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U.S. Equal Employment Opportunity Commission

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Annual Report on the Federal Work Force, Part I: EEO Complaints Processing (Fiscal Year 2010)

Abstract

[Excerpt] EEOC adjudicates discrimination complaint and monitors federal agency compliance with equal employment opportunity (EEO) laws and procedures and reviews and assesses the effect of 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.

Part I of the report covers the period from October 1, 2009, through September 30, 2010 and contains selected measures of agencies' progress toward achieving the following elements of model EEO programs: the integration of EEO into the agency's strategic mission, efficiency, and responsiveness and legal compliance elements of model EEO programs.

The fiscal year (FY) 2010 Annual Report on the Federal Work Force Part I, submitted to the President and Congress, presents a summary of selected EEO program activities of 68 federal agencies. The report provides valuable information to all agencies as they strive to become model employers.

Keywords

Complaints, Federal Operations, Equal Employment Opportunity Commission, EEOC, report, annual, assessment, federal work force, compliance, affirmative employment, equal employment, oversight, programs, 2010

Comments

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United States Equal Employment Opportunity Commission

OFFICE OF FEDERAL OPERATIONS



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

Fiscal Year 2010

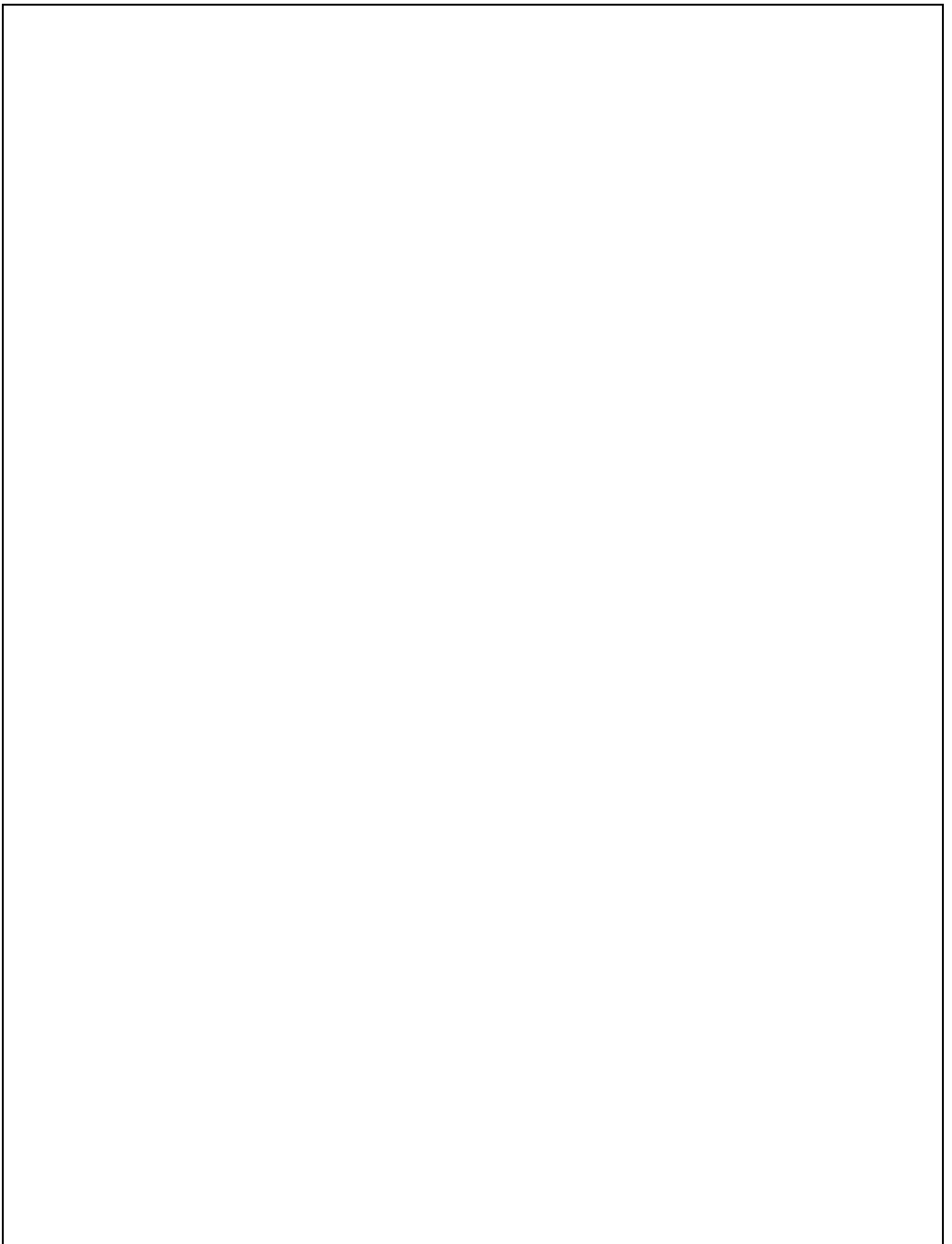


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EEOC FY 2010 Annual Report on the Federal Work Force Part I

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 mission of eradicating discrimination in the workplace. For the federal sector, in addition to responsibilities under Title VII, which prohibits employment discrimination on the bases of race, color, religion, sex, and national origin, EEOC's Office of Federal Operations (OFO) has responsibilities under the following workplace discrimination 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 adjudicates discrimination complaint and monitors federal agency compliance with equal employment opportunity (EEO) laws and procedures and reviews and assesses the effect of 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, 2009, through September 30, 2010 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 2010 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) 2010 *Annual Report on the Federal Work Force Part I*, submitted to the President and Congress, presents a summary of selected EEO program activities of 68 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 316 federal agencies and subcomponents in their FY 2010 Federal Equal Employment Opportunity Statistical Report of Discrimination Complaints (EEO Form 462 reports); and 2) hearings and appeals data obtained from EEOC's internal databases.³

Finally, 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 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.

