



U.S. General Services Administration



**U.S. General Services Administration
Annual Freedom of Information Act
Report FY 2020**

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I. Basic Information Regarding Report

1. Name, title, address, and telephone number of person(s) to be contacted with questions about the Report.

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2. Provide an electronic link for access to the Report on the agency Web site.

<https://www.gsa.gov/reference/freedom-of-information-act-foia>

3. Explain how to obtain a copy of the Report in paper form.

Contact Kimberly Veach at the address, telephone number, or e-mail listed above.

II. Making A FOIA Request

1. Names, addresses, and telephone numbers of all individual agency components that receive FOIA requests.

For the names, addresses, and telephone numbers, visit our website at <http://www.gsa.gov/portal/category/21416>

2. Brief description of why some requests are not granted and an overview of certain general categories of the agency's records to which the FOIA exemptions apply.

The U.S. General Services Administration (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.

The General Services Administration Office of Inspector General (GSA OIG) is responsible for promoting economy, efficiency, and effectiveness and detecting and preventing fraud, waste, and mismanagement in the GSA's programs and operations. This is accomplished primarily by performing independent financial, program, information technology, contract and compliance audits and criminal and civil investigations. As a result, many of the records maintained by the GSA OIG involve law enforcement matters. The GSA OIG invokes the FOIA's two privacy exemptions, more than the rest of the other exemptions combined, to prevent unwarranted invasions of the personal privacy of individuals mentioned in law enforcement records. The GSA OIG also protects the identities of confidential informants who provide information to investigators, details about investigative techniques and procedures, and information that could endanger the life or public safety of our investigators. Additionally, the GSA OIG protects from disclosure trade secrets and commercial or financial information obtained through the auditing function that is privileged or confidential as well as information covered by the civil discovery privileges.

III. Acronyms, Definitions, and Exemption

1. Definitions of terms used in this Report:

- 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. **Consultation** – the procedure whereby the agency responding to a FOIA request first forwards a record to another agency or component within the same 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 or component within the same agency that forwarded it. That agency, in turn, will then respond to the FOIA requester.
- e. **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.
- f. **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.)
- g. **Full Grant** – an agency decision to disclose all records in full in response to a FOIA request.
- h. **Full Denial** – an agency decision not to release any records in response to a FOIA request because the records are exempt in their entirety under one or more of the FOIA exemptions, or because of a procedural reason, such as when no records could be located.

- i. **Median Number** – the middle, not average, number. For example, of 3, 7, and 14, the median number is 7.
- j. **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 low volume and/or simplicity of the records requested.
 - iii. **Complex Request** – a FOIA request that an agency using multi-track processing places in a slower track based on the high volume and/or complexity of the records requested.
- k. **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.
- l. **Pending Request or Pending Administrative Appeal** – a request or administrative appeal for which an agency has not taken final action in all respects.
- m. **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.
- n. **Processed Request or Processed Administrative Appeal** – a request or administrative appeal for which an agency has taken final action in all respects.
- o. **Range in Number of Days** – the lowest and highest number of days to process requests or administrative appeals.
- p. **Time Limits** – the time period in the statute for an agency to respond to a FOIA request (ordinarily twenty working days from receipt of a perfected FOIA request).

2. Descriptions of the nine FOIA exemptions:

- a. **Exemption 1:** classified national defense and foreign relations information
- b. **Exemption 2:** information that is related solely to the internal personnel rules and practices of an agency
- c. **Exemption 3:** information that is prohibited from disclosure by
- d. **Exemption 4:** trade secrets and other confidential business information
- e. **Exemption 5:** inter-agency or intra-agency communications that are protected by legal privileges
- f. **Exemption 6:** information involving matters of personal privacy
- g. **Exemption 7:** records or information compiled for law enforcement purposes, to the extent that the production of those records (A) could reasonably be expected to interfere with 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 and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions, or (F) could reasonably be expected to endanger the life or physical safety of any individual
- h. **Exemption 8:** information relating to the supervision of financial institutions
- i. **Exemption 9:** geological information

