

United States Equal Employment Opportunity Commission

OFFICE OF FEDERAL OPERATIONS



**Annual Report on the Federal Work Force Part I
EEO Complaints Processing**

Fiscal Year 2011

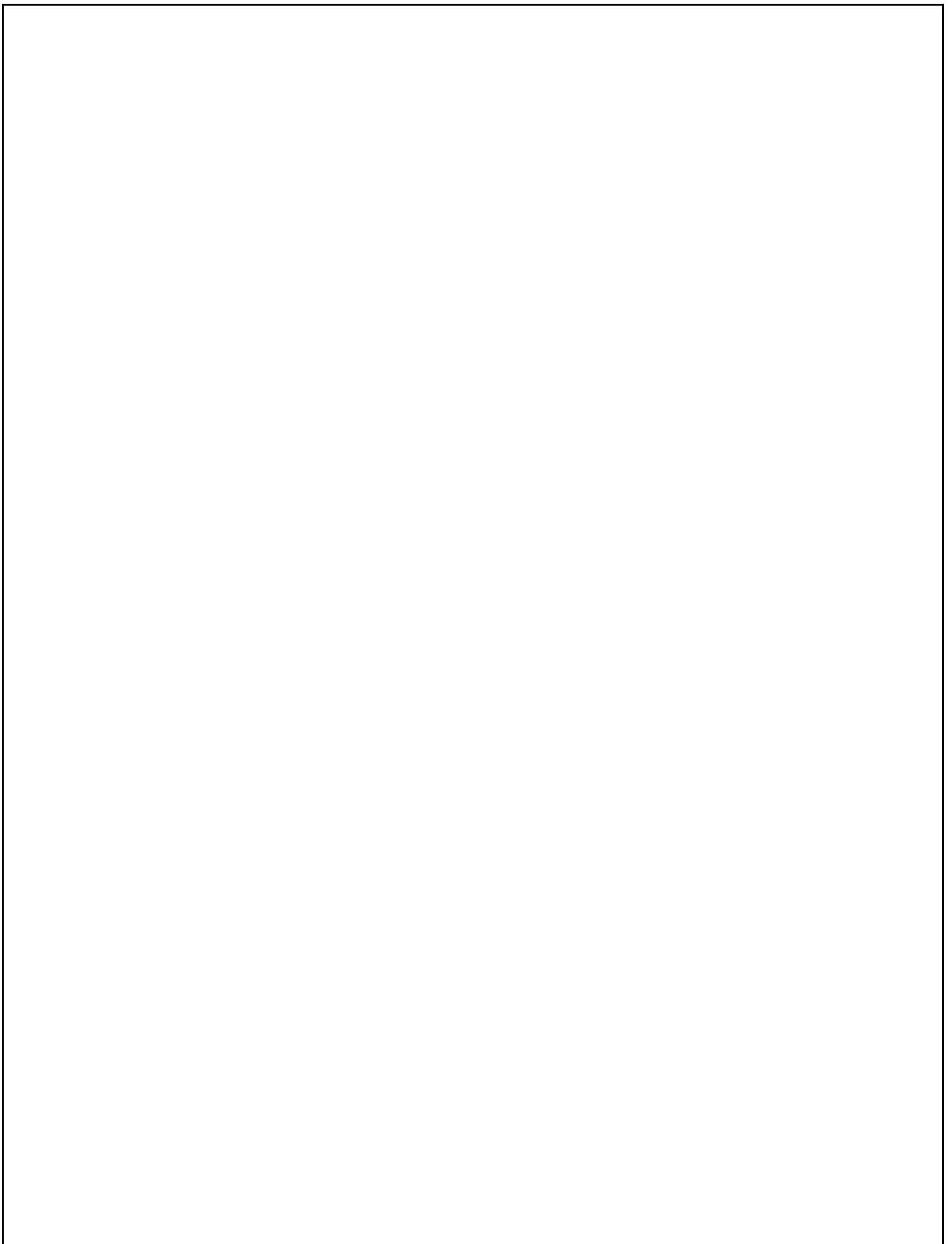


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PREFACE

The United States Equal Employment Opportunity Commission (EEOC or Commission) was established by *Title VII of the Civil Rights Act of 1964, (Title VII)*, with the original mission of eradicating discrimination in employment on the bases of race, color, religion, sex, and national origin. Since 1964, EEOC's role has expanded beyond Title VII. In the federal sector, the agency currently has responsibilities under the following nondiscrimination laws as well:

- the *Equal Pay Act of 1963 (EPA)*, which prohibits employment discrimination on the basis of gender in compensation for substantially similar work performed under similar conditions;
- the *Age Discrimination in Employment Act of 1967 (ADEA)*, which prohibits employment discrimination on the basis of age (40 years of age and older);
- the *Rehabilitation Act of 1973 (Rehabilitation Act)*, which prohibits employment discrimination against federal employees and applicants with disabilities, and requires that reasonable accommodations be provided; and
- the *Genetic Information Nondiscrimination Act of 2008 (GINA)*, which prohibits employment discrimination on the basis of genetic information.

EEOC's Office of Federal Operations (OFO) adjudicates discrimination complaints in the federal sector and monitors federal agency compliance with equal employment opportunity (EEO) laws and procedures. OFO also reviews and assesses the effect of federal agencies' compliance with requirements to maintain continuing affirmative employment programs to promote equal employment opportunity, and to identify and eliminate barriers to equality of employment opportunity.

Equal Employment Opportunity Management Directive 715 (MD-715), issued in October 1, 2003, established standards for ensuring that agencies develop and maintain model EEO programs. These standards are used to measure and report on the status of the federal government's efforts to become a model employer. As detailed in *MD-715*, the six elements of a model EEO program are:

- Demonstrated commitment from agency leadership,
- Integration of EEO into the agency's strategic mission,
- Management and program accountability,
- Proactive prevention of unlawful discrimination,
- Efficiency, and
- Responsiveness and legal compliance.

Part I of the report covers the period from October 1, 2010, through September 30, 2011 and contains selected measures of agencies' progress toward achieving the following elements of

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model EEO programs: the integration of EEO into the agency's strategic mission, efficiency, and responsiveness and legal compliance elements of model EEO programs.¹

Part II of the report, will be published later in the year, and will contain selected measures of progress made by agencies in FY 2011 toward the demonstrated commitment from agency leadership, integration of EEO into the agency's strategic mission, management and program accountability, proactive prevention of unlawful discrimination, and responsiveness and legal compliance elements of model EEO programs.² Working within our mission to provide oversight and guidance, EEOC strives to create partnerships within the federal community.

The fiscal year (FY) 2011 *Annual Report on the Federal Work Force Part I*, submitted to the President and Congress, presents a summary of selected EEO program activities of 69 federal agencies. The report provides valuable information to all agencies as they strive to become model employers.

In preparing this report, EEOC relied on the following: 1) EEO complaint processing data submitted and certified as accurate by 302 federal agencies and subcomponents in their FY 2011 Federal Equal Employment Opportunity Statistical Report of Discrimination Complaints (EEO Form 462 reports) - note the Armed Forces Retirement Home (AFRH) and the Department of Energy (DOE) did not file FY 2011 EEO Form 462 reports; and 2) hearings and appeals data obtained from EEOC's internal databases.³

The Commission would like to extend its thanks to those agencies that timely submitted accurate and verifiable EEO complaint processing data. Agencies are encouraged to submit all reports to the Commission in a timely and accurate manner to ensure that the state of EEO in the federal work force is reflected correctly.

As in the past, agencies were provided an opportunity to review the draft of this report. The Commission thanks those agencies that responded with useful comments and suggestions.

¹ All measures under EEOC's regulations and management directives are equally important, and the inclusion of particular measures in this Report does not indicate a higher degree of importance.

² *Id.*

³ Certain agencies do not provide total work force numbers for national security reasons.

EXECUTIVE SUMMARY

STATE OF EEO COMPLAINT PROCESSING IN THE FEDERAL GOVERNMENT

- ❑ In FY 2011, 74% of agencies (with 100 or more employees) required to file a FY 2011 Form 462 reported compliance with MD-715's requirement that the EEO Director reports directly to the Head of the agency.
- ❑ 98% of agencies (with 100 or more employees) required to file a FY 2011 Form 462 reported they provided EEO staff with the required training in FY 2011.
- ❑ Pre-complaint EEO counseling and alternative dispute resolution (ADR) programs addressed many employee concerns before they resulted in formal EEO complaints. Of the 36,642 instances of counseling in FY 2011, 53.1% did not result in a formal complaint, due either to settlement by the parties or withdrawal from the EEO process.
- ❑ In FY 2011, 15,796 individuals filed 16,974 complaints alleging employment discrimination against the federal government.
- ❑ The number of complaints filed decreased by 3.5% over the previous year and there was a 4.2% decrease in the number of individuals who filed complaints over the same period.⁴ In FY 2011, 6.9% of the complaints were filed by individuals who had filed at least one other complaint during the year, up from the 6.3% in FY 2010.
- ❑ Government-wide, a total of 10,854 investigations were completed in an average of 183 days in FY 2011. Significantly, 74.7%, of the investigations (8,103) were timely completed, down from FY 2010's 75.8% timely completion rate. Without the United States Postal Service's (USPS) investigations, the government-wide average dropped to 65.3%, which is a decrease from the 66.37% timely completion rate in FY 2010.
- ❑ Agencies issued 4,428 merit decisions without a decision by an EEOC Administrative Judge, and 56.5% were timely issued (2,503), up from 51.5% timely issued in FY 2010. Without the USPS' merit decisions, the government-wide average dropped to 37.7%.
- ❑ EEOC's hearing receipts increased from 7,707 in FY 2010 to 8,113 in FY 2011, up by 5.3%. The average processing time for a hearing was 345 days, a 3.9% increase from FY 2010's average of 332 days.
- ❑ EEOC's appeal receipts increased from 4,545 in FY 2010 to 5,176 in FY 2011, up by 13.9%. The average processing time for appeals in FY 2011 was 378 days, a 29.5% increase from the 292 days in FY 2010.

⁴ The FY 2011 decrease is due in part to the end of the Department of Commerce's Decennial Census. The Decennial Census employees accounted for 5.7% of the filed complaints in FY 2010.

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- ❑ As a result of final agency decisions, settlement agreements, and final agency actions fully implementing EEOC Administrative Judges' decisions, agencies paid monetary benefits to EEO complainants totaling \$43.5 million in FY 2011, down 7.3% from the \$46.9 million paid in FY 2010. An additional \$9.2 million was paid out in response to appellate decisions, a 74% increase from the \$5.3 million paid out in FY 2010.
- ❑ In FY 2011, EEOC's training and outreach program reached 4,351 federal employees through 119 sessions.
- ❑ In FY 2011, EEOC Form 462 reports were timely filed by 90% of the agencies (with 100 or more employees) that were required to submit an EEOC Form 462 report (82 of 91).

I. SUMMARY OF EEO STATISTICS IN THE FEDERAL GOVERNMENT

Section A - Integration of EEO Into Agencies' Strategic Mission

In order to achieve its strategic mission, an agency must integrate equality of opportunity into attracting, hiring, developing, and retaining the most qualified work force. The success of an agency's EEO program ultimately depends upon decisions made by individual agency managers. Therefore, agency managers constitute an integral part of the agency's EEO program. The EEO office serves as a resource to these managers by providing direction, guidance, and monitoring of key activities to achieve a diverse workplace free of barriers to equal opportunity.

As part of integrating EEO into the strategic mission, Section II(B) of MD-715 instructs agencies to ensure that: (1) the EEO Director has access to the agency head; (2) the EEO office coordinates with Human Resources; (3) sufficient resources are allocated to the EEO program; (4) the EEO office retains a competent staff; (5) all managers receive management training; (6) all managers and employees are involved in implementing the EEO program; and (7) all employees are informed of the EEO program. Two aspects of this Section are highlighted below.

1. 74% of Agency EEO Directors Report to Agency Head

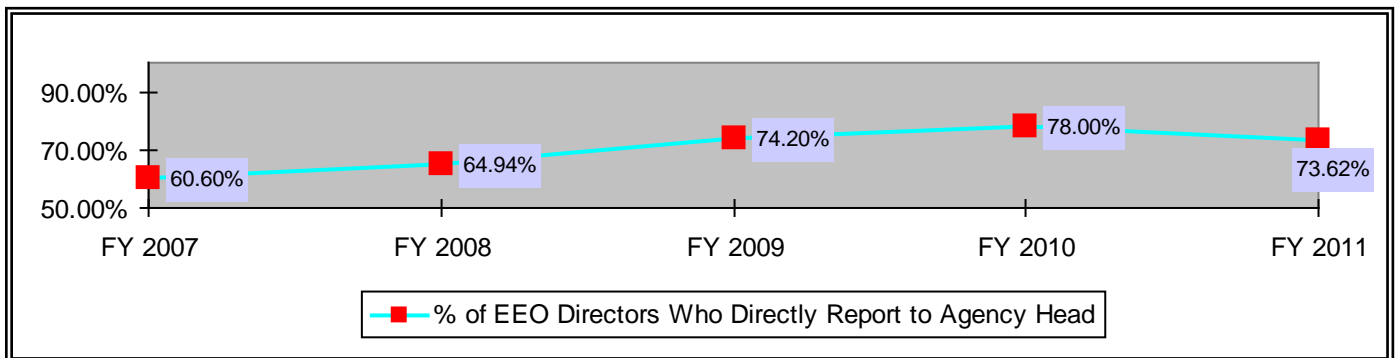
EEOC's regulations governing agency programs to promote equal employment opportunity require each agency to "maintain a continuing affirmative program to promote equal opportunity and to identify and eliminate discriminatory practices and policies." 29 C.F.R. §1614.102(a). To implement its program, each agency must designate a Director of Equal Employment Opportunity who shall be under the immediate supervision of the agency head. 29 C.F.R. §1614.102(b)(4).

When the EEO Director is under the authority of others within the agency, the agency creates a potential conflict of interest where the person to whom the EEO Director reports is involved in or would be affected by the actions of the EEO Director. By placing the EEO Director in a direct reporting relationship to the agency head, the agency underscores the importance of EEO to the agency's mission and ensures that the EEO Director is able to act with the greatest degree of independence.

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Of the 91⁵ agencies with 100 or more employees that were required to submit an EEOC Form 462 report in FY 2011, 73.6% (67 including AFRH) indicated that their EEO Director reports to the agency head, down from the 78.0% reported in FY 2010 and up from the 60.6% reported in FY 2007. Figure 1 below shows a five-year trend. See [Appendix III](#) for a detailed list of agencies' status.

**Figure 1 - Percentage of EEO Directors Who Report Directly to the Agency Head
FY 2007 - FY 2011**



2. 98% of Agencies Provided Their EEO Staff with Required Training

Section II(B) of MD-715 requires that agencies attract, develop and retain EEO staff with the strategic competencies necessary to accomplish the agency's EEO mission. In order to ensure staff competency within its EEO complaint program, agencies must comply with the mandatory training requirements for EEO counselors and investigators as set forth in Management Directive for 29 C.F.R. Part 1614, as revised November 9, 1999 (MD-110). Agencies using contract staff to perform these functions must also ensure that these requirements are met.

Chapter 2, Section II of MD-110, requires that new EEO counselors receive thirty-two hours of EEO counselor training and thereafter eight hours of training each year. Likewise, new EEO investigators are required to have thirty-two hours of EEO investigator training and thereafter eight hours of training each year as set forth in Chapter 6, Section II of MD-110.

Of the 91 agencies with 100 or more employees that were required to file an EEOC Form 462 report in FY 2011, 97.8% ensured their EEO staff received the required regulatory training, up from the 95.6% that reported in FY 2010. See [Appendix III](#) for a detailed list of agencies' status. Agencies ensured or provided training for 1,227 new EEO counselors and 259 new EEO investigators. Agencies also ensured or provided

⁵ The Department of Energy and the Armed Forces Retirement Home (AFRH) did not file FY 2011 Form 462 reports. They are factored into these percentages based on their FY 2010 reporting.

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the required eight hour annual refresher training to 3,323 EEO counselors and 2,342 EEO investigators. Additionally, agencies reported ensuring or providing 41 EEO counselor/investigators with thirty-two hour training and 399 with eight hour training.

Section B - Efficiency in the Federal EEO Process

EEOC's regulations provide that each agency shall ensure that individual complaints are fairly and thoroughly investigated and that final action is taken in a timely manner. 29 C.F.R. §1614.102(c)(5). Section II(E) of MD-715 establishes that a model EEO program must have an efficient and fair dispute resolution process and effective systems for evaluating the impact and effectiveness of its EEO programs. In this regard, Section II(E) recommends that agencies "benchmark against EEOC regulations at 29 C.F.R. Part 1614 and other federal agencies of similar size which are ranked in EEOC's Annual Report on the federal sector complaints process."

1. Federal Agency EEO Programs: Complaints Decrease and Processing Times Continue to Exceed Regulatory Deadlines

Agencies process EEO complaints from applicants' for federal employment and federal employees under EEOC's regulations at 29 C.F.R. Part 1614. Individuals unable to resolve their concerns through counseling can file a complaint with their agency.⁶ The agency will either dismiss⁷ or accept the complaint. If the complaint is accepted, the agency must conduct an investigation and, in most instances, issue the investigative report within 180 days from the date the complaint was filed.⁸

After the employee receives the investigative report, s/he may: (1) request a hearing before an EEOC Administrative Judge, who issues a decision that the employee or the agency may appeal to the (OFO); or (2) forgo a hearing and request a final agency decision. An employee who is dissatisfied with a final agency decision or the agency's decision to dismiss the complaint may appeal to OFO. The complainant or agency may also request reconsideration of a decision on the appeal. At various points in the process, the complainant has the right to file a civil action in a federal court.

⁶ Matters involving both claims of discrimination and agency actions appealable to the U. S. Merit Systems Protection Board follow one of the processes set forth at 29 C.F.R. §1614.302.

⁷ There are several reasons an agency may dismiss a complaint, including the complainant's failure to state a claim, untimely contact with an EEO counselor, or that alleges a preliminary step to taking a personnel action is discriminatory. See 29 C.F.R. §1614.107(a).

⁸ The 180-day period may be extended by 90 days if both parties agree. See 29 C.F.R. §1614.108(e). The regulations also extend the 180-day time limit for consolidated and amended complaints to the earlier of 180 days from the date of the most recent consolidated or amended complaint, or 360 days from the date of the earliest pending complaint. See 29 C.F.R. § 1614.108(f).

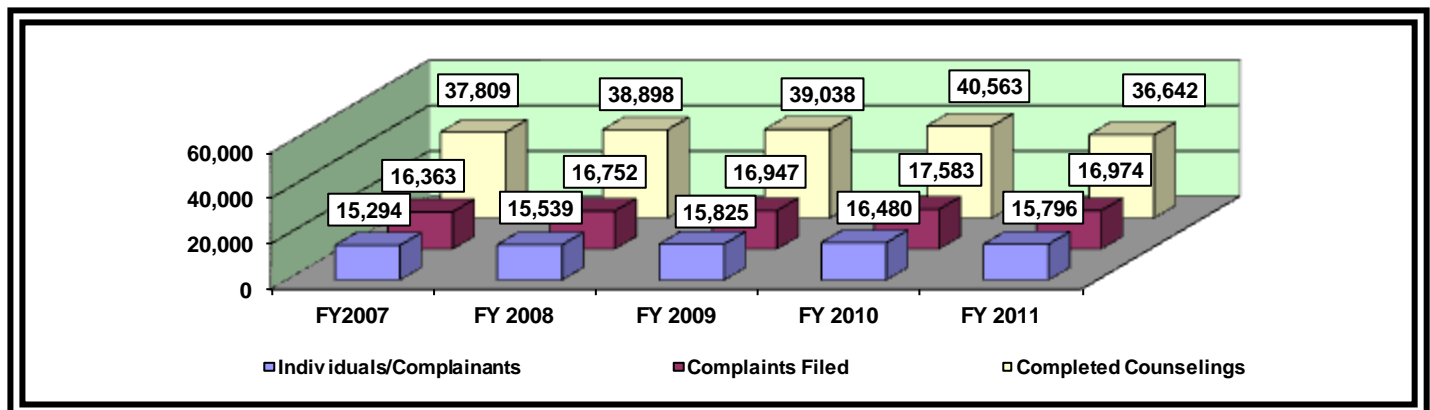
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As the EEO complaint process has become increasingly more adversarial, and lengthy, EEOC has encouraged agencies to promote and expand the use of alternative dispute resolution (ADR) as a means of avoiding the formal adjudicatory processes. Used properly, ADR can provide fast and cost-effective results while improving workplace communication and morale.⁹

a. Pre-Complaint Counselings and Complaints Decrease

The number of completed counselings decreased by 9.7% from FY 2010 to FY 2011 and almost 3.1% since FY 2007. Formal complaints decreased by 3.5% from FY 2010 to FY 2011 but increased 3.8% since FY 2007. Among the 36,642 completed counselings, 15,796 individuals filed 16,974 formal complaints in FY 2011.¹⁰ The number of formal complaints filed represents 46.3% of all pre-complaint counseling activities in FY 2011. As Figure 2 shows, over the past five fiscal years, the number of pre-complaint counseling activities decreased from 37,809 in FY 2007 to 36,642 in FY 2011; however, the number of complaints filed by individuals increased over the five-year period. During the same five-year period, the number of formal complaints filed continued to represent less than 50% of all pre-complaint counseling activities. See Figure 2. Significantly, while the United States Postal Service constituted 21.7% of the work force¹¹, it accounted for 40.1% of all EEO counselings, 30.1% of all complaints filed, 27.8% of all completed investigations and 35.9% of all complaints closed in FY 2011. See Tables [B-1](#), [B-9](#) and [B-10](#) in Appendix IV at <http://www.eeoc.gov/>.

**Figure 2 – Completed Counseling to Formal Complaints Filed/Complainants
FY 2007 - FY 2011**



⁹ See Jeffery M. Senger, *Federal Dispute Resolution: Using ADR with the United States Government*, 1-7 (Jossey-Bass/John Wiley & Sons, 2003).

¹⁰ Counseling may be provided via EEO Counselor or ADR Intake Officer.

¹¹ Work force numbers as reported by the agency in its FY 2011 Form 462 report.

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Table 1 below shows that among the cabinet/large (15,000 or more employees) agencies in FY 2011, the U.S. Postal Service again reported the highest percentage (2.1%) of its work force that completed counseling, while the government-wide average was 1.15%. Among the medium sized agencies (1,000 to 14,999 employees), Broadcasting Board of Governors reported the highest percentage (2.9%) of its work force completed counseling. Agencies that had fewer than 25 completed/ended counselings were not included in the ranking. Small and Micro agencies (1-999 employees) typically have fewer than 25 completed/ended counselings and, therefore, are not ranked. Table [B-1](#) in Appendix IV lists this information for all agencies and is located at <http://www.eeoc.gov/>.

Table 1 – Agencies with the Highest Counseling Rate in FY 2011

Agency	Total Work Force*	Percentage of Individuals Who Completed Counseling
<i>Cabinet or Large (15,000 or more employees)</i>		
U.S. Postal Service	642,457	2.1%
Department of Labor	16,331	1.5%
Defense Commissary Agency	15,756	1.3%
<i>Medium Agencies (1,000 to 14,999 employees)</i>		
Broadcasting Board of Governors	1,745	2.9%
Government Printing Office	2,207	2.8%
Federal Reserve System—Board of Governors	2,310	2.5%

* Work force numbers as reported by the agency in its FY 2011 462 report.

As shown in Table 2 below, in FY 2011, among the cabinet/large (15,000 or more employees), the Department of Labor reported the highest percentage of individuals who completed counseling within its work force for a complainant rate of 0.8%, while the government-wide average was 0.5%. Among the medium sized agencies (1,000 to 14,999 employees), the Government Printing Office again reported the highest complainant rate of (1.3%). Agencies that had fewer than 25 complaints filed were not included in the ranking. Table [B-1](#) in Appendix IV contains this information for all agencies and is located at <http://www.eeoc.gov/>.

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Table 2 - Agencies with the Highest Complainant Rate in FY 2011

Agency	Total Work Force*	Complainants as % of Total Work Force
<i>Cabinet or Large (15,000 or more employees)</i>		
Department of Labor	16,331	0.84%
Defense Commissary Agency	15,756	0.77%
U.S. Postal Service	642,457	0.73%
<i>Medium Agencies (1,000 to 14,999 employees)</i>		
Government Printing Office	2,207	1.31%
Department of Housing and Urban Development	9,070	1.05%
Defense Office of the Secretary Washington Headquarters Services	6,154	0.86%
Department of Education	4,629	0.86%

* Work force numbers as reported by the agency in its FY 2011 462 report.

b. Pre-Complaint ADR Usage – Rates Rise in Two Major Categories

Beginning in FY 2006, ADR offer and participation rates were measured in completed/ended counselings at the end of the fiscal year to ensure greater uniformity, consistency, and quality in the reporting and utilization of ADR data. Therefore, comparison of FY 2006 through FY 2011 data with prior years' data is not possible.

In FY 2011, the government-wide offer rate was 78% based upon 28,585 ADR offers made in 36,642 completed/ended counselings, up from the 75.3% reported in FY 2010. The participation rate was 48.6%, based upon the 17,822 counselings accepted into agencies' ADR programs of the total completed/ended counselings, exceeding the 45.6% reported in FY 2010.

Thirty-five agencies had 100% offer rates in FY 2011. The agencies were the Broadcasting Board of Governors, Central Intelligence Agency, Committee for Purchase from People Who Are Blind or Severely Disabled, Corporation for National and Community Service, Court Services and Offender Supervision Agency for the District of Columbia, Defense Army and Air Force Exchange, Defense Human Resources Activity, Defense Information Systems Agency, Defense Media Activity, Defense National Security, Defense Technical Information Center, Defense Threat Reduction Agency, Defense TRICARE Management Activity, Department of Housing and Urban Development, Department of Labor, Export-Import Bank of the US, Farm Credit Administration, Federal Communications Commission, Federal Election Commission, Federal Labor Relations Authority, Federal Maritime Commission, Federal

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Reserve System-Board of Governors, Federal Trade Commission, Government Printing Office, Merit Systems Protection Board, National Credit Union Administration, National Labor Relations Board, National Reconnaissance Office, Navajo and Hopi Indian Relocation Commission, Office of the Director of National Intelligence, Peace Corps, Postal Regulatory Commission, Smithsonian Institution, Tennessee Valley Authority and the U.S. Tax Court.

The U.S. Postal Service Again Had the Highest ADR Participation Rate

In FY 2011, the U.S. Postal Service again reported the highest ADR participation rate in the pre-complaint process (67.1%) among the cabinet/large agencies, while the government-wide average was 48.6%. Among the medium sized agencies, the Defense Finance and Accounting Service reported the highest pre-complaint ADR participation rate (66.7%). The government-wide average falls to 36.3% without the U.S. Postal Service. See Table 3. Agencies that had fewer than 25 completed/ended counseling were not included in the ranking. See Tables [B-1](#) and [B-4](#) in Appendix IV for information on all agencies, which is located at <http://www.eeoc.gov/>.

Table 3 - Highest ADR Participation Rate in the Pre-Complaint Process FY 2011

Agency	Total Work Force*	Completed/ Ended Counselings	Participation in ADR	Participation Rate
<i>Cabinet or Large (15,000 or more employees)</i>				
U.S. Postal Service	642,457	14,683	9,848	67.1%
Department of Veterans Affairs	315,116	4,415	2,395	54.3%
Department of Labor	16,331	249	122	49.0%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Defense Finance and Accounting Service	12,552	120	80	66.7%
Nuclear Regulatory Commission	4,105	31	16	51.6%
Federal Deposit Insurance Corporation	8,410	75	35	46.7%

* Work force numbers as reported by the agency in its FY 2011 462 report.

c. Agencies Meet Counseling Deadlines in 92.8% of Cases

On average in FY 2011, agencies met timeliness requirements for EEO counseling in 92.8% of all completed/ended counselings, which was an increase from 91.5% in FY 2010 and from the 90.0% in FY 2007. Agencies are required to complete counseling in 30 days except when there is a 60-day extension due to an ADR election or the complainant agrees in writing to an extension.

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d. Agencies Pre-Complaint Resolution Rate Slips in FY 2011

During counseling and ADR in the pre-complaint stage, EEO disputes can be resolved by either a settlement or a decision not to file a formal complaint. In FY 2011, the government-wide resolution rate average was 53.1%, down from 54.5% in FY 2010.

The Broadcasting Board of Governors Holds the Highest Pre-Complaint Resolution Rate

In FY 2011, the Broadcasting Board of Governors, a medium sized agency, reported the highest pre-complaint resolution rate (83.0%) among all agencies with more than 25 completed/ended counselings. Among cabinet/large agencies, Defense Army and Air Force Exchange Service reported the highest pre-complaint resolution rate (70.1%). See Table 4. Agencies that had fewer than 25 completed/ended counselings were not included in the ranking. However ten agencies, Committee for Purchase from People Who Are Blind or Severely Disabled, Defense Technical Information Center, Federal Election Commission, Federal Maritime Commission, Federal Trade Commission, Merit Systems Protection Board, National Capital Planning Commission, Navajo and Hopi Indian Relocation Commission, Occupational Safety and Health Review Commission and the Postal Regulatory Commission, in this category had 100% resolution rates. Table [B-3](#) in Appendix IV contains this information for all agencies and is located at <http://www.eeoc.gov/>.

Table 4 – Highest Pre-Complaint Resolution Rates FY 2011

Agency	Total Work Force*	Completed Counselings	Total Resolved	Resolution Rate
<i>Cabinet or Large (15,000 or more employees)</i>				
Defense Army and Air Force Exchange Service	35,382	358	251	70.1%
U.S. Postal Service	642,457	14,683	9,581	65.3%
Defense National Guard Bureau	55,194	109	69	63.3%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Broadcasting Board of Governors	1,745	53	44	83.0%
Federal Reserve System-Board of Governors	2,310	58	48	82.8%
Equal Employment Opportunity Commission	2,486	54	32	59.3%

* Work force numbers as reported by the agency in its FY 2011 462 report.

The Defense Army and Air Force Exchange Service Had the Highest ADR Resolution Rate in FY 2011

In FY 2011, the Defense Army and Air Force Exchange Service reported the highest ADR resolution rate in the pre-complaint process (81.9%) among those agencies with 25 or more ADR closures, whereas the government-wide average was 64.9%. Among the medium sized agencies, the Defense Finance and Accounting Service reported the highest pre-complaint ADR resolution rate (70%). See Table 5. When the U.S. Postal Service resolution rate (76.2%) is excluded from the government-wide average, the government-wide ADR resolution rate decreased to 50.9% for FY 2011, up from the 49.6% in FY 2010. Agencies that had fewer than 25 ADR closures were not included in the ranking. Table [B-5](#) in Appendix IV contains this information for all agencies and is located at www.eeoc.gov/.

Table 5 – Highest Pre-Complaint ADR Resolution Rates FY 2011

Agency	Total Work Force*	ADR Closures	ADR Resolutions	ADR Resolution Rate
<i>Cabinet or Large (15,000 or more employees)</i>				
Defense Army and Air Force Exchange Service	35,382	105	86	81.9%
Defense Logistics Agency	23,180	120	92	76.7%
U.S. Postal Service	642,457	9,848	7,506	76.2%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Defense Finance and Accounting Service	12,552	80	56	70.0%
Federal Deposit Insurance Corporation	8,410	35	18	51.4%
Department of Housing and Urban Development	9,070	29	11	37.9%

* Work force numbers as reported by the agency in its FY 2011 462 report.

e. Average Monetary Benefits in Pre-Complaint Phase Declined

Monetary benefits awarded in settlements during the pre-complaint phase, shown in Table 6, surpassed the FY 2007 benefits amount while the number of settlements with monetary benefits declined in FY 2011. The data showed a decrease in the average amount of monetary benefits from \$5,457 in FY 2010 to \$4,853 in FY 2011.

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Table 6 – Monetary Benefits Awarded In Settlements During the Pre-Complaint Stage of the EEO Process FY 2007 – FY 2011

FY	Completed Counselings	Total Resolutions		Total Settlements		Total Settlements with Monetary Benefits		Settlement Monetary Benefits	Average Award per Resolution with Monetary Benefits
		#	%	#	%	#	%		
2007	37,809	21,029	55.6	7,454	19.7	687	9.2	\$2,300,700	\$3,349
2008	38,898	21,431	55.1	7,573	19.5	659	8.7	\$4,027,772	\$6,112
2009	39,038	21,666	55.5	6,735	17.3	703	10.4	\$3,715,972	\$5,286
2010	40,563	22,094	54.5	6,332	15.6	577	9.1	\$3,148,563	\$5,457
2011	36,642	19,460	53.1	5,799	15.8	627	10.8	\$3,042,646	\$4,853

f. The Most Frequently Alleged Basis and Issue Remain Unchanged

Of the 16,974 complaints filed in FY 2011, the basis most frequently alleged was reprisal/retaliation (7,553) and the issue most frequently alleged was non-sexual harassment (5,863). As shown in Tables 7 and 8, this has remained unchanged for the past five fiscal years. FY 2011 also saw a continuance of a five-year upward trend in complaints alleging both reprisal and age discrimination. Also in FY 2011, the number of complaints filed with allegations of race (Black/African American) once again exceeded those complaints filed with allegations of disability (physical).

An agency may not take an adverse action or otherwise “retaliate” against applicants or employees because they engaged in a protected activity. See EEOC’s [Facts About Retaliation](#) for examples of adverse actions, protected activities and other guidance on retaliation.

Table 7 – Top 3 Bases in Complaint Allegations Filed for FY 2007 – FY 2011

<i>Basis</i>	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
Reprisal/Retaliation	6,960	7,489	7,510	7,712	7,553
Age	4,851	4,977	5,058	5,314	5,105
Disability (Physical)	4,123		4,006		
Race – Black/African American		4,299		4,232	4,389

In FY 2011, allegations of race discrimination were made in 37.5% of all complaints, up slightly from the 35.6% of all complaints filed in FY 2010. In FY 2011, there was a 3.7% increase in the number of complaints filed since FY 2007, and the percentage of complaints alleging discrimination based on race increased by 6.8%. During that same

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period, the percentage of complaints filed alleging discrimination based on color increased 4.6%, from 1,677 in FY 2007 to 1,754 in FY 2011.¹²

Table 8 – Top 3 Issues in Complaint Allegations Filed for FY 2007 – FY 2011

<i>Issue</i>	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
Harassment – Non-Sexual	4,951	4,999	5,599	5,907	5,863
Promotion/Non-Selection	2,719	2,882	2,574	2,530	2,683
Terms/Conditions	2,149	2,142	2,592	2,546	2,492

In April 2006, EEOC issued Section 15 of the new Compliance Manual on “Race and Color Discrimination.” It includes numerous examples and guidance in proactive prevention and “best practices.” This Manual Section is located at [Compliance Manual Section 15: Race and Color Discrimination](#).

g. The Number of Timely Investigations Falls and Agencies Continue to Exceed Time Limits for Issuing Final Agency Decisions

Investigations

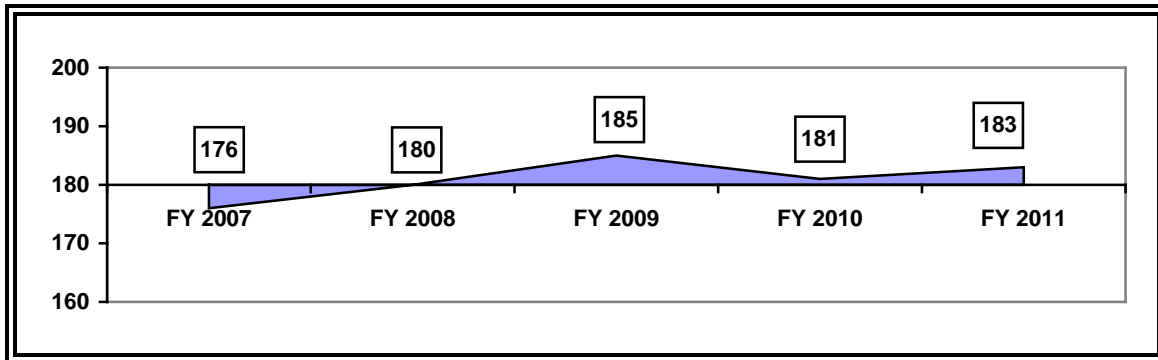
Investigations into claims of discrimination are a key component of the formal EEO complaint process. Delays may impede the primary goal of gathering sufficient evidence to permit a determination as to whether discrimination occurred. EEOC regulation 29 C.F.R. §1614.106(e)(2) requires agencies to conduct an investigation and issue a report to the complainant within 180 days of the filing of a complaint unless: 1) the parties agreed to an extension of no more than 90 days (may not exceed 270 days); or 2) the complaint was amended or consolidated, which can add another 180 days to the period but may not exceed a total of 360 days.

In FY 2011, agencies timely completed investigations 74.7% of the time, down from 75.8% in FY 2010 (including written agreements to extend the investigation and consolidated or amended complaints). When the U.S. Postal Service is not included, the percentage of timely completed investigations also decreased to 65.3% government-wide from the 66.4% timely completed in FY 2010. Agencies’ average time to complete investigations increased from 181 days in FY 2010 to 183 days in FY 2011, leaving the FY 2007 reported average of 176 days as the best time for the previous nineteen years.¹³ See Figure 3 below.

¹² Complaints may contain multiple bases and issues.

¹³ In 1993, agencies reported an average of 171 days to complete investigations.

Figure 3 – Average Processing Days for Investigations for FY 2007 – FY 2011



Of those investigations required to be completed within the 180-day time limit, agency in-house investigators averaged 201 days to complete the investigation, while contract investigators averaged 274 days. Several years ago, in a review of the investigatory practices of selected agencies, EEOC identified several reasons for untimely investigations: poorly staffed EEO offices, unnecessary and time-consuming procedures,¹⁴ delays in obtaining affidavits, and inadequate tracking and monitoring systems. For more information, see EEOC's *Federal Sector Investigations – Time and Cost*, issued June 2004 and *Attaining a Model Agency Program: Efficiency*.

The Tennessee Valley Authority and The Government Printing Office Completed the Highest Percentage of Timely Investigations

As shown in Table 9, the Tennessee Valley Authority and the Government Printing Office timely completed 100% of their investigations among those agencies which completed 25 or more investigations.¹⁵ Among cabinet or large agencies, the US Postal Service timely completed 99.0% of its 3,019 investigations in FY 2011. Agencies that had completed fewer than 25 investigations were not included in the ranking. Table [B-9](#) in Appendix IV contains this information for all agencies and is located at <http://www.eeoc.gov/>.

¹⁴ To include lengthy approval of investigative plans, or cumbersome procurement processes.

¹⁵ Twenty agencies with fewer than 25 total investigations timely completed 100% of their investigations.

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Table 9 – Highest Percentage of Timely Completed Investigations for FY 2011

Agencies	Total Work Force	# Completed Investigations	# Timely Completed	% Timely
<i>Cabinet or Large (15,000 or more employees)</i>				
U.S. Postal Service	642,457	3,019	2,989	99.0%
Department of Health and Human Services	72,596	197	190	96.5%
Department of Labor	16,331	101	97	96.0%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Tennessee Valley Authority	12,890	57	57	100%
Government Printing Office	2,207	32	32	100%
Department of Education	4,629	42	40	95.2%

In FY 2011, the government-wide average cost for contracting out complaint investigations was calculated at \$2,968.99, an 11.3% increase from the FY 2010 average cost of \$2,667.17. However, the FY 2011 average cost of agency (in-house) investigations (\$7,789.23) increased 10% from the FY 2010 average cost of \$7,083.61. Average costs to contract out investigations in FY 2011 were approximately 61.9% less than the average costs of agency (in-house) investigations, which represent a decrease from 62.4% in FY 2010.

Final Agency Actions

EEOC regulations require an agency to take a final action on each formal complaint filed. Table 10 below provides a breakdown, with processing times, for all final agency actions. Agencies may issue a decision dismissing a complaint on procedural grounds such as untimely EEO counselor contact or failure to state a claim. In FY 2011, the government-wide average processing time for issuing a decision dismissing a complaint on procedural grounds was 72.7 days, a decrease from FY 2010's 100.2 day and FY 2009's 83.4 day average processing times. EEOC maintains that, in general, acceptance letters/dismissal decisions should be issued well in advance of the 180 day time limit for completing an investigation, and has suggested a more practical time would be within 60 days of the filing of the formal complaint.

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Table 10 – EEO Complaint Closures by Type with Government-Wide Average Processing Times in Days (APD) in FY 2007 – FY 2011

FY	Complaint Closures		Merit Final Agency Actions With AJ Decisions		Merit Final Agency Decisions Without AJ Decisions				Procedural Dismissals With & Without AJ Decisions		Settlements		Withdrawals	
	Total	APD	Total	APD from Comp. Filed	Total	APD	APD from Date Required	% Timely	Total	APD	Total	APD	Total	APD
2007	15,805	355	3,228	585	4,445	403	120	63.4%	3,290	125	3,262	363	1,580	210
2008	16,654	336	2,962	589	4,576	420	126	63.5%	4,298	88	3,249	371	1,569	219
2009	16,134	344	2,755	621	4,150	451	175	54.8%	4,370	83	3,394	378	1,465	222
2010	17,124	361	2,771	685	4,282	481	201	51.5%	5,091	100	3,623	388	1,357	220
2011	17,436	346	2,998	673	4,428	429	128	56.5%	4,853	73	3,785	382	1,372	234

An agency may also issue a decision after an investigation, either finding discrimination or finding no discrimination. In FY 2011, agencies timely issued 56.5% of their final agency merit decisions, an increase from the 51.5% timely completed in FY 2010. Commission regulations require agencies to issue final decisions within 60 days of a complainant’s request for such a decision or Administrative Judge’s remand for a final agency decision. In addition, regulations require agencies to issue a final agency decision within 90 days after completion of an investigation if the complainant has not requested either a final decision or an EEOC hearing. In FY 2011, agencies issued merit final agency decisions without an Administrative Judge’s decision in an average of 128 days, down from 201 days in FY 2010.

The Tennessee Valley Authority, the Defense Commissary Agency and the Department of Education Issued the Highest Percentage of Timely Merit Decisions Without an Administrative Judge Decision

In FY 2011, the Tennessee Valley Authority, the Defense Commissary Agency and the Department of Education reported 100% of timely issued merit decisions without an EEOC Administrative Judge decision. The FY 2011 government-wide average for timely issued merit decision percentage was 56.5% with the U.S. Postal Service and dropped to 37.7% without the U.S. Postal Service. See Table 11 below.¹⁶ Agencies that issued fewer than 25 merit decisions without a hearing were not included in the ranking. For information on all agencies, see Table [B-14](#) in Appendix IV located at <http://www.eeoc.gov/>.

¹⁶ We note that thirteen other agencies issued 100.0% of their merit decisions in a timely fashion but issued fewer than 25 total merit decisions.

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Table 11 – Agencies with the Highest Percentage of Timely Issued Merit Decisions (Without an Administrative Judge Decision) in FY 2011

Agencies	Total Work Force	Merit Decisions without an AJ Decision		
		#	Timely	%
<i>Cabinet or Large (15,000 or more employees)</i>				
Defense Commissary Agency	15,756	26	26	100%
Department of Navy	246,340	130	128	98.5%
Department of Labor	16,331	42	41	97.6%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Tennessee Valley Authority	12,890	45	45	100%
Department of Education	4,629	26	26	100%
Department of Housing and Urban Development	9,070	33	26	78.8%

Finally, when an EEOC Administrative Judge has issued a decision, the agency must issue a final order either implementing the Administrative Judge’s decision or not implementing the decision and simultaneously appealing to EEOC. In FY 2011, agencies issued 3,031 final orders implementing and 52 orders not implementing the Administrative Judges’ procedural and merit decisions. Commission regulations require agencies to issue an order within 40 calendar days of receiving the Administrative Judge’s decision or the decision becomes the agency’s final decision. In FY 2011, agencies issued orders on Administrative Judge merit decisions in an average of 674 days after the complaint was filed, a decrease from 685 days in FY 2010 and an increase from 585 days in FY 2007.

h. Percentage of Findings of Discrimination and Average Monetary Benefits Decrease

In FY 2011 the percentage of findings of discrimination decreased to 2.9% from the 3.3% in FY 2010. Table 12, however, shows that both the total number of merit decisions and the number of settlements increased in FY 2010.

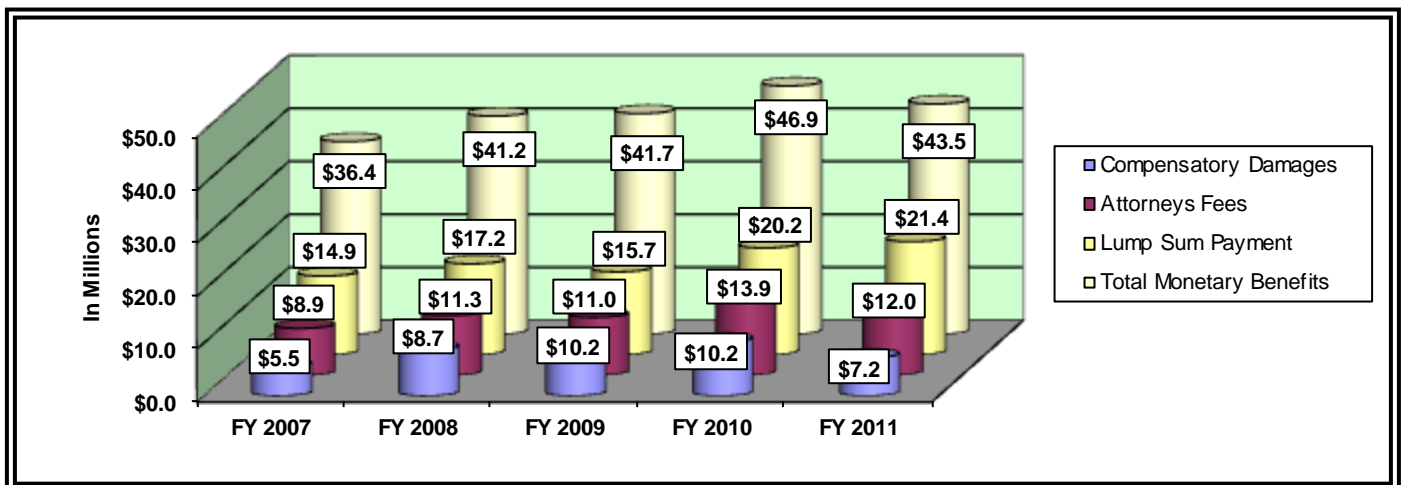
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Table 12 – Amounts Awarded in Resolution of Formal EEO Complaints Before Appeals FY 2007 – FY 2011

Total Complaint Closures			Findings of Discrimination		Settlements		Monetary Benefits			
FY	#	Total Merit Decisions	#	% of Merits Decisions	#	% of Total Closures	# Total Complaint Closures with Benefits	% of Total Complaint Closures with Benefits	Total (in millions)	Per Capita
2007	15,805	7,673	216	2.8%	3,262	20.6%	3,414	21.6%	\$36.4	\$10,659
2008	16,654	7,538	191	2.5%	3,249	19.5%	3,383	20.3%	\$41.2	\$12,193
2009	16,134	6,905	206	3.0%	3,394	21.0%	3,555	22.0%	\$41.7	\$11,734
2010	17,124	7,053	233	3.3%	3,623	21.2%	3,803	22.2%	\$46.9	\$12,335
2011	17,436	7,246	212	2.9%	3,785	21.7%	3,953	22.7%	\$43.5	\$11,000

Average monetary benefits awarded in resolution of formal EEO complaints decreased by 10.8% between FY 2010 and FY 2011, but increased by 3.2% since FY 2007. Table 12 above shows the total monetary benefits awarded during the formal complaint process for the past five fiscal years, while Figure 4 below indicates the portion of these benefits awarded for compensatory damages, attorney’s fees and lump sum payments, respectively.

Figure 4 – Monetary Benefits Awarded in the Formal Complaint Stage FY 2007 – FY 2011



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i. Affirmation Rate of Final Agency Decisions on Appeal Increased

As demonstrated by Table 13 below, 71.4% of final agency decisions (FADs), excluding those in which an Administrative Judge issued a decision, were affirmed on appeal in FY 2011. This represents a 2.2% increase from the FY 2010 affirmation rate and a 1.2% increase from the FY 2007 affirmation rate.

***Table 13 – Affirmation Rate of Final Agency Decisions on Appeal
FY 2007 – FY2011***

Fiscal Year	FADs Decided on Appeal	FADs Affirmed on Appeal	Percentage of FADs Affirmed on Appeal
FY 2007	2,591	1,819	70.2%
FY 2008	2,473	1,828	73.9%
FY 2009	2,184	1,556	71.2%
FY 2010	2,543	1,759	69.2%
FY 2011	2,274	1,624	71.4%

Some of the totals have been corrected from totals reported in previous Annual Reports.

2. EEOC Hearings and Appeals: Processing Times Increase for Hearings and Appeals

By federal regulation, EEOC becomes involved in the handling of an EEO complaint from an applicant for federal employment or a federal employee after the case initially has been processed by the employing agency and a hearing has been requested before an EEOC Administrative Judge or an appeal from a final agency action has been filed.

If a complainant requests a hearing, an EEOC Administrative Judge may oversee discovery between the parties and hold a hearing or issue a decision on the record. If a hearing is held, the Administrative Judge will hear the testimony of witnesses, review relevant evidence, and make findings of fact and conclusions of law in a decision issued to the parties. In appropriate cases, an Administrative Judge may, in lieu of holding a hearing, procedurally dismiss a case or issue a decision by summary judgment.

EEOC is also responsible for adjudicating appeals from final actions issued by federal agencies on complaints of employment discrimination. These final actions may involve an agency's decision to procedurally dismiss a complaint, a final decision on the merits of a complaint when the complainant has not requested a hearing, or a decision on whether or not to fully implement the decision of an EEOC Administrative Judge. Once appellate decisions are issued, EEOC monitors agency compliance with all orders and takes appropriate action to enforce them. EEOC's adjudicatory responsibilities also include resolving allegations of a breach of a settlement agreement involving a federal sector EEO complaint, as well as deciding petitions for review of decisions made by the Merit Systems Protection Board involving claims of discrimination and petitions for review of final grievance decisions when claims of discrimination are permitted to be raised in the grievance procedure.

In addition to, and equally important to its adjudicatory role, is EEOC's engagement in assisting federal agencies in the proactive prevention of discrimination. EEOC's Office of Federal Operations (OFO) provides outreach, technical assistance, and oversight to federal agencies, which includes conducting program reviews throughout the federal government to evaluate agencies' efforts to develop and maintain model EEO programs. OFO also monitors and evaluates agencies' activities to identify and correct barriers to equal opportunity, reasonable accommodation procedures for individuals with disabilities, and ADR programs. OFO also gathers and analyzes data provided by federal agencies on employment trends and EEO complaint processing; issues periodic reports which are publicly available; and works with individual agencies to identify both positive and negative trends in their EEO programs. In addition through EEOC's Revolving Fund, OFO develops training and with staff from various EEOC offices

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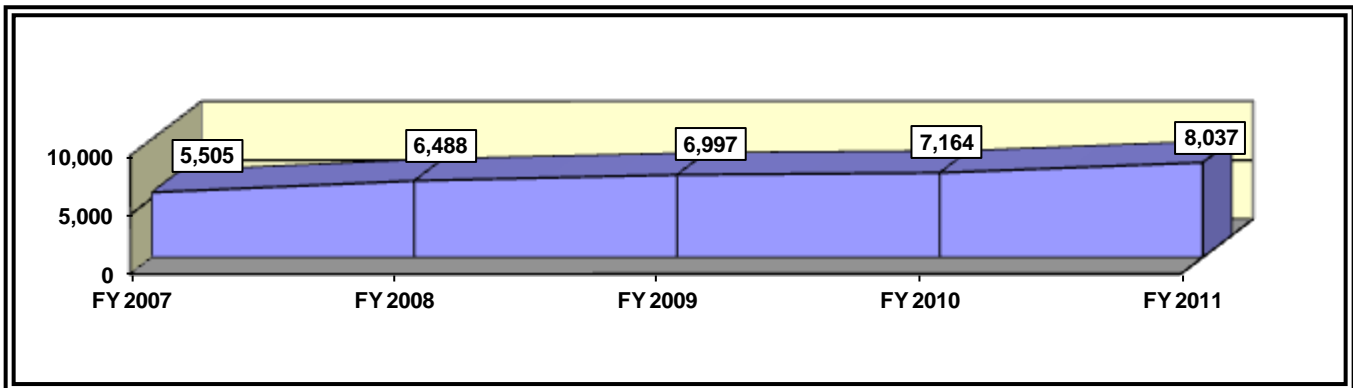
throughout the country, delivers these courses to federal agencies and other interested parties on a wide variety of federal-sector EEO topics.

a. HEARINGS

i. Hearings Inventory Continues to Rise

The year-end hearings inventory grew from 7,164 in FY 2010 to 8,036 in FY 2011, which represents an increase of 12.2%. Since FY 2007, the hearings inventory has increased 46.0%.

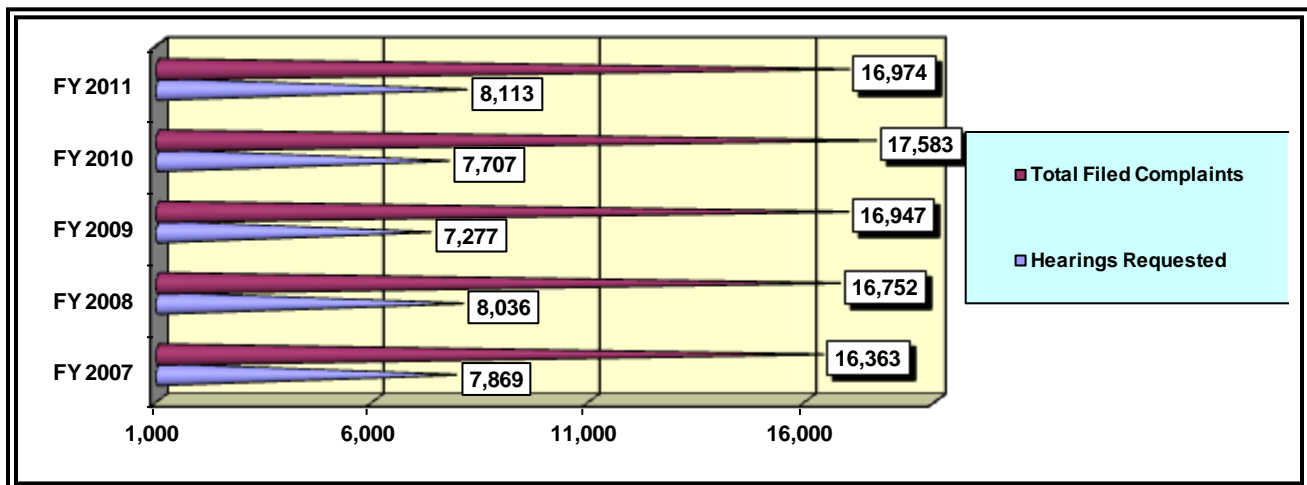
Figure 5 – Hearings Inventory FY 2007 – FY 2011



ii. Hearing Requests Increase

Hearing requests increased by 5.3% from 7,707 in FY 2010 to 8,113 in FY 2011, and increased by 3.1% since FY 2007. For comparison purposes, the 8,113 hearings requested comprised 47.8% of the total complaints filed in FY 2011.

Figure 6 – Comparison of Requests for EEOC Hearings to Complaints Filed FY 2007 – FY 2011



iii. Hearing Closures

During FY 2011, EEOC's Hearings Program resolved 7,672 cases (including 30 class actions), which represents a 6.4% increase from the 7,213 cases resolved in FY 2010 and a 7.1% increase from the 7,163 cases closed in FY 2007. Excluding the class actions, the 7,642 individual cases in FY 2011 were closed in the following manner: 10.7% were by decision following a hearing; 27.6% were by decisions on the record; 30.4% were closed by settlements; 13.8% were by procedural dismissal; and 17.5% were withdrawals. See Table 14 for a comparison of FY 2007 – FY 2011.

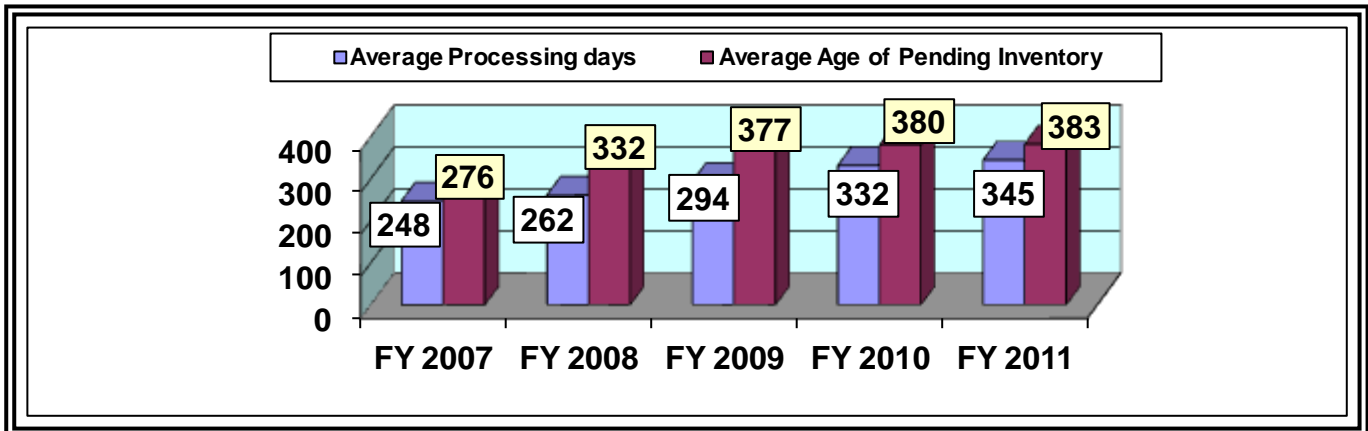
Table 14 – Hearings Program Individual Case Closures: FY 2007 – FY 2011

Closure Type	FY 2007		FY 2008		FY 2009		FY 2010		FY 2011	
	#	%	#	%	#	%	#	%	#	%
Decisions Following a Hearing	920	12.9	867	12.2	822	12.2	806	11.2	817	10.7
Decisions On the Record	2,067	29.1	1,958	27.7	1,919	28.6	2,102	29.3	2,108	27.6
Settlements	1,846	25.9	1,803	25.5	1,892	28.2	2,120	29.6	2,321	30.4
Procedural Dismissals	1,065	15.0	1,042	14.7	859	12.8	924	12.9	1,057	13.8
Withdrawals	1,217	17.1	1,408	19.9	1,220	18.2	1,217	16.9	1,339	17.5
Total Individual Case Closures	7,115		7,078		6,712		7,169		7,642	

iv. Average Processing Time for Hearings

The average processing time for hearing closures increased from 332 days in FY 2010 to 345 days in FY 2011, and also represents an increase from the 248 days in FY 2007. The average age of the pending inventory increased to 383 days in FY 2011 from 380 days in FY 2010, and also exceeded the 276 days in FY 2007.

**Figure 7 - Average Processing Days for Hearings
FY 2007 - FY 2011**



v. Agencies Challenge Findings of Discrimination

In FY 2011, EEOC Administrative Judges issued 164 decisions finding discrimination, which was 5.6% of all decisions on the merits of complaints. In comparison to the 158 decisions finding discrimination that Administrative Judges issued in FY 2010, the 164 decisions in FY 2011 represents a 3.8% increase. Agencies may either fully implement the Administrative Judge’s decision or not fully implement and simultaneously appeal the Administrative Judge's decision to the OFO. In FY 2011, agencies appealed only 1.6% of all Administrative Judge decisions. However, they appealed 27.5% of the cases where an Administrative Judge found discrimination.

Table 15 - Agency Actions on Administrative Judge Decisions FY 2007 - FY 2011

FY	Finding Discrimination ¹⁷				Finding No Discrimination				Totals			
	Implemented #	%	Appealed #	%	Implemented #	%	Appealed #	%	Implemented #	%	Appealed #	%
2007	110	63.2%	64	36.8%	3,046	99.7%	8	0.3%	3,156	97.8%	72	2.2%
2008	107	65.2%	57	34.8%	2,794	99.9%	4	0.1%	2,901	97.9%	61	2.1%
2009	103	69.6%	45	30.4%	2,606	99.9%	1	0.04%	2,709	98.3%	46	1.7%
2010	119	69.2%	53	30.8%	2,596	99.9%	3	0.12%	2,715	98.0%	56	2.0%
2011	116	72.5%	44	27.5%	2,833	94.7%	5	0.18%	2,954	98.5%	49	1.6%

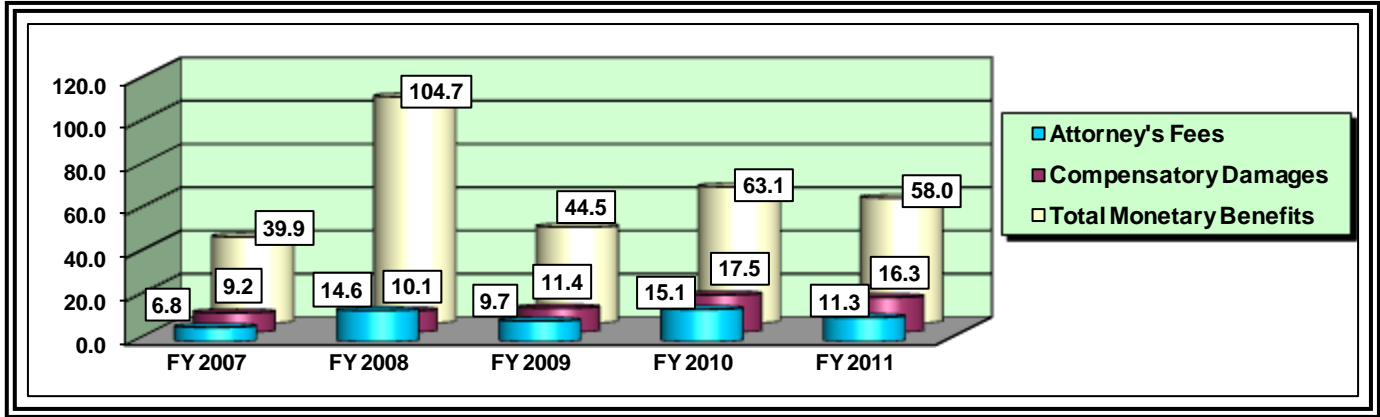
vi. Monetary Benefits Decrease at Hearings

In FY 2011, Administrative Judges’ decisions and settlements at the hearings stage awarded \$58 million in benefits, as compared to the \$63.1 million in FY 2010 and the \$39.9 million awarded in FY 2007. Note that benefits awarded by decisions of Administrative Judges at the hearings stage are preliminary, pending a decision on implementation by the agency or on appeal.

¹⁷ These numbers do not parallel Administrative Judge findings of discrimination because agencies may not take final action in the same fiscal year as the decision was issued. Also, agencies may settle a complaint where the Administrative Judge has found discrimination.

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**Figure 8 - Monetary Benefits Awarded from Hearings (In Millions of Dollars)
FY 2007 - FY 2011**



The total FY 2008 award included a large class action complaint settlement.

vii. Affirmation Rate of AJ Decisions on Appeal Drops Slightly

As demonstrated by the table below, almost 93% of Administrative Judges' decisions were affirmed on appeal in FY 2011.¹⁸ The number of appealed Administrative Judges' decisions decreased 18.4% over the five year period between FY 2007 to FY 2011; the affirmation rate also dropped by 1.8% during this time period.

**Table 16 – Affirmation Rate of AJ Decisions on Appeal
FY 2007 - FY 2011**

Fiscal Year	AJ Decisions Appealed			AJ Decisions Affirmed on Appeal			% of AJ Decisions Affirmed on Appeal		
	Total	Appeal By Agency ¹⁹	Appeal By Appellant	Total	Appeal By Agency	Appeal By Appellant	Total	Appeal By Agency	Appeal By Appellant
2007	1,305	76	1,229	1,236	64	1,172	94.7%	84.2%	95.4%
2008	1,284	81	1,203	1,211	64	1,147	94.3%	79.0%	94.7%
2009	972	50	922	928	38	890	95.5%	76.0%	96.5%
2010	972	55	917	916	47	869	94.2%	85.5%	94.7%
2011	1,065	39	1,026	989	34	955	92.9%	87.2%	93.1%

¹⁸ Administrative Judge's decisions reported here do not include Petitions for Enforcement or procedural cases.

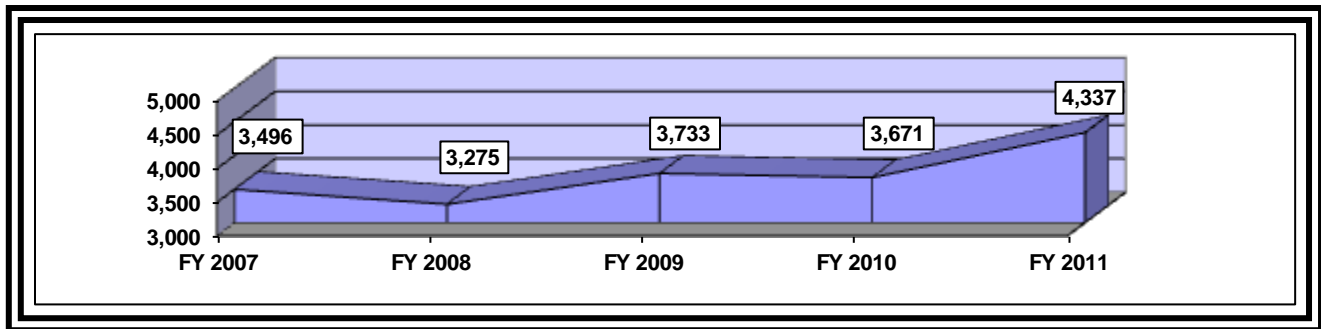
¹⁹ "Appeal By Agency" occurs when the agency does not fully implement the Administrative Judge's decision.

b. APPEALS

i. Appeals Inventory Increases

OFO's appellate inventory, at the close of FY 2011 rose to 4,337, which represents an 18.1% increase from the 3,671 case inventory at the close of FY 2010 and a 24.1% increase from the 3,496 case inventory at the close of FY 2007.

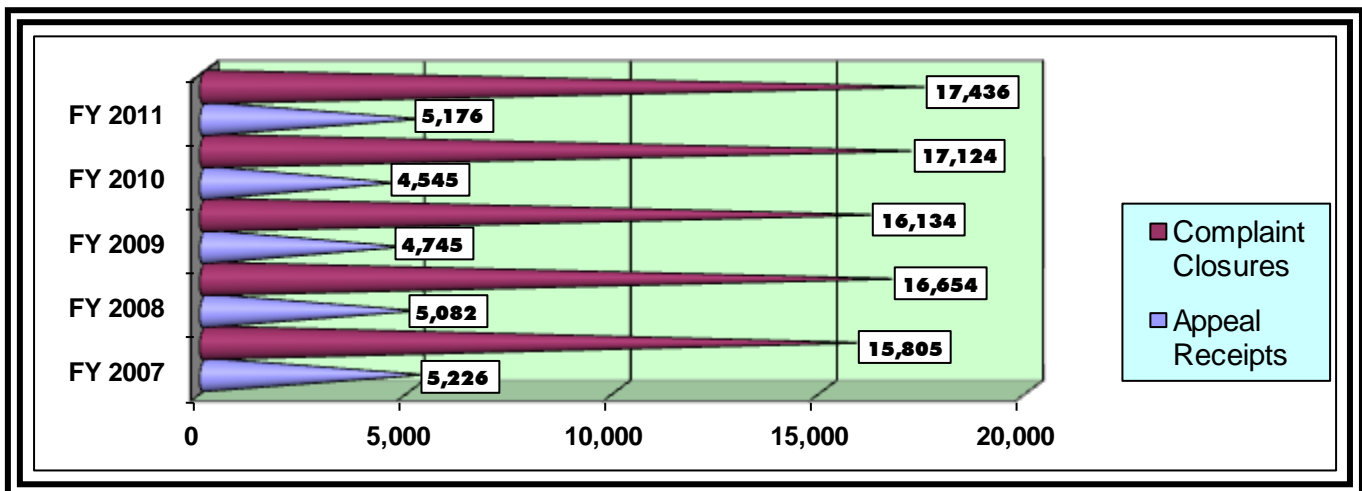
Figure 9 - Appellate Inventory FY 2007 - FY 2011



ii. Appeal Receipts On the Rise

OFO received 5,176 appeals in FY 2011, representing a 13.9% increase from the 4,545 appeals filed in FY 2010. FY 2011 appeal receipts represented a 1% decrease from the 5,226 appeals received in FY 2007. In FY 2011, 29.7% of closed complaints were appealed, which was less than the 33.1% in FY 2007.

**Figure 10 – Comparison of Appeals Receipts to Complaint Closures
FY 2007 - FY 2011**



iii. Appeal Closures Down

OFO closed a total of 4,510 appellate cases in FY 2011, slightly fewer than the 4,607 appellate cases closed in FY 2010. Of the FY 2011 closed cases, 2,793 (61.9%) alleged violations of Title VII; 1,212 (26.9%) involved the Rehabilitation Act; 1,084 (24.0%) alleged violations of the ADEA; and 16 (0.4%) involved the Equal Pay Act of 1963. In FY 2010, OFO closed a total of 4,607 appellate cases, of which 3,016 were Title VII cases (65.5%); 1,221 involved the Rehabilitation Act (26.5%); 1,068 alleged violations of the ADEA (23.2%); and 12 involved the Equal Pay Act of 1963 (0.3%).²⁰ See Figure 11 for the appeal closures from FY 2007 to FY 2011.

Figure 11 - Appeal Closures FY 2007 - FY 2011

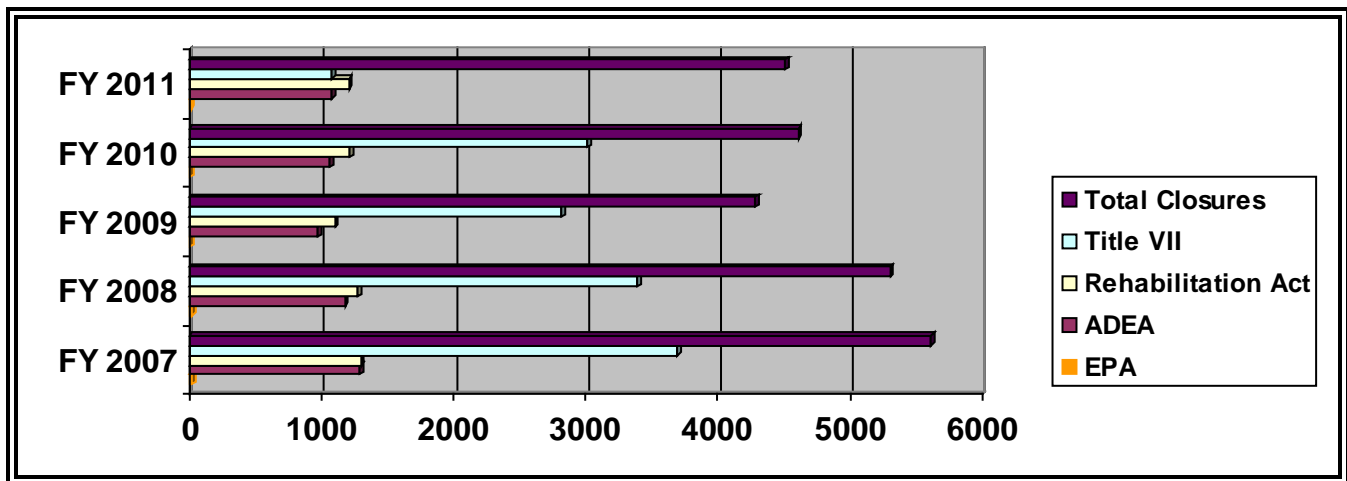


Table 17 below provides a breakdown by appeal type of all FY 2011 appellate receipts and closures.

Table 17 - Types of Receipts and Appeals FY 2011

Types of Appeals	Receipts		Closures	
	#	% of Total	#	% of Total
Total	5,176		4,510	
Initial Appeals from Complainants	4,336	83.8	3,810	84.5
Initial Appeals from Agencies	40	0.8	51	1.1
Petitions to Review MSPB Decisions	53	1.0	46	1.0
Appeals from a Grievance/Arbitration of FLRA Decisions	8	0.2	6	0.1
Petitions for Enforcement	15	0.3	14	0.3
Requests for Reconsiderations	724	14.0	583	12.9

²⁰ The number and percentage of resolutions by statute is greater than the number of cases closed, because one or more statutory bases may be alleged in each appeal.

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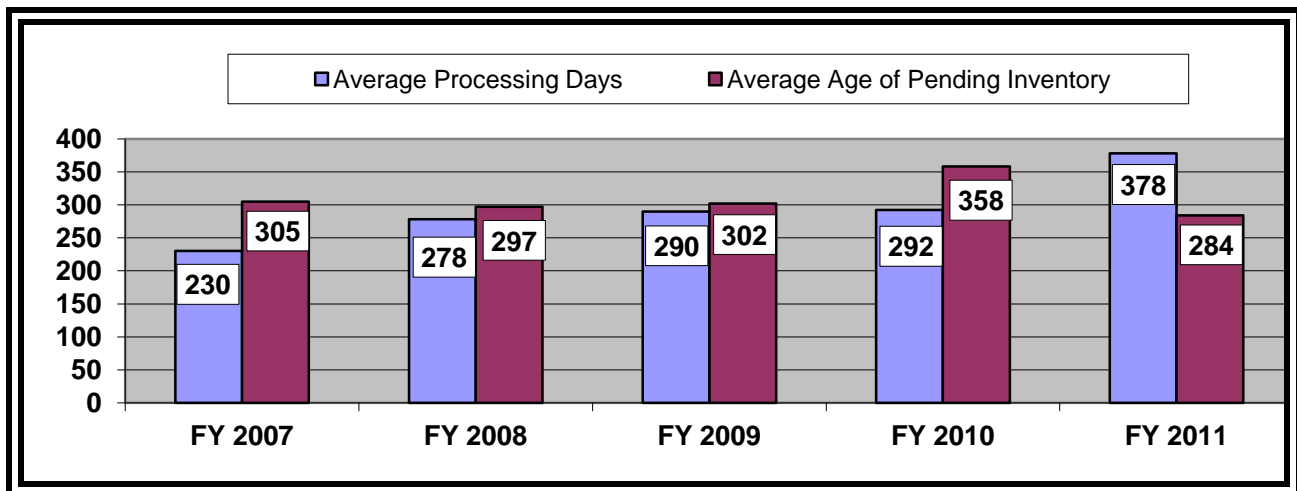
In FY 2011, OFO closed 1,960 appeals addressing the merits of the underlying discrimination claims, and made a total of 87 findings of discrimination, which represents 4.4% of the total. By comparison, in FY 2010, OFO closed 1,848 appeals addressing the merits of the underlying discrimination claims, and made a total of 88 findings of discrimination, which represented 4.8% of the total. In FY 2011, OFO reversed 22.4% of the 2,128 appeals of procedural dismissals.

iv. Average Processing Time of Appeal Closures

During FY 2011 OFO closed substantially more aged appeals than in recent fiscal years, resulting in the increase to average processing time and a corresponding decrease in the average age of the pending inventory. The average processing time for appeal closures rose to 378 days in FY 2011, representing a 29.5% increase from 292 days in FY 2010 and a 64.3% increase from 230 days in FY 2007

OFO resolved 2,452 (54.4%) of the 4,510 appeals closed in FY 2011 within 180 days. The average age of the pending inventory at the end of FY 2011 was 284 days, a 20.7% decrease from the 358 day average age at the end of FY 2010 and a 6.9% decrease from the 305 day average age of the open inventory at the end of FY 2007.

**Figure 12 - Average Processing Days on Appeal
FY 2007 - FY 2011**



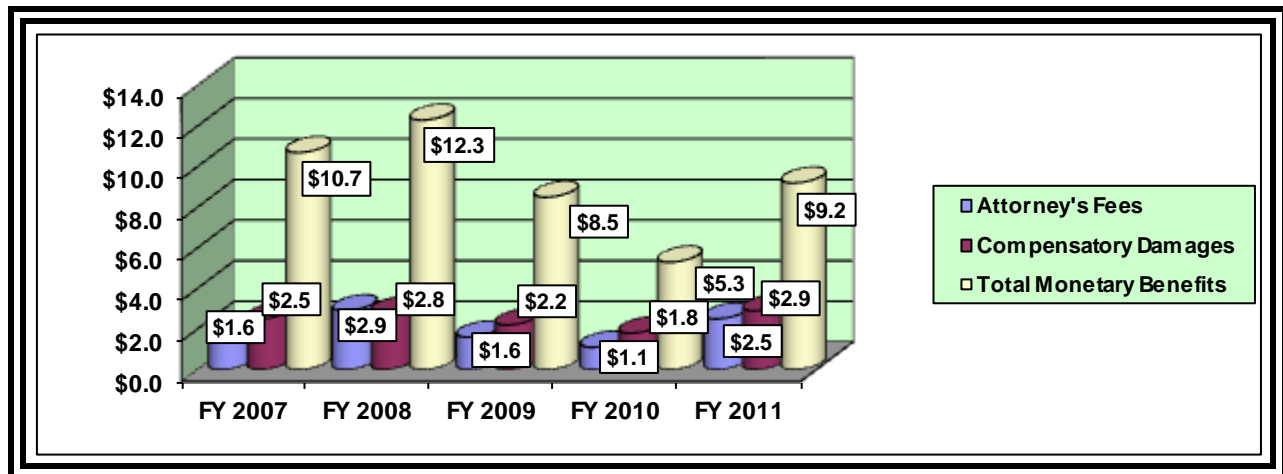
v. Three Most Prevalent Bases and Issues on Appeal

Since FY 2007, reprisal and disability have been the top two bases alleged in closed appeals and since FY 2010, sex was the third most prevalent basis of discrimination alleged in closed appeals. Harassment, promotion, and removal were the three most prevalent issues of discrimination alleged in closed appeals.

vi. \$9.2 Million Awarded on Appeal

In FY 2011, the \$9.2 million in monetary benefits awarded in compliance with appellate decisions (including settlement agreements resolving appeals) increased by 73.6% from the \$5.3 million awarded in FY 2010 and a 14.0% decrease from the \$10.7 million awarded in FY 2007.

***Figure 13 - Monetary Benefits Awarded from Appeals²¹
FY 2007 - FY 2011 (In Millions of Dollars)***



vii. Training and Outreach Conducted By EEOC

In FY 2011, EEOC staff members informed a large number of federal employees of their rights and responsibilities under the EEO process, affirmative employment programs, and laws that the Commission enforces. EEOC's proactive prevention activities targeted multiple agencies, and provided agency managers and supervisors with a better understanding of how to prevent employment discrimination within their workplace. OFO staff members, as well as staff from various EEOC offices throughout the country provided these training sessions.

Specifically, staff members conducted 119 training sessions reaching 4,351 federal employees, including 154 new EEO counselors, 157 new EEO investigators, and 250 EEO professionals in affirmative employment programs.

In an ongoing effort to provide the federal sector EEO community and stakeholders with timely and accurate information, OFO staff members responded to more than 8,168 calls concerning the federal sector EEO complaint process.

²¹ It should be noted that Hearings Benefits should not be added to Appeals Benefits for a grand total, as Hearings Benefits are only preliminary.

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The Commission's training and outreach information can be found at <http://www.eeoc.gov/federal/training/index.cfm>.

Section C - Responsiveness and Legal Compliance

The sixth MD-715 element, “Responsiveness and Legal Compliance,” encompasses agencies’ timely filing of required reports with EEOC and timely compliance with EEOC’s issued orders.

1. 90% of Submitted EEOC Form 462 Reports Were Timely

EEOC regulation 29 C.F.R. § 1614.602(a) requires agencies to report to the EEOC information concerning pre-complaint counseling, ADR, and the status, processing, and disposition of complaints at such times and in such manner as the Commission prescribes.

The requirement to file an EEOC Form 462 Report applies to all federal agencies and departments covered by 29 C.F.R. Part 1614, as defined in 29 C.F.R. § 1614.103(b). This includes Executive agencies as defined in 5 U.S.C. 105, military departments as defined in 5 U.S.C. 102, the Government Printing Office, the Postal Rate Commission, the Smithsonian Institution, the Tennessee Valley Authority, the United States Postal Service, and those units of the judicial branch of the federal government having positions in the competitive service. All covered agencies must file Form 462 Reports with the Commission. EEOC Form 462 Reports are due on or before October 31st of each year.

In FY 2011, 82 or 90.1% of the 91 agencies (with 100 or more employees) timely submitted the EEOC Form 462 Report, down from the 92% timely submitted in FY 2010. In FY 2008 EEOC made the report submission paperless for agencies by assigning a unique personal identification number (PIN) to agency EEO Directors for use as their signatures. The PIN needed to be entered on the secure web site by the November 2nd deadline to be considered timely.²² See [Appendix III](#) for the list of agencies’ FY 2011 report submission times.

²² The deadline set by the Commission is October 31st, however due to technical difficulties the deadline was extended to November 2nd 2011.

II. PROFILES FOR SELECTED FEDERAL AGENCIES

What follows are individual profiles of federal agencies with a total work force of 500 or more employees. These profiles of selected indicators were created from data submitted by agencies in annual EEOC Form 462 reports.

The profiles contain a number of measures related to the agencies' EEO complaint activities, including the number of complaints filed, complainants, closed complaints, merit decisions, findings of discrimination, and settlements. Also included are timeliness measures for various stages of EEO complaint processing and some of the costs associated with the process. EEOC relies on each agency to provide accurate and reliable data for its complaint processing program. Although the EEOC reviews and analyzes the data submitted, each agency remains ultimately responsible for the accuracy of its own data.

Finally, each profile offers data concerning an agency's success in implementing ADR activities at the pre-complaint and formal complaint stages of the discrimination complaint process. EEOC is firmly committed to using ADR to resolve workplace disputes. Used properly and in appropriate circumstances, ADR can provide faster and less expensive results while at the same time improving workplace communication and morale.