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

- ❑ Pre-complaint EEO counseling and alternative dispute resolution (ADR) programs addressed many employee concerns before they resulted in formal EEO complaints. Of the 40,563 instances of counseling in FY 2010, 56.6% did not result in a formal complaint, due either to settlement by the parties or withdrawal from the EEO process.
- ❑ In FY 2010, 16,480 individuals filed 17,583 complaints alleging employment discrimination against the federal government.
- ❑ The number of complaints filed increased by 3.8% over the previous year and there was a 4.1% increase in the number of individuals who filed complaints over the same period. In FY 2010, 6.3% of the complaints were filed by individuals who had filed at least one other complaint during the year, down from the 6.6% in FY 2009.
- ❑ Government-wide, a total of 11,055 investigations were completed in an average of 181 days in FY 2010. Significantly, 75.8%, of the investigations (8,380) were timely completed, up from FY 2009's 72.9% completion rate. Without the United States Postal Service's (USPS) investigations, the government-wide average dropped to 66.4%, which is still an increase from the 61.8% timely completion rate in FY 2009.
- ❑ Agencies issued 4,282 merit decisions without a decision by an EEOC Administrative Judge, and 51.5% were timely issued (2,207), down from 54.8% timely issued in FY 2009. Without the USPS' merit decisions, the government-wide average dropped to 33.2%.
- ❑ EEOC's hearing receipts increased from 7,277 in FY 2009 to 7,707 in FY 2010, up by 5.9%. The average processing time for a hearing was 332 days, a 12.9% increase from FY 2009's average of 294 days.
- ❑ EEOC's appeal receipts decreased from 4,745 in FY 2009 to 4,545 in FY 2010, down by 4.2%. The average processing time for appeals in FY 2010 was 292 days, a 0.7% increase from the 290 days in FY 2009.
- ❑ 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 \$46.9 million in FY 2010, up 12% from the \$41.7 million paid in FY 2009. An additional \$5.3 million was paid out in response to appellate decisions, a decrease from the \$8.5 million paid out in FY 2009.

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- ❑ In FY 2010, EEOC's training and outreach program reached 3,305 federal employees through 112 sessions.
- ❑ In FY 2010, EEOC Form 462 reports were timely filed by 92% of the agencies (with 100 or more employees) that were required to submit an EEOC Form 462 report (84 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. 78% of Agency EEO Directors Report to Agency Head

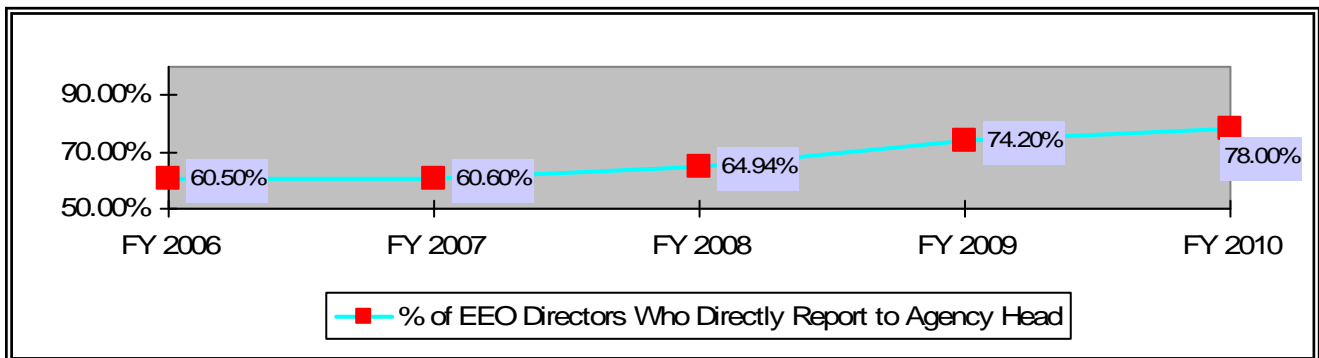
EEOC's regulations governing agency programs to promote equal employment opportunity require each agency to "maintain a continuing affirmative program to promote equal opportunity and to identify and eliminate discriminatory practices and policies." 29 C.F.R. §1614.102(a). To implement its program, each agency shall 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 91 agencies with 100 or more employees that were required to submit an EEOC Form 462 report in FY 2010, 78% (71) indicated that their EEO Director reports to the agency head, up from the 74.2% reported in FY 2009 and the 60.5% reported in FY 2006. 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 2006 - FY 2010**



2. 96% 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 filed an EEOC Form 462 report in FY 2010, 95.6% ensured their EEO staff received the required regulatory training, up from the 95% that reported providing the training in FY 2009. See [Appendix III](#) for a detailed list of agencies' status. Agencies ensured or provided training for 1,374 new EEO counselors and 414 new EEO investigators. Agencies also ensured or provided the required eight hour annual refresher training to 3,265 EEO counselors and 1,702 EEO investigators. Additionally, agencies reported ensuring or providing 79 EEO counselor/investigators with thirty-two hour training and 251 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 Increase and Processing Times Continue to Exceed Regulatory Deadlines

Agencies process applicants' for federal employment and federal employees' EEO complaints 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.⁴ The agency will either dismiss⁵ 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.⁶

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.

⁴ 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.

⁵ 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).

⁶ 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).

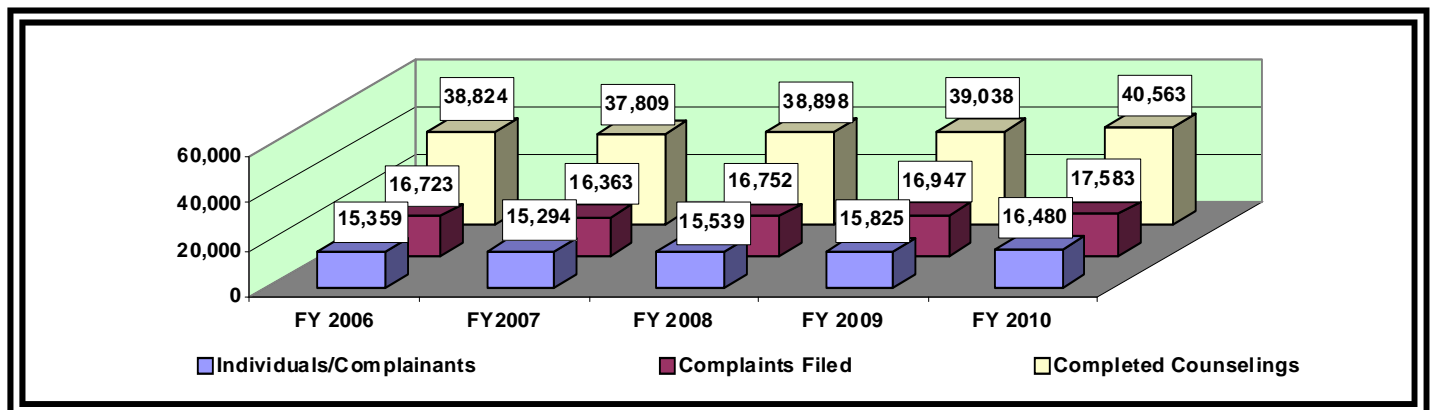
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As the EEO complaint process has become increasingly more costly, adversarial, and lengthy, EEOC has encouraged agencies to promote and expand the use of alternative dispute resolution (ADR) as a means of avoiding the formal adjudicatory processes. Used properly, ADR can provide fast and cost-effective results while improving workplace communication and morale.⁷

