

ANNUAL FEDERAL EQUAL EMPLOYMENT OPPORTUNITY STATISTICAL REPORT OF DISCRIMINATION COMPLAINTS

(REPORTING PERIOD BEGINS OCTOBER 1ST AND ENDS SEPTEMBER 30TH)

AGENCY OR DEPARTMENT: U.S. Marshals Service

REPORTING PERIOD: FY 2002

PART I PRE-COMPLAINT COUNSELING

COUNSELING

92 A. TOTAL NUMBER OF INDIVIDUALS COUNSELED

23 1. NUMBER OF INDIVIDUALS COUNSELED WITHIN 30 DAYS

54 2. NUMBER OF INDIVIDUALS COUNSELED WITHIN 31 TO 90 DAYS

15 3. NUMBER OF INDIVIDUALS COUNSELED BEYOND 90 DAYS

0 4. NUMBER OF INDIVIDUALS COUNSELED DUE TO REMANDS

NON-ADR SETTLEMENTS DURING COUNSELING

B. NON-ADR SETTLEMENTS WITH MONETARY BENEFITS

	Number	Amount	
	0	\$ 0.00	1. COMPENSATORY DAMAGES
	0	\$ 0.00	2. BACKPAY/FROTPAY
	0	\$ 0.00	3. LUMP SUM PAYMENT
	0	\$ 0.00	4. ATTORNEYS FEES AND COSTS
		\$	5
		\$	6
		\$	7

3 C. NON-ADR SETTLEMENTS WITH NON-MONETARY BENEFITS

PART II FORMAL COMPLAINT ACTIVITIES

92 A. COMPLAINTS ON HAND AT THE BEGINNING OF THE REPORTING PERIOD

54 B. COMPLAINTS FILED

2 C. REMANDS

148 D. TOTAL COMPLAINTS (sum of lines A+B+C)

129 E. COMPLAINTS IN LINE D THAT WERE **NOT** CONSOLIDATED

53 F. COMPLAINTS IN LINE E CLOSED DURING REPORT PERIOD

19 G. COMPLAINTS IN LINE D THAT **WERE** CONSOLIDATED

13 H. COMPLAINTS IN LINE G CLOSED DURING REPORT PERIOD

82 I. COMPLAINTS ON HAND AT THE END OF THE REPORTING PERIOD (Line D - (sum of Lines F+H))

52 J. INDIVIDUALS FILING COMPLAINTS

8 K. NUMBER OF JOINT PROCESSING UNITS FROM CONSOLIDATION OF COMPLAINTS

PART III AGENCY RESOURCES, TRAINING, REPORTING LINE

A. AGENCY RESOURCES

	NUMBER	PERCENT
1. WORK FORCE		
a. TOTAL WORK FORCE	4183	
b. PERMANENT EMPLOYEES	4177	
2. COUNSELOR	2	
a. FULL-TIME	0	0.00
b. PART-TIME	2	100.00
c. COLLATERAL DUTY	0	0.00
3. INVESTIGATOR	0	
a. FULL-TIME	0	0.00
b. PART-TIME	0	0.00
c. COLLATERAL DUTY	0	0.00
4. COUNSELOR/INVESTIGATOR	2	
a. FULL-TIME	0	0.00
b. PART-TIME	2	100.00
c. COLLATERAL DUTY	0	0.00

B. STAFF TRAINING

	COUNSELORS		INVESTIGATORS		COUNS/INVESTIG	
	AGENCY	CONTRACT	AGENCY	CONTRACT	AGENCY	CONTRACT
1. NEW STAFF - TOTAL	0	0	0	0	0	0
a. STAFF RECEIVING REQUIRED 32 OR MORE HOURS	0	0	0	0	0	0
b. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF	0	0	0	0	0	0
c. STAFF RECEIVING NO TRAINING AT ALL	0	0	0	0	0	0
2. EXPERIENCED STAFF - TOTAL	2	1	0	11	2	0
a. STAFF RECEIVING REQUIRED 8 OR MORE HOURS	2	1	0	9	2	0
b. STAFF RECEIVING 32 OR MORE HOURS, GENERALLY GIVEN TO NEW STAFF	0	0	0	0	0	0
c. STAFF RECEIVING NO TRAINING AT ALL	0	0	0	2	0	0