List of Agencies Included in the Agency Profile Section

In addition to the government-wide profile, the following agencies have profiles listed alphabetically in this part:

Government-Wide (II-3)
Agency for International Development (II-4)
Agriculture, Department of (II-5)
Air Force, Department of the (II-6)
Army, Department of the (II-7)
Army and Air Force Exchange Service (II-8)
Broadcasting Board of Governors (II-9)
Commerce, Department of (II-10)
Commodity Futures Trading Commission (II-11)
Consumer Product Safety Commission (II-12)
Corporation for National Service (II-13)
Court Services and Offender Supervision Agency (II-14)
Defense Commissary Agency (II-15)
Defense Contract Audit Agency (II-16)
Defense Contract Management Agency (II-17)
Defense Education Activity, Department of (II-18)
Defense Finance and Accounting Service (II-19)
Defense Human Resources Activity (II-20)
Defense Information Systems Agency (II-21)
Defense Inspector General, Office of the (II-22)
Defense Logistics Agency (II-23)
Defense Media Activity (II-24)
Defense Missile Defense Agency (II-25)
Defense National Guard Bureau (II-26)
Office of the Secretary/Wash. Hqtrs. Services Office (II-27)
Defense Security Service (II-28)
Defense Threat Reduction Agency (II-29)
Defense TRICARE Management Activity (II-30)
Defense Uniformed Services University (II-31)
Education, Department of (II-32)
Energy, Department of (II-33)
Environmental Protection Agency (II-34)
Equal Employment Opportunity Commission (II-35)
Federal Communications Commission (II-36)
Federal Deposit Insurance Corporation (II-37)
Federal Energy Regulatory Commission (II-38)
Federal Housing Finance Agency (II-39)
Federal Reserve System - Board of Governors (II-40)
Federal Trade Commission (II-41)
General Services Administration (II-42)
Government Printing Office (II-43)
Health and Human Services, Department of (II-44)
Homeland Security, Department of (II-45)
Housing and Urban Development, Department of (II-46)
Interior, Department of the (II-47)
John F. Kennedy Center for the Performing Arts (II-48)
Justice, Department of (II-49)
Labor, Department of (II-50)
National Aeronautics and Space Administration (II-51)
National Archives and Records Administration (II-52)
National Credit Union Administration (II-53)
National Gallery of Art (II-54)
National Labor Relations Board (II-55)
National Science Foundation (II-56)
Navy, Department of the (II-57)
Nuclear Regulatory Commission (II-58)
Office of Personnel Management (II-59)
Peace Corps (II-60)
Pension Benefit Guaranty Corporation (II-61)
Railroad Retirement Board (II-62)
Securities and Exchange Commission (II-63)
Small Business Administration (II-64)
Smithsonian Institution (II-65)
Social Security Administration (II-66)
State, Department of (II-67)
Tennessee Valley Authority (II-68)
Transportation, Department of (II-69)
Treasury, Department of (II-70)
U.S. Postal Service (II-71)
Veterans' Affairs, Department of (II-72)

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Government-Wide (The Government) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	18,820		17,822		36,642	
Settlements	628	3.3%	5,171	29%	5,799	15.8%
Withdrawals or No Complaints Filed	7,270	38.6%	6,391	35.9%	13,661	37.3%
Complaints Filed*					16,259	44.4%
Decision to File Complaint Pending at End of FY					923	2.5%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	36,642	78%	48.6%
Complaint Closures	17,436	17.6%	6.8%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	36,624	33,992	92.8%				
All Investigations	10,854	8,103	74.7%	181	183	1.1%	183
All Complaint Closures	17,436			360	346	-3.9%	346
Merit Decisions (no AJ)	4,428	2,503	56.5%	481	430	-10.6%	429
Dismissal Decisions (no AJ)	4,768			88	62	-29.5%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	16,974							
Total Closures	17,436							
Settlements	3,785	21.7%						
Withdrawals	1,372	7.9%						
Total Final Agency Actions	12,279	70.4%	9,196	74.9%	3,031	24.7%	52	0.4%
Dismissals	4,853	39.5%	4,768	98.2%	82	1.7%	3	0.1%
Merit Decisions	7,426	60.5%	4,428	59.6%	2,949	39.7%	49	0.7%
Finding Discrimination	212	2.9%	52	24.5%	116	54.7%	44	20.8%
Finding No Discrimination	7,214	97.2%	4,376	60.7%	2,833	39.3%	5	0.1%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	627	\$3,042,646	\$4,852
ADR Settlements w/ Monetary Benefits	519	\$1,554,152	\$2,994
Investigation Costs	10,854	\$49,612,024	\$4,570
Complaint Closures with Monetary Benefits	2,842	\$43,478,106	\$15,298
ADR Settlements w/ Monetary Benefits	376	\$3,577,013	\$9,513

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Agency for International Development (AID) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	31		4		35	
Settlements	1	3.2%	0	0%	1	2.9%
Withdrawals or No Complaints Filed	10	32.3%	1	25%	11	31.4%
Complaints Filed*					20	57.1%
Decision to File Complaint Pending at End of FY					3	8.6%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	35	74.3%	11.4%
Complaint Closures	13	69.2%	15.4%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Race (Black or African American)	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	35	24	68.6%				
All Investigations	7	2	28.6%	232	294	26.7%	183
All Complaint Closures	13			967	484	-49.9%	346
Merit Decisions (no AJ)	2	0	0%	344	389	13.1%	429
Dismissal Decisions (no AJ)	1			0	70	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	20							
Total Closures	13							
Settlements	5	38.5%						
Withdrawals	3	23.1%						
Total Final Agency Actions	5	38.5%	3	60%	2	40%	0	0%
Dismissals	1	20%	1	100%	0	0%	0	0%
Merit Decisions	4	80%	2	50%	2	50%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	4	100%	2	50%	2	50%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$45,000	\$45,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	7	\$27,027	\$3,861
Complaint Closures with Monetary Benefits	5	\$176,500	\$35,300
ADR Settlements w/ Monetary Benefits	1	\$4,000	\$4,000

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of Agriculture (USDA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	690		263		953	
Settlements	35	5.1%	61	23.2%	96	10.1%
Withdrawals or No Complaints Filed	266	38.6%	84	31.9%	350	36.7%
Complaints Filed*					470	49.3%
Decision to File Complaint Pending at End of FY					37	3.9%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	953	81%	27.6%
Complaint Closures	457	33.3%	16.4%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	952	748	78.6%				
All Investigations	441	186	42.2%	324	270	-16.7%	183
All Complaint Closures	457			662	496	-25.1%	346
Merit Decisions (no AJ)	162	25	15.4%	693	638	-7.9%	429
Dismissal Decisions (no AJ)	72			260	133	-48.8%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	505							
Total Closures	457							
Settlements	127	27.8%						
Withdrawals	31	6.8%						
Total Final Agency Actions	299	65.4%	234	78.3%	65	21.7%	0	0%
Dismissals	74	24.7%	72	97.3%	2	2.7%	0	0%
Merit Decisions	225	75.3%	162	72%	63	28%	0	0%
Finding Discrimination	30	13.3%	28	93.3%	2	6.7%	0	0%
Finding No Discrimination	195	86.7%	134	68.7%	61	31.3%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	26	\$247,176	\$9,506
ADR Settlements w/ Monetary Benefits	12	\$116,505	\$9,708
Investigation Costs	441	\$1,868,632	\$4,237
Complaint Closures with Monetary Benefits	129	\$2,595,409	\$20,119
ADR Settlements w/ Monetary Benefits	25	\$568,543	\$22,741

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of the Air Force (USAF) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	762		515		1,277	
Settlements	33	4.3%	162	31.5%	195	15.3%
Withdrawals or No Complaints Filed	370	48.6%	79	15.3%	449	35.2%
Complaints Filed*					596	46.7%
Decision to File Complaint Pending at End of FY					37	2.9%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1,277	72%	40.3%
Complaint Closures	529	36.5%	13.4%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1,277	1,150	90.1%				
All Investigations	287	65	22.6%	221	206	-6.8%	183
All Complaint Closures	529			411	395	-3.9%	346
Merit Decisions (no AJ)	107	19	17.8%	643	630	-2%	429
Dismissal Decisions (no AJ)	86			115	61	-47%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	615							
Total Closures	529							
Settlements	184	34.8%						
Withdrawals	71	13.4%						
Total Final Agency Actions	274	51.8%	193	70.4%	70	25.5%	11	4%
Dismissals	92	33.6%	86	93.5%	5	5.4%	1	1.1%
Merit Decisions	182	66.4%	107	58.8%	65	35.7%	10	5.5%
Finding Discrimination	12	6.6%	0	0%	4	33.3%	8	66.7%
Finding No Discrimination	170	93.4%	107	62.9%	61	35.9%	2	1.2%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	22	\$231,430	\$10,519
ADR Settlements w/ Monetary Benefits	16	\$103,228	\$6,451
Investigation Costs	287	\$1,554,561	\$5,416
Complaint Closures with Monetary Benefits	123	\$1,677,555	\$13,638
ADR Settlements w/ Monetary Benefits	23	\$157,875	\$6,864

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of the Army (ARMY) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	1,843		545		2,388	
Settlements	88	4.8%	196	36%	284	11.9%
Withdrawals or No Complaints Filed	641	34.8%	158	29%	799	33.5%
Complaints Filed*					1,240	51.9%
Decision to File Complaint Pending at End of FY					65	2.7%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	2,388	43.5%	22.8%
Complaint Closures	1,279	22.5%	14%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Race (Black or African American)	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	2,387	2,108	88.3%				
All Investigations	510	163	32%	203	235	15.8%	183
All Complaint Closures	1,279			255	260	1.9%	346
Merit Decisions (no AJ)	217	126	58.1%	381	440	15.5%	429
Dismissal Decisions (no AJ)	311			35	37	5.7%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1,283							
Total Closures	1,279							
Settlements	473	37%						
Withdrawals	144	11.3%						
Total Final Agency Actions	662	51.8%	528	79.8%	134	20.2%	0	0%
Dismissals	314	47.4%	311	99%	3	1%	0	0%
Merit Decisions	348	52.6%	217	62.4%	131	37.6%	0	0%
Finding Discrimination	7	2%	1	14.3%	6	85.7%	0	0%
Finding No Discrimination	341	98%	216	63.3%	125	36.7%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	34	\$119,485	\$3,514
ADR Settlements w/ Monetary Benefits	29	\$99,637	\$3,435
Investigation Costs	510	\$3,394,217	\$6,655
Complaint Closures with Monetary Benefits	267	\$4,152,710	\$15,553
ADR Settlements w/ Monetary Benefits	51	\$517,611	\$10,149

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Army and Air Force Exchange (AAFES) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	253		105		358	
Settlements	18	7.1%	34	32.4%	52	14.5%
Withdrawals or No Complaints Filed	147	58.1%	52	49.5%	199	55.6%
Complaints Filed*					103	28.8%
Decision to File Complaint Pending at End of FY					4	1.1%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	358	100%	29.3%
Complaint Closures	119	65.6%	11.8%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Race (Black or African American)	Reprisal	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	358	283	79.1%				
All Investigations	49	25	51%	212	195	-8%	183
All Complaint Closures	119			270	313	15.9%	346
Merit Decisions (no AJ)	25	18	72%	330	360	9.1%	429
Dismissal Decisions (no AJ)	27			104	112	7.7%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	107							
Total Closures	119							
Settlements	39	32.8%						
Withdrawals	14	11.8%						
Total Final Agency Actions	66	55.5%	52	78.8%	14	21.2%	0	0%
Dismissals	27	40.9%	27	100%	0	0%	0	0%
Merit Decisions	39	59.1%	25	64.1%	14	35.9%	0	0%
Finding Discrimination	1	2.6%	0	0%	1	100%	0	0%
Finding No Discrimination	38	97.4%	25	65.8%	13	34.2%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	7	\$23,482	\$3,354
ADR Settlements w/ Monetary Benefits	6	\$23,315	\$3,885
Investigation Costs	49	\$488,276	\$9,964
Complaint Closures with Monetary Benefits	19	\$249,054	\$13,108
ADR Settlements w/ Monetary Benefits	4	\$39,000	\$9,750

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Broadcasting Board of Governors (BBG) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	52		1		53	
Settlements	1	1.9%	0	0%	1	1.9%
Withdrawals or No Complaints Filed	42	80.8%	1	100%	43	81.1%
Complaints Filed*					9	17%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	53	100%	1.9%
Complaint Closures	16	100%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Race (Black or African American)	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	53	52	98.1%				
All Investigations	12	12	100%	110	133	20.9%	183
All Complaint Closures	16			330	358	8.5%	346
Merit Decisions (no AJ)	5	1	20%	379	296	-21.9%	429
Dismissal Decisions (no AJ)	3			81	37	-54.3%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	9							
Total Closures	16							
Settlements	3	18.8%						
Withdrawals	0	0%						
Total Final Agency Actions	13	81.3%	8	61.5%	5	38.5%	0	0%
Dismissals	3	23.1%	3	100%	0	0%	0	0%
Merit Decisions	10	76.9%	5	50%	5	50%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	10	100%	5	50%	5	50%	0	NA%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	12	\$30,000	\$2,500
Complaint Closures with Monetary Benefits	2	\$42,500	\$21,250
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of Commerce (DOC) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	402		46		448	
Settlements	17	4.2%	5	10.9%	22	4.9%
Withdrawals or No Complaints Filed	89	22.1%	12	26.1%	101	22.5%
Complaints Filed*					305	68.1%
Decision to File Complaint Pending at End of FY					20	4.5%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	448	56.3%	10.3%
Complaint Closures	687	25%	2.6%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	448	428	95.5%				
All Investigations	709	430	60.6%	214	227	6.1%	183
All Complaint Closures	687			168	289	72%	346
Merit Decisions (no AJ)	165	33	20%	377	451	19.6%	429
Dismissal Decisions (no AJ)	202			64	102	59.4%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	306							
Total Closures	687							
Settlements	171	24.9%						
Withdrawals	39	5.7%						
Total Final Agency Actions	477	69.4%	367	76.9%	110	23.1%	0	0%
Dismissals	208	43.6%	202	97.1%	6	2.9%	0	0%
Merit Decisions	269	56.4%	165	61.3%	104	38.7%	0	0%
Finding Discrimination	3	1.1%	0	0%	3	100%	0	0%
Finding No Discrimination	266	98.9%	165	62%	101	38%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	9	\$240,355	\$26,706
ADR Settlements w/ Monetary Benefits	2	\$10,000	\$5,000
Investigation Costs	709	\$2,587,247	\$3,649
Complaint Closures with Monetary Benefits	128	\$1,469,323	\$11,479
ADR Settlements w/ Monetary Benefits	3	\$16,000	\$5,333

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Commodity Futures Trading Commission (CFTC) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	1		0		1	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	0	0%	0	0%	0	0%
Complaints Filed*					1	100%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1	0%	0%
Complaint Closures	0	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Age	Race (Black or African American)	Reprisal

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1	1	100%				
All Investigations	1	1	100%	270	330	22.2%	183
All Complaint Closures	0			590	0	-100%	346
Merit Decisions (no AJ)	0	0	0%	610	0	-100%	429
Dismissal Decisions (no AJ)	0			0	0	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1							
Total Closures	0							
Settlements	0	NA%						
Withdrawals	0	NA%						
Total Final Agency Actions	0	NA%	0	NA%	0	NA%	0	NA%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	0	NA%	0	NA%	0	NA%	0	NA%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	0	NA%	0	NA%	0	NA%	0	NA%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	1	\$4,500	\$4,500
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Consumer Product Safety Commission (CPSC) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	8		1		9	
Settlements	0	0%	1	100%	1	11.1%
Withdrawals or No Complaints Filed	3	37.5%	0	0%	3	33.3%
Complaints Filed*					5	55.6%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	9	44.4%	11.1%
Complaint Closures	7	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Disability (Physical)	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	9	5	55.6%				
All Investigations	3	3	100%	141	122	-13.5%	183
All Complaint Closures	7			321	365	13.7%	346
Merit Decisions (no AJ)	2	2	100%	374	672	79.7%	429
Dismissal Decisions (no AJ)	1			11	115	945.5%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	5							
Total Closures	7							
Settlements	4	57.1%						
Withdrawals	0	NA%						
Total Final Agency Actions	3	42.9%	3	100%	0	0%	0	0%
Dismissals	1	33.3%	1	100%	0	0%	0	0%
Merit Decisions	2	66.7%	2	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	2	100%	2	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	3	\$6,251	\$2,083
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Corporation for National and Community Service (CNCS) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	5		0		5	
Settlements	1	20%	0	0%	1	20%
Withdrawals or No Complaints Filed	1	20%	0	0%	1	20%
Complaints Filed*					3	60%
Decision to File Complaint Pending at End of FY					0	NA%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	5	100%	0%
Complaint Closures	3	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	(Race (Black or African American))	Race (White)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	5	5	100%				
All Investigations	1	1	100%	82	51	-37.8%	183
All Complaint Closures	3			388	613	57.9%	346
Merit Decisions (no AJ)	0	0	0%	288	0	-100%	429
Dismissal Decisions (no AJ)	0			0	0	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	3							
Total Closures	3							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	3	100%	0	0%	3	100%	0	0%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	3	100%	0	0%	3	100%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	3	100%	0	0%	3	100%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	1	\$2,800	\$2,800
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

**Court Services and Offender Supervision Agency for the District of Columbia (CSOSA)
FY 2011 EEO Complaint Processing Statistics**

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	10		3		13	
Settlements	0	0%	1	33.3%	1	7.7%
Withdrawals or No Complaints Filed	3	30%	1	33.3%	4	30.8%
Complaints Filed*					8	61.5%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	13	100%	23.1%
Complaint Closures	7	14.3%	14.3%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Race (Black or African American)	Reprisal	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	13	13	100%				
All Investigations	8	4	50%	173	187	8.1%	183
All Complaint Closures	7			618	343	-44.5%	346
Merit Decisions (no AJ)	1	1	100%	239	237	-0.8%	429
Dismissal Decisions (no AJ)	0			0	0	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	8							
Total Closures	7							
Settlements	3	42.9%						
Withdrawals	1	14.3%						
Total Final Agency Actions	3	42.9%	1	33.3%	2	66.7%	0	0%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	3	100%	1	33.3%	2	66.6%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	3	100%	1	33.3%	2	66.7%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	8	\$59,520	\$7,440
Complaint Closures with Monetary Benefits	2	\$19,563	\$9,781
ADR Settlements w/ Monetary Benefits	1	\$5,883	\$5,883

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Commissary Agency (DeCA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	135		77		212	
Settlements	6	4.4%	7	9.1%	13	6.1%
Withdrawals or No Complaints Filed	37	27.4%	28	36.4%	65	30.7%
Complaints Filed*					128	60.4%
Decision to File Complaint Pending at End of FY					6	2.8%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	212	60.9%	36.3%
Complaint Closures	114	19.3%	11.4%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Sex (Female)	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	212	189	89.2%				
All Investigations	67	30	44.8%	162	198	22.2%	183
All Complaint Closures	114			264	250	-5.3%	346
Merit Decisions (no AJ)	26	26	100%	261	325	24.5%	429
Dismissal Decisions (no AJ)	31			37	25	-32.4%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	128							
Total Closures	114							
Settlements	28	24.6%						
Withdrawals	17	14.9%						
Total Final Agency Actions	69	60.5%	57	82.6%	12	17.4%	0	0%
Dismissals	31	44.9%	31	100%	0	0%	0	0%
Merit Decisions	38	55.1%	26	68.4%	12	31.6%	0	0%
Finding Discrimination	1	2.6%	0	0%	1	100%	0	0%
Finding No Discrimination	37	97.4%	26	70.3%	11	29.7%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$704	\$704
ADR Settlements w/ Monetary Benefits	1	\$704	\$704
Investigation Costs	67	\$362,911	\$5,416
Complaint Closures with Monetary Benefits	14	\$389,271	\$27,805
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Contract Audit Agency (DCAA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	42		4		46	
Settlements	0	0%	1	25%	1	2.2%
Withdrawals or No Complaints Filed	15	35.7%	1	25%	16	34.8%
Complaints Filed*					28	60.9%
Decision to File Complaint Pending at End of FY					1	2.2%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	46	21.7%	8.7%
Complaint Closures	21	28.6%	28.6%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	46	42	91.3%				
All Investigations	13	8	61.5%	176	175	-0.6%	183
All Complaint Closures	21			271	321	18.5%	346
Merit Decisions (no AJ)	7	6	85.7%	206	273	32.5%	429
Dismissal Decisions (no AJ)	0			0	0	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	28							
Total Closures	21							
Settlements	11	52.4%						
Withdrawals	3	14.3%						
Total Final Agency Actions	7	33.3%	7	100%	0	0%	0	0%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	7	100%	7	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	7	100%	7	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	13	\$70,415	\$5,416
Complaint Closures with Monetary Benefits	7	\$24,011	\$3,430
ADR Settlements w/ Monetary Benefits	3	\$9,300	\$3,100

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Contract Management Agency (DCMA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	38		19		57	
Settlements	3	7.9%	1	5.3%	4	7%
Withdrawals or No Complaints Filed	16	42.1%	9	47.4%	25	43.9%
Complaints Filed*					25	43.9%
Decision to File Complaint Pending at End of FY					3	5.3%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	57	40.4%	33.3%
Complaint Closures	22	9.1%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Age	Race (Black or African American)	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	57	41	71.9%				
All Investigations	9	1	11.1%	260	202	-22.3%	183
All Complaint Closures	22			346	446	28.9%	346
Merit Decisions (no AJ)	6	6	100%	302	708	134.4%	429
Dismissal Decisions (no AJ)	4			36	54	50%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	25							
Total Closures	22							
Settlements	11	50%						
Withdrawals	1	4.6%						
Total Final Agency Actions	10	45.5%	10	100%	0	0%	0	0%
Dismissals	4	40%	4	100%	0	0%	0	0%
Merit Decisions	6	60%	6	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	6	100%	6	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	3	\$20,335	\$6,778
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	9	\$48,749	\$5,416
Complaint Closures with Monetary Benefits	9	\$76,357	\$8,484
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of Defense Education Activity (DODEA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	108		16		124	
Settlements	3	2.8%	5	31.3%	8	6.5%
Withdrawals or No Complaints Filed	50	46.3%	6	37.5%	56	45.2%
Complaints Filed*					56	45.2%
Decision to File Complaint Pending at End of FY					4	3.2%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	124	39.5%	12.9%
Complaint Closures	39	35.9%	7.7%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	124	124	100%				
All Investigations	42	39	92.9%	207	178	-14%	183
All Complaint Closures	39			341	287	-15.8%	346
Merit Decisions (no AJ)	13	12	92.3%	356	299	-16%	429
Dismissal Decisions (no AJ)	11			50	91	82%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	58							
Total Closures	39							
Settlements	6	15.4%						
Withdrawals	4	10.3%						
Total Final Agency Actions	29	74.4%	24	82.8%	5	17.2%	0	0%
Dismissals	11	37.9%	11	100%	0	0%	0	0%
Merit Decisions	18	62.1%	13	72.2%	5	27.8%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	18	100%	13	72.2%	5	27.8%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$1,000	\$1,000
ADR Settlements w/ Monetary Benefits	1	\$1,000	\$1,000
Investigation Costs	42	\$165,165	\$3,932
Complaint Closures with Monetary Benefits	4	\$42,621	\$10,655
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Finance and Accounting Service (DFAS) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	40		80		120	
Settlements	0	0%	40	50%	40	33.3%
Withdrawals or No Complaints Filed	13	32.5%	16	20%	29	24.2%
Complaints Filed*					50	41.7%
Decision to File Complaint Pending at End of FY					1	0.8%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	120	90%	66.7%
Complaint Closures	62	6.5%	4.8%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Age	Disability (Physical)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	120	119	99.2%				
All Investigations	39	23	59%	174	196	12.6%	183
All Complaint Closures	62			268	262	-2.2%	346
Merit Decisions (no AJ)	15	15	100%	220	247	12.3%	429
Dismissal Decisions (no AJ)	14			13	7	-46.2%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	55							
Total Closures	62							
Settlements	20	32.3%						
Withdrawals	6	9.7%						
Total Final Agency Actions	36	58.1%	29	80.6%	7	19.4%	0	0%
Dismissals	14	38.9%	14	100%	0	0%	0	0%
Merit Decisions	22	61.1%	15	68.2%	7	31.8%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	22	100%	15	68.2%	7	31.8%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	7	\$5,634	\$804
ADR Settlements w/ Monetary Benefits	7	\$5,634	\$804
Investigation Costs	39	\$370,913	\$9,510
Complaint Closures with Monetary Benefits	15	\$130,479	\$8,698
ADR Settlements w/ Monetary Benefits	1	\$8,480	\$8,480

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Human Resources Activity (DHRA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	1		8		9	
Settlements	0	0%	4	50%	4	44.4%
Withdrawals or No Complaints Filed	0	0%	1	12.5%	1	11.1%
Complaints Filed*					4	44.4%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	9	100%	88.9%
Complaint Closures	1	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Race (Black or African American)	Reprisal	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	9	9	100%				
All Investigations	4	2	50%	191	284	48.7%	183
All Complaint Closures	1			363	507	39.7%	346
Merit Decisions (no AJ)	1	0	0%	0	507	NA%	429
Dismissal Decisions (no AJ)	0			84	0	-100%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	4							
Total Closures	1							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	1	100%	1	100%	0	0%	0	0%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	1	100%	1	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	1	100%	1	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$500	\$500
ADR Settlements w/ Monetary Benefits	1	\$500	\$500
Investigation Costs	4	\$10,800	\$2,700
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Information Systems Agency (DISA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	30		1		31	
Settlements	2	6.7%	0	0%	2	6.5%
Withdrawals or No Complaints Filed	13	43.3%	0	0%	13	41.9%
Complaints Filed*					15	48.4%
Decision to File Complaint Pending at End of FY					1	3.2%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	31	100%	3.2%
Complaint Closures	13	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Race (Black or African American)	Disability (Mental)	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	31	31	100%				
All Investigations	10	4	40%	273	306	12.1%	183
All Complaint Closures	13			715	680	-4.9%	346
Merit Decisions (no AJ)	7	1	14.3%	1,290	696	-46%	429
Dismissal Decisions (no AJ)	0			104	0	-100%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	15							
Total Closures	13							
Settlements	3	23.1%						
Withdrawals	0	0%						
Total Final Agency Actions	10	76.9%	7	70%	3	30%	0	0%
Dismissals	2	20%	0	0%	2	100%	0	0%
Merit Decisions	8	80%	7	87.5%	1	12.5%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	8	100%	7	87.5%	1	12.5%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	10	\$70,008	\$7,000
Complaint Closures with Monetary Benefits	1	\$1,000	\$1,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Office of the Inspector General (DOIG) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	7		3		10	
Settlements	0	0%	3	100%	3	30%
Withdrawals or No Complaints Filed	4	57.1%	0	0%	4	40%
Complaints Filed*					3	30%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	10	30%	30%
Complaint Closures	6	16.7%	16.7%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Sex (Male)	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	10	10	100%				
All Investigations	6	4	66.7%	132	208	57.6%	183
All Complaint Closures	6			384	210	-45.3%	346
Merit Decisions (no AJ)	2	0	0%	0	296	NA%	429
Dismissal Decisions (no AJ)	1			29	49	69%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	3							
Total Closures	6							
Settlements	2	33.3%						
Withdrawals	1	16.7%						
Total Final Agency Actions	3	50%	3	100%	0	0%	0	0%
Dismissals	1	33.3%	1	100%	0	0%	0	0%
Merit Decisions	2	66.7%	2	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	2	100%	2	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$25,000	\$25,000
ADR Settlements w/ Monetary Benefits	1	\$25,000	\$25,000
Investigation Costs	6	\$52,679	\$8,779
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Logistics Agency (DLA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	163		120		283	
Settlements	3	1.8%	44	36.7%	47	16.6%
Withdrawals or No Complaints Filed	82	50.3%	48	40%	130	45.9%
Complaints Filed*					102	36%
Decision to File Complaint Pending at End of FY					4	1.4%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	283	81.3%	42.4%
Complaint Closures	105	19.1%	16.2%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Age	Race (Black or African American)	Reprisal

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	283	241	85.2%				
All Investigations	88	28	31.8%	268	270	0.7%	183
All Complaint Closures	105			303	458	51.2%	346
Merit Decisions (no AJ)	14	0	0%	390	591	51.5%	429
Dismissal Decisions (no AJ)	14			64	46	-28.1%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	106							
Total Closures	105							
Settlements	42	40%						
Withdrawals	16	15.2%						
Total Final Agency Actions	47	44.8%	28	59.6%	19	40.4%	0	0%
Dismissals	14	29.8%	14	100%	0	0%	0	0%
Merit Decisions	33	70.2%	14	42.4%	19	57.6%	0	0%
Finding Discrimination	3	9.1%	0	0%	3	100%	0	0%
Finding No Discrimination	30	90.9%	14	46.7%	16	53.3%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	7	\$14,585	\$2,083
ADR Settlements w/ Monetary Benefits	6	\$13,017	\$2,169
Investigation Costs	88	\$776,595	\$8,824
Complaint Closures with Monetary Benefits	36	\$474,782	\$13,188
ADR Settlements w/ Monetary Benefits	3	\$40,099	\$13,366

Defense Media Activity (DMA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	6		0		6	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	2	33.3%	0	0%	2	33.3%
Complaints Filed*					4	66.7%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	6	100%	0%
Complaint Closures	2	100%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Race (Black or African American)	Age	Reprisal

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	6	6	100%				
All Investigations	2	2	100%	177	66	-62.7%	183
All Complaint Closures	2			620	66	-89.4%	346
Merit Decisions (no AJ)	0	0	0%	526	0	-100%	429
Dismissal Decisions (no AJ)	2			54	66	22.2%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	4							
Total Closures	2							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	2	100%	2	100%	0	0%	0	0%
Dismissals	2	100%	2	100%	0	0%	0	0%
Merit Decisions	0	NA%	0	NA%	0	NA%	0	NA%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	0	NA%	0	NA%	0	NA%	0	NA%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	2	\$10,833	\$5,416
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Missile Defense Agency (DMDA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	6		0		6	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	3	50%	0	0%	3	50%
Complaints Filed*					2	33.3%
Decision to File Complaint Pending at End of FY					1	16.7%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	6	33.3%	0%
Complaint Closures	1	100%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Disability (Mental)	Race (Black or African American)	Reprisal

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	6	5	83.3%				
All Investigations	4	3	75%	0	224	NA%	183
All Complaint Closures	1			47	30	-36.2%	346
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	429
Dismissal Decisions (no AJ)	1			47	30	-36.2%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	3							
Total Closures	1							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	1	100%	1	100%	0	0%	0	0%
Dismissals	1	100%	1	100%	0	0%	0	0%
Merit Decisions	0	NA%	0	NA%	0	NA%	0	NA%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	0	NA%	0	NA%	0	NA%	0	NA%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	4	\$21,666	\$5,416
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense National Guard Bureau (DNGB) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	91		18		109	
Settlements	7	7.7%	6	33.3%	13	11.9%
Withdrawals or No Complaints Filed	51	56%	5	27.8%	56	51.4%
Complaints Filed*					31	28.4%
Decision to File Complaint Pending at End of FY					9	8.3%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	109	51.4%	16.5%
Complaint Closures	18	44.4%	38.9%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Sex (Female)	Age	Reprisal

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	108	105	97.2%				
All Investigations	0	0	NA%	0	0	NA%	183
All Complaint Closures	18			545	394	-40.5%	346
Merit Decisions (no AJ)	0	0	0%	206	0	-100%	429
Dismissal Decisions (no AJ)	0			1,505	0	-100%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	31							
Total Closures	18							
Settlements	13	72.2%						
Withdrawals	2	11.1%						
Total Final Agency Actions	3	16.7%	0	0%	3	100%	0	0%
Dismissals	1	33.3%	0	0%	1	100%	0	0%
Merit Decisions	2	66.7%	0	0%	2	100%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	2	100%	0	0%	2	100%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	0	\$0	\$0
Complaint Closures with Monetary Benefits	8	\$55,504	\$6,938
ADR Settlements w/ Monetary Benefits	5	\$27,000	\$5,400

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Office of the Secretary - Wash. Hqtrs. Services (OSD) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	50		23		73	
Settlements	4	8%	0	0%	4	5.5%
Withdrawals or No Complaints Filed	12	24%	4	17.4%	16	21.9%
Complaints Filed*					51	69.9%
Decision to File Complaint Pending at End of FY					2	2.7%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	73	32.9%	31.5%
Complaint Closures	35	5.7%	5.7%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Race (Black or African American)	Reprisal	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	73	70	95.9%				
All Investigations	38	24	63.2%	314	253	-19.4%	183
All Complaint Closures	35			490	464	-5.3%	346
Merit Decisions (no AJ)	5	0	0%	640	443	-30.8%	429
Dismissal Decisions (no AJ)	11			63	135	114.3%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	53							
Total Closures	35							
Settlements	10	28.6%						
Withdrawals	3	8.6%						
Total Final Agency Actions	22	62.9%	16	72.7%	6	27.3%	0	0%
Dismissals	11	50%	11	100%	0	0%	0	0%
Merit Decisions	11	50%	5	45.5%	6	54.5%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	11	100%	5	45.5%	6	54.5%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	38	\$374,284	\$9,849
Complaint Closures with Monetary Benefits	7	\$113,500	\$16,214
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Security Service (DSS) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	15		5		20	
Settlements	0	0%	5	100%	5	25%
Withdrawals or No Complaints Filed	3	20%	0	0%	3	15%
Complaints Filed*					12	60%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	20	80%	25%
Complaint Closures	6	16.7%	16.7%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	20	20	100%				
All Investigations	5	0	0%	90	233	158.9%	183
All Complaint Closures	6			0	411	NA%	346
Merit Decisions (no AJ)	3	3	100%	0	428	NA%	429
Dismissal Decisions (no AJ)	1			0	36	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	12							
Total Closures	6							
Settlements	1	16.7%						
Withdrawals	0	0%						
Total Final Agency Actions	5	83.3%	4	80%	1	20%	0	0%
Dismissals	1	20%	1	100%	0	0%	0	0%
Merit Decisions	4	80%	3	75%	1	25%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	4	100%	3	75%	1	25%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	5	\$27,082	\$5,416
Complaint Closures with Monetary Benefits	1	\$5,000	\$5,000
ADR Settlements w/ Monetary Benefits	1	\$5,000	\$5,000

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Threat Reduction Agency (DTRA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	14		6		20	
Settlements	1	7.1%	2	33.3%	3	15%
Withdrawals or No Complaints Filed	1	7.1%	2	33.3%	3	15%
Complaints Filed*					14	70%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	20	100%	30%
Complaint Closures	8	100%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Race (Black or African American)	Race (Hispanic)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	20	7	35%				
All Investigations	3	1	33.3%	191	209	9.4%	183
All Complaint Closures	8			522	170	-67.4%	346
Merit Decisions (no AJ)	1	0	0%	334	414	24%	429
Dismissal Decisions (no AJ)	3			0	53	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	14							
Total Closures	8							
Settlements	3	37.5%						
Withdrawals	1	12.5%						
Total Final Agency Actions	4	50%	4	100%	0	0%	0	0%
Dismissals	3	75%	3	100%	0	0%	0	0%
Merit Decisions	1	25%	1	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	1	100%	1	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	3	\$23,149	\$7,716
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense TRICARE Management Activity (DTMA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	13		0		13	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	1	7.7%	0	0%	1	7.7%
Complaints Filed*					8	61.5%
Decision to File Complaint Pending at End of FY					4	30.8%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	13	100%	0%
Complaint Closures	3	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Race (Black or African American)	Color	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	13	5	38.5%				
All Investigations	0	0	NA%	0	0	NA%	183
All Complaint Closures	3			0	221	NA%	346
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	429
Dismissal Decisions (no AJ)	0			0	0	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	8							
Total Closures	3							
Settlements	1	33.3%						
Withdrawals	2	66.7%						
Total Final Agency Actions	0	NA%	0	NA%	0	NA%	0	NA%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	0	NA%	0	NA%	0	NA%	0	NA%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	0	NA%	0	NA%	0	NA%	0	NA%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	0	\$0	\$0
Complaint Closures with Monetary Benefits	1	\$55,000	\$55,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Defense Uniformed Services University (DUSU) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	9		0		9	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	7	77.8%	0	0%	7	77.8%
Complaints Filed*					2	22.2%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	9	0%	0%
Complaint Closures	4	50%	50%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Sex (Female)	National Origin (Hispanic)	Disability (Physical)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	9	5	55.6%				
All Investigations	0	0	NA%	0	0	NA%	183
All Complaint Closures	4			0	45	NA%	346
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	429
Dismissal Decisions (no AJ)	0			0	0	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	2							
Total Closures	4							
Settlements	0	0%						
Withdrawals	2	50%						
Total Final Agency Actions	2	50%	0	0%	0	0%	2	100%
Dismissals	2	100%	0	0%	0	0%	2	100%
Merit Decisions	0	NA%	0	NA%	0	NA%	0	NA%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	0	NA%	0	NA%	0	NA%	0	NA%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	0	\$0	\$0
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of Education (ED) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	37		28		65	
Settlements	1	2.7%	1	3.6%	2	3.1%
Withdrawals or No Complaints Filed	14	37.8%	7	25%	21	32.3%
Complaints Filed*					40	61.5%
Decision to File Complaint Pending at End of FY					2	3.1%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	65	95.4%	43.1%
Complaint Closures	43	51.2%	23.3%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	65	60	92.3%				
All Investigations	42	40	95.2%	158	192	21.5%	183
All Complaint Closures	43			587	430	-26.7%	346
Merit Decisions (no AJ)	26	26	100%	451	385	-14.6%	429
Dismissal Decisions (no AJ)	4			40	54	35%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	40							
Total Closures	43							
Settlements	9	20.9%						
Withdrawals	0	0%						
Total Final Agency Actions	34	79.1%	30	88.2%	4	11.8%	0	0%
Dismissals	4	11.8%	4	100%	0	0%	0	0%
Merit Decisions	30	88.2%	26	86.7%	4	13.3%	0	0%
Finding Discrimination	1	3.3%	0	0%	1	100%	0	0%
Finding No Discrimination	29	96.7%	26	89.7%	3	10.3%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	42	\$164,307	\$3,912
Complaint Closures with Monetary Benefits	7	\$28,792	\$4,113
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of Energy (DOE) FY 2011 EEO Complaint Processing Statistics**

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	DNF		DNF		DNF	
Settlements	DNF	DNF	DNF	DNF	DNF	DNF
Withdrawals or No Complaints Filed	DNF	DNF	DNF	DNF	DNF	DNF
Complaints Filed*					DNF	DNF
Decision to File Complaint Pending at End of FY					DNF	DNF

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	DNF	DNF	DNF
Complaint Closures	DNF	DNF	DNF

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	DNF	DNF	DNF

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	DNF	DNF	DNF				
All Investigations	DNF	DNF	DNF	144	DNF	DNF	183
All Complaint Closures	DNF			731	DNF	DNF	346
Merit Decisions (no AJ)	DNF	DNF	DNF	285	DNF	DNF	429
Dismissal Decisions (no AJ)	DNF			115	DNF	DNF	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	DNF							
Total Closures	DNF							
Settlements	DNF	DNF						
Withdrawals	DNF	DNF						
Total Final Agency Actions	DNF	DNF	DNF	DNF	DNF	DNF	DNF	DNF
DNF	DNF	DNF	DNF	DNF	DNF	DNF	DNF	DNF
DNF	DNF	DNF	DNF	DNF	DNF	DNF	DNF	DNF
DNF	DNF	DNF	DNF	DNF	DNF	DNF	DNF	DNF
DNF	DNF	DNF	DNF	DNF	DNF	DNF	DNF	DNF

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	DNF	DNF	DNF
DNF	DNF	DNF	DNF
Investigation Costs	DNF	DNF	DNF
Complaint Closures with Monetary Benefits	DNF	DNF	DNF
DNF	DNF	DNF	DNF

**The Department of Energy did not file (DNF) a FY 2011 Form 462 report.

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Environmental Protection Agency (EPA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	79		15		94	
Settlements	1	1.3%	3	20%	4	4.3%
Withdrawals or No Complaints Filed	26	32.9%	0	0%	26	27.7%
Complaints Filed*					63	67%
Decision to File Complaint Pending at End of FY					1	1.1%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	94	51.1%	16%
Complaint Closures	43	16.3%	9.3%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Sex (Female)	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	92	71	77.2%				
All Investigations	29	4	13.8%	210	247	17.6%	183
All Complaint Closures	43			519	697	34.3%	346
Merit Decisions (no AJ)	20	0	0%	567	741	30.7%	429
Dismissal Decisions (no AJ)	4			132	331	150.8%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	63							
Total Closures	43							
Settlements	6	14%						
Withdrawals	2	4.7%						
Total Final Agency Actions	35	81.4%	24	68.6%	9	25.7%	2	5.7%
Dismissals	5	14.3%	4	80%	1	20%	0	0%
Merit Decisions	30	85.7%	20	66.7%	8	26.7%	2	6.7%
Finding Discrimination	1	3.3%	0	0%	0	0%	1	100%
Finding No Discrimination	29	96.7%	20	69%	8	27.6%	1	3.4%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	29	\$76,725	\$2,645
Complaint Closures with Monetary Benefits	3	\$110,000	\$36,666
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Equal Employment Opportunity Commission (EEOC) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	30		24		54	
Settlements	0	0%	9	37.5%	9	16.7%
Withdrawals or No Complaints Filed	18	60%	5	20.8%	23	42.6%
Complaints Filed*					20	37%
Decision to File Complaint Pending at End of FY					2	3.7%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	54	75.9%	44.4%
Complaint Closures	31	12.9%	12.9%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	54	45	83.3%				
All Investigations	12	10	83.3%	229	150	-34.5%	183
All Complaint Closures	31			468	322	-31.2%	346
Merit Decisions (no AJ)	10	5	50%	478	464	-2.9%	429
Dismissal Decisions (no AJ)	6			100	96	-4%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	21							
Total Closures	31							
Settlements	11	35.5%						
Withdrawals	2	6.5%						
Total Final Agency Actions	18	58.1%	16	88.9%	2	11.1%	0	0%
Dismissals	6	33.3%	6	100%	0	0%	0	0%
Merit Decisions	12	66.7%	10	83.3%	2	16.7%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	12	100%	10	83.3%	2	16.7%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	4	\$9,000	\$2,250
ADR Settlements w/ Monetary Benefits	4	\$9,000	\$2,250
Investigation Costs	12	\$90,000	\$7,500
Complaint Closures with Monetary Benefits	8	\$97,720	\$12,215
ADR Settlements w/ Monetary Benefits	3	\$156,220	\$52,073

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Federal Communications Commission (FCC) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	14		0		14	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	5	35.7%	0	0%	5	35.7%
Complaints Filed*					5	35.7%
Decision to File Complaint Pending at End of FY					4	28.6%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	14	100%	0%
Complaint Closures	5	100%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Race (Black or African American)	Race (White)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	14	14	100%				
All Investigations	5	5	100%	180	61	-66.1%	183
All Complaint Closures	5			300	30	-90%	346
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	429
Dismissal Decisions (no AJ)	0			0	0	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	5							
Total Closures	5							
Settlements	0	0%						
Withdrawals	5	100%						
Total Final Agency Actions	0	NA%	0	NA%	0	NA%	0	NA%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	0	NA%	0	NA%	0	NA%	0	NA%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	0	NA%	0	NA%	0	NA%	0	NA%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	5	\$12,500	\$2,500
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Federal Deposit Insurance Corporation (FDIC) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	40		35		75	
Settlements	1	2.5%	8	22.9%	9	12%
Withdrawals or No Complaints Filed	7	17.5%	10	28.6%	17	22.7%
Complaints Filed*					49	65.3%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	75	84%	46.7%
Complaint Closures	28	32.1%	17.9%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	75	74	98.7%				
All Investigations	20	20	100%	199	207	4%	183
All Complaint Closures	28			392	255	-34.9%	346
Merit Decisions (no AJ)	4	3	75%	607	450	-25.9%	429
Dismissal Decisions (no AJ)	8			130	44	-66.2%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	51							
Total Closures	28							
Settlements	8	28.6%						
Withdrawals	5	17.9%						
Total Final Agency Actions	15	53.6%	12	80%	3	20%	0	0%
Dismissals	11	73.3%	8	72.7%	3	27.3%	0	0%
Merit Decisions	4	26.7%	4	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	4	100%	4	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	3	\$4,500	\$1,500
ADR Settlements w/ Monetary Benefits	3	\$4,500	\$1,500
Investigation Costs	20	\$128,018	\$6,400
Complaint Closures with Monetary Benefits	7	\$141,900	\$20,271
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Federal Energy Regulatory Commission (FERC) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	13		2		15	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	5	38.5%	0	0%	5	33.3%
Complaints Filed*					10	66.7%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	15	13.3%	13.3%
Complaint Closures	8	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Sex (Male)	Age	Religion

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	15	15	100%				
All Investigations	0	0	NA%	0	0	NA%	183
All Complaint Closures	8			0	180	NA%	346
Merit Decisions (no AJ)	4	4	100%	0	180	NA%	429
Dismissal Decisions (no AJ)	4			0	180	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	10							
Total Closures	8							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	8	100%	8	100%	0	0%	0	0%
Dismissals	4	50%	4	100%	0	0%	0	0%
Merit Decisions	4	50%	4	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	4	100%	4	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	0	\$0	\$0
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Federal Housing Finance Agency (FHFA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	2		4		6	
Settlements	0	0%	1	25%	1	16.7%
Withdrawals or No Complaints Filed	0	0%	0	0%	0	0%
Complaints Filed*					4	66.7%
Decision to File Complaint Pending at End of FY					1	16.7%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	6	83.3%	66.7%
Complaint Closures	3	33.3%	33.3%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	6	5	83.3%				
All Investigations	0	0	NA%	219	0	-100%	183
All Complaint Closures	3			211	565	167.8%	346
Merit Decisions (no AJ)	1	0	0%	0	865	NA%	429
Dismissal Decisions (no AJ)	0			0	0	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	4							
Total Closures	3							
Settlements	1	33.3%						
Withdrawals	1	33.3%						
Total Final Agency Actions	1	33.3%	1	100%	0	0%	0	0%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	1	100%	1	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	1	100%	1	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	0	\$0	\$0
Complaint Closures with Monetary Benefits	1	\$14,267	\$14,267
ADR Settlements w/ Monetary Benefits	1	\$14,267	\$14,267

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Federal Reserve System--Board of Governors (FRSBG) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	58		0		58	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	48	82.8%	0	0%	48	82.8%
Complaints Filed*					10	17.2%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	58	100%	0%
Complaint Closures	2	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Age	Reprisal	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	58	58	100%				
All Investigations	7	6	85.7%	80	198	147.5%	183
All Complaint Closures	2			297	36	-87.9%	346
Merit Decisions (no AJ)	0	0	0%	297	0	-100%	429
Dismissal Decisions (no AJ)	0			0	0	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	10							
Total Closures	2							
Settlements	1	50%						
Withdrawals	1	50%						
Total Final Agency Actions	0	NA%	0	NA%	0	NA%	0	NA%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	0	NA%	0	NA%	0	NA%	0	NA%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	0	NA%	0	NA%	0	NA%	0	NA%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	7	\$39,920	\$5,702
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

Federal Trade Commission (FTC) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	16		1		17	
Settlements	1	6.3%	0	0%	1	5.9%
Withdrawals or No Complaints Filed	15	93.8%	1	100%	16	94.1%
Complaints Filed*					0	0%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	17	100%	5.9%
Complaint Closures	0	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Race (Asian)	Race (Black or African American)	Race (White)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	17	17	100%				
All Investigations	0	0	NA%	0	0	NA%	183
All Complaint Closures	0			235	0	-100%	346
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	429
Dismissal Decisions (no AJ)	0			235	0	-100%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	0							
Total Closures	0							
Settlements	0	NA%						
Withdrawals	0	NA%						
Total Final Agency Actions	0	NA%	0	NA%	0	NA%	0	NA%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	0	NA%	0	NA%	0	NA%	0	NA%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	0	NA%	0	NA%	0	NA%	0	NA%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$2,000	\$2,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	0	\$0	\$0
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

General Services Administration (GSA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	102		66		168	
Settlements	1	1%	8	12.1%	9	5.4%
Withdrawals or No Complaints Filed	27	26.5%	23	34.9%	50	29.8%
Complaints Filed*					104	61.9%
Decision to File Complaint Pending at End of FY					5	3%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	168	91.7%	39.3%
Complaint Closures	103	7.8%	5.8%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	168	167	99.4%				
All Investigations	65	45	69.2%	201	263	30.8%	183
All Complaint Closures	103			309	411	33%	346
Merit Decisions (no AJ)	19	19	100%	327	424	29.7%	429
Dismissal Decisions (no AJ)	26			43	53	23.3%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	104							
Total Closures	103							
Settlements	34	33%						
Withdrawals	6	5.8%						
Total Final Agency Actions	63	61.2%	45	71.4%	18	28.6%	0	0%
Dismissals	26	41.3%	26	100%	0	0%	0	0%
Merit Decisions	37	58.7%	19	51.4%	18	48.6%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	37	100%	19	51.4%	18	48.6%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$7,200	\$3,600
ADR Settlements w/ Monetary Benefits	2	\$7,200	\$3,600
Investigation Costs	65	\$184,094	\$2,832
Complaint Closures with Monetary Benefits	27	\$627,186	\$23,229
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

Government Printing Office (GPO) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	81		0		81	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	44	54.3%	0	0%	44	54.3%
Complaints Filed*					34	42%
Decision to File Complaint Pending at End of FY					3	3.7%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	81	100%	0%
Complaint Closures	39	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Race (Black or African American)	Sex (Female)	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	81	73	90.1%				
All Investigations	32	32	100%	268	214	-20.1%	183
All Complaint Closures	39			341	280	-17.9%	346
Merit Decisions (no AJ)	20	2	10%	458	355	-22.5%	429
Dismissal Decisions (no AJ)	15			92	130	41.3%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	34							
Total Closures	39							
Settlements	0	0%						
Withdrawals	3	7.7%						
Total Final Agency Actions	36	92.3%	35	97.2%	1	2.8%	0	0%
Dismissals	15	41.7%	15	100%	0	0%	0	0%
Merit Decisions	21	58.3%	20	95.2%	1	4.8%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	21	100%	20	95.2%	1	4.8%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	32	\$87,107	\$2,722
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of Health and Human Services (HHS) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	497		209		706	
Settlements	9	1.8%	17	8.1%	26	3.7%
Withdrawals or No Complaints Filed	200	40.2%	65	31.1%	265	37.5%
Complaints Filed*					397	56.2%
Decision to File Complaint Pending at End of FY					18	2.6%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	706	94.3%	29.6%
Complaint Closures	378	22%	8.7%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	706	624	88.4%				
All Investigations	197	190	96.4%	169	148	-12.4%	183
All Complaint Closures	378			305	309	1.3%	346
Merit Decisions (no AJ)	108	58	53.7%	378	344	-9%	429
Dismissal Decisions (no AJ)	97			44	82	86.4%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	415							
Total Closures	378							
Settlements	115	30.4%						
Withdrawals	21	5.6%						
Total Final Agency Actions	242	64%	205	84.7%	37	15.3%	0	0%
Dismissals	98	40.5%	97	99%	1	1%	0	0%
Merit Decisions	144	59.5%	108	75%	36	25%	0	0%
Finding Discrimination	2	1.4%	2	100%	0	0%	0	0%
Finding No Discrimination	142	98.6%	106	74.6%	36	25.4%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	4	\$24,242	\$6,060
ADR Settlements w/ Monetary Benefits	3	\$11,742	\$3,914
Investigation Costs	197	\$1,143,497	\$5,804
Complaint Closures with Monetary Benefits	110	\$1,895,552	\$17,232
ADR Settlements w/ Monetary Benefits	8	\$178,009	\$22,251

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of Homeland Security (DHS) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	1,174		922		2,096	
Settlements	35	3%	110	11.9%	145	6.9%
Withdrawals or No Complaints Filed	362	30.8%	325	35.3%	687	32.8%
Complaints Filed*					1,198	57.2%
Decision to File Complaint Pending at End of FY					66	3.2%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	2,096	81.2%	44%
Complaint Closures	1,192	24.6%	3.9%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	2,096	1,692	80.7%				
All Investigations	888	531	59.8%	213	243	14.1%	183
All Complaint Closures	1,192			653	511	-21.7%	346
Merit Decisions (no AJ)	457	119	26%	1,113	579	-48%	429
Dismissal Decisions (no AJ)	163			332	153	-53.9%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1,283							
Total Closures	1,192							
Settlements	241	20.2%						
Withdrawals	96	8.1%						
Total Final Agency Actions	855	71.7%	620	72.5%	230	26.9%	5	0.6%
Dismissals	170	19.9%	163	95.9%	7	4.1%	0	0%
Merit Decisions	685	80.1%	457	66.7%	223	32.6%	5	0.7%
Finding Discrimination	13	1.9%	2	15.4%	6	46.2%	5	38.5%
Finding No Discrimination	672	98.1%	455	67.7%	217	32.3%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	13	\$119,362	\$9,181
ADR Settlements w/ Monetary Benefits	8	\$93,572	\$11,696
Investigation Costs	888	\$3,664,840	\$4,127
Complaint Closures with Monetary Benefits	157	\$3,622,459	\$23,072
ADR Settlements w/ Monetary Benefits	4	\$145,200	\$36,300

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of Housing and Urban Development (HUD) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	108		29		137	
Settlements	2	1.9%	3	10.3%	5	3.7%
Withdrawals or No Complaints Filed	25	23.1%	8	27.6%	33	24.1%
Complaints Filed*					98	71.5%
Decision to File Complaint Pending at End of FY					1	0.7%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	137	100%	21.2%
Complaint Closures	98	8.2%	8.2%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	137	85	62%				
All Investigations	60	8	13.3%	424	326	-23.1%	183
All Complaint Closures	98			449	398	-11.4%	346
Merit Decisions (no AJ)	33	26	78.8%	314	335	6.7%	429
Dismissal Decisions (no AJ)	9			118	119	0.8%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	98							
Total Closures	98							
Settlements	30	30.6%						
Withdrawals	11	11.2%						
Total Final Agency Actions	57	58.2%	42	73.7%	15	26.3%	0	0%
Dismissals	9	15.8%	9	100%	0	0%	0	0%
Merit Decisions	48	84.2%	33	68.8%	15	31.2%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	48	100%	33	68.8%	15	31.3%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$50,000	\$50,000
ADR Settlements w/ Monetary Benefits	1	\$50,000	\$50,000
Investigation Costs	60	\$123,655	\$2,060
Complaint Closures with Monetary Benefits	30	\$1,102,006	\$36,733
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

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Department of the Interior (DOI) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	449		122		571	
Settlements	31	6.9%	38	31.2%	69	12.1%
Withdrawals or No Complaints Filed	175	39%	32	26.2%	207	36.3%
Complaints Filed*					285	49.9%
Decision to File Complaint Pending at End of FY					10	1.8%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	571	80.6%	21.4%
Complaint Closures	279	71.3%	10%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	571	480	84.1%				
All Investigations	198	118	59.6%	252	234	-7.1%	183
All Complaint Closures	279			474	493	4%	346
Merit Decisions (no AJ)	77	14	18.2%	517	468	-9.5%	429
Dismissal Decisions (no AJ)	31			260	260	0%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	290							
Total Closures	279							
Settlements	102	36.6%						
Withdrawals	24	8.6%						
Total Final Agency Actions	153	54.8%	108	70.6%	44	28.8%	1	0.7%
Dismissals	33	21.6%	31	93.9%	2	6.1%	0	0%
Merit Decisions	120	78.4%	77	64.2%	42	35%	1	0.8%
Finding Discrimination	9	7.5%	3	33.3%	5	55.6%	1	11.1%
Finding No Discrimination	111	92.5%	74	66.7%	37	33.3%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	17	\$489,116	\$28,771
ADR Settlements w/ Monetary Benefits	10	\$44,138	\$4,413
Investigation Costs	198	\$757,640	\$3,826
Complaint Closures with Monetary Benefits	84	\$2,066,945	\$24,606
ADR Settlements w/ Monetary Benefits	5	\$37,152	\$7,430

EEOC FY 2011 Annual Report on the Federal Work Force Part I

John F. Kennedy Center for the Performing Arts (JFKCPA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	2		0		2	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	0	0%	0	0%	0	0%
Complaints Filed*					2	100%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	2	0%	0%
Complaint Closures	3	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Race (Black or African American)	Reprisal	Disability (Physical)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	2	2	100%				
All Investigations	0	0	NA%	0	0	NA%	183
All Complaint Closures	3			0	192	NA%	346
Merit Decisions (no AJ)	1	0	0%	0	375	NA%	429
Dismissal Decisions (no AJ)	2			0	100	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	2							
Total Closures	3							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	3	100%	3	100%	0	0%	0	0%
Dismissals	2	66.7%	2	100%	0	0%	0	0%
Merit Decisions	1	33.3%	1	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	1	100%	1	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	0	\$0	\$0
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of Justice (DOJ) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	967		158		1,125	
Settlements	36	3.7%	47	29.8%	83	7.4%
Withdrawals or No Complaints Filed	283	29.3%	36	22.8%	319	28.4%
Complaints Filed*					678	60.3%
Decision to File Complaint Pending at End of FY					45	4%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1,125	90.1%	14%
Complaint Closures	693	9.1%	2.3%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Sex (Female)	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1,125	933	82.9%				
All Investigations	531	407	76.6%	218	196	-10.1%	183
All Complaint Closures	693			566	727	28.4%	346
Merit Decisions (no AJ)	257	18	7%	839	960	14.4%	429
Dismissal Decisions (no AJ)	83			167	163	-2.4%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	704							
Total Closures	693							
Settlements	84	12.1%						
Withdrawals	64	9.2%						
Total Final Agency Actions	545	78.6%	340	62.4%	199	36.5%	6	1.1%
Dismissals	92	16.9%	83	90.2%	9	9.8%	0	0%
Merit Decisions	453	83.1%	257	56.7%	190	41.9%	6	1.3%
Finding Discrimination	13	2.9%	2	15.4%	6	46.2%	5	38.5%
Finding No Discrimination	440	97.1%	255	58%	184	41.8%	1	0.2%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	18	\$122,578	\$6,809
ADR Settlements w/ Monetary Benefits	10	\$62,400	\$6,240
Investigation Costs	531	\$2,801,502	\$5,275
Complaint Closures with Monetary Benefits	72	\$2,266,397	\$31,477
ADR Settlements w/ Monetary Benefits	6	\$112,607	\$18,767

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of Labor (DOL) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	127		122		249	
Settlements	0	0%	16	13.1%	16	6.4%
Withdrawals or No Complaints Filed	58	45.7%	21	17.2%	79	31.7%
Complaints Filed*					144	57.8%
Decision to File Complaint Pending at End of FY					10	4%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	249	100%	49%
Complaint Closures	121	100%	28.1%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	249	237	95.2%				
All Investigations	101	97	96%	174	195	12.1%	183
All Complaint Closures	121			389	359	-7.7%	346
Merit Decisions (no AJ)	42	41	97.6%	318	309	-2.8%	429
Dismissal Decisions (no AJ)	19			85	187	120%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	144							
Total Closures	121							
Settlements	34	28.1%						
Withdrawals	12	9.9%						
Total Final Agency Actions	75	62%	61	81.3%	14	18.7%	0	0%
Dismissals	20	26.7%	19	95%	1	5%	0	0%
Merit Decisions	55	73.3%	42	76.4%	13	23.6%	0	0%
Finding Discrimination	1	1.8%	0	0%	1	100%	0	0%
Finding No Discrimination	54	98.2%	42	77.8%	12	22.2%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	3	\$97,200	\$32,400
ADR Settlements w/ Monetary Benefits	3	\$97,200	\$32,400
Investigation Costs	101	\$424,820	\$4,206
Complaint Closures with Monetary Benefits	20	\$588,092	\$29,404
ADR Settlements w/ Monetary Benefits	18	\$588,092	\$32,671

National Aeronautics and Space Administration (NASA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	49		18		67	
Settlements	1	2%	11	61.1%	12	17.9%
Withdrawals or No Complaints Filed	18	36.7%	2	11.1%	20	29.9%
Complaints Filed*					33	49.3%
Decision to File Complaint Pending at End of FY					2	3%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	67	61.2%	26.9%
Complaint Closures	59	33.9%	27.1%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Race (Black or African American)	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	67	54	80.6%				
All Investigations	26	24	92.3%	183	174	-4.9%	183
All Complaint Closures	59			396	427	7.8%	346
Merit Decisions (no AJ)	12	0	0%	658	626	-4.9%	429
Dismissal Decisions (no AJ)	15			104	263	152.9%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	35							
Total Closures	59							
Settlements	27	45.8%						
Withdrawals	1	1.7%						
Total Final Agency Actions	31	52.5%	27	87.1%	4	12.9%	0	0%
Dismissals	15	48.4%	15	100%	0	0%	0	0%
Merit Decisions	16	51.6%	12	75%	4	25%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	16	100%	12	75%	4	25%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	3	\$5,888	\$1,962
ADR Settlements w/ Monetary Benefits	3	\$5,888	\$1,962
Investigation Costs	26	\$124,158	\$4,775
Complaint Closures with Monetary Benefits	26	\$268,809	\$10,338
ADR Settlements w/ Monetary Benefits	11	\$54,111	\$4,919

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National Archives and Records Administration (NARA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	19		5		24	
Settlements	0	0%	4	80%	4	16.7%
Withdrawals or No Complaints Filed	11	57.9%	1	20%	12	50%
Complaints Filed*					7	29.2%
Decision to File Complaint Pending at End of FY					1	4.2%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	24	58.3%	20.8%
Complaint Closures	11	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Race (Black or African American)	Sex (Male)	Reprisal

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	24	19	79.2%				
All Investigations	6	6	100%	185	168	-9.2%	183
All Complaint Closures	11			284	486	71.1%	346
Merit Decisions (no AJ)	3	2	66.7%	408	574	40.7%	429
Dismissal Decisions (no AJ)	2			118	69	-41.5%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	8							
Total Closures	11							
Settlements	1	9.1%						
Withdrawals	2	18.2%						
Total Final Agency Actions	8	72.7%	5	62.5%	3	37.5%	0	0%
Dismissals	2	25%	2	100%	0	0%	0	0%
Merit Decisions	6	75%	3	50%	3	50%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	6	100%	3	50%	3	50%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	6	\$18,798	\$3,133
Complaint Closures with Monetary Benefits	1	\$9,700	\$9,700
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

National Credit Union Administration (NCUA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	11		1		12	
Settlements	1	9.1%	0	0%	1	8.3%
Withdrawals or No Complaints Filed	4	36.4%	0	0%	4	33.3%
Complaints Filed*					7	58.3%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	12	100%	8.3%
Complaint Closures	6	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Disability (Physical)	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	12	12	100%				
All Investigations	8	4	50%	139	191	37.4%	183
All Complaint Closures	6			495	240	-51.5%	346
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	429
Dismissal Decisions (no AJ)	0			180	0	-100%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	8							
Total Closures	6							
Settlements	3	50%						
Withdrawals	2	33.3%						
Total Final Agency Actions	1	16.7%	0	0%	1	100%	0	0%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	1	100%	0	0%	1	100%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	1	100%	0	0%	1	100%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	8	\$29,651	\$3,706
Complaint Closures with Monetary Benefits	3	\$204,424	\$68,141
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

National Gallery of Art (NGA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	3		0		3	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	1	33.3%	0	0%	1	33.3%
Complaints Filed*					2	66.7%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	3	33.3%	0%
Complaint Closures	8	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Sex (Male)	Race (Asian)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	3	2	66.7%				
All Investigations	1	0	0%	262	315	20.2%	183
All Complaint Closures	8			592	493	-16.7%	346
Merit Decisions (no AJ)	2	1	50%	350	510	45.7%	429
Dismissal Decisions (no AJ)	1			0	32	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	2							
Total Closures	8							
Settlements	2	25%						
Withdrawals	1	12.5%						
Total Final Agency Actions	5	62.5%	3	60%	2	40%	0	0%
Dismissals	1	20%	1	100%	0	0%	0	0%
Merit Decisions	4	80%	2	50%	2	50%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	4	100%	2	50%	2	50%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	1	\$5,165	\$5,165
Complaint Closures with Monetary Benefits	2	\$5,000	\$2,500
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

National Labor Relations Board (NLRB) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	9		0		9	
Settlements	1	11.1%	0	0%	1	11.1%
Withdrawals or No Complaints Filed	2	22.2%	0	0%	2	22.2%
Complaints Filed*					5	55.6%
Decision to File Complaint Pending at End of FY					1	11.1%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	9	100%	0%
Complaint Closures	13	100%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Age	Reprisal	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	9	8	88.9%				
All Investigations	11	8	72.7%	151	235	55.6%	183
All Complaint Closures	13			136	276	102.9%	346
Merit Decisions (no AJ)	2	2	100%	193	270	39.9%	429
Dismissal Decisions (no AJ)	3			35	18	-48.6%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	9							
Total Closures	13							
Settlements	8	61.5%						
Withdrawals	0	0%						
Total Final Agency Actions	5	38.5%	5	100%	0	0%	0	0%
Dismissals	3	60%	3	100%	0	0%	0	0%
Merit Decisions	2	40%	2	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	2	100%	2	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	11	\$102,414	\$9,310
Complaint Closures with Monetary Benefits	3	\$37,000	\$12,333
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

National Science Foundation (NSF) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	8		1		9	
Settlements	0	0%	1	100%	1	11.1%
Withdrawals or No Complaints Filed	2	25%	0	0%	2	22.2%
Complaints Filed*					6	66.7%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	9	33.3%	11.1%
Complaint Closures	2	100%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Race (Black or African American)	Sex (Female)	Reprisal

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	9	8	88.9%				
All Investigations	6	4	66.7%	198	195	-1.5%	183
All Complaint Closures	2			153	631	312.4%	346
Merit Decisions (no AJ)	1	0	0%	248	486	96%	429
Dismissal Decisions (no AJ)	0			58	0	-100%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	7							
Total Closures	2							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	2	100%	1	50%	1	50%	0	0%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	2	100%	1	50%	1	50%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	2	100%	1	50%	1	50%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	6	\$24,527	\$4,087
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of the Navy (NAVY) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	1,176		822		1,998	
Settlements	52	4.4%	209	25.4%	261	13.1%
Withdrawals or No Complaints Filed	366	31.1%	322	39.2%	688	34.4%
Complaints Filed*					1,010	50.6%
Decision to File Complaint Pending at End of FY					39	2%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1,998	76.1%	41.1%
Complaint Closures	684	3.7%	2.2%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Race (Black or African American)	Reprisal	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1,998	1,602	80.2%				
All Investigations	314	138	43.9%	231	263	13.9%	183
All Complaint Closures	684			321	365	13.7%	346
Merit Decisions (no AJ)	130	128	98.5%	434	503	15.9%	429
Dismissal Decisions (no AJ)	155			63	66	4.8%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1,010							
Total Closures	684							
Settlements	240	35.1%						
Withdrawals	72	10.5%						
Total Final Agency Actions	372	54.4%	285	76.6%	86	23.1%	1	0.3%
Dismissals	155	41.7%	155	100%	0	0%	0	0%
Merit Decisions	217	58.3%	130	59.9%	86	39.6%	1	0.5%
Finding Discrimination	5	2.3%	2	40%	3	60%	0	0%
Finding No Discrimination	212	97.7%	128	60.4%	83	39.2%	1	0.5%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	29	\$87,398	\$3,013
ADR Settlements w/ Monetary Benefits	15	\$42,019	\$2,801
Investigation Costs	314	\$2,866,820	\$9,130
Complaint Closures with Monetary Benefits	166	\$2,933,829	\$17,673
ADR Settlements w/ Monetary Benefits	3	\$104,350	\$34,783

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Nuclear Regulatory Commission (NRC) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	15		16		31	
Settlements	0	0%	10	62.5%	10	32.3%
Withdrawals or No Complaints Filed	3	20%	2	12.5%	5	16.1%
Complaints Filed*					16	51.6%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	31	96.8%	51.6%
Complaint Closures	14	92.9%	21.4%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Age	Reprisal	National Origin (Other)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	31	29	93.6%				
All Investigations	9	8	88.9%	175	199	13.7%	183
All Complaint Closures	14			160	172	7.5%	346
Merit Decisions (no AJ)	3	3	100%	266	282	6%	429
Dismissal Decisions (no AJ)	2			29	66	127.6%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	17							
Total Closures	14							
Settlements	7	50%						
Withdrawals	1	7.1%						
Total Final Agency Actions	6	42.9%	5	83.3%	1	16.7%	0	0%
Dismissals	3	50%	2	66.7%	1	33.3%	0	0%
Merit Decisions	3	50%	3	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	3	100%	3	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	9	\$45,000	\$5,000
Complaint Closures with Monetary Benefits	3	\$42,700	\$14,233
ADR Settlements w/ Monetary Benefits	1	\$3,000	\$3,000

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Office of Personnel Management (OPM) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	70		2		72	
Settlements	0	0%	1	50%	1	1.4%
Withdrawals or No Complaints Filed	35	50%	1	50%	36	50%
Complaints Filed*					32	44.4%
Decision to File Complaint Pending at End of FY					3	4.2%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	72	81.9%	2.8%
Complaint Closures	19	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Race (Black or African American)	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	72	72	100%				
All Investigations	23	23	100%	101	102	1%	183
All Complaint Closures	19			89	353	296.6%	346
Merit Decisions (no AJ)	7	0	0%	200	360	80%	429
Dismissal Decisions (no AJ)	2			18	44	144.4%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	32							
Total Closures	19							
Settlements	5	26.3%						
Withdrawals	2	10.5%						
Total Final Agency Actions	12	63.2%	9	75%	3	25%	0	0%
Dismissals	2	16.7%	2	100%	0	0%	0	0%
Merit Decisions	10	83.3%	7	70%	3	30%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	10	100%	7	70%	3	30%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	23	\$195,460	\$8,498
Complaint Closures with Monetary Benefits	5	\$198,816	\$39,763
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Peace Corps (PC) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	5		0		5	
Settlements	1	20%	0	0%	1	20%
Withdrawals or No Complaints Filed	3	60%	0	0%	3	60%
Complaints Filed*					1	20%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	5	100%	0%
Complaint Closures	4	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Race (Black or African American)	Age	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	5	5	100%				
All Investigations	3	3	100%	158	234	48.1%	183
All Complaint Closures	4			625	463	-25.9%	346
Merit Decisions (no AJ)	2	0	0%	0	454	NA%	429
Dismissal Decisions (no AJ)	0			0	0	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	3							
Total Closures	4							
Settlements	1	25%						
Withdrawals	1	25%						
Total Final Agency Actions	2	50%	2	100%	0	0%	0	0%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	2	100%	2	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	2	100%	2	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	3	\$21,205	\$7,068
Complaint Closures with Monetary Benefits	1	\$45,000	\$45,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Pension Benefit Guaranty Corporation (PBGC) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	28		2		30	
Settlements	1	3.6%	0	0%	1	3.3%
Withdrawals or No Complaints Filed	8	28.6%	2	100%	10	33.3%
Complaints Filed*					17	56.7%
Decision to File Complaint Pending at End of FY					2	6.7%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	30	90%	6.7%
Complaint Closures	30	56.7%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Race (Black or African American)	Reprisal	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	30	28	93.3%				
All Investigations	22	19	86.4%	103	202	96.1%	183
All Complaint Closures	30			218	216	-1%	346
Merit Decisions (no AJ)	8	7	87.5%	331	110	-66.8%	429
Dismissal Decisions (no AJ)	10			73	51	-30.1%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	17							
Total Closures	30							
Settlements	3	10%						
Withdrawals	1	3.3%						
Total Final Agency Actions	26	86.7%	18	69.2%	8	30.8%	0	0%
Dismissals	10	38.5%	10	100%	0	0%	0	0%
Merit Decisions	16	61.5%	8	50%	8	50%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	16	100%	8	50%	8	50%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	22	\$75,612	\$3,436
Complaint Closures with Monetary Benefits	3	\$151,500	\$50,500
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Railroad Retirement Board (RRB) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	4		0		4	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	1	25%	0	0%	1	25%
Complaints Filed*					3	75%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	4	0%	0%
Complaint Closures	2	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Race (Black or African American)	Sex (Female)	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	4	4	100%				
All Investigations	3	3	100%	95	164	72.6%	183
All Complaint Closures	2			300	390	30%	346
Merit Decisions (no AJ)	1	1	100%	399	210	-47.4%	429
Dismissal Decisions (no AJ)	0			0	0	NA%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	3							
Total Closures	2							
Settlements	1	50%						
Withdrawals	0	0%						
Total Final Agency Actions	1	50%	1	100%	0	0%	0	0%
Dismissals	0	NA%	0	NA%	0	NA%	0	NA%
Merit Decisions	1	100%	1	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	1	100%	1	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	3	\$8,800	\$2,933
Complaint Closures with Monetary Benefits	1	\$10,856	\$10,856
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Securities and Exchange Commission (SEC) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	14		5		19	
Settlements	0	0%	1	20%	1	5.3%
Withdrawals or No Complaints Filed	5	35.7%	2	40%	7	36.8%
Complaints Filed*					10	52.6%
Decision to File Complaint Pending at End of FY					1	5.3%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	19	31.6%	26.3%
Complaint Closures	14	7.1%	7.1%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Disability (Physical)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	19	19	100%				
All Investigations	3	3	100%	195	175	-10.3%	183
All Complaint Closures	14			234	228	-2.6%	346
Merit Decisions (no AJ)	7	7	100%	332	374	12.7%	429
Dismissal Decisions (no AJ)	4			158	42	-73.4%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	10							
Total Closures	14							
Settlements	2	14.3%						
Withdrawals	1	7.1%						
Total Final Agency Actions	11	78.6%	11	100%	0	0%	0	0%
Dismissals	4	36.4%	4	100%	0	0%	0	0%
Merit Decisions	7	63.6%	7	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	7	100%	7	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	3	\$17,858	\$5,952
Complaint Closures with Monetary Benefits	2	\$21,500	\$10,750
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

Small Business Administration (SBA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	65		5		70	
Settlements	2	3.1%	0	0%	2	2.9%
Withdrawals or No Complaints Filed	25	38.5%	2	40%	27	38.6%
Complaints Filed*					40	57.1%
Decision to File Complaint Pending at End of FY					1	1.4%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	70	44.3%	7.1%
Complaint Closures	34	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	70	59	84.3%				
All Investigations	19	13	68.4%	151	202	33.8%	183
All Complaint Closures	34			373	257	-31.1%	346
Merit Decisions (no AJ)	10	7	70%	229	140	-38.9%	429
Dismissal Decisions (no AJ)	10			29	25	-13.8%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	41							
Total Closures	34							
Settlements	11	32.4%						
Withdrawals	1	2.9%						
Total Final Agency Actions	22	64.7%	20	90.9%	2	9.1%	0	0%
Dismissals	10	45.5%	10	100%	0	0%	0	0%
Merit Decisions	12	54.5%	10	83.3%	2	16.7%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	12	100%	10	83.3%	2	16.7%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$25,000	\$25,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	19	\$73,034	\$3,843
Complaint Closures with Monetary Benefits	7	\$69,716	\$9,959
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

Smithsonian Institution (SI) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	16		10		26	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	4	25%	9	90%	13	50%
Complaints Filed*					11	42.3%
Decision to File Complaint Pending at End of FY					2	7.7%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	26	100%	38.5%
Complaint Closures	6	100%	33.3%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Race (Black or African American)	Sex (Female)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	26	26	100%				
All Investigations	7	7	100%	143	160	11.9%	183
All Complaint Closures	6			108	200	85.2%	346
Merit Decisions (no AJ)	2	2	100%	113	246	117.7%	429
Dismissal Decisions (no AJ)	2			21	64	204.8%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	13							
Total Closures	6							
Settlements	2	33.3%						
Withdrawals	0	0%						
Total Final Agency Actions	4	66.7%	4	100%	0	0%	0	0%
Dismissals	2	50%	2	100%	0	0%	0	0%
Merit Decisions	2	50%	2	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	2	100%	2	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	7	\$16,625	\$2,375
Complaint Closures with Monetary Benefits	2	\$16,463	\$8,231
ADR Settlements w/ Monetary Benefits	2	\$16,463	\$8,231

Social Security Administration (SSA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	533		370		903	
Settlements	7	1.3%	64	17.3%	71	7.9%
Withdrawals or No Complaints Filed	303	56.8%	39	10.5%	342	37.9%
Complaints Filed*					464	51.4%
Decision to File Complaint Pending at End of FY					26	2.9%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	903	85.7%	41%
Complaint Closures	489	76.9%	14.1%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	903	847	93.8%				
All Investigations	408	296	72.5%	175	190	8.6%	183
All Complaint Closures	489			444	418	-5.9%	346
Merit Decisions (no AJ)	150	80	53.3%	461	392	-15%	429
Dismissal Decisions (no AJ)	88			58	41	-29.3%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	489							
Total Closures	489							
Settlements	66	13.5%						
Withdrawals	53	10.8%						
Total Final Agency Actions	370	75.7%	238	64.3%	131	35.4%	1	0.3%
Dismissals	92	24.9%	88	95.7%	4	4.4%	0	0%
Merit Decisions	278	75.1%	150	54%	127	45.7%	1	0.4%
Finding Discrimination	3	1.1%	0	0%	2	66.7%	1	33.3%
Finding No Discrimination	275	98.9%	150	54.5%	125	45.5%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$3,217	\$1,608
ADR Settlements w/ Monetary Benefits	2	\$3,217	\$1,608
Investigation Costs	408	\$1,904,040	\$4,666
Complaint Closures with Monetary Benefits	24	\$117,691	\$4,903
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of State (STATE) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	186		85		271	
Settlements	7	3.8%	17	20%	24	8.9%
Withdrawals or No Complaints Filed	87	46.8%	31	36.5%	118	43.5%
Complaints Filed*					122	45%
Decision to File Complaint Pending at End of FY					7	2.6%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	271	75.3%	31.4%
Complaint Closures	101	5.9%	5.9%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	271	203	74.9%				
All Investigations	89	43	48.3%	223	271	21.5%	183
All Complaint Closures	101			206	466	126.2%	346
Merit Decisions (no AJ)	41	3	7.3%	134	424	216.4%	429
Dismissal Decisions (no AJ)	26			62	81	30.6%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	128							
Total Closures	101							
Settlements	10	9.9%						
Withdrawals	9	8.9%						
Total Final Agency Actions	82	81.2%	67	81.7%	15	18.3%	0	0%
Dismissals	26	31.7%	26	100%	0	0%	0	0%
Merit Decisions	56	68.3%	41	73.2%	15	26.8%	0	0%
Finding Discrimination	1	1.8%	0	0%	1	100%	0	0%
Finding No Discrimination	55	98.2%	41	74.5%	14	25.5%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	4	\$168,978	\$42,244
ADR Settlements w/ Monetary Benefits	3	\$48,978	\$16,326
Investigation Costs	89	\$211,680	\$2,378
Complaint Closures with Monetary Benefits	10	\$246,210	\$24,621
ADR Settlements w/ Monetary Benefits	1	\$5,700	\$5,700

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Tennessee Valley Authority (TVA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	85		17		102	
Settlements	3	3.5%	0	0%	3	2.9%
Withdrawals or No Complaints Filed	8	9.4%	0	0%	8	7.8%
Complaints Filed*					71	69.6%
Decision to File Complaint Pending at End of FY					20	19.6%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	102	100%	16.7%
Complaint Closures	84	0%	0%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	102	101	99%				
All Investigations	57	57	100%	114	124	8.8%	183
All Complaint Closures	84			287	329	14.6%	346
Merit Decisions (no AJ)	45	45	100%	254	321	26.4%	429
Dismissal Decisions (no AJ)	11			15	9	-40%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	71							
Total Closures	84							
Settlements	5	6%						
Withdrawals	5	6%						
Total Final Agency Actions	74	88.1%	56	75.7%	18	24.3%	0	0%
Dismissals	11	14.9%	11	100%	0	0%	0	0%
Merit Decisions	63	85.1%	45	71.4%	18	28.6%	0	0%
Finding Discrimination	2	3.2%	1	50%	1	50%	0	0%
Finding No Discrimination	61	96.8%	44	72.1%	17	27.9%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$2	\$2
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	57	\$110,921	\$1,945
Complaint Closures with Monetary Benefits	6	\$94,357	\$15,726
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of Transportation (DOT) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	410		210		620	
Settlements	11	2.7%	48	22.9%	59	9.5%
Withdrawals or No Complaints Filed	149	36.3%	54	25.7%	203	32.7%
Complaints Filed*					334	53.9%
Decision to File Complaint Pending at End of FY					24	3.9%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	620	62.7%	33.9%
Complaint Closures	338	1.8%	1.8%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	620	591	95.3%				
All Investigations	247	222	89.9%	141	146	3.5%	183
All Complaint Closures	338			365	321	-12.1%	346
Merit Decisions (no AJ)	93	47	50.5%	293	305	4.1%	429
Dismissal Decisions (no AJ)	112			55	42	-23.6%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	350							
Total Closures	338							
Settlements	68	20.1%						
Withdrawals	15	4.4%						
Total Final Agency Actions	255	75.4%	205	80.4%	50	19.6%	0	0%
Dismissals	112	43.9%	112	100%	0	0%	0	0%
Merit Decisions	143	56.1%	93	65%	50	35%	0	0%
Finding Discrimination	2	1.4%	0	0%	2	100%	0	0%
Finding No Discrimination	141	98.6%	93	66%	48	34%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	15	\$127,328	\$8,488
ADR Settlements w/ Monetary Benefits	10	\$100,828	\$10,082
Investigation Costs	247	\$1,003,071	\$4,061
Complaint Closures with Monetary Benefits	41	\$843,437	\$20,571
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of the Treasury (TREAS) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	382		363		745	
Settlements	33	8.6%	110	30.3%	143	19.2%
Withdrawals or No Complaints Filed	120	31.4%	87	24%	207	27.8%
Complaints Filed*					372	49.9%
Decision to File Complaint Pending at End of FY					23	3.1%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	745	94.1%	48.7%
Complaint Closures	427	71.2%	15%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Reprisal	Race (Black or African American)	Age

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	745	717	96.2%				
All Investigations	339	322	95%	182	170	-6.6%	183
All Complaint Closures	427			478	475	-0.6%	346
Merit Decisions (no AJ)	126	99	78.6%	395	405	2.5%	429
Dismissal Decisions (no AJ)	45			112	125	11.6%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	414							
Total Closures	427							
Settlements	102	23.9%						
Withdrawals	38	8.9%						
Total Final Agency Actions	287	67.2%	171	59.6%	114	39.7%	2	0.7%
Dismissals	45	15.7%	45	100%	0	0%	0	0%
Merit Decisions	242	84.3%	126	52.1%	114	47.1%	2	0.8%
Finding Discrimination	5	2.1%	1	20%	2	40%	2	40%
Finding No Discrimination	237	97.9%	125	52.7%	112	47.3%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	6	\$28,363	\$4,727
ADR Settlements w/ Monetary Benefits	4	\$10,245	\$2,561
Investigation Costs	339	\$2,107,812	\$6,217
Complaint Closures with Monetary Benefits	65	\$743,267	\$11,434
ADR Settlements w/ Monetary Benefits	6	\$65,494	\$10,915

EEOC FY 2011 Annual Report on the Federal Work Force Part I

U.S. Postal Service (USPS) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	4,835		9,848		14,683	
Settlements	143	3%	3,465	35.2%	3,608	24.6%
Withdrawals or No Complaints Filed	1,932	40%	4,041	41%	5,973	40.7%
Complaints Filed*					4,837	32.9%
Decision to File Complaint Pending at End of FY					265	1.8%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	14,683	75.8%	67.1%
Complaint Closures	6,251	5.3%	4.8%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Disability (Physical)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	14,670	14,467	98.6%				
All Investigations	3,019	2,989	99%	118	110	-6.8%	183
All Complaint Closures	6,251			247	249	0.8%	346
Merit Decisions (no AJ)	1,407	1,364	96.9%	262	263	0.4%	429
Dismissal Decisions (no AJ)	2,538			33	43	30.3%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	5,117							
Total Closures	6,251							
Settlements	872	14%						
Withdrawals	303	4.9%						
Total Final Agency Actions	5,076	81.2%	3,945	77.7%	1,113	21.9%	18	0.4%
Dismissals	2,548	50.2%	2,538	99.6%	10	0.4%	0	0%
Merit Decisions	2,528	49.8%	1,407	55.7%	1,103	43.6%	18	0.7%
Finding Discrimination	63	2.5%	0	0%	45	71.4%	18	28.6%
Finding No Discrimination	2,465	97.5%	1,407	57.1%	1,058	42.9%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	345	\$597,043	\$1,730
ADR Settlements w/ Monetary Benefits	322	\$459,457	\$1,426
Investigation Costs	3,019	\$4,265,066	\$1,412
Complaint Closures with Monetary Benefits	817	\$5,989,670	\$7,331
ADR Settlements w/ Monetary Benefits	141	\$119,189	\$845

EEOC FY 2011 Annual Report on the Federal Work Force Part I

Department of Veterans Affairs (VA) FY 2011 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2011

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	2,020		2,395		4,415	
Settlements	16	0.8%	383	16%	399	9%
Withdrawals or No Complaints Filed	879	43.5%	737	30.8%	1,616	36.6%
Complaints Filed*					2,276	51.6%
Decision to File Complaint Pending at End of FY					124	2.8%

*Includes only complaints filed in FY 2011 where counseling was also completed during FY 2011.