a. Pre-Complaint Counselings and Complaints Increase

The number of completed counselings increased by 3.9% from FY 2009 to FY 2010 and increased almost 4.5% since FY 2006. Formal complaints increased by 3.8% from FY 2009 to FY 2010 and increased 5.1% since FY 2006. Among the 40,563 completed counselings, 16,480 individuals filed 17,583 formal complaints in FY 2010.⁸ The number of formal complaints filed represents 43.3% of all pre-complaint counseling activities in FY 2010. As Figure 2 shows, over the past five fiscal years, the number of pre-complaint counseling activities increased from 38,824 in FY 2006 to 40,563 in FY 2010, and likewise, 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 18.6% of the work force⁹, it accounted for 40.2% of all EEO counselings, 31.2% of all complaints filed, 28.9% of all completed investigations and 33.1% of all complaints closed in FY 2010. 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 2006 - FY 2010**



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

⁸ Counseling may be provided via EEO Counselor or ADR Intake Officer.

⁹ Work force numbers as reported by the agency in its FY 2010 Form 462 report.

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Table 1 below shows that among the cabinet/large (15,000 or more employees) agencies, in FY 2010, the U.S. Postal Service again reported the highest percentage (2.2%) of its work force that completed counseling, while the government-wide average was 1.0%. Among the medium sized agencies (1,000 to 14,999 employees), Government Printing Office reported the highest percentage (7.7%) 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 2010

Agency	Total Work Force*	Percentage of Individuals Who Completed Counseling
<i>Cabinet or Large (15,000 or more employees)</i>		
U.S. Postal Service	669,661	2.2%
Department of Veterans Affairs	307,322	1.3%
Department of Labor	16,632	1.3%
<i>Medium Agencies (1,000 to 14,999 employees)</i>		
Government Printing Office	2,295	7.7%
Federal Reserve System – Board of Governors	2,131	4.0%
Broadcasting Board of Governors	1,773	3.3%

* Work force numbers as reported by the agency in its FY 2010 462 report.

As shown in Table 2 below, in FY 2010, among the cabinet/large (15,000 or more employees), the Department of Labor reported the highest complainant rate (0.77%), while the government-wide average was 0.46%. Among the medium sized agencies (1,000 to 14,999 employees), the Government Printing Office again reported the highest complainant rate of (1.74%). 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 2010

Agency	Total Work Force*	Complainants as % of Total Work Force
<i>Cabinet or Large (15,000 or more employees)</i>		
Department of Labor	16,632	0.77%
U.S. Postal Service	669,661	0.75%
Social Security Administration	70,548	0.72%
<i>Medium Agencies (1,000 to 14,999 employees)</i>		
Government Printing Office	2,295	1.74%
Equal Employment Opportunity Commission	2,545	1.26%
Broadcasting Board of Governors	1,773	1.18%

* Work force numbers as reported by the agency in its FY 2010 462 report.

b. Pre-Complaint ADR Usage – Rates Fall 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 2009 data with prior years' data is not possible.

In FY 2010, the government-wide offer rate was 75.3% based upon 30,542 ADR offers made in 40,563 completed/ended counselings, down from the 78.1% reported in FY 2009. The participation rate was 45.6%, based upon the 18,502 counselings accepted into agencies' ADR programs of the total completed/ended counselings, lower than the 49.3% reported in FY 2009.

Thirty-one agencies had 100% offer rates in FY 2010. The agencies were the African Development Foundation, Agency for International Development, Armed Forces Retirement Home, Broadcasting Board of Governors, Corporation for National and Community Service, Court Services and Offender Supervision Agency for the District of Columbia, Defense Army & Air Force Exchange Service, Defense Human Resources Activity, Defense National Geospatial-Intelligence Agency, Defense National Security Agency, Defense Technical Information Center, Defense Threat Reduction Agency, Defense TRICARE Management Activity, Department of Labor, Department of State, Federal Energy Regulatory Commission, Federal Reserve System-Board of Governors, Federal Trade Commission, International Trade Commission, Merit Systems Protection Board, National Credit Union Administration, National Labor Relations Board, National Reconnaissance Office, National Science Foundation, National Transportation Safety

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Board, Nuclear Regulatory Commission, Occupational Safety and Health Review Commission, Office of Personnel Management, Office of the Director of National Intelligence, Smithsonian Institution and the U.S. Tax Court.

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

In FY 2010, the U.S. Postal Service again reported the highest ADR participation rate in the pre-complaint process (68.6%) among the cabinet/large agencies, while the government-wide average was 45.6%. Among the medium sized agencies, the Federal Deposit Insurance Corporation reported the highest pre-complaint ADR participation rate (63.6%). The government-wide average falls to 30.1% 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 2010

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	669,661	16,300	11,189	68.6%
Department of Veterans Affairs	307,322	4,398	2,234	50.8%
Department of the Treasury	125,630	731	368	50.3%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Federal Deposit Insurance Corporation	8,337	33	21	63.6%
Defense Finance and Accounting Service	13,189	121	56	46.3%
General Services Administration	12,886	185	68	36.8%

* Work force numbers as reported by the agency in its FY 2010 462 report.

c. Agencies Meet Counseling Deadlines in 91.5% of Cases

On average in FY 2010 agencies met timeliness requirements for EEO counseling in 91.5% of all completed/ended counselings, which was an increase from 90.2% in FY 2009 and the 89.0% in FY 2006. 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 2010

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 2010, the government-wide resolution rate average was 54.5%, down from 55.5% in FY 2009.

Federal Reserve System – Board of Governors Holds the Highest Pre-Complaint Resolution Rate

In FY 2010, the Federal Reserve System – Board of Governors reported the highest pre-complaint resolution rate (91.9%) among agencies with more than 25 completed/ended counselings. Among cabinet/large agencies, Defense National Guard Bureau reported the highest pre-complaint resolution rate (80.9%). See Table 4. The Federal Reserve System – Board of Governors reported the highest pre-complaint resolution rate (91.9%) among the medium sized agencies. Agencies that had fewer than 25 completed/ended counselings were not included in the ranking. However twelve agencies, Armed Forces Retirement Home, Election Assistance Commission, Farm Credit Administration, Federal Election Commission, Federal Mediation and Conciliation Service, Inter-American Foundation, Merit Systems Protection Board, National Capital Planning Commission, Occupational Safety and Health Review Commission, Office of Government Ethics, U. S. Holocaust Memorial Museum and the U.S. Tax Court, 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 2010

Agency	Total Work Force*	Completed Counselings	Total Resolved	Resolution Rate
<i>Cabinet or Large (15,000 or more employees)</i>				
Defense National Guard Bureau	56,589	115	93	80.9%
Defense Army & Air Force Exchange Service	35,512	327	215	65.8%
U.S. Postal Service	669,661	16,300	10,616	65.1%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Federal Reserve System - Board of Governors	2,131	86	79	91.9%
Government Printing Office	2,295	206	149	72.3%
Broadcasting Board of Governors	1,773	61	40	65.6%

* Work force numbers as reported by the agency in its FY 2010 462 report.

