U.S. General Services Administration
2014 Chief Freedom of Information Act Officer Report

A Message from the Chief Freedom of Information Act Officer

I am pleased to issue the U.S. General Services Administration's (GSA's) 2014 Chief Freedom of Information Act (FOIA) Officer Report.

GSA strives to respond to FOIA requests in a timely and accurate manner. We continue to be committed to the principles embodied in the Freedom of Information Act. Through education and awareness, the GSA leadership team has ensured program support and responsiveness. GSA continues to facilitate an agency-wide spirit of cooperation and dedication to the successful processing of FOIA requests and transparency of open government.

GSA remains committed to providing the highest quality customer service to our federal partners and American citizens.

Cynthia A. Metzler
Chief Freedom of Information Act Officer
U.S. General Services Administration

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I. Steps Taken to Apply the Presumption of Openness

1. **Did your agency hold an agency FOIA conference, or otherwise conduct training during this reporting period?**

   Yes, the GSA Freedom of Information Act (FOIA) Requester Service Center, along with the Office of General Counsel, conducted several types of FOIA training for GSA employees whose roles and responsibilities involve FOIA. The training sessions included one-day training events, partial-day learning sessions, recurring and standing conference calls, orientation sessions, and webinars. The training sessions were held for current and new employees, as well as for employees new to FOIA responsibilities.

2. **If so, provide the number of conferences or trainings held, a brief description of the topics covered and an estimate of the number of participants from your agency who were in attendance.**

   During this reporting period, GSA held three agency-wide FOIA training activities. The first training conference was a FOIA Overview Training offered in partnership with the Office of General Counsel. This training conference provided an overview of the FOIA laws based on FOIA processing at GSA and on the Department of Justice guide to the Freedom of Information Act. The training was delivered in person and via webinar, and approximately 150 agency employees attended.

   The second training event was an additional FOIA Processing Overview Course, also hosted in partnership with the Office of General Counsel. This conference focused on the following topics:

   - History and Purpose of the FOIA
   - GSA FOIA Processing and the GSA FOIA Handbook
   - Requestor Confidential Commercial Information
   - FOIA Application and Exemptions
   - Preparation of response letters, as well as a practical demonstration of performing redactions in Adobe Professional and Nuance Software.

   The training was for FOIA professionals, subject matter experts (SMEs), and the program lawyers. The training was delivered in person and via webinar, and approximately 70 GSA employees attended.

   The third training event was hosted by the GSA FOIA Requester Service Center. This comprehensive, all-day conference focused on the intricate details of processing Agency FOIAs. 100 percent of the employees associated with FOIA processing participated in this conference. This training was delivered in person to the FOIA professionals in Washington, DC, and via webinar for those in other locations around the country.

   In addition to these three training conferences, the GSA FOIA Requester Service Center leveraged technology to host webinars and demonstrations for various managers and SMEs. These sessions presented an opportunity for GSA FOIA analysts to continuously work on improving the GSA FOIA process and reinforce GSA FOIA policies and procedures.

Additionally, the GSA FOIA Requester Service Center devotes a portion of its weekly staff meetings to lead, educate, and update FOIA professionals on any current developments, as well as to reinforce policies and procedures.

3. **Did your FOIA professionals attend any FOIA training, such as that provided by the Department of Justice?**

Yes, GSA FOIA professionals from regional offices and headquarters attended off-site training made available throughout the year by the Department of Justice (DOJ). During this reporting period, 100 percent of the GSA FOIA Requester Service Center employees attended the DOJ FOIA Training for Attorneys and Access Professionals. This training covered Basic FOIA 101, basic redaction, and new rules and regulations released by DOJ. Additionally, several Central Office FOIA personnel attended the government-wide FOIA training offered by the American Society of Access Professionals (ASAP).

4. **Provide an estimate of the percentage of your FOIA professionals who attended substantive FOIA training during this reporting period.**

During this reporting period, 100 percent of GSA's FOIA professionals attended substantive training.

5. **Provide your agency's plan for ensuring that such training is offered to all agency FOIA professionals by March 2015.**

GSA will continue to provide ample opportunities for FOIA professionals to attend training. The three GSA FOIA Conferences (described in Question 2) will be held during this next year's reporting period. All GSA FOIA Requester Service Center employees will be required to attend. All GSA program and FOIA lawyers and SMEs are strongly encouraged to attend these training sessions.

