



**U.S. General Services Administration
Freedom of Information Act Annual Report
for Fiscal Year 2014**

Message from the Chief Freedom of Information Act Officer



I am pleased to issue the U.S. General Service Administration's (GSA's) Fiscal Year 2014 Freedom of Information Act (FOIA) Report to the Attorney General. The following Annual FOIA report covers the Period 10/01/2013, through 09/30/2014, as required by 5 U.S.C. 552.

This past fiscal year, GSA has received, processed and responded to over 1,522 nationwide FOIA requests. We have continued action to improve our customer responsiveness and improved the ease of access to information. We have successfully put into service the government shared solution FOIA management system, FOIAonline. The utilization of this system is enabling GSA to more efficiently and effectively support the Open Government Initiative principles of transparency, participation and collaboration. The general public is realizing true efficiency gains in their access to GSA information.

By using the FOIAonline applications the general public can create user accounts, directly submit FOIA requests to all participating agencies, as well as search for request that have already been submitted by other citizens. The application also allows for more transparency for the requesters to see the status of their requests and allows access to already previously released records.

I am proud of the great work our agency has accomplished. I direct your attention to the pages that follow and look forward to providing even better and more responsive customer service in Fiscal Year 2015.

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

Contents

I. Basic Information Regarding Report.....	4
II. Make a FOIA Request.....	4
III. Acronyms, Definitions, and Exemptions	7
IV. Exemption 3 Statutes	11
V. GSA FOIA Requests.....	12
VI. Administrative Appeals and Determination of FOIA Requests	14
VII: GSA FOIA Requests: Response Time or Processed and Pending Requests.....	19
VIII. GSA Requests for Expedited Processing and Requests for Fee Waiver.....	25
IX. GSA FOIA Personnel and Costs.....	27
X: GSA Fees Collected for Processing Requests	28
XI: GSA FOIA Regulations.....	28
XII. Backlogs, Consultations, and Comparisons	28
APPENDIX A: GSA Organization Overview	32
APPENDIX B: GSA Contacts	34
APPENDIX C: Organization of the U. S. General Service Administration.....	36
APPENDIX D: Names, Address, and Contact Information	37

I. Basic Information Regarding Report

1. Questions about the report may be directed to:

Ms. Kimberly G. Veach
U.S. General Services Administration (H1C)
1800 F. Street, NW, Room 7308
Washington, DC 20405
(202) 219-1603
kimberly.veach@gsa.gov

2. To access this report on the Internet, click on the link below and select 2014 FOIA Report.

<http://www.gsa.gov/portal/content/104389>

3. To obtain a paper copy of the report, contact Ms. Kimberly G. Veach at the address listed above or via email at kimberly.veach@gsa.gov.

II. Make a FOIA Request

1. The U.S. General Services Administration's (GSA's) instructions on requesting information through FOIA, and the names, addresses and telephone numbers of GSA Requester Service Center are available by clicking on the following link:

<http://www.gsa.gov/portal/category/21416>

2. GSA releases information in response to requests under the FOIA unless an exemption applies and GSA has a compelling reason to invoke the exemption. Even if the information falls clearly within an exemption, GSA discloses information unless the agency reasonably foresees that disclosure would harm an interest protected by one of the statutory exemptions, or disclosure is prohibited by law. Exemptions 2 through 7 are the most common exemptions that apply to GSA records.

- a. 5 U.S.C. 552(b)(2): second statutory exemption. Generally, this language provides for exemption of matters “related solely to the internal personnel rules and practices of an agency.”

- b. 5 U.S.C. 552(b)(3): third statutory exemption. The primary Exemption 3 statute that applies to GSA records is 41 USC 4702. This statute protects contractor proposals that are in the possession or control of an executive agency and that have not been set forth or incorporated by reference into contracts. In the recodification of the Procurement Integrity Act, 41 USC 2102, GSA is also prohibited from releasing "contractor bid or proposal information or source selection information before the award of a Federal agency procurement contract to which the information relates."

- c. 5 U.S.C. 552(b)(4); fourth statutory exemption. GSA may withhold commercial or financial records submitted to the Government by a person (e.g., a business), if release of the information would cause substantial harm to the competitive position of the person from whom the information was obtained or when release would impair the Government's ability to obtain

necessary information in the future. Lease files are especially likely to contain information protected from release under this exemption. Correspondence from prospective lessors frequently reveals information regarding the manner in which a prospective lessor operates or manages its building, which, if released, could be commercially harmful to the lessor in subsequent leasing actions for non-Government space within the building. Examples of commercial or financial information that may qualify for this exemption include:

1. Private business sales statistics.
2. Technical designs.
3. Research data.
4. Non-Federal customer and supplier lists.
5. Overhead and operating costs.
6. Non-public financial statements.
7. Resumes of company employees.
8. Names of consultants and subcontractors.
9. Details of production or quality control systems information.
10. Internal operating procedures and staffing patterns.

d. 5 U.S.C. 552(b)(5): fifth statutory exemption. Records that may be withheld under the fifth statutory exemption include predecisional agency memoranda that reveal the decision making process of government agencies where the exposure of that process would result in harm.