Agency Use of ADR for EEO Dispute Resolution in FY 2011

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	4,415	98.1%	54.3%
Complaint Closures	2,071	5.4%	4.5%

Bases Most Frequently Alleged in FY 2011 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Race (Black or African American)

Timeliness in FY 2011

	Total #	# Timely	% Timely	FY 2010 APD*	FY 2011 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	4,415	4,347	98.5%				
All Investigations	1,598	1,275	79.8%	186	180	-3.2%	183
All Complaint Closures	2,071			349	373	6.9%	346
Merit Decisions (no AJ)	477	48	10.1%	416	434	4.3%	429
Dismissal Decisions (no AJ)	444			90	68	-24.4%	73

*APD =Average Processing Days

Outcomes of Complaints in FY 2011

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	2,352							
Total Closures	2,071							
Settlements	476	23%						
Withdrawals	237	11.4%						
Total Final Agency Actions	1,358	65.6%	921	67.8%	435	32%	2	0.1%
Dismissals	466	34.3%	444	95.3%	22	4.7%	0	0%
Merit Decisions	892	65.7%	477	53.5%	413	46.3%	2	0.2%
Finding Discrimination	33	3.7%	10	30.3%	21	63.6%	2	6.1%
Finding No Discrimination	859	96.3%	467	54.4%	392	45.6%	0	0%

Costs Associated With EEO Process FY 2011

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	32	\$78,722	\$2,460
ADR Settlements w/ Monetary Benefits	30	\$76,907	\$2,563
Investigation Costs	1,598	\$13,626,386	\$8,527
Complaint Closures with Monetary Benefits	325	\$6,147,929	\$18,916
ADR Settlements w/ Monetary Benefits	44	\$568,365	\$12,917

APPENDIX I

APPENDIX I

GLOSSARY / DEFINITIONS

Administrative Support Workers - See "Occupational Categories."

Affirmation Rate – The percentage of appeal closures that were affirmed by the EEOC.

ADR Closures – The number of counselings or complaints that completed the ADR process during the fiscal year.

ADR Offer Rate - The percentage of completed/ended counselings or the complaint closures that received an ADR offer.

ADR Participation Rate - The percentage of completed/ended counseling or the complaint closures where both parties agreed to participate in ADR.

ADR Resolution Rate - The percentage of ADR closures that were resolved by either settlement or withdrawal from the EEO process.

Agency – Military departments as defined in Section 102 of Title 5, U.S. Code and executive agencies as defined in Section 105 of Title 5, U.S. Code, the United States Postal Service, the Postal Regulatory Commission, the Tennessee Valley Authority, those units of the legislative and judicial branches of the Federal government having positions in the competitive service, the National Oceanic and Atmospheric Administration Commissioned Corps, the Government Printing Office and the Smithsonian Institution (including those with employees and applicants for employment who are paid from non-appropriated funds).

Annual Reports - Reports required to be submitted to EEOC on agencies' affirmative employment program accomplishments pursuant to EEOC Management Directive 715.

Appeal Closures – The number of appeals decided by the EEOC during the fiscal year.

Appeal Receipts – The number of appeals filed with the EEOC during the fiscal year.

Appeals Inventory – The number of appeals on hand at the end of the fiscal year.

Average Age of Open Pending Inventory – Average number of days of all complaints, hearings or appeals which are not yet resolved at the end of the reporting period.

Average Processing Time – The total number of days divided by the number of investigations, complaint closures, hearing closures, or appeal closures.

Central Personnel Data File (CPDF) - This is a computer data file created and maintained by the OPM. The file is based on personnel action information submitted directly to the OPM by Executive Branch federal agency appointing offices, and is updated monthly. Some Executive Branch agencies do not submit data to the CPDF including the following: the Tennessee Valley Authority, United States Postal Service, Army & Air Force Exchange Service, Central Intelligence Agency, Defense Intelligence Agency, National Geospatial-Intelligence Agency, and the National Security Agency.

Civilian Labor Force (CLF) - Data derived from the decennial census reflecting persons, 16 years of age or older who were employed or seeking employment, excluding those in the Armed Services. CLF data used in this report is based on the 2000 Census.

Complainants – Individuals, either employees or applicants, who filed a formal complaint against a federal agency during the fiscal year.

Complaint Closures – The number of complaints that were completed in the formal complaint process during the fiscal year.

Complainant Rate – The percentage of individuals who filed a complaint per the total work force.

Complaints Filed – The number of complaints that were filed against the federal government during the fiscal year.

Completed/Ended Counselings – The number of counselings which were concluded/closed, either by a written settlement agreement, a written withdrawal from the counseling process, the issuance of a notice of right to file a formal complaint, the forwarding of a counseling to an Administrative Judge when requested/ordered by the Administrative Judge, or the filing of a complaint after the regulatory counseling period has expired even though not all counseling duties have been performed during the fiscal year.

Counseling Rate – The percentage of individuals who completed counseling per the total work force.

Counselings Initiated – The number of new counselings that began during the current fiscal year.

Craft Workers - See “Occupational Categories.”

Data from 2000 Census Special EEO File - Data derived from the 2000 decennial census (www.census.gov/eeo2000/).

Decision to File Complaint Pending – The number of completed counselings in which (1) the agency did not receive a complaint, and (2) the 15-day period for filing a complaint had not expired at the end of the fiscal year.

Disability - A physical or mental impairment that substantially limits one or more major life activities.

Dismissals – An agency’s final action on a complaint of discrimination which meets the criteria set forth in 29 C.F.R. § 1614.107(a).

EEOC Form 462 Report – The document in which federal agencies report their discrimination complaint process statistics by October 31st of each year.

Federal Wage System Positions - Positions OPM classifies as those whose primary duty involves the performance of physical work which requires a knowledge or experience of a trade, craft, or manual-labor work.

Final Agency Actions – An agency’s final action on a complaint of discrimination, which includes a final agency decision, a final order implementing an EEOC Administrative Judge’s decision or a final determination on a breach of settlement agreement claim.

General Schedule Positions - Positions OPM classifies as those whose primary duty requires knowledge or experience of an administrative, clerical, scientific, artistic, or technical nature.

Hearing Closures – The number of hearings decided by EEOC Administrative Judges during the fiscal year.

Hearing Requests – The number of hearings requested by complainants during the fiscal year.

Hearings Inventory – The number of hearing requests on hand at the end of the fiscal year.

Investigations – The number of agency reviews or inquiries into claims of discrimination raised in an EEO complaint, resulting in a report of investigation.

Laborers and Helpers - See “Occupational Categories.”

Lump Sum Payment - A single payment made in a settlement which does not identify the portion of the amount paid for back pay, compensatory damages, attorney fees, etc.

Major Occupations – Agency occupations that are mission related and heavily populated relative to other occupations within the agency.

Merit Decisions – Decisions that determine whether or not discrimination was proven. (issued by either a federal agency or an EEOC administrative judge).

MD-110 - EEO Management Directive 110 provides policies, procedures and guidance relating to the processing of employment discrimination complaints governed by the Commission’s regulations in 29 CFR Part 1614.

MD-715 – EEO Management Directive 715 describes program responsibilities and reporting requirements relating to agencies’ EEO programs.

MD-715 Report – The document which agencies use to annually report the status of its activities undertaken pursuant to its EEO program under Title VII of the Civil Rights Act of 1964 and its activities undertaken pursuant to its affirmative action obligations under the Rehabilitation Act of 1973.

Monetary Benefits – A payment that an agency agreed to provide in a settlement agreement, a final agency decision finding discrimination, a final order agreeing to fully implement an EEOC Administrative Judge’s decision containing a payment award, or in compliance with an Office of Federal Operations’ appellate decision which ordered a payment award.

No Complaint Filed – Occurs when: (1) agency issues a Notice of Right to File Letter and does not receive a formal complaint within 15 days; or (2) the individual notifies the agency in writing that s/he is withdrawing from counseling.

Occupational Categories - The occupational categories for the EEO-9 are as follows:

Administrative Support Workers - Includes all clerical-type work regardless of level of difficulty, where the activities are predominantly non-manual though some manual work not directly involved with altering or transporting the products is included. Includes: bookkeepers, collectors (bills and accounts), messengers and office helpers, office machine operators (including computer), shipping and

receiving clerks, stenographers, typists and secretaries, telegraph and telephone operators, legal assistants, and kindred workers.

Craft Workers - Manual workers of relatively high skill level having a thorough and comprehensive knowledge of the processes involved in their work. Exercise considerable independent judgment and usually receive an extensive period of training. Includes: the building trades, hourly paid supervisors and lead operators who are not members of management, mechanics and repairers, skilled machining occupations, compositors and typesetters, electricians, engravers, painters (construction and maintenance), motion picture projectionists, pattern and model makers, stationary engineers, tailors, arts occupations, hand painters, coaters, bakers, decorating occupations, and kindred workers.

Laborers and Helpers - Workers in manual occupations which generally require no special training who perform elementary duties that may be learned in a few days and require the application of little or no independent judgment. Includes: garage laborers, car washers and greasers, grounds keepers and gardeners, farm workers, stevedores, wood choppers, laborers performing lifting, digging, mixing, loading and pulling operations, and kindred workers.

Officials and Managers - Occupations requiring administrative and managerial personnel who set broad policies, exercise overall responsibility for execution of these policies, and direct individual offices, programs, divisions or other units or special phases of an agency's operations. In the federal sector, this category is further broken down into four sub-categories: (1) Executive/Senior Level - includes those at the GS-15 grade or in the career Senior Executive Service, (2) Mid-Level - includes those at the GS-13 or 14 grade, (3) First-Level - includes those at or below the GS-12 grade and (4) Other - includes employees in a number of different occupations which are primarily business, financial and administrative in nature, and do not have supervisory or significant policy responsibilities, such as Administrative Officers.

Operatives - Workers who operate machine or processing equipment or perform other factory-type duties of intermediate skill level which can be mastered in a few weeks and require only limited training. Includes: apprentices (auto mechanics, plumbers, bricklayers, carpenters, electricians, machinists, mechanics, building trades, printing trades, etc.), operatives, attendants (auto service and parking), blasters, chauffeurs, delivery workers, sewers and stitchers, dryers, furnace workers, heaters, laundry and dry cleaning operatives, milliners, mine operatives and laborers, motor operators, oilers and greasers (except auto), painters (manufactured articles), photographic process workers, truck and tractor drivers, knitting, looping, taping and weaving machine

operators, welders and flame cutters, electrical and electronic equipment assemblers, butchers and meat cutters, inspectors, testers and graders, hand packers and packagers, and kindred workers.

Professionals - Occupations requiring either college graduation or experience of such kind and amount as to provide a comparable background.

Technicians - Occupations requiring a combination of basic scientific knowledge and manual skill which can be obtained through two years of post high school education, such as is offered in many technical institutes and junior colleges, or through equivalent on-the-job training.

Sales - Occupations engaging wholly or primarily in direct selling.

Service Workers - Workers in both protective and non-protective service occupations.

Officials and Managers - See "Occupational Categories."

Operatives - See "Occupational Categories."

Other Pay System Positions – Those positions in alternative pay plans based on performance, like pay-banding, and market-based pay systems that are not easily converted to General Schedule and Related.

Outreach - Presentations and participation in meetings, conferences and seminars with employee and employer groups, professional associations, students, non-profit entities, community organizations and other members of the general public to provide general information about the EEOC, its mission, the employment discrimination laws enforced by EEOC and the complaint process.

Participation Rate - The extent to which members of a specific demographic group are represented in an agency's work force.

Permanent Work Force - Full-time, part-time and intermittent employees of a particular agency. For purposes of this Report, those persons employed as of September 30, 2011.

Professionals - See "Occupational Categories."

Race/Ethnicity -

American Indian or Alaska Native - All persons having origins in any of the original peoples of North and South America (including Central America), and who maintain cultural identification through tribal affiliation or community recognition.

Asian - All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Black or African American (Not of Hispanic Origin) - All persons having origins in any of the Black racial groups of Africa.

Hispanic or Latino - All persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

Native Hawaiian or Other Pacific Islander – All persons having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

White (Not of Hispanic Origin) - All persons having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Persons of Two or More Races – All persons who identify with two or more of the above race categories.

Reportable Disability - Any self-identified disability reported by an employee to the employing agency.

Sales Workers - See “Occupational Categories.”

Second Level Reporting Component - A subordinate component of a Federal agency which has 1,000 or more employees and which is required to file EEOC FORM 715-01 with the EEOC. While many Federal agencies have subordinate components, not every subordinate component is a Second Level Reporting Component for purposes of filing EEOC FORM 715-01. A list of Federal agencies and departments covered by MD-715 and Second Level

Reporting Components is posted on the EEOC’s website at: [Department or Agency List with Second Level Reporting Components](#).

Senior Pay Level Positions - Positions which include the career Senior Executive Service, Executive Schedule, Senior Foreign Service, and other employees earning salaries above grade 15 in the General Schedule in leadership positions.

Service workers - See “Occupational Categories.”

Settlements – Where an agency agrees to award monetary or non-monetary benefits to an individual who agreed either to not file a formal complaint or to withdraw a formal complaint.

Targeted Disabilities - Those disabilities that the federal government, as a matter of policy, has identified for special emphasis. The targeted disabilities (and the codes that represent them on the Office of Personnel Management’s Standard Form 256) are: hearing 18 (previously deafness (16 and 17)); vision 21 (previously blindness (23 and 25)); missing extremities 30 (previously 28 and 32 through 38); partial paralysis 69 (previously 64 through 68); complete paralysis 79 (previously 71 through 78); epilepsy 82 (previously convulsive disorders (82)); severe intellectual disability 90 (previously mental retardation (90)); psychiatric disability 91 (previously mental illness (91)); and dwarfism 92 (previously distortion of limb and/or spine (92)).”

Technicians - See “Occupational Categories.”

Temporary Work Force –Employees in positions established for a limited period of time, usually for less than a year.

Training – The process of educating managers and employees on the laws enforced by EEOC and how to prevent and correct discrimination in the workplace and educating EEO professionals in carrying out the agency’s equal opportunity responsibilities.

Total Work Force - All employees of an agency subject to 29 C.F.R. Part 1614 regulations, including temporary, seasonal and permanent employees. Total Work Force numbers in Part I, Sections A-D are as reported in the OPM’s CPDF. Total Work Force numbers in Part I, Section E are as reported by agencies in their EEO Form 462 Reports.

Withdrawals – An election to end the EEO process during the formal complaint stage.

APPENDIX II

APPENDIX II

FEDERAL EEO COMPLAINT PROCESSING PROCEDURES

A. Contact EEO Counselor

Aggrieved persons who believe they have been discriminated against must contact an agency EEO counselor prior to filing a formal complaint. The person must initiate counselor contact within 45 days of the matter alleged to be discriminatory. 29 C.F.R. Section 1614.105(a)(1). This time limit shall be extended where the aggrieved person shows that: he or she was not notified of the time limits and was not otherwise aware of them; he or she did not and reasonably should not have known that the discriminatory matter occurred; despite due diligence he or she was prevented by circumstances beyond his or her control from contacting the counselor within the time limits. 29 C.F.R. Section 1614.105(a)(2).

B. EEO Counseling

EEO counselors provide information to the aggrieved individual concerning how the federal sector EEO process works, including time frames and appeal procedures, and attempt to informally resolve the matter. At the initial counseling session, counselors must advise individuals in writing of their rights and responsibilities in the EEO process, including the right to request a hearing before an EEOC Administrative Judge or an immediate final decision from the agency following its investigation of the complaint. Individuals must be informed of their right to elect between pursuing the matter in the EEO process under part 1614 and a grievance procedure (where available) or the Merit Systems Protection Board appeal process (where applicable). The counselor must also inform the individuals of their right to proceed directly to court in a lawsuit under the Age Discrimination in Employment Act, of their duty to mitigate damages, and that only claims raised in pre-complaint counseling or claims like or related to those raised in counseling may be alleged in a subsequent complaint filed with the agency. 29 C.F.R. Section 1614.105(b)(1).

Counseling must be completed within 30 days of the date the aggrieved person contacted the agency's EEO office to request counseling. If the matter is not resolved in that time period, the counselor must inform the individual in writing of the right to file a discrimination complaint. This notice ("Notice of Final Interview") must inform the individual that a complaint must be filed within 15 days of receipt of the notice, identify the agency official with whom the complaint must be filed, and of the individual's duty to inform the agency if he or she is represented. 29 C.F.R. Section 1614.105(d). The 30-day counseling period may be extended for an additional 60 days: (1) where the individual agrees to such extension in writing; or (2) where the aggrieved person chooses to participate in an ADR procedure. If the claim is not resolved before the 90th

day, the Notice of Final Interview described above must be issued to the individual. 29 C.F.R. Section 1614.105(e), (f). When a complaint is filed, the EEO counselor must submit a written report to the agency's EEO office concerning the issues discussed and the actions taken during counseling. 29 C.F.R. Section 1614.105(c).

C. Alternative Dispute Resolution (ADR)

Beginning January 1, 2000, all agencies were required to establish or make available an ADR program. Such program must be available for both the pre-complaint process and the formal complaint process. 29 C.F.R. Section 1614.102(b)(2). At the initial counseling session, counselors must advise individuals that, where an agency agrees to offer ADR in a particular case, the individual may choose between participation in the ADR program and EEO counseling. 29 C.F.R. Section 1614.105(b)(2). As noted above, if the matter is not resolved in the ADR process within 90 days of the date the individual contacted the agency's EEO office, a Notice of Final Interview must be issued to the individual giving him or her the right to proceed with a formal complaint.

D. Complaints

A complaint must be filed with the agency that allegedly discriminated against the complainant within 15 days of receipt of the Notice of Final Interview. The complaint must be a signed statement from the complainant or the complainant's attorney, containing the complainant's (or representative's) telephone number and address, and must be sufficiently precise to identify the complainant and the agency, and describe generally the action or practice which forms the basis of the complaint. 29 C.F.R. Section 1614.106.

A complainant may amend a complaint at any time prior to the conclusion of the investigation to include issues or claims like or related to those raised in the complaint. After requesting a hearing, a complainant may file a motion with the AJ to amend a complaint to include issues or claims like or related to those raised in the complaint. 29 C.F.R. Section 1614.106(d).

The agency must acknowledge receipt of the complaint in writing and inform the complainant of the date on which the complaint was filed, of the address of the EEOC office where a request for a hearing should be sent, that the complainant has the right to appeal the agency's final action or dismissal of a complaint, and that the agency must investigate the complaint within 180 days of the filing date. The agency's acknowledgment must also advise the complainant that when a complaint has been amended, the agency must complete the investigation within the earlier of: (1) 180 days after the last amendment to the complaint; or (2) 360 days after the filing of the original complaint. A complainant may request a hearing from an EEOC AJ on the

consolidated complaints any time after 180 days from the date of the first filed complaint. 29 C.F.R. Section 1614.106(e).

E. Dismissals of Complaints

Prior to a request for a hearing, in lieu of accepting a complaint for investigation, an agency may dismiss an entire complaint for any of the following reasons: (1) failure to state a claim, or stating the same claim that is pending or has been decided by the agency or the EEOC; (2) failure to comply with the time limits; (3) filing a complaint on a matter that has not been brought to the attention of an EEO counselor and which is not like or related to the matters counseled; (4) filing a complaint which is the basis of a pending civil action, or which was the basis of a civil action already decided by a court; (5) where the complainant has already elected to pursue the matter through either the negotiated grievance procedure or in an appeal to the Merit Systems Protection Board; (6) where the matter is moot or merely alleges a proposal to take a personnel action; (7) where the complainant cannot be located; (8) where the complainant fails to respond to a request to provide relevant information; (9) where the complaint alleges dissatisfaction with the processing of a previously filed complaint; (10) where the complaint is part of a clear pattern of misuse of the EEO process for a purpose other than the prevention and elimination of employment discrimination. 29 C.F.R. Section 1614.107.

If an agency believes that some, but not all, of the claims in a complaint should be dismissed for the above reasons, it must notify the complainant in writing of the rationale for this determination, identify the allegations which will not be investigated, and place a copy of this notice in the investigative file. This determination shall be reviewable by an EEOC AJ if a hearing is requested on the remainder of the complaint, but is not appealable until final action is taken by the agency on the remainder of the complaint. 29 C.F.R. Section 1614.107(b).

F. Investigations

Investigations are conducted by the respondent agency. The agency must develop an impartial and appropriate factual record upon which to make findings on the claims raised by the complaint. An appropriate factual record is defined in the regulations as one that allows a reasonable fact finder to draw conclusions as to whether discrimination occurred. 29 C.F.R. Section 1614.108(b).

The investigation must be completed within 180 days from the filing of the complaint.¹ A copy of the investigative file must be provided to the complainant, along

¹The 180-day statutory period for investigating complaints can be extended to no more than 360 days if the consolidation of two or more complaints occurs. See 29 C.F.R. § 1614.606.

with a notification that, within 30 days of receipt of the file, the complainant has the right to request a hearing and a decision from an EEOC AJ or may request an immediate final decision from the agency. 29 C.F.R. Section 1614.108(f).

An agency may make an offer of resolution to a complainant who is represented by an attorney at any time after the filing of a complaint, but not later than the date an AJ is appointed to conduct a hearing. An agency may make an offer of resolution to a complaint, represented by an attorney or not, after the parties have received notice that an administrative judge has been appointed to conduct a hearing, but not later than 30 days prior to a hearing.

Such offer of resolution must be in writing and include a notice explaining the possible consequences of failing to accept the offer. If the complainant fails to accept the offer within 30 days of receipt, and the relief awarded in the final decision on the complaint is not more favorable than the offer, then the complainant shall not receive payment from the agency of attorney's fees or costs incurred after the expiration of the 30-day acceptance period. 29 C.F.R. Section 1614.109(c).

G. Hearings

Requests for a hearing must be sent by the complainant to the EEOC office indicated in the agency's acknowledgment letter, with a copy to the agency's EEO office. Within 15 days of receipt of the request for a hearing, the agency must provide a copy of the complaint file to EEOC. The EEOC will then appoint an AJ to conduct a hearing. 29 C.F.R. Section 1614.108(g).

Prior to the hearing, the parties may conduct discovery. The purpose of discovery is to enable a party to obtain relevant information for preparation of the party's case. Each party initially bears their own costs for discovery. For a more detailed description of discovery procedures, see EEOC Management Directive 110, Chapter 6.

Agencies provide for the attendance of all employees approved as witnesses by the AJ. Hearings are considered part of the investigative process, and are closed to the public. The AJ conducts the hearing and receives relevant information or documents as evidence. The hearing is recorded and the agency is responsible for paying for the transcripts of the hearing. Rules of evidence are not strictly applied to the proceedings. If the AJ determines that some or all facts are not in genuine dispute, he or she may limit the scope of the hearing or issue a decision without a hearing.

An EEOC AJ may dismiss a complaint for any of the reasons set out above under Dismissals or the AJ must conduct the hearing and issue a decision on the complaint within 180 days of receipt by the AJ of the complaint file from the agency.

29 C.F.R. Section 1614.109(b). The AJ will send copies of the hearing record, the transcript and the decision to the parties. If an agency does not issue a final order within 40 days of receipt of the AJ's decision, then the decision becomes the final action by the agency in the matter. 29 C.F.R. Section 1614.109(i).

H. Final Action by Agencies

When an AJ has issued a decision (either a dismissal, a summary judgment decision or a decision following a hearing), the agency must take final action on the complaint by issuing a final order within 40 days of receipt of the hearing file and the AJ's decision. The final order must notify the complainant whether or not the agency will fully implement the decision of the AJ, and shall contain notice of the complainant's right to appeal to EEOC or to file a civil action. If the final order does not fully implement the decision of the AJ, the agency must simultaneously file an appeal with EEOC and attach a copy of the appeal to the final order. 29 C.F.R. Section 1614.110(a).

When an AJ has not issued a decision (i.e., when an agency dismisses an entire complaint under 1614.107, receives a request for an immediate final decision, or does not receive a reply to the notice providing the complainant the right to either request a hearing or an immediate final decision), the agency must take final action by issuing a final decision. The agency's final decision will consist of findings by the agency on the merits of each issue in the complaint. Where the agency has not processed certain allegations in the complaint for procedural reasons set out in 29 C.F.R. Section 1614.107, it must provide the rationale for its decision not to process the allegations. The agency's decision must be issued within 60 days of receiving notification that the complainant has requested an immediate final decision. The agency's decision must contain notice of the complainant's right to appeal to the EEOC, or to file a civil action in federal court. 29 C.F.R. Section 1614.110(b).

I. Appeals to the EEOC

Several types of appeals may be brought to the EEOC. A complainant may appeal an agency's final action or dismissal of a complaint within 30 days of receipt. 29 C.F.R. Sections 1614.401(a), 1614.402(a). A complainant may also appeal to the EEOC for a determination as to whether the agency has complied with the terms of a settlement agreement or decision. 29 C.F.R. Section 1614.504(b). A grievant may appeal the final decision of the agency, arbitrator or the FLRA on a grievance when an issue of employment discrimination was raised in the grievance procedure. 29 C.F.R. Section 1614.401(d). If the agency's final action and order do not fully implement the AJ's decision, the agency must appeal to the EEOC. 29 C.F.R. Section 1614.110(a); 29 C.F.R. Section 1614.401(b).

If the complaint is a class action, the class agent or the agency may appeal an AJ's decision accepting or dismissing all or part of the class complaint. A class agent may appeal a final decision on a class complaint. A class member may appeal a final decision on an individual claim for relief pursuant to a finding of class-wide discrimination. Finally, either the class agent or the agency may appeal from an AJ decision on the adequacy of a proposed settlement of a class action. 29 C.F.R. Section 1614.401(c).

Appeals must be filed with EEOC's Office of Federal Operations (OFO). Any statement or brief on behalf of a complainant in support of an appeal must be submitted to OFO within 30 days of filing the notice of appeal. Any statement or brief on behalf of the agency in support of its appeal must be filed within 20 days of filing the notice of appeal. An agency must submit the complaint file to OFO within 30 days of initial notification that the complainant has filed an appeal or within 30 days of submission of an appeal by the agency. Any statement or brief in opposition to an appeal must be submitted to OFO and served on the opposing party within 30 days of receipt of the statement or brief supporting the appeal, or, if no statement or brief supporting the appeal has been filed, within 60 days of receipt of the appeal. 29 C.F.R. Section 1614.403. EEOC has the authority to draw adverse inferences against a party failing to comply with its appeal procedures or requests for information. 29 C.F.R. Section 1614.404(c). The decision on an appeal from an agency's final action is based on a *de novo* review, except that the review of the factual findings in a decision by an AJ following a hearing is based on a substantial evidence standard of review. 29 C.F.R. Section 1614.405(a).

A party may request that EEOC reconsider its decision within 30 days of receipt of the Commission's decision. Such requests are not a second appeal, and will be granted only when the previous EEOC decision involved a clearly erroneous interpretation of material fact or law; or when the decision will have a substantial impact on the policies, practices or operations of the agency. 29 C.F.R. Section 1614.405(b). The EEOC's decision will be based on a preponderance of the evidence. The decision will also inform the complainant of his or her right to file a civil action.

J. Civil Actions

Prior to filing a civil action under Title VII of the Civil Rights Act of 1964 or the Rehabilitation Act of 1973, a federal sector complainant must first exhaust the administrative process set out at 29 C.F.R. Part 1614. "Exhaustion," for the purposes of filing a civil action, may occur at different stages of the process. The regulations provide that civil actions may be filed in an appropriate federal court: (1) within 90 days of receipt of the final action where no administrative appeal has been filed; (2) after 180 days from the date of filing a complaint if an administrative appeal has not been filed and final action has not been taken; (3) within 90 days of receipt of EEOC's final

decision on an appeal; or (4) after 180 days from the filing of an appeal with EEOC if there has been no final decision by the EEOC. 29 C.F.R. Section 1614.407.

Under the Age Discrimination in Employment Act (ADEA), an individual may proceed directly to federal court after giving the EEOC notice of intent to sue. 29 C.F.R. Section 1614.201. An ADEA complainant who initiates the administrative process in 29 C.F.R. Part 1614 may also file a civil action within the time frames noted above. 29 C.F.R. Section 1614.407.

Under the Equal Pay Act, an individual may file a civil action within 2 years (3 years for willful violations), regardless of whether he or she has pursued an administrative complaint. 29 C.F.R. Section 1614.408. Filing a civil action terminates EEOC processing of an appeal. 29 C.F.R. Section 1614.409.

K. Class Complaints

Class complaints of discrimination are processed differently from individual complaints. See 29 C.F.R. Section 1614.204. The employee or applicant who wishes to file a class complaint must first seek counseling and be counseled, just like an individual complaint. However, once counseling is completed the class complaint is not investigated by the respondent agency. Rather, the complaint is forwarded to the nearest EEOC Field or District Office, where an EEOC AJ is appointed to make a decision as to whether to accept or dismiss the class complaint. The AJ examines the class to determine whether it meets the class certification requirements of numerosity, commonality, typicality and adequacy of representation. The AJ may issue a decision dismissing the class because it fails to meet any of these class certification requirements, as well as for any of the reasons for dismissal discussed above for individual complaints.

A class complaint may begin as an individual complaint of discrimination. At a certain point, it may become evident that there are many more individuals than the complainant affected by the issues raised in the individual complaint. EEOC's regulations provide that a complainant may move for class certification at any reasonable point in the process when it becomes apparent that there are class implications to the claims raised in an individual complaint. 29 C.F.R. Section 1614.204(b).

The AJ transmits his or her decision to accept or dismiss a class complaint to the class agent and the agency. The agency must then take final action by issuing a final order within 40 days of receipt of the AJ's decision. The final order must notify the agent whether or not the agency will implement the decision of the AJ. If the agency's final order does not implement the AJ's decision, the agency must simultaneously

appeal the AJ's decision to EEOC's OFO. A copy of the agency's appeal must be appended to the agency's final order. 29 C.F.R. Section 1614.204(d)(7).

A dismissal of a class complaint shall inform the class agent either that the complaint is being filed on that date as an individual complaint and processed accordingly, or that the complaint is also dismissed as an individual complaint for one of the reasons for dismissal (discussed in section E, above). In addition, a dismissal must inform the class agent of the right to appeal to EEOC's OFO or to file a civil action in federal court.

When a class complaint is accepted, the agency must use reasonable means to notify the class members of the acceptance of the class complaint, a description of the issues accepted as part of the complaint, an explanation of the binding nature of the final decision or resolution on the class members, and the name, address and telephone number of the class representative. 29 C.F.R. Section 1614.204(e). In lieu of an investigation by the respondent agency, an EEOC AJ develops the record through discovery and a hearing. The AJ then issues a recommended decision to the agency. Within 60 days of receipt of the AJ's recommended decision on the merits of the class complaint, the agency must issue a final decision which either accepts, rejects or modifies the AJ's recommended decision. If the agency fails to issue such a decision within that time frame, the AJ's recommended decision becomes the agency's final decision in the class complaint.

When discrimination is found in the final decision and a class member believes that he or she is entitled to relief, the class member may file a written claim with the agency within 30 days of receipt of notification by the agency of its final decision. The EEOC AJ retains jurisdiction over the complaint in order to resolve disputed claims by class members. The claim for relief must contain a specific showing that the claimant is a class member entitled to relief. EEOC's regulations provide that, when a finding of discrimination against a class has been made, there is a presumption of discrimination as to each member of the class. The agency must show by clear and convincing evidence that any class member is not entitled to relief. The agency must issue a final decision on each individual claim for relief within 90 days of filing. Such decision may be appealed to EEOC's OFO, or a civil action may be filed in federal court. 29 C.F.R. Section 1614.204(l)(3).

A class complaint may be resolved at any time by agreement between the agency and the class agent. Notice of such resolution must be provided to all class members, and reviewed and approved by an EEOC AJ. If the AJ finds that the proposed resolution is not fair to the class as a whole, the AJ will issue a decision vacating the agreement, and may replace the class agent with some other eligible class member to further process the class complaint. Such decision may be appealed to

EEOC. If the AJ finds that the resolution is fair to the class as a whole, the resolution is binding on all class members. 29 C.F.R. Section 1614.204(g).

L. Grievances

Persons covered by collective bargaining agreements which permit allegations of discrimination to be raised in the grievance procedure, and who wish to file a complaint or grievance on an allegation of employment discrimination, must elect to proceed either under the procedures of 29 C.F.R. Part 1614 or the negotiated grievance procedures, but not both. 29 C.F.R. Section 1614.301(a). An election to proceed under Part 1614 is made by the filing of a complaint, and an election to proceed under the negotiated grievance procedures is made by filing a grievance. Participation in the pre-complaint procedures of Part 1614 is not an election of the 1614 procedures. The election requirement does not apply to employees of agencies not covered by 5 U.S.C. Section 7121(d), notably employees of the United States Postal Service.

M. Mixed Case Complaints

Some employment actions which may be the subject of a discrimination complaint under Part 1614 may also be appealed to the Merit Systems Protection Board (MSPB). In such cases, the employee must elect to proceed with a complaint as a "mixed case complaint" under Part 1614, or a "mixed case appeal" before the MSPB. Whichever is filed first is considered an election to proceed in that forum. 29 C.F.R. Section 1614.302.

Mixed case complaints are processed similarly to other complaints of discrimination, with the following notable exceptions: (1) the agency has only 120 days from the date of the filing of the mixed case complaint to issue a final decision, and the complainant may appeal the matter to the MSPB or file a civil action any time thereafter; (2) the complainant must appeal the agency's decision to the MSPB, not the EEOC, within 30 days of receipt of the agency's decision; (3) at the completion of the investigation the complainant does not have the right to request a hearing before an EEOC AJ, and the agency must issue a decision within 45 days. 29 C.F.R. Section 1614.302(d). Individuals who have filed either a mixed case complaint or a mixed case appeal, and who have received a final decision from the MSPB, may petition the EEOC to review the MSPB final decision.

In contrast to non-mixed matters, individuals who wish to file a civil action in mixed-case matters must file within 30 days (not 90) of receipt of: (1) the agency's final decision; (2) the MSPB's final decision; or (3) the EEOC's decision on a petition to review. Alternatively, a civil action may be filed after 120 days from the date of filing the mixed case complaint with the agency or the mixed case appeal with the MSPB if there has been no final decision on the complaint or appeal, or 180 days after filing a petition

to review with EEOC if there has been no decision by EEOC on the petition. 29 C.F.R. Section 1614.310.

APPENDIX III

Appendix III

FEDERAL AGENCIES' PROGRAM STATUS

Due to unforeseen technical difficulties in October 2011, the Form 462 was considered timely filed if certified by appropriate agency personnel on or before November 2, 2011, unless the agency requested and was granted an extension. No additional extensions were granted for the FY 2011 Form 462 report submission.

EEOC FY 2011 Annual Report on the Federal Work Force Part I

DEPARTMENT OR AGENCY	Form 462 Report Timely Filed	EEO Director Reports to Agency Head	Provided EEO Staff with Training
Second Level Reporting Component			
√ Timely Filed / Yes			
■ Filed After 11/2/2011 / No			
DNF Did Not File			
African Development Foundation	√	√	√
Agency for International Development	√	√	√
American Battle Monuments Commission	DNF	DNF	DNF
Architectural & Transportation Barriers Compliance Board	√	√	■
Armed Forces Retirement Home	DNF	DNF	DNF
Broadcasting Board of Governors	√	√	√
Central Intelligence Agency	√	■	√
Chemical Safety and Hazard Investigation Board	■	√	DNF
Commission on Civil Rights	√	√	√
Committee for Purchase from People Who Are Blind or Severely Disabled	√	√	√
Commodity Futures Trading Commission	√	√	√
Consumer Product Safety Commission	√	√	√
Corporation for National and Community Service	√	√	√
Court Services & Offender Supervision Agency for the DC	√	■	√
Defense Army and Air Force Exchange	√	√	√
Defense Commissary Agency	√	√	√
Defense Contract Audit Agency	√	√	√
Defense Contract Management Agency	■	√	√
Defense Finance and Accounting Service	√	■	√
Defense Human Resources Activity	√	√	√
Defense Information Systems Agency	√	■	√
Defense Intelligence Agency	√	√	√
Defense Logistics Agency	√	■	√
Defense Media Activity	√	■	√
Defense Missile Defense Agency	√	√	√
Defense National Geospatial-Intelligence Agency	√	√	√
Defense National Guard Bureau	√	■	√
Defense National Security Agency	√	√	√
Defense Nuclear Facilities Safety Board	√	√	√
Defense Office of the Inspector General	√	√	√
Defense Office of the Secretary/Wash. Hqtrs. Services	√	√	√
Defense Security Service	■	√	√
Defense Technical Information Center	√	√	√
Defense Threat Reduction Agency	√	√	√
Defense TRICARE Management Activity	√	■	√
Defense Uniformed Services University	√	√	√
Department of Agriculture	■	√	√
Agricultural Marketing Service	√	√	√
Agricultural Research Service	√	■	√
Agriculture Headquarters	■	√	√
Animal & Plant Health Inspection Service	■	√	√
National Institute of Food & Agriculture	√	■	√
Economic Research Service	√	■	√
Farm Service Agency	■	√	√
Food and Nutrition Service	√	■	√

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DEPARTMENT OR AGENCY	Form 462 Report Timely Filed	EEO Director Reports to Agency Head	Provided EEO Staff with Training
Second Level Reporting Component			
√ Timely Filed / Yes			
■ Filed After 11/2/2011 / No			
DNF Did Not File			
Food Safety And Inspection Service	■	■	√
Foreign Agricultural Service	■	√	√
Forest Service	√	■	√
Grain Inspection, Packers & Stockyards Administration	■	√	√
National Agricultural Statistics Service	√	√	√
National Appeals Division	■	√	■
Natural Resources Conservation Service	■	■	√
Office Of Inspector General	√	■	√
Office Of The Chief Financial Officer	■	√	√
Risk Management Agency	√	■	√
Rural Development	√	■	√
Department of Commerce	√	■	√
All Other Commerce Bureaus	√	■	√
Bureau of Census	√	■	√
Decennial Census	√	■	√
International Trade Administration	√	■	■
National Institute of Standards & Technology	√	■	√
National Oceanic & Atmospheric Admin	√	■	√
U. S. Patent and Trademark Office	√	√	√
Department of Defense Education Activity	√	√	√
Department of Education	√	■	√
Department of Energy	DNF	DNF	DNF
Department of Health and Human Services	√	√	√
Administration for Children and Families	√	■	√
Agency for Healthcare Research & Quality	√	■	√
Centers for Disease Control & Prevention	√	√	√
Centers for Medicare & Medicaid Services	√	√	√
Food and Drug Administration	√	■	√
Health Resources & Services Administration	√	√	√
Indian Health Service	√	■	√
National Institutes of Health	√	√	√
Office of the Secretary of HHS	√	■	√
Program Support Center	√	■	√
Substance Abuse & Mental Health Services Admin.	√	■	√
Department of Homeland Security	√	■	√
DHS Headquarters	√	■	√
Federal Emergency Management Ag	√	√	√
Federal Law Enforcement Training Center	√	√	√
Transportation Security Administration	√	■	√
U.S. Citizenship & Immigration Services	√	■	√
U.S. Coast Guard	√	√	√
U.S. Customs and Border Protection	√	√	√
U.S. Immigration & Customs Enforcement	√	■	√
U.S. Secret Service	√	√	√
Department of Housing and Urban Development	√	■	√

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DEPARTMENT OR AGENCY	Form 462 Report Timely Filed	EEO Director Reports to Agency Head	Provided EEO Staff with Training
Second Level Reporting Component			
√ Timely Filed / Yes			
■ Filed After 11/2/2011 / No			
DNF Did Not File			
Department of Justice	√	■	√
Alcohol, Tobacco, Firearms & Explosives	√	√	√
Bureau of Prisons	√	√	√
Drug Enforcement Administration	√	√	√
Executive Office for Immigration Review	√	√	√
Executive Office for U.S. Attorneys	√	■	√
Federal Bureau of Investigation	√	■	√
Office of Justice Programs	√	√	√
Offices, Boards, and Divisions	√	√	√
U.S. Marshals Service	√	√	√
Department of Labor	√	■	√
Bureau of Labor Statistics	√	■	√
DM and Others	√	■	√
Employment & Training Admin	√	■	√
Wage and Hour Division	√	■	√
Office of Workers Compensation Program	√	■	√
Mine Safety & Health Admin	√	■	√
Occupational Safety & Health Admin	√	■	√
Department of State	√	√	√
Department of the Air Force	√	√	√
Department of the Army	√	√	√
Department of the Interior	√	■	√
Bureau Of Indian Affairs	√	√	√
Bureau Of Land Management	√	■	√
Bureau Of Reclamation	√	■	√
Bureau Of Surface Mining	√	√	√
Fish And Wildlife Service	√	√	√
Geological Survey	√	√	√
Bureau of Ocean Energy Mgt, Reg & Enforcement	√	■	√
National Park Service	√	■	√
Office Of The Secretary	√	■	√
Department of the Navy	√	√	√
Department of the Treasury	√	√	√
Alcohol & Tobacco Tax & Trade Bureau	√	√	√
Bureau of Engraving and Printing	√	■	√
Bureau of the Public Debt	√	■	√
Departmental Offices	√	■	√
Financial Crimes Enforcement Network	√	■	√
Financial Management Service	√	■	√
Internal Revenue Service	√	√	√
IRS Office of the Chief Counsel	√	√	√
Office of the Comptroller of the Currency	√	√	√
Office of the Inspector General	√	√	√
Office of Thrift Supervision	√	√	√
Special IG for Trouble Assets Relief Program		√	
Treasury IG For Tax Administration	√	■	■
U. S. Mint	√	■	√

EEOC FY 2011 Annual Report on the Federal Work Force Part I

DEPARTMENT OR AGENCY	Form 462 Report Timely Filed	EEO Director Reports to Agency Head	Provided EEO Staff with Training
Second Level Reporting Component			
√ Timely Filed / Yes			
■ Filed After 11/2/2011 / No			
DNF Did Not File			
Department of Transportation	√	√	√
Federal Aviation Admin	√	√	√
Federal Highway Admin	√	■	√
Federal Motor Carriers Safety Administration	√	√	√
Federal Railroad Administration	√	√	√
Federal Transit Administration	√	√	√
Maritime Administration	√	√	√
National Highway Traffic Safety Administration	√	■	√
DOT Office of Inspector General	√	■	√
DOT Office of the Secretary	√	■	√
Pipeline and Hazardous Management	√	■	√
Research and Innovative Technology Administration	√	■	√
St Lawrence Development Corp	√	√	√
Department of Veterans Affairs	√	√	√
National Cemeteries Administration	√	√	√
Veterans Benefits Administration	√	√	√
Veterans Health Administration	√	√	√
Headquarters and Others	√	√	√
Election Assistance Commission	√	√	
Environmental Protection Agency	√	√	√
Equal Employment Opportunity Commission	■	√	√
Export-Import Bank of the US	√	√	√
Farm Credit Administration	√	√	√
Farm Credit System Insurance Corporation	√	√	√
Federal Communications Commission	√	√	√
Federal Deposit Insurance Corporation	√	■	√
Federal Election Commission	√	■	√
Federal Energy Regulatory Commission	√	√	√
Federal Housing Finance Agency	√	√	√
Federal Labor Relations Authority	√	√	√
Federal Maritime Commission	√	√	√
Federal Mediation and Conciliation Service	■	√	√
Federal Mine Safety and Health Review Commission	√	√	√
Federal Reserve System--Board of Governors	√	■	√
Federal Retirement Thrift Investment Board	√	√	■
Federal Trade Commission	√	√	√
General Services Administration	√	√	√
Government Printing Office	√	√	√
Harry S. Truman Scholarship Foundation	√	√	√
Holocaust Memorial Museum U.S.	√	■	√
Institute of Museum and Library Services	√	√	√
Inter-American Foundation	√	√	√
International Boundary and Water Commission	√	√	√
International Trade Commission	√	√	√
Japan-United States Friendship Commission	√	√	■
John F. Kennedy Center for the Performing Arts	√	√	√

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DEPARTMENT OR AGENCY	Form 462 Report Timely Filed	EEO Director Reports to Agency Head	Provided EEO Staff with Training
Second Level Reporting Component			
√ Timely Filed / Yes			
■ Filed After 11/2/2011 / No			
DNF Did Not File			
Marine Mammal Commission	√	■	■
Merit Systems Protection Board	√	√	√
Millennium Challenge Corporation	■	√	√
National Aeronautics and Space Administration	√	√	√
National Archives and Records Administration	√	√	√
National Capital Planning Commission	√	√	√
National Council on Disability	■	√	■
National Credit Union Administration	√	√	√
National Endowment for the Arts	√	√	√
National Endowment for the Humanities	■	√	√
National Gallery of Art	√	■	√
National Indian Gaming Commission	√	√	√
National Labor Relations Board	√	■	√
National Mediation Board	√	√	■
National Reconnaissance Office	√	√	√
National Science Foundation	√	√	√
National Transportation Safety Board	■	√	√
Navajo and Hopi Indian Relocation Commission	√	√	√
Nuclear Regulatory Commission	√	√	√
Occupational Safety and Health Review Commission	√	√	√
Office of Government Ethics	√	√	√
Office of Personnel Management	■	√	√
Office of Special Counsel	√	√	√
Office of the Director of National Intelligence	√	√	√
Overseas Private Investment Corporation	√	√	√
Peace Corps	√	√	√
Pension Benefit Guaranty Corporation	√	√	√
Postal Regulatory Commission	■	√	■
Railroad Retirement Board	√	√	√
Securities and Exchange Commission	√	√	√
Selective Service System	■	√	√
Small Business Administration	√	√	√
Smithsonian Institution	√	√	√
Social Security Administration	√	■	√
Tennessee Valley Authority	√	■	√
Trade and Development Agency	√	√	√
U.S. Postal Service	√	■	√
Capital Metro Area Operations	√	■	√
Eastern Area	√	■	√
Great Lakes Area	√	■	√
Headquarters	√	■	√
Northeast Area	√	■	√
Office of the Inspector General	√	■	√
Pacific Area	√	■	√
Southwest Area	√	■	√

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DEPARTMENT OR AGENCY	Form 462 Report Timely Filed	EEO Director Reports to Agency Head	Provided EEO Staff with Training
Second Level Reporting Component			
<input checked="" type="checkbox"/> Timely Filed / Yes			
<input type="checkbox"/> Filed After 11/2/2011 / No			
DNF Did Not File			
Western Area	√	■	√
U.S. Tax Court	√	√	√

APPENDIX IV

APPENDIX IV

FY 2011 FEDERAL EEO COMPLAINT PROCESSING TABLES

****NOTE**** The following tables are available only on the Commission's website - www.eeoc.gov or on CD

GOVERNMENT-WIDE EEO COMPLAINT PROCESSING, APPELLATE RECEIPTS AND CLOSURES, AND ALTERNATIVE DISPUTE RESOLUTION (Data provided by agencies' EEO Form 462 Reports)

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Table B-1 FY 2011 Total Work Force, Counselings, and Complaints

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	63	0	0	0.00%	0	0	0.00%
Agency for International Development	3,889	35	35	0.90%	20	20	0.51%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	29	0	0	0.00%	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,745	53	50	2.87%	9	8	0.46%
Central Intelligence Agency	0	42	36	0.00%	29	25	0.00%
Chemical Safety and Hazard Investigation Board	45	0	0	0.00%	0	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	42	0	0	0.00%	0	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	27	1	1	3.70%	0	0	0.00%
Commodity Futures Trading Commission	652	1	1	0.15%	1	1	0.15%
Consumer Product Safety Commission	549	9	9	1.64%	5	5	0.91%
Corporation for National and Community Service	567	5	5	0.88%	3	3	0.53%
Court Services and Offender Supervision Agency for the District of Columbia	1,260	13	12	0.95%	8	7	0.56%
Defense Army and Air Force Exchange	35,382	358	346	0.98%	107	105	0.30%
Defense Commissary Agency	15,756	212	210	1.33%	128	122	0.77%
Defense Contract Audit Agency	4,871	46	45	0.92%	28	27	0.55%
Defense Contract Management Agency	10,240	57	57	0.56%	25	25	0.24%
Defense Finance and Accounting Service	12,552	120	111	0.88%	55	50	0.40%
Defense Human Resources Activity	1,264	9	9	0.71%	4	4	0.32%
Defense Information Systems Agency	6,268	31	31	0.49%	15	15	0.24%
Defense Intelligence Agency	0	72	72	0.00%	31	31	0.00%

Table B-1 FY 2011 Total Work Force, Counselings, and Complaints

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Defense Logistics Agency	23,180	283	278	1.20%	106	105	0.45%
Defense Media Activity	792	6	6	0.76%	4	4	0.51%
Defense Missile Defense Agency	2,241	6	6	0.27%	3	3	0.13%
Defense National Geospatial-Intelligence Agency	0	39	36	0.00%	28	24	0.00%
Defense National Guard Bureau	55,194	109	106	0.19%	31	29	0.05%
Defense National Security Agency	0	68	52	0.00%	32	19	0.00%
Defense Nuclear Facilities Safety Board	110	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	1,548	10	9	0.58%	3	2	0.13%
Defense Office of the Secretary - Wash. Hqtrs. Services	6,154	73	70	1.14%	53	53	0.86%
Defense Security Service	885	20	18	2.03%	12	10	1.13%
Defense Technical Information Center	205	1	1	0.49%	0	0	0.00%
Defense Threat Reduction Agency	1,285	20	20	1.56%	14	14	1.09%
Defense TRICARE Management Activity	952	13	13	1.37%	8	8	0.84%
Defense Uniformed Services University	797	9	9	1.13%	2	2	0.25%
Department of Agriculture	107,934	953	917	0.85%	505	489	0.45%
Department of Commerce	45,105	448	441	0.98%	306	301	0.67%
Department of Defense Education Activity	16,534	124	123	0.74%	58	58	0.35%
Department of Education	4,629	65	65	1.40%	40	40	0.86%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	72,596	706	684	0.94%	415	398	0.55%
Department of Homeland Security	199,452	2,096	2,019	1.01%	1,283	1,220	0.61%
Department of Housing and Urban Development	9,070	137	134	1.48%	98	95	1.05%
Department of Justice	117,212	1,125	1,105	0.94%	704	691	0.59%
Department of Labor	16,331	249	237	1.45%	144	137	0.84%
Department of State	68,654	271	247	0.36%	128	112	0.16%
Department of the Air Force	180,814	1,277	1,128	0.62%	615	549	0.30%
Department of the Army	276,924	2,388	2,220	0.80%	1,283	1,205	0.44%
Department of the Interior	80,092	571	567	0.71%	290	290	0.36%
Department of the Navy	246,340	1,998	1,982	0.80%	1,010	1,002	0.41%
Department of the Treasury	122,847	745	686	0.56%	414	359	0.29%
Department of Transportation	57,784	620	555	0.96%	350	320	0.55%

Table B-1 FY 2011 Total Work Force, Counselings, and Complaints

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Department of Veterans Affairs	315,116	4,415	4,074	1.29%	2,352	2,083	0.66%
Election Assistance Commission	45	0	0	0.00%	0	0	0.00%
Environmental Protection Agency	17,134	94	85	0.50%	63	59	0.34%
Equal Employment Opportunity Commission	2,486	54	54	2.17%	21	21	0.84%
Export-Import Bank of the US	398	1	1	0.25%	1	1	0.25%
Farm Credit Administration	297	1	1	0.34%	1	1	0.34%
Farm Credit System Insurance Corporation	10	0	0	0.00%	0	0	0.00%
Federal Communications Commission	1,804	14	14	0.78%	5	5	0.28%
Federal Deposit Insurance Corporation	8,410	75	65	0.77%	51	42	0.50%
Federal Election Commission	342	1	1	0.29%	0	0	0.00%
Federal Energy Regulatory Commission	1,483	15	13	0.88%	10	6	0.40%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	618	6	6	0.97%	4	4	0.65%
Federal Labor Relations Authority	141	3	3	2.13%	1	1	0.71%
Federal Maritime Commission	126	3	3	2.38%	0	0	0.00%
Federal Mediation and Conciliation Service	244	1	1	0.41%	1	1	0.41%
Federal Mine Safety & Health Review Commission	72	0	0	0.00%	0	0	0.00%
Federal Reserve System--Board of Governors	2,310	58	58	2.51%	10	10	0.43%
Federal Retirement Thrift Investment Board	98	0	0	0.00%	0	0	0.00%
Federal Trade Commission	1,136	17	17	1.50%	0	0	0.00%
General Services Administration	12,738	168	152	1.19%	104	95	0.75%
Government Printing Office	2,207	81	62	2.81%	34	29	1.31%
Harry S. Truman Scholarship Foundation	5	0	0	0.00%	0	0	0.00%
Holocaust Memorial Museum U.S.	386	0	0	0.00%	0	0	0.00%
Institute of Museum and Library Services	90	0	0	0.00%	0	0	0.00%
Inter-American Foundation	43	0	0	0.00%	0	0	0.00%
International Boundary and Water Commission	268	8	5	1.87%	6	4	1.49%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	391	0	0	0.00%	0	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	4	0	0	0.00%	0	0	0.00%
John F. Kennedy Center for the Performing Arts	1,225	2	2	0.16%	2	2	0.16%

Table B-1 FY 2011 Total Work Force, Counselings, and Complaints

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Marine Mammal Commission	14	0	0	0.00%	0	0	0.00%
Merit Systems Protection Board	219	3	3	1.37%	0	0	0.00%
Millennium Challenge Corporation	284	3	3	1.06%	3	3	1.06%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,921	67	62	0.33%	35	34	0.18%
National Archives and Records Administration	3,588	24	24	0.67%	8	8	0.22%
National Capital Planning Commission	44	1	1	2.27%	0	0	0.00%
National Council on Disability	25	0	0	0.00%	0	0	0.00%
National Credit Union Administration	1,179	12	12	1.02%	8	8	0.68%
National Endowment for the Arts	167	26	26	15.57%	1	1	0.60%
National Endowment for the Humanities	190	0	0	0.00%	0	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	854	3	3	0.35%	2	2	0.23%
National Indian Gaming Commission	108	3	2	1.85%	2	2	1.85%
National Labor Relations Board	1,747	9	9	0.52%	9	7	0.40%
National Mediation Board	50	3	3	6.00%	2	2	4.00%
National Reconnaissance Office	0	8	8	0.00%	4	4	0.00%
National Science Foundation	1,651	9	9	0.55%	7	7	0.42%
National Transportation Safety Board	411	2	2	0.49%	1	1	0.24%
Navajo and Hopi Indian Relocation Commission	40	1	1	2.50%	0	0	0.00%
Nuclear Regulatory Commission	4,105	31	29	0.71%	17	16	0.39%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	58	1	1	1.72%	0	0	0.00%
Office of Government Ethics	73	1	1	1.37%	1	1	1.37%
Office of Personnel Management	6,377	72	64	1.00%	32	27	0.42%
Office of Special Counsel	110	0	0	0.00%	0	0	0.00%
Office of the Director of National Intelligence	0	6	6	0.00%	3	3	0.00%
Overseas Private Investment Corporation	214	1	1	0.47%	0	0	0.00%
Peace Corps	895	5	5	0.56%	3	3	0.34%
Pension Benefit Guaranty Corporation	981	30	27	2.75%	17	16	1.63%
Postal Regulatory Commission	66	1	1	1.52%	0	0	0.00%

Table B-1 FY 2011 Total Work Force, Counselings, and Complaints

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	958	4	4	0.42%	3	3	0.31%
Securities and Exchange Commission	3,849	19	18	0.47%	10	9	0.23%
Selective Service System	121	1	1	0.83%	1	0	0.00%
Small Business Administration	5,176	70	68	1.31%	41	41	0.79%
Smithsonian Institution	6,089	26	25	0.41%	13	13	0.21%
Social Security Administration	67,146	903	797	1.19%	489	448	0.67%
Tennessee Valley Authority	12,890	102	97	0.75%	71	71	0.55%
Trade and Development Agency	45	0	0	0.00%	0	0	0.00%
U.S. Postal Service	642,457	14,683	13,258	2.06%	5,117	4,714	0.73%
U.S. Tax Court	229	1	1	0.44%	1	1	0.44%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	2,759,457	34,433	31,947	1.16%	15,801	14,715	0.53%
Midsize Agencies Subtotal	154,881	1,577	1,415	0.91%	899	830	0.54%
Small Agencies Subtotal	46,319	623	582	1.26%	271	248	0.54%
Micro Agencies Subtotal	1,163	9	9	0.77%	3	3	0.26%
Government-wide	2,961,820	36,642	33,953	1.15%	16,974	15,796	0.53%

NRF = No Report Filed

* Total work force numbers do not include employees not reported for national security reasons.

Table B-1a FY 2011 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Defense Logistics Agency Wide	23,180	283	278	1.20%	106	105	0.45%
DLA Aviation	3,732	48	48	1.29%	22	22	0.59%
DLA Disposition Services	910	21	21	2.31%	9	9	0.99%
DLA Distribution	8,215	117	114	1.39%	37	37	0.45%
DLA Headquarters Operations Division	3,247	34	34	1.05%	10	10	0.31%
DLA Land and Maritime	3,414	38	36	1.05%	21	20	0.59%
DLA Logistics Information Service	862	6	6	0.70%	4	4	0.46%
DLA Troop Support	2,800	19	19	0.68%	3	3	0.11%
Defense National Guard Bureau Wide	55,194	109	106	0.19%	31	29	0.05%
Alabama National Guard	2,661	1	1	0.04%	1	1	0.04%
Alaska National Guard	681	0	0	0.00%	0	0	0.00%
Arizona National Guard	1,375	5	5	0.36%	1	1	0.07%
Arkansas National Guard	964	3	2	0.21%	0	0	0.00%
California National Guard	2,257	9	9	0.40%	8	8	0.35%
Colorado National Guard	752	2	2	0.27%	2	2	0.27%
Connecticut National Guard	595	0	0	0.00%	0	0	0.00%
DC National Guard	447	2	2	0.45%	1	1	0.22%
Delaware National Guard	354	0	0	0.00%	0	0	0.00%
Florida National Guard	1,050	0	0	0.00%	0	0	0.00%
Georgia National Guard	1,200	0	0	0.00%	0	0	0.00%
Guam National Guard	0	0	0	0.00%	0	0	0.00%
Hawaii National Guard	1,123	0	0	0.00%	0	0	0.00%
Idaho National Guard	850	0	0	0.00%	0	0	0.00%
Illinois National Guard	1,155	0	0	0.00%	0	0	0.00%
Indiana National Guard	1,167	2	2	0.17%	0	0	0.00%
Iowa National Guard	1,654	27	27	1.63%	1	1	0.06%
Kansas National Guard	1,204	3	1	0.08%	3	1	0.08%
Kentucky National Guard	728	0	0	0.00%	0	0	0.00%
Louisiana National Guard	977	0	0	0.00%	0	0	0.00%
Maine National Guard	511	0	0	0.00%	0	0	0.00%
Maryland National Guard	1,380	1	1	0.07%	1	1	0.07%

Table B-1a FY 2011 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Massachusetts National Guard	1,106	4	4	0.36%	0	0	0.00%
Michigan National Guard	1,617	3	3	0.19%	2	2	0.12%
Minnesota National Guard	704	1	1	0.14%	1	1	0.14%
Mississippi National Guard	1,294	1	1	0.08%	0	0	0.00%
Missouri National Guard	1,324	3	3	0.23%	1	1	0.08%
Montana National Guard	552	1	1	0.18%	0	0	0.00%
Nebraska National Guard	519	0	0	0.00%	0	0	0.00%
Nevada National Guard	619	3	3	0.48%	0	0	0.00%
New Hampshire National Guard	450	1	1	0.22%	0	0	0.00%
New Jersey National Guard	933	1	1	0.11%	0	0	0.00%
New Mexico National Guard	482	0	0	0.00%	0	0	0.00%
New York National Guard	1,990	1	1	0.05%	1	1	0.05%
North Carolina National Guard	1,111	0	0	0.00%	0	0	0.00%
North Dakota National Guard	648	1	1	0.15%	1	1	0.15%
Ohio National Guard	1,972	0	0	0.00%	0	0	0.00%
Oklahoma National Guard	860	0	0	0.00%	0	0	0.00%
Oregon National Guard	1,203	1	1	0.08%	0	0	0.00%
Pennsylvania National Guard	3,542	0	0	0.00%	0	0	0.00%
Puerto Rico National Guard	810	4	4	0.49%	0	0	0.00%
Rhode Island National Guard	385	0	0	0.00%	0	0	0.00%
South Carolina National Guard	938	1	1	0.11%	1	1	0.11%
South Dakota National Guard	521	0	0	0.00%	0	0	0.00%
Tennessee National Guard	1,308	4	4	0.31%	4	4	0.31%
Texas National Guard	1,811	2	2	0.11%	1	1	0.06%
Utah National Guard	846	11	11	1.30%	0	0	0.00%
Vermont National Guard	497	0	0	0.00%	0	0	0.00%
Virgin Islands National Guard	133	0	0	0.00%	0	0	0.00%
Virginia National Guard	680	2	2	0.29%	0	0	0.00%
Washington State National Guard	794	4	4	0.50%	0	0	0.00%
West Virginia National Guard	1,009	3	3	0.30%	0	0	0.00%
Wisconsin National Guard	999	0	0	0.00%	0	0	0.00%
Wyoming National Guard	452	2	2	0.44%	1	1	0.22%

Table B-1a FY 2011 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Department of Agriculture Wide	107,934	953	917	0.85%	505	489	0.45%
USDA Agricultural Marketing Service	4,165	27	27	0.65%	18	18	0.43%
USDA Agricultural Research Service	8,972	27	27	0.30%	18	18	0.20%
USDA Animal and Plant Health Inspection Service	8,632	68	68	0.79%	49	49	0.57%
USDA Economic Research Service	385	1	1	0.26%	1	1	0.26%
USDA Farm Service Agency	5,003	45	42	0.84%	25	25	0.50%
USDA Food and Nutrition Service	1,367	9	8	0.59%	6	5	0.37%
USDA Food Safety And Inspection Service	10,164	219	208	2.05%	79	77	0.76%
USDA Foreign Agricultural Service	970	11	11	1.13%	7	7	0.72%
USDA Forest Service	42,298	267	246	0.58%	146	133	0.31%
USDA Grain Inspection, Packers and Stockyards Administration	793	23	23	2.90%	9	9	1.13%
USDA National Agricultural Statistics Service	1,038	3	3	0.29%	2	2	0.19%
USDA National Appeals Division	84	0	0	0.00%	0	0	0.00%
USDA National Institute of Food and Agriculture	377	4	4	1.06%	3	3	0.80%
USDA Natural Resources Conservation Service	12,296	45	45	0.37%	29	29	0.24%
USDA Office Of Inspector General	602	5	5	0.83%	2	2	0.33%
USDA Office Of The Chief Financial Officer	1,302	55	55	4.22%	32	32	2.46%
USDA Risk Management Agency	502	14	14	2.79%	10	10	1.99%
USDA Rural Development	5,928	81	81	1.37%	45	45	0.76%
Department of Commerce Wide	45,105	448	441	0.98%	306	301	0.67%
DOC U. S. Patent and Trademark Office	10,211	52	51	0.50%	29	28	0.27%
DOC All Other Commerce Bureaus	4,324	33	33	0.76%	25	25	0.58%
DOC Bureau of the Census	13,047	126	122	0.94%	82	79	0.61%
DOC Decennial Census	0	102	102	0.00%	84	84	0.00%
DOC International Trade Administration	1,641	16	15	0.91%	9	9	0.55%
DOC National Institute of Standards & Technology	3,000	20	20	0.67%	10	10	0.33%
DOC National Oceanic & Atmospheric Administration	12,882	99	98	0.76%	67	66	0.51%
Department of Energy Wide	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-1a FY 2011 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Department of Health and Human Services Wide	72,596	706	684	0.94%	415	398	0.55%
HHS Administration for Children and Families	1,328	17	17	1.28%	8	8	0.60%
HHS Agency for Healthcare Research and Quality	292	2	2	0.68%	1	1	0.34%
HHS Centers for Disease Control and Prevention	9,960	99	99	0.99%	49	49	0.49%
HHS Centers for Medicare & Medicaid Services	5,274	56	53	1.00%	30	28	0.53%
HHS Food and Drug Administration	12,758	125	119	0.93%	73	72	0.56%
HHS Health Resources and Services Administration	1,697	32	32	1.89%	12	12	0.71%
HHS Indian Health Service	15,138	191	181	1.20%	101	101	0.67%
HHS National Institutes of Health	19,956	114	111	0.56%	96	82	0.41%
HHS Off of the Secretary of Health & Human Services	4,933	56	56	1.14%	33	33	0.67%
HHS Program Support Center	745	8	8	1.07%	6	6	0.81%
HHS Substance Abuse & Mental Health Serv Admin	515	6	6	1.17%	6	6	1.17%
Department of Homeland Security Wide	199,452	2,096	2,019	1.01%	1,283	1,220	0.61%
DHS Federal Emergency Management Agency	18,334	221	218	1.19%	111	105	0.57%
DHS Federal Law Enforcement Training Center	1,256	24	23	1.83%	14	13	1.04%
DHS Headquarters	7,619	88	87	1.14%	56	55	0.72%
DHS Transportation Security Administration	66,023	675	671	1.02%	439	428	0.65%
DHS U.S. Citizenship and Immigration Services	10,645	127	116	1.09%	82	79	0.74%
DHS U.S. Coast Guard	8,776	78	75	0.85%	45	42	0.48%
DHS U.S. Customs and Border Protection	59,464	574	528	0.89%	328	294	0.49%
DHS U.S. Immigration and Customs Enforcement	20,300	263	260	1.28%	174	174	0.86%
DHS U.S. Secret Service	7,035	46	41	0.58%	34	30	0.43%
Department of Justice Wide	117,212	1,125	1,105	0.94%	704	691	0.59%
DOJ Alcohol, Tobacco, Firearms and Explosives	5,054	54	54	1.07%	40	40	0.79%
DOJ Bureau of Prisons	37,874	600	596	1.57%	369	367	0.97%
DOJ Drug Enforcement Administration	9,805	26	26	0.27%	21	21	0.21%
DOJ Executive Office for Immigration Review	1,536	13	13	0.85%	10	10	0.65%
DOJ Executive Office for U.S. Attorneys	11,721	53	48	0.41%	35	30	0.26%
DOJ Federal Bureau of Investigation	35,575	224	224	0.63%	156	156	0.44%

Table B-1a FY 2011 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
DOJ Office of Justice Programs	670	13	10	1.49%	6	6	0.90%
DOJ Offices, Boards, and Divisions	9,184	55	55	0.60%	23	23	0.25%
DOJ U.S. Marshals Service	5,793	87	79	1.36%	44	38	0.66%
Department of Labor Wide	16,331	249	237	1.45%	144	137	0.84%
DOL (DM and others)	4,750	86	84	1.77%	50	49	1.03%
DOL Bureau of Labor Statistics	2,455	8	8	0.33%	3	3	0.12%
DOL Employment and Training Administration	1,147	21	20	1.74%	17	17	1.48%
DOL Mine Safety and Health Administration	2,348	36	34	1.45%	18	17	0.72%
DOL Occupational Safety and Health Administration	2,274	39	34	1.50%	21	17	0.75%
DOL Office of Workers Compensation Programs	1,576	25	25	1.59%	13	13	0.82%
DOL Wage and Hour Division	1,781	34	32	1.80%	22	21	1.18%
Department of the Army Wide	276,924	2,388	2,220	0.80%	1,283	1,205	0.44%
Eighth U.S. Army (KOREA)	507	5	5	0.99%	5	5	0.99%
Headquarters, Department of Army	13,996	147	136	0.97%	77	70	0.50%
U.S. Army Corps of Engineers	38,010	250	230	0.61%	144	134	0.35%
U.S. Army Europe	2,034	11	11	0.54%	6	6	0.29%
U.S. Army Forces Command	3,499	15	14	0.40%	4	4	0.11%
U.S. Army Installation Management Command	61,977	618	581	0.94%	338	324	0.52%
U.S. Army Intelligence and Security Command	3,194	16	15	0.47%	13	12	0.38%
U.S. Army Material Command	66,529	479	434	0.65%	261	237	0.36%
U.S. Army Medical Command	42,427	475	443	1.04%	232	220	0.52%
U.S. Army Network Enterprise Technology Command	4,710	27	27	0.57%	16	16	0.34%
U.S. Army Pacific (USARPAC)	501	13	13	2.59%	7	7	1.40%
U.S. Army Reserve Command	12,317	147	140	1.14%	74	73	0.59%
U.S. Army Space and Missile Defense Command	1,036	7	5	0.48%	5	3	0.29%
U.S. Army Special Operations Command (USASOC)	1,789	12	12	0.67%	8	8	0.45%
U.S. Army Test and Evaluation Command	4,340	16	13	0.30%	13	10	0.23%
U.S. Army Training and Doctrine Command	20,058	150	141	0.70%	80	76	0.38%

Table B-1a FY 2011 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Department of the Interior Wide	80,092	571	567	0.71%	290	290	0.36%
DOI Bureau Of Indian Affairs	9,193	93	93	1.01%	52	52	0.57%
DOI Bureau Of Land Management	12,036	78	77	0.64%	35	35	0.29%
DOI Bureau of Ocean Energy Mgt, Regulation & Enforcement	1,183	15	15	1.27%	4	4	0.34%
DOI Bureau Of Reclamation	5,443	57	57	1.05%	33	33	0.61%
DOI Fish And Wildlife Service	10,378	45	45	0.43%	30	30	0.29%
DOI Geological Survey	9,369	21	21	0.22%	12	12	0.13%
DOI National Park Service	27,538	190	187	0.68%	79	79	0.29%
DOI Office Of Surface Mining, Reclamation and Enforcement	532	8	8	1.50%	6	6	1.13%
DOI-Office Of The Secretary	4,420	64	64	1.45%	39	39	0.88%
Department of the Navy Wide	246,340	1,998	1,982	0.80%	1,010	1,002	0.41%
Chief Of Naval Operations	5,340	47	47	0.88%	21	21	0.39%
Commander Naval Installations Command	32,553	263	261	0.80%	104	102	0.31%
Commander Naval Reserve	471	1	1	0.21%	1	1	0.21%
Commander Pacific Fleet	18,437	125	124	0.67%	43	43	0.23%
DON Assistant for Administration	5,048	47	47	0.93%	21	21	0.42%
DON Bureau of Medicine & Surgery	12,478	162	162	1.30%	69	69	0.55%
DON SPAWAR	8,675	33	32	0.37%	8	8	0.09%
DON Strategic Systems Project Office	1,027	7	7	0.68%	3	3	0.29%
Fleet Forces Command	21,879	92	90	0.41%	38	36	0.16%
Marine Corps HQ	32,855	646	643	1.96%	441	440	1.34%
Military Sealift Command	6,757	56	56	0.83%	18	18	0.27%
Naval Air Systems Command	24,618	141	141	0.57%	68	68	0.28%
Naval Education & Training Command	4,852	36	36	0.74%	19	19	0.39%
Naval Sea Systems Command	26,326	76	71	0.27%	35	33	0.13%
Naval Special Warfare Command	1,123	4	4	0.36%	0	0	0.00%
Naval Supply Systems Command	20,216	92	92	0.46%	44	44	0.22%
Naval Systems Management Activity	443	0	0	0.00%	0	0	0.00%

Table B-1a FY 2011 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
Navy Facilities & Engineering Command	16,607	142	140	0.84%	66	65	0.39%
Navy Military Personnel Command	1,694	8	8	0.47%	4	4	0.24%
Office Of Naval Intelligence	1,836	14	14	0.76%	6	6	0.33%
Office Of Naval Research	3,105	6	6	0.19%	1	1	0.03%
Department of the Treasury Wide	122,847	745	686	0.56%	414	359	0.29%
Treas - Alcohol and Tobacco Tax and Trade Bureau	499	0	0	0.00%	0	0	0.00%
Treas - Bureau of Engraving and Printing	1,932	36	35	1.81%	30	28	1.45%
Treas - Bureau of the Public Debt	1,938	18	17	0.88%	5	4	0.21%
Treas - Departmental Offices	1,900	22	22	1.16%	12	12	0.63%
Treas - Financial Crimes Enforcement Network	306	4	4	1.31%	1	1	0.33%
Treas - Financial Management Service	1,726	5	5	0.29%	3	3	0.17%
Treas - Inspector General For Tax Administration	826	0	0	0.00%	0	0	0.00%
Treas - Internal Revenue Service	104,407	581	525	0.50%	304	256	0.25%
Treas - Office of the Comptroller of the Currency	3,737	11	11	0.29%	3	2	0.05%
Treas - Office of Thrift Supervision	838	2	2	0.24%	2	2	0.24%
Treas - Special IG for the Trouble Assets Relief Pgm	157	3	3	1.91%	3	3	1.91%
Treas - U. S. Mint	1,855	52	51	2.75%	41	40	2.16%
Treas -IRS Office of the Chief Counsel	2,552	10	10	0.39%	9	7	0.27%
Treas- Office of the Inspector General	174	1	1	0.57%	1	1	0.57%
Department of Transportation Wide	57,784	620	555	0.96%	350	320	0.55%
DOT Federal Aviation Administration	48,262	513	453	0.94%	288	260	0.54%
DOT Federal Highway Administration	3,032	22	20	0.66%	13	13	0.43%
DOT Federal Motor Carrier Safety Administration	1,116	14	14	1.25%	9	9	0.81%
DOT Federal Railroad Administrataion	867	6	6	0.69%	2	2	0.23%
DOT Federal Transit Administration	575	15	15	2.61%	3	3	0.52%
DOT Maritime Administration	819	9	9	1.10%	8	8	0.98%
DOT National Highway Traffic Safety Administration	599	6	6	1.00%	6	6	1.00%
DOT Office of Inspector General	465	2	2	0.43%	2	2	0.43%
DOT Office of the Secretary	757	9	9	1.19%	5	5	0.66%

Table B-1a FY 2011 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
DOT Pipeline & Hazardous Materials Safety Admin	444	1	1	0.23%	0	0	0.00%
DOT Research & Inovative Technology Admin	714	23	20	2.80%	14	12	1.68%
DOT St. Lawrence Development Corporation	134	0	0	0.00%	0	0	0.00%
Department of Veterans Affairs Wide	315,116	4,415	4,074	1.29%	2,352	2,083	0.66%
VA-HQ and Others	12,215	173	172	1.41%	89	89	0.73%
VA-National Cemetery Administration	1,711	43	42	2.45%	21	21	1.23%
VA-Veterans Benefits Administration	20,274	310	298	1.47%	180	172	0.85%
VA-Veterans Health Administration	280,916	3,889	3,562	1.27%	2,062	1,801	0.64%
Federal Housing Finance Agency Wide	618	6	6	0.97%	4	4	0.65%
Federal Housing Finance Agency Hqtrs	519	5	5	0.96%	3	3	0.58%
Federal Housing Finance Agency OIG	99	1	1	1.01%	1	1	1.01%
General Services Administration Wide	12,738	168	152	1.19%	104	95	0.75%
GSA Central Office	3,421	50	48	1.40%	28	27	0.79%
GSA National Capital Region	1,600	30	30	1.88%	17	17	1.06%
GSA Region 1	311	1	1	0.32%	0	0	0.00%
GSA Region 10	470	2	2	0.43%	1	1	0.21%
GSA Region 2	666	13	13	1.95%	9	9	1.35%
GSA Region 3	991	7	6	0.61%	5	4	0.40%
GSA Region 4	1,013	14	14	1.38%	10	10	0.99%
GSA Region 5	937	6	5	0.53%	5	5	0.53%
GSA Region 6	782	10	10	1.28%	4	4	0.51%
GSA Region 7	1,083	9	8	0.74%	6	5	0.46%
GSA Region 8	423	1	1	0.24%	0	0	0.00%
GSA Region 9	1,041	25	14	1.34%	19	13	1.25%

Table B-1a FY 2011 Total Work Force, Counselings, and Complaints - Sub-Component Data

Agency or Department	Total Work Force	Number Completed/ Ended Counselings	Number Individuals with Completed/ Ended Counselings	Counseled Individuals as % of Total Work Force	Number Complaints Filed	Number Complainants	Number Complainants as % of Total Work Force
U.S. Postal Service Wide	642,457	14,683	13,258	2.06%	5,117	4,714	0.73%
USPS Capital Metro Area Operations	65,282	2,054	1,825	2.80%	672	626	0.96%
USPS Eastern Area	100,748	1,733	1,572	1.56%	776	714	0.71%
USPS Great Lakes Area	81,746	1,687	1,546	1.89%	609	563	0.69%
USPS Headquarters	9,637	229	216	2.24%	109	102	1.06%
USPS Northeast Area	94,245	1,719	1,572	1.67%	484	450	0.48%
USPS Office of Inspector General	1,154	16	13	1.13%	8	6	0.52%
USPS Pacific Area	68,458	1,821	1,638	2.39%	526	479	0.70%
USPS Southwest Area	116,683	3,753	3,330	2.85%	1,378	1,260	1.08%
USPS Western Area	104,504	1,671	1,546	1.48%	555	514	0.49%

NRF = No Report Filed

Table B-2 FY 2011 All Timely Completed Counselings

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0	0	0	0.00%
Agency for International Development	35	35	9	12	3	24	68.57%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	53	53	51	1	0	52	98.11%
Central Intelligence Agency	42	42	10	24	3	37	88.10%
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	1	1	1	0	0	1	100.00%
Commodity Futures Trading Commission	1	1	1	0	0	1	100.00%
Consumer Product Safety Commission	9	9	5	0	0	5	55.56%
Corporation for National and Community Service	5	5	2	3	0	5	100.00%
Court Services and Offender Supervision Agency for the District of Columbia	13	13	7	3	3	13	100.00%
Defense Army and Air Force Exchange	358	358	140	74	69	283	79.05%
Defense Commissary Agency	212	212	147	12	30	189	89.15%
Defense Contract Audit Agency	46	46	42	0	0	42	91.30%
Defense Contract Management Agency	57	57	17	5	19	41	71.93%
Defense Finance and Accounting Service	120	120	31	11	77	119	99.17%
Defense Human Resources Activity	9	9	1	0	8	9	100.00%
Defense Information Systems Agency	31	31	19	11	1	31	100.00%

Table B-2 FY 2011 All Timely Completed Counselings

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Defense Intelligence Agency	72	72	30	8	18	56	77.78%
Defense Logistics Agency	283	283	143	21	77	241	85.16%
Defense Media Activity	6	6	6	0	0	6	100.00%
Defense Missile Defense Agency	6	6	0	5	0	5	83.33%
Defense National Geospatial-Intelligence Agency	39	39	16	19	1	36	92.31%
Defense National Guard Bureau	109	108	82	6	17	105	97.22%
Defense National Security Agency	68	68	41	26	0	67	98.53%
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0.00%
Defense Office of the Inspector General	10	10	6	1	3	10	100.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	73	73	21	30	19	70	95.89%
Defense Security Service	20	20	18	2	0	20	100.00%
Defense Technical Information Center	1	1	0	0	1	1	100.00%
Defense Threat Reduction Agency	20	20	2	4	1	7	35.00%
Defense TRICARE Management Activity	13	13	2	3	0	5	38.46%
Defense Uniformed Services University	9	9	2	3	0	5	55.56%
Department of Agriculture	953	952	279	252	217	748	78.57%
Department of Commerce	448	448	170	214	44	428	95.54%
Department of Defense Education Activity	124	124	105	9	10	124	100.00%
Department of Education	65	65	31	17	12	60	92.31%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	706	706	327	136	161	624	88.39%
Department of Homeland Security	2,096	2,096	578	377	737	1,692	80.73%
Department of Housing and Urban Development	137	137	23	37	25	85	62.04%
Department of Justice	1,125	1,125	489	339	105	933	82.93%
Department of Labor	249	249	115	25	97	237	95.18%
Department of State	271	271	121	25	57	203	74.91%
Department of the Air Force	1,277	1,277	454	283	413	1,150	90.05%
Department of the Army	2,388	2,387	1,610	128	370	2,108	88.31%
Department of the Interior	571	571	176	203	101	480	84.06%
Department of the Navy	1,998	1,998	440	589	573	1,602	80.18%