C. REPORTING LINE

1. DOES THE EEO DIRECTOR REPORT TO THE AGENCY HEAD?

	YES	NO
		X

2. IF NO, WHO DOES THE EEO DIRECTOR REPORT TO?

PERSON: Donald A. Gambatesa

TITLE: Deputy Director

PART IV. BASES AND ISSUES ALLEGED IN COMPLAINTS FILED

ISSUES OF ALLEGED DISCRIMINATION	BASES OF ALLEGED DISCRIMINATION																TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE <<NEW>>	TOTAL COMPLAINANTS BY ISSUE <<NEW>>
	RACE				COLOR	RELIGION	REPRISAL	SEX		NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY				
	AMER. INDIAN/ ALASKAN NATIVE	AMER. ASIAN/ PACIFIC ISLANDER	BLACK	WHITE				MALE	FEMALE	HISPANIC	OTHER	MALE	FEMALE		MENTAL	PHYSICAL			
A. APPOINTMENT/HIRE	0	0	2	0	0	0	0	0	0	0	0			0	0	0	2	2	2
B. ASSIGNMENT OF DUTIES	0	0	6	2	0	0	7	0	4	1	1			3	0	0	24	12	11
C. AWARDS	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
D. CONVERSION TO FULL TIME	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
E. DISCIPLINARY ACTION	0	0	1	2	0	0	2	0	2	0	0			1	0	1	9	5	5
1. DEMOTION	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
2. REPRIMAND	0	0	0	0	0	0	1	0	1	0	0			1	0	0	3	1	1
3. SUSPENSION	0	0	0	1	0	0	0	0	0	0	0			0	0	0	1	1	1
4. REMOVAL	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
5. Letter of Instruction	0	0	1	1	0	0	1	0	1	0	0			0	0	1	5	3	3
6. Referred to OPR	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
7. Oral Reprimand	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
F. DUTY HOURS	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
G. EVALUATION/APPRaisal	0	0	2	0	0	0	1	0	0	1	0			0	0	0	4	2	2
H. EXAMINATION/TEST	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
I. HARASSMENT	0	0	3	3	0	0	12	4	7	2	0			2	1	0	34	20	19
1. NON-SEXUAL	0	0	3	3	0	0	10	1	2	2	0			2	1	0	24	13	12
2. SEXUAL							2	3	5								10	7	7
J. MEDICAL EXAMINATION	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
K. PAY INCLUDING OVERTIME	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
L. PROMOTION/NON-SELECTION	0	0	4	0	0	1	4	1	4	1	0			2	0	0	17	7	7
M. REASSIGNMENT	0	0	0	0	0	0	1	0	1	0	0			1	0	0	3	1	1
1. DENIED	0	0	0	0	0	0	1	0	1	0	0			1	0	0	3	1	1
2. DIRECTED	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
N. REASONABLE ACCOMMODATION						0	1								1	0	2	1	1
O. REINSTATEMENT	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
P. RETIREMENT	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
Q. TERMINATION	0	0	1	0	0	0	3	2	4	0	0			5	2	10	27	15	15
R. TERMS/CONDITIONS OF EMPLOYMENT	0	0	1	1	0	2	8	1	1	2	0			3	1	0	20	9	8
S. TIME AND ATTENDANCE	0	0	1	0	0	0	1	0	0	0	0			1	0	0	3	1	1
T. TRAINING	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
U. OTHER (Please specify below)																			
1. OPR Investigation	0	0	1	1	0	0	4	0	0	0	0			2	0	0	8	4	3
2. Erroneous Information	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
3. Performance Improvement Plan	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
4. SAPP Score	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
5. Benefits	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
TOTAL ISSUES BY BASES	0	0	22	9	0	3	44	8	23	7	1	0	0	20	5	11			
TOTAL COMPLAINTS FILED BY BASES	0	0	15	5	0	2	23	6	18	4	1	0	0	12	3	11			
TOTAL COMPLAINANTS BY BASES	0	0	14	5	0	2	22	6	18	4	1	0	0	12	3	11			