1. Records that are part of GSA's decision-making process. When screening records for documents that should be withheld under the fifth statutory exemption, GSA will ask whether the document is predecisional and whether it reflects the deliberative process (makes recommendations or expresses opinions or advice). Examples of typical predecisional, deliberative material are drafts and internal memoranda expressing an opinion on a proposed policy or course of action. Predecisional material can retain its exempt status even after the final decision is made. GSA will disclose material of a purely factual nature that can be reasonably extracted from exempt material unless the factual material is exempt under some other criteria.

2. Records that are generated by the Government in the process leading up to the award of a contract. GSA may withhold records under the fifth statutory exemption if disclosure would cause commercial harm to the Government; e.g., place the Government at a competitive disadvantage in preaward negotiations. Examples include realty appraisals generated by the Government in the course of soliciting buyers for Government property and Government cost estimates. Some of these documents may lose their exempt status after award if the potential for commercial harm no longer exists. Other documents, such as cost estimates, may continue to qualify for withholding if disclosure is likely to harm a similar ongoing procurement action.

3. Records that contain other legally recognized privileges. GSA may withhold records that are covered by attorney-client privilege or that may be classified as attorney work product.

e. 5 U.S.C. 552(b)(6): sixth statutory exemption. Exemption 6 protects information about individuals in "personnel and medical files and similar files" when the disclosure of such information "would constitute a clearly unwarranted invasion of personal privacy. GSA determines whether disclosure "would constitute a clearly unwarranted invasion of personal

privacy" by balancing the privacy interest that would be compromised by disclosure against any public interest in the requested information.

f. 5 U.S.C. 552(b)(7)(A): seventh statutory exemption. Exemption 7 of the Freedom of Information Act protects from disclosure "records or information compiled for law enforcement purposes, but only to the extent that the production of such law enforcement records or information could reasonably be expected to interfere with enforcement proceedings.

g. 5 U.S.C. 552(b)(7)(B): seventh statutory exemption. Exemption 7 of the Freedom of Information Act protects from disclosure "records or information compiled for law enforcement purposes, but only to the extent that the production of such law enforcement records or information would deprive a person of a right to a fair trial or an impartial adjudication.

h. 5 U.S.C. 552(b)(7)(C): seventh statutory exemption. Exemption 7 of the Freedom of Information Act protects from disclosure "records or information compiled for law enforcement purposes, but only to the extent that the production of such law enforcement records or information could reasonably be expected to constitute an unwarranted invasion of personal privacy.

i. 5 U.S.C. 552(b)(7)(D): seventh statutory exemption. Exemption 7 of the Freedom of Information Act protects from disclosure "records or information compiled for law enforcement purposes, but only to the extent that the production of such law enforcement records or information could reasonably be expected to disclose the identity of a confidential source, including a State, local, or foreign agency or authority or any private institution which furnished information on a confidential basis, and, in the case of a record or information compiled by a criminal law enforcement authority in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, information furnished by a confidential source.

j. 5 U.S.C. 552(b)(7)(E): seventh statutory exemption. Exemption 7 of the Freedom of Information Act protects from disclosure "records or information compiled for law enforcement purposes, but only to the extent that the production of such law enforcement records or information could reasonably be expected to endanger the life or physical safety of any individual.

III. Acronyms, Definitions, and Exemptions

1. Agency-specific acronyms or other terms:

1A	New England Region
2A	Northeast and Caribbean Region
3A	Mid-Atlantic Region
4A	Southeast Sunbelt Region
5A	Great Lakes Region
6A	The Heartland Region
7A	Greater Southwest Region
8A	Rocky Mountain Region
9A	Pacific Rim Region
10A	Northwest/Arctic Region
11A	National Capital Region
A	Administrator
AC	Chief of Staff
AD	Deputy Administrator
CBCA	Civilian Board of Contract Appeals
OHRM	Office of Human Resources Management
FAS	Federal Acquisition Service
FOIA	Freedom of Information Act
GSA	U.S. General Services Administration
OAS	Office of Administrative Services

OCAO	Office of the Chief Acquisition Officer
OCFO	Office of the Chief Financial Officer
OCIA	Office of Congressional & Intergovernmental Affairs
OCIO	Office of the Chief Information Officer
OCM	Office of Communications & Marketing
OCR	Office of Civil Rights
OCSIT	Office of Citizen Services & Innovative Technologies
OMA	Office of Mission Assurance
OGC	Office of General Counsel
OGP	Office of Government-Wide Policy
OIG	Office of Inspector General
OSBU	Office of Small Business Utilization
PBS	Public Buildings Service

2. Basic terms:

a. Administrative Appeal - a request to a federal agency asking that it review at a higher administrative level a FOIA determination made by the agency at the initial request level.

b. Average number - the number obtained by dividing the sum of a group of numbers by the quantity of numbers in the group. For example, of 3, 7, and 14, the average number is 8.