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Defense Army and Air Force Exchange Service Had the Highest ADR Resolution Rate in FY 2010

In FY 2010, the Defense Army and Air Force Exchange Service reported the highest ADR resolution rate in the pre-complaint process (78.3%) among those agencies with 25 or more ADR closures, whereas the government-wide average was 65.6%. See Table 5. When the U.S. Postal Service resolution rate (76.1%) is excluded from the government-wide average, the government-wide ADR resolution rate decreased to 49.6% for FY 2010, down from the 51% in FY 2009. 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 2010

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	35,512	60	47	78.3%
U.S. Postal Service	669,661	11,189	8,516	76.1%
Defense Logistics Agency	24,611	88	61	69.3%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Defense Finance and Accounting Service	13,189	56	36	64.3%
General Services Administration	12,886	68	31	45.6%

* Work force numbers as reported by the agency in its FY 2010 462 report.

e. Average Monetary Benefits in Pre-Complaint Phase Rise Slightly

Monetary benefits awarded in settlements during the pre-complaint phase, shown in Table 6, surpassed the FY 2006 benefits amount while the number of settlements with monetary benefits fell in FY 2010. The data showed an increase in the average amount of monetary benefits from \$5,286 in FY 2009 to \$5,457 in FY 2010.

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Table 6 – Monetary Benefits Awarded In Settlements During the Pre-Complaint Stage of the EEO Process FY 2006 – FY 2010

FY	Completed Counselings	Total Resolutions		Total Settlements		Total Settlements with Monetary Benefits		Settlement Monetary Benefits	Average Award per Resolution with Monetary Benefits
		#	%	#	%	#	%		
2006	38,824	21,430	55.2	7,424	19.1	622	8.4	\$1,666,651	\$2,680
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

f. The Most Frequently Alleged Basis and Issue Remain Unchanged

Of the 17,583 complaints filed in FY 2010, the basis most frequently alleged was reprisal (7,712) and the issue most frequently alleged was non-sexual harassment (5,907). As shown in Tables 7 and 8, this has remained unchanged for the past five fiscal years. FY 2010 saw a continuance of a five-year upward trend in complaints alleging both reprisal and age discrimination. Also in FY 2010, the number of complaints filed with allegations of race (Black/African American) once again exceeded those complaints filed with allegations of disability (physical).

Table 7 – Top 3 Bases in Complaint Allegations Filed for FY 2006 – FY 2010

<i>Basis</i>	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
Reprisal	6,535	6,960	7,489	7,510	7,712
Age	4,769	4,851	4,977	5,058	5,314
Disability (Physical)		4,123		4,006	
Race – Black/African American	4,125		4,299		4,232

In FY 2010, allegations of race discrimination were made in 35.6% of all complaints, up slightly 0.2% from the 35.4% of all complaints filed in FY 2009. In FY 2010, there was a 5.1% increase in the number of complaints filed since FY 2006, and the percentage of complaints alleging discrimination based on race increased by 0.9%. During that same period, the percentage of complaints filed alleging discrimination based on color increased 12.1%, from 1,621 in FY 2006 to 1,817 in FY 2010.¹⁰

¹⁰ Complaints may contain multiple bases and issues.

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Table 8 – Top 3 Issues in Complaint Allegations Filed for FY 2006 – FY 2010

<i>Issue</i>	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
Harassment – Non-Sexual	4,544	4,951	4,999	5,599	5,907
Terms/Conditions	2,390	2,149	2,606	2,592	2,546
Promotion/Non-Selection	2,793	2,719	2,882	2,574	2,530

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](#).

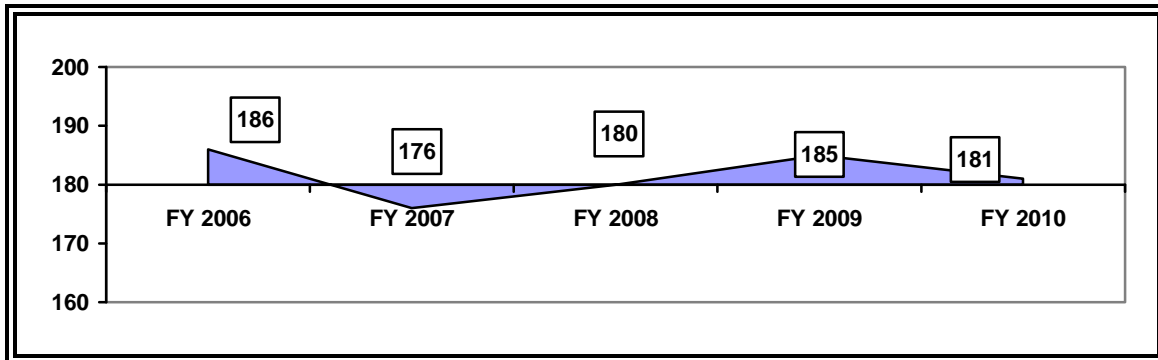
g. Agencies Increase the Number of Timely Investigations and Continue to Exceed Time Limits for Issuing Final Agency Decisions

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 2010, agencies timely completed investigations 75.8% of the time, up from 72.9% in FY 2009 (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 decreased to 66.4% government-wide. Agencies’ average time to complete investigations improved to 181 days in FY 2010, which was down from 185 days in FY 2009, leaving the FY 2007 reported average of 176 days as the best time for the previous seventeen years. By comparison, agency investigations averaged 186 days in FY 2006. See Figure 3 below.

Figure 3 – Average Processing Days for Investigations for FY 2006 – FY 2010



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 170 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,¹¹ 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](#).

Tennessee Valley Authority Again Completed the Highest Percentage of Timely Investigations

As shown in Table 9, the Tennessee Valley Authority again timely completed 100% of its investigations.¹² Significantly the US Postal Service timely completed 99.0% of its 3,197 investigations in FY 2010. Among medium agencies, while the Tennessee Valley Authority topped the list, the Small Business Administration reported the next highest timely completed investigation rate (96.4%) closely followed by the Defense Finance and Accounting Service with a 95.5% timely completed rate among those agencies which completed 25 or more investigations. 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/>.

