



A Report To *Citizens*

Organization Overview

GSA is headquartered in Washington, D.C., and composed of:

Federal Acquisition Service

Public Buildings Service

Office of Citizen Services and Communications

Office of Governmentwide Policy

12 staff offices

11 regional offices

We Are **GSA**

The U.S. General Services Administration celebrated its **60th anniversary** in 2009, yet is quite possibly the largest federal agency you have never heard of. If you've heard of GSA at all, it's probably in our unofficial capacity as the nation's landlord. GSA is the **largest public real estate organization** in the nation. Indeed, the agency provides 354 million square feet of office space to more than a million federal employees in 2,100 towns. If GSA were a publicly traded company, its revenues would place it at 135 on the Fortune 500, ahead of Xerox and Nike, among others.

GSA is behind most of the government's purchases, including everything from phone contracts to computers, cars, trucks and buses. Nearly all federal activities are conducted using furniture, computer equipment and office supplies procured through GSA. The agency also manages the official Web portals of the federal government, USA.gov and GobiernoUSA.gov, its Spanish-language counterpart. These serve as the people's "electronic front door" to vital government information and services.

Additionally, for the fourth consecutive time, GSA is among the **Top 10 best places to work** in the federal government. The agency ranked No. 1 in the family friendly culture and benefits category and finished in the Top 5 in the following categories: pay and benefits; teamwork; work/life balance; training and development; effective leadership; and effective leadership – empowerment.

GSA transitioned a new presidential administration, and was given a major role in greening federal buildings and the federal fleet, using funds from the American Recovery and Reinvestment Act of 2009.



Architectural drawing for Edith Green|Wendell Wyatt Federal Building Modernization project

Benefits to *Citizens*

Help Stimulate the Economy

The agency was appropriated \$5.6 billion under the [Recovery Act](#) to convert federal buildings into high-performance green buildings, and build new energy-efficient federal buildings, courthouses, and land ports of entry. These projects will deliver lasting progress toward modernizing the nation's infrastructure, reducing the federal government's consumption of energy and water, and increasing the use of clean and renewable sources of energy.



GSA had until Sept. 30 to invest \$300 million of additional Recovery Act funds on new, more fuel-efficient vehicles for the federal fleet. The move was expected to cut federal vehicle gas consumption by 1.3 million gallons a year. Ahead of the deadline, GSA

ordered 17,246 vehicles from six manufacturers, with the majority delivered by Oct. 31. The purchase included 2,500 hybrid sedans, 35 hybrid buses, and five compressed natural gas buses.

GSA also moved quickly and effectively to invest the Recovery Act funds for building projects. The first \$1 billion was obligated by July 30 and funded projects at 120 buildings across the country. For example, in Austin, Texas, GSA is designing and building a new courthouse that will meet both the future needs of the courts and security requirements. In Otay Mesa, Calif., GSA is developing a border crossing that will accommodate better commercial traffic flow,



and have new primary inspection booths, as well as office and processing areas. And in Boston, Mass., GSA is improving energy performance while enhancing security at the John F. Kennedy Federal Building by installing energy-efficient, blast resistant windows surrounded by improved insulation. By fiscal year end, \$1.4 billion had been obligated in construction projects, creating jobs in traditional sectors and emerging green industries. GSA will obligate its remaining \$4.5 billion in Recovery Act construction funds by September 30, 2011.

Ensure Taxpayer Dollars are Well-Spent

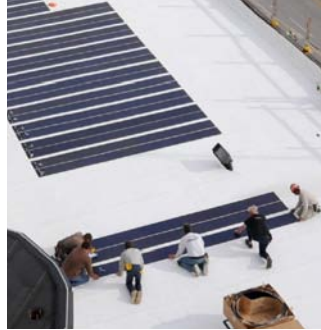
GSA's Office of Governmentwide Policy works collaboratively with other agencies to develop and evaluate the implementation of policies associated with real and personal property, information technology, transportation, and travel management. This policy also includes the sale of real and personal property through the official Web portal, [govsales.gov](#). Within the Office of Governmentwide Policy, the Chief Acquisition Office makes the rules that regulate the money spent for government contracts, which last year totaled more than \$560 billion. GSA also provides transparency for the public 24 hours a day, seven days a week on how that money is spent.



GSA provides strong leadership and program management, playing an active policy role that helps agencies in different ways. Namely, GSA helps agencies to understand and implement new ways of doing business that effectively align with common standards, and encourages agencies to adopt governmentwide solutions to increase efficiency. GSA also leads governmentwide security efforts to protect agencies and the public from all manner of threats – physical, personal, and fiscal.

Lead in Green Government

GSA is supporting the effort to introduce cloud computing to the federal government. For more information on federal cloud computing initiatives, and a video explaining cloud computing, visit apps.gov.



GSA has a long history of providing environmentally sound or [sustainable products](#) and services, reducing waste and pollution, and providing federal employees with a healthy work environment. GSA also sponsors 14 telework centers, which saved an estimated 2.8 million travel miles, almost 115,000 gallons of fuel, and 2.3 million pounds of carbon emissions.