3. Agency Component Abbreviations

Component Abbreviation	Component Name
J	Office of Inspector General
GSA-MAIN	Headquarters

IV. EXEMPTION 3 STATUTES

Statute	Type of Information Withheld	Case Citation	Number of Times Relied Upon per Component	Total Number of Times Relied Upon by Agency
54 U.S.C. § 100707 (formerly at 16 U.S.C. § 5937)(National Parks Omnibus Management Act)	Information pertaining to: “endangered, threatened, rare, or commerciallyvaluable” National Park System resources; “mineral or paleontological objects within units of the National Park System”; or “objects of cultural patrimonywithin units of the National Park System”	Hornbostel v. U.S. Dep’t of the Interior, No. 03-5257, 2004 WL 1900562 (D.C. Cir. Aug. 25, 2004); Sw. Ctr. for Biological Diversity v. USDA, 314 F.3d 1060, 1062 (9th Cir. 2002); Pease v. U.S. Dep’t of Interior, No. 1:99CV113, slip op. at 2, 4 (D. Vt. Sept. 17, 1999).	GSA-MAIN:1	1
41 U.S.C. § 4702 (formerly at 41 U.S.C. § 253b(m)(1))	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.	Sinkfield v. HUD, No. 10-885, 2012 U.S. Dist. LEXIS 35233, at *13-15 (S.D. Ohio Mar. 15, 2012); Margolin v. NASA, No. 09-CV00421, 2011 WL 1303221, at *6 (D. Nev. Mar. 31, 2011); Hornbostel v. U.S. Dep’t of the	GSA-MAIN: 15	15
31 U.S.C. § 3730(b)(2)	Records pertaining to civil actions for false claims against the United States Government	N/A	J: 7	7
41 U.S.C. § 2102 (amending 41 U.S.C. § 423 (a)(1))* (Procurement Integrity Act)	Contractor bid or proposal information; source selection information	Legal & Safety Employer Research, Inc. v. U.S. Dep’t of the Army, No. Civ. S001748, 2001 WL 34098652, at *3-4 (E.D. Cal. May 4, 2001) (dictum).	GSA-MAIN: 8	8

V. FOIA REQUESTS/ A. Received, Processed and Pending FOIA Requests

A. Received, Processed and Pending FOIA Requests				
	Number of Requests Pending as of Start of Fiscal Year	Number of Requests Received in Fiscal Year	Number of Requests Processed in Fiscal Year	Number of Requests Pending as of End of Fiscal Year
J	5	46	46	5
GSA-MAIN	532	1306	1383	455
AGENCY OVERALL	537	1352	1429	460

**After reviewing its database, GSA-MAIN has adjusted the number of requests pending as of the start of the Fiscal Year.*

V. FOIA REQUESTS/ B. (1) Disposition of FOIA Request-All Processed Requests

B.(1) Disposition of FOIA Requests -- All Processed Requests													
				Number of Full Denials Based on Reasons Other than Exemptions									TOTAL
				No Records	All Records Referred to Another Agency	Request Withdrawn	Fee-Related Reason	Records Not Reasonably Described	Improper FOIA Request for Other Reasons	Not an Agency Record	Duplicate Request	Other	
J	2	26	4	9	0	0	0	4	0	1	0	0	46
GSA-MAIN	258	523	22	139	41	57	86	85	18	97	57	0	1383
AGENCY OVERALL	260	549	26	148	41	57	86	89	18	98	57	0	1429

V. FOIA REQUESTS/ B. (2) Disposition of FOIA Request-Other Reasons

B.(2) Disposition of FOIA Requests -- Other Reasons for Full Denials Based on Reasons Other than Exemptions		
	Description of Other Reasons for Denials from Chart B.(1) & Number of Times Those Reasons Were Relied Upon	TOTAL
J	N/A	0
GSA-MAIN	N/A	0
AGENCY OVERALL		0