Table B-2 FY 2011 All Timely Completed Counselings

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Department of the Treasury	745	745	337	151	229	717	96.24%
Department of Transportation	620	620	186	202	203	591	95.32%
Department of Veterans Affairs	4,415	4,415	1,988	145	2,214	4,347	98.46%
Election Assistance Commission	0	0	0	0	0	0	0.00%
Environmental Protection Agency	94	92	49	9	13	71	77.17%
Equal Employment Opportunity Commission	54	54	17	11	17	45	83.33%
Export-Import Bank of the US	1	1	0	0	1	1	100.00%
Farm Credit Administration	1	1	0	1	0	1	100.00%
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0.00%
Federal Communications Commission	14	14	11	3	0	14	100.00%
Federal Deposit Insurance Corporation	75	75	34	8	32	74	98.67%
Federal Election Commission	1	1	0	1	0	1	100.00%
Federal Energy Regulatory Commission	15	15	11	2	2	15	100.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	6	6	2	0	3	5	83.33%
Federal Labor Relations Authority	3	3	1	1	1	3	100.00%
Federal Maritime Commission	3	3	3	0	0	3	100.00%
Federal Mediation and Conciliation Service	1	1	1	0	0	1	100.00%
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0	0.00%
Federal Reserve System--Board of Governors	58	58	58	0	0	58	100.00%
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0.00%
Federal Trade Commission	17	17	16	0	1	17	100.00%
General Services Administration	168	168	62	70	35	167	99.40%
Government Printing Office	81	81	68	5	0	73	90.12%
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0.00%
Institute of Museum and Library Services	0	0	0	0	0	0	0.00%
Inter-American Foundation	0	0	0	0	0	0	0.00%
International Boundary and Water Commission	8	8	7	1	0	8	100.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0	0.00%

Table B-2 FY 2011 All Timely Completed Counselings

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0.00%
John F. Kennedy Center for the Performing Arts	2	2	2	0	0	2	100.00%
Marine Mammal Commission	0	0	0	0	0	0	0.00%
Merit Systems Protection Board	3	3	1	0	2	3	100.00%
Millennium Challenge Corporation	3	3	3	0	0	3	100.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	67	67	21	17	16	54	80.60%
National Archives and Records Administration	24	24	10	5	4	19	79.17%
National Capital Planning Commission	1	1	1	0	0	1	100.00%
National Council on Disability	0	0	0	0	0	0	0.00%
National Credit Union Administration	12	12	11	0	1	12	100.00%
National Endowment for the Arts	26	26	26	0	0	26	100.00%
National Endowment for the Humanities	0	0	0	0	0	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	3	1	1	0	2	66.67%
National Indian Gaming Commission	3	3	0	2	0	2	66.67%
National Labor Relations Board	9	9	4	4	0	8	88.89%
National Mediation Board	3	3	1	2	0	3	100.00%
National Reconnaissance Office	8	8	6	2	0	8	100.00%
National Science Foundation	9	9	3	4	1	8	88.89%
National Transportation Safety Board	2	2	2	0	0	2	100.00%
Navajo and Hopi Indian Relocation Commission	1	1	1	0	0	1	100.00%
Nuclear Regulatory Commission	31	31	9	5	15	29	93.55%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	1	1	1	0	0	1	100.00%
Office of Government Ethics	1	1	1	0	0	1	100.00%
Office of Personnel Management	72	72	65	5	2	72	100.00%
Office of Special Counsel	0	0	0	0	0	0	0.00%
Office of the Director of National Intelligence	6	6	1	3	0	4	66.67%

Table B-2 FY 2011 All Timely Completed Counselings

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Overseas Private Investment Corporation	1	1	0	1	0	1	100.00%
Peace Corps	5	5	1	4	0	5	100.00%
Pension Benefit Guaranty Corporation	30	30	11	17	0	28	93.33%
Postal Regulatory Commission	1	1	1	0	0	1	100.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	4	4	0	4	0	4	100.00%
Securities and Exchange Commission	19	19	4	10	5	19	100.00%
Selective Service System	1	1	0	0	0	0	0.00%
Small Business Administration	70	70	58	0	1	59	84.29%
Smithsonian Institution	26	26	13	3	10	26	100.00%
Social Security Administration	903	903	367	287	193	847	93.80%
Tennessee Valley Authority	102	102	58	26	17	101	99.02%
Trade and Development Agency	0	0	0	0	0	0	0.00%
U.S. Postal Service	14,683	14,670	2,797	2,787	8,883	14,467	98.62%
U.S. Tax Court	1	1	0	0	1	1	100.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	34,433	34,417	10,992	6,160	14,792	31,944	92.81%
Midsized Agencies Subtotal	1,577	1,575	727	425	319	1,471	93.40%
Small Agencies Subtotal	623	623	375	130	63	568	91.17%
Micro Agencies Subtotal	9	9	7	2	0	9	100.00%
Government-wide	36,642	36,624	12,101	6,717	15,174	33,992	92.81%

NRF = No Report Filed

Table B-2a FY 2011 All Timely Completed Counselings - Sub-Component Data

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Defense Logistics Agency Wide	283	283	143	21	77	241	85.16%
DLA Aviation	48	48	36	1	5	42	87.50%
DLA Disposition Services	21	21	9	1	5	15	71.43%
DLA Distribution	117	117	51	10	34	95	81.20%
DLA Headquarters Operations Division	34	34	14	2	18	34	100.00%
DLA Land and Maritime	38	38	20	7	4	31	81.58%
DLA Logistics Information Service	6	6	4	0	1	5	83.33%
DLA Troop Support	19	19	9	0	10	19	100.00%
Defense National Guard Bureau Wide	109	108	82	6	17	105	97.22%
Alabama National Guard	1	1	1	0	0	1	100.00%
Alaska National Guard	0	0	0	0	0	0	0.00%
Arizona National Guard	5	5	4	0	1	5	100.00%
Arkansas National Guard	3	3	3	0	0	3	100.00%
California National Guard	9	9	5	0	3	8	88.89%
Colorado National Guard	2	2	0	0	2	2	100.00%
Connecticut National Guard	0	0	0	0	0	0	0.00%
DC National Guard	2	2	2	0	0	2	100.00%
Delaware National Guard	0	0	0	0	0	0	0.00%
Florida National Guard	0	0	0	0	0	0	0.00%
Georgia National Guard	0	0	0	0	0	0	0.00%
Guam National Guard	0	0	0	0	0	0	0.00%
Hawaii National Guard	0	0	0	0	0	0	0.00%
Idaho National Guard	0	0	0	0	0	0	0.00%
Illinois National Guard	0	0	0	0	0	0	0.00%
Indiana National Guard	2	2	2	0	0	2	100.00%
Iowa National Guard	27	27	26	0	1	27	100.00%
Kansas National Guard	3	3	3	0	0	3	100.00%
Kentucky National Guard	0	0	0	0	0	0	0.00%
Louisiana National Guard	0	0	0	0	0	0	0.00%
Maine National Guard	0	0	0	0	0	0	0.00%
Maryland National Guard	1	1	0	1	0	1	100.00%
Massachusetts National Guard	4	4	3	0	1	4	100.00%
Michigan National Guard	3	3	2	0	1	3	100.00%
Minnesota National Guard	1	1	1	0	0	1	100.00%

Table B-2a FY 2011 All Timely Completed Counselings - Sub-Component Data

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Mississippi National Guard	1	1	1	0	0	1	100.00%
Missouri National Guard	3	3	0	3	0	3	100.00%
Montana National Guard	1	1	0	1	0	1	100.00%
Nebraska National Guard	0	0	0	0	0	0	0.00%
Nevada National Guard	3	3	1	0	2	3	100.00%
New Hampshire National Guard	1	1	1	0	0	1	100.00%
New Jersey National Guard	1	1	1	0	0	1	100.00%
New Mexico National Guard	0	0	0	0	0	0	0.00%
New York National Guard	1	1	0	1	0	1	100.00%
North Carolina National Guard	0	0	0	0	0	0	0.00%
North Dakota National Guard	1	1	0	0	0	0	0.00%
Ohio National Guard	0	0	0	0	0	0	0.00%
Oklahoma National Guard	0	0	0	0	0	0	0.00%
Oregon National Guard	1	1	1	0	0	1	100.00%
Pennsylvania National Guard	0	0	0	0	0	0	0.00%
Puerto Rico National Guard	4	4	4	0	0	4	100.00%
Rhode Island National Guard	0	0	0	0	0	0	0.00%
South Carolina National Guard	1	1	0	0	0	0	0.00%
South Dakota National Guard	0	0	0	0	0	0	0.00%
Tennessee National Guard	4	4	4	0	0	4	100.00%
Texas National Guard	2	2	2	0	0	2	100.00%
Utah National Guard	11	11	5	0	6	11	100.00%
Vermont National Guard	0	0	0	0	0	0	0.00%
Virgin Islands National Guard	0	0	0	0	0	0	0.00%
Virginia National Guard	2	2	2	0	0	2	100.00%
Washington State National Guard	4	4	4	0	0	4	100.00%
West Virginia National Guard	3	3	3	0	0	3	100.00%
Wisconsin National Guard	0	0	0	0	0	0	0.00%
Wyoming National Guard	2	1	1	0	0	1	100.00%

Table B-2a FY 2011 All Timely Completed Counselings - Sub-Component Data

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Department of Agriculture Wide	953	952	279	252	217	748	78.57%
USDA Agricultural Marketing Service	27	27	5	10	12	27	100.00%
USDA Agricultural Research Service	27	27	3	17	3	23	85.19%
USDA Agriculture Headquarters	49	49	5	0	8	13	26.53%
USDA Animal and Plant Health Inspection Service	68	68	4	19	3	26	38.24%
USDA Economic Research Service	1	1	0	1	0	1	100.00%
USDA Farm Service Agency	45	45	23	14	6	43	95.56%
USDA Food and Nutrition Service	9	9	6	3	0	9	100.00%
USDA Food Safety And Inspection Service	219	219	105	48	63	216	98.63%
USDA Foreign Agricultural Service	11	10	1	0	4	5	50.00%
USDA Forest Service	267	267	72	84	72	228	85.39%
USDA Grain Inspection, Packers & Stockyards Admin	23	23	5	1	13	19	82.61%
USDA National Agricultural Statistics Service	3	3	0	3	0	3	100.00%
USDA National Appeals Division	0	0	0	0	0	0	0.00%
USDA National Institute of Food and Agriculture	4	4	1	3	0	4	100.00%
USDA Natural Resources Conservation Service	45	45	21	2	14	37	82.22%
USDA Office Of Inspector General	5	5	0	0	2	2	40.00%
USDA Office Of The Chief Financial Officer	55	55	1	44	7	52	94.55%
USDA Risk Management Agency	14	14	2	1	4	7	50.00%
USDA Rural Development	81	81	25	2	6	33	40.74%
Department of Commerce Wide	448	448	170	214	44	428	95.54%
DOC All Other Commerce Bureaus	33	33	5	12	13	30	90.91%
DOC Bureau of the Census	126	126	47	69	10	126	100.00%
DOC Decennial Census	102	102	60	42	0	102	100.00%
DOC International Trade Administration	16	16	6	6	3	15	93.75%
DOC National Institute of Standards & Technology	20	20	3	14	0	17	85.00%
DOC National Oceanic & Atmospheric Administration	99	99	36	47	8	91	91.92%
DOC U. S. Patent and Trademark Office	52	52	13	24	10	47	90.38%
Department of Energy Wide	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-2a FY 2011 All Timely Completed Counselings - Sub-Component Data

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Department of Health and Human Services Wide	706	706	327	136	161	624	88.39%
HHS Administration for Children and Families	17	17	3	2	6	11	64.71%
HHS Agency for Healthcare Research and Quality	2	2	1	1	0	2	100.00%
HHS Centers for Disease Control and Prevention	99	99	34	26	34	94	94.95%
HHS Centers for Medicare & Medicaid Services	56	56	10	24	22	56	100.00%
HHS Food and Drug Administration	125	125	47	33	32	112	89.60%
HHS Health Resources and Services Administration	32	32	12	8	11	31	96.88%
HHS Indian Health Service	191	191	104	24	26	154	80.63%
HHS National Institutes of Health	114	114	86	4	18	108	94.74%
HHS Off of the Secretary of Health & Human Services	56	56	26	11	6	43	76.79%
HHS Program Support Center	8	8	2	2	3	7	87.50%
HHS Substance Abuse & Mental Health Serv Admin	6	6	2	1	3	6	100.00%
Department of Homeland Security Wide	2,096	2,096	578	377	737	1,692	80.73%
DHS Federal Emergency Management Agency	221	221	94	42	3	139	62.90%
DHS Federal Law Enforcement Training Center	24	24	13	6	2	21	87.50%
DHS Headquarters	88	88	24	44	8	76	86.36%
DHS Transportation Security Administration	675	675	53	117	273	443	65.63%
DHS U.S. Citizenship and Immigration Services	127	127	41	34	49	124	97.64%
DHS U.S. Coast Guard	78	78	51	6	19	76	97.44%
DHS U.S. Customs and Border Protection	574	574	246	0	328	574	100.00%
DHS U.S. Immigration and Customs Enforcement	263	263	38	126	54	218	82.89%
DHS U.S. Secret Service	46	46	18	2	1	21	45.65%
Department of Justice Wide	1,125	1,125	489	339	105	933	82.93%
DOJ Alcohol, Tobacco, Firearms and Explosives	54	54	18	4	16	38	70.37%
DOJ Bureau of Prisons	600	600	242	228	36	506	84.33%
DOJ Drug Enforcement Administration	26	26	7	3	1	11	42.31%
DOJ Executive Office for Immigration Review	13	13	6	2	2	10	76.92%
DOJ Executive Office for U.S. Attorneys	53	53	39	3	10	52	98.11%
DOJ Federal Bureau of Investigation	224	224	106	61	17	184	82.14%
DOJ Office of Justice Programs	13	13	1	3	9	13	100.00%
DOJ Offices, Boards, and Divisions	55	55	8	11	13	32	58.18%
DOJ U.S. Marshals Service	87	87	62	24	1	87	100.00%

Table B-2a FY 2011 All Timely Completed Counselings - Sub-Component Data

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Department of Labor Wide	249	249	115	25	97	237	95.18%
DOL (DM and others)	86	86	43	7	34	84	97.67%
DOL Bureau of Labor Statistics	8	8	2	2	4	8	100.00%
DOL Employment and Training Administration	21	21	8	1	10	19	90.48%
DOL Mine Safety and Health Administration	36	36	18	2	15	35	97.22%
DOL Occupational Safety and Health Administration	39	39	19	5	13	37	94.87%
DOL Office of Workers Compensation Programs	25	25	8	5	10	23	92.00%
DOL Wage and Hour Division	34	34	17	3	11	31	91.18%
Department of the Army Wide	2,388	2,387	1,610	128	370	2,108	88.31%
Eighth U.S. Army (KOREA)	5	5	4	0	0	4	80.00%
Headquarters, Department of Army	147	147	98	6	33	137	93.20%
U.S. Army Corps of Engineers	250	250	150	20	27	197	78.80%
U.S. Army Europe	11	11	10	0	1	11	100.00%
U.S. Army Forces Command	15	15	9	0	4	13	86.67%
U.S. Army Installation Management Command	618	618	443	22	93	558	90.29%
U.S. Army Intelligence and Security Command	16	16	12	1	2	15	93.75%
U.S. Army Material Command	479	479	289	38	96	423	88.31%
U.S. Army Medical Command	475	474	311	27	80	418	88.19%
U.S. Army Network Enterprise Technology Command	27	27	18	2	2	22	81.48%
U.S. Army Pacific (USARPAC)	13	13	10	0	3	13	100.00%
U.S. Army Reserve Command	147	147	147	0	0	147	100.00%
U.S. Army Space and Missile Defense Command	7	7	1	3	0	4	57.14%
U.S. Army Special Operations Command (USASOC)	12	12	8	0	2	10	83.33%
U.S. Army Test and Evaluation Command	16	16	10	1	2	13	81.25%
U.S. Army Training and Doctrine Command	150	150	90	8	25	123	82.00%
Department of the Interior Wide	571	571	176	203	101	480	84.06%
DOI Bureau Of Indian Affairs	93	93	14	54	18	86	92.47%
DOI Bureau Of Land Management	78	78	22	34	13	69	88.46%
DOI Bureau of Ocean Energy Mgt, Regulation & Enforcement	15	15	3	0	4	7	46.67%
DOI Bureau Of Reclamation	57	57	15	24	10	49	85.96%

Table B-2a FY 2011 All Timely Completed Counselings - Sub-Component Data

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
DOI Fish And Wildlife Service	45	45	20	12	8	40	88.89%
DOI Geological Survey	21	21	11	9	1	21	100.00%
DOI National Park Service	190	190	69	43	25	137	72.11%
DOI Office Of Surface Mining, Reclamation and Enforcement	8	8	3	4	1	8	100.00%
DOI-Office Of The Secretary	64	64	19	23	21	63	98.44%
Department of the Navy Wide	1,998	1,998	440	589	573	1,602	80.18%
Chief Of Naval Operations	47	47	5	19	18	42	89.36%
Commander Naval Installations Command	263	263	78	59	94	231	87.83%
Commander Naval Reserve	1	1	1	0	0	1	100.00%
Commander Pacific Fleet	125	125	37	22	61	120	96.00%
DON Assistant for Administration	47	47	5	19	18	42	89.36%
DON Bureau of Medicine & Surgery	162	162	39	42	60	141	87.04%
DON SPAWAR	33	33	5	9	11	25	75.76%
DON Strategic Systems Project Office	7	7	0	4	1	5	71.43%
Fleet Forces Command	92	92	19	17	50	86	93.48%
Marine Corps HQ	646	646	102	240	73	415	64.24%
Military Sealift Command	56	56	5	6	21	32	57.14%
Naval Air Systems Command	141	141	46	46	36	128	90.78%
Naval Education & Training Command	36	36	9	6	12	27	75.00%
Naval Sea Systems Command	76	76	21	27	15	63	82.89%
Naval Special Warfare Command	4	4	0	1	3	4	100.00%
Naval Supply Systems Command	92	92	25	31	28	84	91.30%
Naval Systems Management Activity	0	0	0	0	0	0	0.00%
Navy Facilities & Engineering Command	142	142	39	36	59	134	94.37%
Navy Military Personnel Command	8	8	1	0	2	3	37.50%
Office Of Naval Intelligence	14	14	1	2	10	13	92.86%
Office Of Naval Research	6	6	2	3	1	6	100.00%

Table B-2a FY 2011 All Timely Completed Counselings - Sub-Component Data

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Department of the Treasury Wide	745	745	337	151	229	717	96.24%
Treas - Alcohol and Tobacco Tax and Trade Bureau	0	0	0	0	0	0	0.00%
Treas - Bureau of Engraving and Printing	36	36	24	3	7	34	94.44%
Treas - Bureau of the Public Debt	18	18	9	7	1	17	94.44%
Treas - Departmental Offices	22	22	7	0	11	18	81.82%
Treas - Financial Crimes Enforcement Network	4	4	4	0	0	4	100.00%
Treas - Financial Management Service	5	5	4	0	0	4	80.00%
Treas - Inspector General For Tax Administration	0	0	0	0	0	0	0.00%
Treas - Internal Revenue Service	581	581	255	117	202	574	98.80%
Treas - Office of the Comptroller of the Currency	11	11	5	4	2	11	100.00%
Treas - Office of Thrift Supervision	2	2	1	1	0	2	100.00%
Treas - Special IG for the Trouble Assets Relief Pgm	3	3	0	0	0	0	0.00%
Treas - U. S. Mint	52	52	25	17	6	48	92.31%
Treas -IRS Office of the Chief Counsel	10	10	3	1	0	4	40.00%
Treas- Office of the Inspector General	1	1	0	1	0	1	100.00%
Department of Transportation Wide	620	620	186	202	203	591	95.32%
DOT Federal Aviation Administration	513	513	160	164	187	511	99.61%
DOT Federal Highway Administration	22	22	8	6	8	22	100.00%
DOT Federal Motor Carrier Safety Administration	14	14	5	7	0	12	85.71%
DOT Federal Railroad Administration	6	6	0	2	1	3	50.00%
DOT Federal Transit Administration	15	15	2	6	2	10	66.67%
DOT Maritime Administration	9	9	2	0	0	2	22.22%
DOT National Highway Traffic Safety Administration	6	6	0	1	2	3	50.00%
DOT Office of Inspector General	2	2	1	1	0	2	100.00%
DOT Office of the Secretary	9	9	3	6	0	9	100.00%
DOT Pipeline & Hazardous Materials Safety Admin	1	1	0	1	0	1	100.00%
DOT Research & Inovative Technology Admin	23	23	5	8	3	16	69.57%
DOT St. Lawrence Development Corporation	0	0	0	0	0	0	0.00%

Table B-2a FY 2011 All Timely Completed Counselings - Sub-Component Data

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
Department of Veterans Affairs Wide	4,415	4,415	1,988	145	2,214	4,347	98.46%
VA-HQ and Others	173	173	83	6	80	169	97.69%
VA-National Cemetery Administration	43	43	16	0	26	42	97.67%
VA-Veterans Benefits Administration	310	310	130	11	163	304	98.06%
VA-Veterans Health Administration	3,889	3,889	1,759	128	1,945	3,832	98.53%
Federal Housing Finance Agency Wide	6	6	2	0	3	5	83.33%
Federal Housing Finance Agency Hqtrs	5	5	1	0	3	4	80.00%
Federal Housing Finance Agency OIG	1	1	1	0	0	1	100.00%
General Services Administration Wide	168	168	62	70	35	167	99.40%
GSA Central Office	50	50	10	22	18	50	100.00%
GSA National Capital Region	30	30	11	14	5	30	100.00%
GSA Region 1	1	1	0	0	1	1	100.00%
GSA Region 10	2	2	1	1	0	2	100.00%
GSA Region 2	13	13	7	3	3	13	100.00%
GSA Region 3	7	7	0	7	0	7	100.00%
GSA Region 4	14	14	3	10	0	13	92.86%
GSA Region 5	6	6	1	5	0	6	100.00%
GSA Region 6	10	10	6	1	3	10	100.00%
GSA Region 7	9	9	4	1	4	9	100.00%
GSA Region 8	1	1	0	0	1	1	100.00%
GSA Region 9	25	25	19	6	0	25	100.00%

Table B-2a FY 2011 All Timely Completed Counselings - Sub-Component Data

Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed/ Ended Counselings	% Timely Completed/ Ended Counselings (excluding remands)
U.S. Postal Service Wide	14,683	14,670	2,797	2,787	8,883	14,467	98.62%
USPS Capital Metro Area Operations	2,054	2,051	429	382	1,220	2,031	99.02%
USPS Eastern Area	1,733	1,731	372	526	796	1,694	97.86%
USPS Great Lakes Area	1,687	1,687	258	402	1,013	1,673	99.17%
USPS Headquarters	229	228	46	67	110	223	97.81%
USPS Northeast Area	1,719	1,718	153	400	1,133	1,686	98.14%
USPS Office of Inspector General	16	16	13	1	2	16	100.00%
USPS Pacific Area	1,821	1,821	303	204	1,287	1,794	98.52%
USPS Southwest Area	3,753	3,749	939	532	2,230	3,701	98.72%
USPS Western Area	1,671	1,669	284	273	1,092	1,649	98.80%

NRF = No Report Filed

Table B-3 FY 2011 Outcomes of All Pre-Complaint Closures

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/No Complaints Filed	% Withdrawals/No Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	35	1	2.86%	11	31.43%	12	34.29%	20	57.14%	3	8.57%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	53	1	1.89%	43	81.13%	44	83.02%	9	16.98%	0	0.00%
Central Intelligence Agency	42	1	2.38%	11	26.19%	12	28.57%	29	69.05%	1	2.38%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Consumer Product Safety Commission	9	1	11.11%	3	33.33%	4	44.44%	5	55.56%	0	0.00%
Corporation for National and Community Service	5	1	20.00%	1	20.00%	2	40.00%	3	60.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	13	1	7.69%	4	30.77%	5	38.46%	8	61.54%	0	0.00%
Defense Army and Air Force Exchange	358	52	14.53%	199	55.59%	251	70.11%	103	28.77%	4	1.12%
Defense Commissary Agency	212	13	6.13%	65	30.66%	78	36.79%	128	60.38%	6	2.83%
Defense Contract Audit Agency	46	1	2.17%	16	34.78%	17	36.96%	28	60.87%	1	2.17%
Defense Contract Management Agency	57	4	7.02%	25	43.86%	29	50.88%	25	43.86%	3	5.26%
Defense Finance and Accounting Service	120	40	33.33%	29	24.17%	69	57.50%	50	41.67%	1	0.83%
Defense Human Resources Activity	9	4	44.44%	1	11.11%	5	55.56%	4	44.44%	0	0.00%
Defense Information Systems Agency	31	2	6.45%	13	41.94%	15	48.39%	15	48.39%	1	3.23%
Defense Intelligence Agency	72	2	2.78%	36	50.00%	38	52.78%	30	41.67%	4	5.56%
Defense Logistics Agency	283	47	16.61%	130	45.94%	177	62.54%	102	36.04%	4	1.41%
Defense Media Activity	6	0	0.00%	2	33.33%	2	33.33%	4	66.67%	0	0.00%
Defense Missile Defense Agency	6	0	0.00%	3	50.00%	3	50.00%	2	33.33%	1	16.67%
Defense National Geospatial-Intelligence Agency	39	0	0.00%	8	20.51%	8	20.51%	27	69.23%	4	10.26%
Defense National Guard Bureau	109	13	11.93%	56	51.38%	69	63.30%	31	28.44%	9	8.26%
Defense National Security Agency	68	1	1.47%	33	48.53%	34	50.00%	32	47.06%	2	2.94%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-3 FY 2011 Outcomes of All Pre-Complaint Closures

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/No Complaints Filed	% Withdrawals/No Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Defense Office of the Inspector General	10	3	30.00%	4	40.00%	7	70.00%	3	30.00%	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	73	4	5.48%	16	21.92%	20	27.40%	51	69.86%	2	2.74%
Defense Security Service	20	5	25.00%	3	15.00%	8	40.00%	12	60.00%	0	0.00%
Defense Technical Information Center	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	20	3	15.00%	3	15.00%	6	30.00%	14	70.00%	0	0.00%
Defense TRICARE Management Activity	13	0	0.00%	1	7.69%	1	7.69%	8	61.54%	4	30.77%
Defense Uniformed Services University	9	0	0.00%	7	77.78%	7	77.78%	2	22.22%	0	0.00%
Department of Agriculture	953	96	10.07%	350	36.73%	446	46.80%	470	49.32%	37	3.88%
Department of Commerce	448	22	4.91%	101	22.54%	123	27.46%	305	68.08%	20	4.46%
Department of Defense Education Activity	124	8	6.45%	56	45.16%	64	51.61%	56	45.16%	4	3.23%
Department of Education	65	2	3.08%	21	32.31%	23	35.38%	40	61.54%	2	3.08%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	706	26	3.68%	265	37.54%	291	41.22%	397	56.23%	18	2.55%
Department of Homeland Security	2,096	145	6.92%	687	32.78%	832	39.69%	1,198	57.16%	66	3.15%
Department of Housing and Urban Development	137	5	3.65%	33	24.09%	38	27.74%	98	71.53%	1	0.73%
Department of Justice	1,125	83	7.38%	319	28.36%	402	35.73%	678	60.27%	45	4.00%
Department of Labor	249	16	6.43%	79	31.73%	95	38.15%	144	57.83%	10	4.02%
Department of State	271	24	8.86%	118	43.54%	142	52.40%	122	45.02%	7	2.58%
Department of the Air Force	1,277	195	15.27%	449	35.16%	644	50.43%	596	46.67%	37	2.90%
Department of the Army	2,388	284	11.89%	799	33.46%	1,083	45.35%	1,240	51.93%	65	2.72%
Department of the Interior	571	69	12.08%	207	36.25%	276	48.34%	285	49.91%	10	1.75%
Department of the Navy	1,998	261	13.06%	688	34.43%	949	47.50%	1,010	50.55%	39	1.95%
Department of the Treasury	745	143	19.19%	207	27.79%	350	46.98%	372	49.93%	23	3.09%
Department of Transportation	620	59	9.52%	203	32.74%	262	42.26%	334	53.87%	24	3.87%
Department of Veterans Affairs	4,415	399	9.04%	1,616	36.60%	2,015	45.64%	2,276	51.55%	124	2.81%
Election Assistance Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	94	4	4.26%	26	27.66%	30	31.91%	63	67.02%	1	1.06%
Equal Employment Opportunity Commission	54	9	16.67%	23	42.59%	32	59.26%	20	37.04%	2	3.70%
Export-Import Bank of the US	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Farm Credit Administration	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	14	0	0.00%	5	35.71%	5	35.71%	5	35.71%	4	28.57%
Federal Deposit Insurance Corporation	75	9	12.00%	17	22.67%	26	34.67%	49	65.33%	0	0.00%
Federal Election Commission	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	15	0	0.00%	5	33.33%	5	33.33%	10	66.67%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	6	1	16.67%	0	0.00%	1	16.67%	4	66.67%	1	16.67%
Federal Labor Relations Authority	3	2	66.67%	0	0.00%	2	66.67%	1	33.33%	0	0.00%

Table B-3 FY 2011 Outcomes of All Pre-Complaint Closures

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/No Complaints Filed	% Withdrawals/No Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Federal Maritime Commission	3	1	33.33%	2	66.67%	3	100.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	58	0	0.00%	48	82.76%	48	82.76%	10	17.24%	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Trade Commission	17	1	5.88%	16	94.12%	17	100.00%	0	0.00%	0	0.00%
General Services Administration	168	9	5.36%	50	29.76%	59	35.12%	104	61.90%	5	2.98%
Government Printing Office	81	0	0.00%	44	54.32%	44	54.32%	34	41.98%	3	3.70%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	8	1	12.50%	1	12.50%	2	25.00%	6	75.00%	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	3	0	0.00%	3	100.00%	3	100.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	67	12	17.91%	20	29.85%	32	47.76%	33	49.25%	2	2.99%
National Archives and Records Administration	24	4	16.67%	12	50.00%	16	66.67%	7	29.17%	1	4.17%
National Capital Planning Commission	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	12	1	8.33%	4	33.33%	5	41.67%	7	58.33%	0	0.00%
National Endowment for the Arts	26	0	0.00%	25	96.15%	25	96.15%	1	3.85%	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	0	0.00%	1	33.33%	1	33.33%	2	66.67%	0	0.00%
National Indian Gaming Commission	3	1	33.33%	0	0.00%	1	33.33%	2	66.67%	0	0.00%
National Labor Relations Board	9	1	11.11%	2	22.22%	3	33.33%	5	55.56%	1	11.11%
National Mediation Board	3	1	33.33%	0	0.00%	1	33.33%	2	66.67%	0	0.00%
National Reconnaissance Office	8	1	12.50%	3	37.50%	4	50.00%	4	50.00%	0	0.00%
National Science Foundation	9	1	11.11%	2	22.22%	3	33.33%	6	66.67%	0	0.00%
National Transportation Safety Board	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%

Table B-3 FY 2011 Outcomes of All Pre-Complaint Closures

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/No Complaints Filed	% Withdrawals/No Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Nuclear Regulatory Commission	31	10	32.26%	5	16.13%	15	48.39%	16	51.61%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Office of Government Ethics	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Office of Personnel Management	72	1	1.39%	36	50.00%	37	51.39%	32	44.44%	3	4.17%
Office of Special Counsel	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	6	1	16.67%	2	33.33%	3	50.00%	3	50.00%	0	0.00%
Overseas Private Investment Corporation	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Peace Corps	5	1	20.00%	3	60.00%	4	80.00%	1	20.00%	0	0.00%
Pension Benefit Guaranty Corporation	30	1	3.33%	10	33.33%	11	36.67%	17	56.67%	2	6.67%
Postal Regulatory Commission	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	4	0	0.00%	1	25.00%	1	25.00%	3	75.00%	0	0.00%
Securities and Exchange Commission	19	1	5.26%	7	36.84%	8	42.11%	10	52.63%	1	5.26%
Selective Service System	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Small Business Administration	70	2	2.86%	27	38.57%	29	41.43%	40	57.14%	1	1.43%
Smithsonian Institution	26	0	0.00%	13	50.00%	13	50.00%	11	42.31%	2	7.69%
Social Security Administration	903	71	7.86%	342	37.87%	413	45.74%	464	51.38%	26	2.88%
Tennessee Valley Authority	102	3	2.94%	8	7.84%	11	10.78%	71	69.61%	20	19.61%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	14,683	3,608	24.57%	5,973	40.68%	9,581	65.25%	4,837	32.94%	265	1.80%
U.S. Tax Court	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	34,433	5,640	16.38%	12,821	37.23%	18,461	53.61%	15,129	43.94%	843	2.45%
Midsize Agencies Subtotal	1,577	111	7.04%	539	34.18%	650	41.22%	867	54.98%	60	3.80%
Small Agencies Subtotal	623	45	7.22%	298	47.83%	343	55.06%	260	41.73%	20	3.21%
Micro Agencies Subtotal	9	3	33.33%	3	33.33%	6	66.67%	3	33.33%	0	0.00%
Government-wide	36,642	5,799	15.83%	13,661	37.28%	19,460	53.11%	16,259	44.37%	923	2.52%

NRF = No Report Filed

Table B-3a FY 2011 Outcomes of All Pre-Complaint Closures - Sub-Component Data

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/N o Complaints Filed	% Withdrawals/N o Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Defense Logistics Agency Wide	283	47	16.61%	130	45.94%	177	62.54%	102	36.04%	4	1.41%
DLA Aviation	48	9	18.75%	19	39.58%	28	58.33%	20	41.67%	0	0.00%
DLA Disposition Services	21	1	4.76%	11	52.38%	12	57.14%	9	42.86%	0	0.00%
DLA Distribution	117	21	17.95%	57	48.72%	78	66.67%	37	31.62%	2	1.71%
DLA Headquarters Operations Division	34	6	17.65%	18	52.94%	24	70.59%	10	29.41%	0	0.00%
DLA Land and Maritime	38	3	7.89%	14	36.84%	17	44.74%	19	50.00%	2	5.26%
DLA Logistics Information Service	6	1	16.67%	1	16.67%	2	33.33%	4	66.67%	0	0.00%
DLA Troop Support	19	6	31.58%	10	52.63%	16	84.21%	3	15.79%	0	0.00%
Defense National Guard Bureau Wide	109	13	11.93%	56	51.38%	69	63.30%	31	28.44%	9	8.26%
Alabama National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Alaska National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arizona National Guard	5	0	0.00%	3	60.00%	3	60.00%	1	20.00%	1	20.00%
Arkansas National Guard	3	0	0.00%	3	100.00%	3	100.00%	0	0.00%	0	0.00%
California National Guard	9	0	0.00%	0	0.00%	0	0.00%	8	88.89%	1	11.11%
Colorado National Guard	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Connecticut National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DC National Guard	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
Delaware National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Florida National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Georgia National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Guam National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Hawaii National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Idaho National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Illinois National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Indiana National Guard	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%	0	0.00%
Iowa National Guard	27	0	0.00%	26	96.30%	26	96.30%	1	3.70%	0	0.00%
Kansas National Guard	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
Kentucky National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Louisiana National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Maine National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Maryland National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Massachusetts National Guard	4	0	0.00%	4	100.00%	4	100.00%	0	0.00%	0	0.00%
Michigan National Guard	3	0	0.00%	1	33.33%	1	33.33%	2	66.67%	0	0.00%
Minnesota National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Mississippi National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Missouri National Guard	3	0	0.00%	1	33.33%	1	33.33%	1	33.33%	1	33.33%

Table B-3a FY 2011 Outcomes of All Pre-Complaint Closures - Sub-Component Data

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/No Complaints Filed	% Withdrawals/No Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Montana National Guard	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Nebraska National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nevada National Guard	3	0	0.00%	3	100.00%	3	100.00%	0	0.00%	0	0.00%
New Hampshire National Guard	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
New Jersey National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
New Mexico National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
New York National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
North Carolina National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
North Dakota National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Ohio National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Oklahoma National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Oregon National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Pennsylvania National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Puerto Rico National Guard	4	1	25.00%	3	75.00%	4	100.00%	0	0.00%	0	0.00%
Rhode Island National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
South Carolina National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
South Dakota National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Tennessee National Guard	4	0	0.00%	0	0.00%	0	0.00%	4	100.00%	0	0.00%
Texas National Guard	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
Utah National Guard	11	11	100.00%	0	0.00%	11	100.00%	0	0.00%	0	0.00%
Vermont National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Virgin Islands National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Virginia National Guard	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%	0	0.00%
Washington State National Guard	4	0	0.00%	2	50.00%	2	50.00%	0	0.00%	2	50.00%
West Virginia National Guard	3	0	0.00%	1	33.33%	1	33.33%	0	0.00%	2	66.67%
Wisconsin National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Wyoming National Guard	2	0	0.00%	0	0.00%	0	0.00%	1	50.00%	1	50.00%

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Department of Agriculture Wide	953	96	10.07%	350	36.73%	446	46.80%	470	49.32%	37	3.88%
USDA Agricultural Marketing Service	27	3	11.11%	8	29.63%	11	40.74%	16	59.26%	0	0.00%
USDA Agricultural Research Service	27	2	7.41%	6	22.22%	8	29.63%	18	66.67%	1	3.70%
USDA Agriculture Headquarters	49	6	12.24%	17	34.69%	23	46.94%	24	48.98%	2	4.08%
USDA Animal and Plant Health Inspection Service	68	2	2.94%	28	41.18%	30	44.12%	38	55.88%	0	0.00%
USDA Economic Research Service	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
USDA Farm Service Agency	45	5	11.11%	9	20.00%	14	31.11%	25	55.56%	6	13.33%
USDA Food and Nutrition Service	9	1	11.11%	2	22.22%	3	33.33%	6	66.67%	0	0.00%
USDA Food Safety And Inspection Service	219	26	11.87%	107	48.86%	133	60.73%	77	35.16%	9	4.11%
USDA Foreign Agricultural Service	11	3	27.27%	3	27.27%	6	54.55%	5	45.45%	0	0.00%
USDA Forest Service	267	17	6.37%	109	40.82%	126	47.19%	133	49.81%	8	3.00%
USDA Grain Inspection, Packers and Stockyards Administration	23	11	47.83%	3	13.04%	14	60.87%	9	39.13%	0	0.00%
USDA National Agricultural Statistics Service	3	0	0.00%	1	33.33%	1	33.33%	2	66.67%	0	0.00%
USDA National Appeals Division	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
USDA National Institute of Food and Agriculture	4	0	0.00%	1	25.00%	1	25.00%	3	75.00%	0	0.00%
USDA Natural Resources Conservation Service	45	5	11.11%	10	22.22%	15	33.33%	27	60.00%	3	6.67%
USDA Office Of Inspector General	5	2	40.00%	0	0.00%	2	40.00%	2	40.00%	1	20.00%
USDA Office Of The Chief Financial Officer	55	4	7.27%	16	29.09%	20	36.36%	32	58.18%	3	5.45%
USDA Risk Management Agency	14	1	7.14%	3	21.43%	4	28.57%	10	71.43%	0	0.00%
USDA Rural Development	81	8	9.88%	27	33.33%	35	43.21%	42	51.85%	4	4.94%
Department of Commerce Wide	448	22	4.91%	101	22.54%	123	27.46%	305	68.08%	20	4.46%
DOC All Other Commerce Bureaus	33	4	12.12%	3	9.09%	7	21.21%	25	75.76%	1	3.03%
DOC Bureau of the Census	126	1	0.79%	29	23.02%	30	23.81%	82	65.08%	14	11.11%
DOC Decennial Census	102	5	4.90%	13	12.75%	18	17.65%	84	82.35%	0	0.00%
DOC International Trade Administration	16	4	25.00%	3	18.75%	7	43.75%	9	56.25%	0	0.00%
DOC National Institute of Standards & Technology	20	1	5.00%	8	40.00%	9	45.00%	10	50.00%	1	5.00%
DOC National Oceanic & Atmospheric Admin	99	4	4.04%	26	26.26%	30	30.30%	67	67.68%	2	2.02%
DOC U. S. Patent and Trademark Office	52	3	5.77%	19	36.54%	22	42.31%	28	53.85%	2	3.85%
Department of Energy Wide	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-3a FY 2011 Outcomes of All Pre-Complaint Closures - Sub-Component Data

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Department of Health and Human Services Wide	706	26	3.68%	265	37.54%	291	41.22%	397	56.23%	18	2.55%
HHS Administration for Children and Families	17	0	0.00%	9	52.94%	9	52.94%	8	47.06%	0	0.00%
HHS Agency for Healthcare Research and Quality	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
HHS Centers for Disease Control and Prevention	99	1	1.01%	48	48.48%	49	49.49%	49	49.49%	1	1.01%
HHS Centers for Medicare & Medicaid Services	56	1	1.79%	27	48.21%	28	50.00%	27	48.21%	1	1.79%
HHS Food and Drug Administration	125	0	0.00%	48	38.40%	48	38.40%	71	56.80%	6	4.80%
HHS Health Resources & Services Administration	32	4	12.50%	16	50.00%	20	62.50%	11	34.38%	1	3.13%
HHS Indian Health Service	191	8	4.19%	77	40.31%	85	44.50%	101	52.88%	5	2.62%
HHS National Institutes of Health	114	3	2.63%	24	21.05%	27	23.68%	84	73.68%	3	2.63%
HHS Off of the Secretary of Health & Human Serv	56	9	16.07%	13	23.21%	22	39.29%	33	58.93%	1	1.79%
HHS Program Support Center	8	0	0.00%	2	25.00%	2	25.00%	6	75.00%	0	0.00%
HHS Substance Abuse & Mental Health Serv Admin	6	0	0.00%	0	0.00%	0	0.00%	6	100.00%	0	0.00%
Department of Homeland Security Wide	2,096	145	6.92%	687	32.78%	832	39.69%	1,198	57.16%	66	3.15%
DHS Federal Emergency Management Agency	221	10	4.52%	96	43.44%	106	47.96%	107	48.42%	8	3.62%
DHS Federal Law Enforcement Training Center	24	0	0.00%	10	41.67%	10	41.67%	14	58.33%	0	0.00%
DHS Headquarters	88	3	3.41%	27	30.68%	30	34.09%	56	63.64%	2	2.27%
DHS Transportation Security Administration	675	53	7.85%	210	31.11%	263	38.96%	394	58.37%	18	2.67%
DHS U.S. Citizenship and Immigration Services	127	18	14.17%	30	23.62%	48	37.80%	78	61.42%	1	0.79%
DHS U.S. Coast Guard	78	11	14.10%	21	26.92%	32	41.03%	42	53.85%	4	5.13%
DHS U.S. Customs and Border Protection	574	31	5.40%	215	37.46%	246	42.86%	308	53.66%	20	3.48%
DHS U.S. Immigration and Customs Enforcement	263	18	6.84%	70	26.62%	88	33.46%	165	62.74%	10	3.80%
DHS U.S. Secret Service	46	1	2.17%	8	17.39%	9	19.57%	34	73.91%	3	6.52%
Department of Justice Wide	1,125	83	7.38%	319	28.36%	402	35.73%	678	60.27%	45	4.00%
DOJ Alcohol, Tobacco, Firearms and Explosives	54	9	16.67%	4	7.41%	13	24.07%	40	74.07%	1	1.85%
DOJ Bureau of Prisons	600	39	6.50%	185	30.83%	224	37.33%	351	58.50%	25	4.17%
DOJ Drug Enforcement Administration	26	1	3.85%	4	15.38%	5	19.23%	21	80.77%	0	0.00%
DOJ Executive Office for Immigration Review	13	0	0.00%	2	15.38%	2	15.38%	10	76.92%	1	7.69%
DOJ Executive Office for U.S. Attorneys	53	2	3.77%	15	28.30%	17	32.08%	35	66.04%	1	1.89%
DOJ Federal Bureau of Investigation	224	18	8.04%	51	22.77%	69	30.80%	150	66.96%	5	2.23%
DOJ Office of Justice Programs	13	2	15.38%	1	7.69%	3	23.08%	5	38.46%	5	38.46%
DOJ Offices, Boards, and Divisions	55	11	20.00%	18	32.73%	29	52.73%	23	41.82%	3	5.45%
DOJ U.S. Marshals Service	87	1	1.15%	39	44.83%	40	45.98%	43	49.43%	4	4.60%

Table B-3a FY 2011 Outcomes of All Pre-Complaint Closures - Sub-Component Data

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/No Complaints Filed	% Withdrawals/No Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Department of Labor Wide	249	16	6.43%	79	31.73%	95	38.15%	144	57.83%	10	4.02%
DOL (DM and others)	86	4	4.65%	28	32.56%	32	37.21%	50	58.14%	4	4.65%
DOL Bureau of Labor Statistics	8	0	0.00%	5	62.50%	5	62.50%	3	37.50%	0	0.00%
DOL Employment and Training Administration	21	0	0.00%	4	19.05%	4	19.05%	17	80.95%	0	0.00%
DOL Mine Safety and Health Administration	36	3	8.33%	12	33.33%	15	41.67%	18	50.00%	3	8.33%
DOL Occupational Safety & Health Administration	39	4	10.26%	14	35.90%	18	46.15%	21	53.85%	0	0.00%
DOL Office of Workers Compensation Programs	25	2	8.00%	9	36.00%	11	44.00%	13	52.00%	1	4.00%
DOL Wage and Hour Division	34	3	8.82%	7	20.59%	10	29.41%	22	64.71%	2	5.88%
Department of the Army Wide	2,388	284	11.89%	799	33.46%	1,083	45.35%	1,240	51.93%	65	2.72%
Eighth U.S. Army (KOREA)	5	0	0.00%	0	0.00%	0	0.00%	5	100.00%	0	0.00%
Headquarters, Department of Army	147	16	10.88%	48	32.65%	64	43.54%	74	50.34%	9	6.12%
U.S. Army Corps of Engineers	250	22	8.80%	82	32.80%	104	41.60%	138	55.20%	8	3.20%
U.S. Army Europe	11	0	0.00%	6	54.55%	6	54.55%	5	45.45%	0	0.00%
U.S. Army Forces Command	15	4	26.67%	7	46.67%	11	73.33%	4	26.67%	0	0.00%
U.S. Army Installation Management Command	618	85	13.75%	195	31.55%	280	45.31%	327	52.91%	11	1.78%
U.S. Army Intelligence and Security Command	16	1	6.25%	3	18.75%	4	25.00%	12	75.00%	0	0.00%
U.S. Army Material Command	479	57	11.90%	156	32.57%	213	44.47%	250	52.19%	16	3.34%
U.S. Army Medical Command	475	64	13.47%	174	36.63%	238	50.11%	224	47.16%	13	2.74%
U.S. Army Network Enterprise Technology Command	27	2	7.41%	9	33.33%	11	40.74%	16	59.26%	0	0.00%
U.S. Army Pacific (USARPAC)	13	2	15.38%	4	30.77%	6	46.15%	7	53.85%	0	0.00%
U.S. Army Reserve Command	147	0	0.00%	67	45.58%	67	45.58%	73	49.66%	7	4.76%
U.S. Army Space and Missile Defense Command	7	0	0.00%	2	28.57%	2	28.57%	5	71.43%	0	0.00%
U.S. Army Special Operations Command (USASOC)	12	2	16.67%	2	16.67%	4	33.33%	8	66.67%	0	0.00%
U.S. Army Test and Evaluation Command	16	1	6.25%	2	12.50%	3	18.75%	13	81.25%	0	0.00%
U.S. Army Training and Doctrine Command	150	28	18.67%	42	28.00%	70	46.67%	79	52.67%	1	0.67%

Table B-3a FY 2011 Outcomes of All Pre-Complaint Closures - Sub-Component Data

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/N o Complaints Filed	% Withdrawals/N o Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Department of the Interior Wide	571	69	12.08%	207	36.25%	276	48.34%	285	49.91%	10	1.75%
DOI Bureau Of Indian Affairs	93	6	6.45%	33	35.48%	39	41.94%	52	55.91%	2	2.15%
DOI Bureau Of Land Management	78	22	28.21%	18	23.08%	40	51.28%	35	44.87%	3	3.85%
DOI Bureau of Ocean Energy Mgt, Regulation & Enforcement	15	5	33.33%	6	40.00%	11	73.33%	4	26.67%	0	0.00%
DOI Bureau Of Reclamation	57	7	12.28%	16	28.07%	23	40.35%	33	57.89%	1	1.75%
DOI Fish And Wildlife Service	45	4	8.89%	11	24.44%	15	33.33%	30	66.67%	0	0.00%
DOI Geological Survey	21	0	0.00%	9	42.86%	9	42.86%	12	57.14%	0	0.00%
DOI National Park Service	190	24	12.63%	89	46.84%	113	59.47%	75	39.47%	2	1.05%
DOI Office Of Surface Mining, Reclamation and Enforcement	8	0	0.00%	2	25.00%	2	25.00%	6	75.00%	0	0.00%
DOI-Office Of The Secretary	64	1	1.56%	23	35.94%	24	37.50%	38	59.38%	2	3.13%
Department of the Navy Wide	1,998	261	13.06%	688	34.43%	949	47.50%	1,010	50.55%	39	1.95%
Chief Of Naval Operations	47	5	10.64%	21	44.68%	26	55.32%	21	44.68%	0	0.00%
Commander Naval Installations Command	263	48	18.25%	107	40.68%	155	58.94%	104	39.54%	4	1.52%
Commander Naval Reserve	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Commander Pacific Fleet	125	28	22.40%	51	40.80%	79	63.20%	43	34.40%	3	2.40%
DON Assistant for Administration	47	5	10.64%	21	44.68%	26	55.32%	21	44.68%	0	0.00%
DON Bureau of Medicine & Surgery	162	25	15.43%	68	41.98%	93	57.41%	69	42.59%	0	0.00%
DON SPAWAR	33	8	24.24%	17	51.52%	25	75.76%	8	24.24%	0	0.00%
DON Strategic Systems Project Office	7	0	0.00%	3	42.86%	3	42.86%	3	42.86%	1	14.29%
Fleet Forces Command	92	19	20.65%	34	36.96%	53	57.61%	38	41.30%	1	1.09%
Marine Corps HQ	646	39	6.04%	157	24.30%	196	30.34%	441	68.27%	9	1.39%
Military Sealift Command	56	12	21.43%	19	33.93%	31	55.36%	18	32.14%	7	12.50%
Naval Air Systems Command	141	12	8.51%	57	40.43%	69	48.94%	68	48.23%	4	2.84%
Naval Education & Training Command	36	4	11.11%	13	36.11%	17	47.22%	19	52.78%	0	0.00%
Naval Sea Systems Command	76	13	17.11%	25	32.89%	38	50.00%	35	46.05%	3	3.95%
Naval Special Warfare Command	4	2	50.00%	2	50.00%	4	100.00%	0	0.00%	0	0.00%
Naval Supply Systems Command	92	14	15.22%	32	34.78%	46	50.00%	44	47.83%	2	2.17%
Naval Systems Management Activity	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Navy Facilities & Engineering Command	142	21	14.79%	51	35.92%	72	50.70%	66	46.48%	4	2.82%
Navy Military Personnel Command	8	0	0.00%	4	50.00%	4	50.00%	4	50.00%	0	0.00%
Office Of Naval Intelligence	14	6	42.86%	1	7.14%	7	50.00%	6	42.86%	1	7.14%
Office Of Naval Research	6	0	0.00%	5	83.33%	5	83.33%	1	16.67%	0	0.00%

Table B-3a FY 2011 Outcomes of All Pre-Complaint Closures - Sub-Component Data

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/No Complaints Filed	% Withdrawals/No Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Department of the Treasury Wide	745	143	19.19%	207	27.79%	350	46.98%	372	49.93%	23	3.09%
Treas - Alcohol & Tobacco Tax & Trade Bureau	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Treas - Bureau of Engraving and Printing	36	6	16.67%	0	0.00%	6	16.67%	28	77.78%	2	5.56%
Treas - Bureau of the Public Debt	18	8	44.44%	6	33.33%	14	77.78%	4	22.22%	0	0.00%
Treas - Departmental Offices	22	3	13.64%	7	31.82%	10	45.45%	12	54.55%	0	0.00%
Treas - Financial Crimes Enforcement Network	4	3	75.00%	0	0.00%	3	75.00%	1	25.00%	0	0.00%
Treas - Financial Management Service	5	0	0.00%	2	40.00%	2	40.00%	3	60.00%	0	0.00%
Treas - Inspector General For Tax Administration	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Treas - Internal Revenue Service	581	119	20.48%	176	30.29%	295	50.77%	268	46.13%	18	3.10%
Treas - Office of the Comptroller of the Currency	11	3	27.27%	3	27.27%	6	54.55%	2	18.18%	3	27.27%
Treas - Office of Thrift Supervision	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Treas - Special IG for the Trouble Assets Relief Program	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
Treas - U. S. Mint	52	1	1.92%	10	19.23%	11	21.15%	41	78.85%	0	0.00%
Treas -IRS Office of the Chief Counsel	10	0	0.00%	3	30.00%	3	30.00%	7	70.00%	0	0.00%
Treas- Office of the Inspector General	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Department of Transportation Wide	620	59	9.52%	203	32.74%	262	42.26%	334	53.87%	24	3.87%
DOT Federal Aviation Administration	513	47	9.16%	169	32.94%	216	42.11%	275	53.61%	22	4.29%
DOT Federal Highway Administration	22	3	13.64%	5	22.73%	8	36.36%	13	59.09%	1	4.55%
DOT Federal Motor Carrier Safety Administration	14	0	0.00%	4	28.57%	4	28.57%	9	64.29%	1	7.14%
DOT Federal Railroad Administration	6	1	16.67%	3	50.00%	4	66.67%	2	33.33%	0	0.00%
DOT Federal Transit Administration	15	3	20.00%	9	60.00%	12	80.00%	3	20.00%	0	0.00%
DOT Maritime Administration	9	1	11.11%	3	33.33%	4	44.44%	5	55.56%	0	0.00%
DOT National Highway Traffic Safety Administration	6	0	0.00%	0	0.00%	0	0.00%	6	100.00%	0	0.00%
DOT Office of Inspector General	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
DOT Office of the Secretary	9	0	0.00%	4	44.44%	4	44.44%	5	55.56%	0	0.00%
DOT Pipeline & Hazardous Materials Safety Admin	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
DOT Research & Inovative Technology Admin	23	4	17.39%	5	21.74%	9	39.13%	14	60.87%	0	0.00%
DOT St. Lawrence Development Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs Wide	4,415	399	9.04%	1,616	36.60%	2,015	45.64%	2,276	51.55%	124	2.81%
VA-HQ and Others	173	9	5.20%	61	35.26%	70	40.46%	89	51.45%	14	8.09%
VA-National Cemetery Administration	43	5	11.63%	18	41.86%	23	53.49%	18	41.86%	2	4.65%
VA-Veterans Benefits Administration	310	35	11.29%	98	31.61%	133	42.90%	171	55.16%	6	1.94%
VA-Veterans Health Administration	3,889	350	9.00%	1,439	37.00%	1,789	46.00%	1,998	51.38%	102	2.62%

Table B-3a FY 2011 Outcomes of All Pre-Complaint Closures - Sub-Component Data

Agency or Department	Number Completed / Ended Counselings	Number Completed/ Ended by Settlements	% Settlements	Number Completed/ Ended by Withdrawals/No Complaints Filed	% Withdrawals/No Complaints Filed	Total Number Completed/ Ended by Resolution	% Resolutions	Number Completed/ Ended by Filing Complaint	% Complaints	Number Decision to File Complaint Pending	% Decision to File Complaint Pending
Federal Housing Finance Agency Wide	6	1	16.67%	0	0.00%	1	16.67%	4	66.67%	1	16.67%
Federal Housing Finance Agency Hqtrs	5	1	20.00%	0	0.00%	1	20.00%	3	60.00%	1	20.00%
Federal Housing Finance Agency OIG	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
General Services Administration Wide	168	9	5.36%	50	29.76%	59	35.12%	104	61.90%	5	2.98%
GSA Central Office	50	1	2.00%	20	40.00%	21	42.00%	28	56.00%	1	2.00%
GSA National Capital Region	30	1	3.33%	9	30.00%	10	33.33%	17	56.67%	3	10.00%
GSA Region 1	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
GSA Region 10	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
GSA Region 2	13	1	7.69%	3	23.08%	4	30.77%	9	69.23%	0	0.00%
GSA Region 3	7	0	0.00%	2	28.57%	2	28.57%	5	71.43%	0	0.00%
GSA Region 4	14	0	0.00%	4	28.57%	4	28.57%	10	71.43%	0	0.00%
GSA Region 5	6	0	0.00%	1	16.67%	1	16.67%	5	83.33%	0	0.00%
GSA Region 6	10	5	50.00%	1	10.00%	6	60.00%	4	40.00%	0	0.00%
GSA Region 7	9	0	0.00%	3	33.33%	3	33.33%	6	66.67%	0	0.00%
GSA Region 8	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
GSA Region 9	25	0	0.00%	5	20.00%	5	20.00%	19	76.00%	1	4.00%
U.S. Postal Service Wide	14,683	3,608	24.57%	5,973	40.68%	9,581	65.25%	4,837	32.94%	265	1.80%
USPS Capital Metro Area Operations	2,054	504	24.54%	884	43.04%	1,388	67.58%	644	31.35%	22	1.07%
USPS Eastern Area	1,733	245	14.14%	728	42.01%	973	56.15%	721	41.60%	39	2.25%
USPS Great Lakes Area	1,687	318	18.85%	764	45.29%	1,082	64.14%	574	34.02%	31	1.84%
USPS Headquarters	229	46	20.09%	75	32.75%	121	52.84%	102	44.54%	6	2.62%
USPS Northeast Area	1,719	421	24.49%	796	46.31%	1,217	70.80%	459	26.70%	43	2.50%
USPS Office of Inspector General	16	2	12.50%	4	25.00%	6	37.50%	8	50.00%	2	12.50%
USPS Pacific Area	1,821	666	36.57%	628	34.49%	1,294	71.06%	502	27.57%	25	1.37%
USPS Southwest Area	3,753	1,002	26.70%	1,376	36.66%	2,378	63.36%	1,304	34.75%	71	1.89%
USPS Western Area	1,671	404	24.18%	718	42.97%	1,122	67.15%	523	31.30%	26	1.56%

NRF = No Report Filed

Table B-4 FY 2011 Pre-Complaint ADR Offers, Rejections, and Acceptances

Agency or Department	Number Completed / Ended Counselings	Number Completed / Ended Counselings Offered ADR	% Completed / Ended Counselings Offered ADR (Offer Rate)	Number Offers Rejected by Individual	Total Completed / Ended Counselings Accepted/Participated in ADR Program	% Completed / Ended Counselings Accepted into ADR Program (Participation Rate)
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0.00%	0	0	0.00%
Agency for International Development	35	26	74.29%	22	4	11.43%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	53	53	100.00%	52	1	1.89%
Central Intelligence Agency	42	42	100.00%	38	4	9.52%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	1	1	100.00%	1	0	0.00%
Commodity Futures Trading Commission	1	0	0.00%	0	0	0.00%
Consumer Product Safety Commission	9	4	44.44%	3	1	11.11%
Corporation for National and Community Service	5	5	100.00%	5	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	13	13	100.00%	10	3	23.08%
Defense Army and Air Force Exchange	358	358	100.00%	253	105	29.33%
Defense Commissary Agency	212	129	60.85%	52	77	36.32%
Defense Contract Audit Agency	46	10	21.74%	6	4	8.70%
Defense Contract Management Agency	57	23	40.35%	4	19	33.33%
Defense Finance and Accounting Service	120	108	90.00%	28	80	66.67%
Defense Human Resources Activity	9	9	100.00%	1	8	88.89%
Defense Information Systems Agency	31	31	100.00%	30	1	3.23%
Defense Intelligence Agency	72	69	95.83%	43	26	36.11%
Defense Logistics Agency	283	230	81.27%	110	120	42.40%
Defense Media Activity	6	6	100.00%	6	0	0.00%

Table B-4 FY 2011 Pre-Complaint ADR Offers, Rejections, and Acceptances

Agency or Department	Number Completed / Ended Counselings	Number Completed / Ended Counselings Offered ADR	% Completed / Ended Counselings Offered ADR (Offer Rate)	Number Offers Rejected by Individual	Total Completed / Ended Counselings Accepted/Participated in ADR Program	% Completed / Ended Counselings Accepted into ADR Program (Participation Rate)
Defense Missile Defense Agency	6	2	33.33%	2	0	0.00%
Defense National Geospatial-Intelligence Agency	39	17	43.59%	16	1	2.56%
Defense National Guard Bureau	109	56	51.38%	38	18	16.51%
Defense National Security Agency	68	68	100.00%	66	2	2.94%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	10	3	30.00%	0	3	30.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	73	24	32.88%	1	23	31.51%
Defense Security Service	20	16	80.00%	11	5	25.00%
Defense Technical Information Center	1	1	100.00%	0	1	100.00%
Defense Threat Reduction Agency	20	20	100.00%	14	6	30.00%
Defense TRICARE Management Activity	13	13	100.00%	13	0	0.00%
Defense Uniformed Services University	9	0	0.00%	0	0	0.00%
Department of Agriculture	953	772	81.01%	509	263	27.60%
Department of Commerce	448	252	56.25%	206	46	10.27%
Department of Defense Education Activity	124	49	39.52%	33	16	12.90%
Department of Education	65	62	95.38%	34	28	43.08%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	706	666	94.33%	457	209	29.60%
Department of Homeland Security	2,096	1,702	81.20%	780	922	43.99%
Department of Housing and Urban Development	137	137	100.00%	108	29	21.17%
Department of Justice	1,125	1,014	90.13%	856	158	14.04%
Department of Labor	249	249	100.00%	127	122	49.00%
Department of State	271	204	75.28%	119	85	31.37%
Department of the Air Force	1,277	920	72.04%	405	515	40.33%
Department of the Army	2,388	1,038	43.47%	493	545	22.82%
Department of the Interior	571	460	80.56%	338	122	21.37%
Department of the Navy	1,998	1,520	76.08%	698	822	41.14%
Department of the Treasury	745	701	94.09%	338	363	48.72%
Department of Transportation	620	389	62.74%	179	210	33.87%
Department of Veterans Affairs	4,415	4,330	98.07%	1,935	2,395	54.25%
Election Assistance Commission	0	0	0.00%	0	0	0.00%
Environmental Protection Agency	94	48	51.06%	33	15	15.96%
Equal Employment Opportunity Commission	54	41	75.93%	17	24	44.44%

Table B-4 FY 2011 Pre-Complaint ADR Offers, Rejections, and Acceptances

Agency or Department	Number Completed / Ended Counselings	Number Completed / Ended Counselings Offered ADR	% Completed / Ended Counselings Offered ADR (Offer Rate)	Number Offers Rejected by Individual	Total Completed / Ended Counselings Accepted/Participated in ADR Program	% Completed / Ended Counselings Accepted into ADR Program (Participation Rate)
Export-Import Bank of the US	1	1	100.00%	0	1	100.00%
Farm Credit Administration	1	1	100.00%	1	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0	0.00%
Federal Communications Commission	14	14	100.00%	14	0	0.00%
Federal Deposit Insurance Corporation	75	63	84.00%	28	35	46.67%
Federal Election Commission	1	1	100.00%	1	0	0.00%
Federal Energy Regulatory Commission	15	2	13.33%	0	2	13.33%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	6	5	83.33%	1	4	66.67%
Federal Labor Relations Authority	3	3	100.00%	2	1	33.33%
Federal Maritime Commission	3	3	100.00%	1	2	66.67%
Federal Mediation and Conciliation Service	1	0	0.00%	0	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0	0.00%
Federal Reserve System--Board of Governors	58	58	100.00%	58	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0	0.00%
Federal Trade Commission	17	17	100.00%	16	1	5.88%
General Services Administration	168	154	91.67%	88	66	39.29%
Government Printing Office	81	81	100.00%	81	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0	0.00%
International Boundary and Water Commission	8	6	75.00%	6	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0	0.00%
John F. Kennedy Center for the Performing Arts	2	0	0.00%	0	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0	0.00%
Merit Systems Protection Board	3	3	100.00%	1	2	66.67%
Millennium Challenge Corporation	3	0	0.00%	0	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	67	41	61.19%	23	18	26.87%

Table B-4 FY 2011 Pre-Complaint ADR Offers, Rejections, and Acceptances

Agency or Department	Number Completed / Ended Counselings	Number Completed / Ended Counselings Offered ADR	% Completed / Ended Counselings Offered ADR (Offer Rate)	Number Offers Rejected by Individual	Total Completed / Ended Counselings Accepted/Participated in ADR Program	% Completed / Ended Counselings Accepted into ADR Program (Participation Rate)
National Archives and Records Administration	24	14	58.33%	9	5	20.83%
National Capital Planning Commission	1	0	0.00%	0	0	0.00%
National Council on Disability	0	0	0.00%	0	0	0.00%
National Credit Union Administration	12	12	100.00%	11	1	8.33%
National Endowment for the Arts	26	0	0.00%	0	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	1	33.33%	1	0	0.00%
National Indian Gaming Commission	3	1	33.33%	0	1	33.33%
National Labor Relations Board	9	9	100.00%	9	0	0.00%
National Mediation Board	3	0	0.00%	0	0	0.00%
National Reconnaissance Office	8	8	100.00%	6	2	25.00%
National Science Foundation	9	3	33.33%	2	1	11.11%
National Transportation Safety Board	2	0	0.00%	0	0	0.00%
Navajo and Hopi Indian Relocation Commission	1	1	100.00%	0	1	100.00%
Nuclear Regulatory Commission	31	30	96.77%	14	16	51.61%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	1	0	0.00%	0	0	0.00%
Office of Government Ethics	1	0	0.00%	0	0	0.00%
Office of Personnel Management	72	59	81.94%	57	2	2.78%
Office of Special Counsel	0	0	0.00%	0	0	0.00%
Office of the Director of National Intelligence	6	6	100.00%	5	1	16.67%
Overseas Private Investment Corporation	1	0	0.00%	0	0	0.00%
Peace Corps	5	5	100.00%	5	0	0.00%
Pension Benefit Guaranty Corporation	30	27	90.00%	25	2	6.67%
Postal Regulatory Commission	1	1	100.00%	0	1	100.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	4	0	0.00%	0	0	0.00%
Securities and Exchange Commission	19	6	31.58%	1	5	26.32%
Selective Service System	1	0	0.00%	0	0	0.00%
Small Business Administration	70	31	44.29%	26	5	7.14%
Smithsonian Institution	26	26	100.00%	16	10	38.46%
Social Security Administration	903	774	85.71%	404	370	40.97%
Tennessee Valley Authority	102	102	100.00%	85	17	16.67%

Table B-4 FY 2011 Pre-Complaint ADR Offers, Rejections, and Acceptances

Agency or Department	Number Completed / Ended Counselings	Number Completed / Ended Counselings Offered ADR	% Completed / Ended Counselings Offered ADR (Offer Rate)	Number Offers Rejected by Individual	Total Completed / Ended Counselings Accepted/Participated in ADR Program	% Completed / Ended Counselings Accepted into ADR Program (Participation Rate)
Trade and Development Agency	0	0	0.00%	0	0	0.00%
U.S. Postal Service	14,683	11,124	75.76%	1,276	9,848	67.07%
U.S. Tax Court	1	1	100.00%	0	1	100.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	34,433	26,782	77.78%	9,585	17,197	49.94%
Midsized Agencies Subtotal	1,577	1,298	82.31%	760	538	34.12%
Small Agencies Subtotal	623	502	80.58%	417	85	13.64%
Micro Agencies Subtotal	9	3	33.33%	1	2	22.22%
Government-wide	36,642	28,585	78.01%	10,763	17,822	48.64%

NRF = No Report Filed

Table B-5 FY 2011 ADR Pre-Complaint Resolutions (Informal Phase)

Agency or Department	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals/ No Complaints Filed	% ADR Withdrawals No Complaints Filed	Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	4	0	0.00%	1	25.00%	1	25.00%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1	0	0.00%	1	100.00%	1	100.00%
Central Intelligence Agency	4	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	0	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	1	1	100.00%	0	0.00%	1	100.00%
Corporation for National and Community Service	0	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	3	1	33.33%	1	33.33%	2	66.67%
Defense Army and Air Force Exchange	105	34	32.38%	52	49.52%	86	81.90%
Defense Commissary Agency	77	7	9.09%	28	36.36%	35	45.45%
Defense Contract Audit Agency	4	1	25.00%	1	25.00%	2	50.00%
Defense Contract Management Agency	19	1	5.26%	9	47.37%	10	52.63%
Defense Finance and Accounting Service	80	40	50.00%	16	20.00%	56	70.00%
Defense Human Resources Activity	8	4	50.00%	1	12.50%	5	62.50%

Table B-5 FY 2011 ADR Pre-Complaint Resolutions (Informal Phase)

Agency or Department	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals/ No Complaints Filed	% ADR Withdrawals No Complaints Filed	Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Defense Information Systems Agency	1	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	26	2	7.69%	15	57.69%	17	65.38%
Defense Logistics Agency	120	44	36.67%	48	40.00%	92	76.67%
Defense Media Activity	0	0	0.00%	0	0.00%	0	0.00%
Defense Missile Defense Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	1	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	18	6	33.33%	5	27.78%	11	61.11%
Defense National Security Agency	2	0	0.00%	0	0.00%	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	3	3	100.00%	0	0.00%	3	100.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	23	0	0.00%	4	17.39%	4	17.39%
Defense Security Service	5	5	100.00%	0	0.00%	5	100.00%
Defense Technical Information Center	1	1	100.00%	0	0.00%	1	100.00%
Defense Threat Reduction Agency	6	2	33.33%	2	33.33%	4	66.67%
Defense TRICARE Management Activity	0	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University	0	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture	263	61	23.19%	84	31.94%	145	55.13%
Department of Commerce	46	5	10.87%	12	26.09%	17	36.96%
Department of Defense Education Activity	16	5	31.25%	6	37.50%	11	68.75%
Department of Education	28	1	3.57%	7	25.00%	8	28.57%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	209	17	8.13%	65	31.10%	82	39.23%
Department of Homeland Security	922	110	11.93%	325	35.25%	435	47.18%
Department of Housing and Urban Development	29	3	10.34%	8	27.59%	11	37.93%
Department of Justice	158	47	29.75%	36	22.78%	83	52.53%
Department of Labor	122	16	13.11%	21	17.21%	37	30.33%
Department of State	85	17	20.00%	31	36.47%	48	56.47%
Department of the Air Force	515	162	31.46%	79	15.34%	241	46.80%
Department of the Army	545	196	35.96%	158	28.99%	354	64.95%

Table B-5 FY 2011 ADR Pre-Complaint Resolutions (Informal Phase)

Agency or Department	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals/ No Complaints Filed	% ADR Withdrawals No Complaints Filed	Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Department of the Interior	122	38	31.15%	32	26.23%	70	57.38%
Department of the Navy	822	209	25.43%	322	39.17%	531	64.60%
Department of the Treasury	363	110	30.30%	87	23.97%	197	54.27%
Department of Transportation	210	48	22.86%	54	25.71%	102	48.57%
Department of Veterans Affairs	2,395	383	15.99%	737	30.77%	1,120	46.76%
Election Assistance Commission	0	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	15	3	20.00%	0	0.00%	3	20.00%
Equal Employment Opportunity Commission	24	9	37.50%	5	20.83%	14	58.33%
Export-Import Bank of the US	1	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	35	8	22.86%	10	28.57%	18	51.43%
Federal Election Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	2	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	4	1	25.00%	0	0.00%	1	25.00%
Federal Labor Relations Authority	1	1	100.00%	0	0.00%	1	100.00%
Federal Maritime Commission	2	1	50.00%	1	50.00%	2	100.00%
Federal Mediation and Conciliation Service	0	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	0	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0.00%	0	0.00%
Federal Trade Commission	1	0	0.00%	1	100.00%	1	100.00%
General Services Administration	66	8	12.12%	23	34.85%	31	46.97%
Government Printing Office	0	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0.00%	0	0.00%

Table B-5 FY 2011 ADR Pre-Complaint Resolutions (Informal Phase)

Agency or Department	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals/ No Complaints Filed	% ADR Withdrawals No Complaints Filed	Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
International Boundary and Water Commission	0	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	2	0	0.00%	1	50.00%	1	50.00%
Millennium Challenge Corporation	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18	11	61.11%	2	11.11%	13	72.22%
National Archives and Records Administration	5	4	80.00%	1	20.00%	5	100.00%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	1	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	0	0	0.00%	0	0.00%	0	0.00%
National Indian Gaming Commission	1	1	100.00%	0	0.00%	1	100.00%
National Labor Relations Board	0	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	0	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	2	0	0.00%	0	0.00%	0	0.00%
National Science Foundation	1	1	100.00%	0	0.00%	1	100.00%
National Transportation Safety Board	0	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	1	1	100.00%	0	0.00%	1	100.00%
Nuclear Regulatory Commission	16	10	62.50%	2	12.50%	12	75.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%

Table B-5 FY 2011 ADR Pre-Complaint Resolutions (Informal Phase)

Agency or Department	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals/ No Complaints Filed	% ADR Withdrawals No Complaints Filed	Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Office of Government Ethics	0	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	2	1	50.00%	1	50.00%	2	100.00%
Office of Special Counsel	0	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	1	0	0.00%	1	100.00%	1	100.00%
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	2	0	0.00%	2	100.00%	2	100.00%
Postal Regulatory Commission	1	1	100.00%	0	0.00%	1	100.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	5	1	20.00%	2	40.00%	3	60.00%
Selective Service System	0	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	5	0	0.00%	2	40.00%	2	40.00%
Smithsonian Institution	10	0	0.00%	9	90.00%	9	90.00%
Social Security Administration	370	64	17.30%	39	10.54%	103	27.84%
Tennessee Valley Authority	17	0	0.00%	0	0.00%	0	0.00%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	9,848	3,465	35.18%	4,041	41.03%	7,506	76.22%
U.S. Tax Court	1	0	0.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	17,197	5,043	29.32%	6,286	36.55%	11,329	65.88%
Midsize Agencies Subtotal	538	95	17.66%	86	15.99%	181	33.64%
Small Agencies Subtotal	85	31	36.47%	19	22.35%	50	58.82%
Micro Agencies Subtotal	2	2	100.00%	0	0.00%	2	100.00%
Government-wide	17,822	5,171	29.01%	6,391	35.86%	11,562	64.87%

NRF = No Report Filed

Table B-6 FY 2011 Benefits Provided in All Pre-Complaint Settlements

Agency or Department	Total Number Completed/ Ended Counselings	Total Number Settlements	Number Completed/ Ended Counselings with Non-Monetary Benefits	% Completed/ Ended Counselings with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Agency for International Development	35	1	1	100.00%	1	100.00%	\$45,000.00	\$45,000.00	\$45,000.00
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	53	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Central Intelligence Agency	42	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Chemical Safety and Hazard Investigation Board	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Committee for Purchase from People Who Are Blind or Severely Disabled	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Commodity Futures Trading Commission	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Consumer Product Safety Commission	9	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Corporation for National and Community Service	5	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Court Services and Offender Supervision Agency for the District of Columbia	13	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Army and Air Force Exchange	358	52	45	86.54%	7	13.46%	\$23,482.62	\$451.59	\$3,354.66
Defense Commissary Agency	212	13	13	100.00%	1	7.69%	\$704.00	\$54.15	\$704.00
Defense Contract Audit Agency	46	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Contract Management Agency	57	4	3	75.00%	3	75.00%	\$20,335.25	\$5,083.81	\$6,778.42
Defense Finance and Accounting Service	120	40	40	100.00%	7	17.50%	\$5,634.40	\$140.86	\$804.91
Defense Human Resources Activity	9	4	4	100.00%	1	25.00%	\$500.00	\$125.00	\$500.00
Defense Information Systems Agency	31	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Intelligence Agency	72	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Logistics Agency	283	47	42	89.36%	7	14.89%	\$14,585.00	\$310.32	\$2,083.57
Defense Media Activity	6	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00

Table B-6 FY 2011 Benefits Provided in All Pre-Complaint Settlements

Agency or Department	Total Number Completed/ Ended Counselings	Total Number Settlements	Number Completed/ Ended Counselings with Non-Monetary Benefits	% Completed/ Ended Counselings with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Defense Missile Defense Agency	6	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense National Geospatial-Intelligence Agency	39	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense National Guard Bureau	109	13	13	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense National Security Agency	68	1	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Nuclear Facilities Safety Board	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Office of the Inspector General	10	3	3	100.00%	1	33.33%	\$25,000.00	\$8,333.33	\$25,000.00
Defense Office of the Secretary - Wash. Hqtrs. Services	73	4	4	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Security Service	20	5	5	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Technical Information Center	1	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Threat Reduction Agency	20	3	3	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense TRICARE Management Activity	13	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Uniformed Services University	9	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Department of Agriculture	953	96	85	88.54%	26	27.08%	\$247,176.78	\$2,574.76	\$9,506.80
Department of Commerce	448	22	16	72.73%	9	40.91%	\$240,355.00	\$10,925.23	\$26,706.11
Department of Defense Education Activity	124	8	7	87.50%	1	12.50%	\$1,000.00	\$125.00	\$1,000.00
Department of Education	65	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	706	26	22	84.62%	4	15.38%	\$24,242.32	\$932.40	\$6,060.58
Department of Homeland Security	2,096	145	144	99.31%	13	8.97%	\$119,362.53	\$823.19	\$9,181.73
Department of Housing and Urban Development	137	5	5	100.00%	1	20.00%	\$50,000.00	\$10,000.00	\$50,000.00
Department of Justice	1,125	83	73	87.95%	18	21.69%	\$122,578.00	\$1,476.84	\$6,809.89
Department of Labor	249	16	16	100.00%	3	18.75%	\$97,200.00	\$6,075.00	\$32,400.00
Department of State	271	24	23	95.83%	4	16.67%	\$168,978.00	\$7,040.75	\$42,244.50
Department of the Air Force	1,277	195	190	97.44%	22	11.28%	\$231,430.98	\$1,186.83	\$10,519.59
Department of the Army	2,388	284	261	91.90%	34	11.97%	\$119,485.66	\$420.72	\$3,514.28
Department of the Interior	571	69	65	94.20%	17	24.64%	\$489,116.48	\$7,088.64	\$28,771.56
Department of the Navy	1,998	261	245	93.87%	29	11.11%	\$87,398.00	\$334.86	\$3,013.72
Department of the Treasury	745	143	141	98.60%	6	4.20%	\$28,363.14	\$198.34	\$4,727.19
Department of Transportation	620	59	56	94.92%	15	25.42%	\$127,328.00	\$2,158.10	\$8,488.53
Department of Veterans Affairs	4,415	399	369	92.48%	32	8.02%	\$78,722.00	\$197.30	\$2,460.06
Election Assistance Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Environmental Protection Agency	94	4	4	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Equal Employment Opportunity Commission	54	9	5	55.56%	4	44.44%	\$9,000.00	\$1,000.00	\$2,250.00

Table B-6 FY 2011 Benefits Provided in All Pre-Complaint Settlements

Agency or Department	Total Number Completed/ Ended Counselings	Total Number Settlements	Number Completed/ Ended Counselings with Non-Monetary Benefits	% Completed/ Ended Counselings with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Export-Import Bank of the US	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Farm Credit Administration	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Farm Credit System Insurance Corporation	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Communications Commission	14	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Deposit Insurance Corporation	75	9	9	100.00%	3	33.33%	\$4,500.00	\$500.00	\$1,500.00
Federal Election Commission	1	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Energy Regulatory Commission	15	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	6	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Labor Relations Authority	3	2	2	100.00%	1	50.00%	\$2,500.00	\$1,250.00	\$2,500.00
Federal Maritime Commission	3	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Mediation and Conciliation Service	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Mine Safety & Health Review Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Reserve System--Board of Governors	58	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Retirement Thrift Investment Board	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Trade Commission	17	1	0	0.00%	1	100.00%	\$2,000.00	\$2,000.00	\$2,000.00
General Services Administration	168	9	9	100.00%	2	22.22%	\$7,200.00	\$800.00	\$3,600.00
Government Printing Office	81	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Harry S. Truman Scholarship Foundation	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Holocaust Memorial Museum U.S.	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Institute of Museum and Library Services	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Inter-American Foundation	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
International Boundary and Water Commission	8	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
John F. Kennedy Center for the Performing Arts	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Marine Mammal Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Merit Systems Protection Board	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Millennium Challenge Corporation	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	67	12	12	100.00%	3	25.00%	\$5,888.90	\$490.74	\$1,962.97

Table B-6 FY 2011 Benefits Provided in All Pre-Complaint Settlements

Agency or Department	Total Number Completed/ Ended Counselings	Total Number Settlements	Number Completed/ Ended Counselings with Non-Monetary Benefits	% Completed/ Ended Counselings with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
National Archives and Records Administration	24	4	4	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Capital Planning Commission	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Council on Disability	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Credit Union Administration	12	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Endowment for the Arts	26	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Endowment for the Humanities	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Indian Gaming Commission	3	1	0	0.00%	1	100.00%	\$6,316.80	\$6,316.80	\$6,316.80
National Labor Relations Board	9	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Mediation Board	3	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Reconnaissance Office	8	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Science Foundation	9	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Transportation Safety Board	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Navajo and Hopi Indian Relocation Commission	1	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Nuclear Regulatory Commission	31	10	10	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of Government Ethics	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of Personnel Management	72	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of Special Counsel	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of the Director of National Intelligence	6	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Overseas Private Investment Corporation	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Peace Corps	5	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Pension Benefit Guaranty Corporation	30	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Postal Regulatory Commission	1	1	0	0.00%	1	100.00%	\$12,000.00	\$12,000.00	\$12,000.00
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	4	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Securities and Exchange Commission	19	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Selective Service System	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Small Business Administration	70	2	2	100.00%	1	50.00%	\$25,000.00	\$12,500.00	\$25,000.00
Smithsonian Institution	26	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Social Security Administration	903	71	69	97.18%	2	2.82%	\$3,217.00	\$45.31	\$1,608.50
Tennessee Valley Authority	102	3	2	66.67%	1	33.33%	\$2.16	\$0.72	\$2.16