Additionally, all GSA FOIA Requester Service Center employees will be required to take at least one of the training sessions provided by the Department of Justice (DOJ) during this next reporting period. The GSA FOIA professionals are also strongly encouraged to attend the new *Agency Best Practices Workshop Series for Improving FOIA Administration* offered by DOJ.

6. **Did your FOIA professionals engage in any outreach and dialogue with the requester community or open government groups regarding your administration of the FOIA? If so, please briefly discuss that engagement.**

No, GSA FOIA professionals did not formally engage in organized outreach and dialogue with the requester community and open government groups regarding the administration of the FOIA during this reporting period.

However, under a new FOIA Program Manager, customer service and proactive outreach has been made a priority. Requester outreach on each and every FOIA request is very strongly encouraged, not only to gain clarification on the request, but to also educate the requesters on the FOIA process and provide status updates.

Additionally, in a conference hosted jointly by Lockheed Martin and DOJ on April 16, 2013, GSA FOIA professionals presented specifics of GSA's FOIA operations and processes during a Federal, State, and Local Government FOIA System User Group entitled "*Lockheed Martin IQ System User Group Meeting.*" This conference provided an open forum for Federal, state and local FOIA professionals to discuss methods and strategies to use FOIA system enhancements and upgrades to proactively engage members of the requester community, including more timely and accurate status updates and proactive disclosure on those FOIA requests that have increased interest from the requester community. GSA shared their successes and challenges and exchanged ideas about implementing IQ within the Agency.

7. **Does your agency have a formal process in place to review records for discretionary release. If so, please briefly describe this process. If your agency is decentralized, please specify whether all components at your agency have a process in place for making discretionary releases.**

GSA does have steps in place to review records for discretionary release.

Under a centralized structure, the Subject Matter Expert (SME) performs the initial review and determination about the records. Once the SME has made a determination, he or she consults with the FOIA professional. The SME and FOIA professional must reach an agreement regarding the release before the determination and records are forwarded to the GSA Office of General Counsel (OGC). OGC reviews the documents and determination. OGC must provide approval and concurrence prior to the GSA FOIA Program Manager approving for release to requester.

In the absence of a compelling reason, GSA will disclose a record even if it otherwise is subject to exemption (41 C.F.R. 105-60.103-2).

8. **During the reporting period did your agency make any discretionary releases of otherwise exempt information?**

No, GSA did not make any discretionary releases. However, GSA's offices operate under the presumption of openness, with an approach predisposed toward disclosure in the review and release of documents. GSA's FOIA regulations provide that:

> "GSA will not withhold a record unless there is a compelling reason to do so; i.e., disclosure will likely cause harm to Governmental or private interest. In the absence of a compelling reason, GSA will disclose a record even if it otherwise is subject to exemption." (41 C.F.R. 105-60.103-2)

9. **What exemptions would have covered the information that was released as a matter of discretion?**

Although no empirical data exists, most discretionary releases are normally covered by the second (b2) and fifth (b5) exemptions of FOIA. Given the types of records GSA maintains, most exempt records contained privileged or confidential commercial or financial information, or personal privacy information; therefore, they are not eligible for discretionary release.

10. **Provide a narrative description, or some examples of, the types of information that your agency released as a matter of discretion.**

All FOIA decisions are viewed through a prism of openness. As stated above, GSA's FOIA policies require discretionary disclosures whenever possible, and GSA asserts exemptions only after determining that there would be foreseeable harm to the Government, a person, or an outside entity. This result is accomplished by the program office during its review of the FOIA request and by the Office of General Counsel, because any proposed redaction or withholding requires concurrence from the Office of General Counsel.

GSA program offices which may have records responsive to FOIA requests are responsible for searching for and locating records, and for reviewing responsive records for material that may be exempt from release before providing the records to the FOIA Requester Service Center. Managers perform an assessment, including a description of the harm that will result if exempt material is released. If there is no foreseeable harm, the record is released.

11. **If your agency was not able to make any discretionary releases of information, please explain why.**

GSA's FOIA Program operates under the presumption of openness, with an approach of pro-disclosure in the review and release of documents. GSA's FOIA regulations provide that "GSA will not withhold a record unless there is a compelling reason to do so; i.e., disclosure will likely cause harm to the Government or private interest. In the absence of a compelling reason, GSA will disclose a record even if it otherwise is subject to exemption" (41 C.F.R. 105-60.103-2).