c. Backlog - the number of requests or administrative appeals that are pending at an agency at the end of the fiscal year that are beyond the statutory time period for a response.

d. Component - for agencies that process requests on a decentralized basis, a “component” is an entity, also sometimes referred to as an Office, Division, Bureau, Center, or Directorate, within the agency that processes FOIA requests. The FOIA now requires that agencies include in their annual FOIA Report data for both the agency overall and for each principal component of the agency.

e. Consultation - the procedure whereby the agency responding to a FOIA request first forwards a record to another agency for its review because that other agency has an interest in the document. Once the agency in receipt of the consultation finishes its review of the record, it responds back to the agency that forwarded it. That agency, in turn, will then respond to the FOIA requester.

f. Exemption 3 Statute - a federal statute that exempts information from disclosure and which the agency relies on to withhold information under subsection (b)(3) of the FOIA.

g. FOIA request - a FOIA request is generally a request to a federal agency for access to records concerning another person (i.e., a “third-party” request), or concerning an organization, or a particular topic of interest. FOIA requests also include requests made by requesters seeking records concerning themselves (i.e., “first-party” requests) when those requesters are not subject to the Privacy Act, such as non-U.S. citizens. Moreover, because all first-party requesters should be afforded the benefit of both the access provisions of the FOIA as well as those of the Privacy Act, FOIA requests also include any first-party requests where an agency determines that it must search beyond its Privacy Act “systems of records” or where a Privacy Act exemption applies, and the agency looks to FOIA to afford the greatest possible access. All requests which require the agency to utilize the FOIA in responding to the requester are included in this Report.

Additionally, a FOIA request includes records referred to the agency for processing and direct response to the requester. It does not, however, include records for which the agency has received a consultation from another agency. (Consultations are reported separately in Section XII of this Report).

h. Full grant - an agency decision to disclose all records in full in response to a FOIA request.

i. Full denial - an agency decision not to release any records in response to a FOIA request because the records are exempt in their entireties under one or more of the FOIA exemptions, or because of a procedural reason, such as a no records could be located.

j. Median number - the middle, not average, number. For Example, of 3, 7, and 14, the median number is 7.

k. Multi-track processing - a system in which simple requests requiring relatively minimal review are placed in one processing track and more voluminous and complex requests are placed in one or more other tracks. Requests granted expedited processing are placed in yet another track. Requests in each track are processed on a first-in/first-out basis.

i. Expedited processing - an agency will process a FOIA request on an expedited basis when a requester satisfies the requirements for expedited processing as set forth in the statute and in agency regulations.

ii. Simple request - a FOIA request that an agency using multi-track processing places in its fastest (non-expedited) track based on the volume and/or simplicity of records requested.

iii. Complex request - a FOIA request that an agency using multi-track processing places in a slower track based on the volume and/or complexity of records requested.

l. Partial grant/Partial denial - in response to a FOIA request, an agency decision to disclose portions of the records and to withhold other portions that are exempt under the FOIA, or to otherwise deny a portion of the request for a procedural reason.

m. Pending request or Pending Administrative Appeal - a request or administrative appeal for which an agency has not taken final action in all respects.

n. Perfected request - a request for records which reasonably describes such records and is made in accordance with published rules stating the time, place, fees (if any) and procedures to be followed.

o. Processed request or Processed Administrative Appeal - a request or administrative appeal for which an agency has taken a final action in all respects.

p. Range in number of days - the lowest and highest numbers of days to process requests or administrative appeals.

q. Time limits - the time period in the statute for an agency to respond to a FOIA request (ordinarily 20 working days from a proper receipt of a perfected FOIA request).

FOIA Exemptions

Exemption 1: Protects from disclosure information that has been deemed classified "under criteria established by an Executive order to be kept secret in the interest of national defense or foreign policy" and is "in fact properly classified pursuant to such Executive order. The current Executive Order that addresses classified National Security Information is EO 13526.

Exemption 2: Protects records that are "related solely to the internal personnel rules and practices of an agency."

Exemption 3: Protects information that has been "specifically exempted from disclosure by statute."

Subpart A - Status with an absolute prohibition on disclosure with no agency discretion or a statute that provides specific criteria for withholding;

Subpart B If the statute was enacted after the OPEN FOIA Act of 2009, it specifically cites exemptions 3.

Exemption 4: Commercial or financial information obtained from a person that is privileged or confidential.

Exemption 5: Protects "inter-agency or intra-agency memorandums or letters which would not be available by law to a party other than an agency in litigation with the agency."

Exemption 6: Protects information in personnel and medical files and similar files when disclosure would constitute a clearly unwarranted invasion of personal privacy.

Exemption 7: Compiled for law enforcement purposes, the release of which

A) Could reasonably be expected to interfere with law enforcement

- proceedings,
- B) Would deprive a person of a right to a fair trial or an impartial adjudication,
 - C) Could reasonably be expected to constitute an unwarranted invasion of personal privacy,
 - D) Could reasonably be expected to disclose the identity of a confidential source,
 - E) Would disclose techniques, procedures, or guidelines for investigations or prosecutions, or
 - F) Could reasonably be expected to endanger an individual's life or physical safety.