PART V - SUMMARY OF CLOSURES BY STATUTE

A. STATUTE (IF A SINGLE COMPLAINT HAS MULTIPLE STATUTES RECORD EACH ON THE APPROPRIATE LINE.)	
<u>64</u>	1. TITLE VII
<u>22</u>	2. AGE DISRIMINATION IN EMPLOYMENT ACT (ADEA)
<u>19</u>	3. REHABILITATION ACT
<u>0</u>	4. EQUAL PAY ACT (EPA)
B. TOTAL BY STATUTES	
<u>105</u>	THIS NUMBER MAY BE LARGER THAN THE TOTAL NUMBER OF COMPLAINTS CLOSED.
<small>(A1+A2+A3+A4)</small>	

PART VI SUMMARY OF CLOSURES BY CATEGORY

	TOTAL NUMBER	TOTAL DAYS	AVERAGE DAYS
A. TOTAL NUMBER OF CLOSURES (1+2+3)	66	42279	640.59
1. WITHDRAWALS	3	714	238.00
2. SETTLEMENTS	8	2429	303.63
3. FINAL AGENCY DECISIONS (B+C)	55	39136	711.56
B. FINAL AGENCY DECISIONS <i>WITHOUT</i> AN ADMINISTRATIVE JUDGE DECISION (1+2+3)	45	28411	
1. FINDING DISCRIMINATION	0	0	0.00
2. FINDING NO DISCRIMINATION	25	25228	1009.12
3. DISMISSAL OF COMPLAINTS	20	3183	159.15
C. FINAL AGENCY ACTIONS <i>WITH</i> AN ADMINISTRATIVE JUDGE (AJ) DECISION (1+2+3)	10	10725	
1. AJ DECISION FULLY IMPLEMENTED (a+b)	8	8944	
(a) FINDING DISCRIMINATION	0	0	0.00
(b) FINDING NO DISCRIMINATION	8	8944	1118.00
2. AJ DECISION NOT FULLY IMPLEMENTED (a+b)	0	0	
(a) FINDING DISCRIMINATION (i+ii+iii)	0	0	0.00
i. AGENCY APPEALED FINDING BUT NOT REMEDY	0	0	0.00
ii. AGENCY APPEALED REMEDY BUT NOT FINDING	0	0	0.00
iii. AGENCY APPEALED BOTH FINDING AND REMEDY	0	0	0.00
(b) FINDING NO DISCRIMINATION	0	0	0.00
3. DISMISSAL OF COMPLAINTS	2	1781	890.50

**PART VII SUMMARY OF COMPLAINTS CLOSED WITH CORRECTIVE ACTION
DURING FORMAL COMPLAINT STAGE**

	NUMBER	AMOUNT
A. TOTAL COMPLAINTS CLOSED WITH CORRECTIVE ACTION	8	
B. CLOSURES WITH MONETARY BENEFITS	2	\$ 1950.00
1. BACK PAY/FRONT PAY	0	\$ 0.00
2. LUMP SUM PAYMENT	2	\$ 1950.00
C. CLOSURES WITH NON-MONETARY BENEFITS	6	
D. CLOSURES WITH COMPENSATORY DAMAGES	0	\$ 0.00
E. CLOSURES WITH ATTORNEY'S FEES AND COSTS	1	\$ 5000.00
F. TYPES OF CORRECTIVE ACTION	NUMBER WITH	NUMBER WITH
	MONETARY BENEFITS	NON-MONETARY BENEFITS
1. HIRE	0	0
a. RETROACTIVE	0	0
b. NON-RETROACTIVE	0	0
2. PROMOTION	0	2
a. RETROACTIVE	0	0
b. NON-RETROACTIVE	0	2
3. DISCIPLINARY ACTION	0	1
a. RESCINDED	0	0
b. MODIFIED	0	1
4. REINSTATEMENT	0	0
5. REASSIGNMENT	0	0
6. PERFORMANCE EVALUATION MODIFIED	0	0
7. PERSONNEL FILE PURGED OF ADVERSE MATERIAL	0	0
8. ACCOMMODATION	0	0
9. TRAINING/TUITION/ETC.	0	1
10. LEAVE RESTORED	0	2
11. Inspection Report Not Used		
12. Post a Notice		
13. Performance Award		