12. **Did your agency post all of the required quarterly FOIA reports for Fiscal Year 2013? If not, please explain why not and what your plan is for ensuring that such reporting is successfully accomplished for Fiscal Year 2014.**

Yes, GSA posted all required quarterly FOIA reports for fiscal year (FY) 2013 under the GSA FOIA Library. This information can be found at: http://www.gsa.gov/portal/content/104389. During the reporting period, there were some technical difficulties that prevented these reports from appearing on FOIA.gov. These technical difficulties have been successfully resolved and future reports will appear on FOIA.gov in line with DOJ guidance.

13. **Describe any other initiatives undertaken by your agency to ensure that the presumption of openness is being applied. If any of these initiatives are online, please provide links in your description.**

No additional steps are being taken outside of the efforts described earlier in the section.

II. Steps Taken to Ensure that Your Agency Has an Effective System in Place for Responding to Requests

1. **Has your agency converted all of its FOIA professionals to the new Government Information Specialist job series?**

   No. GSA expects to make this conversion in FY 14.

2. **If not, what proportion of personnel has been converted to the new job series?**

   Approximately 15 percent of GSA FOIA personnel have been converted to the new job series.

3. **If not, what is your plan to ensure that all FOIA professionals' position descriptions are converted?**

   Over the past year, GSA has centralized the FOIA program. This centralization of operations involved a consolidation and re-assignment of GSA employees across the agency into the GSA FOIA Requester Service Center. The FOIA staff has increased from 2 full-time professional employees to 11 full-time professional employees. The majority of the newly re-assigned employees are currently Program/Management Analysts (GS-343). Since the newly re-assigned FOIA employees had minimal practical FOIA experience, they have been engaged in multiple trainings to ensure they have necessary skills under the new position description.

   The goal is to have all of the FOIA professionals re-aligned to the Government Information Specialist series by the end of FY 2014. The FOIA program has been working with the Office of Human Resource Management to implement the Government Information Specialist job series (GS-306) by this time.

4. **For Fiscal Year 2013, did you agency maintain an average of ten or less calendar days to adjudicate requests for expedited processing? If not, describe the steps your agency will take to ensure that requests for expedited processing are adjudicated within ten calendar days or less.**

   Yes, GSA processed two expedited requests in Fiscal Year 2013. Both of these requests were adjudicated and processed in one calendar day.

5. **Has your agency taken any steps to make the handling of consultations and referrals more efficient and effective?**

   Yes, GSA has worked diligently to reduce the overall time in contacting necessary partner agencies on consultations and referrals. During weekly staff meetings, the FOIA professionals continue to share lessons learned and to review current FOIA requests to identify these types of requests more quickly. The staff also discusses the need to proactively engage other agencies and ways to efficiently contact and engage those agencies in this process.

6. **Do you use e-mail or other electronic means to communicate with requesters when feasible?**

   Yes. GSA makes electronic communication the primary method of communication with requesters.

7. **Does your agency notify requesters of the mediation services offered by the Office of Government Information Services (OGIS)?**

   Yes, GSA provides this information in all outgoing FOIA Appeal response letters when information is withheld.

8. **Describe any other steps your agency has undertaken to ensure that your FOIA system operates efficiently and effectively, such as conducting self-assessments to find greater efficiencies, improving search processes, eliminating redundancy, etc.**

   The GSA FOIA Office continues to streamline and enhance the FOIA process. The FOIA program and staff have been centralized and consolidated. The newly centralized FOIA program has:

   - created a single point of intake for all requests
   - increased processing accountability
   - increased quality and accuracy of the responses, and
   - improved communications with the FOIA requesters.

   GSA has also implemented an automated Web-based FOIA request form. Now, when a requester submits an electronic request through the website, the request directly feeds into the GSA FOIA inbox. This begins the FOIA record in the GSA FOIA System.

III. Steps Taken to Increase Proactive Disclosures

1. **Do your FOIA professionals have a system in place to identify records for proactive disclosures?**

    Yes, GSA FOIA professionals have a developed a system with key GSA offices to identify records for proactive disclosure.

2. **If so, describe the system that is in place.**

    Through a networking system, GSA FOIA professionals work with key GSA offices to try to anticipate the types of FOIA requests that may be about to arrive. FOIA professionals reach out to key contacts within various GSA offices, such as the GSA Press Office, the Open Government Program, the Office of Congressional Affairs, Office of Government-wide Policy, Office of General Counsel, and the Federal Acquisition Service, to name a few. By networking with these offices, the GSA FOIA professionals can get a sense of the trends of current events that may be applicable for proactive FOIA disclosure postings.