Foster Public Engagement

To promote a more citizen-centered government, the agency's Office of Citizen Services recently launched "[Your Voice Matters](#)." [USA.gov](#)'s new online forum will further connect the government with the public through dialogues on important issues that affect their lives.

GSA's other programs also help foster collaboration between citizens and their government. GSA's [apps.gov](#) Web site provides free new media and Web 2.0 tools to other government agencies, enabling them to increase collaboration and public dialogue. GSA's [Better Buy Project](#), a partnership with two not-for-profit organizations, allows the public direct input into improving the federal acquisition process.

Better Buy uses collaborative technology to gather ideas from the public and then takes promising ideas to pilot them in upcoming acquisitions. Get involved by visiting www.BetterBuyProject.com.



Promote an Open Government

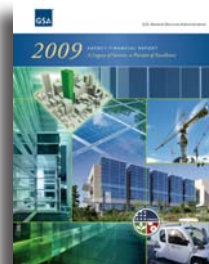
GSA is working toward a more transparent, participatory, and collaborative government by making information easily accessible. For the first time, the general public will have access online, at their fingertips, to this rich universe of information through the administration's transparency portal, [data.gov](#). Data made available will include tens of thousands of individual committee records, reports, and meetings detailing \$3.24 billion in related spending. The new data includes information on 1,000 federal advisory committees for each year from 1997 through 2008, along with 11,430 individual committee records for 77,740 meetings; 11,317 reports; and 678,948 member entries.



By allowing interactive comparisons and analyses of this information, the public can gain even more insight into the inner workings of their government.

Link the Public to Vital Resources

GSA is a trusted, one-stop source for public information about federal government programs and services. It offers information for everyday life, and in times of crisis, the agency works around the clock to link the public with [vital government information](#), whether the emergency is at home or abroad. GSA provides information on topics such as money management, scams, federal benefits, identity theft, government auctions and sales, health, housing, jobs, per diem, policies and regulations.



PLEASE VISIT
[How GSA Benefits the Public](#)
IN THE FISCAL YEAR 2009
AGENCY FINANCIAL REPORT.

GSA Performance

Measures and Overview

Measuring and improving performance is central to all GSA activities. We use performance measures to allocate resources, establish accountability, and make sure that the citizens are receiving value for their tax dollars. Specific performance targets were established in the FY 2009 Performance Plan submitted to Congress in the Agency's [FY 2010 Congressional Justification](#).

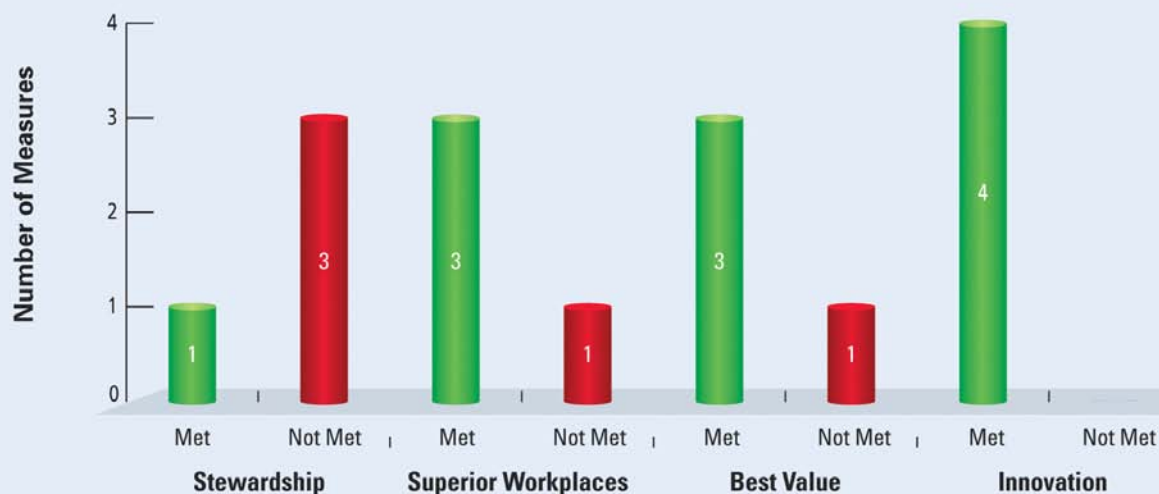
Each measure is aligned to one of the four strategic goals contained in GSA's [current strategic plan](#). The [four strategic goals](#) that GSA operated under for FY 2009 were stewardship, superior workplaces, best value, and innovation.

The Agency Financial Report contains the results for the [16 key performance measures](#). Results for all the measures contained in the performance plan are shown in the Agency Performance Report.

IF GSA WERE A PUBLICLY TRADED COMPANY, OUR \$18.7 BILLION IN REVENUES WOULD PLACE US AT 135 ON THE FORTUNE 500, AHEAD OF XEROX AND NIKE, AMONG OTHERS.

In FY 2009, GSA achieved success for the majority of the key measures – 11 out of 16. Among the successes were customer satisfaction for government-owned space and leasing, achieving cost benchmarks for cleaning, and maintaining office and similar services space. Even among the five measures that were not met, one demonstrated substantial improvement over FY 2008, and another maintained the FY 2008 performance level.