PART VIII SUMMARY OF PENDING COMPLAINTS BY CATEGORY

	NUMBER PENDING	NUMBER OF DAYS	AVERAGE DAYS	NUMBER OF DAYS PENDING FOR OLDEST CASE
A. TOTAL COMPLAINTS PENDING (SAME AS PART II Line I) (1+2+3+4)	82	37386		
1. COMPLAINTS PENDING WRITTEN NOTIFICATION	6	158	26.33	77
2. COMPLAINTS PENDING IN INVESTIGATION	24	4376	182.33	745
3. COMPLAINTS PENDING IN HEARINGS	24	16161	673.38	2992
4. COMPLAINTS PENDING A FINAL AGENCY DECISION	28	16691	596.11	1124

PART IX SUMMARY OF INVESTIGATIONS COMPLETED

		TOTAL	TOTAL DAYS	AVERAGE DAYS
A. INVESTIGATIONS COMPLETED DURING REPORTING PERIOD	(1+3)	37	10161	
1. INVESTIGATIONS COMPLETED BY AGENCY PERSONNEL	(a+b+c)	4	1118	279.50
a. INVESTIGATIONS COMPLETED IN 180 DAYS OR LESS		1	173	173.00
b. INVESTIGATIONS COMPLETED IN 181 - 360 DAYS		2	537	268.50
c. INVESTIGATIONS COMPLETED IN 361 OR MORE DAYS		1	408	408.00
2. COST OF AGENCY INVESTIGATIONS		\$ 36565.00		
3. INVESTIGATIONS COMPLETED BY CONTRACTORS	(a+b+c)	33	9043	274.03
a. INVESTIGATIONS COMPLETED IN 180 DAYS OR LESS		11	1646	149.64
b. INVESTIGATIONS COMPLETED IN 181 - 360 DAYS		14	3575	255.36
c. INVESTIGATIONS COMPLETED IN 361 OR MORE DAYS		8	3822	477.75
4. COST OF CONTRACTOR INVESTIGATIONS		\$ 111222.00		

PART X SUMMARY OF ADR PROGRAM ACTIVITIES

INFORMAL PHASE (PRE-COMPLAINT)

	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
A. ADR PENDING FROM PREVIOUS REPORTING PERIOD	5	5		
B. INDIVIDUALS COUNSELED THROUGH ADR	0	0		
C. ADR ACTIONS FOR CURRENT REPORTING PERIOD				
1. ADR OFFERED	4	4		
2. REJECTED BY COMPLAINANT	0	0		
3. REJECTED BY AGENCY	0	0		
4. TOTAL ACCEPTED INTO ADR	4	4		
D. RESOURCES USED (1+2+3+4+5+6+7)	4	4		
1. INHOUSE	3	3		
2. ANOTHER FEDERAL AGENCY	0	0		
3. PRIVATE ORGANIZATIONS, CONTRACTORS, BAR ASSOCIATIONS, INDIVIDUAL VOLUNTEERS OR COLLEGE/UNIVERSITY PERSONNEL	1	1		
4. MULTIPLE RESOURCES USED (Please specify)	0	0		
5.				
6.				
7.				
E. ADR ATTEMPTS (1+2+3+4+5+6+7+8+9+10+11+12)	4	4	452	113.00
1. MEDIATION	4	4	452	113.00
2. SETTLEMENT CONFERENCES	0	0	0	0.00
3. EARLY NEUTRAL EVALUATIONS	0	0	0	0.00
4. FACTFINDING	0	0	0	0.00
5. FACILITATION	0	0	0	0.00
6. OMBUDSMAN	0	0	0	0.00
7. MINI-TRIALS	0	0	0	0.00
8. PEER REVIEW	0	0	0	0.00
9. MULTIPLE TECHNIQUES USED (Please specify)	0	0	0	0.00
10.				
11.				
12.				
F. STATUS OF CASES	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
1. TOTAL CLOSED (a+b+c+d+e+f)	9	9	1449	161.00
a. SETTLEMENTS WITH BENEFITS (Monetary and Non-monetary)	3	3	470	156.67
b. NO FORMAL COMPLAINT FILED	1	1	83	83.00
c. NO RESOLUTION	5	5	896	179.20
d. Withdrawal				
e.				
f.				
2. OPEN INVENTORY - ADR PENDING	0	0	0	0.00
G. BENEFITS RECEIVED	COMPLAINTS	COMPLAINANTS	AMOUNT	
1. MONETARY (INSERT TOTAL)	0	0	\$ 0.00	
a. COMPENSATORY DAMAGES	0	0	\$ 0.00	
b. BACKPAY/FRONTPAY	0	0	\$ 0.00	
c. LUMP SUM	0	0	\$ 0.00	
d. ATTORNEY'S FEES AND COSTS	0	0	\$ 0.00	
e. Special Act Award			\$	
f.			\$	
g.			\$	
2. NON-MONETARY (INSERT TOTAL)	3	3		
a. NEW HIRES	0	0		
b. PROMOTIONS	1	1		
c. REINSTATEMENTS	0	0		
d. EXPUNGEMENTS	0	0		
e. TRANSFERS	0	0		
f. REMOVALS RESCINDED AND VOLUNTARY RESIGNATIONS	0	0		
g. REASONABLE ACCOMMODATIONS	0	0		
h. TRAINING	0	0		
i. APOLOGY	0	0		
j. Leave	1	1		
k. Better Communication Methods	1	1		
l. Rating/Disciplinary Action Change				