Table B-6 FY 2011 Benefits Provided in All Pre-Complaint Settlements

Agency or Department	Total Number Completed/ Ended Counselings	Total Number Settlements	Number Completed/ Ended Counselings with Non-Monetary Benefits	% Completed/ Ended Counselings with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Trade and Development Agency	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
U.S. Postal Service	14,683	3,608	3,438	95.29%	345	9.56%	\$597,043.03	\$165.48	\$1,730.56
U.S. Tax Court	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	34,433	5,640	5,339	94.66%	606	10.74%	\$2,920,021.19	\$517.73	\$4,818.52
Midsize Agencies Subtotal	1,577	111	108	97.30%	12	10.81%	\$45,808.06	\$412.69	\$3,817.34
Small Agencies Subtotal	623	45	39	86.67%	8	17.78%	\$64,816.80	\$1,440.37	\$8,102.10
Micro Agencies Subtotal	9	3	2	66.67%	1	33.33%	\$12,000.00	\$4,000.00	\$12,000.00
Government-wide	36,642	5,799	5,488	94.64%	627	10.81%	\$3,042,646.05	\$524.68	\$4,852.71

NRF = No Report Filed

Table B-7 FY 2011 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency Name	Total Number Completed / Ended Counselings (excluding remands)	Total Number Timely Completed / Ended Counselings	% Timely Completed / Ended Counselings	Total Number Completed Investigations	Total Number Timely Completed Investigations	% Investigations Timely Completed	APD All Completed Investigations From Date Complaint Filed	Total Number Complaint Closures	APD All Complaint Closures from Date Complaint Filed	Total Number Merit FADs (No AJ Decision)	Total Number Timely Merit FADs (No AJ Decision)	% Timely Merit FADs (No AJ Decision)	APD Merit FADs (No AJ Decision) from Date FAD Required	APD Merit FADs (No AJ Dec) from Date Complaint Filed / Remanded
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0.00%	1	1	100.00%	330.00	1	196	0	0	0.00%	0	0
Agency for International Development	35	24	68.57%	7	2	28.57%	293.86	13	483.85	2	0	0.00%	128	389
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	53	52	98.11%	12	12	100.00%	133.33	16	357.5	5	1	20.00%	118.2	296.4
Central Intelligence Agency	42	37	88.10%	24	10	41.67%	286.75	23	357.17	13	11	84.62%	36.23	608.23
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0	0.00%	0.00	1	60	0	0	0.00%	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0	0.00%	0.00	3	258.67	0	0	0.00%	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	1	1	100.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Commodity Futures Trading Commission	1	1	100.00%	1	1	100.00%	330.00	0	0	0	0	0.00%	0	0
Consumer Product Safety Commission	9	5	55.56%	3	3	100.00%	121.67	7	364.71	2	2	100.00%	17.5	672.5
Corporation for National and Community Service	5	5	100.00%	1	1	100.00%	51.00	3	613	0	0	0.00%	0	0
Court Services and Offender Supervision Agency for the District of Columbia	13	13	100.00%	8	4	50.00%	186.75	7	342.71	1	1	100.00%	57	237
Defense Army and Air Force Exchange	358	283	79.05%	49	25	51.02%	194.55	119	313.42	25	18	72.00%	58.32	360.16
Defense Commissary Agency	212	189	89.15%	67	30	44.78%	198.06	114	250.43	26	26	100.00%	19.5	325.12
Defense Contract Audit Agency	46	42	91.30%	13	8	61.54%	174.92	21	320.95	7	6	85.71%	46.71	272.57
Defense Contract Management Agency	57	41	71.93%	9	1	11.11%	201.89	22	446.23	6	6	100.00%	48	707.5
Defense Finance and Accounting Service	120	119	99.17%	39	23	58.97%	196.33	62	262.02	15	15	100.00%	40.4	247.47
Defense Human Resources Activity	9	9	100.00%	4	2	50.00%	283.75	1	507	1	0	0.00%	293	507
Defense Information Systems Agency	31	31	100.00%	10	4	40.00%	306.20	13	679.92	7	1	14.29%	394	696
Defense Intelligence Agency	72	56	77.78%	18	8	44.44%	308.56	21	334.86	4	0	0.00%	147.75	372.25
Defense Logistics Agency	283	241	85.16%	88	28	31.82%	269.51	105	457.76	14	0	0.00%	207.43	590.71
Defense Media Activity	6	6	100.00%	2	2	100.00%	65.50	2	65.5	0	0	0.00%	0	0
Defense Missile Defense Agency	6	5	83.33%	4	3	75.00%	223.50	1	30	0	0	0.00%	0	0
Defense National Geospatial-Intelligence Agency	39	36	92.31%	16	16	100.00%	193.69	20	128.35	7	7	100.00%	48.14	324.43
Defense National Guard Bureau	108	105	97.22%	0	0	0.00%	0.00	18	393.67	0	0	0.00%	0	0
Defense National Security Agency	68	67	98.53%	14	11	78.57%	315.14	30	466.1	5	5	100.00%	60	60
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Defense Office of the Inspector General	10	10	100.00%	6	4	66.67%	207.67	6	210.33	2	0	0.00%	108	296.5
Defense Office of the Secretary - Wash. Hqtrs. Services	73	70	95.89%	38	24	63.16%	253.32	35	463.54	5	0	0.00%	146.6	443
Defense Security Service	20	20	100.00%	5	0	0.00%	232.80	6	411	3	3	100.00%	60	427.67
Defense Technical Information Center	1	1	100.00%	1	1	100.00%	151.00	0	0	0	0	0.00%	0	0
Defense Threat Reduction Agency	20	7	35.00%	3	1	33.33%	209.33	8	170	1	0	0.00%	166	414
Defense TRICARE Management Activity	13	5	38.46%	0	0	0.00%	0.00	3	221.33	0	0	0.00%	0	0
Defense Uniformed Services University	9	5	55.56%	0	0	0.00%	0.00	4	45	0	0	0.00%	0	0

Table B-7 FY 2011 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency Name	Total Number Completed / Ended Counselings (excluding remands)	Total Number Timely Completed / Ended Counselings	% Timely Completed / Ended Counselings	Total Number Completed Investigations	Total Number Timely Completed Investigations	% Investigations Timely Completed	APD All Completed Investigations From Date Complaint Filed	Total Number Complaint Closures	APD All Complaint Closures from Date Complaint Filed	Total Number Merit FADs (No AJ Decision)	Total Number Timely Merit FADs (No AJ Decision)	% Timely Merit FADs (No AJ Decision)	APD Merit FADs (No AJ Decision) from Date FAD Required	APD Merit FADs (No AJ Dec) from Date Complaint Filed / Remanded
Department of Agriculture	952	748	78.57%	441	186	42.18%	269.68	457	495.96	162	25	15.43%	203.46	637.85
Department of Commerce	448	428	95.54%	709	430	60.65%	226.61	687	289.09	165	33	20.00%	162.48	451.43
Department of Defense Education Activity	124	124	100.00%	42	39	92.86%	178.45	39	286.54	13	12	92.31%	50.31	298.62
Department of Education	65	60	92.31%	42	40	95.24%	191.62	43	430.33	26	26	100.00%	47.42	384.65
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	706	624	88.39%	197	190	96.45%	147.62	378	308.7	108	58	53.70%	73.28	343.57
Department of Homeland Security	2,096	1,692	80.73%	888	531	59.80%	243.23	1,192	511.32	457	119	26.04%	237.21	578.65
Department of Housing and Urban Development	137	85	62.04%	60	8	13.33%	326.03	98	397.94	33	26	78.79%	110.39	335
Department of Justice	1,125	933	82.93%	531	407	76.65%	196.25	693	726.7	257	18	7.00%	535.05	959.87
Department of Labor	249	237	95.18%	101	97	96.04%	195.27	121	359.12	42	41	97.62%	56.71	308.79
Department of State	271	203	74.91%	89	43	48.31%	270.87	101	465.56	41	3	7.32%	123.15	424.44
Department of the Air Force	1,277	1,150	90.05%	287	65	22.65%	206.31	529	394.75	107	19	17.76%	304.9	629.66
Department of the Army	2,387	2,108	88.31%	510	163	31.96%	234.54	1,279	260.15	217	126	58.06%	60.45	440.44
Department of the Interior	571	480	84.06%	198	118	59.60%	233.73	279	493.18	77	14	18.18%	155.79	468.05
Department of the Navy	1,998	1,602	80.18%	314	138	43.95%	262.51	684	364.71	130	128	98.46%	59.04	503.39
Department of the Treasury	745	717	96.24%	339	322	94.99%	170.39	427	475.27	126	99	78.57%	48	405.04
Department of Transportation	620	591	95.32%	247	222	89.88%	145.66	338	320.75	93	47	50.54%	81.69	305.31
Department of Veterans Affairs	4,415	4,347	98.46%	1,598	1,275	79.79%	179.90	2,071	373.01	477	48	10.06%	116.87	434.31
Election Assistance Commission	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Environmental Protection Agency	92	71	77.17%	29	4	13.79%	247.21	43	697.4	20	0	0.00%	441	740.6
Equal Employment Opportunity Commission	54	45	83.33%	12	10	83.33%	150.25	31	321.71	10	5	50.00%	73.3	464.5
Export-Import Bank of the US	1	1	100.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Farm Credit Administration	1	1	100.00%	0	0	0.00%	0.00	1	157	0	0	0.00%	0	0
Farm Credit System Insurance Corporation	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Federal Communications Commission	14	14	100.00%	5	5	100.00%	61.00	5	30	0	0	0.00%	0	0
Federal Deposit Insurance Corporation	75	74	98.67%	20	20	100.00%	207.15	28	254.75	4	3	75.00%	54.75	450.25
Federal Election Commission	1	1	100.00%	0	0	0.00%	0.00	4	1,599.25	0	0	0.00%	0	0
Federal Energy Regulatory Commission	15	15	100.00%	0	0	0.00%	0.00	8	180	4	4	100.00%	60	180
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	6	5	83.33%	0	0	0.00%	0.00	3	564.67	1	0	0.00%	655	865
Federal Labor Relations Authority	3	3	100.00%	1	1	100.00%	194.00	1	273	1	1	100.00%	44	273
Federal Maritime Commission	3	3	100.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Federal Mediation and Conciliation Service	1	1	100.00%	0	0	0.00%	0.00	1	236	0	0	0.00%	0	0
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Federal Reserve System--Board of Governors	58	58	100.00%	7	6	85.71%	197.57	2	36.5	0	0	0.00%	0	0
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Federal Trade Commission	17	17	100.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
General Services Administration	168	167	99.40%	65	45	69.23%	262.89	103	411.48	19	19	100.00%	44.37	423.58
Government Printing Office	81	73	90.12%	32	32	100.00%	214.47	39	279.79	20	2	10.00%	92.3	355.2
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Institute of Museum and Library Services	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Inter-American Foundation	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
International Boundary and Water Commission	8	8	100.00%	8	8	100.00%	109.13	5	194	3	3	100.00%	29.33	196.67
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-7 FY 2011 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency Name	Total Number Completed / Ended Counselings (excluding remands)	Total Number Timely Completed / Ended Counselings	% Timely Completed / Ended Counselings	Total Number Completed Investigations	Total Number Timely Completed Investigations	% Investigations Timely Completed	APD All Completed Investigations From Date Complaint Filed	Total Number Complaint Closures	APD All Complaint Closures from Date Complaint Filed	Total Number Merit FADs (No AJ Decision)	Total Number Timely Merit FADs (No AJ Decision)	% Timely Merit FADs (No AJ Decision)	APD Merit FADs (No AJ Decision) from Date FAD Required	APD Merit FADs (No AJ Dec) from Date Complaint Filed / Remanded
Japan-United States Friendship Commission	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
John F. Kennedy Center for the Performing Arts	2	2	100.00%	0	0	0.00%	0.00	3	191.67	1	0	0.00%	195	375
Marine Mammal Commission	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Merit Systems Protection Board	3	3	100.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Millennium Challenge Corporation	3	3	100.00%	0	0	0.00%	0.00	2	50	0	0	0.00%	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	67	54	80.60%	26	24	92.31%	173.77	59	426.92	12	0	0.00%	363.67	626.5
National Archives and Records Administration	24	19	79.17%	6	6	100.00%	168.50	11	485.64	3	2	66.67%	56	574
National Capital Planning Commission	1	1	100.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
National Council on Disability	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
National Credit Union Administration	12	12	100.00%	8	4	50.00%	191.25	6	240.33	0	0	0.00%	0	0
National Endowment for the Arts	26	26	100.00%	1	1	100.00%	120.00	0	0	0	0	0.00%	0	0
National Endowment for the Humanities	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	2	66.67%	1	0	0.00%	315.00	8	493	2	1	50.00%	51.5	510
National Indian Gaming Commission	3	2	66.67%	0	0	0.00%	0.00	2	323.5	0	0	0.00%	0	0
National Labor Relations Board	9	8	88.89%	11	8	72.73%	235.00	13	276.38	2	2	100.00%	30	270.5
National Mediation Board	3	3	100.00%	2	2	100.00%	78.00	0	0	0	0	0.00%	0	0
National Reconnaissance Office	8	8	100.00%	2	1	50.00%	416.50	4	259.25	0	0	0.00%	0	0
National Science Foundation	9	8	88.89%	6	4	66.67%	195.17	2	631	1	0	0.00%	116	486
National Transportation Safety Board	2	2	100.00%	0	0	0.00%	0.00	1	707	1	1	100.00%	17	707
Navajo and Hopi Indian Relocation Commission	1	1	100.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Nuclear Regulatory Commission	31	29	93.55%	9	8	88.89%	199.33	14	172	3	3	100.00%	56.33	282.33
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	1	1	100.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Office of Government Ethics	1	1	100.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Office of Personnel Management	72	72	100.00%	23	23	100.00%	102.00	19	353.37	7	0	0.00%	153.14	360.14
Office of Special Counsel	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Office of the Director of National Intelligence	6	4	66.67%	3	2	66.67%	413.33	2	311.5	0	0	0.00%	0	0
Overseas Private Investment Corporation	1	1	100.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Peace Corps	5	5	100.00%	3	3	100.00%	234.00	4	462.75	2	0	0.00%	98.5	454.5
Pension Benefit Guaranty Corporation	30	28	93.33%	22	19	86.36%	202.00	30	216.33	8	7	87.50%	59.38	109.63
Postal Regulatory Commission	1	1	100.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	4	4	100.00%	3	3	100.00%	164.33	2	390	1	1	100.00%	56	210
Securities and Exchange Commission	19	19	100.00%	3	3	100.00%	175.00	14	228	7	7	100.00%	47.43	373.57
Selective Service System	1	0	0.00%	0	0	0.00%	0.00	1	789	0	0	0.00%	0	0
Small Business Administration	70	59	84.29%	19	13	68.42%	201.95	34	256.74	10	7	70.00%	66.3	140.3
Smithsonian Institution	26	26	100.00%	7	7	100.00%	160.14	6	200.17	2	2	100.00%	46	245.5
Social Security Administration	903	847	93.80%	408	296	72.55%	189.57	489	417.58	150	80	53.33%	111.67	391.89
Tennessee Valley Authority	102	101	99.02%	57	57	100.00%	123.72	84	329.33	45	45	100.00%	52.71	321.22
Trade and Development Agency	0	0	0.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
U.S. Postal Service	14,670	14,467	98.62%	3,019	2,989	99.01%	110.50	6,251	248.56	1,407	1,364	96.94%	37.14	263.46
U.S. Tax Court	1	1	100.00%	0	0	0.00%	0.00	0	0	0	0	0.00%	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-7 FY 2011 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency Name	Total Number Completed / Ended Counselings (excluding remands)	Total Number Timely Completed / Ended Counselings	% Timely Completed / Ended Counselings	Total Number Completed Investigations	Total Number Timely Completed Investigations	% Investigations Timely Completed	APD All Completed Investigations From Date Complaint Filed	Total Number Complaint Closures	APD All Complaint Closures from Date Complaint Filed	Total Number Merit FADs (No AJ Decision)	Total Number Timely Merit FADs (No AJ Decision)	% Timely Merit FADs (No AJ Decision)	APD Merit FADs (No AJ Decision) from Date FAD Required	APD Merit FADs (No AJ Dec) from Date Complaint Filed / Remanded
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal Including USPS	34,417	31,944	92.81%	9,998	7,454	74.55%	181.99	16,278	343.38	4,066	2,293	56.39%	129.19	431.04
Midsized Agencies Subtotal	1,575	1,471	93.40%	654	489	74.77%	190.55	865	408.32	269	156	57.99%	130.84	408.3
Small Agencies Subtotal	623	568	91.17%	199	157	78.89%	205.84	288	326.64	93	54	58.06%	74.24	389.84
Micro Agencies Subtotal	9	9	100.00%	3	3	100.00%	162.00	5	206.4	0	0	0.00%	0	0
Government-wide Including USPS	36,624	33,992	92.81%	10,854	8,103	74.65%	182.94	17,436	346.28	4,428	2,503	56.53%	128.13	420.80
USPS Percentage of Cabinet Sub Total	42.62%	45.29%		30.20%	40.10%			38.40%		34.60%	59.49%			
USPS Percentage of Government-wide	40.06%	42.56%		27.81%	36.89%			35.85%		31.78%	54.49%			
Cabinet Level Subtotal Minus USPS	14,563	14,392	98.83%	6,979	4,465	63.98%	212.91	10,027	402.48	2,659	929	34.94%	177.89	519.34
Government-wide Minus USPS	21,954	19,525	88.94%	7,835	5,114	65.27%	210.85	11,185	400.90	3,021	1,139	37.70%	170.51	505.47

NRF = No Report Filed

Table B-7a FY 2011 Profile Agency Timeliness Indicators

Agency Name	Total Number Completed / Ended Counselings (excluding remands)	Total Number Timely Completed / Ended Counselings	% Timely Completed / Ended Counselings	Total Number Completed Investigations	Total Number Timely Completed Investigations	% Investigations Timely Completed	APD All Completed Investigations From Date Complaint Filed	Total Number Complaint Closures	APD All Complaint Closures from Date Complaint Filed	Total Number Merit FADs (No AJ Decision)	Total Number Timely Merit FADs (No AJ Decision)	% Timely Merit FADs (No AJ Decision)	APD Merit FADs (No AJ Decision) from Date FAD Required	APD Merit FADs (No AJ Dec) from Date Complaint Filed / Remanded
Defense Logistics Agency Wide	283	241	85.16%	88	28	31.82%	269.51	105	457.76	14	0	0.00%	207.43	590.71
DLA Aviation	48	42	87.50%	15	6	40.00%	189.4	15	525.67	2	0	0.00%	315.5	544.5
DLA Disposition Services	21	15	71.43%	9	0	0.00%	335.78	8	387.25	1	0	0.00%	272	840
DLA Distribution	117	95	81.20%	28	9	32.14%	309.86	55	475.71	7	0	0.00%	183.86	592
DLA Headquarters Operations Division	34	34	100.00%	15	6	40.00%	274.4	8	356.13	2	0	0.00%	155.5	334.5
DLA Land and Maritime	38	31	81.58%	15	6	40.00%	226.93	11	244.27	0	0	0.00%	0	0
DLA Logistics Information Service	6	5	83.33%	3	0	0.00%	333	4	519	1	0	0.00%	175	977
DLA Troop Support	19	19	100.00%	3	1	33.33%	219.67	4	826.5	1	0	0.00%	228	551
Defense National Guard Bureau Wide	108	105	97.22%	0	0	0.00%	0	18	393.67	0	0	0.00%	0	0
Alabama National Guard	1	1	100.00%	0	0	0.00%	0	2	1,034.50	0	0	0.00%	0	0
Alaska National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Arizona National Guard	5	5	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Arkansas National Guard	3	3	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
California National Guard	9	8	88.89%	0	0	0.00%	0	3	512	0	0	0.00%	0	0
Colorado National Guard	2	2	100.00%	0	0	0.00%	0	1	86	0	0	0.00%	0	0
Connecticut National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DC National Guard	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Delaware National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Florida National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Georgia National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Guam National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Hawaii National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Idaho National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Illinois National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Indiana National Guard	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Iowa National Guard	27	27	100.00%	0	0	0.00%	0	1	50	0	0	0.00%	0	0
Kansas National Guard	3	3	100.00%	0	0	0.00%	0	4	110.25	0	0	0.00%	0	0
Kentucky National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Louisiana National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Maine National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Maryland National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Massachusetts National Guard	4	4	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Michigan National Guard	3	3	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Minnesota National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Mississippi National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Missouri National Guard	3	3	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Montana National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Nebraska National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Nevada National Guard	3	3	100.00%	0	0	0.00%	0	3	292.67	0	0	0.00%	0	0
New Hampshire National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
New Jersey National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
New Mexico National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
New York National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0

Table B-7a FY 2011 Profile Agency Timeliness Indicators

Agency Name	Total Number Completed / Ended Counselings (excluding remands)	Total Number Timely Completed / Ended Counselings	% Timely Completed / Ended Counselings	Total Number Completed Investigations	Total Number Timely Completed Investigations	% Investigations Timely Completed	APD All Completed Investigations From Date Complaint Filed	Total Number Complaint Closures	APD All Complaint Closures from Date Complaint Filed	Total Number Merit FADs (No AJ Decision)	Total Number Timely Merit FADs (No AJ Decision)	% Timely Merit FADs (No AJ Decision)	APD Merit FADs (No AJ Decision) from Date FAD Required	APD Merit FADs (No AJ Dec) from Date Complaint Filed / Remanded
North Carolina National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
North Dakota National Guard	1	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Ohio National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Oklahoma National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Oregon National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Pennsylvania National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Puerto Rico National Guard	4	4	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Rhode Island National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
South Carolina National Guard	1	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
South Dakota National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Tennessee National Guard	4	4	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Texas National Guard	2	2	100.00%	0	0	0.00%	0	4	506.5	0	0	0.00%	0	0
Utah National Guard	11	11	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Vermont National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Virgin Islands National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Virginia National Guard	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Washington State National Guard	4	4	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
West Virginia National Guard	3	3	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Wisconsin National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Wyoming National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Department of Agriculture Wide	952	748	78.57%	441	186	42.18%	269.68	457	495.96	162	25	15.43%	203.46	637.85
USDA Agricultural Marketing Service	27	27	100.00%	8	8	100.00%	171	21	314.1	4	1	25.00%	158.25	294
USDA Agricultural Research Service	27	23	85.19%	23	10	43.48%	220.04	28	374.75	10	2	20.00%	124	531.1
USDA Agriculture Headquarters	49	13	26.53%	28	2	7.14%	327.64	5	237.4	1	0	0.00%	75	743
USDA Animal and Plant Health Inspection Service	68	26	38.24%	44	30	68.18%	175.27	49	470.76	15	2	13.33%	150.2	701.33
USDA Economic Research Service	1	1	100.00%	11	0	0.00%	1,148.00	1	598	0	0	0.00%	0	0
USDA Farm Service Agency	45	43	95.56%	52	40	76.92%	134.77	33	706.12	14	1	7.14%	213	474.71
USDA Food and Nutrition Service	9	9	100.00%	10	1	10.00%	255.3	9	338.78	1	0	0.00%	186	490
USDA Food Safety And Inspection Service	219	216	98.63%	54	25	46.30%	285.07	66	511.42	22	4	18.18%	162.68	681.55
USDA Foreign Agricultural Service	10	5	50.00%	3	0	0.00%	213.67	4	45	0	0	0.00%	0	0
USDA Forest Service	267	228	85.39%	114	50	43.86%	214.89	128	466.54	49	7	14.29%	207.59	634.63
USDA Grain Inspection, Packers and Stockyards Administration	23	19	82.61%	7	6	85.71%	164.14	9	298.11	3	0	0.00%	80	392
USDA National Agricultural Statistics Service	3	3	100.00%	0	0	0.00%	0	1	790	0	0	0.00%	0	0
USDA National Appeals Division	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
USDA National Institute of Food and Agriculture	4	4	100.00%	1	0	0.00%	250	1	50	0	0	0.00%	0	0
USDA Natural Resources Conservation Service	45	37	82.22%	27	7	25.93%	308.15	25	512.84	17	4	23.53%	225.71	579
USDA Office Of Inspector General	5	2	40.00%	8	5	62.50%	338.63	4	443	1	0	0.00%	117	658
USDA Office Of The Chief Financial Officer	55	52	94.55%	17	0	0.00%	391.35	21	373.86	5	0	0.00%	293.2	680.4
USDA Risk Management Agency	14	7	50.00%	5	0	0.00%	610.6	5	487.6	3	2	66.67%	96	760.33
USDA Rural Development	81	33	40.74%	29	2	6.90%	370.93	47	772.51	17	2	11.76%	346.59	882

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Department of Commerce Wide	448	428	95.54%	709	430	60.65%	226.61	687	289.09	165	33	20.00%	162.48	451.43
DOC All Other Commerce Bureaus	33	30	90.91%	20	20	100.00%	195.6	32	336.72	14	2	14.29%	161.21	446.86
DOC Bureau of the Census	126	126	100.00%	60	59	98.33%	172.67	85	325	33	6	18.18%	192.18	407.21
DOC Decennial Census	102	102	100.00%	569	291	51.14%	237.97	451	253.06	87	13	14.94%	171.2	470.92
DOC International Trade Administration	16	15	93.75%	2	2	100.00%	199.5	4	334.5	2	0	0.00%	140	621.5
DOC National Institute of Standards & Technology	20	17	85.00%	7	7	100.00%	173.86	8	361.75	1	0	0.00%	64	323
DOC National Oceanic & Atmospheric Administration	99	91	91.92%	41	41	100.00%	185.71	69	264.62	20	4	20.00%	128.5	431.25
DOC U. S. Patent and Trademark Office	52	47	90.38%	10	10	100.00%	176.3	38	620.63	8	8	100.00%	50.25	453.88
Department of Energy Wide	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services Wide	706	624	88.39%	197	190	96.45%	147.62	378	308.7	108	58	53.70%	73.28	343.57
HHS Administration for Children and Families	17	11	64.71%	15	14	93.33%	178.13	8	535.75	3	0	0.00%	157	1,404.33
HHS Agency for Healthcare Research and Quality	2	2	100.00%	1	1	100.00%	112	0	0	0	0	0.00%	0	0
HHS Centers for Disease Control and Prevention	99	94	94.95%	26	22	84.62%	176.35	47	321.83	12	4	33.33%	78.58	385.92
HHS Centers for Medicare & Medicaid Services	56	56	100.00%	21	21	100.00%	148.05	24	310.75	10	9	90.00%	59.7	241.7
HHS Food and Drug Administration	125	112	89.60%	19	19	100.00%	210	38	294.34	9	2	22.22%	92.11	321.56
HHS Health Resources and Services Administration	32	31	96.88%	13	13	100.00%	133.46	13	355.92	6	4	66.67%	86.5	386.83
HHS Indian Health Service	191	154	80.63%	66	66	100.00%	116.67	130	217.06	39	25	64.10%	62.38	294.9
HHS National Institutes of Health	114	108	94.74%	13	13	100.00%	150	82	380.17	19	9	47.37%	69.26	335
HHS Office of the Secretary of Health and Human Services	56	43	76.79%	20	19	95.00%	137.25	30	458.73	7	2	28.57%	89.43	294.43
HHS Program Support Center	8	7	87.50%	0	0	0.00%	0	2	256.5	2	2	100.00%	60	256.5
HHS Substance Abuse and Mental Health Services Administration	6	6	100.00%	3	2	66.67%	161.33	4	85	1	1	100.00%	60	190
Department of Homeland Security Wide	2,096	1,692	80.73%	888	531	59.80%	243.23	1,192	511.32	457	119	26.04%	237.21	578.65
DHS Federal Emergency Management Agency	221	139	62.90%	97	10	10.31%	432.97	165	809.84	83	15	18.07%	279.19	825.63
DHS Federal Law Enforcement Training Center	24	21	87.50%	10	7	70.00%	248.8	5	338	0	0	0.00%	0	0
DHS Headquarters	88	76	86.36%	34	13	38.24%	271.47	47	410.62	10	2	20.00%	264.2	562.2
DHS Transportation Security Administration	675	443	65.63%	250	53	21.20%	303.4	294	553.79	105	23	21.90%	258.13	608.55
DHS U.S. Citizenship and Immigration Services	127	124	97.64%	82	81	98.78%	134.1	110	439.27	45	19	42.22%	151.13	426.02
DHS U.S. Coast Guard	78	76	97.44%	30	28	93.33%	261.17	65	489.15	21	4	19.05%	236.76	516.38
DHS U.S. Customs and Border Protection	574	574	100.00%	268	265	98.88%	144.07	328	400.66	123	29	23.58%	241.3	487.4
DHS U.S. Immigration and Customs Enforcement	263	218	82.89%	98	66	67.35%	220.21	161	464.11	67	25	37.31%	206.79	519.54
DHS U.S. Secret Service	46	21	45.65%	19	8	42.11%	389.53	17	342.12	3	2	66.67%	58.67	541.33
Department of Justice Wide	1,125	933	82.93%	531	407	76.65%	196.25	693	726.7	257	18	7.00%	535.05	959.87
DOJ Alcohol, Tobacco, Firearms and Explosives	54	38	70.37%	28	8	28.57%	287.93	31	541.39	5	0	0.00%	455.8	355
DOJ Bureau of Prisons	600	506	84.33%	315	274	86.98%	158.74	373	800.06	147	1	0.68%	649.12	1,121.16
DOJ Drug Enforcement Administration	26	11	42.31%	16	5	31.25%	276.25	15	542.07	11	0	0.00%	347.64	502.82

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DOJ Executive Office for Immigration Review	13	10	76.92%	5	5	100.00%	120.4	6	731.33	0	0	0.00%	0	0
DOJ Executive Office for U.S. Attorneys	53	52	98.11%	20	19	95.00%	252.5	41	755.29	7	0	0.00%	577.57	1,020.57
DOJ Federal Bureau of Investigation	224	184	82.14%	99	71	71.72%	244.49	156	698.58	68	16	23.53%	387.22	826.69
DOJ Office of Justice Programs	13	13	100.00%	0	0	0.00%	0	1	79	0	0	0.00%	0	0
DOJ Offices, Boards, and Divisions	55	32	58.18%	14	2	14.29%	302.5	23	537.26	8	1	12.50%	92.5	389.13
DOJ U.S. Marshals Service	87	87	100.00%	34	23	67.65%	224.5	47	499.98	11	0	0.00%	442.64	736.18
Department of Labor Wide	249	237	95.18%	101	97	96.04%	195.27	121	359.12	42	41	97.62%	56.71	308.79
DOL (DM and others)	86	84	97.67%	36	35	97.22%	192.92	37	415.65	8	7	87.50%	60.75	293.75
DOL Bureau of Labor Statistics	8	8	100.00%	6	5	83.33%	177	3	280.67	3	3	100.00%	59.67	280.67
DOL Employment and Training Administration	21	19	90.48%	14	14	100.00%	178	18	344.83	9	9	100.00%	57	373.44
DOL Mine Safety and Health Administration	36	35	97.22%	17	16	94.12%	213.76	19	492.95	6	6	100.00%	48	244.33
DOL Occupational Safety and Health Administration	39	37	94.87%	8	8	100.00%	166.88	20	247.25	7	7	100.00%	58.14	243.57
DOL Office of Workers Compensation Programs	25	23	92.00%	7	6	85.71%	187.86	9	296.78	5	5	100.00%	55.8	412.6
DOL Wage and Hour Division	34	31	91.18%	13	13	100.00%	226.08	15	269.53	4	4	100.00%	57.5	295.5
Department of the Army Wide	2,387	2,108	88.31%	510	163	31.96%	234.54	1,279	260.15	217	126	58.06%	60.45	440.44
Eighth U.S. Army (KOREA)	5	4	80.00%	1	0	0.00%	252	1	83	0	0	0.00%	0	0
Headquarters, Department of Army	147	137	93.20%	29	11	37.93%	258.45	65	266.95	10	6	60.00%	58.8	619.2
U.S. Army Corps of Engineers	250	197	78.80%	64	17	26.56%	241.59	155	283.04	32	18	56.25%	59.63	411.81
U.S. Army Europe	11	11	100.00%	2	2	100.00%	168	8	305.38	4	3	75.00%	49.5	522
U.S. Army Forces Command	15	13	86.67%	8	4	50.00%	204.38	10	353.3	4	3	75.00%	58.25	323.75
U.S. Army Installation Management Command	618	558	90.29%	127	37	29.13%	231.57	293	233.99	44	27	61.36%	63.41	397.16
U.S. Army Intelligence and Security Command	16	15	93.75%	7	3	42.86%	246.14	14	522.86	3	2	66.67%	62	622
U.S. Army Material Command	479	423	88.31%	116	36	31.03%	242.22	303	276.16	54	27	50.00%	62.33	451.44
U.S. Army Medical Command	474	418	88.19%	81	22	27.16%	232.12	247	259.68	38	23	60.53%	58.87	470.47
U.S. Army Network Enterprise Technology Command	27	22	81.48%	12	3	25.00%	201.83	16	292.63	4	4	100.00%	43.5	297
U.S. Army Pacific (USARPAC)	13	13	100.00%	0	0	0.00%	0	4	76.25	0	0	0.00%	0	0
U.S. Army Reserve Command	147	147	100.00%	18	13	72.22%	205.61	53	173.06	7	5	71.43%	48.43	330
U.S. Army Space and Missile Defense Command	7	4	57.14%	3	2	66.67%	190.67	4	756.75	0	0	0.00%	0	0
U.S. Army Special Operations Command (USASOC)	12	10	83.33%	4	0	0.00%	253.5	8	308.63	1	1	100.00%	50	511
U.S. Army Test and Evaluation Command	16	13	81.25%	4	3	75.00%	168.5	20	259.35	6	3	50.00%	65.17	435.5
U.S. Army Training and Doctrine Command	150	123	82.00%	34	10	29.41%	235.88	78	216.77	10	4	40.00%	65.7	460.3
Department of the Interior Wide	571	480	84.06%	198	118	59.60%	233.73	279	493.18	77	14	18.18%	155.79	468.05
DOI Bureau Of Indian Affairs	93	86	92.47%	47	9	19.15%	281.66	61	576.8	9	1	11.11%	329.56	811.22
DOI Bureau Of Land Management	78	69	88.46%	26	22	84.62%	200.62	41	452.27	11	0	0.00%	236.82	538.55
DOI Bureau of Ocean Energy Mgt, Regulation & Enforcement	15	7	46.67%	7	4	57.14%	190.71	12	452.67	5	5	100.00%	39.6	317.4
DOI Bureau Of Reclamation	57	49	85.96%	20	17	85.00%	239.6	32	455.66	9	0	0.00%	137.33	287.67
DOI Fish And Wildlife Service	45	40	88.89%	22	20	90.91%	95.09	18	399.72	11	0	0.00%	140.82	348.09
DOI Geological Survey	21	21	100.00%	13	11	84.62%	245.92	16	395.56	5	0	0.00%	84.2	389.8

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DOI National Park Service	190	137	72.11%	39	18	46.15%	284.49	69	480.07	18	4	22.22%	120.89	476.83
DOI Office Of Surface Mining, Reclamation and Enforcement	8	8	100.00%	6	6	100.00%	139	2	763.5	1	0	0.00%	145	205
DOI-Office Of The Secretary	64	63	98.44%	18	11	61.11%	248.83	28	560.04	8	4	50.00%	87.5	509.13
Department of the Navy Wide	1,998	1,602	80.18%	314	138	43.95%	262.51	684	364.71	130	128	98.46%	59.04	503.39
Chief Of Naval Operations	47	42	89.36%	13	5	38.46%	276.31	15	565.67	2	2	100.00%	53	408
Commander Naval Installations Command	263	231	87.83%	56	26	46.43%	278.25	131	350.76	15	15	100.00%	56.4	441.33
Commander Naval Reserve	1	1	100.00%	0	0	0.00%	0	1	17	0	0	0.00%	0	0
Commander Pacific Fleet	125	120	96.00%	17	6	35.29%	228.18	36	375.33	7	7	100.00%	54	413.14
DON Assistant for Administration	47	42	89.36%	13	4	30.77%	370.38	10	567.3	5	5	100.00%	51	561.6
DON Bureau of Medicine & Surgery	162	141	87.04%	40	17	42.50%	251.83	60	335.17	12	12	100.00%	55.25	499.42
DON SPAWAR	33	25	75.76%	2	1	50.00%	202	11	450.64	3	3	100.00%	55.67	765.33
DON Strategic Systems Project Office	7	5	71.43%	0	0	0.00%	0	1	92	0	0	0.00%	0	0
Fleet Forces Command	92	86	93.48%	14	9	64.29%	210.86	56	296.29	8	8	100.00%	56.25	475.25
Marine Corps HQ	646	415	64.24%	48	22	45.83%	285.02	109	357.6	21	19	90.48%	90.24	598.76
Military Sealift Command	56	32	57.14%	5	1	20.00%	256.4	29	455.31	6	6	100.00%	41.33	403.17
Naval Air Systems Command	141	128	90.78%	42	18	42.86%	246.62	56	287.66	15	15	100.00%	50.53	393.8
Naval Education & Training Command	36	27	75.00%	2	0	0.00%	391.5	23	258.43	2	2	100.00%	49	444.5
Naval Sea Systems Command	76	63	82.89%	19	11	57.89%	226.32	58	502.81	25	25	100.00%	54.72	602.16
Naval Special Warfare Command	4	4	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Naval Supply Systems Command	92	84	91.30%	12	5	41.67%	201.83	32	434.03	3	3	100.00%	48	486.33
Naval Systems Management Activity	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Navy Facilities & Engineering Command	142	134	94.37%	27	10	37.04%	271.3	52	306.21	5	5	100.00%	48.6	331
Navy Military Personnel Command	8	3	37.50%	1	0	0.00%	365	0	0	0	0	0.00%	0	0
Office Of Naval Intelligence	14	13	92.86%	2	2	100.00%	234.5	2	50.5	0	0	0.00%	0	0
Office Of Naval Research	6	6	100.00%	1	1	100.00%	147	2	380	1	1	100.00%	56	257
Department of the Treasury Wide	745	717	96.24%	339	322	94.99%	170.39	427	475.27	126	99	78.57%	48	405.04
Treas - Alcohol and Tobacco Tax and Trade Bureau	0	0	0.00%	1	1	100.00%	224	2	735	1	0	0.00%	63	320
Treas - Bureau of Engraving and Printing	36	34	94.44%	16	16	100.00%	159.81	33	399.85	6	6	100.00%	36	265.5
Treas - Bureau of the Public Debt	18	17	94.44%	3	3	100.00%	139.33	7	443.14	1	1	100.00%	41	148
Treas - Departmental Offices	22	18	81.82%	9	9	100.00%	166.67	6	418.67	2	1	50.00%	55.5	342.5
Treas - Financial Crimes Enforcement Network	4	4	100.00%	3	3	100.00%	169.67	1	260	1	1	100.00%	30	260
Treas - Financial Management Service	5	4	80.00%	8	8	100.00%	154.75	12	398.83	6	6	100.00%	39.67	308
Treas - Inspector General For Tax Administration	0	0	0.00%	1	1	100.00%	220	0	0	0	0	0.00%	0	0
Treas - Internal Revenue Service	581	574	98.80%	239	224	93.72%	174.82	319	485.34	90	71	78.89%	48.87	431.2
Treas - Office of the Comptroller of the Currency	11	11	100.00%	6	6	100.00%	144.67	13	501.46	6	3	50.00%	65	348.17
Treas - Office of Thrift Supervision	2	2	100.00%	4	4	100.00%	155.5	3	316	2	1	50.00%	56.5	217.5
Treas - Special IG for the Trouble Assets Relief Pgm	3	0	0.00%	3	3	100.00%	147.67	0	0	0	0	0.00%	0	0
Treas - U. S. Mint	52	48	92.31%	40	38	95.00%	157.3	27	541.63	10	8	80.00%	40.1	455.5
Treas -IRS Office of the Chief Counsel	10	4	40.00%	6	6	100.00%	181.17	4	175	1	1	100.00%	47	294
Treas- Office of the Inspector General	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0

Table B-7a FY 2011 Profile Agency Timeliness Indicators

Agency Name	Total Number Completed / Ended Counselings (excluding remands)	Total Number Timely Completed / Ended Counselings	% Timely Completed / Ended Counselings	Total Number Completed Investigations	Total Number Timely Completed Investigations	% Investigations Timely Completed	APD All Completed Investigations From Date Complaint Filed	Total Number Complaint Closures	APD All Complaint Closures from Date Complaint Filed	Total Number Merit FADs (No AJ Decision)	Total Number Timely Merit FADs (No AJ Decision)	% Timely Merit FADs (No AJ Decision)	APD Merit FADs (No AJ Decision) from Date FAD Required	APD Merit FADs (No AJ Dec) from Date Complaint Filed / Remanded
Department of Transportation Wide	620	591	95.32%	247	222	89.88%	145.66	338	320.75	93	47	50.54%	81.69	305.31
DOT Federal Aviation Administration	513	511	99.61%	193	171	88.60%	147.19	285	318.68	77	40	51.95%	85.21	310.83
DOT Federal Highway Administration	22	22	100.00%	12	11	91.67%	145.67	12	334	5	2	40.00%	68.4	246.4
DOT Federal Motor Carrier Safety Administration	14	12	85.71%	9	9	100.00%	165.33	11	452.45	3	2	66.67%	75.33	405.67
DOT Federal Railroad Administration	6	3	50.00%	1	1	100.00%	177	1	685	0	0	0.00%	0	0
DOT Federal Transit Administration	15	10	66.67%	0	0	0.00%	0	5	284	2	0	0.00%	62.5	293
DOT Maritime Administration	9	2	22.22%	9	8	88.89%	122.11	4	344	2	0	0.00%	62	233
DOT National Highway Traffic Safety Administration	6	3	50.00%	5	5	100.00%	114.6	1	231	1	0	0.00%	70	231
DOT Office of Inspector General	2	2	100.00%	3	3	100.00%	131	5	309.4	2	2	100.00%	58	227.5
DOT Office of the Secretary	9	9	100.00%	7	6	85.71%	156.71	3	226	0	0	0.00%	0	0
DOT Pipeline & Hazardous Materials Safety Admin	1	1	100.00%	1	1	100.00%	157	1	273	1	1	100.00%	33	273
DOT Research & Inovative Technology Admin	23	16	69.57%	7	7	100.00%	119.71	10	239.4	0	0	0.00%	0	0
DOT St. Lawrence Development Corporation	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Department of Veterans Affairs Wide	4,415	4,347	98.46%	1,598	1,275	79.79%	179.9	2,071	373.01	477	48	10.06%	116.87	434.31
VA-HQ and Others	173	169	97.69%	67	52	77.61%	179.37	74	278.65	11	2	18.18%	111	192.64
VA-National Cemetery Administration	43	42	97.67%	12	12	100.00%	167.58	16	320.75	5	0	0.00%	120.2	367
VA-Veterans Benefits Administration	310	304	98.06%	138	104	75.36%	174.39	145	366.59	33	3	9.09%	119.45	388.15
VA-Veterans Health Administration	3,889	3,832	98.53%	1,381	1,107	80.16%	180.58	1,836	377.78	428	43	10.05%	116.78	444.87
Federal Housing Finance Agency Wide	6	5	83.33%	0	0	0.00%	0	3	564.67	1	0	0.00%	655	865
Federal Housing Finance Agency Hqtrs	5	4	80.00%	0	0	0.00%	0	3	564.67	1	0	0.00%	655	865
Federal Housing Finance Agency OIG	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
General Services Administration Wide	168	167	99.40%	65	45	69.23%	262.89	103	411.48	19	19	100.00%	44.37	423.58
GSA Central Office	50	50	100.00%	15	11	73.33%	292.27	25	316.76	7	7	100.00%	48.14	437.14
GSA National Capital Region	30	30	100.00%	11	4	36.36%	347.45	13	453	2	2	100.00%	50	795.5
GSA Region 1	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
GSA Region 10	2	2	100.00%	1	1	100.00%	154	0	0	0	0	0.00%	0	0
GSA Region 2	13	13	100.00%	3	3	100.00%	171.33	6	509.33	0	0	0.00%	0	0
GSA Region 3	7	7	100.00%	5	2	40.00%	281.2	6	623.5	2	2	100.00%	32	436.5
GSA Region 4	14	13	92.86%	11	7	63.64%	290	10	660.7	1	1	100.00%	49	458
GSA Region 5	6	6	100.00%	3	3	100.00%	205.33	5	420.8	2	2	100.00%	55.5	387.5
GSA Region 6	10	10	100.00%	2	2	100.00%	190	13	642.62	1	1	100.00%	40	245
GSA Region 7	9	9	100.00%	5	5	100.00%	198.4	9	284	1	1	100.00%	45	253
GSA Region 8	1	1	100.00%	1	1	100.00%	170	1	386	0	0	0.00%	0	0
GSA Region 9	25	25	100.00%	8	6	75.00%	182.5	15	118	3	3	100.00%	32.33	264.33

Table B-7a FY 2011 Profile Agency Timeliness Indicators

Agency Name	Total Number Completed / Ended Counselings (excluding remands)	Total Number Timely Completed / Ended Counselings	% Timely Completed / Ended Counselings	Total Number Completed Investigations	Total Number Timely Completed Investigations	% Investigations Timely Completed	APD All Completed Investigations From Date Complaint Filed	Total Number Complaint Closures	APD All Complaint Closures from Date Complaint Filed	Total Number Merit FADs (No AJ Decision)	Total Number Timely Merit FADs (No AJ Decision)	% Timely Merit FADs (No AJ Decision)	APD Merit FADs (No AJ Decision) from Date FAD Required	APD Merit FADs (No AJ Dec) from Date Complaint Filed / Remanded
U.S. Postal Service Wide	14,670	14,467	98.62%	3,019	2,989	99.01%	110.5	6,251	248.56	1,407	1,364	96.94%	37.14	263.46
USPS Capital Metro Area Operations	2,051	2,031	99.02%	389	382	98.20%	116.05	811	276.64	192	183	95.31%	43.78	295.57
USPS Eastern Area	1,731	1,694	97.86%	440	439	99.77%	105.89	936	282.08	200	195	97.50%	36.41	273.38
USPS Great Lakes Area	1,687	1,673	99.17%	387	383	98.97%	107.67	696	231.08	196	190	96.94%	37.39	261.65
USPS Headquarters	228	223	97.81%	67	66	98.51%	111.04	142	316.4	26	25	96.15%	35	293.15
USPS Northeast Area	1,718	1,686	98.14%	282	281	99.65%	111.82	606	266.6	121	121	100.00%	32.18	254.78
USPS Office of Inspector General	16	16	100.00%	5	5	100.00%	141.6	10	247.4	0	0	0.00%	0	0
USPS Pacific Area	1,821	1,794	98.52%	315	310	98.41%	113.6	672	292.48	132	128	96.97%	31.2	258.64
USPS Southwest Area	3,749	3,701	98.72%	828	822	99.28%	108.55	1,578	188.88	397	386	97.23%	36.53	229.31
USPS Western Area	1,669	1,649	98.80%	306	301	98.37%	113.85	800	251.23	143	136	95.10%	40.71	310.18

NRF = No Report Filed

Table B-8 FY 2011 Complaints Filed Bases and Issues - Grand Total

ISSUES OF ALLEGED DISCRIMINATION	BASES OF ALLEGED DISCRIMINATION																			TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINTS BY ISSUE	
	RACE						COLOR	RELIGION	REPRISAL	SEX		PDA	NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY					GINA
	AMERICAN INDIAN / ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN/ OTHER PACIFIC ISLANDER	BLACK/ AFRICAN	WHITE	TWO OR MORE RACES				MALE	FEMALE		HISPANIC	OTHER	MALE	FEMALE		MENTAL	PHYSICAL				
Appointment/Hire	10	18	4	180	49	6	71	25	233	104	125	3	33	63	0	0	303	72	191	3	1,493	756	737
Assignment of Duties	24	30	7	409	120	20	171	59	757	182	426	2	64	123	0	0	462	96	281	2	3,235	1,479	1,459
Awards	3	8	6	86	19	3	36	16	168	38	65	0	11	20	0	0	98	20	44	0	641	277	267
Conversion To Full Time	0	0	0	8	2	0	5	3	10	3	9	0	2	2	0	0	10	3	9	0	66	30	30
Disciplinary Action	32	84	5	974	307	30	456	145	1,991	549	856	6	123	235	0	0	1,153	298	825	2	8,071	3,654	3,600
A. Demotion	0	1	0	27	7	0	8	3	48	18	22	0	8	6	0	0	40	8	9	0	205	104	101
B. Reprimand	16	26	2	282	94	10	147	43	658	173	264	3	37	81	0	0	380	63	246	0	2,525	1,146	1,130
C. Suspension	4	21	0	286	86	12	122	40	634	153	230	2	38	56	0	0	317	80	220	2	2,303	1,052	1,033
D. Removal	7	24	1	194	65	4	99	35	341	102	199	1	24	49	0	0	245	104	228	0	1,722	749	740
5. Other	5	12	2	185	55	4	80	24	310	103	141	0	16	43	0	0	171	43	122	0	1,316	603	596
Duty Hours	3	16	1	157	76	6	94	40	330	97	193	1	13	42	0	0	204	54	170	0	1,497	687	683
Evaluation/Appraisal	9	37	8	367	79	10	154	57	812	157	300	0	46	112	0	0	436	101	212	0	2,897	1,362	1,329
Examination/Test	0	1	0	15	3	0	7	2	17	7	7	0	7	8	0	0	11	4	13	0	102	55	55
Harassment	45	125	23	1,515	483	71	619	282	3,240	790	2,050	9	276	444	0	0	1,678	521	1,216	5	13,392	6,432	6,177
A. Non-Sexual	45	125	23	1,515	483	71	619	282	3,083	692	1,608	9	276	444	0	0	1,678	521	1,216	5	12,695	5,863	5,609
B. Sexual									157	98	442	0									697	569	568
Medical Examination	1	1	0	9	3	0	10	2	49	11	11	0	5	4	0	0	27	20	47	1	201	94	93
Pay Including Overtime	6	17	2	226	82	6	110	45	418	129	212	1	18	75	8	28	251	47	207	0	1,888	863	841
Promotion/Non-Selection	23	80	11	990	187	26	284	126	881	337	464	2	137	179	0	0	1,084	124	369	2	5,306	2,683	2,595
Reassignment	9	30	2	223	71	11	99	36	423	97	246	2	39	79	0	0	305	69	200	1	1,942	884	870
A. Denied	2	18	0	78	20	4	39	12	135	33	80	1	10	31	0	0	87	28	70	1	649	303	300
B. Directed	7	12	2	145	51	7	60	24	288	64	166	1	29	48	0	0	218	41	130	0	1,293	581	570
Reasonable Accommodation								65	626									261	956	0	1,908	1,366	1,327
Reinstatement	0	2	0	7	1	0	7	2	22	5	5	0	3	6	0	0	15	5	12	0	92	44	44
Retirement	0	1	0	17	13	0	10	6	51	14	14	0	2	8	0	0	73	19	41	0	269	139	136
Termination	14	32	3	368	113	15	131	74	457	157	294	2	67	123	0	0	363	181	392	11	2,797	1,434	1,419
Terms/Conditions Of Employment	17	46	5	632	225	20	312	119	1,364	315	640	6	83	172	0	0	777	203	626	0	5,562	2,492	2,418
Time and Attendance	11	30	3	367	124	14	182	75	840	176	392	3	43	101	0	0	402	159	448	1	3,371	1,434	1,398
Training	2	20	1	205	41	9	70	22	287	82	150	1	27	54	0	0	158	42	111	1	1,283	576	571
U. Other	6	10	0	168	56	9	81	24	371	95	133	0	28	39	0	0	215	63	203	0	1,501	708	683
Total Issues By Bases	215	588	81	6,923	2,054	256	2,909	1,225	13,347	3,345	6,592	38	1,027	1,889	8	28	8,025	2,362	6,573	29			
Total Complaints Filed By Bases	136	364	60	4,389	1,269	143	1,754	681	7,553	2,104	3,930	23	642	1,105	8	28	5,105	1,353	3,814	16			
Total Complainers By Bases	133	352	52	4,209	1,235	139	1,686	656	6,942	2,025	3,805	23	626	1,061	8	27	4,896	1,282	3,639	15			

Table B-8a FY 2011 Complaints Filed Bases and Issues - Cabinet Level Agencies

ISSUES OF ALLEGED DISCRIMINATION	BASES OF ALLEGED DISCRIMINATION																			TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINTS BY ISSUE	
	RACE						COLOR	RELIGION	REPRISAL	SEX		PREGNANCY DISCRIMINATION	NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY					GINA
	AMERICAN INDIAN / ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN/ OTHER PACIFIC ISLANDER	BLACK/ AFRICAN AMERICAN	WHITE	TWO OR MORE RACES				MALE	FEMALE			HISPANIC	OTHER	MALE	FEMALE		MENTAL				PHYSICAL
Appointment/Hire	10	14	4	156	40	4	63	21	208	88	113	3	29	54	0	0	261	59	161	3	1,291	648	632
Assignment of Duties	24	24	7	346	106	17	150	50	663	163	376	0	52	111	0	0	399	84	244	2	2,818	1,298	1,281
Awards	3	4	6	69	15	2	31	11	130	35	52	0	8	16	0	0	80	14	36	0	512	219	215
Conversion To Full Time	0	0	0	6	2	0	5	1	8	3	8	0	2	2	0	0	6	2	8	0	53	24	24
Disciplinary Action	30	80	5	891	292	27	436	132	1,873	526	807	6	111	220	0	0	1,086	278	783	2	7,585	3,431	3,380
A. Demotion	0	1	0	18	6	0	7	3	35	15	17	0	7	4	0	0	30	7	7	0	157	83	80
B. Reprimand	14	24	2	253	90	9	139	37	615	166	235	3	36	77	0	0	361	56	231	0	2,357	1,068	1,054
C. Suspension	4	20	0	263	83	11	117	37	607	148	219	2	32	54	0	0	298	73	207	2	2,177	997	978
D. Removal	7	23	1	187	59	4	95	34	325	98	193	1	23	45	0	0	235	101	222	0	1,653	717	708
5. Other	5	12	2	170	54	3	78	21	291	99	134	0	13	40	0	0	162	41	116	0	1,241	566	560
Duty Hours	3	15	1	153	75	6	93	39	320	96	186	1	13	42	0	0	198	50	164	0	1,455	663	659
Evaluation/Appraisal	7	28	8	295	57	8	123	43	659	123	239	0	34	90	0	0	329	77	163	0	2,283	1,098	1,084
Examination/Test	0	1	0	13	3	0	6	0	16	7	7	0	7	6	0	0	10	4	12	0	92	48	48
Harassment	42	115	23	1,308	421	59	559	246	2,860	714	1,843	7	241	407	0	0	1,459	459	1,091	5	11,859	5,816	5,613
Energy	0	0	0	4	0	0	2	1	26	3	9	0	2	4	0	0	13	5	7	0	76	38	33
Harassment	42	115	23	1,304	421	59	557	245	2,834	711	1,834	7	239	403	0	0	1,446	454	1,084	5	11,783	5,778	5,580
A. Non-Sexual	42	115	23	1,304	421	59	557	245	2,695	619	1,430	7	239	403	0	0	1,446	454	1,084	5	11,148	5,256	5,059
B. Sexual										139	404	0									635	522	523
Medical Examination	1	1	0	9	3	0	10	2	47	10	10	0	4	4	0	0	26	19	45	1	192	89	88
Pay Including Overtime	5	15	2	210	79	6	103	42	398	126	192	1	16	70	6	22	237	45	200	0	1,775	810	789
Promotion/Non-Selection	20	68	10	878	148	23	238	109	730	280	374	0	106	154	0	0	894	108	308	2	4,450	2,293	2,215
Reassignment	8	28	2	204	62	11	90	32	383	84	221	2	35	74	0	0	270	57	181	1	1,745	794	781
A. Denied	2	17	0	71	16	4	38	11	119	27	73	1	9	29	0	0	80	24	60	1	582	268	265
B. Directed	6	11	2	133	46	7	52	21	263	57	149	1	26	45	0	0	190	33	121	0	1,163	526	515
Reasonable Accommodation								59	580									228	868	0	1,735	1,252	1,214
Reinstatement	0	1	0	5	1	0	7	1	20	5	3	0	3	5	0	0	12	4	11	0	78	38	38
Retirement	0	1	0	14	12	0	10	5	44	13	12	0	0	8	0	0	65	17	39	0	240	126	123
Termination	14	27	3	339	94	13	119	64	404	136	266	2	60	107	0	0	320	151	356	11	2,486	1,281	1,270
Terms/Conditions of Employment	16	43	5	575	211	18	296	107	1,260	293	600	5	79	160	0	0	722	188	580	0	5,158	2,308	2,237
Time and Attendance	10	29	3	341	115	12	172	63	779	165	356	3	40	96	0	0	368	143	420	1	3,116	1,326	1,293
Training	2	19	1	173	36	5	61	16	249	74	126	1	25	46	0	0	128	33	95	1	1,091	495	491
U. Other	5	10	0	144	49	7	72	19	335	83	112	0	25	35	0	0	186	58	195	0	1,335	629	607
Total issues By Bases	200	523	80	6,125	1,821	218	2,642	1,061	11,940	3,021	5,894	31	888	1,703	6	22	7,043	2,073	5,953	29			
Total Complaints Filed By Bases	127	329	59	3,950	1,144	130	1,605	603	6,808	1,912	3,557	19	570	1,007	6	22	4,533	1,216	3,510	16			
Total Complainants By Bases	124	317	51	3,795	1,121	127	1,553	581	6,255	1,843	3,450	19	556	970	6	21	4,361	1,150	3,343	15			

Table B-8b FY 2011 Complaints Filed Bases and Issues - Medium Size Agencies

ISSUES OF ALLEGED DISCRIMINATION	BASES OF ALLEGED DISCRIMINATION																			TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINTS BY ISSUE	
	RACE						COLOR	RELIGION	REPRISAL	SEX		PREGNANCY DISCRIMINATION ACT	NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY					GINA
	AMERICAN INDIAN / ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN/ OTHER PACIFIC ISLANDER	BLACK/ AFRICAN AMERICAN	WHITE	TWO OR MORE RACES				MALE	FEMALE		HISPANIC	OTHER	MALE	FEMALE		MENTAL	PHYSICAL				
Appointment/Hire	0	2	0	14	5	1	7	3	11	6	8	0	1	1	0	0	20	4	12	0	95	51	49
Assignment Of Duties	0	5	0	41	10	0	16	7	53	13	29	1	6	8	0	0	41	11	25	0	266	104	101
Awards	0	3	0	10	4	0	4	3	28	2	7	0	3	2	0	0	11	6	7	0	90	35	33
Conversion To Full Time	0	0	0	2	0	0	0	2	2	0	1	0	0	0	0	0	4	1	1	0	13	6	6
Disciplinary Action	1	1	0	56	7	1	12	9	70	14	25	0	8	4	0	0	42	17	32	0	299	129	126
A. Demotion	0	0	0	7	1	0	1	0	8	2	2	0	0	2	0	0	8	1	2	0	34	15	15
B. Reprimand	1	1	0	20	1	0	4	5	29	5	11	0	1	2	0	0	11	7	12	0	110	46	44
C. Suspension	0	0	0	18	2	0	3	2	21	4	6	0	5	0	0	0	14	5	11	0	91	39	39
D. Removal	0	0	0	5	2	0	2	1	5	2	3	0	1	0	0	0	3	2	3	0	29	12	12
5. Other	0	0	0	6	1	1	2	1	7	1	3	0	1	0	0	0	6	2	4	0	35	17	16
Duty Hours	0	1	0	0	0	0	0	1	4	0	2	0	0	0	0	0	2	2	4	0	16	7	7
Evaluation/Appraisal	2	5	0	45	17	1	20	11	97	18	42	0	6	12	0	0	64	20	36	0	396	145	136
Examination/Test	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	1
Harassment	3	6	0	156	48	2	44	24	289	56	130	2	26	22	0	0	174	53	97	0	1,132	425	375
A. Non-Sexual	3	6	0	156	48	2	44	24	279	52	112	2	26	22	0	0	174	53	97	0	1,100	401	351
B. Sexual									10	4	18	0									32	24	24
Medical Examination	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	1
Pay Including Overtime	1	1	0	14	2	0	7	3	15	1	14	0	1	3	1	5	12	2	4	0	86	40	39
Promotion/Non-Selection	3	9	1	79	32	0	25	12	112	35	61	2	21	17	0	0	139	14	42	0	604	272	263
Reassignment	1	2	0	13	6	0	6	4	19	6	16	0	2	3	0	0	21	7	10	0	116	47	47
A. Denied	0	1	0	4	3	0	1	1	7	3	3	0	1	1	0	0	5	2	7	0	39	20	20
B. Directed	1	1	0	9	3	0	5	3	12	3	13	0	1	2	0	0	16	5	3	0	77	27	27
Reasonable Accommodation								5	29									24	51	0	109	66	65
Reinstatement	0	1	0	0	0	0	0	1	2	0	2	0	0	1	0	0	1	1	1	0	10	3	3
Retirement	0	0	0	2	0	0	0	0	6	1	2	0	2	0	0	0	5	2	1	0	21	10	10
Termination	0	5	0	15	12	1	6	5	27	10	19	0	5	9	0	0	31	21	27	0	193	89	89
Terms/Conditions Of Employment	1	3	0	36	7	0	11	5	59	14	24	1	1	7	0	0	34	13	32	0	248	105	103
Time And Attendance	1	1	0	18	6	0	10	9	44	8	20	0	2	3	0	0	27	13	26	0	188	74	73
Training	0	1	0	25	4	1	5	4	26	5	17	0	2	4	0	0	22	9	12	0	137	54	53
U. Other	1	0	0	11	6	1	5	4	20	6	11	0	2	3	0	0	18	2	4	0	94	38	37
Total Issues By Bases	14	46	1	537	166	8	178	112	913	195	430	6	88	99	1	5	669	222	425	0	0	0	0
Total Complaints Filed By Bases	8	22	1	273	87	2	89	44	445	111	209	3	43	47	1	5	362	93	193	0			
Total Complainants By Bases	8	22	1	253	79	2	73	42	400	104	199	3	41	41	1	5	338	89	187	0			

Table B-8c FY 2011 Complaints Filed Bases and Issues - Small Size Agencies

ISSUES OF ALLEGED DISCRIMINATION	BASES OF ALLEGED DISCRIMINATION																				TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINANTS BY ISSUE
	RACE						COLOR	RELIGION	REPRISAL	SEX		PREGNANCY DISCRIMINATION ACT	NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY		GINA			
	AMERICAN INDIAN / ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN/ OTHER PACIFIC ISLANDER	BLACK/ AFRICAN AMERICAN	WHITE	TWO OR MORE RACES				MALE	FEMALE		HISPANIC	OTHER	MALE	FEMALE		MENTAL	PHYSICAL				
Appointment/Hire	0	1	0	4	3	0	0	1	8	5	2	0	1	4	0	0	13	9	9	0	60	29	28
Assignment Of Duties	0	0	0	17	4	2	3	0	21	2	14	1	3	1	0	0	12	0	6	0	86	47	47
Awards	0	1	0	5	0	1	1	1	8	1	5	0	0	2	0	0	5	0	1	0	31	17	16
Conversion To Full Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action	1	1	0	14	7	2	4	1	20	5	15	0	0	3	0	0	12	2	5	0	92	50	50
A. Demotion	0	0	0	2	0	0	0	0	2	1	2	0	0	0	0	0	1	0	0	0	8	3	3
B. Reprimand	1	1	0	7	3	1	3	1	11	1	8	0	0	2	0	0	4	0	1	0	44	26	26
C. Suspension	0	0	0	3	0	1	0	0	2	1	2	0	0	1	0	0	3	1	1	0	15	9	9
D. Removal	0	0	0	1	4	0	1	0	4	2	2	0	0	0	0	0	4	1	2	0	21	10	10
5. Other	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	4	2	2
Duty Hours	0	0	0	4	1	0	1	0	2	0	3	0	0	0	0	0	2	1	1	0	15	10	10
Evaluation/Appraisal	0	2	0	15	1	1	5	1	26	5	7	0	3	6	0	0	19	1	7	0	99	48	48
Examination/Test	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Harassment	0	1	0	32	5	4	9	2	47	10	21	0	2	6	0	0	25	5	16	0	185	84	81
A. Non-Sexual	0	1	0	32	5	4	9	2	46	10	20	0	2	6	0	0	25	5	16	0	183	82	79
B. Sexual									1	0	1	0									2	2	2
Medical Examination	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	1
Pay Including Overtime	0	1	0	1	1	0	0	0	4	2	4	0	1	2	1	1	2	0	3	0	23	11	11
Promotion/Non-Selection	0	2	0	18	2	0	8	0	21	9	17	0	5	4	0	0	25	1	9	0	121	58	57
Reassignment	0	0	0	4	0	0	2	0	9	2	2	0	0	2	0	0	4	1	1	0	27	14	14
A. Denied	0	0	0	1	0	0	0	0	5	1	1	0	0	1	0	0	1	0	1	0	11	6	6
B. Directed	0	0	0	3	0	0	2	0	4	1	1	0	0	1	0	0	3	1	0	0	16	8	8
Reasonable Accommodation								1	10									6	18	0	35	26	26
Reinstatement	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Retirement	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	1	0	1	0	5	1	1
Termination	0	0	0	9	5	0	3	2	9	5	3	0	1	2	0	0	6	4	2	0	51	30	26
Terms/Conditions Of Employment	0	0	0	11	5	2	2	1	25	3	8	0	1	3	0	0	14	0	8	0	83	39	38
Time And Attendance	0	0	0	5	1	1	0	2	10	1	8	0	0	1	0	0	3	1	2	0	35	19	17
Training	0	0	0	5	0	1	2	0	7	1	3	0	0	1	0	0	4	0	1	0	25	13	13
U. Other	0	0	0	13	0	0	1	0	7	4	7	0	1	0	0	0	10	2	3	0	48	26	24
Total Issues By Bases	1	9	0	157	36	14	41	14	235	55	119	1	18	37	1	1	157	33	94	0	0	0	0
Total Complaints Filed By Bases	1	7	0	94	18	6	23	10	131	36	62	1	12	22	1	1	103	20	50	0			
Total Complainants By Bases	1	7	0	90	18	6	23	10	128	35	58	1	12	22	1	1	97	20	49	0			

Table B-9 FY 2011 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	1	330	0	1	1	100.00%	\$10,000.00	\$10,000.00
Agency for International Development	7	293.86	0	2	2	28.57%	\$27,027.00	\$3,861.00
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	12	133.33	10	2	12	100.00%	\$30,000.00	\$2,500.00
Central Intelligence Agency	24	286.75	3	7	10	41.67%	\$243,687.25	\$10,153.64
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0.00%	\$0.00	\$0.00
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0.00%	\$0.00	\$0.00
Commodity Futures Trading Commission	1	330	0	1	1	100.00%	\$4,500.00	\$4,500.00
Consumer Product Safety Commission	3	121.67	3	0	3	100.00%	\$6,251.00	\$2,083.67
Corporation for National and Community Service	1	51	1	0	1	100.00%	\$2,800.00	\$2,800.00
Court Services and Offender Supervision Agency for the District of Columbia	8	186.75	4	0	4	50.00%	\$59,520.00	\$7,440.00
Defense Army and Air Force Exchange	49	194.55	20	5	25	51.02%	\$488,276.00	\$9,964.82
Defense Commissary Agency	67	198.06	25	5	30	44.78%	\$362,911.53	\$5,416.59
Defense Contract Audit Agency	13	174.92	6	2	8	61.54%	\$70,415.67	\$5,416.59
Defense Contract Management Agency	9	201.89	1	0	1	11.11%	\$48,749.31	\$5,416.59
Defense Finance and Accounting Service	39	196.33	12	11	23	58.97%	\$370,913.01	\$9,510.59
Defense Human Resources Activity	4	283.75	0	2	2	50.00%	\$10,800.00	\$2,700.00
Defense Information Systems Agency	10	306.2	1	3	4	40.00%	\$70,008.20	\$7,000.82
Defense Intelligence Agency	18	308.56	2	6	8	44.44%	\$146,646.03	\$8,147.00
Defense Logistics Agency	88	269.51	12	16	28	31.82%	\$776,595.60	\$8,824.95

Table B-9 FY 2011 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Defense Media Activity	2	65.5	2	0	2	100.00%	\$10,833.18	\$5,416.59
Defense Missile Defense Agency	4	223.5	1	2	3	75.00%	\$21,666.36	\$5,416.59
Defense National Geospatial-Intelligence Agency	16	193.69	8	8	16	100.00%	\$86,665.44	\$5,416.59
Defense National Guard Bureau	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense National Security Agency	14	315.14	0	11	11	78.57%	\$85,524.55	\$6,108.90
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Office of the Inspector General	6	207.67	1	3	4	66.67%	\$52,679.46	\$8,779.91
Defense Office of the Secretary - Wash. Hqtrs. Services	38	253.32	9	15	24	63.16%	\$374,284.33	\$9,849.59
Defense Security Service	5	232.8	0	0	0	0.00%	\$27,082.95	\$5,416.59
Defense Technical Information Center	1	151	1	0	1	100.00%	\$5,416.59	\$5,416.59
Defense Threat Reduction Agency	3	209.33	1	0	1	33.33%	\$23,149.77	\$7,716.59
Defense TRICARE Management Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Uniformed Services University	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Agriculture	441	269.68	170	16	186	42.18%	\$1,868,632.52	\$4,237.26
Department of Commerce	709	226.61	168	262	430	60.65%	\$2,587,247.46	\$3,649.15
Department of Defense Education Activity	42	178.45	26	13	39	92.86%	\$165,165.44	\$3,932.51
Department of Education	42	191.62	32	8	40	95.24%	\$164,307.52	\$3,912.08
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	197	147.62	158	32	190	96.45%	\$1,143,497.14	\$5,804.55
Department of Homeland Security	888	243.23	385	146	531	59.80%	\$3,664,840.32	\$4,127.07
Department of Housing and Urban Development	60	326.03	3	5	8	13.33%	\$123,655.00	\$2,060.92
Department of Justice	531	196.25	283	124	407	76.65%	\$2,801,502.22	\$5,275.90
Department of Labor	101	195.27	66	31	97	96.04%	\$424,820.44	\$4,206.14
Department of State	89	270.87	28	15	43	48.31%	\$211,680.00	\$2,378.43
Department of the Air Force	287	206.31	53	12	65	22.65%	\$1,554,561.30	\$5,416.59
Department of the Army	510	234.54	108	55	163	31.96%	\$3,394,217.78	\$6,655.33
Department of the Interior	198	233.73	85	33	118	59.60%	\$757,640.82	\$3,826.47
Department of the Navy	314	262.51	55	83	138	43.95%	\$2,866,820.00	\$9,130.00
Department of the Treasury	339	170.39	220	102	322	94.99%	\$2,107,812.00	\$6,217.73
Department of Transportation	247	145.66	212	10	222	89.88%	\$1,003,071.67	\$4,061.02
Department of Veterans Affairs	1,598	179.9	1,084	191	1,275	79.79%	\$13,626,386.24	\$8,527.15
Election Assistance Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9 FY 2011 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Environmental Protection Agency	29	247.21	3	1	4	13.79%	\$76,725.00	\$2,645.69
Equal Employment Opportunity Commission	12	150.25	10	0	10	83.33%	\$90,000.00	\$7,500.00
Export-Import Bank of the US	0	0	0	0	0	0.00%	\$0.00	\$0.00
Farm Credit Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
Farm Credit System Insurance Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Communications Commission	5	61	5	0	5	100.00%	\$12,500.00	\$2,500.00
Federal Deposit Insurance Corporation	20	207.15	10	10	20	100.00%	\$128,018.29	\$6,400.91
Federal Election Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Energy Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Labor Relations Authority	1	194	0	1	1	100.00%	\$6,226.00	\$6,226.00
Federal Maritime Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mediation and Conciliation Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Reserve System--Board of Governors	7	197.57	4	2	6	85.71%	\$39,920.00	\$5,702.86
Federal Retirement Thrift Investment Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Trade Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
General Services Administration	65	262.89	19	26	45	69.23%	\$184,094.06	\$2,832.22
Government Printing Office	32	214.47	13	19	32	100.00%	\$87,107.00	\$2,722.09
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Holocaust Memorial Museum U.S.	0	0	0	0	0	0.00%	\$0.00	\$0.00
Institute of Museum and Library Services	0	0	0	0	0	0.00%	\$0.00	\$0.00
Inter-American Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
International Boundary and Water Commission	8	109.13	8	0	8	100.00%	\$21,795.00	\$2,724.38
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0.00%	\$0.00	\$0.00
Marine Mammal Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Merit Systems Protection Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Millennium Challenge Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9 FY 2011 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	26	173.77	20	4	24	92.31%	\$124,158.36	\$4,775.32
National Archives and Records Administration	6	168.5	4	2	6	100.00%	\$18,798.73	\$3,133.12
National Capital Planning Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Council on Disability	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Credit Union Administration	8	191.25	4	0	4	50.00%	\$29,651.00	\$3,706.38
National Endowment for the Arts	1	120	1	0	1	100.00%	\$2,950.00	\$2,950.00
National Endowment for the Humanities	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	1	315	0	0	0	0.00%	\$5,165.00	\$5,165.00
National Indian Gaming Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Labor Relations Board	11	235	5	3	8	72.73%	\$102,414.32	\$9,310.39
National Mediation Board	2	78	2	0	2	100.00%	\$5,200.00	\$2,600.00
National Reconnaissance Office	2	416.5	0	1	1	50.00%	\$6,456.59	\$3,228.30
National Science Foundation	6	195.17	4	0	4	66.67%	\$24,527.00	\$4,087.83
National Transportation Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nuclear Regulatory Commission	9	199.33	6	2	8	88.89%	\$45,000.00	\$5,000.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Government Ethics	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Personnel Management	23	102	23	0	23	100.00%	\$195,460.20	\$8,498.27
Office of Special Counsel	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of the Director of National Intelligence	3	413.33	0	2	2	66.67%	\$30,435.00	\$10,145.00
Overseas Private Investment Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Peace Corps	3	234	1	2	3	100.00%	\$21,205.00	\$7,068.33
Pension Benefit Guaranty Corporation	22	202	7	12	19	86.36%	\$75,612.00	\$3,436.91
Postal Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	3	164.33	3	0	3	100.00%	\$8,800.00	\$2,933.33
Securities and Exchange Commission	3	175	3	0	3	100.00%	\$17,858.79	\$5,952.93
Selective Service System	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9 FY 2011 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Small Business Administration	19	201.95	7	6	13	68.42%	\$73,034.00	\$3,843.89
Smithsonian Institution	7	160.14	4	3	7	100.00%	\$16,625.00	\$2,375.00
Social Security Administration	408	189.57	257	39	296	72.55%	\$1,904,040.55	\$4,666.77
Tennessee Valley Authority	57	123.72	56	1	57	100.00%	\$110,921.00	\$1,945.98
Trade and Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
U.S. Postal Service	3,019	110.5	2,910	79	2,989	99.01%	\$4,265,066.00	\$1,412.74
U.S. Tax Court	0	0	0	0	0	0.00%	\$0.00	\$0.00
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal Including USPS	9,998	181.99	6,148	1,306	7,454	74.55%	\$45,763,541.85	\$4,577.27
Midsized Agencies Subtotal	654	190.55	399	90	489	74.77%	\$2,813,076.46	\$4,301.34
Small Agencies Subtotal	199	205.84	99	58	157	78.89%	\$1,020,206.68	\$5,126.67
Micro Agencies Subtotal	3	162	2	1	3	100.00%	\$15,200.00	\$5,066.67
Government-wide Including USPS	10,854	182.94	6,648	1,455	8,103	74.65%	\$49,612,024.99	\$4,570.85
USPS Percentage of Cabinet Sub Total	30.20%		47.33%	6.05%	40.10%		9.32%	
USPS Percentage of Government-wide	27.81%		43.77%	5.43%	36.89%		8.60%	
Cabinet Level Subtotal Minus USPS	6,979	212.91	3,238	1,227	4,465	63.98%	\$41,498,475.85	\$5,946.19
Government-wide Minus USPS	7,835	210.85	3,738	1,376	5,114	65.27%	\$45,346,958.99	\$5,787.74

NRF = No Report Filed

Table B-9a FY 2011 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

Agency or Department	Total Number Completed Investigations By Agency	Average Processing Days Completed Investigations By Agency	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Agency	% Investigations Timely Completed By Agency	Total Cost Completed Investigations By Agency	Average Cost Completed Investigations By Agency
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Agency for International Development	0	0	0	0	0	0.00%	\$0.00	\$0.00
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	0	0	0	0	0	0.00%	\$0.00	\$0.00
Central Intelligence Agency	21	291.19	2	6	8	38.10%	\$194,687.25	\$9,270.82
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0.00%	\$0.00	\$0.00
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0.00%	\$0.00	\$0.00
Commodity Futures Trading Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Consumer Product Safety Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Corporation for National and Community Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Court Services and Offender Supervision Agency for the District of Columbia	5	189.2	2	0	2	40.00%	\$44,520.00	\$8,904.00
Defense Army and Air Force Exchange	49	194.55	20	5	25	51.02%	\$488,276.00	\$9,964.82
Defense Commissary Agency	67	198.06	25	5	30	44.78%	\$362,911.53	\$5,416.59
Defense Contract Audit Agency	13	174.92	6	2	8	61.54%	\$70,415.67	\$5,416.59
Defense Contract Management Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Finance and Accounting Service	39	196.33	12	11	23	58.97%	\$370,913.01	\$9,510.59
Defense Human Resources Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Information Systems Agency	10	306.2	1	3	4	40.00%	\$70,008.20	\$7,000.82
Defense Intelligence Agency	17	305.65	2	5	7	41.18%	\$143,603.03	\$8,447.24
Defense Logistics Agency	88	269.51	12	16	28	31.82%	\$776,595.60	\$8,824.95
Defense Media Activity	2	65.5	2	0	2	100.00%	\$10,833.18	\$5,416.59
Defense Missile Defense Agency	4	223.5	1	2	3	75.00%	\$21,666.36	\$5,416.59
Defense National Geospatial-Intelligence Agency	16	193.69	8	8	16	100.00%	\$86,665.44	\$5,416.59
Defense National Guard Bureau	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense National Security Agency	14	315.14	0	11	11	78.57%	\$85,524.55	\$6,108.90

Table B-9a FY 2011 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

Agency or Department	Total Number Completed Investigations By Agency	Average Processing Days Completed Investigations By Agency	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Agency	% Investigations Timely Completed By Agency	Total Cost Completed Investigations By Agency	Average Cost Completed Investigations By Agency
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Office of the Inspector General	6	207.67	1	3	4	66.67%	\$52,679.46	\$8,779.91
Defense Office of the Secretary - Wash. Hqtrs. Services	38	253.32	9	15	24	63.16%	\$374,284.33	\$9,849.59
Defense Security Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Technical Information Center	1	151	1	0	1	100.00%	\$5,416.59	\$5,416.59
Defense Threat Reduction Agency	3	209.33	1	0	1	33.33%	\$23,149.77	\$7,716.59
Defense TRICARE Management Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Uniformed Services University	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Agriculture	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Commerce	63	169.6	43	4	47	74.60%	\$258,369.84	\$4,101.11
Department of Defense Education Activity	16	227.88	6	9	15	93.75%	\$86,665.44	\$5,416.59
Department of Education	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	7	198.14	6	1	7	100.00%	\$67,301.40	\$9,614.49
Department of Homeland Security	134	144.63	120	8	128	95.52%	\$733,588.00	\$5,474.54
Department of Housing and Urban Development	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Justice	136	234.74	38	68	106	77.94%	\$902,727.48	\$6,637.70
Department of Labor	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of State	10	155.2	8	1	9	90.00%	\$12,277.00	\$1,227.70
Department of the Air Force	287	206.31	53	12	65	22.65%	\$1,554,561.30	\$5,416.59
Department of the Army	510	234.54	108	55	163	31.96%	\$3,394,217.78	\$6,655.33
Department of the Interior	1	179	1	0	1	100.00%	\$3,240.00	\$3,240.00
Department of the Navy	314	262.51	55	83	138	43.95%	\$2,866,820.00	\$9,130.00
Department of the Treasury	333	168.89	220	102	322	96.70%	\$2,090,996.00	\$6,279.27
Department of Transportation	123	150.15	109	4	113	91.87%	\$625,367.67	\$5,084.29
Department of Veterans Affairs	1,200	178.68	795	161	956	79.67%	\$11,828,297.00	\$9,856.91
Election Assistance Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Environmental Protection Agency	21	239.24	2	0	2	9.52%	\$40,800.00	\$1,942.86
Equal Employment Opportunity Commission	9	154.11	7	0	7	77.78%	\$81,000.00	\$9,000.00
Export-Import Bank of the US	0	0	0	0	0	0.00%	\$0.00	\$0.00
Farm Credit Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
Farm Credit System Insurance Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Communications Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Deposit Insurance Corporation	1	272	0	1	1	100.00%	\$6,401.00	\$6,401.00
Federal Election Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Energy Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-9a FY 2011 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

Agency or Department	Total Number Completed Investigations By Agency	Average Processing Days Completed Investigations By Agency	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Agency	% Investigations Timely Completed By Agency	Total Cost Completed Investigations By Agency	Average Cost Completed Investigations By Agency
Federal Housing Finance Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Labor Relations Authority	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Maritime Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mediation and Conciliation Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Reserve System--Board of Governors	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Retirement Thrift Investment Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Trade Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
General Services Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
Government Printing Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Holocaust Memorial Museum U.S.	0	0	0	0	0	0.00%	\$0.00	\$0.00
Institute of Museum and Library Services	0	0	0	0	0	0.00%	\$0.00	\$0.00
Inter-American Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
International Boundary and Water Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0.00%	\$0.00	\$0.00
Marine Mammal Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Merit Systems Protection Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Millennium Challenge Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Archives and Records Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Capital Planning Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Council on Disability	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Credit Union Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Endowment for the Arts	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Endowment for the Humanities	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Indian Gaming Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Labor Relations Board	7	269	3	2	5	71.43%	\$93,066.32	\$13,295.19
National Mediation Board	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9a FY 2011 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