3. **Provide examples of material that your agency has posted this past reporting period, including links to where this material can be found online.**

    GSA posts FOIA-related material for the general public on a public-facing website. The website can easily be located by searching for "GSA FOIA" on any web-based search engine. The site is located at: http://www.gsa.gov/portal/content/105305?utm_source=OAS&utm_medium=print-radio&utm_term=HP_09_Essnt_foia&utm_campaign=shortcuts.

    On this site, GSA posts: popularly or frequently requested records, status of GSA FOIA requests, Open Government FOIA postings, and FOIA governing laws, final opinions, agency policies, staff manuals, service agreements, and links to sites like the Federal Procurement Data System, and Federal Government-wide Acquisition Contracts (GWACs), as well as Federal property disposal and Federal real estate available for general public purchase. Examples of proactive postings for this reporting period include a posting of the GSA Inventory of Owned and Leased Properties nationwide and a posting of the Ground Lease by and Between the USA and Trump Old Post Office LLC. These two postings, as well as many more, can be located on the following website: http://www.gsa.gov/portal/content/103776.

4. **Beyond posting new material, is your agency taking steps to make the posted information more useful to the public, especially to the community of individuals who regularly access your agency's website, such as soliciting feedback on the content and presentation of the posted material, improving search capabilities on the site, creating mobile applications, providing explanatory material, etc.?**

    Yes.

5. **If so, provide examples of such improvements.**

   GSA continually solicits and uses visitor feedback to improve its website content, search capabilities, navigation, site performance, and similar functions by using web analytics tools such as satisfaction surveys, web traffic tools, and web usability studies. Additionally, GSA continually works to develop relationships with its many repeat requesters and collaborate with them to improve its information delivery mechanisms and ensure excellent customer service.

6. **Did your agency use any means to publicize or highlight important proactive disclosures for public awareness? If so, was social media utilized?**

   GSA uses its public FOIA website to highlight proactive disclosures. At present, social media is not specifically used in the GSA FOIA Requester Service Center. However, GSA has several offices that specialize in social media updates and in informing the general public. These offices provide frequent updates to the general public, and these updates are often about information that is available to the public.

7. **Has your agency encountered challenges that make it difficult to post records you otherwise would like to post? If so, please briefly explain what those challenges are.**

   The greatest challenges GSA encounters are providing proactive disclosures and ensuring 508 compliance. Ensuring 508 compliance is properly implemented as the information is posted to websites is the most challenging with older documentation because we must ensure that GSA SMEs are saving agency information in 508-compliant formats. GSA employees have been educated and trained on 508 compliance laws to ensure the Agency is in compliance in all proactive postings to the GSA website.

8. **Describe any other steps taken to increase proactive disclosures at your agency.**

   It is GSA policy and preference to proactively disclose records. Proactive disclosures are highlighted in training sessions. Attorneys and FOIA staff are trained on GSA's FOIA regulations and current Government policy, and they aim to post in a proactive way, when applicable. The GSA FOIA Requester Service Center is also working with the Open Government Initiative staff to proactively post data sets and large information sets before FOIA requests arrive to request such information.

IV. Steps Taken to Greater Utilize Technology

1. **Can a FOIA requester track the status of his/her request electronically?**

   Yes, the GSA FOIA website enables users to obtain the status of their FOIA requests. However, this website notification has not been fully integrated to provide "real time" status updates. GSA intends to perform a system upgrade to include this capability.

2. **If yes, how is this tracking function provided to the public? For example, is it being done through regularly updated FOIA logs, online portals, or other mediums?**

   This tracking function is being performed through monthly updates via the website at http://www.gsa.gov/portal/content/241965. Additionally, the GSA FOIA staff proactively communicates status updates to the requesters via email and telephone calls. The requesters are also encouraged to contact GSA through the GSA website (www.gsa.gov) or the FOIA electronic mailbox (gsa.foia@gsa.gov) for any inquiries regarding their FOIA requests.

3. **Describe the information that is provided to the requester through the tracking system.**

   The website provides the requester with the date the request was received, the due date, request status ("pending" or "closed"), and completion date. More detailed information or status changes are communicated to the requester via email and/or telephone.

4. **In particular, does your agency tracking system provide the requester with an estimated date of completion for his or her request?**

   Not at this time. The current Agency tracking system does not provide the requester with an estimated date of completion in real time. GSA does notify the requester of any status updates and progress status changes via email or telephone, as necessary.

