup>#</sup> DOT is a cumulative total	

<b>Learning &amp; Growth Perspective</b>	
Measure	DOT
<b>Meeting Qualification Standards</b>	
Education	38%
Training	40%
 Based on last CPMIS report--4/1/05	

\* DOT values do not include FAA