Agency or Department	Total Number Completed Investigations By Agency	Average Processing Days Completed Investigations By Agency	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Agency	% Investigations Timely Completed By Agency	Total Cost Completed Investigations By Agency	Average Cost Completed Investigations By Agency
National Reconnaissance Office	2	416.5	0	1	1	50.00%	\$6,456.59	\$3,228.30
National Science Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Transportation Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nuclear Regulatory Commission	1	236	0	1	1	100.00%	\$5,000.00	\$5,000.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Government Ethics	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Personnel Management	20	94.85	20	0	20	100.00%	\$185,510.20	\$9,275.51
Office of Special Counsel	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of the Director of National Intelligence	2	473.5	0	1	1	50.00%	\$26,935.00	\$13,467.50
Overseas Private Investment Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Peace Corps	0	0	0	0	0	0.00%	\$0.00	\$0.00
Pension Benefit Guaranty Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Postal Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Securities and Exchange Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Selective Service System	0	0	0	0	0	0.00%	\$0.00	\$0.00
Small Business Administration	11	190.55	5	0	5	45.45%	\$32,000.00	\$2,909.09
Smithsonian Institution	0	0	0	0	0	0.00%	\$0.00	\$0.00
Social Security Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
Tennessee Valley Authority	6	144.33	5	1	6	100.00%	\$12,000.00	\$2,000.00
Trade and Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
U.S. Postal Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
U.S. Tax Court	0	0	0	0	0	0.00%	\$0.00	\$0.00
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	3,501	201.09	1,663	594	2,257	64.47%	\$27,367,371.63	\$7,817.02
Midsize Agencies Subtotal	59	172.12	32	2	34	57.63%	\$276,711.20	\$4,690.02
Small Agencies Subtotal	47	262.7	14	11	25	53.19%	\$451,665.16	\$9,609.90
Micro Agencies Subtotal	0	0	0	0	0	0.00%	\$0.00	\$0.00
Government-wide	3,607	201.42	1,709	607	2,316	64.21%	\$28,095,747.99	\$7,789.23

NRF = No Report Filed

Table B-9b FY 2011 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

Agency or Department	Total Number Completed Investigations By Contractor	Average Processing Days Completed Investigations By Contractor	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Contractor	% Investigations Timely Completed By Contractor	Total Cost Completed Investigations By Contractor	Average Cost Completed Investigations By Contractor
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	1	330	0	1	1	100.00%	\$10,000.00	\$10,000.00
Agency for International Development	7	293.86	0	2	2	28.57%	\$27,027.00	\$3,861.00
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	12	133.33	10	2	12	100.00%	\$30,000.00	\$2,500.00
Central Intelligence Agency	3	255.67	1	1	2	66.67%	\$49,000.00	\$16,333.33
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0.00%	\$0.00	\$0.00
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0.00%	\$0.00	\$0.00
Commodity Futures Trading Commission	1	330	0	1	1	100.00%	\$4,500.00	\$4,500.00
Consumer Product Safety Commission	3	121.67	3	0	3	100.00%	\$6,251.00	\$2,083.67
Corporation for National and Community Service	1	51	1	0	1	100.00%	\$2,800.00	\$2,800.00
Court Services and Offender Supervision Agency for the District of Columbia	3	182.67	2	0	2	66.67%	\$15,000.00	\$5,000.00
Defense Army and Air Force Exchange	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Commissary Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Contract Audit Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Contract Management Agency	9	201.89	1	0	1	11.11%	\$48,749.31	\$5,416.59
Defense Finance and Accounting Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Human Resources Activity	4	283.75	0	2	2	50.00%	\$10,800.00	\$2,700.00
Defense Information Systems Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Intelligence Agency	1	358	0	1	1	100.00%	\$3,043.00	\$3,043.00
Defense Logistics Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Media Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Missile Defense Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9b FY 2011 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

Agency or Department	Total Number Completed Investigations By Contractor	Average Processing Days Completed Investigations By Contractor	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Contractor	% Investigations Timely Completed By Contractor	Total Cost Completed Investigations By Contractor	Average Cost Completed Investigations By Contractor
Defense National Geospatial-Intelligence Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense National Guard Bureau	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense National Security Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Office of the Inspector General	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Office of the Secretary - Wash. Hqtrs. Services	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Security Service	5	232.8	0	0	0	0.00%	\$27,082.95	\$5,416.59
Defense Technical Information Center	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Threat Reduction Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense TRICARE Management Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Uniformed Services University	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Agriculture	441	269.68	170	16	186	42.18%	\$1,868,632.52	\$4,237.26
Department of Commerce	646	232.17	125	258	383	59.29%	\$2,328,877.62	\$3,605.07
Department of Defense Education Activity	26	148.04	20	4	24	92.31%	\$78,500.00	\$3,019.23
Department of Education	42	191.62	32	8	40	95.24%	\$164,307.52	\$3,912.08
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	190	145.76	152	31	183	96.32%	\$1,076,195.74	\$5,664.19
Department of Homeland Security	754	260.75	265	138	403	53.45%	\$2,931,252.32	\$3,887.60
Department of Housing and Urban Development	60	326.03	3	5	8	13.33%	\$123,655.00	\$2,060.92
Department of Justice	395	183	245	56	301	76.20%	\$1,898,774.74	\$4,807.02
Department of Labor	101	195.27	66	31	97	96.04%	\$424,820.44	\$4,206.14
Department of State	79	285.51	20	14	34	43.04%	\$199,403.00	\$2,524.09
Department of the Air Force	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of the Army	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of the Interior	197	234.01	84	33	117	59.39%	\$754,400.82	\$3,829.45
Department of the Navy	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of the Treasury	6	253.17	0	0	0	0.00%	\$16,816.00	\$2,802.67
Department of Transportation	124	141.2	103	6	109	87.90%	\$377,704.00	\$3,046.00
Department of Veterans Affairs	398	183.57	289	30	319	80.15%	\$1,798,089.24	\$4,517.81
Election Assistance Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Environmental Protection Agency	8	268.13	1	1	2	25.00%	\$35,925.00	\$4,490.63
Equal Employment Opportunity Commission	3	138.67	3	0	3	100.00%	\$9,000.00	\$3,000.00
Export-Import Bank of the US	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9b FY 2011 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

Agency or Department	Total Number Completed Investigations By Contractor	Average Processing Days Completed Investigations By Contractor	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Contractor	% Investigations Timely Completed By Contractor	Total Cost Completed Investigations By Contractor	Average Cost Completed Investigations By Contractor
Farm Credit Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
Farm Credit System Insurance Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Communications Commission	5	61	5	0	5	100.00%	\$12,500.00	\$2,500.00
Federal Deposit Insurance Corporation	19	203.74	10	9	19	100.00%	\$121,617.29	\$6,400.91
Federal Election Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Energy Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Labor Relations Authority	1	194	0	1	1	100.00%	\$6,226.00	\$6,226.00
Federal Maritime Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mediation and Conciliation Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Reserve System--Board of Governors	7	197.57	4	2	6	85.71%	\$39,920.00	\$5,702.86
Federal Retirement Thrift Investment Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Trade Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
General Services Administration	65	262.89	19	26	45	69.23%	\$184,094.06	\$2,832.22
Government Printing Office	32	214.47	13	19	32	100.00%	\$87,107.00	\$2,722.09
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Holocaust Memorial Museum U.S.	0	0	0	0	0	0.00%	\$0.00	\$0.00
Institute of Museum and Library Services	0	0	0	0	0	0.00%	\$0.00	\$0.00
Inter-American Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
International Boundary and Water Commission	8	109.13	8	0	8	100.00%	\$21,795.00	\$2,724.38
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0.00%	\$0.00	\$0.00
Marine Mammal Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Merit Systems Protection Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Millennium Challenge Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	26	173.77	20	4	24	92.31%	\$124,158.36	\$4,775.32
National Archives and Records Administration	6	168.5	4	2	6	100.00%	\$18,798.73	\$3,133.12

Table B-9b FY 2011 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

Agency or Department	Total Number Completed Investigations By Contractor	Average Processing Days Completed Investigations By Contractor	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Contractor	% Investigations Timely Completed By Contractor	Total Cost Completed Investigations By Contractor	Average Cost Completed Investigations By Contractor
National Capital Planning Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Council on Disability	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Credit Union Administration	8	191.25	4	0	4	50.00%	\$29,651.00	\$3,706.38
National Endowment for the Arts	1	120	1	0	1	100.00%	\$2,950.00	\$2,950.00
National Endowment for the Humanities	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	1	315	0	0	0	0.00%	\$5,165.00	\$5,165.00
National Indian Gaming Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Labor Relations Board	4	175.5	2	1	3	75.00%	\$9,348.00	\$2,337.00
National Mediation Board	2	78	2	0	2	100.00%	\$5,200.00	\$2,600.00
National Reconnaissance Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Science Foundation	6	195.17	4	0	4	66.67%	\$24,527.00	\$4,087.83
National Transportation Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nuclear Regulatory Commission	8	194.75	6	1	7	87.50%	\$40,000.00	\$5,000.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Government Ethics	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Personnel Management	3	149.67	3	0	3	100.00%	\$9,950.00	\$3,316.67
Office of Special Counsel	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of the Director of National Intelligence	1	293	0	1	1	100.00%	\$3,500.00	\$3,500.00
Overseas Private Investment Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Peace Corps	3	234	1	2	3	100.00%	\$21,205.00	\$7,068.33
Pension Benefit Guaranty Corporation	22	202	7	12	19	86.36%	\$75,612.00	\$3,436.91
Postal Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	3	164.33	3	0	3	100.00%	\$8,800.00	\$2,933.33
Securities and Exchange Commission	3	175	3	0	3	100.00%	\$17,858.79	\$5,952.93
Selective Service System	0	0	0	0	0	0.00%	\$0.00	\$0.00
Small Business Administration	8	217.63	2	6	8	100.00%	\$41,034.00	\$5,129.25
Smithsonian Institution	7	160.14	4	3	7	100.00%	\$16,625.00	\$2,375.00
Social Security Administration	408	189.57	257	39	296	72.55%	\$1,904,040.55	\$4,666.77
Tennessee Valley Authority	51	121.29	51	0	51	100.00%	\$98,921.00	\$1,939.63
Trade and Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9b FY 2011 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

Agency or Department	Total Number Completed Investigations By Contractor	Average Processing Days Completed Investigations By Contractor	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations By Contractor	% Investigations Timely Completed By Contractor	Total Cost Completed Investigations By Contractor	Average Cost Completed Investigations By Contractor
U.S. Postal Service	3,019	110.5	2,910	79	2,989	99.01%	\$4,265,066.00	\$1,412.74
U.S. Tax Court	0	0	0	0	0	0.00%	\$0.00	\$0.00
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	6,497	280.06	4,485	712	5,197	79.99%	\$18,396,170.22	\$2,831.49
Midsized Agencies Subtotal	595	192.38	367	88	455	76.47%	\$2,536,365.26	\$4,262.80
Small Agencies Subtotal	152	188.26	85	47	132	86.84%	\$568,541.52	\$3,740.40
Micro Agencies Subtotal	3	162	2	1	3	100.00%	\$15,200.00	\$5,066.67
Government-wide	7,247	273.99	4,939	848	5,787	79.85%	\$21,516,277.00	\$2,968.99

NRF = No Report Filed

Table B-9c FY 2011 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Defense Logistics Agency Wide	88	269.51	12	16	28	31.82%	\$776,595.60	\$8,824.95
DLA Aviation	15	189.4	6	0	6	40.00%	\$132,374.25	\$8,824.95
DLA Disposition Services	9	335.78	0	0	0	0.00%	\$79,424.55	\$8,824.95
DLA Distribution	28	309.86	0	9	9	32.14%	\$247,098.60	\$8,824.95
DLA Headquarters Operations Division	15	274.4	4	2	6	40.00%	\$132,374.25	\$8,824.95
DLA Land and Maritime	15	226.93	2	4	6	40.00%	\$132,374.25	\$8,824.95
DLA Logistics Information Service	3	333	0	0	0	0.00%	\$26,474.85	\$8,824.95
DLA Troop Support	3	219.67	0	1	1	33.33%	\$26,474.85	\$8,824.95
Defense National Guard Bureau Wide	0	0	0	0	0	0.00%	\$0.00	\$0.00
Alabama National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Alaska National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Arizona National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Arkansas National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
California National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Colorado National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Connecticut National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
DC National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Delaware National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Florida National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Georgia National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Guam National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Hawaii National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Idaho National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Illinois National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Indiana National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Iowa National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Kansas National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Kentucky National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Louisiana National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Maine National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Maryland National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Massachusetts National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Michigan National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Minnesota National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Mississippi National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Missouri National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Montana National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nebraska National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nevada National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
New Hampshire National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
New Jersey National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9c FY 2011 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
New Mexico National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
New York National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
North Carolina National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
North Dakota National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Ohio National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Oklahoma National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Oregon National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Pennsylvania National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Puerto Rico National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Rhode Island National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
South Carolina National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
South Dakota National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Tennessee National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Texas National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Utah National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Vermont National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Virgin Islands National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Virginia National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Washington State National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
West Virginia National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Wisconsin National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Wyoming National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Agriculture Wide	441	269.68	170	16	186	42.18%	\$1,868,632.52	\$4,237.26
USDA Agricultural Marketing Service	8	171	5	3	8	100.00%	\$24,262.00	\$3,032.75
USDA Agricultural Research Service	23	220.04	10	0	10	43.48%	\$71,207.00	\$3,095.96
USDA Agriculture Headquarters	28	327.64	2	0	2	7.14%	\$74,060.00	\$2,645.00
USDA Animal and Plant Health Inspection Service	44	175.27	30	0	30	68.18%	\$166,082.00	\$3,774.59
USDA Economic Research Service	11	1,148.00	0	0	0	0.00%	\$31,780.00	\$2,889.09
USDA Farm Service Agency	52	134.77	40	0	40	76.92%	\$188,648.79	\$3,627.86
USDA Food and Nutrition Service	10	255.3	1	0	1	10.00%	\$46,272.00	\$4,627.20
USDA Food Safety And Inspection Service	54	285.07	20	5	25	46.30%	\$195,381.73	\$3,618.18
USDA Foreign Agricultural Service	3	213.67	0	0	0	0.00%	\$6,402.00	\$2,134.00
USDA Forest Service	114	214.89	45	5	50	43.86%	\$769,899.00	\$6,753.50
USDA Grain Inspection, Packers and Stockyards Administration	7	164.14	6	0	6	85.71%	\$27,197.00	\$3,885.29
USDA National Agricultural Statistics Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
USDA National Appeals Division	0	0	0	0	0	0.00%	\$0.00	\$0.00
USDA National Institute of Food and Agriculture	1	250	0	0	0	0.00%	\$4,500.00	\$4,500.00
USDA Natural Resources Conservation Service	27	308.15	5	2	7	25.93%	\$68,330.00	\$2,530.74
USDA Office Of Inspector General	8	338.63	5	0	5	62.50%	\$27,794.00	\$3,474.25
USDA Office Of The Chief Financial Officer	17	391.35	0	0	0	0.00%	\$62,420.00	\$3,671.76

Table B-9c FY 2011 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
USDA Risk Management Agency	5	610.6	0	0	0	0.00%	\$17,257.00	\$3,451.40
USDA Rural Development	29	370.93	1	1	2	6.90%	\$87,140.00	\$3,004.83
Department of Commerce Wide	709	226.61	168	262	430	60.65%	\$2,587,247.46	\$3,649.15
DOC U. S. Patent and Trademark Office	10	176.3	8	2	10	100.00%	\$40,947.60	\$4,094.76
DOC All Other Commerce Bureaus	20	195.6	11	9	20	100.00%	\$125,266.10	\$6,263.31
DOC Bureau of the Census	60	172.67	46	13	59	98.33%	\$313,983.30	\$5,233.06
DOC Decennial Census	569	237.97	74	217	291	51.14%	\$1,829,690.50	\$3,215.62
DOC International Trade Administration	2	199.5	0	2	2	100.00%	\$12,462.75	\$6,231.38
DOC National Institute of Standards & Technology	7	173.86	4	3	7	100.00%	\$34,756.00	\$4,965.14
DOC National Oceanic & Atmospheric Administration	41	185.71	25	16	41	100.00%	\$230,141.21	\$5,613.20
Department of Energy Wide	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services Wide	197	147.62	158	32	190	96.45%	\$1,143,497.14	\$5,804.55
HHS Administration for Children and Families	15	178.13	7	7	14	93.33%	\$49,693.00	\$3,312.87
HHS Agency for Healthcare Research and Quality	1	112	1	0	1	100.00%	\$4,580.00	\$4,580.00
HHS Centers for Disease Control and Prevention	26	176.35	16	6	22	84.62%	\$152,517.80	\$5,866.07
HHS Centers for Medicare & Medicaid Services	21	148.05	20	1	21	100.00%	\$52,302.95	\$2,490.62
HHS Food and Drug Administration	19	210	11	8	19	100.00%	\$197,053.25	\$10,371.22
HHS Health Resources and Services Administration	13	133.46	13	0	13	100.00%	\$53,022.00	\$4,078.62
HHS Indian Health Service	66	116.67	59	7	66	100.00%	\$264,764.40	\$4,011.58
HHS National Institutes of Health	13	150	10	3	13	100.00%	\$266,006.20	\$20,462.02
HHS Office of the Secretary of Health & Human Services	20	137.25	19	0	19	95.00%	\$99,068.18	\$4,953.41
HHS Program Support Center	0	0	0	0	0	0.00%	\$0.00	\$0.00
HHS Substance Abuse & Mental Health Services Admin	3	161.33	2	0	2	66.67%	\$4,489.36	\$1,496.45
Department of Homeland Security Wide	888	243.23	385	146	531	59.80%	\$3,664,840.32	\$4,127.07
DHS Federal Emergency Management Agency	97	432.97	0	10	10	10.31%	\$379,825.81	\$3,915.73
DHS Federal Law Enforcement Training Center	10	248.8	4	3	7	70.00%	\$34,258.43	\$3,425.84
DHS Headquarters	34	271.47	7	6	13	38.24%	\$63,503.95	\$1,867.76
DHS Transportation Security Administration	250	303.4	4	49	53	21.20%	\$836,111.00	\$3,344.44
DHS U.S. Citizenship and Immigration Services	82	134.1	73	8	81	98.78%	\$310,876.00	\$3,791.17
DHS U.S. Coast Guard	30	261.17	17	11	28	93.33%	\$106,491.00	\$3,549.70
DHS U.S. Customs and Border Protection	268	144.07	235	30	265	98.88%	\$1,461,844.00	\$5,454.64
DHS U.S. Immigration and Customs Enforcement	98	220.21	41	25	66	67.35%	\$407,068.13	\$4,153.76
DHS U.S. Secret Service	19	389.53	4	4	8	42.11%	\$64,862.00	\$3,413.79

Table B-9c FY 2011 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Department of Justice Wide	531	196.25	283	124	407	76.65%	\$2,801,502.22	\$5,275.90
DOJ Alcohol, Tobacco, Firearms and Explosives	28	287.93	3	5	8	28.57%	\$152,859.34	\$5,459.26
DOJ Bureau of Prisons	315	158.74	232	42	274	86.98%	\$1,552,683.26	\$4,929.15
DOJ Drug Enforcement Administration	16	276.25	0	5	5	31.25%	\$51,757.28	\$3,234.83
DOJ Executive Office for Immigration Review	5	120.4	5	0	5	100.00%	\$13,408.54	\$2,681.71
DOJ Executive Office for U.S. Attorneys	20	252.5	8	11	19	95.00%	\$41,703.78	\$2,085.19
DOJ Federal Bureau of Investigation	99	244.49	20	51	71	71.72%	\$830,086.24	\$8,384.71
DOJ Office of Justice Programs	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOJ Offices, Boards, and Divisions	14	302.5	0	2	2	14.29%	\$64,676.89	\$4,619.78
DOJ U.S. Marshals Service	34	224.5	15	8	23	67.65%	\$94,326.89	\$2,774.32
Department of Labor Wide	101	195.27	66	31	97	96.04%	\$424,820.44	\$4,206.14
DOL (DM and others)	36	192.92	23	12	35	97.22%	\$0.00	\$0.00
DOL Bureau of Labor Statistics	6	177	4	1	5	83.33%	\$0.00	\$0.00
DOL Employment and Training Administration	14	178	10	4	14	100.00%	\$0.00	\$0.00
DOL Mine Safety and Health Administration	17	213.76	9	7	16	94.12%	\$0.00	\$0.00
DOL Occupational Safety and Health Administration	8	166.88	8	0	8	100.00%	\$0.00	\$0.00
DOL Office of Workers Compensation Programs	7	187.86	5	1	6	85.71%	\$0.00	\$0.00
DOL Wage and Hour Division	13	226.08	7	6	13	100.00%	\$0.00	\$0.00
Department of the Army Wide	510	234.54	108	55	163	31.96%	\$3,394,217.78	\$6,655.33
Eighth U.S. Army (KOREA)	1	252	0	0	0	0.00%	\$7,578.09	\$7,578.09
Headquarters, Department of Army	29	258.45	5	6	11	37.93%	\$200,103.15	\$6,900.11
U.S. Army Corps of Engineers	64	241.59	13	4	17	26.56%	\$439,007.58	\$6,859.49
U.S. Army Europe	2	168	2	0	2	100.00%	\$11,483.18	\$5,741.59
U.S. Army Forces Command	8	204.38	4	0	4	50.00%	\$51,868.06	\$6,483.51
U.S. Army Installation Management Command	127	231.57	27	10	37	29.13%	\$893,805.93	\$7,037.84
U.S. Army Intelligence and Security Command	7	246.14	0	3	3	42.86%	\$48,947.63	\$6,992.52
U.S. Army Material Command	116	242.22	26	10	36	31.03%	\$763,159.30	\$6,578.96
U.S. Army Medical Command	81	232.12	13	9	22	27.16%	\$566,966.30	\$6,999.58
U.S. Army Network Enterprise Technology Command	12	201.83	2	1	3	25.00%	\$76,059.74	\$6,338.31
U.S. Army Pacific (USARPAC)	0	0	0	0	0	0.00%	\$0.00	\$0.00
U.S. Army Reserve Command	18	205.61	6	7	13	72.22%	\$29,964.67	\$1,664.70
U.S. Army Space and Missile Defense Command	3	190.67	1	1	2	66.67%	\$20,073.77	\$6,691.26
U.S. Army Special Operations Command (USASOC)	4	253.5	0	0	0	0.00%	\$6,674.14	\$1,668.54
U.S. Army Test and Evaluation Command	4	168.5	2	1	3	75.00%	\$27,166.36	\$6,791.59
U.S. Army Training and Doctrine Command	34	235.88	7	3	10	29.41%	\$251,359.88	\$7,392.94

Table B-9c FY 2011 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Department of the Interior Wide	198	233.73	85	33	118	59.60%	\$757,640.82	\$3,826.47
DOI Bureau Of Indian Affairs	47	281.66	8	1	9	19.15%	\$222,328.00	\$4,730.38
DOI Bureau Of Land Management	26	200.62	18	4	22	84.62%	\$86,666.25	\$3,333.32
DOI Bureau of Ocean Energy Mgt, Regulation & Enforcement	7	190.71	4	0	4	57.14%	\$22,403.74	\$3,200.53
DOI Bureau Of Reclamation	20	239.6	17	0	17	85.00%	\$58,457.17	\$2,922.86
DOI Fish And Wildlife Service	22	95.09	17	3	20	90.91%	\$80,868.00	\$3,675.82
DOI Geological Survey	13	245.92	2	9	11	84.62%	\$81,880.66	\$6,298.51
DOI National Park Service	39	284.49	8	10	18	46.15%	\$118,778.00	\$3,045.59
DOI Office Of Surface Mining, Reclamation and Enforcement	6	139	6	0	6	100.00%	\$25,341.00	\$4,223.50
DOI-Office Of The Secretary	18	248.83	5	6	11	61.11%	\$60,918.00	\$3,384.33
Department of the Navy Wide	314	262.51	55	83	138	43.95%	\$2,866,820.00	\$9,130.00
Chief Of Naval Operations	13	276.31	2	3	5	38.46%	\$118,690.00	\$9,130.00
Commander Naval Installations Command	56	278.25	11	15	26	46.43%	\$511,280.00	\$9,130.00
Commander Naval Reserve	0	0	0	0	0	0.00%	\$0.00	\$0.00
Commander Pacific Fleet	17	228.18	3	3	6	35.29%	\$155,210.00	\$9,130.00
DON Assistant for Administration	13	370.38	1	3	4	30.77%	\$118,690.00	\$9,130.00
DON Bureau of Medicine & Surgery	40	251.83	8	9	17	42.50%	\$365,200.00	\$9,130.00
DON SPAWAR	2	202	1	0	1	50.00%	\$18,260.00	\$9,130.00
DON Strategic Systems Project Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
Fleet Forces Command	14	210.86	5	4	9	64.29%	\$127,820.00	\$9,130.00
Marine Corps HQ	48	285.02	5	17	22	45.83%	\$438,240.00	\$9,130.00
Military Sealift Command	5	256.4	1	0	1	20.00%	\$45,650.00	\$9,130.00
Naval Air Systems Command	42	246.62	4	14	18	42.86%	\$383,460.00	\$9,130.00
Naval Education & Training Command	2	391.5	0	0	0	0.00%	\$18,260.00	\$9,130.00
Naval Sea Systems Command	19	226.32	5	6	11	57.89%	\$173,470.00	\$9,130.00
Naval Special Warfare Command	0	0	0	0	0	0.00%	\$0.00	\$0.00
Naval Supply Systems Command	12	201.83	3	2	5	41.67%	\$109,560.00	\$9,130.00
Naval Systems Management Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Navy Facilities & Engineering Command	27	271.3	5	5	10	37.04%	\$246,510.00	\$9,130.00
Navy Military Personnel Command	1	365	0	0	0	0.00%	\$9,130.00	\$9,130.00
Office Of Naval Intelligence	2	234.5	0	2	2	100.00%	\$18,260.00	\$9,130.00
Office Of Naval Research	1	147	1	0	1	100.00%	\$9,130.00	\$9,130.00
Department of the Treasury Wide	339	170.39	220	102	322	94.99%	\$2,107,812.00	\$6,217.73
Treas - Alcohol and Tobacco Tax and Trade Bureau	1	224	0	1	1	100.00%	\$0.00	\$0.00
Treas - Bureau of Engraving and Printing	16	159.81	12	4	16	100.00%	\$0.00	\$0.00
Treas - Bureau of the Public Debt	3	139.33	3	0	3	100.00%	\$0.00	\$0.00
Treas - Departmental Offices	9	166.67	5	4	9	100.00%	\$0.00	\$0.00

Table B-9c FY 2011 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Treas - Financial Crimes Enforcement Network	3	169.67	2	1	3	100.00%	\$0.00	\$0.00
Treas - Financial Management Service	8	154.75	7	1	8	100.00%	\$0.00	\$0.00
Treas - Inspector General For Tax Administration	1	220	0	1	1	100.00%	\$0.00	\$0.00
Treas - Internal Revenue Service	239	174.82	151	73	224	93.72%	\$2,107,812.00	\$8,819.30
Treas - Office of the Comptroller of the Currency	6	144.67	5	1	6	100.00%	\$0.00	\$0.00
Treas - Office of Thrift Supervision	4	155.5	4	0	4	100.00%	\$0.00	\$0.00
Treas - Special IG for the Trouble Assets Relief Program	3	147.67	3	0	3	100.00%	\$0.00	\$0.00
Treas - U. S. Mint	40	157.3	25	13	38	95.00%	\$0.00	\$0.00
Treas -IRS Office of the Chief Counsel	6	181.17	3	3	6	100.00%	\$0.00	\$0.00
Treas- Office of the Inspector General	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Transportation Wide	247	145.66	212	10	222	89.88%	\$1,003,071.67	\$4,061.02
DOT Federal Aviation Administration	193	147.19	163	8	171	88.60%	\$799,860.16	\$4,144.35
DOT Federal Highway Administration	12	145.67	10	1	11	91.67%	\$50,820.03	\$4,235.00
DOT Federal Motor Carrier Safety Administration	9	165.33	8	1	9	100.00%	\$41,682.03	\$4,631.34
DOT Federal Railroad Administration	1	177	1	0	1	100.00%	\$3,046.00	\$3,046.00
DOT Federal Transit Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOT Maritime Administration	9	122.11	8	0	8	88.89%	\$29,452.29	\$3,272.48
DOT National Highway Traffic Safety Administration	5	114.6	5	0	5	100.00%	\$15,230.00	\$3,046.00
DOT Office of Inspector General	3	131	3	0	3	100.00%	\$11,176.29	\$3,725.43
DOT Office of the Secretary	7	156.71	6	0	6	85.71%	\$21,322.00	\$3,046.00
DOT Pipeline & Hazardous Materials Safety Admin	1	157	1	0	1	100.00%	\$3,046.00	\$3,046.00
DOT Research and Inovative Technology Administration	7	119.71	7	0	7	100.00%	\$27,436.87	\$3,919.55
DOT St. Lawrence Development Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Veterans Affairs Wide	1,598	179.9	1,084	191	1,275	79.79%	\$13,626,386.24	\$8,527.15
VA-HQ and Others	67	179.37	42	10	52	77.61%	\$0.00	\$0.00
VA-National Cemetery Administration	12	167.58	11	1	12	100.00%	\$0.00	\$0.00
VA-Veterans Benefits Administration	138	174.39	89	15	104	75.36%	\$0.00	\$0.00
VA-Veterans Health Administration	1,381	180.58	942	165	1,107	80.16%	\$0.00	\$0.00
Federal Housing Finance Agency Wide	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Housing Finance Agency Hqtrs	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Housing Finance Agency OIG	0	0	0	0	0	0.00%	\$0.00	\$0.00
General Services Administration Wide	65	262.89	19	26	45	69.23%	\$184,094.06	\$2,832.22
GSA Central Office	15	292.27	1	10	11	73.33%	\$32,685.34	\$2,179.02
GSA National Capital Region	11	347.45	1	3	4	36.36%	\$27,524.73	\$2,502.25
GSA Region 1	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9c FY 2011 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
GSA Region 10	1	154	1	0	1	100.00%	\$1,800.00	\$1,800.00
GSA Region 2	3	171.33	3	0	3	100.00%	\$10,190.00	\$3,396.67
GSA Region 3	5	281.2	1	1	2	40.00%	\$12,670.00	\$2,534.00
GSA Region 4	11	290	0	7	7	63.64%	\$43,492.47	\$3,953.86
GSA Region 5	3	205.33	1	2	3	100.00%	\$10,901.00	\$3,633.67
GSA Region 6	2	190	1	1	2	100.00%	\$6,998.00	\$3,499.00
GSA Region 7	5	198.4	4	1	5	100.00%	\$14,237.52	\$2,847.50
GSA Region 8	1	170	1	0	1	100.00%	\$3,700.00	\$3,700.00
GSA Region 9	8	182.5	5	1	6	75.00%	\$19,895.00	\$2,486.88
U.S. Postal Service Wide	3,019	110.5	2,910	79	2,989	99.01%	\$4,265,066.00	\$1,412.74
USPS Capital Metro Area Operations	389	116.05	369	13	382	98.20%	\$550,486.00	\$1,415.13
USPS Eastern Area	440	105.89	432	7	439	99.77%	\$617,230.00	\$1,402.80
USPS Great Lakes Area	387	107.67	379	4	383	98.97%	\$540,658.00	\$1,397.05
USPS Headquarters	67	111.04	62	4	66	98.51%	\$96,378.00	\$1,438.48
USPS Northeast Area	282	111.82	277	4	281	99.65%	\$398,488.00	\$1,413.08
USPS Office of Inspector General	5	141.6	4	1	5	100.00%	\$8,970.00	\$1,794.00
USPS Pacific Area	315	113.6	299	11	310	98.41%	\$450,290.00	\$1,429.49
USPS Southwest Area	828	108.55	801	21	822	99.28%	\$1,165,362.00	\$1,407.44
USPS Western Area	306	113.85	287	14	301	98.37%	\$437,204.00	\$1,428.77

NRF = No Report Filed

Table B-10 FY 2011 Total Number and Average Processing Days for All Complaint Closures

Agency or Department	Total Number Complaint Closures	APD Complaint Closures from Date Complaint Filed/ Remanded	Total Number Dismissals	APD Dismissals by FAD or FO from Date Complaint Filed/ Remanded	Total Number Merit Final Agency Decisions (FADs) (No AJ Decision)	APD Merit FADS from Date Complaint Filed/ Remanded	*Number Final Orders (FOs) of Merit AJ Decisions	APD FOs of Merit AJ Decisions from Date Complaint Filed/ Remanded	*Total Number Complaint Closures Finding Discrimination	APD Complaint Closures Finding Discrimination from Date Complaint Filed/ Remanded	*Total Number Complaint Closures Finding No Discrimination	APD Complaint Closures Finding No Discrimination from Date Complaint Filed/ Remanded
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	1	196	0	0	0	0	0	0	0	0	0	0
Agency for International Development	13	483.85	1	70	2	389	2	1,214.00	0	0	4	801.5
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	16	357.5	3	37.33	5	296.4	5	615.6	0	0	10	456
Central Intelligence Agency	23	357.17	8	20.25	13	608.23	0	0	0	0	13	608.23
Chemical Safety and Hazard Investigation Board	1	60	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	3	258.67	2	284.5	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	7	364.71	1	115	2	672.5	0	0	0	0	2	672.5
Corporation for National and Community Service	3	613	0	0	0	0	3	613	0	0	3	613
Court Services and Offender Supervision Agency for the District of Columbia	7	342.71	0	0	1	237	2	344	0	0	3	308.33
Defense Army and Air Force Exchange	119	313.42	27	112.15	25	360.16	14	734.5	1	1,182.00	38	476.45
Defense Commissary Agency	114	250.43	31	24.9	26	325.12	12	689.92	1	700	37	433.3
Defense Contract Audit Agency	21	320.95	0	0	7	272.57	0	0	0	0	7	272.57
Defense Contract Management Agency	22	446.23	4	54.25	6	707.5	0	0	0	0	6	707.5
Defense Finance and Accounting Service	62	262.02	14	7.43	15	247.47	7	663.43	0	0	22	379.82
Defense Human Resources Activity	1	507	0	0	1	507	0	0	0	0	1	507
Defense Information Systems Agency	13	679.92	2	1,052.00	7	696	1	1,190.00	0	0	8	757.75
Defense Intelligence Agency	21	334.86	7	51.43	4	372.25	2	1,456.50	0	0	6	733.67
Defense TRICARE Management Activity	3	221.33	0	0	0	0	0	0	0	0	0	0

Table B-10 FY 2011 Total Number and Average Processing Days for All Complaint Closures

Agency or Department	Total Number Complaint Closures	APD Complaint Closures from Date Complaint Filed/ Remanded	Total Number Dismissals	APD Dismissals by FAD or FO from Date Complaint Filed/ Remanded	Total Number Merit Final Agency Decisions (FADs) (No AJ Decision)	APD Merit FADS from Date Complaint Filed/ Remanded	*Number Final Orders (FOs) of Merit AJ Decisions	APD FOs of Merit AJ Decisions from Date Complaint Filed/ Remanded	*Total Number Complaint Closures Finding Discrimination	APD Complaint Closures Finding Discrimination from Date Complaint Filed/ Remanded	Total Number Complaint Closures Finding No Discrimination	APD Complaint Closures Finding No Discrimination from Date Complaint Filed/ Remanded
Defense Uniformed Services University	4	45	2	45	0	0	0	0	0	0	0	0
Department of Agriculture	457	495.96	74	183.96	162	637.85	63	739.24	30	739.93	195	654.9
Department of Commerce	687	289.09	208	107.2	165	451.43	104	331.8	3	676.33	266	402.12
Department of Defense Education Activity	39	286.54	11	91	13	298.62	5	726.8	0	0	18	417.56
Department of Education	43	430.33	4	54.25	26	384.65	4	854.75	1	544	29	444
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	378	308.7	98	89.64	108	343.57	36	630.53	2	346.5	142	416.28
Department of Homeland Security	1,192	511.32	170	165.29	457	578.65	228	733.94	13	859.85	672	625.9
Department of Housing and Urban Development	98	397.94	9	119.22	33	335	15	531.27	0	0	48	396.33
Department of Justice	693	726.7	92	257.4	257	959.87	196	824.2	13	1,059.38	440	896.5
Department of Labor	121	359.12	20	230.85	42	308.79	13	745.92	1	967	54	401.83
Department of State	101	465.56	26	80.88	41	424.44	15	885.07	1	1,260.00	55	534.87
Department of the Air Force	529	394.75	92	84.92	107	629.66	75	715.05	12	893.17	170	648.74
Department of the Army	1,279	260.15	314	41.91	217	440.44	131	664.81	7	896.29	341	517.28
Department of the Interior	279	493.18	33	312.33	77	468.05	43	847.84	9	1,058.33	111	567.32
Department of the Navy	684	364.71	155	66.05	130	503.39	87	855.14	5	871.6	212	639.06
Department of the Treasury	427	475.27	45	125.38	126	405.04	116	782.85	5	1,241.20	237	572.32
Department of Transportation	338	320.75	112	41.55	93	305.31	50	723.26	2	841	141	445.92
Department of Veterans Affairs	2,071	373.01	466	92.3	477	434.31	415	660.07	33	738.3	859	531.7
Election Assistance Commission	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	43	697.4	5	540.2	20	740.6	10	902.2	1	1,055.00	29	785.48
Equal Employment Opportunity Commission	31	321.71	6	95.67	10	464.5	2	52.5	0	0	12	395.83
Export-Import Bank of the US	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	1	157	0	0	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	5	30	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	28	254.75	11	173.36	4	450.25	0	0	0	0	4	450.25
Federal Election Commission	4	1,599.25	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	8	180	4	180	4	180	0	0	0	0	4	180
Federal Financial Institutions Examination	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	3	564.67	0	0	1	865	0	0	0	0	1	865
Federal Labor Relations Authority	1	273	0	0	1	273	0	0	0	0	1	273
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0

Table B-10 FY 2011 Total Number and Average Processing Days for All Complaint Closures

Agency or Department	Total Number Complaint Closures	APD Complaint Closures from Date Complaint Filed/ Remanded	Total Number Dismissals	APD Dismissals by FAD or FO from Date Complaint Filed/ Remanded	Total Number Merit Final Agency Decisions (FADs) (No AJ Decision)	APD Merit FADS from Date Complaint Filed/ Remanded	*Number Final Orders (FOs) of Merit AJ Decisions	APD FOs of Merit AJ Decisions from Date Complaint Filed/ Remanded	*Total Number Complaint Closures Finding Discrimination	APD Complaint Closures Finding Discrimination from Date Complaint Filed/ Remanded	*Total Number Complaint Closures Finding No Discrimination	APD Complaint Closures Finding No Discrimination from Date Complaint Filed/ Remanded
Federal Mediation and Conciliation Service	1	236	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety & Health Review	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2	36.5	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	103	411.48	26	52.85	19	423.58	18	714	0	0	37	564.86
Government Printing Office	39	279.79	15	130.47	20	355.2	1	687	0	0	21	371
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	5	194	1	134	3	196.67	0	0	0	0	3	196.67
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	3	191.67	2	100	1	375	0	0	0	0	1	375
Marine Mammal Commission	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	2	50	0	0	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	59	426.92	15	262.53	12	626.5	4	957	0	0	16	709.13
National Archives and Records Administration	11	485.64	2	69	3	574	3	650	0	0	6	612
National Capital Planning Commission	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	6	240.33	0	0	0	0	1	160	0	0	1	160
National Endowment for the Arts	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts & the	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	8	493	1	32	2	510	2	928	0	0	4	719
National Indian Gaming Commission	2	323.5	0	0	0	0	1	527	0	0	1	527

Table B-10 FY 2011 Total Number and Average Processing Days for All Complaint Closures

Agency or Department	Total Number Complaint Closures	APD Complaint Closures from Date Complaint Filed/ Remanded	Total Number Dismissals	APD Dismissals by FAD or FO from Date Complaint Filed/ Remanded	Total Number Merit Final Agency Decisions (FADs) (No AJ Decision)	APD Merit FADS from Date Complaint Filed/ Remanded	*Number Final Orders (FOs) of Merit AJ Decisions	APD FOs of Merit AJ Decisions from Date Complaint Filed/ Remanded	*Total Number Complaint Closures Finding Discrimination	APD Complaint Closures Finding Discrimination from Date Complaint Filed/ Remanded	*Total Number Complaint Closures Finding No Discrimination	APD Complaint Closures Finding No Discrimination from Date Complaint Filed/ Remanded
National Labor Relations Board	13	276.38	3	17.67	2	270.5	0	0	0	0	2	270.5
National Mediation Board	0	0	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office	4	259.25	3	51	0	0	0	0	0	0	0	0
National Science Foundation	2	631	0	0	1	486	1	776	0	0	2	631
National Transportation Safety Board	1	707	0	0	1	707	0	0	0	0	1	707
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	14	172	3	134.67	3	282.33	0	0	0	0	3	282.33
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	19	353.37	2	44	7	360.14	3	71	0	0	10	273.4
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	2	311.5	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	4	462.75	0	0	2	454.5	0	0	0	0	2	454.5
Pension Benefit Guaranty Corporation	30	216.33	10	50.6	8	109.63	8	425.13	0	0	16	267.38
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	390	0	0	1	210	0	0	0	0	1	210
Securities and Exchange Commission	14	228	4	41.75	7	373.57	0	0	0	0	7	373.57
Selective Service System	1	789	1	789	0	0	0	0	0	0	0	0
Small Business Administration	34	256.74	10	25.2	10	140.3	2	760.5	0	0	12	243.67
Smithsonian Institution	6	200.17	2	64.5	2	245.5	0	0	0	0	2	245.5
Social Security Administration	489	417.58	92	71.91	150	391.89	128	766.86	3	868.33	275	561.23
Tennessee Valley Authority	84	329.33	11	8.91	45	321.22	18	618.17	2	409	61	405.97
Trade and Development Agency	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	6,251	248.56	2,548	46.07	1,407	263.46	1,121	611.4	63	933.35	2,465	404.57
U.S. Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-10 FY 2011 Total Number and Average Processing Days for All Complaint Closures

Agency or Department	Total Number Complaint Closures	APD Complaint Closures from Date Complaint Filed/ Remanded	Total Number Dismissals	APD Dismissals by FAD or FO from Date Complaint Filed/ Remanded	Total Number Merit Final Agency Decisions (FADs) (No AJ Decision)	APD Merit FADS from Date Complaint Filed/ Remanded	*Number Final Orders (FOs) of Merit AJ Decisions	APD FOs of Merit AJ Decisions from Date Complaint Filed/ Remanded	*Total Number Complaint Closures Finding Discrimination	APD Complaint Closures Finding Discrimination from Date Complaint Filed/ Remanded	*Total Number Complaint Closures Finding No Discrimination	APD Complaint Closures Finding No Discrimination from Date Complaint Filed/ Remanded
Cabinet Level Subtotal	16,278	343.38	4,609	71.29	4,066	431.04	2,784	669.64	206	0	6,644	517.18
Midsized Agencies Subtotal	865	408.32	174	98.29	269	408.3	183	747.11	6	746.33	446	542.77
Small Agencies Subtotal	288	326.64	68	92.44	93	389.84	31	564.35	0	0	124	433.47
Micro Agencies Subtotal	5	206.4	2	284.5	0	0	0	0	0	0	0	0
Government-wide	17,436	346.28	4,853	72.65	4,428	428.8	2,998	673.28	212	0	7,214	517.32

NRF = No Report Filed

*This column also includes Merit Decisions (with AJ Decision) that are not fully implemented (i.e. appealed) by the agency.

Table B-11 FY 2011 Types of Complaints Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%
Agency for International Development	13	5	38.46%	3	23.08%	1	7.69%	4	30.77%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	16	3	18.75%	0	0.00%	3	18.75%	10	62.50%
Central Intelligence Agency	23	0	0.00%	2	8.70%	8	34.78%	13	56.52%
Chemical Safety and Hazard Investigation Board	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	3	1	33.33%	0	0.00%	2	66.67%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	7	4	57.14%	0	0.00%	1	14.29%	2	28.57%
Corporation for National and Community Service	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%
Court Services and Offender Supervision Agency for the District of Columbia	7	3	42.86%	1	14.29%	0	0.00%	3	42.86%
Defense Army and Air Force Exchange	119	39	32.77%	14	11.76%	27	22.69%	39	32.77%
Defense Commissary Agency	114	28	24.56%	17	14.91%	31	27.19%	38	33.33%
Defense Contract Audit Agency	21	11	52.38%	3	14.29%	0	0.00%	7	33.33%
Defense Contract Management Agency	22	11	50.00%	1	4.55%	4	18.18%	6	27.27%
Defense Finance and Accounting Service	62	20	32.26%	6	9.68%	14	22.58%	22	35.48%
Defense Human Resources Activity	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Defense Information Systems Agency	13	3	23.08%	0	0.00%	2	15.38%	8	61.54%
Defense Intelligence Agency	21	4	19.05%	4	19.05%	7	33.33%	6	28.57%
Defense Logistics Agency	105	42	40.00%	16	15.24%	14	13.33%	33	31.43%
Defense Media Activity	2	0	0.00%	0	0.00%	2	100.00%	0	0.00%

Table B-11 FY 2011 Types of Complaints Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Defense Missile Defense Agency	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	20	4	20.00%	1	5.00%	8	40.00%	7	35.00%
Defense National Guard Bureau	18	13	72.22%	2	11.11%	1	5.56%	2	11.11%
Defense National Security Agency	30	16	53.33%	3	10.00%	3	10.00%	8	26.67%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	6	2	33.33%	1	16.67%	1	16.67%	2	33.33%
Defense Office of the Secretary - Wash. Hqtrs. Services	35	10	28.57%	3	8.57%	11	31.43%	11	31.43%
Defense Security Service	6	1	16.67%	0	0.00%	1	16.67%	4	66.67%
Defense Technical Information Center	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	8	3	37.50%	1	12.50%	3	37.50%	1	12.50%
Defense TRICARE Management Activity	3	1	33.33%	2	66.67%	0	0.00%	0	0.00%
Defense Uniformed Services University	4	0	0.00%	2	50.00%	2	50.00%	0	0.00%
Department of Agriculture	457	127	27.79%	31	6.78%	74	16.19%	225	49.23%
Department of Commerce	687	171	24.89%	39	5.68%	208	30.28%	269	39.16%
Department of Defense Education Activity	39	6	15.38%	4	10.26%	11	28.21%	18	46.15%
Department of Education	43	9	20.93%	0	0.00%	4	9.30%	30	69.77%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	378	115	30.42%	21	5.56%	98	25.93%	144	38.10%
Department of Homeland Security	1,192	241	20.22%	96	8.05%	170	14.26%	685	57.47%
Department of Housing and Urban Development	98	30	30.61%	11	11.22%	9	9.18%	48	48.98%
Department of Justice	693	84	12.12%	64	9.24%	92	13.28%	453	65.37%
Department of Labor	121	34	28.10%	12	9.92%	20	16.53%	55	45.45%
Department of State	101	10	9.90%	9	8.91%	26	25.74%	56	55.45%
Department of the Air Force	529	184	34.78%	71	13.42%	92	17.39%	182	34.40%
Department of the Army	1,279	473	36.98%	144	11.26%	314	24.55%	348	27.21%
Department of the Interior	279	102	36.56%	24	8.60%	33	11.83%	120	43.01%
Department of the Navy	684	240	35.09%	72	10.53%	155	22.66%	217	31.73%
Department of the Treasury	427	102	23.89%	38	8.90%	45	10.54%	242	56.67%
Department of Transportation	338	68	20.12%	15	4.44%	112	33.14%	143	42.31%
Department of Veterans Affairs	2,071	476	22.98%	237	11.44%	466	22.50%	892	43.07%
Election Assistance Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	43	6	13.95%	2	4.65%	5	11.63%	30	69.77%
Equal Employment Opportunity Commission	31	11	35.48%	2	6.45%	6	19.35%	12	38.71%

Table B-11 FY 2011 Types of Complaints Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Export-Import Bank of the US	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	5	0	0.00%	5	100.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	28	8	28.57%	5	17.86%	11	39.29%	4	14.29%
Federal Election Commission	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	8	0	0.00%	0	0.00%	4	50.00%	4	50.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	3	1	33.33%	1	33.33%	0	0.00%	1	33.33%
Federal Labor Relations Authority	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Federal Maritime Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	2	1	50.00%	1	50.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Trade Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
General Services Administration	103	34	33.01%	6	5.83%	26	25.24%	37	35.92%
Government Printing Office	39	0	0.00%	3	7.69%	15	38.46%	21	53.85%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	5	0	0.00%	1	20.00%	1	20.00%	3	60.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	3	0	0.00%	0	0.00%	2	66.67%	1	33.33%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	59	27	45.76%	1	1.69%	15	25.42%	16	27.12%

Table B-11 FY 2011 Types of Complaints Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
National Archives and Records Administration	11	1	9.09%	2	18.18%	2	18.18%	6	54.55%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	6	3	50.00%	2	33.33%	0	0.00%	1	16.67%
National Endowment for the Arts	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	8	2	25.00%	1	12.50%	1	12.50%	4	50.00%
National Indian Gaming Commission	2	1	50.00%	0	0.00%	0	0.00%	1	50.00%
National Labor Relations Board	13	8	61.54%	0	0.00%	3	23.08%	2	15.38%
National Mediation Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	4	1	25.00%	0	0.00%	3	75.00%	0	0.00%
National Science Foundation	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%
National Transportation Safety Board	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	14	7	50.00%	1	7.14%	3	21.43%	3	21.43%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	19	5	26.32%	2	10.53%	2	10.53%	10	52.63%
Office of Special Counsel	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	2	1	50.00%	1	50.00%	0	0.00%	0	0.00%
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Peace Corps	4	1	25.00%	1	25.00%	0	0.00%	2	50.00%
Pension Benefit Guaranty Corporation	30	3	10.00%	1	3.33%	10	33.33%	16	53.33%
Postal Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	1	50.00%	0	0.00%	0	0.00%	1	50.00%
Securities and Exchange Commission	14	2	14.29%	1	7.14%	4	28.57%	7	50.00%
Selective Service System	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Small Business Administration	34	11	32.35%	1	2.94%	10	29.41%	12	35.29%
Smithsonian Institution	6	2	33.33%	0	0.00%	2	33.33%	2	33.33%
Social Security Administration	489	66	13.50%	53	10.84%	92	18.81%	278	56.85%
Tennessee Valley Authority	84	5	5.95%	5	5.95%	11	13.10%	63	75.00%

Table B-11 FY 2011 Types of Complaints Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	6,251	872	13.95%	303	4.85%	2,548	40.76%	2,528	40.44%
U.S. Tax Court	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	16,278	3,552	21.82%	1,267	7.78%	4,609	28.31%	6,850	42.08%
Midsized Agencies Subtotal	865	164	18.96%	75	8.67%	174	20.12%	452	52.25%
Small Agencies Subtotal	288	67	23.26%	29	10.07%	68	23.61%	124	43.06%
Micro Agencies Subtotal	5	2	40.00%	1	20.00%	2	40.00%	0	0.00%
Government-wide	17,436	3,785	21.71%	1,372	7.87%	4,853	27.83%	7,426	42.59%

NRF = No Report Filed

Table B-11a FY 2011 Types of Complaints Closures - Sub-Component Data

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Defense Logistics Agency Wide	105	42	40.00%	16	15.24%	14	13.33%	33	31.43%
DLA Aviation	15	4	26.67%	3	20.00%	1	6.67%	7	46.67%
DLA Disposition Services	8	3	37.50%	2	25.00%	2	25.00%	1	12.50%
DLA Distribution	55	27	49.09%	6	10.91%	6	10.91%	16	29.09%
DLA Headquarters Operations Division	8	2	25.00%	1	12.50%	1	12.50%	4	50.00%
DLA Land and Maritime	11	3	27.27%	4	36.36%	3	27.27%	1	9.09%
DLA Logistics Information Service	4	2	50.00%	0	0.00%	1	25.00%	1	25.00%
DLA Troop Support	4	1	25.00%	0	0.00%	0	0.00%	3	75.00%
Defense National Guard Bureau Wide	18	13	72.22%	2	11.11%	1	5.56%	2	11.11%
Alabama National Guard	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Alaska National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arizona National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arkansas National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
California National Guard	3	2	66.67%	0	0.00%	1	33.33%	0	0.00%
Colorado National Guard	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%
Connecticut National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DC National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Delaware National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Florida National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Georgia National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Guam National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Hawaii National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Idaho National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Illinois National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Indiana National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Iowa National Guard	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%
Kansas National Guard	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Kentucky National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Louisiana National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Maine National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Maryland National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Massachusetts National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Michigan National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Minnesota National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-11a FY 2011 Types of Complaints Closures - Sub-Component Data

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Mississippi National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Missouri National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Montana National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nebraska National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nevada National Guard	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
New Hampshire National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
New Jersey National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
New Mexico National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
New York National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
North Carolina National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
North Dakota National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Ohio National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Oklahoma National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Oregon National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Pennsylvania National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Puerto Rico National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Rhode Island National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
South Carolina National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
South Dakota National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Tennessee National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Texas National Guard	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Utah National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Vermont National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Virgin Islands National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Virginia National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Washington State National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
West Virginia National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Wisconsin National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Wyoming National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture Wide	457	127	27.79%	31	6.78%	74	16.19%	225	49.23%
USDA Agricultural Marketing Service	21	11	52.38%	1	4.76%	2	9.52%	7	33.33%
USDA Agricultural Research Service	28	10	35.71%	3	10.71%	2	7.14%	13	46.43%
USDA Agriculture Headquarters	5	4	80.00%	0	0.00%	0	0.00%	1	20.00%
USDA Animal and Plant Health Inspection Service	49	10	20.41%	1	2.04%	8	16.33%	30	61.22%

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Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
USDA Economic Research Service	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
USDA Farm Service Agency	33	8	24.24%	2	6.06%	5	15.15%	18	54.55%
USDA Food and Nutrition Service	9	6	66.67%	1	11.11%	1	11.11%	1	11.11%
USDA Food Safety And Inspection Service	66	16	24.24%	9	13.64%	14	21.21%	27	40.91%
USDA Foreign Agricultural Service	4	1	25.00%	0	0.00%	3	75.00%	0	0.00%
USDA Forest Service	128	33	25.78%	3	2.34%	23	17.97%	69	53.91%
USDA Grain Inspection, Packers and Stockyards Administration	9	2	22.22%	2	22.22%	1	11.11%	4	44.44%
USDA National Agricultural Statistics Service	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
USDA National Appeals Division	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
USDA National Institute of Food and Agriculture	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
USDA Natural Resources Conservation Service	25	4	16.00%	2	8.00%	1	4.00%	18	72.00%
USDA Office Of Inspector General	4	2	50.00%	0	0.00%	1	25.00%	1	25.00%
USDA Office Of The Chief Financial Officer	21	6	28.57%	3	14.29%	6	28.57%	6	28.57%
USDA Risk Management Agency	5	0	0.00%	0	0.00%	2	40.00%	3	60.00%
USDA Rural Development	47	11	23.40%	4	8.51%	5	10.64%	27	57.45%
Department of Commerce Wide	687	171	24.89%	39	5.68%	208	30.28%	269	39.16%
DOC All Other Commerce Bureaus	32	6	18.75%	0	0.00%	5	15.63%	21	65.63%
DOC Bureau of the Census	85	22	25.88%	0	0.00%	17	20.00%	46	54.12%
DOC Decennial Census	451	98	21.73%	34	7.54%	163	36.14%	156	34.59%
DOC International Trade Administration	4	0	0.00%	0	0.00%	2	50.00%	2	50.00%
DOC National Institute of Standards & Technology	8	4	50.00%	0	0.00%	2	25.00%	2	25.00%
DOC National Oceanic & Atmospheric Administration	69	23	33.33%	1	1.45%	17	24.64%	28	40.58%
DOC U. S. Patent and Trademark Office	38	18	47.37%	4	10.53%	2	5.26%	14	36.84%
Department of Energy Wide	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services Wide	378	115	30.42%	21	5.56%	98	25.93%	144	38.10%
HHS Administration for Children and Families	8	0	0.00%	0	0.00%	1	12.50%	7	87.50%
HHS Agency for Healthcare Research and Quality	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
HHS Centers for Disease Control and Prevention	47	19	40.43%	6	12.77%	4	8.51%	18	38.30%
HHS Centers for Medicare & Medicaid Services	24	6	25.00%	2	8.33%	3	12.50%	13	54.17%

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HHS Food and Drug Administration	38	11	28.95%	3	7.89%	12	31.58%	12	31.58%
HHS Health Resources & Services Admin	13	5	38.46%	0	0.00%	2	15.38%	6	46.15%
HHS Indian Health Service	130	30	23.08%	6	4.62%	52	40.00%	42	32.31%
HHS National Institutes of Health	82	25	30.49%	3	3.66%	22	26.83%	32	39.02%
HHS Off of the Secretary of Health & Human Services	30	16	53.33%	1	3.33%	2	6.67%	11	36.67%
HHS Program Support Center	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%
HHS Substance Abuse & Mental Health Services Admin	4	3	75.00%	0	0.00%	0	0.00%	1	25.00%
Department of Homeland Security Wide	1,192	241	20.22%	96	8.05%	170	14.26%	685	57.47%
DHS Federal Emergency Management Agency	165	25	15.15%	6	3.64%	9	5.45%	125	75.76%
DHS Federal Law Enforcement Training Center	5	2	40.00%	3	60.00%	0	0.00%	0	0.00%
DHS Headquarters	47	9	19.15%	5	10.64%	16	34.04%	17	36.17%
DHS Transportation Security Administration	294	65	22.11%	21	7.14%	48	16.33%	160	54.42%
DHS U.S. Citizenship and Immigration Services	110	17	15.45%	7	6.36%	14	12.73%	72	65.45%
DHS U.S. Coast Guard	65	8	12.31%	9	13.85%	11	16.92%	37	56.92%
DHS U.S. Customs and Border Protection	328	64	19.51%	30	9.15%	53	16.16%	181	55.18%
DHS U.S. Immigration and Customs Enforcement	161	46	28.57%	14	8.70%	14	8.70%	87	54.04%
DHS U.S. Secret Service	17	5	29.41%	1	5.88%	5	29.41%	6	35.29%
Department of Justice Wide	693	84	12.12%	64	9.24%	92	13.28%	453	65.37%
DOJ Alcohol, Tobacco, Firearms and Explosives	31	9	29.03%	2	6.45%	5	16.13%	15	48.39%
DOJ Bureau of Prisons	373	42	11.26%	37	9.92%	35	9.38%	259	69.44%
DOJ Drug Enforcement Administration	15	0	0.00%	0	0.00%	3	20.00%	12	80.00%
DOJ Executive Office for Immigration Review	6	1	16.67%	0	0.00%	5	83.33%	0	0.00%
DOJ Executive Office for U.S. Attorneys	41	13	31.71%	1	2.44%	13	31.71%	14	34.15%
DOJ Federal Bureau of Investigation	156	10	6.41%	17	10.90%	11	7.05%	118	75.64%
DOJ Office of Justice Programs	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
DOJ Offices, Boards, and Divisions	23	3	13.04%	0	0.00%	6	26.09%	14	60.87%
DOJ U.S. Marshals Service	47	5	10.64%	7	14.89%	14	29.79%	21	44.68%
Department of Labor Wide	121	34	28.10%	12	9.92%	20	16.53%	55	45.45%
DOL (DM and others)	37	12	32.43%	3	8.11%	7	18.92%	15	40.54%
DOL Bureau of Labor Statistics	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%

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Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
DOL Employment and Training Administration	18	2	11.11%	1	5.56%	4	22.22%	11	61.11%
DOL Mine Safety and Health Administration	19	8	42.11%	0	0.00%	3	15.79%	8	42.11%
DOL Occupational Safety and Health Administration	20	8	40.00%	1	5.00%	3	15.00%	8	40.00%
DOL Office of Workers Compensation Programs	9	1	11.11%	1	11.11%	2	22.22%	5	55.56%
DOL Wage and Hour Division	15	3	20.00%	6	40.00%	1	6.67%	5	33.33%
Department of the Army Wide	1,279	473	36.98%	144	11.26%	314	24.55%	348	27.21%
Eighth U.S. Army (KOREA)	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Headquarters, Department of Army	65	20	30.77%	10	15.38%	19	29.23%	16	24.62%
U.S. Army Corps of Engineers	155	40	25.81%	17	10.97%	50	32.26%	48	30.97%
U.S. Army Europe	8	3	37.50%	0	0.00%	1	12.50%	4	50.00%
U.S. Army Forces Command	10	5	50.00%	0	0.00%	1	10.00%	4	40.00%
U.S. Army Installation Management Command	293	102	34.81%	31	10.58%	80	27.30%	80	27.30%
U.S. Army Intelligence and Security Command	14	6	42.86%	1	7.14%	1	7.14%	6	42.86%
U.S. Army Material Command	303	102	33.66%	43	14.19%	72	23.76%	86	28.38%
U.S. Army Medical Command	247	120	48.58%	26	10.53%	40	16.19%	61	24.70%
U.S. Army Network Enterprise Technology Command	16	6	37.50%	3	18.75%	2	12.50%	5	31.25%
U.S. Army Pacific (USARPAC)	4	2	50.00%	0	0.00%	2	50.00%	0	0.00%
U.S. Army Reserve Command	53	18	33.96%	6	11.32%	17	32.08%	12	22.64%
U.S. Army Space and Missile Defense Command	4	1	25.00%	0	0.00%	0	0.00%	3	75.00%
U.S. Army Special Operations Command (USASOC)	8	5	62.50%	0	0.00%	1	12.50%	2	25.00%
U.S. Army Test and Evaluation Command	20	10	50.00%	0	0.00%	4	20.00%	6	30.00%
U.S. Army Training and Doctrine Command	78	32	41.03%	7	8.97%	24	30.77%	15	19.23%
Department of the Interior Wide	279	102	36.56%	24	8.60%	33	11.83%	120	43.01%
DOI Bureau Of Indian Affairs	61	20	32.79%	5	8.20%	21	34.43%	15	24.59%
DOI Bureau Of Land Management	41	13	31.71%	3	7.32%	6	14.63%	19	46.34%
DOI Bureau of Ocean Energy Mgt, Regulation & Enforcement	12	1	8.33%	3	25.00%	0	0.00%	8	66.67%
DOI Bureau Of Reclamation	32	11	34.38%	3	9.38%	2	6.25%	16	50.00%
DOI Fish And Wildlife Service	18	6	33.33%	0	0.00%	0	0.00%	12	66.67%
DOI Geological Survey	16	7	43.75%	2	12.50%	0	0.00%	7	43.75%
DOI National Park Service	69	33	47.83%	5	7.25%	3	4.35%	28	40.58%

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Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
DOI Office Of Surface Mining, Reclamation and Enforcement	2	1	50.00%	0	0.00%	0	0.00%	1	50.00%
DOI-Office Of The Secretary	28	10	35.71%	3	10.71%	1	3.57%	14	50.00%
Department of the Navy Wide	684	240	35.09%	72	10.53%	155	22.66%	217	31.73%
Chief Of Naval Operations	15	6	40.00%	1	6.67%	4	26.67%	4	26.67%
Commander Naval Installations Command	131	47	35.88%	16	12.21%	33	25.19%	35	26.72%
Commander Naval Reserve	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Commander Pacific Fleet	36	14	38.89%	5	13.89%	6	16.67%	11	30.56%
DON Assistant for Administration	10	4	40.00%	0	0.00%	1	10.00%	5	50.00%
DON Bureau of Medicine & Surgery	60	26	43.33%	5	8.33%	15	25.00%	14	23.33%
DON SPAWAR	11	5	45.45%	0	0.00%	2	18.18%	4	36.36%
DON Strategic Systems Project Office	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Fleet Forces Command	56	15	26.79%	11	19.64%	14	25.00%	16	28.57%
Marine Corps HQ	109	39	35.78%	7	6.42%	24	22.02%	39	35.78%
Military Sealift Command	29	10	34.48%	3	10.34%	1	3.45%	15	51.72%
Naval Air Systems Command	56	12	21.43%	10	17.86%	15	26.79%	19	33.93%
Naval Education & Training Command	23	11	47.83%	3	13.04%	7	30.43%	2	8.70%
Naval Sea Systems Command	58	14	24.14%	5	8.62%	9	15.52%	30	51.72%
Naval Special Warfare Command	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Naval Supply Systems Command	32	13	40.63%	4	12.50%	7	21.88%	8	25.00%
Naval Systems Management Activity	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Navy Facilities & Engineering Command	52	23	44.23%	2	3.85%	14	26.92%	13	25.00%
Navy Military Personnel Command	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office Of Naval Intelligence	2	1	50.00%	0	0.00%	1	50.00%	0	0.00%
Office Of Naval Research	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Department of the Treasury Wide	427	102	23.89%	38	8.90%	45	10.54%	242	56.67%
Treas - Alcohol and Tobacco Tax and Trade Bureau	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Treas - Bureau of Engraving and Printing	33	10	30.30%	2	6.06%	5	15.15%	16	48.48%
Treas - Bureau of the Public Debt	7	3	42.86%	0	0.00%	1	14.29%	3	42.86%
Treas - Departmental Offices	6	1	16.67%	1	16.67%	0	0.00%	4	66.67%
Treas - Financial Crimes Enforcement Network	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Treas - Financial Management Service	12	5	41.67%	0	0.00%	1	8.33%	6	50.00%

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Treas - Inspector General For Tax Administration	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Treas - Internal Revenue Service	319	76	23.82%	28	8.78%	37	11.60%	178	55.80%
Treas - Office of the Comptroller of the Currency	13	1	7.69%	2	15.38%	0	0.00%	10	76.92%
Treas - Office of Thrift Supervision	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%
Treas - Special IG for the Trouble Assets Relief Program	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Treas - U. S. Mint	27	6	22.22%	2	7.41%	1	3.70%	18	66.67%
Treas -IRS Office of the Chief Counsel	4	0	0.00%	3	75.00%	0	0.00%	1	25.00%
Treas- Office of the Inspector General	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Transportation Wide	338	68	20.12%	15	4.44%	112	33.14%	143	42.31%
DOT Federal Aviation Administration	285	57	20.00%	13	4.56%	100	35.09%	115	40.35%
DOT Federal Highway Administration	12	1	8.33%	0	0.00%	2	16.67%	9	75.00%
DOT Federal Motor Carrier Safety Administration	11	2	18.18%	0	0.00%	2	18.18%	7	63.64%
DOT Federal Railroad Administrataion	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
DOT Federal Transit Administration	5	1	20.00%	0	0.00%	1	20.00%	3	60.00%
DOT Maritime Administration	4	0	0.00%	1	25.00%	0	0.00%	3	75.00%
DOT National Highway Traffic Safety Administration	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
DOT Office of Inspector General	5	1	20.00%	0	0.00%	1	20.00%	3	60.00%
DOT Office of the Secretary	3	2	66.67%	0	0.00%	1	33.33%	0	0.00%
DOT Pipeline & Hazardous Materials Safety Admin	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
DOT Research and Inovative Technology Administration	10	3	30.00%	1	10.00%	5	50.00%	1	10.00%
DOT St. Lawrence Development Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs Wide	2,071	476	22.98%	237	11.44%	466	22.50%	892	43.07%
VA-HQ and Others	74	19	25.68%	4	5.41%	28	37.84%	23	31.08%
VA-National Cemetery Administration	16	5	31.25%	0	0.00%	5	31.25%	6	37.50%
VA-Veterans Benefits Administration	145	37	25.52%	16	11.03%	34	23.45%	58	40.00%
VA-Veterans Health Administration	1,836	415	22.60%	217	11.82%	399	21.73%	805	43.85%
Federal Housing Finance Agency Wide	3	1	33.33%	1	33.33%	0	0.00%	1	33.33%
Federal Housing Finance Agency Hqtrs	3	1	33.33%	1	33.33%	0	0.00%	1	33.33%
Federal Housing Finance Agency OIG	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-11a FY 2011 Types of Complaints Closures - Sub-Component Data

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawal	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
General Services Administration Wide	103	34	33.01%	6	5.83%	26	25.24%	37	35.92%
GSA Central Office	25	5	20.00%	2	8.00%	8	32.00%	10	40.00%
GSA National Capital Region	13	3	23.08%	1	7.69%	4	30.77%	5	38.46%
GSA Region 1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
GSA Region 10	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
GSA Region 2	6	5	83.33%	0	0.00%	0	0.00%	1	16.67%
GSA Region 3	6	0	0.00%	1	16.67%	0	0.00%	5	83.33%
GSA Region 4	10	5	50.00%	1	10.00%	1	10.00%	3	30.00%
GSA Region 5	5	1	20.00%	0	0.00%	1	20.00%	3	60.00%
GSA Region 6	13	9	69.23%	1	7.69%	0	0.00%	3	23.08%
GSA Region 7	9	4	44.44%	0	0.00%	2	22.22%	3	33.33%
GSA Region 8	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
GSA Region 9	15	2	13.33%	0	0.00%	9	60.00%	4	26.67%
U.S. Postal Service Wide	6,251	872	13.95%	303	4.85%	2,548	40.76%	2,528	40.44%
USPS Capital Metro Area Operations	811	88	10.85%	38	4.69%	325	40.07%	360	44.39%
USPS Eastern Area	936	133	14.21%	56	5.98%	379	40.49%	368	39.32%
USPS Great Lakes Area	696	96	13.79%	35	5.03%	265	38.07%	300	43.10%
USPS Headquarters	142	24	16.90%	7	4.93%	48	33.80%	63	44.37%
USPS Northeast Area	606	118	19.47%	31	5.12%	230	37.95%	227	37.46%
USPS Office of Inspector General	10	4	40.00%	0	0.00%	4	40.00%	2	20.00%
USPS Pacific Area	672	91	13.54%	24	3.57%	260	38.69%	297	44.20%
USPS Southwest Area	1,578	196	12.42%	86	5.45%	626	39.67%	670	42.46%
USPS Western Area	800	122	15.25%	26	3.25%	411	51.38%	241	30.13%

Table B-12 FY 2011 Average Processing Days (APD) All Complaint Closures

Agency or Department	APD All Complaint Closures from Date Complaint Filed/ Remanded	APD All Withdrawals from Date Complaint Filed/ Remanded	APD Non-ADR Withdrawals from Date Complaint Filed/ Remanded	APD ADR Withdrawals from Date Complaint Filed/ Remanded	APD All Settlements from Date Complaint Filed/ Remanded	APD Non-ADR Settlements from Date Complaint Filed/ Remanded	APD ADR Settlements from Date Complaint Filed/ Remanded	APD All Final Agency Actions from Date Complaint Filed/ Remanded
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	196	196	196	0	0	0	0	0
Agency for International Development	483.85	258.33	258.33	0	447.8	713	50	655.2
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	357.5	0	0	0	349.33	349.33	0	359.38
Central Intelligence Agency	357.17	73	73	0	0	0	0	384.24
Chemical Safety and Hazard Investigation Board	60	0	0	0	60	60	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	258.67	0	0	0	207	207	0	284.5
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	364.71	0	0	0	273.25	273.25	0	486.67
Corporation for National and Community Service	613	0	0	0	0	0	0	613
Court Services and Offender Supervision Agency for the District of Columbia	342.71	156	156	0	439.33	527	264	308.33
Defense Army and Air Force Exchange	313.42	131.14	131.14	0	337.08	460.48	116.71	338.11
Defense Commissary Agency	250.43	240.35	251.75	58	248.54	392.38	56.75	253.68
Defense Contract Audit Agency	320.95	148.33	148.33	0	398.82	633.4	203.33	272.57
Defense Contract Management Agency	446.23	173	173	0	471.09	471.09	0	446.2
Defense Finance and Accounting Service	262.02	252.17	252.17	0	313.6	326.32	72	235
Defense Human Resources Activity	507	0	0	0	0	0	0	507

Table B-12 FY 2011 Average Processing Days (APD) All Complaint Closures

Agency or Department	APD All Complaint Closures from Date Complaint Filed/ Remanded	APD All Withdrawals from Date Complaint Filed/ Remanded	APD Non-ADR Withdrawals from Date Complaint Filed/ Remanded	APD ADR Withdrawals from Date Complaint Filed/ Remanded	APD All Settlements from Date Complaint Filed/ Remanded	APD Non-ADR Settlements from Date Complaint Filed/ Remanded	APD ADR Settlements from Date Complaint Filed/ Remanded	APD All Final Agency Actions from Date Complaint Filed/ Remanded
Defense Information Systems Agency	679.92	0	0	0	224.33	224.33	0	816.6
Defense Intelligence Agency	334.86	212.75	212.75	0	354.75	354.75	0	366.31
Defense Logistics Agency	457.76	214.44	214.44	0	460.98	519.13	274.9	537.72
Defense Media Activity	65.5	0	0	0	0	0	0	65.5
Defense Missile Defense Agency	30	0	0	0	0	0	0	30
Defense National Geospatial-Intelligence Agency	128.35	13	13	0	0	0	0	170.27
Defense National Guard Bureau	393.67	68	68	0	306.23	413.83	214	989.67
Defense National Security Agency	466.1	189.33	189.33	0	572	572	0	387.55
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	210.33	116	116	0	252	352	152	214
Defense Office of the Secretary - Wash. Hqtrs. Services	463.54	140.67	140.67	0	620.5	678.89	95	436.23
Defense Security Service	411	0	0	0	466	0	466	400
Defense Technical Information Center	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	170	445	445	0	113.67	113.67	0	143.5
Defense TRICARE Management Activity	221.33	116.5	116.5	0	431	431	0	0
Defense Uniformed Services University	45	45	0	45	0	0	0	45
Department of Agriculture	495.96	364.19	364.19	0	408.27	422.68	363.65	546.88
Department of Commerce	289.09	203.9	203.9	0	347.16	353.3	143.2	275.24
Department of Defense Education Activity	286.54	215.5	215.5	0	299.33	299.33	0	293.69
Department of Education	430.33	0	0	0	540.78	540.78	0	401.09
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	308.7	196.43	196.43	0	382.38	400.31	241.69	283.43
Department of Homeland Security	511.32	350.99	357.31	155	481	493.57	114.88	537.87
Department of Housing and Urban Development	397.94	242.27	242.27	0	541.2	541.2	0	352.58
Department of Justice	726.7	385.64	385.64	0	559.64	553.81	602.8	792.5
Department of Labor	359.12	206	206	0	402.88	0	402.88	363.77
Department of State	465.56	775.11	775.11	0	726.5	804	416.5	399.77
Department of the Air Force	394.75	238.24	241.36	20	342.88	402.97	181.84	470.13
Department of the Army	260.15	174.4	175.89	122.25	236.34	260.05	159.93	295.81

Table B-12 FY 2011 Average Processing Days (APD) All Complaint Closures

Agency or Department	APD All Complaint Closures from Date Complaint Filed/ Remanded	APD All Withdrawals from Date Complaint Filed/ Remanded	APD Non-ADR Withdrawals from Date Complaint Filed/ Remanded	APD ADR Withdrawals from Date Complaint Filed/ Remanded	APD All Settlements from Date Complaint Filed/ Remanded	APD Non-ADR Settlements from Date Complaint Filed/ Remanded	APD ADR Settlements from Date Complaint Filed/ Remanded	APD All Final Agency Actions from Date Complaint Filed/ Remanded
Department of the Interior	493.18	346.58	361	15	455.65	491.85	122.6	541.2
Department of the Navy	364.71	286.94	290.25	52	328.01	332.43	181	403.43
Department of the Treasury	475.27	275.82	280.03	120	440.89	479.43	217.4	513.9
Department of Transportation	320.75	370.2	370.2	0	494.82	494.82	0	271.42
Department of Veterans Affairs	373.01	176.27	179.7	63.43	434.09	476.08	68.14	385.94
Election Assistance Commission	0	0	0	0	0	0	0	0
Environmental Protection Agency	697.4	499	499	0	409.17	409.17	0	758.14
Equal Employment Opportunity Commission	321.71	65.5	65.5	0	410.73	568.71	134.25	295.78
Export-Import Bank of the US	0	0	0	0	0	0	0	0
Farm Credit Administration	157	0	0	0	157	0	157	0
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0	0
Federal Communications Commission	30	30	30	0	0	0	0	0
Federal Deposit Insurance Corporation	254.75	175	161.75	228	318.75	322.43	293	247.2
Federal Election Commission	1,599.25	0	0	0	1,599.25	1,599.25	0	0
Federal Energy Regulatory Commission	180	0	0	0	0	0	0	180
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	564.67	794	794	0	35	0	35	865
Federal Labor Relations Authority	273	0	0	0	0	0	0	273
Federal Maritime Commission	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	236	0	0	0	236	236	0	0
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	36.5	45	45	0	28	28	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0
General Services Administration	411.48	206.83	206.83	0	554.91	554.91	0	353.56
Government Printing Office	279.79	388	388	0	0	0	0	270.78
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	0	0	0	0	0	0	0	0
Inter-American Foundation	0	0	0	0	0	0	0	0

Table B-12 FY 2011 Average Processing Days (APD) All Complaint Closures

Agency or Department	APD All Complaint Closures from Date Complaint Filed/ Remanded	APD All Withdrawals from Date Complaint Filed/ Remanded	APD Non-ADR Withdrawals from Date Complaint Filed/ Remanded	APD ADR Withdrawals from Date Complaint Filed/ Remanded	APD All Settlements from Date Complaint Filed/ Remanded	APD Non-ADR Settlements from Date Complaint Filed/ Remanded	APD ADR Settlements from Date Complaint Filed/ Remanded	APD All Final Agency Actions from Date Complaint Filed/ Remanded
International Boundary and Water Commission	194	246	246	0	0	0	0	181
International Joint Commission: US& Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	191.67	0	0	0	0	0	0	191.67
Marine Mammal Commission	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	50	0	0	0	50	50	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	426.92	119	119	0	362.41	427.36	292.46	493.03
National Archives and Records Administration	485.64	512	512	0	508	508	0	476.25
National Capital Planning Commission	0	0	0	0	0	0	0	0
National Council on Disability	0	0	0	0	0	0	0	0
National Credit Union Administration	240.33	40.5	40.5	0	400.33	400.33	0	160
National Endowment for the Arts	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	493	335	335	0	350.5	350.5	0	581.6
National Indian Gaming Commission	323.5	0	0	0	120	120	0	527
National Labor Relations Board	276.38	0	0	0	374.88	374.88	0	118.8
National Mediation Board	0	0	0	0	0	0	0	0
National Reconnaissance Office	259.25	0	0	0	884	884	0	51
National Science Foundation	631	0	0	0	0	0	0	631
National Transportation Safety Board	707	0	0	0	0	0	0	707
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	172	245	245	0	130.29	197.75	40.33	208.5
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0	0	0

Table B-12 FY 2011 Average Processing Days (APD) All Complaint Closures

Agency or Department	APD All Complaint Closures from Date Complaint Filed/ Remanded	APD All Withdrawals from Date Complaint Filed/ Remanded	APD Non-ADR Withdrawals from Date Complaint Filed/ Remanded	APD ADR Withdrawals from Date Complaint Filed/ Remanded	APD All Settlements from Date Complaint Filed/ Remanded	APD Non-ADR Settlements from Date Complaint Filed/ Remanded	APD ADR Settlements from Date Complaint Filed/ Remanded	APD All Final Agency Actions from Date Complaint Filed/ Remanded
Office of Government Ethics	0	0	0	0	0	0	0	0
Office of Personnel Management	353.37	495.5	495.5	0	580.2	580.2	0	235.17
Office of Special Counsel	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	311.5	204	204	0	419	419	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0
Peace Corps	462.75	130	130	0	812	812	0	454.5
Pension Benefit Guaranty Corporation	216.33	117	117	0	529.67	529.67	0	184
Postal Regulatory Commission	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	390	0	0	0	570	570	0	210
Securities and Exchange Commission	228	100	100	0	155	155	0	252.91
Selective Service System	789	0	0	0	0	0	0	789
Small Business Administration	256.74	38	38	0	501.36	501.36	0	144.36
Smithsonian Institution	200.17	0	0	0	290.5	0	290.5	155
Social Security Administration	417.58	209.49	209.49	0	447.5	464.11	98.67	442.05
Tennessee Valley Authority	329.33	71.2	71.2	0	325.6	325.6	0	347.03
Trade and Development Agency	0	0	0	0	0	0	0	0
U.S. Postal Service	248.56	204.18	208.11	38.29	365.17	444.58	39.66	231.18
U.S. Tax Court	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	343.38	236.59	240.31	72.18	378.44	421.25	154.48	344.31
Midsize Agencies Subtotal	408.32	209.61	209.36	228.00	450.10	474.79	261.68	421.18
Small Agencies Subtotal	326.64	201.48	201.48	0.00	420.81	490.55	101.17	312.69
Micro Agencies Subtotal	206.40	196.00	196.00	0.00	133.50	133.50	0.00	284.50
Government-wide	346.28	234.34	239.51	77.55	382.16	424.70	156.81	347.73

NRF = No Report Filed

Table B-13 FY 2011 Complaints Closed with Dismissals

Agency or Department	Total Complaint Closures	Number All Dismissals	Number Final Agency Decision (FAD) Dismissals (no AJ)	% FAD Dismissals	Number Final Orders (FOs) of AJ Dismissals	% FOs of AJ Dismissals	Number FOs Fully Implementing (FI) AJ Dismissals	% FOs FI AJ Dismissals	Number FOs Not Fully Implementing (NFI) AJ Dismissals	% FOs NFI AJ Dismissals
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	13	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	16	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
Central Intelligence Agency	23	8	8	100.00%	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	3	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	7	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Corporation for National and Community Service	3	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	7	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Army and Air Force Exchange	119	27	27	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Commissary Agency	114	31	31	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Contract Audit Agency	21	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Contract Management Agency	22	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	62	14	14	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	13	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%
Defense Intelligence Agency	21	7	7	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency	105	14	14	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Media Activity	2	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%

Table B-13 FY 2011 Complaints Closed with Dismissals

Agency or Department	Total Complaint Closures	Number All Dismissals	Number Final Agency Decision (FAD) Dismissals (no AJ)	% FAD Dismissals	Number Final Orders (FOs) of AJ Dismissals	% FOs of AJ Dismissals	Number FOs Fully Implementing (FI) AJ Dismissals	% FOs FI AJ Dismissals	Number FOs Not Fully Implementing (NFI) AJ Dismissals	% FOs NFI AJ Dismissals
Defense Missile Defense Agency	1	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	20	8	8	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	18	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%
Defense National Security Agency	30	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	6	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	35	11	11	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Security Service	6	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Technical Information Center	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	8	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense TRICARE Management Activity	3	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University	4	2	0	0.00%	2	100.00%	0	0.00%	2	100.00%
Department of Agriculture	457	74	72	97.30%	2	2.70%	2	100.00%	0	0.00%
Department of Commerce	687	208	202	97.12%	6	2.88%	6	100.00%	0	0.00%
Department of Defense Education Activity	39	11	11	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Education	43	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	378	98	97	98.98%	1	1.02%	1	100.00%	0	0.00%
Department of Homeland Security	1,192	170	163	95.88%	7	4.12%	7	100.00%	0	0.00%
Department of Housing and Urban Development	98	9	9	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Justice	693	92	83	90.22%	9	9.78%	9	100.00%	0	0.00%
Department of Labor	121	20	19	95.00%	1	5.00%	1	100.00%	0	0.00%
Department of State	101	26	26	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of the Air Force	529	92	86	93.48%	6	6.52%	5	83.33%	1	16.67%
Department of the Army	1,279	314	311	99.04%	3	0.96%	3	100.00%	0	0.00%
Department of the Interior	279	33	31	93.94%	2	6.06%	2	100.00%	0	0.00%
Department of the Navy	684	155	155	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of the Treasury	427	45	45	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Transportation	338	112	112	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs	2,071	466	444	95.28%	22	4.72%	22	100.00%	0	0.00%
Election Assistance Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	43	5	4	80.00%	1	20.00%	1	100.00%	0	0.00%
Equal Employment Opportunity Commission	31	6	6	100.00%	0	0.00%	0	0.00%	0	0.00%