¹¹ For example, time-consuming procedures may appear in lengthy approval of investigative plans, or cumbersome procurement processes.

¹² Twenty-six 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 2010

Agencies	Total Work Force	# Completed Investigations	# Timely Completed	% Timely
<i>Cabinet or Large (15,000 or more employees)</i>				
U.S. Postal Service	669,661	3,197	3,165	99.0%
Department of Labor	16,632	73	72	98.6%
Department of Transportation	58,153	262	241	92.0%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Tennessee Valley Authority	12,432	43	43	100%
Small Business Administration	5,018	28	27	96.4%
Defense Finance and Accounting Service	13,189	44	42	95.5%

In FY 2010, the government-wide average cost for contracting out complaint investigations was calculated at \$2,667.17, a 3.9% increase from the FY 2009 average cost of \$2,566.48. However, the FY 2010 average cost of agency (in-house) investigations (\$7,083.61) increased 11.8% from the FY 2009 average cost of \$6,337.83. Average costs to contract out investigations in FY 2010 were approximately 62.4% (up from the 59.5% cost difference in FY 2009) less than the average costs of agency (in-house) investigations.

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 2010, the government-wide average processing time for issuing a decision dismissing a complaint on procedural grounds was 100.2 days, an increase from FY 2009's 83.4 day and FY 2008's 88-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 2006 – FY 2010

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
2006	19,119	367	4,283	624	4,857	426	135	62.3%	4,895	118	3,490	378	1,594	236
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

An agency may also issue a decision after an investigation, either finding discrimination or finding no discrimination. In FY 2010, agencies timely issued 51.5% of their final agency merit decisions, a drop from the 54.8% timely completed in FY 2009. 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 2010, agencies issued merit final agency decisions without an Administrative Judge’s decision in an average of 201 days, up from 175 days in FY 2009.

The General Services Administration and the Department of the Navy Issued the Highest Percentage of Timely Merit Decisions Without an Administrative Judge Decision

In FY 2010, the General Services Administration and the Department of the Navy both reported 100% of timely issued merit decisions without an EEOC Administrative Judge decision. The FY 2010 government-wide average timely issued merit decision percentage was 51.5% with the U.S. Postal Service and dropped to 33.2% without the U.S. Postal Service. See Table 11 below.¹³ Agencies that issued fewer than 25 merit decisions without a hearing were not included in the ranking. In FY 2010, the General Services Administration was again the only agency smaller than cabinet/large (15,000 or more employees) that issued 25 or more merit decisions without an EEOC Administrative Judge decision. For information on all agencies, see Table [B-14](#) in Appendix IV located at <http://www.eeoc.gov/>.

¹³ 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.

Table 11 – Agencies with the Highest Percentage of Timely Issued Merit Decisions (Without an Administrative Judge Decision) in FY 2010

Agencies	Total Work Force	Merit Decisions without an AJ Decision		
		#	Timely	%
General Services Administration	12,886	33	33	100%
Department of the Navy	236,138	133	133	100%
Department of Labor	16,632	37	36	97.3%
U.S. Postal Service	669,661	1,232	1,194	96.9%
Department of the Army	282,815	214	167	78.0%

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 2010, agencies issued 2,846 final orders implementing and 56 orders not implementing the Administrative Judge’s 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 2010, agencies issued orders on Administrative Judge merit decisions in an average of 685 days after the complaint was filed, a significant increase from 621 days in FY 2009 and 624 days in FY 2006.

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

In FY 2010 the percentage of findings of discrimination increased to 3.30% from the 2.98% in FY 2009. Table 12 below shows that both the total number of merit decisions and the number of settlements also increased in FY 2010.

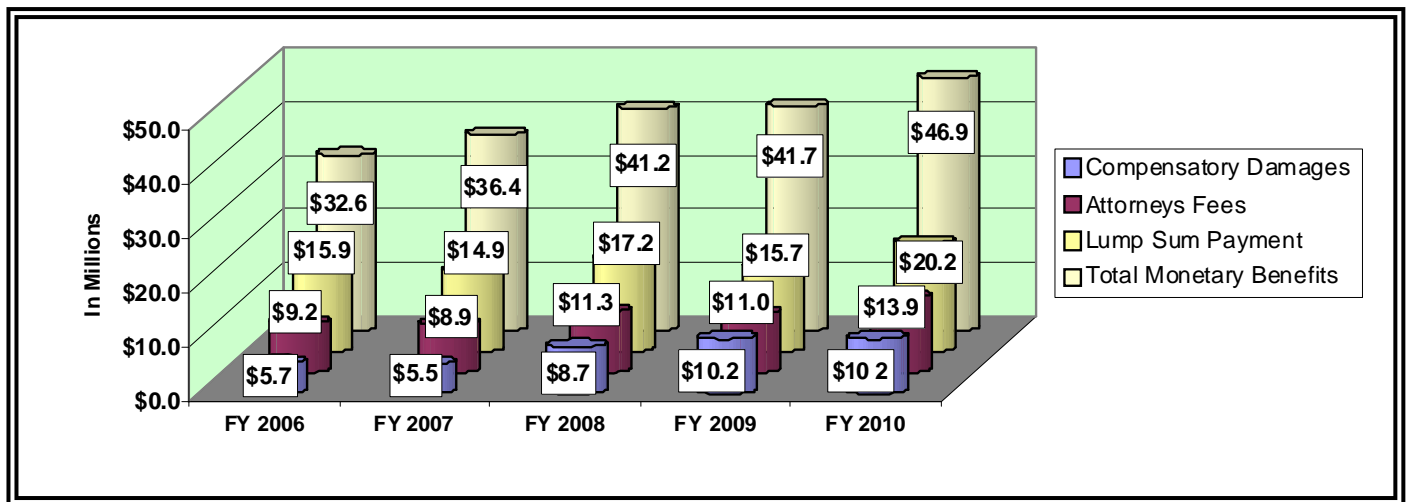
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Table 12 – Amounts Awarded in Resolution of Formal EEO Complaints Before Appeals FY 2006 – FY 2010

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
2006	19,119	9,140	224	2.5%	3,490	18.3%	3,634	19.0%	\$32.6	\$8,978
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

Average monetary benefits awarded in resolution of formal EEO complaints increased by 5.1% between FY 2009 and FY 2010 and increased by 37.4% since FY 2006. Table 12 above shows the total monetary benefits awarded during the formal complaint process for the past five fiscal years, while Figure 4 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 2006 – FY 2010



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i. Affirmation Rate of Final Agency Decisions on Appeal Declined 2% and is at the Lowest Level in Five Years

As demonstrated by Table 13 below, 69.2% of final agency decisions (FADs), excluding those in which an Administrative Judge issued a decision, were affirmed on appeal in FY 2010. This represents a 2.0% decrease from the FY 2009 affirmation rate and a 2.5% decrease from the FY 2006 affirmation rate.