Exemption 8: Protects matters contained in or related to examination, operating, or condition reports prepared by or for regulators or supervisors of financial institutions.

Exemption 9: Protects geological information and data, including maps, concerning wells.

IV. Exemption 3 Statutes#

IV: GSA Exemption 3 Statutes relied upon to withhold GSA information.

Statute	Type of Information Withheld	Case Citation	Number of Times Relied upon	Total Number of Times Relied upon by Agency
41 USC 4702	Contractor proposals that are in the possession or control of an executive agency and that have not been set forth or incorporated by reference into contracts	<u>Margolin v. NASA</u> , No. 09CV-00421-LRH-VPC, 2011 WL 1303221, at *6 (D. Nev. Mar. 31, 2011); <u>Hornbostel v. U.S. Dep't of the Interior</u> , 305 F. Supp. 2d 21, 30 (D.D.C. 2003), <u>summary affirmance granted</u> , No. 03-5257, 2004 WL 1900562 (D.C. Cir. Aug. 25, 2004).	32	32
41 USC 4702	Contractor proposals that are in the possession or control of an executive agency and that have not been set forth or incorporated by reference into contracts	<u>Margolin v. NASA</u> , No. 09CV-00421-LRH-VPC, 2011 WL 1303221, at *6 (D. Nev. Mar. 31, 2011); <u>Hornbostel v. U.S. Dep't of the Interior</u> , 305 F. Supp. 2d 21, 30 (D.D.C. 2003), <u>summary affirmance granted</u> , No. 03-5257, 2004 WL 1900562 (D.C. Cir. Aug. 25, 2004).	10	10

V. GSA FOIA Requests

VA: GSA Received, Processed and Pending FOIA Requests

	Number of GSA Requests Pending as of Start of Fiscal Year	Number of GSA Requests Received in Fiscal Year	Number of GSA Requests Processed in Fiscal Year	Number of GSA Requests Pending as of End of Fiscal Year
Agency Overall 2013	26	1,352	1,318	160
Agency Overall 2014	160	1,522	1,508	174

* The U.S. General Services Administration (GSA) for FY 2013 reported that the number of cases pending at the end of the fiscal year for GSA was 60. As a result of our data reconciliation and validation efforts, we have determined that the number should have been 160; that corrected number is reflected here.

V.B. 1: Disposition of GSA FOIA Requests – All Processed Requests

	Number of Full Grants	Number of Partial Grants/ Partial Denials	Number of Full Denials Based on Exemptions	Number of Full Denials Based on Reasons Other than Exemptions									TOTAL
				No Records	All Records Referred to Another Component or Agency	Request Withdrawn	Fee-Related Reason	Records not Reasonably Described	Improper FOIA Request for Other Reason	Not Agency Record	Duplicate Request	Other *Explain in chart below	
Agency Overall 2013	365	390	58	144	26	162	28	16	31	56	42	0	1,318
Agency Overall 2014	573	380	34	90	69	74	36	31	57	64	98	0	1508

V.B.2: Disposition of FOIA Requests – “Other” Reasons for “Full Denials Based on Reasons Other than Exemptions” from Section V, B (1) Chart

Component	Description of “Other” Reasons for Denials from Chart B (1) & Number of Times Those Reasons Were Relied upon	TOTAL
Agency Overall 2013	0	0
Agency Overall 2014	N/A	0

V.B. 3: Disposition of FOIA Requests – Number of Times Exemptions Applied

	Ex1	Ex2	Ex. 3	Ex. 4	Ex. 5	Ex. 6	Ex. 7(A)	Ex. 7(B)	Ex. 7(C)	Ex. 7(D)	Ex. 7(E)	Ex. 7(F)	Ex8	Ex9
Agency Overall 2013	0	2	32	266	117	188	7	2	26	6	4	36	0	0
Agency Overall 2014	2	8	10	205	119	281	10	4	17	3	1	68	0	0

VI. Administrative Appeals and Determination of FOIA Requests

VI.A: Received, processed and pending Administrative GSA Appeals

	Number of GSA Appeals Pending as of Start of Fiscal Year	Number of GSA Appeals Received in Fiscal Year	Number of GSA Appeals Processed in Fiscal Year	Number of GSA Appeals Pending as of End of Fiscal Year
Agency Overall 2013	8	21	23	6
Agency Overall 2014	6	12	16	2

VI.B: Disposition of Administrative Appeals – All GSA Processed Appeals

Number Affirmed on Appeal		Number Partially Affirmed & Partially Reversed/Remanded on Appeal	Number Completely Reversed/Remanded on Appeal	Number of Appeals Closed for Other Reasons	TOTAL
2013	13	8	0	2	23
2014	12	2	0	2	16