V. FOIA REQUESTS/ B. (3) Disposition of FOIA Request-Number of Times Exemptions Applied

B.(3) Disposition of FOIA Requests -- 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
J	0	0	7	10	10	25	8	0	18	1	2	11	0	0
GSA-MAIN	0	8	20	355	163	456	2	5	8	0	7	109	0	0
AGENCY OVERALL	0	8	27	365	173	481	10	5	26	1	9	120	0	0

VI. ADMINISTRATIVE APPEALS/ A. Received, Processed and Pending Administrative Appeals

A. Received, Processed and Pending FOIA Appeals				
	Number of Appeals Pending as of Start of Fiscal Year	Number of Appeals Received in Fiscal Year	Number of Appeals Processed in Fiscal Year	Number of Appeals Pending as of End of Fiscal Year
J	1	2	3	0
GSA-MAIN	13	33	31	15
AGENCY OVERALL	14	35	34	15

**After reviewing its database, GSA updated the number of appeals pending at the start of the Fiscal Year for the following components: GSA-Main.*

VI. ADMINISTRATIVE APPEALS/ B. Disposition of Administrative Appeals-All Processed Appeals

B. Disposition of Administrative Appeals All Processed Appeals					
	Number of Affirmed on Appeal	Number Partially Affirmed & Partially Reversed/Remanded on Appeal	Number of Completely Reversed/Remanded on Appeal	Number of Appeals Closed for Other Reasons	TOTAL
J	0	2	0	1	3
GSA-MAIN	13	9	2	7	31
AGENCY OVERALL	13	11	2	8	34

VI. ADMINISTRATIVE APPEALS/ C. (1) Reasons for Denial on Appeal Number of Times Exemptions Applied

C.(1) 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
J	0	0	1	1	1	2	1	0	1	0	0	1	0	0
GSA-MAIN	0	0	1	8	9	12	0	0	3	0	2	3	0	0
AGENCY OVERALL	0	0	2	9	10	14	1	0	4	0	2	4	0	0

VI. ADMINISTRATIVE APPEALS/ C. (2) Reasons for Denial on Appeal Reasons Other than Exemptions

C.(2) 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 for Expedited Processing	Other	
J	0	2	0	0	0	0	1	0	0	0	0	
GSA-MAIN	3	3	5	0	0	1	0	1	0	0	0	
AGENCY OVERALL	3	5	5	0	0	1	1	1	0	0	0	

VI. ADMINISTRATIVE APPEALS/ C. (3) Reasons for Denial on Appeal Other Reasons

C.(3) Reasons for Denial on Appeal Other Reasons		
	Description of Other Reasons for Denials from Chart C.(2) & Number of Times Those Reasons Were Relied Upon	TOTAL
J	N/A	0
GSA-MAIN	N/A	0
AGENCY OVERALL	N/A	0

VI. ADMINISTRATIVE APPEALS/ C.(4) Response Time for Administrative Appeals

C.(4) Response Time for Administrative Appeals				
	Median Number of Days	Average Number of Days	Low est Number of Days	Highest Number of Days
J	29.0	22.67	3.0	36.0
GSA-MAIN	37.0	74.06	4.0	577.0
AGENCY OVERALL	36.0	69.53	3.0	577.0

VI. ADMINISTRATIVE APPEALS/ C. (5) Ten Oldest Pending Administrative Appeals

Agency / Component		10th Oldest Appeal	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Appeal
J	Date of Appeal	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
GSA-MAIN	Date of Appeal	2020-08-06	2020-06-24	2020-06-02	2020-02-04	2018-12-03	2018-05-22	2018-05-21	2018-01-22	2017-11-03	2017-05-09
	Number of Days Pending	38	68	84	167	457	590	591	675	726	850
AGENCY OVERALL	Date of Appeal	2020-08-06	2020-06-24	200-06-02	2020-02-04	2018-12-03	2018-05-22	2018-05-21	2018-01-22	2017-11-03	2017-05-09
	Number of Days Pending	38	68	84	167	457	590	591	675	726	850