PART XI SUMMARY OF ADR PROGRAM ACTIVITIES

FORMAL PHASE

	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
A. ADR PENDING FROM PREVIOUS REPORTING PERIOD	1	1		
B. ADR ACTIONS FOR CURRENT REPORTING PERIOD				
1. ADR OFFERED	1	1		
2. REJECTED BY COMPLAINANT	0	0		
3. REJECTED BY AGENCY	0	0		
4. TOTAL ACCEPTED INTO ADR	1	1		
C. RESOURCES USED (1+2+3+4+5+6+7)	2	2		
1. INHOUSE	2	2		
2. ANOTHER FEDERAL AGENCY	0	0		
3. PRIVATE ORGANIZATIONS, CONTRACTORS, BAR ASSOCIATIONS, INDIVIDUAL VOLUNTEERS OR COLLEGE/UNIVERSITY PERSONNEL	0	0		
4. MULTIPLE RESOURCES USED (Please specify)	0	0		
5.				
6.				
7.				
D. ADR ATTEMPTS (1+2+3+4+5+6+7+8+9+10+11+12)	2	2	474	237.00
1. MEDIATION	2	2	474	237.00
2. SETTLEMENT CONFERENCES	0	0	0	0.00
3. EARLY NEUTRAL EVALUATIONS	0	0	0	0.00
4. FACTFINDING	0	0	0	0.00
5. FACILITATION	0	0	0	0.00
6. OMBUDSMAN	0	0	0	0.00
7. MINI-TRIALS	0	0	0	0.00
8. PEER REVIEW	0	0	0	0.00
9. MULTIPLE TECHNIQUES USED (Please specify)	0	0	0	0.00
10.				
11.				
12.				
E. STATUS OF CASES	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
1. TOTAL CLOSED (a+b+c+d+e+f)	2	2	474	237.00
a. SETTLEMENTS WITH BENEFITS (Monetary and Non-monetary)	2	2	474	237.00
b. WITHDRAWAL FROM EEO PROCESS	0	0	0	0.00
c. NO RESOLUTION	0	0	0	0.00
d.				
e.				
f.				
2. OPEN INVENTORY - ADR PENDING	0	0	0	0.00
F. BENEFITS RECEIVED	COMPLAINTS	COMPLAINANTS	AMOUNT	
1. MONETARY (INSERT TOTAL)	1	1	\$ 450.00	
a. COMPENSATORY DAMAGES	0	0	\$ 0.00	
b. BACKPAY/FRONTPAY	0	0	\$ 0.00	
c. LUMP SUM	1	1	\$ 450.00	
d. ATTORNEY'S FEES AND COSTS	0	0	\$ 0.00	
e. QSI			\$	
f.			\$	
g.			\$	
2. NON-MONETARY (INSERT TOTAL)	1	1		
a. NEW HIRES	0	0		
b. PROMOTIONS	0	0		
c. REINSTATEMENTS	0	0		
d. EXPUNGEMENTS	0	0		
e. TRANSFERS	0	0		
f. REMOVALS RESCINDED AND VOLUNTARY RESIGNATIONS	0	0		
g. REASONABLE ACCOMMODATIONS	0	0		
h. TRAINING	1	1		
i. APOLOGY	0	0		
j. Reassignment				
k. Performance Rating				
l.				