5. **If your agency does not provide online tracking of requests, is your agency taking steps to establish this capability?**

   Yes, GSA is planning a system upgrade which will provide online, real-time tracking of FOIA requests.

6. **Beyond using technology to redact documents, is your agency taking steps to utilize more advanced technology to facilitate overall FOIA efficiency, such as improving record search capabilities, utilizing document sharing platforms for consultations and referrals, or employing software that can sort and de-duplicate documents?**

   Yes, GSA's FOIA tracking system helps facilitate record searching, sorting, and electronic document sharing capabilities between GSA employees nationwide. In addition, GSA continues to explore emerging technological solutions available to the Agency to further increase overall FOIA efficiency and information sharing.

7. **If so, describe the technological improvements being made.**

   GSA FOIA professionals are utilizing Google Groups and Google Drive to organize and gather responsive documents for large and voluminous requests. These software applications help the GSA FOIA professionals to facilitate a collaborative environment for sharing, reviewing, and redacting information. Using these applications helps reduce response times for voluminous or complex FOIA requests.

Internally, GSA FOIA professionals use a tracking system to prepare weekly FOIA status updates on requests. These updates identify actions specific program offices need to take and provide information to GSA management so proper support can be allocated to the more complex FOIA requests.

In addition, for the past two years, GSA struggled with the conversion of emails from personal storage files (pst) to a portable document format (pdf). Since GSA was not able to convert these files quickly, the backlog increased significantly. Fortunately, this year, GSA purchased software that converts the files in a fraction of the time, eliminating the need for one FTE (i.e., one full-time employee or equivalent) to complete this duty.

8. **Are there additional technological tools that would be helpful to achieving further efficiencies in your agency's FOIA program?**

    Yes. GSA continues to review new technological solutions to increase the efficiency and effectiveness of the FOIA program. GSA is currently researching system upgrades and/or modifications that would make real-time FOIA request status updates available to the FOIA requesters.

    In addition, the GSA FOIA Office is examining ways to enhance reporting capabilities. The current system has many report types available but the system tends to be very rigid and not easily adaptable to program changes and new requirements. GSA would like the ability to run customized and ad-hoc reports to assist in response management, monitoring resource allocation, and efficiency and effectiveness.

V. Steps Taken to Improve Timeliness in Responding to Requests and Reduce Backlogs

1. **Refer to Section VII.A of your Annual FOIA Report for figures on FOIA Requests – Response Time for All Processed Requests**

   a. **Does your agency utilize a separate track for simple requests?**

   Yes, GSA differentiates between simple and complex requests by employing a multi-tracking system. GSA tracks and monitors all FOIA requests through one tracking system.

   b. **If so, for your agency overall, for Fiscal Year year 2013, was the average number of days to process simple requests twenty working days or fewer?**

   No, GSA's average number of days to process a simple request was 21 days.

   c. **If your agency does not track simple requests separately, was the average number of days to process non-expedited requests twenty working days or fewer?**

   Not applicable.

2. **Refer to Section XII.A of your Fiscal Year 2012 and 2013 Annual FOIA Report for figures on backlogged requests/appeals.**

   a. **If your agency had a backlog of requests at the close of Fiscal Year 2013, did that backlog decrease as compared with Fiscal Year 2012?**

   No. For fiscal year 2012, GSA reported a backlog of 56 requests. For fiscal year 2013, GSA reported a backlog of 60 requests. This is a net increase of four FOIA requests.

   b. **If your agency had a backlog of administrative appeals in fiscal year 2013, did that backlog decrease as compared to fiscal year 2012?**

   Yes. GSA reported four administrative appeals on backlog for fiscal year 2012, and two administrative appeals were on backlog in fiscal year 2013.

   c. **In fiscal year 2013, did your agency close the 10 oldest requests that were pending as of the end of fiscal year 2012?**

   No.

d. **If no, please provide the number of these requests your agency was able to close by the end of the fiscal yea**r?

GSA closed 7 of the 10 oldest FOIA requests during fiscal year 2013 that were pending as of the end of fiscal year 2012.

e. **In fiscal year 2013, did your agency close the 10 oldest administrative appeals that were pending as of the end of fiscal year 2012?**

Yes, GSA closed its 10 oldest administrative appeals.

f. **If no, please provide the number of these appeals your agency was able to close by the end of the fiscal year.**

Not applicable.

g. **In fiscal year 2013, did your agency close the 10 oldest consultations received by your agency and pending as of the end of fiscal year 2012?**

No, not applicable.

h. **If no, please provide the number of this consultation your agency did close.**

Not applicable.