VII. A. Processed Requests -- Response Time for All Processed Perfected Requests

A. Processed Requests -- Response Time for All Processed Perfected Requests												
	SIMPLE				COMPLEX				EXPEDITED			
	Median Number of Days	Average Number of Days	Low est Number of Days	Highest Number of Days	Median Number of Days	Average Number of Days	Low est Number of Days	Highest Number of Days	Median Number of Days	Average Number of Days	Low est Number of Days	Highest Number of Days
J	17.0	15.09	4.0	19.0	29.0	28.89	21.0	38.0	9.0	9.0	9.0	9.0
GSA-MAIN	11.0	16.07	<1	682	53.05	88.34	2.0	804.0	59.0	126.91	3.0	663.0
AGENCY OVERALL	11.0	16.02	<1	682	52.0	87.45	2.0	804.0	57.0	124.46	3.0	663.0

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

B. Processed Requests Response Time for Perfected Requests in Which Information Was Granted												
	SIMPLE				COMPLEX				EXPEDITED PROCESSING			
	Median Number of Days	Average Number of Days	Low est Number of Days	Highest Number of Days	Median Number of Days	Average Number of Days	Low est Number of Days	Highest Number of Days	Median Number of Days	Average Number of Days	Low est Number of Days	Highest Number of Days
J	17.0	16.05	6.0	19.0	29.0	28.29	21.0	36.0	N/A	0	0	0
GSA-MAIN	13.0	18.94	<1	682.0	52.0	81.63	19.0	804.0	77.0	139.94	9.0	375.0
AGENCY OVERALL	13.0	18.76	<1	682.0	50.00	80.8	19.0	804.0	77.0	139.45	0	375.0

VII. C. 1. Processed Requests Response Time in Day Increments-Simple Requests

C. Processed Requests Response Time in Day Increments														
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
J	32	0	0	0	0	0	0	0	0	0	0	0	0	32
GSA-MAIN	489	25	0	4	1	2	0	3	2	1	0	2	1	530
AGENCY OVERALL	521	25	0	4	1	2	0	3	2	1	0	2	1	562

VII. C. 2 Processed Requests Response Time in Day Increments-Complex Requests

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
J	0	9	0	0	0	0	0	0	0	0	0	0	0	9
GSA-MAIN	22	207	104	72	45	21	13	10	22	11	33	17	11	588
AGENCY OVERALL	22	216	104	72	45	21	13	10	22	11	33	17	11	597

VII. C. 3 Processed Requests Response Time in Day Increments-Requests Granted Expedited Processing

Expedited 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
J	1	0	0	0	0	0	0	0	0	0	0	0	0	1
GSA-MAIN	13	9	2	3	1	0	1	1	2	2	7	5	1	47
AGENCY OVERALL	14	9	2	3	1	0	1	1	2	2	7	5	1	48

VII. D. Pending Requests All Pending Perfected Requests

D. Pending Requests All Pending Perfected Requests									
	SIMPLE			COMPLEX			EXPEDITED		
	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
J	1	11.0	11.0	3	85.0	66.0	0	N/A	N/A
GSA-MAIN	162	169.0	197.98	234	281.0	294.70	30	282.0	330.8
AGENCY OVERALL	163	169.0	197.83	237	279.0	291.80	30	282.0	330.8

VII. E. Pending Requests Ten Oldest Pending Perfected Requests

Agency / Component		10th Oldest Request	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Request
J	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	2020-09-17	2020-09-15	2020-05-29	2020-04-29
	Number of Days Pending	0	0	0	0	0	0	9	11	85	104
GSA-MAIN	Date of Receipt	2017-11-28	2017-11-28	2017-11-09	2017-11-03	2017-10-26	2017-10-24	2017-10-12	2017-08-28	2017-07-24	2017-06-06
	Number of Days Pending	711	711	722	726	732	734	742	771	797	829
AGENCY OVERALL	Date of Receipt	2017-11-28	2017-11-28	2017-11-09	2017-11-03	2017-10-26	2017-10-24	2017-10-12	2017-08-28	2017-07-24	2017-06-06
	Number of Days Pending	711	711	722	726	732	734	742	771	797	829