***Table 13 – Affirmation Rate of Final Agency Decisions on Appeal
FY 2006 – FY2010***

Fiscal Year	FADs Decided on Appeal	FADs Affirmed on Appeal	Percentage of FADs Affirmed on Appeal
FY 2006	3,021	2,167	71.7%
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%

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 deciding 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 vigorously 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, including conducting program reviews throughout the federal government to evaluate agencies' efforts to develop and maintain model EEO programs. OFO 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

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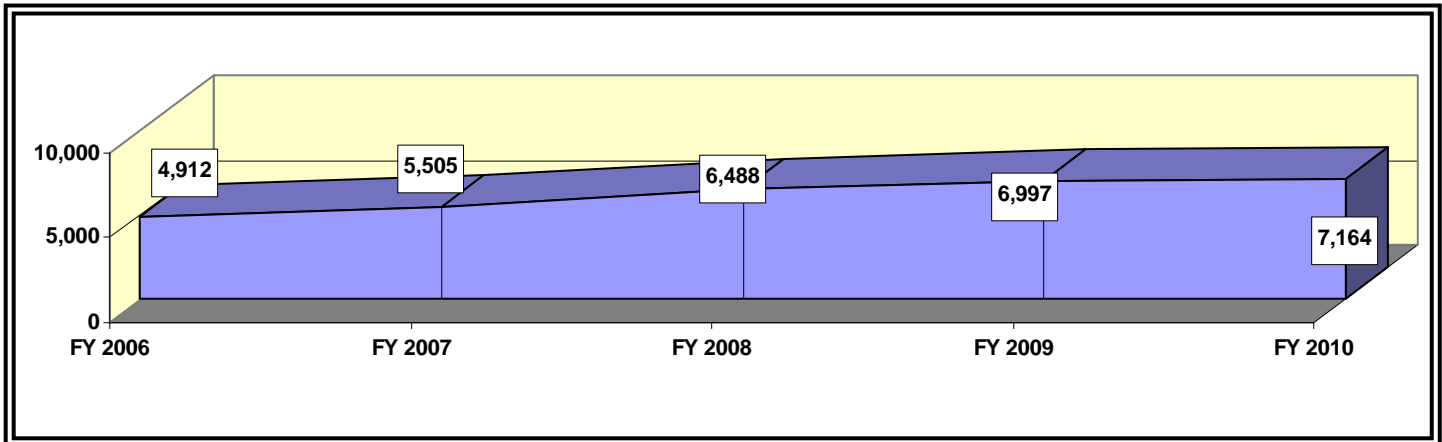
Revolving Fund, OFO develops training and with staff from various EEOC offices throughout the country, delivers these courses to federal agencies and other interested parties on a wide variety of federal-sector EEO topics.

a. HEARINGS

i. Hearings Inventory Continues to Rise

The hearings inventory increased from 6,997 in FY 2009 to 7,164 in FY 2010, which represents an increase of 2.4%. Since FY 2006, the hearings inventory has increased 45.8%.

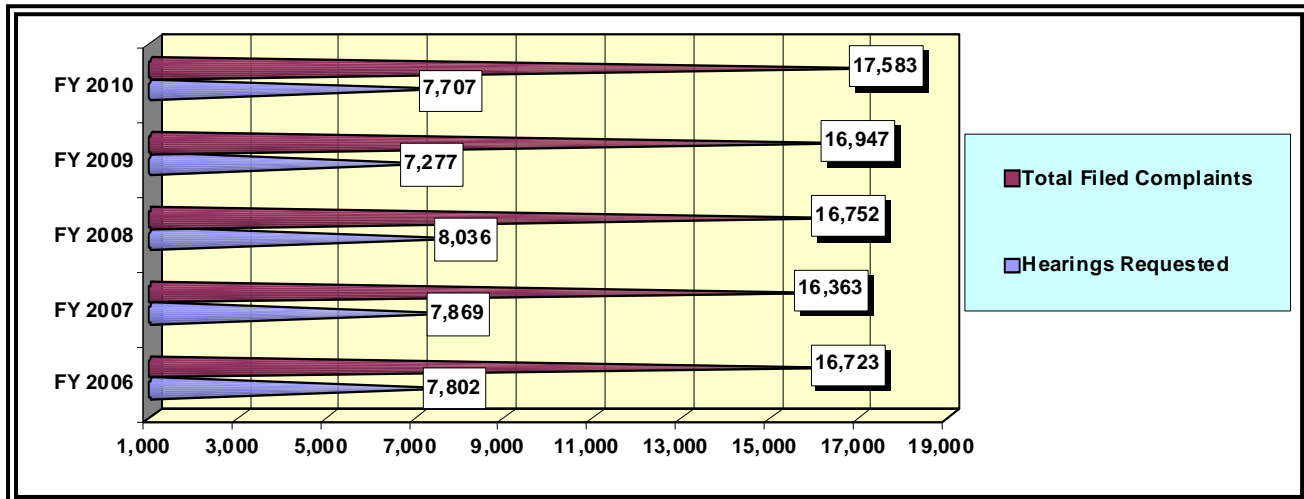
Figure 5 – Hearings Inventory FY 2006 – FY 2010



ii. Hearing Requests Increase

Hearing requests increased by 5.9% from 7,277 in FY 2009 to 7,707 in FY 2010, but decreased by 1.2% since FY 2006. For comparison purposes, the 7,707 hearings requested comprised 43.8% of the total complaints filed in FY 2010.

Figure 6 – Comparison of Requests for EEOC Hearings to Complaints Filed FY 2006 – FY 2010



iii. Hearing Closures

During FY 2010, EEOC's Hearings Program resolved 7,213 cases, (including 44 class actions), which represents a 6.4% increase from the 6,779 cases resolved in FY 2009 and a 16.9% decrease from the 8,685 cases closed in FY 2006. Excluding the class actions, the 7,169 individual cases in FY 2010 were closed in the following manner: 11.2% were by decision following a hearing; 29.3% were by decisions on the record; 29.6% were closed by settlements; 12.9% were by procedural dismissal; and 16.9% were withdrawals. See Table 14 for a comparison of FY 2006 – FY 2010.