VI.C. (1): GSA Reasons for Denial on Appeal -Number of Times Exemptions Applied

	Ex 1	Ex 2	Ex 3	Ex 4	Ex 5	Ex 6	Ex 7(A)	Ex 7(B)	Ex 7(C)	Ex 7(D)	Ex 7(E)	Ex 7(F)	Ex 8	Ex 9
2013	0	0	2	2	1	2	1	0	2	0	0	1	0	0
2014	0	0	0	2	3	2	0	0	0	0	0	1	0	0

VI.C. (2): GSA Reasons for Denial on Appeal – Reasons Other than Exemptions

	No Records	Records Referred at Initial Request Level	Request Withdrawn	Fee-Related Reason	Records not Reasonably Described	Improper Request for Other Reasons	Not Agency Record	Duplicate Request or Appeal	Request in Litigation	Appeal Based Solely on Denial of Request for Expedited Processing	Other *Explain in chart below
2013	0	0	2	0	0	0	0	0	0	0	0
2014	0	0	2	0	0	0	0	0	0	0	0

VI.C (3): GSA Reasons for Denial on Appeal – “Other” Reasons from Section VI, C (2) Chart

Description of “Other” Reasons for Denial on Appeal from Chart C (2) & Number of Times Those Reasons Were Relied upon	TOTAL
N/A	0
N/A	0

VI.C. (4): Response Time for GSA Administrative Appeals

Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days
69	88.65	10	238
20	46.39	2	346

VI.C. (5): Ten Oldest Pending Administrative GSA Appeals

Agency Overall 2013	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Appeal
Date of Receipt of Ten Oldest Appeals	0	0	0	0	9/30/2013	9/26/2013	9/11/2013	9/04/2013	8/26/2013	7/23/2013
Number of Days Pending	0	0	0	0	1	4	19	26	35	69

Agency Overall 2014	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Appeal
Date of Receipt of Ten Oldest Appeals	0	0	0	0	0	0	0	0	12/12/2013	9/30/2013
Number of Days Pending	0	0	0	0	0	0	0	0	202	252

VII: GSA FOIA Requests: Response Time or Processed and Pending Requests

Information captured for the period October 1, 2013 to September 30, 2014

VII.A: GSA Processed Requests – Response Time for All Processed Perfected Requests

	SIMPLE				COMPLEX				EXPEDITED PROCESSING			
	Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days	Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days	Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days
Agency Overall 2013	21	20.6	< 1	40	48	63.45	< 1	400	1	1	< 1	2
Agency Overall 2014	13	15.14	<1	40	53	70.81	1	516	N/A	N/A	N/A	N/A

VII.B: GSA Processed Requests – Response Time for Perfected Requests in Which Information Was Granted

	SIMPLE				COMPLEX				EXPEDITED PROCESSING			
	Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days	Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days	Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days
Agency Overall 2013	21	20.06	<1	40	48	63.45	<1	400	1	1	<1	2
Agency Overall 2014	14	16.02	<1	39	23	47.44	2	346	N/A	N/A	N/A	N/A

VII.C: GSA Processed Requests – Response Time in Day Increments

GSA Simple Requests

	1-20 Days	21-40 Days	41-60 Days	61-80 Days	81-100 Days	101-120 Days	121-140 Days	141-160 Days	161-180 Days	181-200 Days	201-300 Days	301-400 Days	401+ Days	TOTAL
Agency Overall 2013	114	145	0	0	0	0	0	0	0	0	0	0	0	259
Agency Overall 2014	313	175	0	0	0	0	0	0	0	0	0	0	0	488

GSA Complex Requests

	1-20 Days	21-40 Days	41-60 Days	61-80 Days	81-100 Days	101-120 Days	121-140 Days	141-160 Days	161-180 Days	181-200 Days	201-300 Days	301-400 Days	401+ Days	TOTAL
Agency Overall 2013	189	253	214	121	91	57	33	22	20	13	37	7	<1	1,057
Agency Overall 2014	246	138	191	141	96	51	36	32	15	13	46	9	6	1,020

VII.C: GSA Requests Granted Expedited Processing

	1-20 Days	21-40 Days	41-60 Days	61-80 Days	81-100 Days	101-120 Days	121-140 Days	141-160 Days	161-180 Days	181-200 Days	201-300 Days	301-400 Days	401+ Days	TOTAL
Agency Overall 2013	2	0	0	0	0	0	0	0	0	0	0	0	0	2
Agency Overall 2013	0	0	0	0	0	0	0	0	0	0	0	0	0	0

VII.D: GSA Pending Requests – All Pending Perfected Requests

	SIMPLE			COMPLEX			EXPEDITED PROCESSING		
	Number Pending	Median Number of Days	Average Number of Days	Number Pending	Median Number of Days	Average Number of Days	Number Pending	Median Number of Days	Average Number of Days
Agency Overall 2013	25	19	23.44	133	33	68.16	<1	N/A	N/A
Agency Overall 2014	9	30	41	167	41	90.86	0	N/A	N/A