Table B-13 FY 2011 Complaints Closed with Dismissals

Agency or Department	Total Complaint Closures	Number All Dismissals	Number Final Agency Decision (FAD) Dismissals (no AJ)	% FAD Dismissals	Number Final Orders (FOs) of AJ Dismissals	% FOs of AJ Dismissals	Number FOs Fully Implementing (FI) AJ Dismissals	% FOs FI AJ Dismissals	Number FOs Not Fully Implementing (NFI) AJ Dismissals	% FOs NFI AJ Dismissals
Export-Import Bank of the US	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	5	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	28	11	8	72.73%	3	27.27%	3	100.00%	0	0.00%
Federal Election Commission	4	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	8	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	3	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Trade Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
General Services Administration	103	26	26	100.00%	0	0.00%	0	0.00%	0	0.00%
Government Printing Office	39	15	15	100.00%	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	5	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	3	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	59	15	15	100.00%	0	0.00%	0	0.00%	0	0.00%

Table B-13 FY 2011 Complaints Closed with Dismissals

Agency or Department	Total Complaint Closures	Number All Dismissals	Number Final Agency Decision (FAD) Dismissals (no AJ)	% FAD Dismissals	Number Final Orders (FOs) of AJ Dismissals	% FOs of AJ Dismissals	Number FOs Fully Implementing (FI) AJ Dismissals	% FOs FI AJ Dismissals	Number FOs Not Fully Implementing (NFI) AJ Dismissals	% FOs NFI AJ Dismissals
National Archives and Records Administration	11	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
National Capital Planning Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	6	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	8	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
National Indian Gaming Commission	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Labor Relations Board	13	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	4	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
National Science Foundation	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	14	3	2	66.67%	1	33.33%	1	100.00%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	19	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Office of Special Counsel	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Overseas Private Investment Corporation	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Peace Corps	4	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	30	10	10	100.00%	0	0.00%	0	0.00%	0	0.00%
Postal Regulatory Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	14	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Selective Service System	1	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	34	10	10	100.00%	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	6	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	489	92	88	95.65%	4	4.35%	4	100.00%	0	0.00%
Tennessee Valley Authority	84	11	11	100.00%	0	0.00%	0	0.00%	0	0.00%

Table B-13 FY 2011 Complaints Closed with Dismissals

Agency or Department	Total Complaint Closures	Number All Dismissals	Number Final Agency Decision (FAD) Dismissals (no AJ)	% FAD Dismissals	Number Final Orders (FOs) of AJ Dismissals	% FOs of AJ Dismissals	Number FOs Fully Implementing (FI) AJ Dismissals	% FOs FI AJ Dismissals	Number FOs Not Fully Implementing (NFI) AJ Dismissals	% FOs NFI AJ Dismissals
Trade and Development Agency	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	6,251	2,548	2,538	99.61%	10	0.39%	10	100.00%	0	0.00%
U.S. Tax Court	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	16,278	4,609	4,535	98.39%	74	1.61%	71	95.95%	3	4.05%
Midsized Agencies Subtotal	865	174	166	95.40%	8	4.60%	8	100.00%	0	0.00%
Small Agencies Subtotal	288	68	67	98.53%	1	1.47%	1	100.00%	0	0.00%
Micro Agencies Subtotal	5	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%
Government-wide	17,436	4,853	4,768	98.25%	85	1.75%	82	96.47%	3	3.53%

NRF = No Report Filed

Table B-14 FY 2011 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed / Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0	0	0	0	0	0.00%
Agency for International Development	2	389	128	0	0	0	0	0	0.00%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	5	296.4	118.2	1	0	0	0	1	20.00%
Central Intelligence Agency	13	608.23	36.23	2	5	4	0	11	84.62%
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0	0	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0	0.00%
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0.00%
Consumer Product Safety Commission	2	672.5	17.5	0	0	2	0	2	100.00%
Corporation for National and Community Service	0	0	0	0	0	0	0	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	1	237	57	0	1	0	0	1	100.00%
Defense Army and Air Force Exchange	25	360.16	58.32	12	4	2	0	18	72.00%
Defense Commissary Agency	26	325.12	19.5	4	22	0	0	26	100.00%
Defense Contract Audit Agency	7	272.57	46.71	1	5	0	0	6	85.71%
Defense Contract Management Agency	6	707.5	48	0	6	0	0	6	100.00%
Defense Finance and Accounting Service	15	247.47	40.4	4	7	1	3	15	100.00%
Defense Human Resources Activity	1	507	293	0	0	0	0	0	0.00%

Table B-14 FY 2011 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed / Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Defense Information Systems Agency	7	696	394	0	0	1	0	1	14.29%
Defense Intelligence Agency	4	372.25	147.75	0	0	0	0	0	0.00%
Defense Logistics Agency	14	590.71	207.43	0	0	0	0	0	0.00%
Defense Media Activity	0	0	0	0	0	0	0	0	0.00%
Defense Missile Defense Agency	0	0	0	0	0	0	0	0	0.00%
Defense National Geospatial-Intelligence Agency	7	324.43	48.14	3	0	4	0	7	100.00%
Defense National Guard Bureau	0	0	0	0	0	0	0	0	0.00%
Defense National Security Agency	5	60	60	3	2	0	0	5	100.00%
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0.00%
Defense Office of the Inspector General	2	296.5	108	0	0	0	0	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	5	443	146.6	0	0	0	0	0	0.00%
Defense Security Service	3	427.67	60	3	0	0	0	3	100.00%
Defense Technical Information Center	0	0	0	0	0	0	0	0	0.00%
Defense Threat Reduction Agency	1	414	166	0	0	0	0	0	0.00%
Defense TRICARE Management Activity	0	0	0	0	0	0	0	0	0.00%
Defense Uniformed Services University	0	0	0	0	0	0	0	0	0.00%
Department of Agriculture	162	637.85	203.46	13	7	5	0	25	15.43%
Department of Commerce	165	451.43	162.48	7	11	15	0	33	20.00%
Department of Defense Education Activity	13	298.62	50.31	1	8	0	3	12	92.31%
Department of Education	26	384.65	47.42	9	10	7	0	26	100.00%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	108	343.57	73.28	20	28	10	0	58	53.70%
Department of Homeland Security	457	578.65	237.21	58	27	31	3	119	26.04%
Department of Housing and Urban Development	33	335	110.39	6	18	2	0	26	78.79%
Department of Justice	257	959.87	535.05	2	15	1	0	18	7.00%
Department of Labor	42	308.79	56.71	16	14	8	3	41	97.62%
Department of State	41	424.44	123.15	1	2	0	0	3	7.32%
Department of the Air Force	107	629.66	304.9	9	6	4	0	19	17.76%
Department of the Army	217	440.44	60.45	22	66	29	9	126	58.06%

Table B-14 FY 2011 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed / Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Department of the Interior	77	468.05	155.79	7	3	4	0	14	18.18%
Department of the Navy	130	503.39	59.04	54	43	28	3	128	98.46%
Department of the Treasury	126	405.04	48	13	46	29	11	99	78.57%
Department of Transportation	93	305.31	81.69	15	26	5	1	47	50.54%
Department of Veterans Affairs	477	434.31	116.87	14	18	15	1	48	10.06%
Election Assistance Commission	0	0	0	0	0	0	0	0	0.00%
Environmental Protection Agency	20	740.6	441	0	0	0	0	0	0.00%
Equal Employment Opportunity Commission	10	464.5	73.3	0	3	2	0	5	50.00%
Export-Import Bank of the US	0	0	0	0	0	0	0	0	0.00%
Farm Credit Administration	0	0	0	0	0	0	0	0	0.00%
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0	0	0.00%
Federal Communications Commission	0	0	0	0	0	0	0	0	0.00%
Federal Deposit Insurance Corporation	4	450.25	54.75	1	1	1	0	3	75.00%
Federal Election Commission	0	0	0	0	0	0	0	0	0.00%
Federal Energy Regulatory Commission	4	180	60	0	4	0	0	4	100.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	1	865	655	0	0	0	0	0	0.00%
Federal Labor Relations Authority	1	273	44	0	1	0	0	1	100.00%
Federal Maritime Commission	0	0	0	0	0	0	0	0	0.00%
Federal Mediation and Conciliation Service	0	0	0	0	0	0	0	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0	0	0	0.00%
Federal Reserve System--Board of Governors	0	0	0	0	0	0	0	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0.00%
Federal Trade Commission	0	0	0	0	0	0	0	0	0.00%
General Services Administration	19	423.58	44.37	7	7	5	0	19	100.00%
Government Printing Office	20	355.2	92.3	0	2	0	0	2	10.00%
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0	0.00%
Institute of Museum and Library Services	0	0	0	0	0	0	0	0	0.00%
Inter-American Foundation	0	0	0	0	0	0	0	0	0.00%

Table B-14 FY 2011 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed / Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
International Boundary and Water Commission	3	196.67	29.33	3	0	0	0	3	100.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0	0	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0	0	0.00%
John F. Kennedy Center for the Performing Arts	1	375	195	0	0	0	0	0	0.00%
Marine Mammal Commission	0	0	0	0	0	0	0	0	0.00%
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0.00%
Millennium Challenge Corporation	0	0	0	0	0	0	0	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	12	626.5	363.67	0	0	0	0	0	0.00%
National Archives and Records Administration	3	574	56	0	0	2	0	2	66.67%
National Capital Planning Commission	0	0	0	0	0	0	0	0	0.00%
National Council on Disability	0	0	0	0	0	0	0	0	0.00%
National Credit Union Administration	0	0	0	0	0	0	0	0	0.00%
National Endowment for the Arts	0	0	0	0	0	0	0	0	0.00%
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	2	510	51.5	0	0	1	0	1	50.00%
National Indian Gaming Commission	0	0	0	0	0	0	0	0	0.00%
National Labor Relations Board	2	270.5	30	0	1	0	1	2	100.00%
National Mediation Board	0	0	0	0	0	0	0	0	0.00%
National Reconnaissance Office	0	0	0	0	0	0	0	0	0.00%
National Science Foundation	1	486	116	0	0	0	0	0	0.00%
National Transportation Safety Board	1	707	17	1	0	0	0	1	100.00%
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0.00%
Nuclear Regulatory Commission	3	282.33	56.33	3	0	0	0	3	100.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0	0	0	0.00%

Table B-14 FY 2011 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed / Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Office of Government Ethics	0	0	0	0	0	0	0	0	0.00%
Office of Personnel Management	7	360.14	153.14	0	0	0	0	0	0.00%
Office of Special Counsel	0	0	0	0	0	0	0	0	0.00%
Office of the Director of National Intelligence	0	0	0	0	0	0	0	0	0.00%
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0.00%
Peace Corps	2	454.5	98.5	0	0	0	0	0	0.00%
Pension Benefit Guaranty Corporation	8	109.63	59.38	3	2	2	0	7	87.50%
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	1	210	56	1	0	0	0	1	100.00%
Securities and Exchange Commission	7	373.57	47.43	3	2	2	0	7	100.00%
Selective Service System	0	0	0	0	0	0	0	0	0.00%
Small Business Administration	10	140.3	66.3	0	2	5	0	7	70.00%
Smithsonian Institution	2	245.5	46	0	2	0	0	2	100.00%
Social Security Administration	150	391.89	111.67	7	47	17	9	80	53.33%
Tennessee Valley Authority	45	321.22	52.71	21	15	9	0	45	100.00%
Trade and Development Agency	0	0	0	0	0	0	0	0	0.00%
U.S. Postal Service	1,407	263.46	37.14	140	521	335	368	1,364	96.94%
U.S. Tax Court	0	0	0	0	0	0	0	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	4,066	431.04	129.19	437	915	536	405	2,293	56.39%
Midsized Agencies Subtotal	269	408.3	130.84	36	74	37	9	156	57.99%
Small Agencies Subtotal	93	389.84	74.24	17	21	15	1	54	58.06%
Micro Agencies Subtotal	0	0	0	0	0	0	0	0	0.00%
Government-wide	4,428	429.89	128.13	490	1,010	588	415	2,503	56.53%

NRF = No Report Filed

Table B-14a FY 2011 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Defense Logistics Agency Wide	14	590.71	207.43	0	0	0	0	0	0.00%
DLA Aviation	2	544.5	315.5	0	0	0	0	0	0.00%
DLA Disposition Services	1	840	272	0	0	0	0	0	0.00%
DLA Distribution	7	592	183.86	0	0	0	0	0	0.00%
DLA Headquarters Operations Division	2	334.5	155.5	0	0	0	0	0	0.00%
DLA Land and Maritime	0	0	0	0	0	0	0	0	0.00%
DLA Logistics Information Service	1	977	175	0	0	0	0	0	0.00%
DLA Troop Support	1	551	228	0	0	0	0	0	0.00%
Defense National Guard Bureau Wide	0	0	0	0	0	0	0	0	0.00%
Alabama National Guard	0	0	0	0	0	0	0	0	0.00%
Alaska National Guard	0	0	0	0	0	0	0	0	0.00%
Arizona National Guard	0	0	0	0	0	0	0	0	0.00%
Arkansas National Guard	0	0	0	0	0	0	0	0	0.00%
California National Guard	0	0	0	0	0	0	0	0	0.00%
Colorado National Guard	0	0	0	0	0	0	0	0	0.00%
Connecticut National Guard	0	0	0	0	0	0	0	0	0.00%
DC National Guard	0	0	0	0	0	0	0	0	0.00%
Delaware National Guard	0	0	0	0	0	0	0	0	0.00%
Florida National Guard	0	0	0	0	0	0	0	0	0.00%
Georgia National Guard	0	0	0	0	0	0	0	0	0.00%
Guam National Guard	0	0	0	0	0	0	0	0	0.00%
Hawaii National Guard	0	0	0	0	0	0	0	0	0.00%
Idaho National Guard	0	0	0	0	0	0	0	0	0.00%
Illinois National Guard	0	0	0	0	0	0	0	0	0.00%
Indiana National Guard	0	0	0	0	0	0	0	0	0.00%
Iowa National Guard	0	0	0	0	0	0	0	0	0.00%
Kansas National Guard	0	0	0	0	0	0	0	0	0.00%
Kentucky National Guard	0	0	0	0	0	0	0	0	0.00%
Louisiana National Guard	0	0	0	0	0	0	0	0	0.00%
Maine National Guard	0	0	0	0	0	0	0	0	0.00%
Maryland National Guard	0	0	0	0	0	0	0	0	0.00%
Massachusetts National Guard	0	0	0	0	0	0	0	0	0.00%
Michigan National Guard	0	0	0	0	0	0	0	0	0.00%
Minnesota National Guard	0	0	0	0	0	0	0	0	0.00%
Mississippi National Guard	0	0	0	0	0	0	0	0	0.00%
Missouri National Guard	0	0	0	0	0	0	0	0	0.00%
Montana National Guard	0	0	0	0	0	0	0	0	0.00%

Table B-14a FY 2011 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Nebraska National Guard	0	0	0	0	0	0	0	0	0.00%
Nevada National Guard	0	0	0	0	0	0	0	0	0.00%
New Hampshire National Guard	0	0	0	0	0	0	0	0	0.00%
New Jersey National Guard	0	0	0	0	0	0	0	0	0.00%
New Mexico National Guard	0	0	0	0	0	0	0	0	0.00%
New York National Guard	0	0	0	0	0	0	0	0	0.00%
North Carolina National Guard	0	0	0	0	0	0	0	0	0.00%
North Dakota National Guard	0	0	0	0	0	0	0	0	0.00%
Ohio National Guard	0	0	0	0	0	0	0	0	0.00%
Oklahoma National Guard	0	0	0	0	0	0	0	0	0.00%
Oregon National Guard	0	0	0	0	0	0	0	0	0.00%
Pennsylvania National Guard	0	0	0	0	0	0	0	0	0.00%
Puerto Rico National Guard	0	0	0	0	0	0	0	0	0.00%
Rhode Island National Guard	0	0	0	0	0	0	0	0	0.00%
South Carolina National Guard	0	0	0	0	0	0	0	0	0.00%
South Dakota National Guard	0	0	0	0	0	0	0	0	0.00%
Tennessee National Guard	0	0	0	0	0	0	0	0	0.00%
Texas National Guard	0	0	0	0	0	0	0	0	0.00%
Utah National Guard	0	0	0	0	0	0	0	0	0.00%
Vermont National Guard	0	0	0	0	0	0	0	0	0.00%
Virgin Islands National Guard	0	0	0	0	0	0	0	0	0.00%
Virginia National Guard	0	0	0	0	0	0	0	0	0.00%
Washington State National Guard	0	0	0	0	0	0	0	0	0.00%
West Virginia National Guard	0	0	0	0	0	0	0	0	0.00%
Wisconsin National Guard	0	0	0	0	0	0	0	0	0.00%
Wyoming National Guard	0	0	0	0	0	0	0	0	0.00%
Department of Agriculture Wide	162	637.85	203.46	13	7	5	0	25	15.43%
USDA Agricultural Marketing Service	4	294	158.25	1	0	0	0	1	25.00%
USDA Agricultural Research Service	10	531.1	124	2	0	0	0	2	20.00%
USDA Agriculture Headquarters	1	743	75	0	0	0	0	0	0.00%
USDA Animal and Plant Health Inspection Service	15	701.33	150.2	1	1	0	0	2	13.33%
USDA Economic Research Service	0	0	0	0	0	0	0	0	0.00%
USDA Farm Service Agency	14	474.71	213	1	0	0	0	1	7.14%
USDA Food and Nutrition Service	1	490	186	0	0	0	0	0	0.00%
USDA Food Safety And Inspection Service	22	681.55	162.68	0	0	4	0	4	18.18%
USDA Foreign Agricultural Service	0	0	0	0	0	0	0	0	0.00%
USDA Forest Service	49	634.63	207.59	2	4	1	0	7	14.29%

Table B-14a FY 2011 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
USDA Grain Inspection, Packers and Stockyards Administration	3	392	80	0	0	0	0	0	0.00%
USDA National Agricultural Statistics Service	0	0	0	0	0	0	0	0	0.00%
USDA National Appeals Division	0	0	0	0	0	0	0	0	0.00%
USDA National Institute of Food and Agriculture	0	0	0	0	0	0	0	0	0.00%
USDA Natural Resources Conservation Service	17	579	225.71	4	0	0	0	4	23.53%
USDA Office Of Inspector General	1	658	117	0	0	0	0	0	0.00%
USDA Office Of The Chief Financial Officer	5	680.4	293.2	0	0	0	0	0	0.00%
USDA Risk Management Agency	3	760.33	96	2	0	0	0	2	66.67%
USDA Rural Development	17	882	346.59	0	2	0	0	2	11.76%
Department of Commerce Wide	165	451.43	162.48	7	11	15	0	33	20.00%
DOC All Other Commerce Bureaus	14	446.86	161.21	0	0	2	0	2	14.29%
DOC Bureau of the Census	33	407.21	192.18	2	3	1	0	6	18.18%
DOC Decennial Census	87	470.92	171.2	4	5	4	0	13	14.94%
DOC International Trade Administration	2	621.5	140	0	0	0	0	0	0.00%
DOC National Institute of Standards & Technology	1	323	64	0	0	0	0	0	0.00%
DOC National Oceanic & Atmospheric Administration	20	431.25	128.5	0	1	3	0	4	20.00%
DOC U. S. Patent and Trademark Office	8	453.88	50.25	1	2	5	0	8	100.00%
Department of Energy Wide	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services Wide	108	343.57	73.28	20	28	10	0	58	53.70%
HHS Administration for Children and Families	3	1,404.33	157	0	0	0	0	0	0.00%
HHS Agency for Healthcare Research and Quality	0	0	0	0	0	0	0	0	0.00%
HHS Centers for Disease Control and Prevention	12	385.92	78.58	1	2	1	0	4	33.33%
HHS Centers for Medicare & Medicaid Services	10	241.7	59.7	7	1	1	0	9	90.00%
HHS Food and Drug Administration	9	321.56	92.11	1	1	0	0	2	22.22%
HHS Health Resources and Services Administration	6	386.83	86.5	1	2	1	0	4	66.67%
HHS Indian Health Service	39	294.9	62.38	5	17	3	0	25	64.10%
HHS National Institutes of Health	19	335	69.26	1	5	3	0	9	47.37%
HHS Office of the Secretary of Health and Human Services	7	294.43	89.43	2	0	0	0	2	28.57%
HHS Program Support Center	2	256.5	60	2	0	0	0	2	100.00%
HHS Substance Abuse & Mental Health Services Admin	1	190	60	0	0	1	0	1	100.00%

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Department of Homeland Security Wide	457	578.65	237.21	58	27	31	3	119	26.04%
DHS Federal Emergency Management Agency	83	825.63	279.19	15	0	0	0	15	18.07%
DHS Federal Law Enforcement Training Center	0	0	0	0	0	0	0	0	0.00%
DHS Headquarters	10	562.2	264.2	1	1	0	0	2	20.00%
DHS Transportation Security Administration	105	608.55	258.13	9	7	6	1	23	21.90%
DHS U.S. Citizenship and Immigration Services	45	426.02	151.13	6	7	5	1	19	42.22%
DHS U.S. Coast Guard	21	516.38	236.76	3	1	0	0	4	19.05%
DHS U.S. Customs and Border Protection	123	487.4	241.3	15	5	9	0	29	23.58%
DHS U.S. Immigration and Customs Enforcement	67	519.54	206.79	7	6	11	1	25	37.31%
DHS U.S. Secret Service	3	541.33	58.67	2	0	0	0	2	66.67%
Department of Justice Wide	257	959.87	535.05	2	15	1	0	18	7.00%
DOJ Alcohol, Tobacco, Firearms and Explosives	5	355	455.8	0	0	0	0	0	0.00%
DOJ Bureau of Prisons	147	1,121.16	649.12	0	0	1	0	1	0.68%
DOJ Drug Enforcement Administration	11	502.82	347.64	0	0	0	0	0	0.00%
DOJ Executive Office for Immigration Review	0	0	0	0	0	0	0	0	0.00%
DOJ Executive Office for U.S. Attorneys	7	1,020.57	577.57	0	0	0	0	0	0.00%
DOJ Federal Bureau of Investigation	68	826.69	387.22	2	14	0	0	16	23.53%
DOJ Office of Justice Programs	0	0	0	0	0	0	0	0	0.00%
DOJ Offices, Boards, and Divisions	8	389.13	92.5	0	1	0	0	1	12.50%
DOJ U.S. Marshals Service	11	736.18	442.64	0	0	0	0	0	0.00%
Department of Labor Wide	42	308.79	56.71	16	14	8	3	41	97.62%
DOL (DM and others)	8	293.75	60.75	3	2	1	1	7	87.50%
DOL Bureau of Labor Statistics	3	280.67	59.67	3	0	0	0	3	100.00%
DOL Employment and Training Administration	9	373.44	57	1	4	4	0	9	100.00%
DOL Mine Safety and Health Administration	6	244.33	48	4	0	0	2	6	100.00%
DOL Occupational Safety and Health Administration	7	243.57	58.14	1	5	1	0	7	100.00%
DOL Office of Workers Compensation Programs	5	412.6	55.8	1	2	2	0	5	100.00%
DOL Wage and Hour Division	4	295.5	57.5	3	1	0	0	4	100.00%
Department of the Army Wide	217	440.44	60.45	22	66	29	9	126	58.06%
Eighth U.S. Army (KOREA)	0	0	0	0	0	0	0	0	0.00%
Headquarters, Department of Army	10	619.2	58.8	0	3	3	0	6	60.00%
U.S. Army Corps of Engineers	32	411.81	59.63	2	10	4	2	18	56.25%
U.S. Army Europe	4	522	49.5	1	1	1	0	3	75.00%

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U.S. Army Forces Command	4	323.75	58.25	0	3	0	0	3	75.00%
U.S. Army Installation Management Command	44	397.16	63.41	7	15	4	1	27	61.36%
U.S. Army Intelligence and Security Command	3	622	62	0	1	1	0	2	66.67%
U.S. Army Material Command	54	451.44	62.33	4	15	6	2	27	50.00%
U.S. Army Medical Command	38	470.47	58.87	4	11	6	2	23	60.53%
U.S. Army Network Enterprise Technology Command	4	297	43.5	1	2	1	0	4	100.00%
U.S. Army Pacific (USARPAC)	0	0	0	0	0	0	0	0	0.00%
U.S. Army Reserve Command	7	330	48.43	1	2	0	2	5	71.43%
U.S. Army Space and Missile Defense Command	0	0	0	0	0	0	0	0	0.00%
U.S. Army Special Operations Command (USASOC)	1	511	50	0	1	0	0	1	100.00%
U.S. Army Test and Evaluation Command	6	435.5	65.17	1	0	2	0	3	50.00%
U.S. Army Training and Doctrine Command	10	460.3	65.7	1	2	1	0	4	40.00%
Department of the Interior Wide	77	468.05	155.79	7	3	4	0	14	18.18%
DOI Bureau Of Indian Affairs	9	811.22	329.56	0	1	0	0	1	11.11%
DOI Bureau Of Land Management	11	538.55	236.82	0	0	0	0	0	0.00%
DOI Bureau of Ocean Energy Mgt, Regulation & Enforcement	5	317.4	39.6	5	0	0	0	5	100.00%
DOI Bureau Of Reclamation	9	287.67	137.33	0	0	0	0	0	0.00%
DOI Fish And Wildlife Service	11	348.09	140.82	0	0	0	0	0	0.00%
DOI Geological Survey	5	389.8	84.2	0	0	0	0	0	0.00%
DOI National Park Service	18	476.83	120.89	2	2	0	0	4	22.22%
DOI Office Of Surface Mining, Reclamation and Enforcement	1	205	145	0	0	0	0	0	0.00%
DOI-Office Of The Secretary	8	509.13	87.5	0	0	4	0	4	50.00%
Department of the Navy Wide	130	503.39	59.04	54	43	28	3	128	98.46%
Chief Of Naval Operations	2	408	53	1	1	0	0	2	100.00%
Commander Naval Installations Command	15	441.33	56.4	5	7	3	0	15	100.00%
Commander Naval Reserve	0	0	0	0	0	0	0	0	0.00%
Commander Pacific Fleet	7	413.14	54	4	3	0	0	7	100.00%
DON Assistant for Administration	5	561.6	51	0	3	1	1	5	100.00%
DON Bureau of Medicine & Surgery	12	499.42	55.25	6	5	1	0	12	100.00%
DON SPAWAR	3	765.33	55.67	1	0	2	0	3	100.00%
DON Strategic Systems Project Office	0	0	0	0	0	0	0	0	0.00%
Fleet Forces Command	8	475.25	56.25	2	4	2	0	8	100.00%
Marine Corps HQ	21	598.76	90.24	13	4	2	0	19	90.48%

Table B-14a FY 2011 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Military Sealift Command	6	403.17	41.33	2	3	1	0	6	100.00%
Naval Air Systems Command	15	393.8	50.53	6	7	2	0	15	100.00%
Naval Education & Training Command	2	444.5	49	1	1	0	0	2	100.00%
Naval Sea Systems Command	25	602.16	54.72	8	4	13	0	25	100.00%
Naval Special Warfare Command	0	0	0	0	0	0	0	0	0.00%
Naval Supply Systems Command	3	486.33	48	1	0	1	1	3	100.00%
Naval Systems Management Activity	0	0	0	0	0	0	0	0	0.00%
Navy Facilities & Engineering Command	5	331	48.6	3	1	0	1	5	100.00%
Navy Military Personnel Command	0	0	0	0	0	0	0	0	0.00%
Office Of Naval Intelligence	0	0	0	0	0	0	0	0	0.00%
Office Of Naval Research	1	257	56	1	0	0	0	1	100.00%
Department of the Treasury Wide	126	405.04	48	13	46	29	11	99	78.57%
Treas - Alcohol and Tobacco Tax and Trade Bureau	1	320	63	0	0	0	0	0	0.00%
Treas - Bureau of Engraving and Printing	6	265.5	36	0	4	1	1	6	100.00%
Treas - Bureau of the Public Debt	1	148	41	1	0	0	0	1	100.00%
Treas - Departmental Offices	2	342.5	55.5	1	0	0	0	1	50.00%
Treas - Financial Crimes Enforcement Network	1	260	30	0	1	0	0	1	100.00%
Treas - Financial Management Service	6	308	39.67	0	5	1	0	6	100.00%
Treas - Inspector General For Tax Administration	0	0	0	0	0	0	0	0	0.00%
Treas - Internal Revenue Service	90	431.2	48.87	8	31	22	10	71	78.89%
Treas - Office of the Comptroller of the Currency	6	348.17	65	1	1	1	0	3	50.00%
Treas - Office of Thrift Supervision	2	217.5	56.5	0	1	0	0	1	50.00%
Treas - Special IG for the Trouble Assets Relief Program	0	0	0	0	0	0	0	0	0.00%
Treas - U. S. Mint	10	455.5	40.1	1	3	4	0	8	80.00%
Treas -Internal Revenue Service Office of the Chief Counsel	1	294	47	1	0	0	0	1	100.00%
Treas- Office of the Inspector General	0	0	0	0	0	0	0	0	0.00%
Department of Transportation Wide	93	305.31	81.69	15	26	5	1	47	50.54%
DOT Federal Aviation Administration	77	310.83	85.21	12	23	4	1	40	51.95%
DOT Federal Highway Administration	5	246.4	68.4	1	1	0	0	2	40.00%
DOT Federal Motor Carrier Safety Administration	3	405.67	75.33	1	0	1	0	2	66.67%
DOT Federal Railroad Administrataion	0	0	0	0	0	0	0	0	0.00%
DOT Federal Transit Administration	2	293	62.5	0	0	0	0	0	0.00%
DOT Maritime Administration	2	233	62	0	0	0	0	0	0.00%
DOT National Highway Traffic Safety Administration	1	231	70	0	0	0	0	0	0.00%
DOT Office of Inspector General	2	227.5	58	0	2	0	0	2	100.00%

Table B-14a FY 2011 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
DOT Office of the Secretary	0	0	0	0	0	0	0	0	0.00%
DOT Pipeline & Hazardous Materials Safety Admin	1	273	33	1	0	0	0	1	100.00%
DOT Research and Inovative Technology Administration	0	0	0	0	0	0	0	0	0.00%
DOT St. Lawrence Development Corporation	0	0	0	0	0	0	0	0	0.00%
Department of Veterans Affairs Wide	477	434.31	116.87	14	18	15	1	48	10.06%
VA-HQ and Others	11	192.64	111	0	0	1	1	2	18.18%
VA-National Cemetery Administration	5	367	120.2	0	0	0	0	0	0.00%
VA-Veterans Benefits Administration	33	388.15	119.45	0	3	0	0	3	9.09%
VA-Veterans Health Administration	428	444.87	116.78	14	15	14	0	43	10.05%
Federal Housing Finance Agency Wide	1	865	655	0	0	0	0	0	0.00%
Federal Housing Finance Agency Hqtrs	1	865	655	0	0	0	0	0	0.00%
Federal Housing Finance Agency OIG	0	0	0	0	0	0	0	0	0.00%
General Services Administration Wide	19	423.58	44.37	7	7	5	0	19	100.00%
GSA Central Office	7	437.14	48.14	3	3	1	0	7	100.00%
GSA National Capital Region	2	795.5	50	0	0	2	0	2	100.00%
GSA Region 1	0	0	0	0	0	0	0	0	0.00%
GSA Region 10	0	0	0	0	0	0	0	0	0.00%
GSA Region 2	0	0	0	0	0	0	0	0	0.00%
GSA Region 3	2	436.5	32	1	1	0	0	2	100.00%
GSA Region 4	1	458	49	1	0	0	0	1	100.00%
GSA Region 5	2	387.5	55.5	0	1	1	0	2	100.00%
GSA Region 6	1	245	40	1	0	0	0	1	100.00%
GSA Region 7	1	253	45	0	1	0	0	1	100.00%
GSA Region 8	0	0	0	0	0	0	0	0	0.00%
GSA Region 9	3	264.33	32.33	1	1	1	0	3	100.00%

Table B-14a FY 2011 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date Complaint Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
U.S. Postal Service Wide	1,407	263.46	37.14	140	521	335	368	1,364	96.94%
USPS Capital Metro Area Operations	192	295.57	43.78	11	69	52	51	183	95.31%
USPS Eastern Area	200	273.38	36.41	26	87	46	36	195	97.50%
USPS Great Lakes Area	196	261.65	37.39	19	71	49	51	190	96.94%
USPS Headquarters	26	293.15	35	2	12	8	3	25	96.15%
USPS Northeast Area	121	254.78	32.18	22	53	22	24	121	100.00%
USPS Office of Inspector General	0	0	0	0	0	0	0	0	0.00%
USPS Pacific Area	132	258.64	31.2	9	60	29	30	128	96.97%
USPS Southwest Area	397	229.31	36.53	35	131	83	137	386	97.23%
USPS Western Area	143	310.18	40.71	16	38	46	36	136	95.10%

NRF = No Report Filed

Table B-15 FY 2011 Complaints Closed with Findings of Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding Discrimination	% Merit FADs Finding Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	Number FOs of AJ Merit Decisions Finding Discrimination	% FOs of AJ Merit Decisions Finding Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding Discrimination	% FOs FI AJ Merit Decisions Finding Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding Discrimination	% FOs NFI AJ Merit Decisions Finding Discrimination
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	4	2	0	0.00%	2	0	0.00%	0	0.00%	0	0.00%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	10	5	0	0.00%	5	0	0.00%	0	0.00%	0	0.00%
Central Intelligence Agency	13	13	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Corporation for National and Community Service	3	0	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	3	1	0	0.00%	2	0	0.00%	0	0.00%	0	0.00%
Defense Army and Air Force Exchange	39	25	0	0.00%	14	1	7.14%	1	100.00%	0	0.00%
Defense Commissary Agency	38	26	0	0.00%	12	1	8.33%	1	100.00%	0	0.00%
Defense Contract Audit Agency	7	7	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Contract Management Agency	6	6	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	22	15	0	0.00%	7	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	8	7	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	6	4	0	0.00%	2	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency	33	14	0	0.00%	19	3	15.79%	3	100.00%	0	0.00%
Defense Media Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Missile Defense Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	7	7	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	2	0	0	0.00%	2	0	0.00%	0	0.00%	0	0.00%
Defense National Security Agency	8	5	0	0.00%	3	1	33.33%	0	0.00%	1	100.00%
Defense Nuclear Facilities Safety Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	11	5	0	0.00%	6	0	0.00%	0	0.00%	0	0.00%

Table B-15 FY 2011 Complaints Closed with Findings of Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding Discrimination	% Merit FADs Finding Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	Number FOs of AJ Merit Decisions Finding Discrimination	% FOs of AJ Merit Decisions Finding Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding Discrimination	% FOs FI AJ Merit Decisions Finding Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding Discrimination	% FOs NFI AJ Merit Decisions Finding Discrimination
Defense Security Service	4	3	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Defense Technical Information Center	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense TRICARE Management Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture	225	162	28	17.28%	63	2	3.17%	2	100.00%	0	0.00%
Department of Commerce	269	165	0	0.00%	104	3	2.88%	3	100.00%	0	0.00%
Department of Defense Education Activity	18	13	0	0.00%	5	0	0.00%	0	0.00%	0	0.00%
Department of Education	30	26	0	0.00%	4	1	25.00%	1	100.00%	0	0.00%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	144	108	2	1.85%	36	0	0.00%	0	0.00%	0	0.00%
Department of Homeland Security	685	457	2	0.44%	228	11	4.82%	6	54.55%	5	45.45%
Department of Housing and Urban Development	48	33	0	0.00%	15	0	0.00%	0	0.00%	0	0.00%
Department of Justice	453	257	2	0.78%	196	11	5.61%	6	54.55%	5	45.45%
Department of Labor	55	42	0	0.00%	13	1	7.69%	1	100.00%	0	0.00%
Department of State	56	41	0	0.00%	15	1	6.67%	1	100.00%	0	0.00%
Department of the Air Force	182	107	0	0.00%	75	12	16.00%	4	33.33%	8	66.67%
Department of the Army	348	217	1	0.46%	131	6	4.58%	6	100.00%	0	0.00%
Department of the Interior	120	77	3	3.90%	43	6	13.95%	5	83.33%	1	16.67%
Department of the Navy	217	130	2	1.54%	87	3	3.45%	3	100.00%	0	0.00%
Department of the Treasury	242	126	1	0.79%	116	4	3.45%	2	50.00%	2	50.00%
Department of Transportation	143	93	0	0.00%	50	2	4.00%	2	100.00%	0	0.00%
Department of Veterans Affairs	892	477	10	2.10%	415	23	5.54%	21	91.30%	2	8.70%
Election Assistance Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	30	20	0	0.00%	10	1	10.00%	0	0.00%	1	100.00%
Equal Employment Opportunity Commission	12	10	0	0.00%	2	0	0.00%	0	0.00%	0	0.00%
Export-Import Bank of the US	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	4	4	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Election Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	4	4	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Trade Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-15 FY 2011 Complaints Closed with Findings of Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding Discrimination	% Merit FADs Finding Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	Number FOs of AJ Merit Decisions Finding Discrimination	% FOs of AJ Merit Decisions Finding Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding Discrimination	% FOs FI AJ Merit Decisions Finding Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding Discrimination	% FOs NFI AJ Merit Decisions Finding Discrimination
General Services Administration	37	19	0	0.00%	18	0	0.00%	0	0.00%	0	0.00%
Government Printing Office	21	20	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	3	3	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	16	12	0	0.00%	4	0	0.00%	0	0.00%	0	0.00%
National Archives and Records Administration	6	3	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
National Capital Planning Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	1	0	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	4	2	0	0.00%	2	0	0.00%	0	0.00%	0	0.00%
National Indian Gaming Commission	1	0	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
National Labor Relations Board	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Science Foundation	2	1	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	3	3	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	10	7	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
Office of Special Counsel	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Overseas Private Investment Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-15 FY 2011 Complaints Closed with Findings of Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding Discrimination	% Merit FADs Finding Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	Number FOs of AJ Merit Decisions Finding Discrimination	% FOs of AJ Merit Decisions Finding Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding Discrimination	% FOs FI AJ Merit Decisions Finding Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding Discrimination	% FOs NFI AJ Merit Decisions Finding Discrimination
Peace Corps	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	16	8	0	0.00%	8	0	0.00%	0	0.00%	0	0.00%
Postal Regulatory Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	7	7	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Selective Service System	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	12	10	0	0.00%	2	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	278	150	0	0.00%	128	3	2.34%	2	66.67%	1	33.33%
Tennessee Valley Authority	63	45	1	2.22%	18	1	5.56%	1	100.00%	0	0.00%
Trade and Development Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	2,528	1,407	0	0.00%	1,121	63	5.62%	45	71.43%	18	28.57%
U.S. Tax Court	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	6,850	4,066	51	1.25%	2,784	155	5.57%	113	72.90%	42	27.10%
Midsized Agencies Subtotal	452	269	1	0.37%	183	5	2.73%	3	60.00%	2	40.00%
Small Agencies Subtotal	124	93	0	0.00%	31	0	0.00%	0	0.00%	0	0.00%
Micro Agencies Subtotal	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Government-wide	7,426	4,428	52	1.17%	2,998	160	5.34%	116	72.50%	44	27.50%

NRF = No Report Filed

Table B-16 FY 2011 Complaints Closed with Findings of No Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding No Discrimination	% Merit FADs Finding No Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	FOs of AJ Merit Decisions Finding No Discrimination	% FOs of AJ Merit Decisions Finding No Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding No Discrimination	% FOs FI AJ Merit Decisions Finding No Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding No Discrimination	% FOs NFI AJ Merit Decisions Finding No Discrimination
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	4	2	2	100.00%	2	2	100.00%	2	100.00%	0	0.00%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	10	5	5	100.00%	5	5	100.00%	5	100.00%	0	0.00%
Central Intelligence Agency	13	13	13	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	2	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Corporation for National and Community Service	3	0	0	0.00%	3	3	100.00%	3	100.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	3	1	1	100.00%	2	2	100.00%	2	100.00%	0	0.00%
Defense Army and Air Force Exchange	39	25	25	100.00%	14	13	92.86%	13	100.00%	0	0.00%
Defense Commissary Agency	38	26	26	100.00%	12	11	91.67%	11	100.00%	0	0.00%
Defense Contract Audit Agency	7	7	7	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Contract Management Agency	6	6	6	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	22	15	15	100.00%	7	7	100.00%	7	100.00%	0	0.00%
Defense Human Resources Activity	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	8	7	7	100.00%	1	1	100.00%	1	100.00%	0	0.00%
Defense Intelligence Agency	6	4	4	100.00%	2	2	100.00%	2	100.00%	0	0.00%
Defense Logistics Agency	33	14	14	100.00%	19	16	84.21%	16	100.00%	0	0.00%
Defense Media Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Missile Defense Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	7	7	7	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	2	0	0	0.00%	2	2	100.00%	2	100.00%	0	0.00%
Defense National Security Agency	8	5	5	100.00%	3	2	66.67%	2	100.00%	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	2	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	11	5	5	100.00%	6	6	100.00%	6	100.00%	0	0.00%

Table B-16 FY 2011 Complaints Closed with Findings of No Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding No Discrimination	% Merit FADs Finding No Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	FOs of AJ Merit Decisions Finding No Discrimination	% FOs of AJ Merit Decisions Finding No Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding No Discrimination	% FOs FI AJ Merit Decisions Finding No Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding No Discrimination	% FOs NFI AJ Merit Decisions Finding No Discrimination
Defense Security Service	4	3	3	100.00%	1	1	100.00%	1	100.00%	0	0.00%
Defense Technical Information Center	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense TRICARE Management Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture	225	162	134	82.72%	63	61	96.83%	61	100.00%	0	0.00%
Department of Commerce	269	165	165	100.00%	104	101	97.12%	101	100.00%	0	0.00%
Department of Defense Education Activity	18	13	13	100.00%	5	5	100.00%	5	100.00%	0	0.00%
Department of Education	30	26	26	100.00%	4	3	75.00%	3	100.00%	0	0.00%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	144	108	106	98.15%	36	36	100.00%	36	100.00%	0	0.00%
Department of Homeland Security	685	457	455	99.56%	228	217	95.18%	217	100.00%	0	0.00%
Department of Housing and Urban Development	48	33	33	100.00%	15	15	100.00%	15	100.00%	0	0.00%
Department of Justice	453	257	255	99.22%	196	185	94.39%	184	99.46%	1	0.54%
Department of Labor	55	42	42	100.00%	13	12	92.31%	12	100.00%	0	0.00%
Department of State	56	41	41	100.00%	15	14	93.33%	14	100.00%	0	0.00%
Department of the Air Force	182	107	107	100.00%	75	63	84.00%	61	96.83%	2	3.17%
Department of the Army	348	217	216	99.54%	131	125	95.42%	125	100.00%	0	0.00%
Department of the Interior	120	77	74	96.10%	43	37	86.05%	37	100.00%	0	0.00%
Department of the Navy	217	130	128	98.46%	87	84	96.55%	83	98.81%	1	1.19%
Department of the Treasury	242	126	125	99.21%	116	112	96.55%	112	100.00%	0	0.00%
Department of Transportation	143	93	93	100.00%	50	48	96.00%	48	100.00%	0	0.00%
Department of Veterans Affairs	892	477	467	97.90%	415	392	94.46%	392	100.00%	0	0.00%
Election Assistance Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	30	20	20	100.00%	10	9	90.00%	8	88.89%	1	11.11%
Equal Employment Opportunity Commission	12	10	10	100.00%	2	2	100.00%	2	100.00%	0	0.00%
Export-Import Bank of the US	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	4	4	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Election Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	4	4	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Trade Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-16 FY 2011 Complaints Closed with Findings of No Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding No Discrimination	% Merit FADs Finding No Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	FOs of AJ Merit Decisions Finding No Discrimination	% FOs of AJ Merit Decisions Finding No Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding No Discrimination	% FOs FI AJ Merit Decisions Finding No Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding No Discrimination	% FOs NFI AJ Merit Decisions Finding No Discrimination
General Services Administration	37	19	19	100.00%	18	18	100.00%	18	100.00%	0	0.00%
Government Printing Office	21	20	20	100.00%	1	1	100.00%	1	100.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	3	3	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	16	12	12	100.00%	4	4	100.00%	4	100.00%	0	0.00%
National Archives and Records Administration	6	3	3	100.00%	3	3	100.00%	3	100.00%	0	0.00%
National Capital Planning Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	1	0	0	0.00%	1	1	100.00%	1	100.00%	0	0.00%
National Endowment for the Arts	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	4	2	2	100.00%	2	2	100.00%	2	100.00%	0	0.00%
National Indian Gaming Commission	1	0	0	0.00%	1	1	100.00%	1	100.00%	0	0.00%
National Labor Relations Board	2	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Science Foundation	2	1	1	100.00%	1	1	100.00%	1	100.00%	0	0.00%
National Transportation Safety Board	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	3	3	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	10	7	7	100.00%	3	3	100.00%	3	100.00%	0	0.00%
Office of Special Counsel	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Overseas Private Investment Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	2	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-16 FY 2011 Complaints Closed with Findings of No Discrimination

Agency or Department	Total Number Merit Complaint Closures	Number Merit Final Agency Decisions (FADs) (no AJ)	Number Merit FADs Finding No Discrimination	% Merit FADs Finding No Discrimination	Number Final Orders (FOs) of AJ Merit Decisions	FOs of AJ Merit Decisions Finding No Discrimination	% FOs of AJ Merit Decisions Finding No Discrimination	Number FOs Fully Implementing (FI) AJ Merit Decisions Finding No Discrimination	% FOs FI AJ Merit Decisions Finding No Discrimination	Number FOs Not Fully Implementing (NFI) AJ Merit Decisions Finding No Discrimination	% FOs NFI AJ Merit Decisions Finding No Discrimination
Pension Benefit Guaranty Corporation	16	8	8	100.00%	8	8	100.00%	8	100.00%	0	0.00%
Postal Regulatory Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	7	7	7	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Selective Service System	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	12	10	10	100.00%	2	2	100.00%	2	100.00%	0	0.00%
Smithsonian Institution	2	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	278	150	150	100.00%	128	125	97.66%	125	100.00%	0	0.00%
Tennessee Valley Authority	63	45	44	97.78%	18	17	94.44%	17	100.00%	0	0.00%
Trade and Development Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	2,528	1,407	1,407	100.00%	1,121	1,058	94.38%	1,058	100.00%	0	0.00%
U.S. Tax Court	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	6,850	4,066	4,015	98.75%	2,784	2,629	94.43%	2,625	99.85%	4	0.15%
Midsized Agencies Subtotal	452	269	268	99.63%	183	178	97.27%	177	99.44%	1	0.56%
Small Agencies Subtotal	124	93	93	100.00%	31	31	100.00%	31	100.00%	0	0.00%
Micro Agencies Subtotal	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Government-wide	7,426	4,428	4,376	98.83%	2,998	2,838	94.66%	2,833	99.82%	5	0.18%

NRF = No Report Filed

Table B-17 FY 2011 Average Processing Days (APD) Final Agency Decisions (FADs) and Final Orders (FOs) Fully Implementing (FI) AJ Decisions

Agency or Department	APD All Final Agency Decisions (FADs) (No AJ)	APD Merit FADs Finding Discrimination	APD Merit FADs Finding No Discrimination	APD Merit FADs From Date of Complaint Filed/Remanded	APD FAD Dismissals	APD ALL Final Orders (FOs) of AJ Decisions	APD FOs Fully Implementing (FI) Merit Decisions	APD FI AJ Merit Decisions Finding Discrimination	APD FI AJ Merit Decisions Finding No Discrimination	APD FOs FI AJ Dismissals
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Agency for International Development	282.67	0.00	389.00	389.00	70.00	1214.00	1214.00	0.00	1214.00	0.00
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	199.25	0.00	296.40	296.40	37.33	615.60	615.60	0.00	615.60	0.00
Central Intelligence Agency	384.24	0.00	608.23	608.23	20.25	0.00	0.00	0.00	0.00	0.00
Chemical Safety and Hazard Investigation Board	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0.00	0.00	0.00	0.00	0.00	284.50	284.50	0.00	0.00	284.50
Committee for Purchase from People Who Are Blind or Severely Disabled	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Commodity Futures Trading Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Consumer Product Safety Commission	486.67	0.00	672.50	672.50	115.00	0.00	0.00	0.00	0.00	0.00
Corporation for National and Community Service	0.00	0.00	0.00	0.00	0.00	613.00	613.00	0.00	613.00	0.00
Court Services and Offender Supervision Agency for the District of Columbia	237.00	0.00	237.00	237.00	0.00	344.00	344.00	0.00	344.00	0.00
Defense Army and Air Force Exchange	231.38	0.00	360.16	360.16	112.15	734.50	734.50	1182.00	700.08	0.00
Defense Commissary Agency	161.84	0.00	325.12	325.12	24.90	689.92	689.92	700.00	689.00	0.00
Defense Contract Audit Agency	272.57	0.00	272.57	272.57	0.00	0.00	0.00	0.00	0.00	0.00
Defense Contract Management Agency	446.20	0.00	707.50	707.50	54.25	0.00	0.00	0.00	0.00	0.00
Defense Finance and Accounting Service	131.59	0.00	247.47	247.47	7.43	663.43	663.43	0.00	663.43	0.00
Defense Human Resources Activity	507.00	0.00	507.00	507.00	0.00	0.00	0.00	0.00	0.00	0.00
Defense Information Systems Agency	696.00	0.00	696.00	696.00	0.00	1098.00	1098.00	0.00	1190.00	1052.00
Defense Intelligence Agency	168.09	0.00	372.25	372.25	51.43	1456.50	1456.50	0.00	1456.50	0.00
Defense Logistics Agency	318.54	0.00	590.71	590.71	46.36	860.74	860.74	1078.00	820.00	0.00
Defense Media Activity	65.50	0.00	0.00	0.00	65.50	0.00	0.00	0.00	0.00	0.00
Defense Missile Defense Agency	30.00	0.00	0.00	0.00	30.00	0.00	0.00	0.00	0.00	0.00
Defense National Geospatial-Intelligence Agency	170.27	0.00	324.43	324.43	35.38	0.00	0.00	0.00	0.00	0.00
Defense National Guard Bureau	0.00	0.00	0.00	0.00	0.00	989.67	989.67	0.00	1034.50	900.00

Table B-17 FY 2011 Average Processing Days (APD) Final Agency Decisions (FADs) and Final Orders (FOs) Fully Implementing (FI) AJ Decisions

Agency or Department	APD All Final Agency Decisions (FADs) (No AJ)	APD Merit FADs Finding Discrimination	APD Merit FADs Finding No Discrimination	APD Merit FADs From Date of Complaint Filed/Remanded	APD FAD Dismissals	APD ALL Final Orders (FOs) of AJ Decisions	APD FOs Fully Implementing (FI) Merit Decisions	APD FI AJ Merit Decisions Finding Discrimination	APD FI AJ Merit Decisions Finding No Discrimination	APD FOs FI AJ Dismissals
Defense National Security Agency	101.13	0.00	60.00	60.00	169.67	1151.33	1178.50	0.00	1178.50	0.00
Defense Nuclear Facilities Safety Board	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Defense Office of the Inspector General	214.00	0.00	296.50	296.50	49.00	0.00	0.00	0.00	0.00	0.00
Defense Office of the Secretary - Wash. Hqtrs. Services	231.00	0.00	443.00	443.00	134.64	983.50	983.50	0.00	983.50	0.00
Defense Security Service	329.75	0.00	427.67	427.67	36.00	681.00	681.00	0.00	681.00	0.00
Defense Technical Information Center	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Defense Threat Reduction Agency	143.50	0.00	414.00	414.00	53.33	0.00	0.00	0.00	0.00	0.00
Defense TRICARE Management Activity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Defense Uniformed Services University	0.00	0.00	0.00	0.00	0.00	45.00	0.00	0.00	0.00	0.00
Department of Agriculture	482.44	713.93	621.95	637.85	132.78	778.85	778.85	1104.00	727.28	2026.50
Department of Commerce	259.32	0.00	451.43	451.43	102.41	328.35	328.35	676.33	321.56	268.67
Department of Defense Education Activity	203.46	0.00	298.62	298.62	91.00	726.80	726.80	0.00	726.80	0.00
Department of Education	340.60	0.00	384.65	384.65	54.25	854.75	854.75	544.00	958.33	0.00
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	219.76	346.50	343.52	343.57	81.91	636.19	636.19	0.00	630.53	840.00
Department of Homeland Security	466.76	614.00	578.50	578.65	153.05	725.49	720.46	861.00	725.29	450.29
Department of Housing and Urban Development	288.76	0.00	335.00	335.00	119.22	531.27	531.27	0.00	531.27	0.00
Department of Justice	765.45	1191.50	958.05	959.87	163.46	837.36	833.98	1021.00	813.71	1123.78
Department of Labor	270.79	0.00	308.79	308.79	186.79	768.93	768.93	967.00	727.50	1068.00
Department of State	291.12	0.00	424.44	424.44	80.88	885.07	885.07	1260.00	858.29	0.00
Department of the Air Force	376.21	0.00	629.66	629.66	60.86	693.93	675.77	919.50	678.20	451.20
Department of the Army	202.86	456.00	440.37	440.44	37.09	662.05	662.05	969.67	650.18	541.67
Department of the Interior	408.31	675.33	459.65	468.05	259.94	860.13	861.82	1342.60	782.65	1124.50
Department of the Navy	265.54	654.50	501.03	503.39	66.05	855.14	854.09	1016.33	848.23	0.00
Department of the Treasury	331.44	2050.00	391.88	405.04	125.38	782.85	777.73	1003.00	773.71	0.00
Department of Transportation	161.21	0.00	305.31	305.31	41.55	723.26	723.26	841.00	718.35	0.00
Department of Veterans Affairs	257.75	463.40	433.69	434.31	68.07	656.11	656.06	875.95	648.47	581.32
Election Assistance Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Environmental Protection Agency	672.29	0.00	740.60	740.60	330.75	945.45	917.44	0.00	859.88	1378.00
Equal Employment Opportunity Commission	326.19	0.00	464.50	464.50	95.67	52.50	52.50	0.00	52.50	0.00
Export-Import Bank of the US	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Farm Credit Administration	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Farm Credit System Insurance Corporation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Federal Communications Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Federal Deposit Insurance Corporation	179.33	0.00	450.25	450.25	43.88	518.67	518.67	0.00	0.00	518.67
Federal Election Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Table B-17 FY 2011 Average Processing Days (APD) Final Agency Decisions (FADs) and Final Orders (FOs) Fully Implementing (FI) AJ Decisions

Agency or Department	APD All Final Agency Decisions (FADs) (No AJ)	APD Merit FADs Finding Discrimination	APD Merit FADs Finding No Discrimination	APD Merit FADs From Date of Complaint Filed/Remanded	APD FAD Dismissals	APD ALL Final Orders (FOs) of AJ Decisions	APD FOs Fully Implementing (FI) Merit Decisions	APD FI AJ Merit Decisions Finding Discrimination	APD FI AJ Merit Decisions Finding No Discrimination	APD FOs FI AJ Dismissals
Federal Energy Regulatory Commission	180.00	0.00	180.00	180.00	180.00	0.00	0.00	0.00	0.00	0.00
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	865.00	0.00	865.00	865.00	0.00	0.00	0.00	0.00	0.00	0.00
Federal Labor Relations Authority	273.00	0.00	273.00	273.00	0.00	0.00	0.00	0.00	0.00	0.00
Federal Maritime Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Federal Mediation and Conciliation Service	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Federal Mine Safety & Health Review Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Federal Reserve System--Board of Governors	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Federal Retirement Thrift Investment Board	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Federal Trade Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
General Services Administration	209.38	0.00	423.58	423.58	52.85	714.00	714.00	0.00	714.00	0.00
Government Printing Office	258.89	0.00	355.20	355.20	130.47	687.00	687.00	0.00	687.00	0.00
Harry S. Truman Scholarship Foundation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Holocaust Memorial Museum U.S.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Institute of Museum and Library Services	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Inter-American Foundation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
International Boundary and Water Commission	181.00	0.00	196.67	196.67	134.00	0.00	0.00	0.00	0.00	0.00
International Joint Commission: United States and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
John F. Kennedy Center for the Performing Arts	191.67	0.00	375.00	375.00	100.00	0.00	0.00	0.00	0.00	0.00
Marine Mammal Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Merit Systems Protection Board	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Millennium Challenge Corporation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	424.30	0.00	626.50	626.50	262.53	957.00	957.00	0.00	957.00	0.00
National Archives and Records Administration	372.00	0.00	574.00	574.00	69.00	650.00	650.00	0.00	650.00	0.00
National Capital Planning Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
National Council on Disability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
National Credit Union Administration	0.00	0.00	0.00	0.00	0.00	160.00	160.00	0.00	160.00	0.00
National Endowment for the Arts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
National Endowment for the Humanities	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	350.67	0.00	510.00	510.00	32.00	928.00	928.00	0.00	928.00	0.00

Table B-17 FY 2011 Average Processing Days (APD) Final Agency Decisions (FADs) and Final Orders (FOs) Fully Implementing (FI) AJ Decisions

Agency or Department	APD All Final Agency Decisions (FADs) (No AJ)	APD Merit FADs Finding Discrimination	APD Merit FADs Finding No Discrimination	APD Merit FADs From Date of Complaint Filed/Remanded	APD FAD Dismissals	APD ALL Final Orders (FOs) of AJ Decisions	APD FOs Fully Implementing (FI) Merit Decisions	APD FI AJ Merit Decisions Finding Discrimination	APD FI AJ Merit Decisions Finding No Discrimination	APD FOs FI AJ Dismissals
National Indian Gaming Commission	0.00	0.00	0.00	0.00	0.00	527.00	527.00	0.00	527.00	0.00
National Labor Relations Board	118.80	0.00	270.50	270.50	17.67	0.00	0.00	0.00	0.00	0.00
National Mediation Board	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
National Reconnaissance Office	51.00	0.00	0.00	0.00	51.00	0.00	0.00	0.00	0.00	0.00
National Science Foundation	486.00	0.00	486.00	486.00	0.00	776.00	776.00	0.00	776.00	0.00
National Transportation Safety Board	707.00	0.00	707.00	707.00	0.00	0.00	0.00	0.00	0.00	0.00
Navajo and Hopi Indian Relocation Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Nuclear Regulatory Commission	195.80	0.00	282.33	282.33	66.00	272.00	272.00	0.00	0.00	272.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Office of Government Ethics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Office of Personnel Management	289.89	0.00	360.14	360.14	44.00	71.00	71.00	0.00	71.00	0.00
Office of Special Counsel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Office of the Director of National Intelligence	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Overseas Private Investment Corporation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Peace Corps	454.50	0.00	454.50	454.50	0.00	0.00	0.00	0.00	0.00	0.00
Pension Benefit Guaranty Corporation	76.83	0.00	109.63	109.63	50.60	425.13	425.13	0.00	425.13	0.00
Postal Regulatory Commission	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	210.00	0.00	210.00	210.00	0.00	0.00	0.00	0.00	0.00	0.00
Securities and Exchange Commission	252.91	0.00	373.57	373.57	41.75	0.00	0.00	0.00	0.00	0.00
Selective Service System	789.00	0.00	0.00	0.00	789.00	0.00	0.00	0.00	0.00	0.00
Small Business Administration	82.75	0.00	140.30	140.30	25.20	760.50	760.50	0.00	760.50	0.00
Smithsonian Institution	155.00	0.00	245.50	245.50	64.50	0.00	0.00	0.00	0.00	0.00
Social Security Administration	261.99	0.00	391.89	391.89	40.56	766.70	764.95	804.00	764.42	761.75
Tennessee Valley Authority	259.88	163.00	324.82	321.22	8.91	618.17	618.17	655.00	616.00	0.00
Trade and Development Agency	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
U.S. Postal Service	121.37	0.00	263.46	263.46	42.60	614.19	603.32	792.29	592.23	926.40
U.S. Tax Court	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-17 FY 2011 Average Processing Days (APD) Final Agency Decisions (FADs) and Final Orders (FOs) Fully Implementing (FI) AJ Decisions

Agency or Department	APD All Final Agency Decisions (FADs) (No AJ)	APD Merit FADs Finding Discrimination	APD Merit FADs Finding No Discrimination	APD Merit FADs From Date of Complaint Filed/Remanded	APD FAD Dismissals	APD ALL Final Orders (FOs) of AJ Decisions	APD FOs Fully Implementing (FI) Merit Decisions	APD FI AJ Merit Decisions Finding Discrimination	APD FI AJ Merit Decisions Finding No Discrimination	APD FOs FI AJ Dismissals
Cabinet Level Subtotal	235.88	681.75	427.86	431.04	60.89	670.65	664.93	888.58	653.47	732.76
Midsized Agencies Subtotal	278.06	163.00	409.22	408.30	67.00	747.13	742.35	754.33	741.91	747.63
Small Agencies Subtotal	264.18	0.00	389.84	389.84	89.76	555.22	555.22	0.00	564.35	272.00
Micro Agencies Subtotal	0.00	0.00	0.00	0.00	0.00	284.50	284.50	0.00	0.00	284.50
Government-wide	238.36	671.77	425.91	428.80	61.51	673.94	668.32	885.11	658.02	717.66

NRF = No Report Filed

Table B-18 FY 2011 Average Processing Days (APD) Final Orders (FOs) Not Fully Implementing (NFI) AJ Decisions

Agency or Department	APD All Final Orders (FOs) of AJ Decisions	APD All FOs Not Fully Implementing (NFI) AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding Discrimination	APD Agency Appeal of Finding in AJ Merit Decisions	APD Agency Appeal of Remedy in AJ Merit Decisions	APD Agency Appeal of Remedy and Finding in AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding No Discrimination	APD FOs NFI AJ Dismissals
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0	0	0	0	0	0
Agency for International Development	1214.00	0	0	0	0	0	0	0
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	615.60	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	284.50	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	0	0	0	0	0	0	0	0
Corporation for National and Community Service	613.00	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	344.00	0	0	0	0	0	0	0
Defense Army and Air Force Exchange	734.50	0	0	0	0	0	0	0
Defense Commissary Agency	689.92	0	0	0	0	0	0	0
Defense Contract Audit Agency	0	0	0	0	0	0	0	0
Defense Contract Management Agency	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	663.43	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0
Defense Information Systems Agency	1098.00	0	0	0	0	0	0	0
Defense Intelligence Agency	1456.50	0	0	0	0	0	0	0

Table B-18 FY 2011 Average Processing Days (APD) Final Orders (FOs) Not Fully Implementing (NFI) AJ Decisions

Agency or Department	APD All Final Orders (FOs) of AJ Decisions	APD All FOs Not Fully Implementing (NFI) AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding Discrimination	APD Agency Appeal of Finding in AJ Merit Decisions	APD Agency Appeal of Remedy in AJ Merit Decisions	APD Agency Appeal of Remedy and Finding in AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding No Discrimination	APD FOs NFI AJ Dismissals
Defense Logistics Agency	860.74	0	0	0	0	0	0	0
Defense Media Activity	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	0	0	0	0	0	0	0	0
Defense National Guard Bureau	989.67	0	0	0	0	0	0	0
Defense National Security Agency	1151.33	1097.00	1097.00	0	0	1097.00	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	0	0	0	0	0	0	0	0
Defense Office of the Secretary - Wash. Hqtrs. Services	983.50	0	0	0	0	0	0	0
Defense Security Service	681.00	0	0	0	0	0	0	0
Defense Technical Information Center	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	0	0	0	0	0	0	0	0
Defense Uniformed Services University	45.00	45.00	0	0	0	0	0	45.00
Department of Agriculture	778.85	0	0	0	0	0	0	0
Department of Commerce	328.35	0	0	0	0	0	0	0
Department of Defense Education Activity	726.80	0	0	0	0	0	0	0
Department of Education	854.75	0	0	0	0	0	0	0
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	636.19	0	0	0	0	0	0	0
Department of Homeland Security	725.49	956.80	956.80	0	1080.00	926.00	0	0
Department of Housing and Urban Development	531.27	0	0	0	0	0	0	0
Department of Justice	837.36	949.33	1052.60	0	0	1052.60	433.00	0
Department of Labor	768.93	0	0	0	0	0	0	0
Department of State	885.07	0	0	0	0	0	0	0
Department of the Air Force	693.93	809.45	880.00	0	520.20	1479.67	770.50	323.00
Department of the Army	662.05	0	0	0	0	0	0	0
Department of the Interior	860.13	786.00	786.00	0	786.00	0	0	0
Department of the Navy	855.14	945.00	0	0	0	0	945.00	0
Department of the Treasury	782.85	1075.00	1075.00	1179.00	0	971.00	0	0
Department of Transportation	723.26	0	0	0	0	0	0	0

Table B-18 FY 2011 Average Processing Days (APD) Final Orders (FOs) Not Fully Implementing (NFI) AJ Decisions

Agency or Department	APD All Final Orders (FOs) of AJ Decisions	APD All FOs Not Fully Implementing (NFI) AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding Discrimination	APD Agency Appeal of Finding in AJ Merit Decisions	APD Agency Appeal of Remedy in AJ Merit Decisions	APD Agency Appeal of Remedy and Finding in AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding No Discrimination	APD FOs NFI AJ Dismissals
Department of Veterans Affairs	656.11	667.50	667.50	0	637.00	698.00	0	0
Election Assistance Commission	0	0	0	0	0	0	0	0
Environmental Protection Agency	945.45	1071.50	1055.00	0	0	1055.00	1088.00	0
Equal Employment Opportunity Commission	52.50	0	0	0	0	0	0	0
Export-Import Bank of the US	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	518.67	0	0	0	0	0	0	0
Federal Election Commission	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	0	0	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0	0
General Services Administration	714.00	0	0	0	0	0	0	0
Government Printing Office	687.00	0	0	0	0	0	0	0
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	0	0	0	0	0	0	0	0
Inter-American Foundation	0	0	0	0	0	0	0	0
International Boundary and Water Commission	0	0	0	0	0	0	0	0
International Joint Commission: United States and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0	0

Table B-18 FY 2011 Average Processing Days (APD) Final Orders (FOs) Not Fully Implementing (NFI) AJ Decisions

Agency or Department	APD All Final Orders (FOs) of AJ Decisions	APD All FOs Not Fully Implementing (NFI) AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding Discrimination	APD Agency Appeal of Finding in AJ Merit Decisions	APD Agency Appeal of Remedy in AJ Merit Decisions	APD Agency Appeal of Remedy and Finding in AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding No Discrimination	APD FOs NFI AJ Dismissals
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0	0	0
Marine Mammal Commission	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	957.00	0	0	0	0	0	0	0
National Archives and Records Administration	650.00	0	0	0	0	0	0	0
National Capital Planning Commission	0	0	0	0	0	0	0	0
National Council on Disability	0	0	0	0	0	0	0	0
National Credit Union Administration	160.00	0	0	0	0	0	0	0
National Endowment for the Arts	0	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	928.00	0	0	0	0	0	0	0
National Indian Gaming Commission	527.00	0	0	0	0	0	0	0
National Labor Relations Board	0	0	0	0	0	0	0	0
National Mediation Board	0	0	0	0	0	0	0	0
National Reconnaissance Office	0	0	0	0	0	0	0	0
National Science Foundation	776.00	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	272.00	0	0	0	0	0	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0	0	0
Office of Government Ethics	0	0	0	0	0	0	0	0
Office of Personnel Management	71.00	0	0	0	0	0	0	0
Office of Special Counsel	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	425.13	0	0	0	0	0	0	0

Table B-18 FY 2011 Average Processing Days (APD) Final Orders (FOs) Not Fully Implementing (NFI) AJ Decisions

Agency or Department	APD All Final Orders (FOs) of AJ Decisions	APD All FOs Not Fully Implementing (NFI) AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding Discrimination	APD Agency Appeal of Finding in AJ Merit Decisions	APD Agency Appeal of Remedy in AJ Merit Decisions	APD Agency Appeal of Remedy and Finding in AJ Merit Decisions	APD FOs NFI AJ Merit Decisions Finding No Discrimination	APD FOs NFI AJ Dismissals
Postal Regulatory Commission	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0	0	0	0	0	0
Securities and Exchange Commission	0	0	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0
Small Business Administration	760.50	0	0	0	0	0	0	0
Smithsonian Institution	0	0	0	0	0	0	0	0
Social Security Administration	766.70	997.00	997.00	0	0	997.00	0	0
Tennessee Valley Authority	618.17	0	0	0	0	0	0	0
Trade and Development Agency	0	0	0	0	0	0	0	0
U.S. Postal Service	614.19	1286.00	1286.00	0	1429.18	1061.00	0	0
U.S. Tax Court	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	670.65	998.67	1085.79	1179.00	1096.05	1072.68	729.75	137.67
Midsized Agencies Subtotal	747.13	1046.67	1026.00	0.00	0.00	1026.00	1088.00	0.00
Small Agencies Subtotal	555.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Micro Agencies Subtotal	284.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Government-wide	673.94	1001.44	1083.07	1179.00	1096.05	1068.79	801.40	137.67

NRF = No Report Filed

Table B-19 FY 2011 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaint Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Total Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	1	0	0.00%	0	0	0.00%
Agency for International Development	13	9	69.23%	7	2	15.38%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	16	16	100.00%	16	0	0.00%
Central Intelligence Agency	23	0	0.00%	0	0	0.00%
Chemical Safety and Hazard Investigation Board	1	1	100.00%	1	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	3	0	0.00%	0	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0	0.00%
Commodity Futures Trading Commission	0	0	0.00%	0	0	0.00%
Consumer Product Safety Commission	7	0	0.00%	0	0	0.00%
Corporation for National and Community Service	3	0	0.00%	0	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	7	1	14.29%	0	1	14.29%
Defense Army and Air Force Exchange	119	78	65.55%	64	14	11.76%
Defense Commissary Agency	114	22	19.30%	9	13	11.40%
Defense Contract Audit Agency	21	6	28.57%	0	6	28.57%
Defense Contract Management Agency	22	2	9.09%	2	0	0.00%
Defense Finance and Accounting Service	62	4	6.45%	1	3	4.84%
Defense Human Resources Activity	1	0	0.00%	0	0	0.00%
Defense Information Systems Agency	13	0	0.00%	0	0	0.00%

Table B-19 FY 2011 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaint Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Total Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
Defense Intelligence Agency	21	11	52.38%	11	0	0.00%
Defense Logistics Agency	105	20	19.05%	3	17	16.19%
Defense Media Activity	2	2	100.00%	2	0	0.00%
Defense Missile Defense Agency	1	1	100.00%	1	0	0.00%
Defense National Geospatial-Intelligence Agency	20	0	0.00%	0	0	0.00%
Defense National Guard Bureau	18	8	44.44%	1	7	38.89%
Defense National Security Agency	30	0	0.00%	0	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	6	1	16.67%	0	1	16.67%
Defense Office of the Secretary - Wash. Hqtrs. Services	35	2	5.71%	0	2	5.71%
Defense Security Service	6	1	16.67%	0	1	16.67%
Defense Technical Information Center	0	0	0.00%	0	0	0.00%
Defense Threat Reduction Agency	8	8	100.00%	8	0	0.00%
Defense TRICARE Management Activity	3	0	0.00%	0	0	0.00%
Defense Uniformed Services University	4	2	50.00%	0	2	50.00%
Department of Agriculture	457	152	33.26%	77	75	16.41%
Department of Commerce	687	172	25.04%	154	18	2.62%
Department of Defense Education Activity	39	14	35.90%	11	3	7.69%
Department of Education	43	22	51.16%	12	10	23.26%
Department of Energy	RNF	RNF	RNF	RNF	RNF	RNF
Department of Health and Human Services	378	83	21.96%	50	33	8.73%
Department of Homeland Security	1,192	293	24.58%	247	46	3.86%
Department of Housing and Urban Development	98	8	8.16%	0	8	8.16%
Department of Justice	693	63	9.09%	47	16	2.31%
Department of Labor	121	121	100.00%	87	34	28.10%
Department of State	101	6	5.94%	0	6	5.94%
Department of the Air Force	529	193	36.48%	122	71	13.42%
Department of the Army	1,279	288	22.52%	109	179	14.00%
Department of the Interior	279	199	71.33%	171	28	10.04%
Department of the Navy	684	25	3.65%	10	15	2.19%

Table B-19 FY 2011 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaint Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Total Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
Department of the Treasury	427	304	71.19%	240	64	14.99%
Department of Transportation	338	6	1.78%	0	6	1.78%
Department of Veterans Affairs	2,071	111	5.36%	18	93	4.49%
Election Assistance Commission	0	0	0.00%	0	0	0.00%
Environmental Protection Agency	43	7	16.28%	3	4	9.30%
Equal Employment Opportunity Commission	31	4	12.90%	0	4	12.90%
Export-Import Bank of the US	0	0	0.00%	0	0	0.00%
Farm Credit Administration	1	1	100.00%	0	1	100.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0	0.00%
Federal Communications Commission	5	5	100.00%	5	0	0.00%
Federal Deposit Insurance Corporation	28	9	32.14%	4	5	17.86%
Federal Election Commission	4	0	0.00%	0	0	0.00%
Federal Energy Regulatory Commission	8	0	0.00%	0	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	3	1	33.33%	0	1	33.33%
Federal Labor Relations Authority	1	1	100.00%	0	1	100.00%
Federal Maritime Commission	0	0	0.00%	0	0	0.00%
Federal Mediation and Conciliation Service	1	0	0.00%	0	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0	0.00%
Federal Reserve System--Board of Governors	2	0	0.00%	0	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0	0.00%
Federal Trade Commission	0	0	0.00%	0	0	0.00%
General Services Administration	103	8	7.77%	2	6	5.83%
Government Printing Office	39	0	0.00%	0	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0	0.00%
International Boundary and Water Commission	5	0	0.00%	0	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0	0.00%

Table B-19 FY 2011 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaint Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Total Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0	0.00%
John F. Kennedy Center for the Performing Arts	3	0	0.00%	0	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0	0.00%
Merit Systems Protection Board	0	0	0.00%	0	0	0.00%
Millennium Challenge Corporation	2	0	0.00%	0	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	59	20	33.90%	4	16	27.12%
National Archives and Records Administration	11	0	0.00%	0	0	0.00%
National Capital Planning Commission	0	0	0.00%	0	0	0.00%
National Council on Disability	0	0	0.00%	0	0	0.00%
National Credit Union Administration	6	0	0.00%	0	0	0.00%
National Endowment for the Arts	0	0	0.00%	0	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	8	0	0.00%	0	0	0.00%
National Indian Gaming Commission	2	0	0.00%	0	0	0.00%
National Labor Relations Board	13	13	100.00%	13	0	0.00%
National Mediation Board	0	0	0.00%	0	0	0.00%
National Reconnaissance Office	4	3	75.00%	3	0	0.00%
National Science Foundation	2	2	100.00%	2	0	0.00%
National Transportation Safety Board	1	1	100.00%	1	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0	0.00%
Nuclear Regulatory Commission	14	13	92.86%	10	3	21.43%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0.00%	0	0	0.00%
Office of Government Ethics	0	0	0.00%	0	0	0.00%
Office of Personnel Management	19	0	0.00%	0	0	0.00%
Office of Special Counsel	0	0	0.00%	0	0	0.00%
Office of the Director of National Intelligence	2	0	0.00%	0	0	0.00%

Table B-19 FY 2011 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaint Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Total Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
Overseas Private Investment Corporation	0	0	0.00%	0	0	0.00%
Peace Corps	4	0	0.00%	0	0	0.00%
Pension Benefit Guaranty Corporation	30	17	56.67%	17	0	0.00%
Postal Regulatory Commission	0	0	0.00%	0	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	0	0.00%	0	0	0.00%
Securities and Exchange Commission	14	1	7.14%	0	1	7.14%
Selective Service System	1	0	0.00%	0	0	0.00%
Small Business Administration	34	0	0.00%	0	0	0.00%
Smithsonian Institution	6	6	100.00%	4	2	33.33%
Social Security Administration	489	376	76.89%	307	69	14.11%
Tennessee Valley Authority	84	0	0.00%	0	0	0.00%
Trade and Development Agency	0	0	0.00%	0	0	0.00%
U.S. Postal Service	6,251	328	5.25%	30	298	4.77%
U.S. Tax Court	0	0	0.00%	0	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	16,278	2,556	15.70%	1,487	1,069	6.57%
Midsized Agencies Subtotal	865	426	49.25%	324	102	11.79%
Small Agencies Subtotal	288	88	30.56%	74	14	4.86%
Micro Agencies Subtotal	5	1	20.00%	1	0	0.00%
Government-wide	17,436	3,071	17.61%	1,886	1,185	6.80%

NRF = No Report Filed

Table B-20 FY 2011 ADR Complaint Resolutions (Formal Phase)

Agency Name	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	2	2	100.00%	0	0.00%	2	100.00%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	0	0	0.00%	0	0.00%	0	0.00%
Central Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	0	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	0	0	0.00%	0	0.00%	0	0.00%
Corporation for National and Community Service	0	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	1	1	100.00%	0	0.00%	1	100.00%
Defense Army and Air Force Exchange	14	14	100.00%	0	0.00%	14	100.00%
Defense Commissary Agency	13	12	92.31%	1	7.69%	13	100.00%
Defense Contract Audit Agency	6	6	100.00%	0	0.00%	6	100.00%
Defense Contract Management Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	3	1	33.33%	0	0.00%	1	33.33%
Defense Human Resources Activity	0	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency	17	10	58.82%	0	0.00%	10	58.82%
Defense Media Activity	0	0	0.00%	0	0.00%	0	0.00%

Table B-20 FY 2011 ADR Complaint Resolutions (Formal Phase)

Agency Name	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Defense Missile Defense Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	7	7	100.00%	0	0.00%	7	100.00%
Defense National Security Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	1	1	100.00%	0	0.00%	1	100.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	2	1	50.00%	0	0.00%	1	50.00%
Defense Security Service	1	1	100.00%	0	0.00%	1	100.00%
Defense Technical Information Center	0	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense TRICARE Management Activity	0	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University	2	0	0.00%	2	100.00%	2	100.00%
Department of Agriculture	75	31	41.33%	0	0.00%	31	41.33%
Department of Commerce	18	5	27.78%	0	0.00%	5	27.78%
Department of Defense Education Activity	3	0	0.00%	0	0.00%	0	0.00%
Department of Education	10	0	0.00%	0	0.00%	0	0.00%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	33	13	39.39%	0	0.00%	13	39.39%
Department of Homeland Security	46	8	17.39%	3	6.52%	11	23.91%
Department of Housing and Urban Development	8	0	0.00%	0	0.00%	0	0.00%
Department of Justice	16	10	62.50%	0	0.00%	10	62.50%
Department of Labor	34	34	100.00%	0	0.00%	34	100.00%
Department of State	6	2	33.33%	0	0.00%	2	33.33%
Department of the Air Force	71	50	70.42%	1	1.41%	51	71.83%
Department of the Army	179	112	62.57%	4	2.23%	116	64.80%
Department of the Interior	28	10	35.71%	1	3.57%	11	39.29%
Department of the Navy	15	7	46.67%	1	6.67%	8	53.33%
Department of the Treasury	64	15	23.44%	1	1.56%	16	25.00%
Department of Transportation	6	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs	93	49	52.69%	7	7.53%	56	60.22%
Election Assistance Commission	0	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	4	0	0.00%	0	0.00%	0	0.00%
Equal Employment Opportunity Commission	4	4	100.00%	0	0.00%	4	100.00%

Table B-20 FY 2011 ADR Complaint Resolutions (Formal Phase)

Agency Name	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Export-Import Bank of the US	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	1	1	100.00%	0	0.00%	1	100.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	5	1	20.00%	1	20.00%	2	40.00%
Federal Election Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	1	1	100.00%	0	0.00%	1	100.00%
Federal Labor Relations Authority	1	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	0	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	0	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0.00%	0	0.00%
Federal Trade Commission	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	6	0	0.00%	0	0.00%	0	0.00%
Government Printing Office	0	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	0	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	16	13	81.25%	0	0.00%	13	81.25%

Table B-20 FY 2011 ADR Complaint Resolutions (Formal Phase)

Agency Name	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
National Archives and Records Administration	0	0	0.00%	0	0.00%	0	0.00%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	0	0	0.00%	0	0.00%	0	0.00%
National Indian Gaming Commission	0	0	0.00%	0	0.00%	0	0.00%
National Labor Relations Board	0	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	0	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	0	0	0.00%	0	0.00%	0	0.00%
National Science Foundation	0	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	0	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	3	3	100.00%	0	0.00%	3	100.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	0	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	0	0	0.00%	0	0.00%	0	0.00%
Office of Special Counsel	0	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	0	0	0.00%	0	0.00%	0	0.00%
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	0	0	0.00%	0	0.00%	0	0.00%
Postal Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	1	0	0.00%	0	0.00%	0	0.00%
Selective Service System	0	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	0	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	2	2	100.00%	0	0.00%	2	100.00%
Social Security Administration	69	3	4.35%	0	0.00%	3	4.35%
Tennessee Valley Authority	0	0	0.00%	0	0.00%	0	0.00%

Table B-20 FY 2011 ADR Complaint Resolutions (Formal Phase)

Agency Name	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	298	171	57.38%	7	2.35%	178	59.73%
U.S. Tax Court	0	0	0.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	1,069	570	53.32%	28	2.62%	598	55.94%
Midsized Agencies Subtotal	102	19	18.63%	1	0.98%	20	19.61%
Small Agencies Subtotal	14	12	85.71%	0	0.00%	12	85.71%
Micro Agencies Subtotal	0	0	0.00%	0	0.00%	0	0.00%
Government-wide	1,185	601	50.72%	29	2.45%	630	53.16%