PART XII SUMMARY OF ADR PROGRAM ACTIVITIES

TRAINING AND RESOURCES

		NUMBER	TRAINED
A. BASIC ADR ORIENTATION TRAINING			
1.	MANAGERS	717	102
2.	EMPLOYEES	3466	820
		NUMBER	
B. EMPLOYEES THAT CAN PARTICIPATE IN ADR		4183	
		NUMBER	
C. IN HOUSE STAFF RESOURCES AVAILABLE FOR ADR		7	
1.	FULL TIME	0	
2.	PART TIME	2	
3.	COLLATERAL DUTY	5	
		AMOUNT	
D. ADR FUNDING SPENT		\$ 11850.00	

CERTIFICATION AND CONTACT INFORMATION

I certify that the EEO complaint data contained on this report, EEOC Form 462, Annual Federal Equal Employment Opportunity Statistical Report of Discrimination Complaints, for the reporting period October 1, 2001 through September 30, 2002 are accurate and complete.

TYPED NAME AND TITLE OF CERTIFYING OFFICIAL:

SIGNATURE OF CERTIFYING OFFICIAL:

TYPED NAME AND TITLE OF PREPARER: Tanya L Wright, Equal Employment Specialist

SIGNATURE OF PREPARER:

DATE: 11/7/2002 TELEPHONE NUMBER: 202-305-9419 E-MAIL: tanya.wright@usdoj.gov

This report is due to the following address on or before October 31st:

*U.S. Equal Employment Opportunity Commission
Office of Federal Operations
Federal Sector Programs
1801 L Street, NW
Washington, DC 20507*

Appendix A - Comments

Part 1

Of the 15 individuals counseled beyond 90 days: 2 were conflict cases (outside processing); 2 individuals were on special assignment and were temporarily unavailable; 2 were temporarily unavailable due to medical incapacitation; 2 indicated they were going to withdraw; 2 were temporarily held in abeyance at the individuals' request; 1 was held in abeyance at the OIG's request due (simultaneous OIG investigation); 1 was uncertain if he/she wanted to pursue; and 3 were not responsive to Counselor

Part 3

One level below Agency Head

Data is correct.

Data is correct.

Part 7

Data is correct; No complaints were closed this year with an award of compensatory damages.

Part 8

Data is correct.

Data is correct; there are only six complaints pending notification on acceptance or dismissal of the complaint.

Data is correct; 5 of the 6 complaints were filed in September 2002.

Data is correct. Processing time decreased from last year's average days.

Part 9

Data is correct. Processing time decreased from last year's average days.

Data is correct.

Data is correct.

Data is correct.

Data is correct.

Part 10

Data is correct. This fiscal year three informal ADR agreements were reached with non-monetary benefits.

Data is correct. This fiscal year three individuals reached informal ADR agreements with non-monetary benefits.

Data is correct; 4 complaints were accepted into ADR this fiscal year.

Data is correct; 4 individuals attempted to resolve their issues through ADR.

Data is correct; all active ADR cases were closed this fiscal year, including the 5 carryover complaints pending from last fiscal year.

Data is correct; all active ADR cases were closed this fiscal year, including the 5 individuals pending in ADR from last fiscal year.

Data is correct.

Data is correct. This complaint took less time to process than the complaint in the last fiscal year.

Data is correct. Last fiscal year 0 complaints failed ADR because they were still pending. However, this year those 5 complaints were not resolved through ADR.

Data is correct. Last fiscal year 5 individuals were pending in ADR. This fiscal year they did not reach a resolution.

Data is correct.

Data is correct; there was no ADR open inventory pending at the end of the fiscal year. All ADR cases were closed.

Data is correct; there were 3 complaints that closed through a settlement agreement this fiscal year.

Data is correct; there were 3 individuals who entered into an ADR settlement this fiscal year.

F1(a) - 1 settlement was reached without a monetary/non-monetary benefit. However, this is the best category to include this complaint because it accounts for "settlement of cases closed."

Part 11

Data is correct. All ADR complaints were closed this fiscal year; no open inventory carried over to next fiscal year.

Data is correct. Both individuals in ADR reached a settlement.

Data is correct. All ADR complaints were closed this fiscal year; no open inventory carried over to next fiscal year.

Data is correct. Both individuals in ADR reached a settlement.

Data is correct. Last year there were 0 monetary benefits through ADR settlement.

Data is correct. Last year 0 individuals received monetary benefits through ADR settlement.

Data correct