VII.E: GSA Pending Requests – Ten Oldest Pending Perfected Requests

	10th Oldest Request and Number of Days Pending	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Request and Number of Days Pending
Agency Overall 2013	02/06/2013 195 days	01/29/2013 244 days	01/29/2013 244 days	01/29/2013 244 days	12/18/2012 272 days	12/10/2012 294 days	12/03/2012 301 days	09/06/2012 389 days	08/17/2012 409 days	08/17/2012 409 days
Agency Overall 2014	10/21/2013 237 days	10/04/2013 247 days	10/01/2013 250 days	9/25/2013 254 days	9/12/2013 263 days	8/15/2013 282 days	8/01/2013 292 days	7/09/2013 309 days	5/2/2013 355 days	04/02/2013 377 days

* At GSA, the oldest requests generally are still pending due to the existence of one or more of these factors: (1) the number of searches required; (2) the need to coordinate a response with multiple divisions within the agency; and (3) the volume of responsive material to be reviewed.

VIII. GSA Requests for Expedited Processing and Requests for Fee Waiver

VIII.A: Requests for Expedited Processing

	Number Granted	Number Denied	Median Number of Days to Adjudicate	Average Number of Days to Adjudicate	Number Adjudicated Within Ten Calendar Days
Agency Overall 2013	2	10	1	1	12
Agency Overall 2014	<1	<1	N/A	N/A	N/A

VIII.B: Requests for Fee Waiver

	Number Granted	Number Denied	Median Number of Days to Adjudicate	Average Number of Days to Adjudicate
Agency Overall 2013	1	12	42	51.15
Agency Overall 2014	4	3	7	3.5

IX. GSA FOIA Personnel and Costs

Note: These figures do not necessarily portray GSA's entire work year investment in FOIA activities. During FY 2013, the FOIA program was centralized from a leadership, policy and accountability standpoint. As a result of the consolidation, some individuals responsible for coordinating FOIA responses in GSA's regional offices were transferred to the GSA headquarters FOIA office. The consolidation of these FOIA functions better organized the staff for direct reporting to the GSA Chief FOIA Officer. Employees who previously were not counted as "Full-Time staff," but rather were scattered throughout the Agency now report directly to the GSA FOIA Program.

	PERSONNEL			COSTS		
	Number of "Full-Time FOIA Employees"	Number of "Equivalent Full-Time FOIA Employees"	Total Number of "Full-Time FOIA Staff"	Processing Costs	Litigation-Related Costs	Total Costs
Agency Overall 2013	11	12	23	\$2,960,000	\$11,500	\$2,971,500
Agency Overall 2014	11	12	23	\$3,149.800	\$11,000	\$3,160.800

*This year's personnel and budget costs include data not previously included which were used towards personnel and costs for the new FOIA electronic case tracking system at GSA.

X: GSA Fees Collected for Processing Requests

	Total Amount of Fees Collected	Percentage of Total Costs
Agency Overall 2013	\$49,752.95	1.68
Agency Overall 2014	\$35,837.33	1.14

XI: GSA FOIA Regulations

http://www.access.gpo.gov/nara/cfr/waisidx_01/41cfr105-60_01.html

XII. Backlogs, Consultations, and Comparisons

XII.A: GSA Backlogs, Consultations and Comparisons

A. Backlogs of FOIA Requests and Administrative Appeals

	Number of Backlogged Requests as of End of Fiscal Year	Number of Backlogged Appeals as of End of Fiscal Year
Agency Overall 2013	60	2
Agency Overall 2014	84	2

XII. B: GSA Consultations on FOIA Requests – Received, Processed, and Pending Consultations

	Number of Consultations Received from Other Agencies that Were <u>Pending</u> at GSA as of <u>Start</u> of the Fiscal Year	Number of Consultations <u>Received</u> from Other Agencies During the Fiscal Year	Number of Consultations Received from Other Agencies that Were <u>Processed</u> by GSA During the Fiscal Year	Number of Consultations Received from Other Agencies that Were <u>Pending</u> at GSA as of <u>End</u> of the Fiscal Year
Agency Overall 2013	0	0	0	0
Agency Overall 2014	<1	<1	<1	<1

XII.C: Consultations on FOIA Requests – Ten Oldest Consultations Received from Other

	10 th Oldest Consultation and Number of Days Pending	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	Oldest Consultation and Number of Days Pending
Agency Overall 2013	Number of Days	0	0	0	0	0	0	0	0	0
Agency Overall 2014	Number of Days	0								

XII.D. (1): GSA Comparison of Numbers of GSA Requests from Previous and Current Annual Report – Requests Received, Processed, and Backlogged

	Number of Request Received		Number of Requests Processed	
	Number Received During Fiscal Year from Last Year's Annual Report	Number Received During Fiscal Year from Current Annual Report	Number Processed During Fiscal Year from Last Year's Annual Report	Number Processed During Fiscal Year from Current Annual Report
Agency Overall 2013	1,690	1,352	1,773	1,318
Agency Overall 2014	1,352	1522	1,318	1509

XII.D. (2): GSA Comparison of Number of Requests Backlogged

	Number of Backlogged Requests as of End of the Fiscal Year from Previous Annual Report	Number of Backlogged Requests as of End of the Fiscal Year from Current Annual Report
Agency Overall 2013	56	60
Agency Overall 2014	160	84

* The U.S. General Services Administration (GSA) for FY 2013 reported that the number of cases pending at the end of the fiscal year for GSA was 60. As a result of our data reconciliation and validation efforts, we have determined that the number should have been 160; that corrected number is reflected here.