FY 2009 GSA Key Performance Measures Summary



Results

GSA's [FY 2009 Agency Financial Report](#) provides a full analysis of our financial position, including this year's [clean audit opinion](#), [financial statements](#), and [notes to the financial statements](#). Additionally, to provide citizens with increased transparency GSA's 2009 AFR web site allows users to explore [financial data](#) in a user-friendly interactive way, and provides a glossary of commonly used [financial terms](#).

Where GSA's Resources Come From

The majority of GSA's resources come from reimbursements from other federal agencies for goods and services we have provided. In fact, during a normal year, only about 2.5 percent of GSA's resources comes from appropriations. Because of the large Recovery Act appropriation, in FY 2009 appropriations represented about 25 percent of all resources received by GSA.

How GSA's Resources are Used

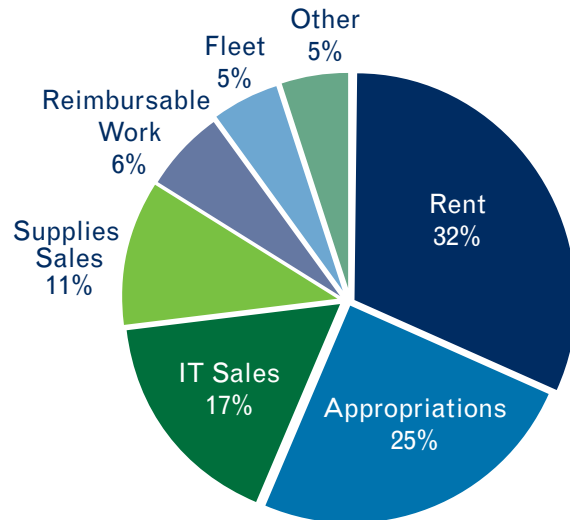
GSA's resources are primarily used in one of two business lines. The Public Buildings Service provides buildings to other federal agencies, while GSA's Federal Acquisition Service, provides goods and services. In FAS, these goods and services come from the Supplies, Fleet, IT, or Assisted Acquisition (primarily large IT systems) business lines.

Recovery and Reinvestment Act

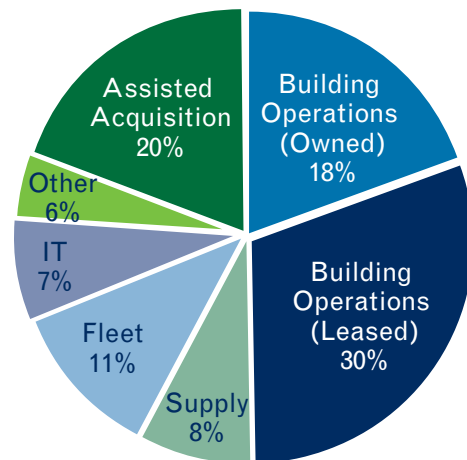
The Recovery Act had a material impact on GSA's 2009 financial activity. This is most evident in the [88 percent increase in Fund Balance with Treasury](#), which is essentially GSA's checking account balance. This increase reflects Recovery Act projects that were funded up front, but will take several years to pay out.

For more information, see GSA's [Letter from GSA's Chief Financial Officer](#), [financial analysis](#), and [interactive financial data](#).

Where Resources Come From



How Resources Are Used



PLEASE REVIEW MORE OF OUR [Financials](#) IN THE FISCAL YEAR 2009 AGENCY FINANCIAL REPORT.

Looking *Forward*

Recovery Act

The Recovery Act presented GSA with great opportunities and responsibilities, but it also presented some challenges in ensuring that we properly manage this increase in funding. To date, GSA is meeting this challenge in the [fleet](#) and [federal buildings](#) portions of GSA's Recovery Act responsibilities.

In FY 2010 and beyond, GSA will continue to manage the Recovery Act funding with the goals of greening the federal government, ensuring the funds make the largest economic impact possible, and using the funds in a timely fashion. To track GSA's progress in managing its Recovery Act funding, visit GSA.gov/recovery.

Infrastructure Requirements

GSA owns and manages more than 1,500 buildings around the country and the average building in this inventory is more than 46 years old. Only 30 percent of these buildings have had extensive modernization. To address this issue, GSA management has requested an additional \$496 million in obligations for the repairs and alterations.

Management Challenges

In addition to the issues discussed above, in the [FY 2009 Agency Financial Report](#), GSA's Inspector General provides a report on the [major management challenges](#) facing the agency. This report identifies six issues facing GSA management, and is accompanied by [management's discussion](#) of how we are working to address these issues.



Thoughts about this report?

Even 60 years after GSA was hailed as "a major step on the long road" toward a high-performing, more efficient government, GSA is still being called on to serve the American taxpayer and improve the federal government. To ensure that we continue to improve, we welcome your feedback for this report.

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[National Contact Center](#)

GSA's Federal Citizen Information Center provides specially trained staff to answer questions in English or Spanish about all aspects of the federal government.

CALL 800-FED-INFO
(800-333-4636)

A Legacy of Service, A Pursuit of Excellence