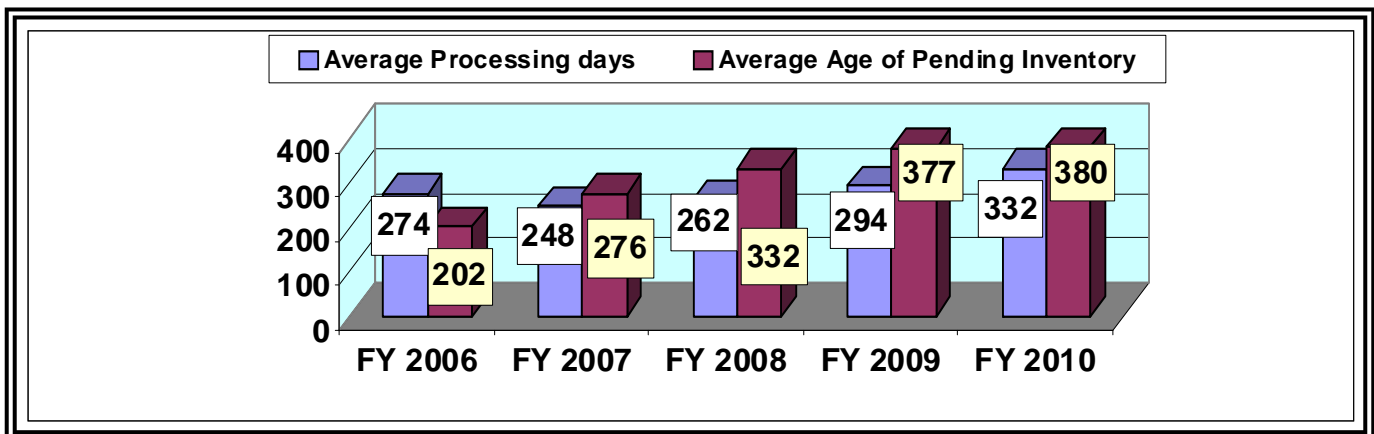
Table 14 – Hearings Program Individual Case Closures: FY 2006 – FY 2010

Closure Type	FY 2006		FY 2007		FY 2008		FY 2009		FY 2010	
	#	%	#	%	#	%	#	%	#	%
Decisions Following a Hearing	1,102	12.8	920	12.9	867	12.2	822	12.2	806	11.2
Decisions On the Record	2,883	33.4	2,067	29.1	1,958	27.7	1,919	28.6	2,102	29.3
Settlements	2,071	24.0	1,846	25.9	1,803	25.5	1,892	28.2	2,120	29.6
Procedural Dismissals	1,183	13.7	1,065	15.0	1,042	14.7	859	12.8	924	12.9
Withdrawals	1,380	16.0	1,217	17.1	1,408	19.9	1,220	18.2	1,217	16.9
Total Individual Case Closures	8,619		7,115		7,078		6,712		7,169	

iv. Average Processing Time for Hearings

The average processing time for hearing closures increased from 294 days in FY 2009 to 332 days in FY 2010, and also represents an increase from the 274 days in FY 2006. The average age of the pending inventory increased to 380 days in FY 2010 from 377 days in FY 2009, and far exceeded the 202 days in FY 2006.

**Figure 7 - Average Processing Days for Hearings
FY 2006 - FY 2010**



v. Agencies Challenge Findings of Discrimination

In FY 2010, EEOC Administrative Judges issued 158 decisions finding discrimination, which was 5.4% of all decisions on the merits of complaints. In comparison to the 150 decisions finding discrimination that Administrative Judges issued in FY 2009, the 158 decisions in FY 2010 represents a 5.3% 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 2010, agencies appealed only 2.0% of all Administrative Judge decisions; however, they appealed 30.8% of the cases where an Administrative Judge found discrimination.

Table 15 - Agency Actions on Administrative Judge Decisions FY 2006 - FY 2010

FY	Finding Discrimination ¹⁴				Finding No Discrimination				Totals			
	Implemented #	%	Appealed #	%	Implemented #	%	Appealed #	%	Implemented #	%	Appealed #	%
2006	108	57.5%	80	42.5%	4,089	99.9%	6	0.1%	4,197	98.0%	86	2.0%
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%

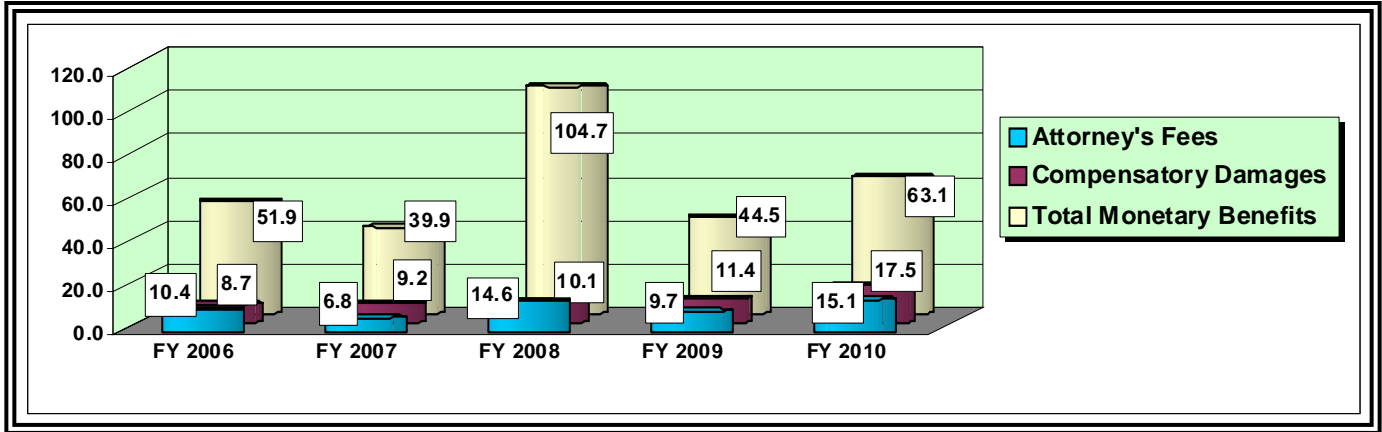
vi. Monetary Benefits Increase at Hearings

In FY 2010, Administrative Judge decisions and settlements at the hearings stage awarded \$63.1 million in benefits, as compared to the \$44.5 million in FY 2009 and the \$51.9 million awarded in FY 2006. 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.