XII.E.(1): Comparison of Numbers of GSA Administrative Appeals from Previous and Current Annual Report – Appeals Received, Processed, and Backlogged

	Number of Appeals Received		Number of Appeals Processed	
	Number Received During Fiscal Year from Last Year's Annual Report	Number Received During Fiscal Year from Current Annual Report	Number Processed During Fiscal Year from Last Year's Annual Report	Number Processed During Fiscal Year from Current Annual Report
Agency Overall 2013	33	21	28	23
Agency Overall 2014	21	12	23	16

XII.E. (2): GSA Comparison of Number of Administrative Appeals Backlogged

	Number of Backlogged Appeals as of End of the Fiscal Year from Previous Annual Report	Number of Backlogged Appeals as of End of the Fiscal Year from Current Annual Report
Agency Overall 2013	4	2
Agency Overall 2014	2	2

APPENDIX A: GSA Organization Overview

GSA Leadership Directory

Organization chart showing structure of GSA leadership.

Office of the Administrator

The administrator's office oversees the operations and management of GSA ([administrator's bio](#)).

Federal Acquisition Service

FAS supports the mission of government agencies by ensuring a positive, efficient, and compliant buying experience.

Public Buildings Service

PBS provides superior workplaces for federal customer agencies at good economies to the American taxpayer.

Office of Government-wide Policy

OGP ensures that governmentwide policies encourage agencies to develop and use the best and most cost-effective management practices for the conduct of their specific programs.

Office of the Chief Financial Officer

OCFO ensures that GSA operates in a compliant and efficient manner by providing accurate, cost-effective financial and performance analysis, reporting, and advice.

Office of Human Resources Management

OHRM works to attract, motivate, develop and retain GSA employees through the implementation of effective programs, policies, and operations regarding human capital.

Office of the Chief Information Officer

OCIO pursues new ways of applying computing and communications technology to the practical problems of information management in order to reduce the cost and improve the quality of government services, reduce technology risk, and share the results of projects throughout the federal sector.

Congressional and Intergovernmental Affairs

CIA serves as adviser to the administrator and supervises and maintains agency liaison with all members of Congress and congressional committees.

Office of Citizen Services and Innovative Technologies

OCSIT serves as the nation's focal point for information and services offered by the federal government.

Office of Communications and Marketing

OCM focuses on conveying information about GSA to federal employees and external audiences, including the media, agency customers, stakeholders, and the American public.

Office of Small Business Utilization

OSBU promotes increased access to GSA's nationwide procurement opportunities.

Office of General Counsel

OGC provides sound and timely legal advice and representation to GSA clients to enhance their ability to help federal agencies better serve the public by offering, at best value, superior workplaces, expert solutions, acquisition services, and management policies..

Office of Civil Rights

OCR ensures equal opportunities and nondiscrimination in GSA programs and activities.

Office of Mission Assurance

OMA ensures that GSA maintains a constant state of readiness to perform its essential functions in response to emergencies, and prepares for the swift resumption of normal operations during emergency situations.

Office of Inspector General

OIG promotes economy, efficiency, and effectiveness within GSA and works to prevent and detect fraud, waste, and abuse in the agency's programs and operations.

Board of Contract Appeals

BCA hears and decides contract disputes between government contractors and executive agencies.

APPENDIX B: GSA Contacts

Office of the Administrator
(202) 501-0800
daniel.tangherlini@gsa.gov

Chief Administrative Services Officer
(202) 357-9697
cynthia.metzler@gsa.gov

Office of the Federal Acquisition Service (FAS) Commissioner
(703) 605-5400
tom.sharpe@gsa.gov

Office of the Public Buildings Service (PBS) Commissioner
(202) 501-1100
norman.dong@gsa.gov

Office of Government-Wide Policy (OGP) Associate Administrator
(202) 501-8880
christine.harada@gsa.gov

Office of the Chief Financial Officer
(202) 501-1721
michael.casella@gsa.gov

Office of Human Resources Management
(202) 501-0398
antonia.harris@gsa.gov

Office of the Chief Information Officer
(202) 501-1000
sony.hashmi@gsa.gov

Office of Congressional and Intergovernmental Affairs
(202) 208-1806
lisa.austin@gsa.gov

Office of Citizen Services and Innovative Technologies
(202) 501-0705
kathy.conrad@gsa.gov