NRF = No Report Filed

Table B-21 FY 2011 Complaint Closures with Benefits

Agency or Department	Number Complaint Closures with Benefits	Number Complaint Closures w/ Monetary Benefits	Total Amount Back Pay / Front Pay	Total Amount Lump Sum Payments	Total Amount Compensatory Damages	Total Amount Attorney's Fees and Costs	Total Amount All Monetary Benefits	Average Monetary Benefits Per Complaint Closures With Benefits	Number Complaint Closures with Non-Monetary Benefits	% Complaint Closures with Non-Monetary Benefits
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Agency for International Development	5	5	\$0.00	\$171,500.00	\$0.00	\$5,000.00	\$176,500.00	\$35,300.00	3	60.00%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	3	2	\$0.00	\$40,000.00	\$0.00	\$2,500.00	\$42,500.00	\$14,166.67	2	66.67%
Central Intelligence Agency	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Chemical Safety and Hazard Investigation Board	1	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Commodity Futures Trading Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Consumer Product Safety Commission	4	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	4	100.00%
Corporation for National and Community Service	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	3	2	\$0.00	\$5,883.00	\$4,000.00	\$9,680.00	\$19,563.00	\$6,521.00	1	33.33%
Defense Army and Air Force Exchange	40	19	\$1,998.40	\$212,723.20	\$10,000.00	\$24,333.00	\$249,054.60	\$6,226.37	21	52.50%
Defense Commissary Agency	29	14	\$25,000.00	\$325,500.00	\$5,000.00	\$33,771.74	\$389,271.74	\$13,423.16	26	89.66%
Defense Contract Audit Agency	11	7	\$0.00	\$24,011.96	\$0.00	\$0.00	\$24,011.96	\$2,182.91	4	36.36%
Defense Contract Management Agency	11	9	\$5,411.00	\$5,673.00	\$20,000.00	\$45,273.83	\$76,357.83	\$6,941.62	6	54.55%
Defense Finance and Accounting Service	20	15	\$2,249.50	\$115,141.59	\$2,000.00	\$11,088.41	\$130,479.50	\$6,523.98	15	75.00%
Defense Human Resources Activity	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense Information Systems Agency	3	1	\$0.00	\$0.00	\$0.00	\$1,000.00	\$1,000.00	\$333.33	2	66.67%
Defense Intelligence Agency	4	1	\$0.00	\$35,000.00	\$0.00	\$1,517.00	\$36,517.00	\$9,129.25	3	75.00%
Defense Logistics Agency	45	36	\$24,952.75	\$227,894.10	\$136,067.99	\$85,867.84	\$474,782.68	\$10,550.73	27	60.00%
Defense Media Activity	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense Missile Defense Agency	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense National Geospatial-Intelligence Agency	4	3	\$0.00	\$34,244.00	\$0.00	\$92,756.00	\$127,000.00	\$31,750.00	4	100.00%
Defense National Guard Bureau	13	8	\$0.00	\$34,004.00	\$0.00	\$21,500.00	\$55,504.00	\$4,269.54	9	69.23%
Defense National Security Agency	16	13	\$0.00	\$171,250.00	\$0.00	\$415,000.00	\$586,250.00	\$36,640.63	5	31.25%
Defense Nuclear Facilities Safety Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense Office of the Inspector General	2	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	100.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	10	7	\$0.00	\$34,000.00	\$17,000.00	\$62,500.00	\$113,500.00	\$11,350.00	3	30.00%

Table B-21 FY 2011 Complaint Closures with Benefits

Agency or Department	Number Complaint Closures with Benefits	Number Complaint Closures w/ Monetary Benefits	Total Amount Back Pay / Front Pay	Total Amount Lump Sum Payments	Total Amount Compensatory Damages	Total Amount Attorney's Fees and Costs	Total Amount All Monetary Benefits	Average Monetary Benefits Per Complaint Closures With Benefits	Number Complaint Closures with Non-Monetary Benefits	% Complaint Closures with Non-Monetary Benefits
Defense Security Service	1	1	\$5,000.00	\$0.00	\$0.00	\$0.00	\$5,000.00	\$5,000.00	1	100.00%
Defense Technical Information Center	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense Threat Reduction Agency	3	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	3	100.00%
Defense TRICARE Management Activity	1	1	\$25,000.00	\$0.00	\$0.00	\$30,000.00	\$55,000.00	\$55,000.00	2	200.00%
Defense Uniformed Services University	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Department of Agriculture	157	129	\$50,620.00	\$1,543,993.70	\$162,204.00	\$838,591.40	\$2,595,409.10	\$16,531.27	126	80.25%
Department of Commerce	174	128	\$0.00	\$1,152,413.12	\$0.00	\$316,910.04	\$1,469,323.16	\$8,444.39	144	82.76%
Department of Defense Education Activity	6	4	\$0.00	\$27,500.00	\$0.00	\$15,121.00	\$42,621.00	\$7,103.50	5	83.33%
Department of Education	10	7	\$16,781.00	\$0.00	\$3,000.00	\$9,011.08	\$28,792.08	\$2,879.21	9	90.00%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	117	110	\$263,680.00	\$643,553.46	\$194,500.00	\$793,819.36	\$1,895,552.82	\$16,201.31	92	78.63%
Department of Homeland Security	249	157	\$172,755.46	\$2,007,235.00	\$528,514.59	\$913,954.94	\$3,622,459.99	\$14,548.03	190	76.31%
Department of Housing and Urban Development	30	30	\$0.00	\$427,934.00	\$151,700.00	\$522,372.00	\$1,102,006.00	\$36,733.53	25	83.33%
Department of Justice	92	72	\$339,082.35	\$1,414,447.00	\$214,427.70	\$298,440.00	\$2,266,397.05	\$24,634.75	78	84.78%
Department of Labor	35	20	\$79,463.52	\$273,971.00	\$0.00	\$234,657.56	\$588,092.08	\$16,802.63	33	94.29%
Department of State	11	10	\$0.00	\$167,457.00	\$1,500.00	\$77,253.00	\$246,210.00	\$22,382.73	7	63.64%
Department of the Air Force	188	123	\$400,941.59	\$643,260.23	\$252,383.58	\$380,970.41	\$1,677,555.81	\$8,923.17	91	48.40%
Department of the Army	480	267	\$96,495.35	\$2,413,593.60	\$341,051.40	\$1,301,570.62	\$4,152,710.97	\$8,651.48	387	80.63%
Department of the Interior	110	84	\$166,699.23	\$806,725.87	\$519,648.60	\$573,871.34	\$2,066,945.04	\$18,790.41	87	79.09%
Department of the Navy	245	166	\$73,969.00	\$1,320,842.00	\$410,073.00	\$1,128,945.00	\$2,933,829.00	\$11,974.81	184	75.10%
Department of the Treasury	105	65	\$11,744.00	\$132,750.00	\$268,711.00	\$330,062.00	\$743,267.00	\$7,078.73	80	76.19%
Department of Transportation	70	41	\$187,828.00	\$502,696.58	\$64,000.00	\$88,912.50	\$843,437.08	\$12,049.10	62	88.57%
Department of Veterans Affairs	507	325	\$98,984.89	\$4,527,696.27	\$157,973.52	\$1,363,274.86	\$6,147,929.54	\$12,126.09	405	79.88%
Election Assistance Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Environmental Protection Agency	6	3	\$0.00	\$10,000.00	\$70,000.00	\$30,000.00	\$110,000.00	\$18,333.33	5	83.33%
Equal Employment Opportunity Commission	11	8	\$0.00	\$79,720.00	\$0.00	\$18,000.00	\$97,720.00	\$8,883.64	8	72.73%
Export-Import Bank of the US	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Farm Credit Administration	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
Farm Credit System Insurance Corporation	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Communications Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Deposit Insurance Corporation	8	7	\$0.00	\$123,400.00	\$0.00	\$18,500.00	\$141,900.00	\$17,737.50	7	87.50%
Federal Election Commission	4	4	\$0.00	\$14,000.00	\$0.00	\$0.00	\$14,000.00	\$3,500.00	0	0.00%
Federal Energy Regulatory Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	1	1	\$0.00	\$14,267.00	\$0.00	\$0.00	\$14,267.00	\$14,267.00	1	100.00%
Federal Labor Relations Authority	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Maritime Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Mediation and Conciliation Service	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
Federal Mine Safety & Health Review Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Reserve System--Board of Governors	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
Federal Retirement Thrift Investment Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Trade Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%

Table B-21 FY 2011 Complaint Closures with Benefits

Agency or Department	Number Complaint Closures with Benefits	Number Complaint Closures w/ Monetary Benefits	Total Amount Back Pay / Front Pay	Total Amount Lump Sum Payments	Total Amount Compensatory Damages	Total Amount Attorney's Fees and Costs	Total Amount All Monetary Benefits	Average Monetary Benefits Per Complaint Closures With Benefits	Number Complaint Closures with Non-Monetary Benefits	% Complaint Closures with Non-Monetary Benefits
General Services Administration	34	27	\$0.00	\$355,127.00	\$11,000.00	\$261,059.00	\$627,186.00	\$18,446.65	24	70.59%
Government Printing Office	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Holocaust Memorial Museum U.S.	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Institute of Museum and Library Services	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Inter-American Foundation	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
International Boundary and Water Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Marine Mammal Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Merit Systems Protection Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Millennium Challenge Corporation	2	2	\$0.00	\$25,000.00	\$5,000.00	\$0.00	\$30,000.00	\$15,000.00	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	27	26	\$0.00	\$222,809.35	\$0.00	\$46,000.00	\$268,809.35	\$9,955.90	26	96.30%
National Archives and Records Administration	1	1	\$0.00	\$9,700.00	\$0.00	\$0.00	\$9,700.00	\$9,700.00	0	0.00%
National Capital Planning Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Council on Disability	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Credit Union Administration	3	3	\$142,706.00	\$5,000.00	\$0.00	\$56,718.00	\$204,424.00	\$68,141.33	3	100.00%
National Endowment for the Arts	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Endowment for the Humanities	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	2	2	\$0.00	\$5,000.00	\$0.00	\$0.00	\$5,000.00	\$2,500.00	2	100.00%
National Indian Gaming Commission	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
National Labor Relations Board	8	3	\$0.00	\$2,000.00	\$0.00	\$35,000.00	\$37,000.00	\$4,625.00	5	62.50%
National Mediation Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Reconnaissance Office	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
National Science Foundation	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Transportation Safety Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Nuclear Regulatory Commission	7	3	\$0.00	\$39,700.00	\$0.00	\$3,000.00	\$42,700.00	\$6,100.00	4	57.14%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Office of Government Ethics	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Office of Personnel Management	5	5	\$816.00	\$198,000.00	\$0.00	\$0.00	\$198,816.00	\$39,763.20	13	260.00%
Office of Special Counsel	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Office of the Director of National Intelligence	1	1	\$0.00	\$165,000.00	\$0.00	\$10,000.00	\$175,000.00	\$175,000.00	0	0.00%
Overseas Private Investment Corporation	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Peace Corps	1	1	\$22,500.00	\$0.00	\$0.00	\$22,500.00	\$45,000.00	\$45,000.00	0	0.00%

Table B-21 FY 2011 Complaint Closures with Benefits

Agency or Department	Number Complaint Closures with Benefits	Number Complaint Closures w/ Monetary Benefits	Total Amount Back Pay / Front Pay	Total Amount Lump Sum Payments	Total Amount Compensatory Damages	Total Amount Attorney's Fees and Costs	Total Amount All Monetary Benefits	Average Monetary Benefits Per Complaint Closures With Benefits	Number Complaint Closures with Non-Monetary Benefits	% Complaint Closures with Non-Monetary Benefits
Pension Benefit Guaranty Corporation	3	3	\$0.00	\$4,000.00	\$0.00	\$147,500.00	\$151,500.00	\$50,500.00	0	0.00%
Postal Regulatory Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	1	1	\$0.00	\$10,856.00	\$0.00	\$0.00	\$10,856.00	\$10,856.00	0	0.00%
Securities and Exchange Commission	2	2	\$0.00	\$21,500.00	\$0.00	\$0.00	\$21,500.00	\$10,750.00	2	100.00%
Selective Service System	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Small Business Administration	11	7	\$0.00	\$28,900.00	\$0.00	\$40,816.00	\$69,716.00	\$6,337.82	10	90.91%
Smithsonian Institution	2	2	\$0.00	\$16,463.00	\$0.00	\$0.00	\$16,463.00	\$8,231.50	2	100.00%
Social Security Administration	68	24	\$13,390.76	\$48,676.00	\$0.00	\$55,625.00	\$117,691.76	\$1,730.76	56	82.35%
Tennessee Valley Authority	7	6	\$15,459.25	\$48,677.95	\$3,500.00	\$26,720.00	\$94,357.20	\$13,479.60	4	57.14%
Trade and Development Agency	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
U.S. Postal Service	917	817	\$560,642.34	\$516,023.29	\$3,668,540.00	\$1,244,464.44	\$5,989,670.07	\$6,531.81	364	39.69%
U.S. Tax Court	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	3,716	2,690	\$2,609,298.38	\$19,741,533.97	\$7,128,295.38	\$11,256,809.37	\$40,735,937.10	\$10,962.31	2,502	67.33%
Midsize Agencies Subtotal	168	107	\$29,666.01	\$1,052,053.30	\$84,500.00	\$478,720.00	\$1,644,939.31	\$9,791.31	147	87.50%
Small Agencies Subtotal	67	44	\$165,206.00	\$613,126.00	\$9,000.00	\$309,898.00	\$1,097,230.00	\$16,376.57	40	59.70%
Micro Agencies Subtotal	2	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	50.00%
Government-wide	3,953	2,842	\$2,804,170.39	\$21,406,713.27	\$7,221,795.38	\$12,045,427.37	\$43,478,106.41	\$10,998.76	2,690	68.05%

NRF = No Report Filed

Table B-22 FY 2011 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	1	1	0	0	0	0	1
Agency for International Development	13	11	4	1	0	0	16
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	16	16	8	2	0	0	26
Central Intelligence Agency	23	20	9	7	0	0	36
Chemical Safety and Hazard Investigation Board	1	1	0	0	0	0	1
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	3	2	1	0	0	0	3
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0
Consumer Product Safety Commission	7	7	2	2	0	0	11
Corporation for National and Community Service	3	3	0	0	0	0	3
Court Services and Offender Supervision Agency for the District of Columbia	7	7	0	1	0	0	8
Defense Army and Air Force Exchange	119	82	26	19	0	0	127
Defense Commissary Agency	114	96	39	34	0	0	169
Defense Contract Audit Agency	21	19	6	3	0	0	28
Defense Contract Management Agency	22	16	8	3	1	0	28
Defense Finance and Accounting Service	62	57	31	21	0	0	109
Defense Human Resources Activity	1	1	0	1	0	0	2
Defense Information Systems Agency	13	11	8	4	0	0	23
Defense Intelligence Agency	21	21	4	1	0	0	26
Defense Logistics Agency	105	86	36	24	0	0	146

Table B-22 FY 2011 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Defense Media Activity	2	2	1	0	0	0	3
Defense Missile Defense Agency	1	0	0	1	0	0	1
Defense National Geospatial-Intelligence Agency	20	14	9	3	0	0	26
Defense National Guard Bureau	18	13	5	2	0	0	20
Defense National Security Agency	30	23	6	4	0	0	33
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0
Defense Office of the Inspector General	6	5	1	3	0	0	9
Defense Office of the Secretary - Wash. Hqtrs. Services	35	26	15	7	0	0	48
Defense Security Service	6	6	2	1	0	0	9
Defense Technical Information Center	0	0	0	0	0	0	0
Defense Threat Reduction Agency	8	6	1	2	0	0	9
Defense TRICARE Management Activity	3	3	0	0	1	0	4
Defense Uniformed Services University	4	4	0	0	0	0	4
Department of Agriculture	457	365	147	83	5	0	600
Department of Commerce	687	495	241	169	6	1	914
Department of Defense Education Activity	39	34	14	15	0	0	63
Department of Education	43	38	17	14	4	0	73
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	378	331	140	108	7	0	586
Department of Homeland Security	1,192	978	334	264	0	1	1,577
Department of Housing and Urban Development	98	93	29	19	0	0	141
Department of Justice	693	581	205	134	3	0	923
Department of Labor	121	109	46	23	2	0	180
Department of State	101	84	27	20	0	0	132
Department of the Air Force	529	454	136	154	1	0	745
Department of the Army	1,279	1,068	333	299	2	0	1,702
Department of the Interior	279	225	94	77	5	0	401
Department of the Navy	684	559	232	195	2	0	988
Department of the Treasury	427	354	116	102	1	0	573
Department of Transportation	338	293	119	84	1	2	501
Department of Veterans Affairs	2,071	1,135	498	531	12	2	2,178
Election Assistance Commission	0	0	0	0	0	0	0

Table B-22 FY 2011 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Environmental Protection Agency	43	38	25	15	0	0	78
Equal Employment Opportunity Commission	31	28	10	7	0	0	45
Export-Import Bank of the US	0	0	0	0	0	0	0
Farm Credit Administration	1	1	0	0	0	0	1
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0
Federal Communications Commission	5	3	0	2	0	0	5
Federal Deposit Insurance Corporation	28	23	12	7	0	0	42
Federal Election Commission	4	4	4	0	0	0	8
Federal Energy Regulatory Commission	8	4	2	2	0	0	8
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	3	2	1	1	0	0	4
Federal Labor Relations Authority	1	1	1	0	0	0	2
Federal Maritime Commission	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	1	1	1	0	0	0	2
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2	1	0	1	0	0	2
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0
Federal Trade Commission	0	0	0	0	0	0	0
General Services Administration	103	89	57	29	2	0	177
Government Printing Office	39	34	10	6	0	0	50
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0
Institute of Museum and Library Services	0	0	0	0	0	0	0
Inter-American Foundation	0	0	0	0	0	0	0
International Boundary and Water Commission	5	5	0	0	0	0	5
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	3	3	0	1	0	0	4
Marine Mammal Commission	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0
Millennium Challenge Corporation	2	1	1	0	0	0	2

Table B-22 FY 2011 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	59	57	19	11	0	0	88
National Archives and Records Administration	11	9	1	2	0	0	13
National Capital Planning Commission	0	0	0	0	0	0	0
National Council on Disability	0	0	0	0	0	0	0
National Credit Union Administration	6	4	1	4	0	0	9
National Endowment for the Arts	0	0	0	0	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	8	4	4	2	0	0	10
National Indian Gaming Commission	2	2	0	0	0	0	2
National Labor Relations Board	13	12	6	6	0	0	24
National Mediation Board	0	0	0	0	0	0	0
National Reconnaissance Office	4	4	1	0	0	0	5
National Science Foundation	2	1	1	0	0	0	2
National Transportation Safety Board	1	1	0	0	0	0	1
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0
Nuclear Regulatory Commission	14	13	8	0	0	0	21
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0	0
Office of Government Ethics	0	0	0	0	0	0	0
Office of Personnel Management	19	18	5	9	0	0	32
Office of Special Counsel	0	0	0	0	0	0	0
Office of the Director of National Intelligence	2	2	2	1	0	0	5
Overseas Private Investment Corporation	0	0	0	0	0	0	0
Peace Corps	4	4	0	0	0	0	4
Pension Benefit Guaranty Corporation	30	21	6	3	0	0	30
Postal Regulatory Commission	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	2	1	1	0	0	4
Securities and Exchange Commission	14	11	10	5	0	0	26
Selective Service System	1	1	0	0	0	0	1

Table B-22 FY 2011 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Small Business Administration	34	28	16	5	0	0	49
Smithsonian Institution	6	6	1	2	2	0	11
Social Security Administration	489	394	212	129	0	0	735
Tennessee Valley Authority	84	53	32	16	0	0	101
Trade and Development Agency	0	0	0	0	0	0	0
U.S. Postal Service	6,251	5,244	2,170	2,214	4	9	9,641
U.S. Tax Court	0	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	16,278	12,931	5,096	4,638	57	15	22,742
Midsized Agencies Subtotal	865	706	379	223	4	0	1,313
Small Agencies Subtotal	288	243	94	57	0	0	395
Micro Agencies Subtotal	5	4	1	0	0	0	5
Government-wide	17,436	13,884	5,570	4,918	61	15	24,455

NRF = No Report Filed

Table B-23 FY 2011 Summary of Pending Complaints By Category

Agency or Department	Pending End of Period			Pending Acknowledgment			Pending Investigation			Pending Hearing			Pending Final Agency Action		
	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	3	1,440	480	0	0	0	2	992	496	1	448	448	0	0	0
Agency for International Development	28	9,200	328.57	6	535	89.17	8	1,833	229.13	10	6,436	643.6	1	221	221
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	13	4,234	325.69	0	0	0	2	66	33	10	4,165	416.5	1	3	3
Central Intelligence Agency	61	35,377	579.95	0	0	0	16	3,234	202.13	35	29,783	850.94	6	2,066	344.33
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	3	1,503	501	0	0	0	1	338	338	2	1,165	582.5	0	0	0
Consumer Product Safety Commission	3	954	318	0	0	0	1	9	9	2	945	472.5	0	0	0
Corporation for National and Community Service	6	2,105	350.83	0	0	0	2	152	76	3	1,800	600	1	153	153
Court Services and Offender Supervision Agency for the District of Columbia	19	11,142	586.42	1	30	30	2	80	40	16	11,032	689.5	0	0	0
Defense Army and Air Force Exchange	74	23,009	310.93	1	21	21	39	3,859	98.95	31	18,372	592.65	3	757	252.33
Defense Commissary Agency	122	41,090	336.8	0	0	0	39	5,177	132.74	55	29,616	538.47	16	6,225	389.06
Defense Contract Audit Agency	32	8,236	257.38	0	0	0	14	1,428	102	13	6,592	507.08	4	211	52.75
Defense Contract Management Agency	39	16,646	426.82	0	0	0	25	5,537	221.48	10	8,286	828.6	4	2,823	705.75
Defense Finance and Accounting Service	42	12,913	307.45	0	0	0	14	1,325	94.64	24	10,656	444	4	932	233
Defense Human Resources Activity	9	3,742	415.78	0	0	0	4	645	161.25	4	2,470	617.5	1	627	627
Defense Information Systems Agency	40	17,809	445.23	5	187	37.4	8	1,895	236.88	16	9,246	577.88	11	6,481	589.18
Defense Intelligence Agency	49	25,000	510.2	3	71	23.67	12	2,022	168.5	29	21,026	725.03	4	1,864	466
Defense Logistics Agency	149	56,083	376.4	4	63	15.75	46	6,453	140.28	60	33,133	552.22	38	16,430	432.37
Defense Media Activity	2	398	199	0	0	0	0	0	0	0	0	0	2	398	199
Defense Missile Defense Agency	4	1,534	383.5	0	0	0	0	0	0	4	1,534	383.5	0	0	0
Defense National Geospatial-Intelligence Agency	34	6,889	202.62	0	0	0	13	1,513	116.38	20	5,350	267.5	1	26	26
Defense National Guard Bureau	43	12,314	286.37	25	3,900	156	3	427	142.33	2	1,242	621	12	6,634	552.83
Defense National Security Agency	47	21,091	448.74	2	124	62	24	5,387	224.46	18	14,625	812.5	3	955	318.33
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	5	2,852	570.4	0	0	0	0	0	0	4	2,606	651.5	1	246	246
Defense Office of the Secretary - Wash. Hqtrs. Services	80	33,443	418.04	0	0	0	32	3,034	94.81	40	28,845	721.13	6	1,558	259.67
Defense Security Service	12	1,274	106.17	2	21	10.5	9	1,232	136.89	0	0	0	0	0	0
Defense Technical Information Center	1	451	451	0	0	0	0	0	0	0	0	0	1	451	451
Defense Threat Reduction Agency	15	7,536	502.4	0	0	0	8	1,580	197.5	7	5,956	850.86	0	0	0

Table B-23 FY 2011 Summary of Pending Complaints By Category

Agency or Department	Pending End of Period			Pending Acknowledgment			Pending Investigation			Pending Hearing			Pending Final Agency Action		
	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days
Defense TRICARE Management Activity	7	1,211	173	6	629	104.83	0	0	0	1	582	582	0	0	0
Defense Uniformed Services University	2	180	90	2	180	90	0	0	0	0	0	0	0	0	0
Department of Agriculture	850	542,031	637.68	85	11,526	135.6	260	73,285	281.87	357	333,130	933.14	128	123,475	964.65
Department of Commerce	653	190,868	292.29	12	290	24.17	80	12,539	156.74	316	107,934	341.56	241	70,093	290.84
Department of Defense Education Activity	68	22,908	336.88	3	44	14.67	23	3,187	138.57	36	18,092	502.56	6	1,585	264.17
Department of Education	63	29,477	467.89	5	167	33.4	9	1,170	130	42	26,550	632.14	7	1,590	227.14
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	510	198,261	388.75	29	1,352	46.62	119	12,978	109.06	271	161,870	597.31	75	21,752	290.03
Department of Homeland Security	1,802	696,701	386.63	210	16,890	80.43	582	105,070	180.53	783	466,022	595.17	210	107,884	513.73
Department of Housing and Urban Development	157	71,471	455.23	0	0	0	49	9,576	195.43	82	56,827	693.01	19	4,932	259.58
Department of Justice	1,561	801,499	513.45	138	10,647	77.15	282	51,285	181.86	601	453,861	755.18	477	284,357	596.14
Department of Labor	167	100,826	603.75	23	937	40.74	35	4,065	116.14	88	91,932	1,044.68	16	3,860	241.25
Department of State	196	85,722	437.36	16	2,617	163.56	62	8,416	135.74	83	54,639	658.3	32	20,033	626.03
Department of the Air Force	713	269,344	377.76	43	2,269	52.77	317	44,145	139.26	207	135,887	656.46	144	86,907	603.52
Department of the Army	1,119	394,440	352.49	74	5,300	71.62	485	64,018	132	424	272,134	641.83	116	51,928	447.66
Department of the Interior	510	333,999	654.9	61	9,876	161.9	128	34,940	272.97	219	222,102	1,014.16	92	66,858	726.72
Department of the Navy	1,209	346,245	286.39	280	19,598	69.99	512	78,822	153.95	313	210,051	671.09	94	37,449	398.39
Department of the Treasury	558	250,655	449.2	36	938	26.06	143	16,522	115.54	307	214,384	698.32	63	18,778	298.06
Department of Transportation	597	434,957	728.57	71	11,992	168.9	75	8,191	109.21	325	351,298	1,080.92	109	63,248	580.26
Department of Veterans Affairs	2,884	1,300,827	451.05	236	7,748	32.83	594	73,751	124.16	1,545	1,024,626	663.19	508	194,693	383.25
Election Assistance Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	133	59,699	448.86	7	0	0	55	10,542	191.67	51	35,978	705.45	17	13,148	773.41
Equal Employment Opportunity Commission	23	8,462	367.91	2	151	75.5	4	483	120.75	12	6,626	552.17	3	1,157	385.67
Export-Import Bank of the US	1	137	137	0	0	0	1	137	137	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	9	750	83.33	0	0	0	2	220	110	2	480	240	0	0	0
Federal Deposit Insurance Corporation	46	10,639	231.28	6	226	37.67	22	2,660	120.91	12	6,532	544.33	5	1,218	243.6
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	6	1,160	193.33	0	0	0	5	900	180	1	260	260	0	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	5	1,244	248.8	1	2	2	3	1,216	405.33	0	0	0	0	0	0
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	17	7,468	439.29	6	1,019	169.83	0	0	0	11	6,449	586.27	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1	885	885	0	0	0	0	0	0	1	885	885	0	0	0
General Services Administration	141	55,346	392.52	1	15	15	54	8,330	154.26	69	42,302	613.07	12	4,527	377.25
Government Printing Office	85	51,145	601.71	1	21	21	17	2,853	167.82	61	46,958	769.8	6	1,313	218.83
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Table B-23 FY 2011 Summary of Pending Complaints By Category

Agency or Department	Pending End of Period			Pending Acknowledgment			Pending Investigation			Pending Hearing			Pending Final Agency Action		
	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days
International Boundary and Water Commission	3	702	234	0	0	0	0	0	0	3	702	234	0	0	0
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	3	290	96.67	0	0	0	2	270	135	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	45	21,189	470.87	4	121	30.25	8	1,172	146.5	26	17,959	690.73	7	1,937	276.71
National Archives and Records Administration	13	7,399	569.15	2	113	56.5	1	148	148	10	7,138	713.8	0	0	0
National Capital Planning Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	8	2,133	266.63	0	0	0	1	56	56	7	2,077	296.71	0	0	0
National Endowment for the Arts	2	320	160	0	0	0	1	30	30	1	290	290	0	0	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	6	4,867	811.17	0	0	0	0	0	0	3	3,308	1,102.67	3	1,559	519.67
National Indian Gaming Commission	2	26	13	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	7	3,469	495.57	0	0	0	1	49	49	5	3,214	642.8	1	206	206
National Mediation Board	2	286	143	0	0	0	0	0	0	2	286	143	0	0	0
National Reconnaissance Office	11	6,007	546.09	0	0	0	2	385	192.5	8	5,544	693	1	78	78
National Science Foundation	14	3,860	275.71	0	0	0	7	886	126.57	6	2,898	483	1	76	76
National Transportation Safety Board	1	506	506	0	0	0	0	0	0	1	506	506	0	0	0
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	12	3,045	253.75	2	113	56.5	4	476	119	6	2,456	409.33	0	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	2	486	243	1	61	61	0	0	0	1	425	425	0	0	0
Office of Personnel Management	51	22,991	450.8	2	103	51.5	11	974	88.55	29	19,580	675.17	9	2,334	259.33
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	5	2,226	445.2	1	123	123	0	0	0	2	1,146	573	2	957	478.5
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	6	3,767	627.83	0	0	0	1	86	86	4	3,189	797.25	1	492	492
Pension Benefit Guaranty Corporation	19	3,308	174.11	0	0	0	0	0	0	10	1,865	186.5	9	1,443	160.33
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	5	800	160	0	0	0	3	63	21	2	737	368.5	0	0	0
Securities and Exchange Commission	8	2,675	334.38	0	0	0	6	946	157.67	2	1,729	864.5	0	0	0
Selective Service System	1	311	311	0	0	0	1	311	311	0	0	0	0	0	0
Small Business Administration	55	28,767	523.04	0	0	0	24	3,804	158.5	29	24,367	840.24	2	596	298
Smithsonian Institution	14	7,334	523.86	0	0	0	5	458	91.6	7	6,472	924.57	2	404	202
Social Security Administration	805	405,331	503.52	18	626	34.78	176	26,681	151.6	454	310,106	683.05	148	67,763	457.86

Table B-23 FY 2011 Summary of Pending Complaints By Category

Agency or Department	Pending End of Period			Pending Acknowledgment			Pending Investigation			Pending Hearing			Pending Final Agency Action		
	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days	Number	Total Days	Average Days
Tennessee Valley Authority	54	20,008	370.52	2	6	3	14	1,135	81.07	29	17,506	603.66	4	687	171.75
Trade and Development Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	3,736	1,418,410	379.66	3	128	42.67	665	46,198	69.47	2,393	1,305,168	545.41	302	48,034	159.05
U.S. Tax Court	1	35	35	0	0	0	1	35	35	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	18,161	7,782,342	428.52	1,375	107,515	78.19	4,710	689,672	146.43	8,730	5,706,644	653.68	2,750	1,254,074	456.03
Midsized Agencies Subtotal	1,344	631,304	469.72	40	1,097	27.43	369	55,756	151.1	706	480,802	681.02	206	92,614	449.58
Small Agencies Subtotal	407	181,512	445.98	22	2,107	95.77	95	15,262	160.65	236	153,783	651.62	36	9,724	270.11
Micro Agencies Subtotal	7	2,212	316	1	61	61	2	992	496	4	1,159	289.75	0	0	0
Government-wide	19,919	8,597,370	431.6165	1,438	110,780	77.04	5,176	761,682	147.16	9,676	6,342,388	655.48	2,992	1,356,412	453.35

NRF = No Report Filed

Table B-24 FY 2011 Agency Staff Resources

Agency or Department	Agency Counselors							Agency Investigators							Agency Counselors/Investigators						
	Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty	
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	15	0	0.00%	0	0.00%	15	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	7	0	0.00%	0	0.00%	7	100.00%	0	0	0.00%	0	0.00%	0	0.00%	7	0	0.00%	0	0.00%	7	100.00%
Central Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	13	13	100.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	8	0	0.00%	0	0.00%	8	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Corporation for National and Community Service	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	14	0	0.00%	0	0.00%	14	100.00%	0	0	0.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%
Defense Army and Air Force Exchange	259	0	0.00%	0	0.00%	259	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Commissary Agency	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Contract Audit Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Contract Management Agency	5	3	60.00%	0	0.00%	2	40.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	9	2	22.22%	7	77.78%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	5	1	20.00%	1	20.00%	3	60.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	6	6	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency	44	2	4.55%	0	0.00%	42	95.45%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Media Activity	5	1	20.00%	0	0.00%	4	80.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Missile Defense Agency	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	11	3	27.27%	0	0.00%	8	72.73%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	335	56	16.72%	40	11.94%	239	71.34%	84	17	20.24%	0	0.00%	67	79.76%	31	1	3.23%	8	25.81%	22	70.97%
Defense National Security Agency	3	3	100.00%	0	0.00%	0	0.00%	6	5	83.33%	1	16.67%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%
Defense Nuclear Facilities Safety Board	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	4	0	0.00%	2	50.00%	2	50.00%	5	5	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Security Service	8	0	0.00%	0	0.00%	8	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Technical Information Center	7	0	0.00%	0	0.00%	7	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense TRICARE Management Activity	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University	5	0	0.00%	0	0.00%	5	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-24 FY 2011 Agency Staff Resources

Agency or Department	Agency Counselors								Agency Investigators						Agency Counselors/Investigators						
	Full Time		Part Time		Collateral Duty		Full Time		Part Time		Collateral Duty		Full Time		Part Time		Collateral Duty				
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%
Department of Agriculture	38	36	94.74%	1	2.63%	1	2.63%	0	0	0.00%	0	0.00%	0	0.00%	4	4	100.00%	0	0.00%	0	0.00%
Department of Commerce	45	35	77.78%	0	0.00%	10	22.22%	7	3	42.86%	1	14.29%	3	42.86%	0	0	0.00%	0	0.00%	0	0.00%
Department of Defense Education Activity	10	3	30.00%	7	70.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	11	3	27.27%	8	72.73%	0	0.00%
Department of Education	5	4	80.00%	0	0.00%	1	20.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	179	16	8.94%	10	5.59%	153	85.47%	0	0	0.00%	0	0.00%	0	0.00%	3	3	100.00%	0	0.00%	0	0.00%
Department of Homeland Security	179	66	36.87%	66	36.87%	47	26.26%	28	22	78.57%	0	0.00%	6	21.43%	9	9	100.00%	0	0.00%	0	0.00%
Department of Housing and Urban Development	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Justice	272	37	13.60%	5	1.84%	230	84.56%	44	8	18.18%	0	0.00%	36	81.82%	9	5	55.56%	4	44.44%	0	0.00%
Department of Labor	24	1	4.17%	4	16.67%	19	79.17%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of State	419	0	0.00%	0	0.00%	419	100.00%	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Air Force	416	327	78.61%	17	4.09%	72	17.31%	131	131	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Army	886	0	0.00%	0	0.00%	886	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Interior	163	31	19.02%	4	2.45%	128	78.53%	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Navy	186	154	82.80%	19	10.22%	13	6.99%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Treasury	100	35	35.00%	4	4.00%	61	61.00%	17	17	100.00%	0	0.00%	0	0.00%	3	0	0.00%	0	0.00%	3	100.00%
Department of Transportation	83	7	8.43%	1	1.20%	75	90.36%	6	6	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs	23	23	100.00%	0	0.00%	0	0.00%	60	37	61.67%	23	38.33%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Election Assistance Commission	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	76	18	23.68%	0	0.00%	58	76.32%	2	2	100.00%	0	0.00%	0	0.00%	2	1	50.00%	0	0.00%	1	50.00%
Equal Employment Opportunity Commission	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%
Export-Import Bank of the US	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	6	0	0.00%	0	0.00%	6	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	7	2	28.57%	0	0.00%	5	71.43%	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Election Commission	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	5	0	0.00%	0	0.00%	5	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	3	1	33.33%	0	0.00%	2	66.67%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	4	0	0.00%	0	0.00%	4	100.00%	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Trade Commission	9	1	11.11%	0	0.00%	8	88.89%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	5	1	20.00%	0	0.00%	4	80.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Government Printing Office	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%	2	0	0.00%	0	0.00%	2	100.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	0	0.00%	1	100.00%
Holocaust Memorial Museum U.S.	5	0	0.00%	0	0.00%	5	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-24 FY 2011 Agency Staff Resources

Agency or Department	Agency Counselors							Agency Investigators							Agency Counselors/Investigators						
	Total	Full Time		Part Time		Collateral Duty		Total	Full Time		Part Time		Collateral Duty		Total	Full Time		Part Time		Collateral Duty	
		Number	%	Number	%	Number	%		Number	%	Number	%	Number	%		Number	%	Number	%	Number	%
Japan-United States Friendship Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	22	10	45.45%	4	18.18%	8	36.36%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Archives and Records Administration	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	11	0	0.00%	0	0.00%	11	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	0	0.00%	1	100.00%
National Endowment for the Humanities	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	7	0	0.00%	0	0.00%	7	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Indian Gaming Commission	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Labor Relations Board	45	0	0.00%	0	0.00%	45	100.00%	0	0	0.00%	0	0.00%	0	0.00%	5	5	100.00%	0	0.00%	0	0.00%
National Mediation Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%
National Science Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	25	0	0.00%	0	0.00%	25	100.00%	0	0	0.00%	0	0.00%	0	0.00%	3	0	0.00%	0	0.00%	3	100.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	4	4	100.00%	0	0.00%	0	0.00%
Office of Special Counsel	5	0	0.00%	0	0.00%	5	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	8	0	0.00%	0	0.00%	8	100.00%	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Overseas Private Investment Corporation	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	12	0	0.00%	0	0.00%	12	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Postal Regulatory Commission	1	0	0.00%	0	0.00%	1	100.00%	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	5	0	0.00%	0	0.00%	5	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	9	0	0.00%	0	0.00%	9	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Selective Service System	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	3	0	0.00%	0	0.00%	3	100.00%	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	186	3	1.61%	0	0.00%	183	98.39%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Tennessee Valley Authority	19	1	5.26%	0	0.00%	18	94.74%	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Trade and Development Agency	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	112	112	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
U.S. Tax Court	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	0	0.00%	1	100.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-24 FY 2011 Agency Staff Resources

Agency or Department	Agency Counselors							Agency Investigators							Agency Counselors/Investigators							
	Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty		Full Time		Part Time		Collateral Duty			
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	3,865	982	25.41%	189	4.89%	2,694	69.70%	394	251	63.71%	27	6.85%	116	29.44%	71	26	36.62%	20	28.17%	25	35.21%	
Midsized Agencies Subtotal	322	37	11.49%	4	1.24%	281	87.27%	8	2	25.00%	0	0.00%	6	75.00%	6	5	83.33%	0	0.00%	1	16.67%	
Small Agencies Subtotal	244	9	3.69%	0	0.00%	235	96.31%	5	1	20.00%	0	0.00%	4	80.00%	37	23	62.16%	0	0.00%	14	37.84%	
Micro Agencies Subtotal	18	3	16.67%	0	0.00%	15	83.33%	1	0	0.00%	0	0.00%	1	100.00%	1	0	0.00%	0	0.00%	1	100.00%	
Government-wide	4,449	1,031	23.17%	193	4.34%	3,225	72.49%	408	254	62.25%	27	6.62%	127	31.13%	115	54	46.96%	20	17.39%	41	35.65%	

NRF = No Report Filed

Table B-24a FY 2011 Contract Staff Resources

Agency or Department	Contract Counselors							Contract Investigators							Contract Counselors/Investigators						
	Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty	
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	1	0	0.00%	1	100.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	0	0	0.00%	0	0.00%	0	0.00%	7	0	0.00%	7	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	4	0	0.00%	4	100.00%	0	0.00%	7	0	0.00%	7	100.00%	0	0.00%	11	0	0.00%	11	100.00%	0	0.00%
Central Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%
Commodity Futures Trading Commission	0	0	0.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	1	0	0.00%	0	0.00%	1	100.00%	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Corporation for National and Community Service	4	0	0.00%	0	0.00%	4	100.00%	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	0	0	0.00%	0	0.00%	0	0.00%	3	0	0.00%	3	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Army and Air Force Exchange	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Commissary Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Contract Audit Agency	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Contract Management Agency	0	0	0.00%	0	0.00%	0	0.00%	9	9	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	3	3	100.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	2	0	0.00%	2	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency	7	7	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Media Activity	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Missile Defense Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Security Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary - Wash. Hqtrs. Services	3	2	66.67%	1	33.33%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Security Service	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	5	5	100.00%	0	0.00%	0	0.00%
Defense Technical Information Center	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense TRICARE Management Activity	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

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	Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty	
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%
Department of Agriculture	14	3	21.43%	11	78.57%	0	0.00%	167	64	38.32%	103	61.68%	0	0.00%	79	9	11.39%	70	88.61%	0	0.00%
Department of Commerce	0	0	0.00%	0	0.00%	0	0.00%	69	69	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Defense Education Activity	1	0	0.00%	1	100.00%	0	0.00%	2	0	0.00%	2	100.00%	0	0.00%	2	0	0.00%	2	100.00%	0	0.00%
Department of Education	0	0	0.00%	0	0.00%	0	0.00%	8	8	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	198	144	72.73%	0	0.00%	54	27.27%	533	411	77.11%	0	0.00%	122	22.89%	115	85	73.91%	0	0.00%	30	26.09%
Department of Homeland Security	66	57	86.36%	0	0.00%	9	13.64%	323	83	25.70%	219	67.80%	21	6.50%	22	7	31.82%	14	63.64%	1	4.55%
Department of Housing and Urban Development	0	0	0.00%	0	0.00%	0	0.00%	55	55	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Justice	0	0	0.00%	0	0.00%	0	0.00%	78	68	87.18%	1	1.28%	9	11.54%	0	0	0.00%	0	0.00%	0	0.00%
Department of Labor	0	0	0.00%	0	0.00%	0	0.00%	35	35	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of State	0	0	0.00%	0	0.00%	0	0.00%	24	24	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Air Force	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Army	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Interior	1	1	100.00%	0	0.00%	0	0.00%	64	23	35.94%	39	60.94%	2	3.13%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Navy	17	17	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Treasury	8	0	0.00%	8	100.00%	0	0.00%	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Transportation	2	1	50.00%	0	0.00%	1	50.00%	124	0	0.00%	124	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs	48	17	35.42%	29	60.42%	2	4.17%	193	59	30.57%	134	69.43%	0	0.00%	51	43	84.31%	8	15.69%	0	0.00%
Election Assistance Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	0	0	0.00%	0	0.00%	0	0.00%	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Equal Employment Opportunity Commission	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Export-Import Bank of the US	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%
Farm Credit Administration	3	3	100.00%	0	0.00%	0	0.00%	10	10	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	3	3	100.00%	0	0.00%	0	0.00%	10	10	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	0	0	0.00%	0	0.00%	0	0.00%	5	5	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	1	1	100.00%	0	0.00%	0	0.00%	13	13	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Election Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%	6	6	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	2	1	50.00%	1	50.00%	0	0.00%
Federal Labor Relations Authority	0	0	0.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	0	0	0.00%	0	0.00%	0	0.00%	6	6	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Trade Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	6	6	100.00%	0	0.00%	0	0.00%	31	31	100.00%	0	0.00%	0	0.00%	34	34	100.00%	0	0.00%	0	0.00%
Government Printing Office	0	0	0.00%	0	0.00%	0	0.00%	5	5	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	0	0	0.00%	0	0.00%	0	0.00%	2	0	0.00%	2	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	0	0.00%	0	0.00%	1	100.00%	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

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	Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty		Full Time		Part Time		Collateral Duty		
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%
Japan-United States Friendship Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Merit Systems Protection Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	16	7	43.75%	9	56.25%	0	0.00%	17	5	29.41%	12	70.59%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Archives and Records Administration	0	0	0.00%	0	0.00%	0	0.00%	10	10	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Capital Planning Commission	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	0	0	0.00%	0	0.00%	0	0.00%	7	0	0.00%	7	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Indian Gaming Commission	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Labor Relations Board	0	0	0.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	3	0	0.00%	3	100.00%	0	0.00%	2	0	0.00%	2	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Science Foundation	10	5	50.00%	0	0.00%	5	50.00%	14	7	50.00%	0	0.00%	7	50.00%	0	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	1	1	100.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%	6	0	0.00%	6	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Government Ethics	1	0	0.00%	1	100.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	0	0	0.00%	0	0.00%	0	0.00%	3	0	0.00%	3	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of Special Counsel	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	0	0	0.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	1	0	0.00%	0	0.00%	1	100.00%	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	0	0	0.00%	0	0.00%	0	0.00%	7	7	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Postal Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0.00%	0	0.00%	0	0.00%	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	10	0	0.00%	0	0.00%	10	100.00%	15	15	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Selective Service System	1	1	100.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	0	0	0.00%	0	0.00%	0	0.00%	25	25	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	0	0	0.00%	0	0.00%	0	0.00%	5	0	0.00%	5	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	19	0	0.00%	19	100.00%	0	0.00%	80	0	0.00%	80	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Tennessee Valley Authority	0	0	0.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	0	0	0.00%	0	0.00%	0	0.00%	196	196	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
U.S. Tax Court	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-24a FY 2011 Contract Staff Resources

Agency or Department	Contract Counselors							Contract Investigators							Contract Counselors/Investigators							
	Full Time			Part Time		Collateral Duty		Full Time			Part Time		Collateral Duty		Full Time		Part Time		Collateral Duty			
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	378	260	68.78%	52	13.76%	66	17.46%	1,883	1,106	58.74%	622	33.03%	155	8.23%	274	149	54.38%	94	34.31%	31	11.31%	
Midsized Agencies Subtotal	42	14	33.33%	28	66.67%	0	0.00%	180	80	44.44%	100	55.56%	0	0.00%	34	34	100.00%	0	0.00%	0	0.00%	
Small Agencies Subtotal	41	14	34.15%	4	9.76%	23	56.10%	141	88	62.41%	36	25.53%	17	12.06%	14	2	14.29%	12	85.71%	0	0.00%	
Micro Agencies Subtotal	10	3	30.00%	6	60.00%	1	10.00%	14	11	78.57%	3	21.43%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	
Government-wide	471	291	61.78%	90	19.11%	90	19.11%	2,218	1,285	57.94%	761	34.31%	172	7.75%	323	185	57.28%	107	33.13%	31	9.60%	

NRF = No Report Filed

Table B-25 FY 2011 Agency New Staff Training

Agency or Department	Total Work Force	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	63	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	3,889	10	10	0	0	0	0	0	0	0	0	0	0
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	29	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,745	0	0	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	4	4	0	0
Chemical Safety and Hazard Investigation Board	45	0	0	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	42	0	0	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	27	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	652	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	549	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National and Community Service	567	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,260	0	0	0	0	0	0	0	0	0	0	0	0
Defense Army and Air Force Exchange	35,382	72	72	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	15,756	1	0	1	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	4,871	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	10,240	5	5	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	12,552	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,264	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	6,268	3	3	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	23,180	2	2	0	0	0	0	0	0	0	0	0	0
Defense Media Activity	792	4	4	0	0	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	2,241	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Guard Bureau	55,194	67	65	6	5	0	0	0	0	2	1	0	1
Defense National Security Agency	0	1	1	2	0	0	0	0	0	0	0	0	0

Table B-25 FY 2011 Agency New Staff Training

Agency or Department	Total Work Force	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Defense Nuclear Facilities Safety Board	110	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	1,548	2	2	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary - Wash. Hqtrs. Services	6,154	0	0	0	0	0	0	0	0	0	0	0	0
Defense Security Service	885	6	6	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	205	2	2	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,285	0	0	0	0	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	952	1	1	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	797	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	107,934	1	1	0	0	0	0	0	0	0	0	0	0
Department of Commerce	45,105	2	2	0	0	0	0	0	0	0	0	0	0
Department of Defense Education Activity	16,534	2	2	0	0	0	0	0	0	2	2	0	0
Department of Education	4,629	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	72,596	45	43	2	0	0	0	0	0	0	0	0	0
Department of Homeland Security	199,452	19	18	1	0	8	8	0	0	0	0	0	0
Department of Housing and Urban Development	9,070	0	0	0	0	0	0	0	0	0	0	0	0
Department of Justice	117,212	48	48	0	0	25	1	24	0	0	0	0	0
Department of Labor	16,331	0	0	0	0	0	0	0	0	0	0	0	0
Department of State	68,654	130	74	0	56	0	0	0	0	0	0	0	0
Department of the Air Force	180,814	77	24	52	12	21	21	0	0	0	0	0	0
Department of the Army	276,924	167	140	17	12	0	0	0	0	0	0	0	0
Department of the Interior	80,092	18	18	0	0	0	0	0	0	0	0	0	0
Department of the Navy	246,340	60	35	24	1	0	0	0	0	0	0	0	0
Department of the Treasury	122,847	12	12	0	0	0	0	0	0	0	0	0	0
Department of Transportation	57,784	12	2	10	0	1	0	1	0	0	0	0	0
Department of Veterans Affairs	315,116	2	2	0	0	0	0	0	0	0	0	0	0
Election Assistance Commission	45	1	1	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	17,134	7	7	0	0	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,486	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the US	398	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	297	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	10	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	1,804	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	8,410	1	1	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	342	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,483	1	1	0	0	0	0	0	0	0	0	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-25 FY 2011 Agency New Staff Training

Agency or Department	Total Work Force	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Federal Housing Finance Agency	618	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	141	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	126	2	2	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	244	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	72	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2,310	1	1	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	98	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1,136	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	12,738	1	1	0	0	0	0	0	0	0	0	0	0
Government Printing Office	2,207	0	0	0	0	0	0	0	0	0	0	0	0
Harry S. Truman Scholarship Foundation	5	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	386	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	90	1	1	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	43	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	268	0	0	0	0	0	0	0	0	0	0	0	0
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	391	0	0	0	0	0	0	0	0	0	0	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	4	0	0	0	0	0	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	1,225	0	0	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	14	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	219	1	1	0	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	284	0	0	0	0	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,921	3	3	0	0	0	0	0	0	0	0	0	0
National Archives and Records Administration	3,588	0	0	0	0	0	0	0	0	0	0	0	0
National Capital Planning Commission	44	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	25	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,179	1	1	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	167	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	190	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	854	0	0	0	0	0	0	0	0	0	0	0	0
National Indian Gaming Commission	108	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,747	6	4	4	2	0	0	0	0	1	1	1	0
National Mediation Board	50	0	0	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office	0	0	0	0	0	0	0	0	0	0	0	0	0

Table B-25 FY 2011 Agency New Staff Training

Agency or Department	Total Work Force	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
National Science Foundation	1,651	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	411	0	0	0	0	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	40	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	4,105	4	4	0	0	0	0	0	0	0	0	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	58	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	73	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	6,377	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	110	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	0	2	2	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	214	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	895	3	3	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	981	0	0	0	0	0	0	0	0	0	0	0	0
Postal Regulatory Commission	66	0	0	0	0	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	958	2	2	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	3,849	0	0	0	0	0	0	0	0	0	0	0	0
Selective Service System	121	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	5,176	0	0	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	6,089	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	67,146	29	28	0	1	0	0	0	0	0	0	0	0
Tennessee Valley Authority	12,890	0	0	0	0	0	0	0	0	0	0	0	0
Trade and Development Agency	45	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	642,457	26	23	0	3	0	0	0	0	0	0	0	0
U.S. Tax Court	229	0	0	0	0	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	2,759,457	787	607	115	89	55	30	25	0	4	3	0	1
Midsized Agencies Subtotal	154,881	41	40	0	1	0	0	0	0	0	0	0	0
Small Agencies Subtotal	46,319	34	32	4	2	0	0	0	0	5	5	1	0
Micro Agencies Subtotal	1,163	1	1	0	0	0	0	0	0	0	0	0	0
Government-wide	2,961,820	863	680	119	92	55	30	25	0	9	8	1	1

NRF = No Report Filed

Table B-26 FY 2011 Agency Experienced Staff Training

Agency or Department	Total Work Force	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	63	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	3,889	5	5	0	0	0	0	0	0	0	0	0	0
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	29	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,745	7	7	0	0	0	0	0	0	7	7	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	9	9	0	0
Chemical Safety and Hazard Investigation Board	45	0	0	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	42	1	1	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	27	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	652	8	8	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	549	2	2	0	0	0	0	0	0	0	0	0	0
Corporation for National and Community Service	567	4	0	0	4	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,260	14	13	0	1	0	0	0	0	2	2	0	0
Defense Army and Air Force Exchange	35,382	187	155	32	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	15,756	2	2	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	4,871	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	10,240	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	12,552	9	7	2	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,264	4	0	4	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	6,268	2	2	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	6	2	4	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	23,180	42	42	9	0	0	0	0	0	0	0	0	0
Defense Media Activity	792	1	0	1	0	1	1	0	0	0	0	0	0
Defense Missile Defense Agency	2,241	1	1	0	0	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	0	11	11	0	0	0	0	0	0	0	0	0	0
Defense National Guard Bureau	55,194	268	212	5	56	84	67	0	17	29	29	0	0
Defense National Security Agency	0	2	2	1	0	6	6	1	0	1	1	0	0

Table B-26 FY 2011 Agency Experienced Staff Training

Agency or Department	Total Work Force	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Defense Nuclear Facilities Safety Board	110	3	3	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	1,548	2	2	0	0	5	5	0	0	0	0	0	0
Defense Office of the Secretary - Wash. Hqtrs. Services	6,154	3	3	0	0	0	0	0	0	0	0	0	0
Defense Security Service	885	2	2	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	205	5	5	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,285	3	3	0	0	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	952	1	0	1	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	797	5	5	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	107,934	37	20	11	6	0	0	0	0	4	4	0	0
Department of Commerce	45,105	43	43	0	0	7	7	0	0	0	0	0	0
Department of Defense Education Activity	16,534	8	3	5	0	1	1	0	0	9	6	3	0
Department of Education	4,629	5	5	0	0	0	0	0	0	0	0	0	0
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	72,596	134	131	2	1	0	0	0	0	3	3	0	0
Department of Homeland Security	199,452	160	160	0	0	20	0	20	0	9	0	9	0
Department of Housing and Urban Development	9,070	3	3	0	0	0	0	0	0	0	0	0	0
Department of Justice	117,212	224	222	1	1	19	19	0	0	9	9	0	0
Department of Labor	16,331	24	24	0	0	0	0	0	0	0	0	0	0
Department of State	68,654	289	289	0	0	3	3	0	0	0	0	0	0
Department of the Air Force	180,814	339	213	8	124	110	110	0	0	0	0	0	0
Department of the Army	276,924	719	304	379	40	0	0	0	0	0	0	0	0
Department of the Interior	80,092	145	77	23	45	1	1	0	0	0	0	0	0
Department of the Navy	246,340	126	111	13	2	0	0	0	0	0	0	0	0
Department of the Treasury	122,847	88	82	3	3	17	17	0	0	3	3	0	0
Department of Transportation	57,784	71	67	0	4	5	5	0	0	0	0	0	0
Department of Veterans Affairs	315,116	21	21	0	0	60	60	0	0	0	0	0	0
Election Assistance Commission	45	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	17,134	69	67	2	0	2	2	0	0	2	2	0	0
Equal Employment Opportunity Commission	2,486	1	1	0	0	1	1	0	0	1	1	0	0
Export-Import Bank of the US	398	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	297	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	10	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	1,804	6	6	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	8,410	6	6	0	0	1	0	1	0	0	0	0	0
Federal Election Commission	342	3	3	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,483	4	3	0	1	0	0	0	0	0	0	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-26 FY 2011 Agency Experienced Staff Training

Agency or Department	Total Work Force	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Federal Housing Finance Agency	618	2	2	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	141	4	0	0	4	0	0	0	0	0	0	0	0
Federal Maritime Commission	126	1	1	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	244	4	4	0	0	2	2	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	72	1	1	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2,310	2	2	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	98	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1,136	9	1	0	8	0	0	0	0	0	0	0	0
General Services Administration	12,738	4	4	0	0	0	0	0	0	0	0	0	0
Government Printing Office	2,207	4	3	1	0	0	0	0	0	2	1	1	0
Harry S. Truman Scholarship Foundation	5	0	0	0	0	0	0	0	0	1	0	0	1
Holocaust Memorial Museum U.S.	386	5	3	0	2	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	90	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	43	3	3	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	268	4	4	0	0	0	0	0	0	0	0	0	0
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	391	0	0	0	0	0	0	0	0	0	0	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	4	0	0	0	0	0	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	1,225	0	0	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	14	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	219	2	2	0	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	284	1	1	0	0	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,921	19	18	1	0	0	0	0	0	0	0	0	0
National Archives and Records Administration	3,588	1	1	0	0	0	0	0	0	0	0	0	0
National Capital Planning Commission	44	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	25	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,179	10	9	1	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	167	2	2	0	0	0	0	0	0	1	1	0	0
National Endowment for the Humanities	190	2	2	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	854	7	5	0	2	0	0	0	0	0	0	0	0
National Indian Gaming Commission	108	1	1	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,747	39	24	0	15	0	0	0	0	4	4	1	0
National Mediation Board	50	0	0	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office	0	2	2	0	0	0	0	0	0	2	2	0	0

Table B-26 FY 2011 Agency Experienced Staff Training

Agency or Department	Total Work Force	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
National Science Foundation	1,651	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	411	0	0	0	0	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	40	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	4,105	21	21	0	0	0	0	0	0	3	3	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	58	1	1	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	73	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	6,377	2	2	0	0	0	0	0	0	4	4	0	0
Office of Special Counsel	110	5	5	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	0	6	6	0	0	2	1	1	0	0	0	0	0
Overseas Private Investment Corporation	214	2	1	0	1	0	0	0	0	0	0	0	0
Peace Corps	895	9	9	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	981	2	2	0	0	0	0	0	0	0	0	0	0
Postal Regulatory Commission	66	1	1	0	0	1	1	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	958	3	3	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	3,849	9	9	0	0	0	0	0	0	0	0	0	0
Selective Service System	121	1	0	0	1	0	0	0	0	0	0	0	0
Small Business Administration	5,176	3	3	0	0	2	2	0	0	0	0	0	0
Smithsonian Institution	6,089	2	2	0	0	0	0	0	0	0	0	0	0
Social Security Administration	67,146	157	155	2	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	12,890	19	18	1	0	3	2	1	0	0	0	0	0
Trade and Development Agency	45	2	2	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	642,457	86	86	0	0	0	0	0	0	0	0	0	0
U.S. Tax Court	229	1	1	0	0	0	0	0	0	1	1	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	2,759,457	3,078	2,317	504	282	339	302	21	17	67	55	12	0
Midsized Agencies Subtotal	154,881	281	275	6	0	8	6	2	0	6	6	0	0
Small Agencies Subtotal	46,319	210	169	2	39	5	4	1	0	32	31	2	0
Micro Agencies Subtotal	1,163	17	17	0	0	1	1	0	0	1	0	0	1
Government-wide	2,961,820	3,586	2,778	512	321	353	313	24	17	106	92	14	1

NRF = No Report Filed

Table B-27 FY 2011 Contractor New Staff Training

Agency or Department	Total Work Force	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	63	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	3,889	0	0	0	0	0	0	0	0	0	0	0	0
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	29	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,745	2	2	0	0	3	3	0	0	2	2	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Chemical Safety and Hazard Investigation Board	45	0	0	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	42	0	0	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	27	0	0	0	0	0	0	0	0	1	1	0	0
Commodity Futures Trading Commission	652	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	549	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National and Community Service	567	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,260	0	0	0	0	0	0	0	0	0	0	0	0
Defense Army and Air Force Exchange	35,382	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	15,756	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	4,871	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	10,240	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	12,552	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,264	0	0	0	0	2	0	2	0	0	0	0	0
Defense Information Systems Agency	6,268	0	0	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	23,180	0	0	0	0	0	0	0	0	0	0	0	0
Defense Media Activity	792	0	0	0	0	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	2,241	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Guard Bureau	55,194	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	110	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	1,548	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary - Wash. Hqtrs. Services	6,154	0	0	0	0	0	0	0	0	0	0	0	0

Table B-27 FY 2011 Contractor New Staff Training

Agency or Department	Total Work Force	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Defense Security Service	885	0	0	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	205	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,285	0	0	0	0	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	952	0	0	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	797	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	107,934	0	0	0	0	10	3	7	0	20	9	11	0
Department of Commerce	45,105	0	0	0	0	0	0	0	0	0	0	0	0
Department of Defense Education Activity	16,534	0	0	0	0	0	0	0	0	0	0	0	0
Department of Education	4,629	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	72,596	36	8	28	0	28	16	12	0	4	0	4	0
Department of Homeland Security	199,452	5	5	0	0	8	8	0	0	1	1	0	0
Department of Housing and Urban Development	9,070	0	0	0	0	0	0	0	0	0	0	0	0
Department of Justice	117,212	0	0	0	0	0	0	0	0	0	0	0	0
Department of Labor	16,331	0	0	0	0	0	0	0	0	0	0	0	0
Department of State	68,654	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	180,814	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Army	276,924	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Interior	80,092	1	1	0	0	0	0	0	0	0	0	0	0
Department of the Navy	246,340	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Treasury	122,847	0	0	0	0	0	0	0	0	0	0	0	0
Department of Transportation	57,784	0	0	0	0	0	0	0	0	0	0	0	0
Department of Veterans Affairs	315,116	2	2	0	0	48	48	0	0	2	2	0	0
Election Assistance Commission	45	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	17,134	0	0	0	0	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,486	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the US	398	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	297	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	10	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	1,804	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	8,410	0	0	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	342	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,483	0	0	0	0	6	0	6	0	0	0	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	618	1	1	0	0	1	1	0	0	1	1	0	0
Federal Labor Relations Authority	141	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	126	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	244	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	72	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2,310	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	98	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1,136	0	0	0	0	0	0	0	0	0	0	0	0

Table B-27 FY 2011 Contractor New Staff Training

Agency or Department	Total Work Force	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
General Services Administration	12,738	0	0	0	0	3	3	0	0	0	0	0	0
Government Printing Office	2,207	0	0	0	0	0	0	0	0	0	0	0	0
Harry S. Truman Scholarship Foundation	5	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	386	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	90	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	43	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	268	0	0	0	0	0	0	0	0	0	0	0	0
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	391	0	0	0	0	0	0	0	0	0	0	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	4	0	0	0	0	0	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	1,225	0	0	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	14	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	219	0	0	0	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	284	0	0	0	0	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,921	0	0	0	0	0	0	0	0	0	0	0	0
National Archives and Records Administration	3,588	0	0	0	0	0	0	0	0	0	0	0	0
National Capital Planning Commission	44	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	25	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,179	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	167	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	190	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	854	0	0	0	0	0	0	0	0	0	0	0	0
National Indian Gaming Commission	108	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,747	0	0	0	0	0	0	0	0	0	0	0	0
National Mediation Board	50	0	0	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office	0	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	1,651	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	411	0	0	0	0	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	40	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	4,105	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	58	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	73	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	6,377	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	110	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	214	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	895	0	0	0	0	0	0	0	0	0	0	0	0

Table B-27 FY 2011 Contractor New Staff Training

Agency or Department	Total Work Force	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
Pension Benefit Guaranty Corporation	981	0	0	0	0	0	0	0	0	0	0	0	0
Postal Regulatory Commission	66	0	0	0	0	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	958	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	3,849	0	0	0	0	0	0	0	0	0	0	0	0
Selective Service System	121	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	5,176	0	0	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	6,089	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	67,146	0	0	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	12,890	0	0	0	0	0	0	0	0	0	0	0	0
Trade and Development Agency	45	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	642,457	0	0	0	0	34	34	0	0	0	0	0	0
U.S. Tax Court	229	0	0	0	0	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	2,759,457	44	16	28	0	130	109	21	0	27	12	15	0
Midsized Agencies Subtotal	154,881	0	0	0	0	3	3	0	0	0	0	0	0
Small Agencies Subtotal	46,319	3	3	0	0	10	4	6	0	3	3	0	0
Micro Agencies Subtotal	1,163	0	0	0	0	0	0	0	0	1	1	0	0
Government-wide	2,961,820	47	19	28	0	143	116	27	0	31	16	15	0

NRF = No Report Filed

Table B-28 FY 2011 Contractor Experienced Staff Training

Agency or Department	Total Work Force	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Foundation	63	1	1	0	0	1	1	0	0	0	0	0	0
Agency for International Development	3,889	0	0	0	0	7	7	0	0	0	0	0	0
American Battle Monuments Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	29	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,745	2	1	1	0	4	4	0	0	9	8	1	0
Central Intelligence Agency	0	0	0	0	0	1	1	0	0	0	0	0	0
Chemical Safety and Hazard Investigation Board	45	0	0	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	42	0	0	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	27	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	652	0	0	0	0	1	0	1	0	0	0	0	0
Consumer Product Safety Commission	549	1	1	0	0	4	4	0	0	0	0	0	0
Corporation for National and Community Service	567	4	0	4	0	4	0	4	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,260	0	0	0	0	3	3	0	0	0	0	0	0
Defense Army and Air Force Exchange	35,382	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	15,756	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	4,871	3	3	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	10,240	0	0	0	0	9	9	0	0	0	0	0	0
Defense Finance and Accounting Service	12,552	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,264	3	0	3	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	6,268	2	2	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	23,180	7	7	0	0	0	0	0	0	0	0	0	0
Defense Media Activity	792	0	0	0	0	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	2,241	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Guard Bureau	55,194	0	0	0	0	0	0	0	0	0	0	0	0
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	110	0	0	0	0	0	0	0	0	0	0	0	0

Table B-28 FY 2011 Contractor Experienced Staff Training

Agency or Department	Total Work Force	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Defense Office of the Inspector General	1,548	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary - Wash. Hqtrs. Services	6,154	3	3	0	0	0	0	0	0	0	0	0	0
Defense Security Service	885	0	0	0	0	0	0	0	0	5	5	0	0
Defense Technical Information Center	205	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,285	1	1	0	0	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	952	0	0	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	797	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	107,934	14	9	5	0	157	126	31	0	59	59	2	0
Department of Commerce	45,105	0	0	0	0	69	69	0	0	0	0	0	0
Department of Defense Education Activity	16,534	1	1	0	0	2	2	0	0	2	2	0	0
Department of Education	4,629	0	0	0	0	8	8	0	0	0	0	0	0
Department of Energy	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Health and Human Services	72,596	162	162	0	0	505	501	4	0	111	111	0	0
Department of Homeland Security	199,452	61	61	0	0	315	291	24	0	21	21	0	0
Department of Housing and Urban Development	9,070	0	0	0	0	55	55	0	0	0	0	0	0
Department of Justice	117,212	0	0	0	0	78	77	0	1	0	0	0	0
Department of Labor	16,331	0	0	0	0	35	35	0	0	0	0	0	0
Department of State	68,654	0	0	0	0	24	24	0	0	0	0	0	0
Department of the Air Force	180,814	4	4	0	0	0	0	0	0	0	0	0	0
Department of the Army	276,924	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Interior	80,092	0	0	0	0	64	37	11	16	0	0	0	0
Department of the Navy	246,340	17	10	0	7	0	0	0	0	0	0	0	0
Department of the Treasury	122,847	8	8	0	0	1	1	0	0	0	0	0	0
Department of Transportation	57,784	2	2	0	0	124	124	0	0	0	0	0	0
Department of Veterans Affairs	315,116	46	46	0	0	145	145	0	0	49	49	0	0
Election Assistance Commission	45	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	17,134	0	0	0	0	4	4	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,486	0	0	0	0	1	1	0	0	0	0	0	0
Export-Import Bank of the US	398	1	1	0	0	1	1	0	0	1	1	0	0
Farm Credit Administration	297	3	3	0	0	10	10	0	0	0	0	0	0
Farm Credit System Insurance Corporation	10	3	3	0	0	10	10	0	0	0	0	0	0
Federal Communications Commission	1,804	0	0	0	0	5	5	0	0	0	0	0	0
Federal Deposit Insurance Corporation	8,410	1	0	1	0	13	13	0	0	0	0	0	0
Federal Election Commission	342	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,483	0	0	0	0	0	0	0	0	0	0	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	618	0	0	0	0	0	0	0	0	1	1	0	0

Table B-28 FY 2011 Contractor Experienced Staff Training

Agency or Department	Total Work Force	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Federal Labor Relations Authority	141	0	0	0	0	1	1	0	0	0	0	0	0
Federal Maritime Commission	126	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	244	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety & Health Review Commission	72	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2,310	0	0	0	0	6	6	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	98	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1,136	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	12,738	6	6	0	0	28	28	0	0	34	34	0	0
Government Printing Office	2,207	0	0	0	0	5	5	0	0	0	0	0	0
Harry S. Truman Scholarship Foundation	5	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	386	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	90	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	43	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	268	0	0	0	0	2	2	0	0	0	0	0	0
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	391	1	1	0	0	1	1	0	0	0	0	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	4	0	0	0	0	0	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	1,225	1	1	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	14	0	0	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	219	0	0	0	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	284	0	0	0	0	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,921	16	15	1	0	17	16	1	0	0	0	0	0
National Archives and Records Administration	3,588	0	0	0	0	10	10	10	0	0	0	0	0
National Capital Planning Commission	44	1	1	0	0	0	0	0	0	0	0	0	0
National Council on Disability	25	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,179	0	0	0	0	7	7	0	0	0	0	0	0
National Endowment for the Arts	167	0	0	0	0	1	1	0	0	0	0	0	0
National Endowment for the Humanities	190	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	854	0	0	0	0	1	1	0	0	0	0	0	0
National Indian Gaming Commission	108	2	2	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,747	0	0	0	0	2	2	0	0	0	0	0	0
National Mediation Board	50	3	0	0	3	2	0	0	2	0	0	0	0
National Reconnaissance Office	0	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	1,651	10	10	0	0	14	14	0	0	0	0	0	0

Table B-28 FY 2011 Contractor Experienced Staff Training

Agency or Department	Total Work Force	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
National Transportation Safety Board	411	1	0	1	0	2	0	2	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	40	1	1	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	4,105	0	0	0	0	6	6	0	0	0	0	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety & Health Review Commission	58	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	73	1	1	0	0	1	1	0	0	0	0	0	0
Office of Personnel Management	6,377	0	0	0	0	3	3	0	0	0	0	0	0
Office of Special Counsel	110	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	0	0	0	0	0	2	1	1	0	0	0	0	0
Overseas Private Investment Corporation	214	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	895	1	1	0	0	4	4	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	981	0	0	0	0	7	7	0	0	0	0	0	0
Postal Regulatory Commission	66	0	0	0	0	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	958	0	0	0	0	3	3	0	0	0	0	0	0
Securities and Exchange Commission	3,849	10	10	0	0	15	15	0	0	0	0	0	0
Selective Service System	121	1	1	0	0	1	1	0	0	0	0	0	0
Small Business Administration	5,176	0	0	0	0	25	25	0	0	0	0	0	0
Smithsonian Institution	6,089	0	0	0	0	5	5	0	0	0	0	0	0
Social Security Administration	67,146	19	19	0	0	80	80	0	0	0	0	0	0
Tennessee Valley Authority	12,890	0	0	0	0	2	2	0	0	0	0	0	0
Trade and Development Agency	45	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	642,457	0	0	0	0	162	162	0	0	0	0	0	0
U.S. Tax Court	229	0	0	0	0	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	2,759,457	334	319	8	7	1,753	1,666	70	17	247	247	2	0
Midsized Agencies Subtotal	154,881	42	40	2	0	177	176	1	0	34	34	0	0
Small Agencies Subtotal	46,319	38	32	6	0	131	123	18	0	11	10	1	0
Micro Agencies Subtotal	1,163	10	7	0	3	14	12	0	2	0	0	0	0
Government-wide	2,961,820	424	398	16	10	2,075	1,977	89	19	292	291	3	0

NRF = No Report Filed

Table B-29 FY 2011 Appellate Receipts and Closures

Agency or Department	Total Work Force	Total Final Agency Actions	Number Appellate Receipts	% Appellate Receipts Per Total Final Agency Actions	Number Appellate Closures	% Appellate Closures Per Total Final Agency Actions	% Appellate Closures Per Total Work Force	Number Appellate Merit Closures	Number Appellate Findings of Discrimination (Disc.)	% Appellate Findings of Disc. Per Merit Closures	Number Appellate Procedural (Proc.) Closures	Number Appellate Reversals of Proc. Closures	% Appellate Reversals Per Proc. Closures
Agency for International Development	3,889	5	4	80.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
American Battle Monuments Commission	NRF	NRF	0	0.00%	1	NRF	NRF	1	0	0.00%	0	0	0.00%
Armed Forces Retirement Home	NRF	NRF	0	NRF	2	NRF	NRF	2	0	0.00%	0	0	0.00%
Central Intelligence Agency	0	21	6	28.57%	6	28.57%	0.00%	1	0	0.00%	4	0	0.00%
Commodity Futures Trading Commission	652	0	1	NA	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Commission on Civil Rights	42	2	2	100.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Consumer Product Safety Commission	549	3	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Corporation for National and Community Service	567	3	3	100.00%	3	100.00%	0.53%	3	0	0.00%	0	0	0.00%
Court Services & Offender Supervision Agency for DC	1,260	3	3	100.00%	3	100.00%	0.24%	2	0	0.00%	1	0	0.00%
Defense Army and Air Force Exchange	35,382	66	16	24.24%	23	34.85%	0.07%	15	0	0.00%	7	0	0.00%
Defense Commissary Agency	15,756	69	23	33.33%	12	17.39%	0.08%	3	0	0.00%	9	5	55.56%
Defense Contract Audit Agency	4,871	7	5	71.43%	3	42.86%	0.06%	1	0	0.00%	1	0	0.00%
Defense Contract Management Agency	10,240	10	10	100.00%	15	150.00%	0.15%	6	0	0.00%	7	2	28.57%
Defense Finance and Accounting Service	12,552	36	16	44.44%	16	44.44%	0.13%	6	0	0.00%	10	1	10.00%
Defense Human Resource Activity	1,264	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Information Systems Agency	6,268	10	3	30.00%	2	20.00%	0.03%	1	0	0.00%	1	1	100.00%
Defense Intelligence Agency	0	13	11	84.62%	13	100.00%	0.00%	3	0	0.00%	9	2	22.22%
Defense Logistics Agency	23,180	47	19	40.43%	13	27.66%	0.06%	5	0	0.00%	5	0	0.00%
Defense Media Activity	792	2	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Missile Defense Agency	2,241	1	1	100.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense National Geospatial-Intelligence	0	15	6	40.00%	5	33.33%	0.00%	4	0	0.00%	1	1	100.00%
Defense National Guard Bureau	55,194	3	7	233.33%	3	100.00%	0.01%	2	0	0.00%	1	0	0.00%
Defense National Security Agency	0	11	8	72.73%	9	81.82%	0.00%	6	0	0.00%	2	0	0.00%
Defense Nuclear Facilities Safety Board	110	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	1,548	3	2	66.67%	2	66.67%	0.13%	1	1	100.00%	1	0	0.00%
Defense Office of the Secretary/Wash Hqtrs Service	6,154	22	16	72.73%	12	54.55%	0.19%	5	0	0.00%	7	1	14.29%
Defense Security Service	885	5	1	20.00%	1	20.00%	0.11%	1	0	0.00%	0	0	0.00%
Defense Threat Reduction Agency	1,285	4	1	25.00%	1	25.00%	0.08%	1	0	0.00%	0	0	0.00%
Defense Uniformed Services University	797	2	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Department of Agriculture	107,934	299	136	45.48%	125	41.81%	0.12%	66	4	6.06%	42	12	28.57%
Department of Commerce	45,105	477	170	35.64%	132	27.67%	0.29%	34	1	2.94%	89	7	7.87%
Defense Department of Education Activity	16,534	29	9	31.03%	8	27.59%	0.05%	2	0	0.00%	5	2	40.00%
Department of Education	4,629	34	12	35.29%	5	14.71%	0.11%	2	0	0.00%	2	1	50.00%
Department of Energy	NRF	NRF	19	NRF	18	NRF	NRF	9	0	0.00%	9	2	22.22%
Department of Health and Human Services	72,596	242	86	35.54%	70	28.93%	0.10%	32	1	3.13%	31	11	35.48%
Department of Homeland Security	199,452	855	316	36.96%	265	30.99%	0.13%	130	12	9.23%	110	17	15.45%
Department of Housing and Urban Development	9,070	57	25	43.86%	29	50.88%	0.32%	17	0	0.00%	11	2	18.18%
Department of Justice	117,212	545	163	29.91%	164	30.09%	0.14%	72	7	9.72%	76	13	17.11%
Department of Labor	16,331	75	38	50.67%	45	60.00%	0.28%	25	1	4.00%	10	0	0.00%
Department of State	68,654	82	28	34.15%	35	42.68%	0.05%	18	0	0.00%	12	3	25.00%
Department of the Air Force	180,814	274	115	41.97%	102	37.23%	0.06%	47	2	4.26%	44	12	27.27%
Department of the Army	276,924	662	263	39.73%	239	36.10%	0.09%	99	4	4.04%	119	31	26.05%
Department of the Interior	80,092	153	67	43.79%	64	41.83%	0.08%	39	3	7.69%	16	0	0.00%
Department of the Navy	246,340	372	241	64.78%	162	43.55%	0.07%	59	2	3.39%	90	17	18.89%
Department of the Treasury	122,847	287	122	42.51%	100	34.84%	0.08%	56	1	1.79%	36	4	11.11%

Table B-29 FY 2011 Appellate Receipts and Closures

Agency or Department	Total Work Force	Total Final Agency Actions	Number Appellate Receipts	% Appellate Receipts Per Total Final Agency Actions	Number Appellate Closures	% Appellate Closures Per Total Final Agency Actions	% Appellate Closures Per Total Work Force	Number Appellate Merit Closures	Number Appellate Findings of Discrimination (Disc.)	% Appellate Findings of Disc. Per Merit Closures	Number Appellate Procedural (Proc.) Closures	Number Appellate Reversals of Proc. Closures	% Appellate Reversals Per Proc. Closures
Department of Transportation	57,784	255	126	49.41%	107	41.96%	0.19%	46	4	8.70%	55	7	12.73%
Department of Veterans Affairs	315,116	1,358	575	42.34%	438	32.25%	0.14%	204	10	4.90%	190	43	22.63%
Environmental Protection Agency	17,134	35	22	62.86%	19	54.29%	0.11%	9	0	0.00%	5	3	60.00%
Equal Employment Opportunity Commission	2,486	18	9	50.00%	8	44.44%	0.32%	3	1	33.33%	2	0	0.00%
Export-Import Bank of the US	398	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Farm Credit Administration	297	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Communications Commission	1,804	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Deposit Insurance Corporation	8,410	15	8	53.33%	2	13.33%	0.02%	2	0	0.00%	0	0	0.00%
Federal Election Commission	342	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Energy Regulatory Commission	1,483	8	6	75.00%	2	25.00%	0.13%	1	0	0.00%	0	0	0.00%
Federal Housing Finance Board	618	1	0	0.00%	1	100.00%	0.16%	1	0	0.00%	0	0	0.00%
Federal Labor Relations Authority	141	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Maritime Commission	126	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Mediation and Conciliation Service	244	0	1	NA	3	0.00%	1.23%	1	0	0.00%	2	0	0.00%
Federal Reserve System- Board of Governors	2,310	0	0	0.00%	1	0.00%	0.04%	1	0	0.00%	0	0	0.00%
Federal Retirement Thrift Investment Board	98	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Trade Commission	1,136	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
General Services Administration	12,738	63	32	50.79%	33	52.38%	0.26%	16	1	6.25%	12	3	25.00%
Government Printing Office	2,207	36	14	38.89%	11	30.56%	0.50%	2	0	0.00%	8	1	12.50%
Holocaust Memorial Museum U.S.	386	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
International Boundary and Water Commission	268	4	2	50.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
International Broadcasting Bureau	1,745	13	7	53.85%	6	46.15%	0.34%	3	0	0.00%	2	0	0.00%
International Trade Commission	391	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
John F. Kennedy Center for the Performing Arts	1,225	3	1	33.33%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Merit Systems Protection Board	219	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Millennium Challenge Corporation	284	0	2	NA	2	0.00%	0.70%	0	0	0.00%	1	1	100.00%
National Aeronautics and Space Administration	18,921	31	11	35.48%	10	32.26%	0.05%	5	0	0.00%	4	0	0.00%
National Archives and Records Administration	3,588	8	4	50.00%	2	25.00%	0.06%	1	0	0.00%	0	0	0.00%
National Credit Union Administration	1,179	1	1	100.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Endowment for the Arts	167	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Endowment for the Humanities	190	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Gallery of Art	854	5	0	0.00%	1	20.00%	0.12%	1	0	0.00%	0	0	0.00%
National Indian Gaming Commission	108	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Labor Relations Board	1,747	5	3	60.00%	3	60.00%	0.17%	0	0	0.00%	2	0	0.00%
National Mediation Board	50	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Reconnaissance Office	0	3	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Science Foundation	1,651	2	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Transportation Safety Board	411	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Nuclear Regulatory Commission	4,105	6	4	66.67%	5	83.33%	0.12%	2	0	0.00%	3	0	0.00%
Office of Personnel Management	6,377	12	3	25.00%	6	50.00%	0.09%	3	0	0.00%	2	0	0.00%
Office of Special Counsel	110	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Office of the Director of National Intelligence	0	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Overseas Private Investment Corporation	214	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Peace Corps	895	2	3	150.00%	1	50.00%	0.11%	0	0	0.00%	1	1	100.00%
Pension Benefit Guaranty Corporation	981	26	7	26.92%	5	19.23%	0.51%	3	0	0.00%	2	0	0.00%

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Presidio Trust	NRF	NRF	1	NRF	1	NRF	NRF	0	0	0.00%	1	1	100.00%
Railroad Retirement Board	958	1	1	100.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Securities and Exchange Commission	3,849	11	10	90.91%	4	36.36%	0.10%	3	0	0.00%	1	0	0.00%
Selective Service System	121	1	1	100.00%	1	100.00%	0.83%	1	0	0.00%	0	0	0.00%
Small Business Administration	5,176	22	12	54.55%	13	59.09%	0.25%	5	0	0.00%	5	2	40.00%
Smithsonian Institution	6,089	4	1	25.00%	1	25.00%	0.02%	1	0	0.00%	0	0	0.00%
Social Security Administration	67,146	370	171	46.22%	155	41.89%	0.23%	86	7	8.14%	55	15	27.27%
Tennessee Valley Authority	12,890	74	22	29.73%	12	16.22%	0.09%	9	0	0.00%	3	0	0.00%
U.S. Postal Service	642,457	5,076	2,141	42.18%	1,947	38.36%	0.30%	762	25	3.28%	1,003	253	25.22%
U.S. Tax Court	229	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Other Agencies*	NA	NA	1	NRF	2	NRF	NRF	1	0	0.00%	1	1	100.00%
Grand Total	2,961,820	12,279	5,176	42.15%	4,510	36.73%	0.15%	1,948	87	4.47%	2,128	478	22.46%

* Other agencies include Office of Trade Representative and Office of Management and Budget which do not file Form 462.