3. **If you answered "no" to any question in "item 2," answer the following questions and include any additional explanation:**

Request and/or Backlog:

a. **Was the lack of a reduction in the request and/or appeal backlog a result of an increase in the number of incoming request or appeals?**

No.

b. **Was the lack of a reduction in the request and/or appeal backlog caused by a loss of staff?**

No. GSA did not experience a loss of staff. However, the GSA FOIA Requester Service Center did undergo a complete structural and operational change in the management of the FOIA Program by moving from decentralization to centralization.

c. **Was the lack of a reduction in the request and/or appeal backlog caused by an increase in the complexity of the requests and/or appeals received?**

No.

d. **What other causes, if any, contributed to the lack of a decrease in the request and/or appeal backlog?**

There were no other causes.

e. **Briefly explain the obstacles your agency faced in closing its 10 oldest requests, appeals, and consultations from fiscal year 2012.**

The main obstacles GSA faced in closing the 10 oldest requests were typically the voluminous nature of those requests. The 10 oldest requests were mostly requests for large data sets and/or a large amount of agency correspondence, which included retrievals from the GSA email system. These email retrievals take significant time to pull, review, redact and respond.

f. **If your agency was unable to close any of its 10 oldest requests or appeals because you were waiting to hear back from other agencies on consultations you sent, please provide the date the request was initially received by your agency, the date when your agency sent the consultation, and the date when you last contacted the agency where the consultation was pending.**

Not applicable.

4. **If your agency did not close its 10 oldest pending requests, appeals, and consultations, please provide a plan describing how your agency intends to close those "10 oldest" requests, appeals, and consultations during Fiscal year 2014.**

As mentioned previously, GSA did not close out 3 of the 10 oldest FOIA requests. GSA has implemented aggressive plans to ensure that the oldest 10 FOIA requests are successfully perfected and closed out in fiscal year 2014. GSA often holds weekly follow-up meetings with management on those overdue requests. The GSA FOIA professionals work closely with the SMEs and legal staff to ensure that these oldest requests are being addressed properly and have significant level of staffing allocated to get the responses perfected and closed out during fiscal year 2014.

5. **If your agency had a backlog of more than 1,000 pending requests and did not reduce that backlog in fiscal year 2013, provide your agency's plan for achieving backlog reduction in the year ahead.**

Not applicable.

6. **Does your agency have a system in place to provide interim responses to requesters when appropriate?**

Yes, GSA has a system in place to provide interim responses to requesters when appropriate.

7. **If your agency had a backlog in fiscal year 2013, provide an estimate of the number of cases in the backlog where a substantive, interim response was provided during the fiscal year, even though the request was not finally closed.**

For fiscal year 2013, in approximately 40 percent of the FOIA request cases, GSA released an interim response (i.e. an extension, negotiated timeframes, a roll out request, or a combination of all three), even though the request was not closed before the end of the reporting period.

Use of FOIA's Law Enforcement "Exclusions"

Answer the following questions concerning the use of the FOIA's statutory law enforcement exclusions, 5 U.S.C. § 552(c)(1),(2),(3):

1. Did your agency invoke a statutory exclusion during fiscal year 2013?

GSA has not invoked a statutory exclusion during fiscal year 2013.

2. If so, what was the total number of times exclusions were invoked?

Not applicable.

Spotlight on Success

Describe at least one success story that you would like to highlight as emblematic of your agency's efforts to increase transparency and improve administration of the FOIA.

GSA is continuing to increase the quantity and quality of proactive postings in an effort to increase the transparency of Government operations. Over the years, GSA has responded to repeated requests for the inventory of owned and leased properties. This year, GSA is able to provide this information online and give the general public easier access to Government information without the need to submit a FOIA request. Here is a headline for this success story:

GSA posts the Inventory of Owned and Leased Properties throughout the continental United States and U.S. Territories.

The general public can view expiring lease or occupancy information for over 8,100 Public Buildings Service (PBS) leases and over 1,500 Government-owned buildings managed by GSA. The site can easily be navigated by region of the country or state and locality by clicking on maps, and information is even available by Congressional district. Members of the general public can enter specific search criteria directly on the site to customize the information it provides.

The site is available at http://www.iolp.gsa.gov/iolp/NationalMap.asp.