Office of Communications and Marketing
(202) 779-3223
mafara.hobson@gsa.gov

Office of Small Business Utilization
(202) 501-1021
jerome.fletcher@gsa.gov

Office of General Counsel
(202) 501-2200
kris.durmer@gsa.gov

Office of Civil Rights
(202) 501-0767
madeline.caliendo@gsa.gov

Office of Mission Assurance
(202) 501-0012
robert.carter@gsa.gov

Office of Inspector General
(202) 501-0450
PublicAffairs@gsaig.gov

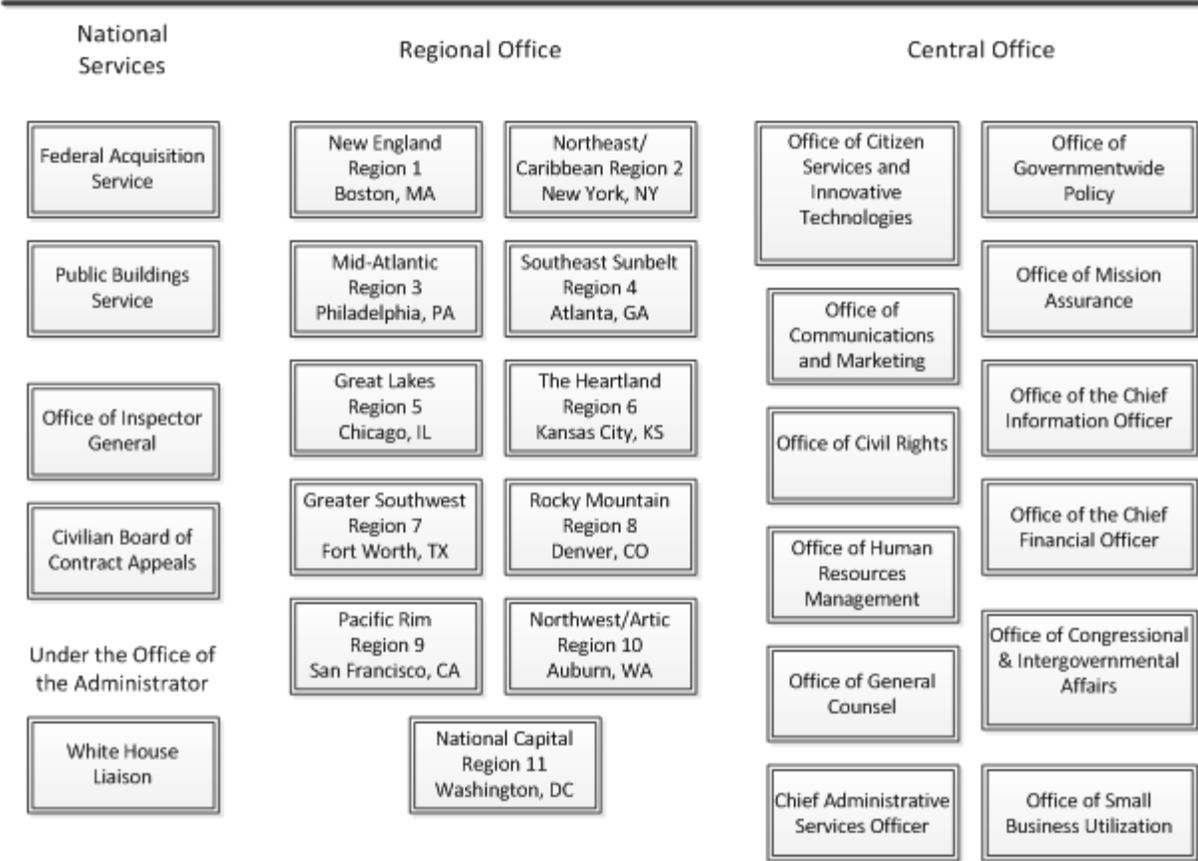
**All FOIA requests for GSA Office of Inspector General (OIG) documents must be sent to:*
OIGFOIA-PrivacyAct@gsaig.gov

OIG Public Affairs Officer
(202) 219-1062
OIG_PublicAffairs@gsa.gov

Civilian Board of Contract Appeals
(202) 606-8800
stephen.daniels@gsa.gov

APPENDIX C: Organization of the U. S. General Service Administration

Organization of the U. S. General Service Administration



APPENDIX D: Names, Address, and Contact Information

GSA Freedom of Information Act (FOIA) Office

Ms. Cynthia A. Metzler
Chief Freedom of Information Officer
(202) 357-9697
cynthia.metzler@gsa.gov

Ms. Audrey Brooks
FOIA Public Liaison
(202) 708-7025
audrey.brooks@gsa.gov

Mr. Travis Lewis
FOIA Requester Service Center
FOIA Program Manager
(202) 219-3078
travis.lewis@gsa.gov

FOIA Requester Service Center (H1C)
1800 F. Street, NW, Room 7308
Washington, DC 20405-0001
Toll Free: 1-855-675-FOIA
Fax: (202) 501-2727
EFOIA: gsa.foia@gsa.gov