VIII. A. Requests for Expedited Processing

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
J	0	6	7.5	9.83	4
GSA-MAIN	40	62	1.0	1.86	101
AGENCY OVERALL	40	68	1.0	2.31	105

VIII. B. Requests for Fee Waiver

B. Requests for Fee Waiver				
	Number Granted	Number Denied	Median Number of Days to Adjudicate	Average Number of Days to Adjudicate
J	0	4	<1	<1
GSA-MAIN	20	116	<1	0.15
TOTAL	20	120	<1	0.15

IX. FOIA Personnel and Costs

	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
J	2	0.00	2.0	120640.00	0.00	120640.00
GSA-MAIN	10	29.61	39.61	781912.64	12370.00	794282.64
AGENCY OVERALL	12.0	29.61	41.61	902552.64	12370.00	914922.64

X. Fees Collected for Processing Requests

	Total Amount of Fees Collected	Percentage of Total Costs
J	1072.50	0.8900
GSA-MAIN	42962.70	5.4900
AGENCY OVERALL	44035.20	4.8800

XI.A. Number of Times Subsection (C) Used

A. Number of Times Subsection (c) Used	
	Number of Times Subsection (c) Used
J	0
GSA-MAIN	0
AGENCY OVERALL	0

XI.B. Number of Subsection (A)(2) Postings

B. Number of Subsection (a)(2) Postings		
	Number of Items Posted by FOIA Office	Number of Items Posted by Program
J	0	37
GSA-MAIN	45	1670
AGENCY OVERALL	45	1707

XII.A. Backlogs of FOIA Requests and Administrative Appeals

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
J	2	0
GSA-MAIN	353	11
AGENCY OVERALL	355	11

XII.B. Consultations on FOIA Requests-Received, Processed, and Consultations

B. Consultations on FOIA Requests Received, Processed, and Pending Consultations				
	Number of Consultations Received from Other Agencies that Were Pending as of Start of the Fiscal Year	Number of Consultations Received from Other Agencies During the Fiscal Year	Number of Consultations Received from Other Agencies that Were Processed During the Fiscal Year	Number of Consultations Received from Other Agencies that Were Pending as of End of the Fiscal Year
J	0	2	2	0
GSA-MAIN	0	10	10	0
AGENCY OVERALL	0	12	12	0

XII.C. Consultations on FOIA Requests-Ten Oldest Consultations Received from Other Agencies Pending at Your Agency

Agency / Component		10th Oldest Consultation	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Consultation
J	Date	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days	0	0	0	0	0	0	0	0	0	0
GSA-MAIN	Date	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days	0	0	0	0	0	0	0	0	0	0
AGENCY OVERALL	Date	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days	0	0	0	0	0	0	0	0	0	0

XII.D.1. Comparison of Numbers of Requests from Previous and Current Annual Report

D. Comparison of Numbers of Requests from Previous and Current Annual Report Requests Received, Processed, and Backlogged				
	NUMBER OF REQUESTS RECEIVED		NUMBER OF REQUESTS PROCESSED	
	Number Received During Fiscal Year from Last Year's Annual Report	Number Received During Fiscal Year from Current Year's Annual Report	Number Processed During Fiscal Year from Last Year's Annual Report	Number Processed During Fiscal Year from Current Annual Report
J	54	46	54	46
GSA-MAIN	1407	1306	1301	1383
AGENCY OVERALL	1461	1352	1355	1429

XII.D.2. Comparison of Backlogged Requests from Previous and Current Annual Report

	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
J	1	2
GSA-MAIN	333	353
AGENCY OVERALL	334	355

XII.E.1. Comparison of Numbers of Administrative Appeals from Previous and Current Annual Report

E. Comparison of Numbers of 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
J	3	2	2	3
GSA-MAIN	19	33	22	31
AGENCY OVERALL	22	35	24	34

XII.E.2. Comparison of Backlogged Administrative Appeals from Previous and Current Annual Report

Agency / Component	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
J	0	0
GSA-MAIN	12	11
AGENCY OVERALL	12	11