¹⁴ 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 2006 - FY 2010**



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

vii. Affirmation Rate of AJ Decisions on Appeal Remains Steady

As demonstrated by the table below, over 94% of Administrative Judges' decisions were affirmed on appeal in FY 2010.¹⁵ The number of appealed Administrative Judges' decisions decreased 32.6% over the five year period between FY 2006 to FY 2010; the affirmation rate dropped by 0.3%.

**Table 16 – Affirmation Rate of AJ Decisions on Appeal
FY 2006 - FY 2010**

Fiscal Year	AJ Decisions Appealed			AJ Decisions Affirmed on Appeal			% of AJ Decisions Affirmed on Appeal		
	Total	Appeal By Agency ¹⁶	Appeal By Appellant	Total	Appeal By Agency	Appeal By Appellant	Total	Appeal By Agency	Appeal By Appellant
2006	1,443	58	1,384	1,361	47	1,313	94.3%	81.0%	95.0%
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	94.3%	85.5%	94.7%

¹⁵ Administrative Judge's decisions reported here do not include Petitions for Enforcement or procedural cases.

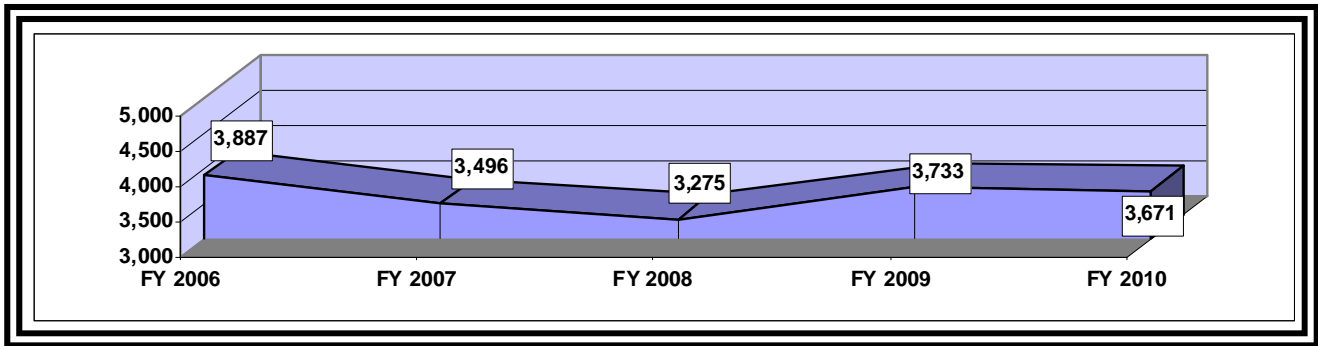
¹⁶ "Appeal By Agency" occurs when the agency does not fully implement the Administrative Judge's decision.

b. APPEALS

i. Appeals Inventory Decreases

OFO's appellate inventory fell in FY 2010 to 3,671, which represents a 1.7% decrease from the 3,733 case inventory at the close of FY 2009 and a 5.6% decrease from the 3,887 case inventory at the close of FY 2006.

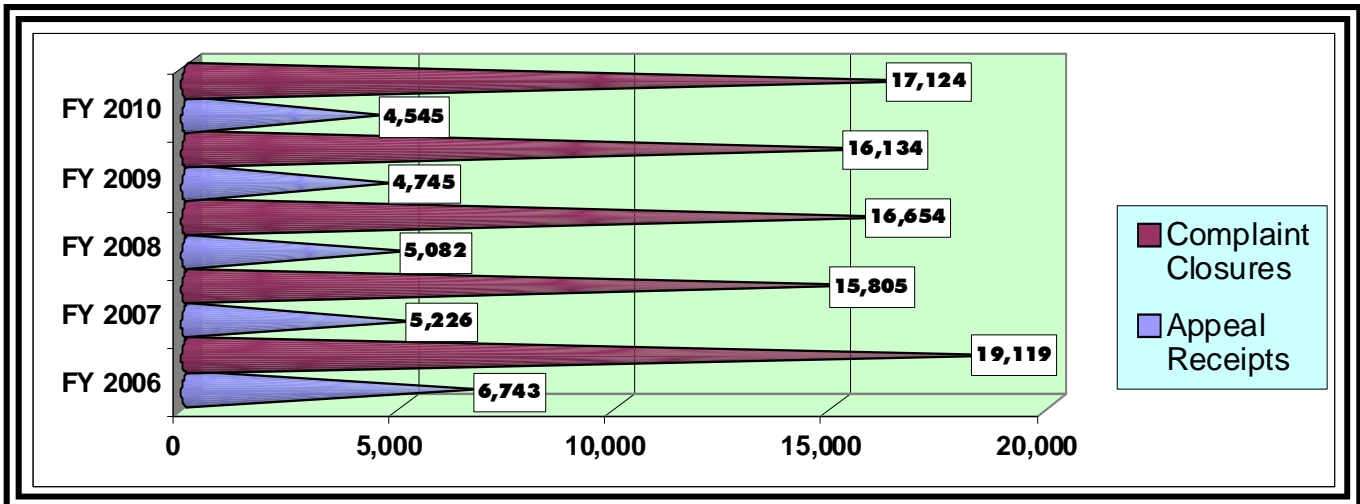
Figure 9 - Appellate Inventory FY 2006 - FY 2010



ii. Appeal Receipts Continue On A Downward Trend

OFO received 4,545 appeals in FY 2010, representing a 4.2% decrease from the 4,745 appeals filed in FY 2009. FY 2010 appeal receipts represented a 32.6% decrease from the 6,743 appeals received in FY 2006. FY 2010 continued a five year downward trend in the percentage of closed complaints that were appealed, 26.5% as opposed to the 35.3% in FY 2006.

**Figure 10 – Comparison of Appeals Receipts to Complaint Closures
FY 2006 - FY 2010**



iii. Appeal Closures On the Rise

OFO closed a total of 4,607 appellate cases in FY 2010. Of this number, 3,016 (65.5%) alleged violations of Title VII; 1,221 (26.5%) involved the Rehabilitation Act; 1,068 (23.2%) violations of the ADEA; and 12 (0.3%) involved the Equal Pay Act of 1963. In FY 2009, OFO closed a total of 4,287 appellate cases, of which 2,818 were Title VII cases (65.7%); 1,104 involved the Rehabilitation Act (25.8%); 976 alleged violations of the ADEA (22.8%); and 10 involved the Equal Pay Act of 1963 (0.2%).¹⁷ See Figure 11 for the appeal closures from FY 2006 to FY 2010.

Figure 11 - Appeal Closures FY 2006 - FY 2010

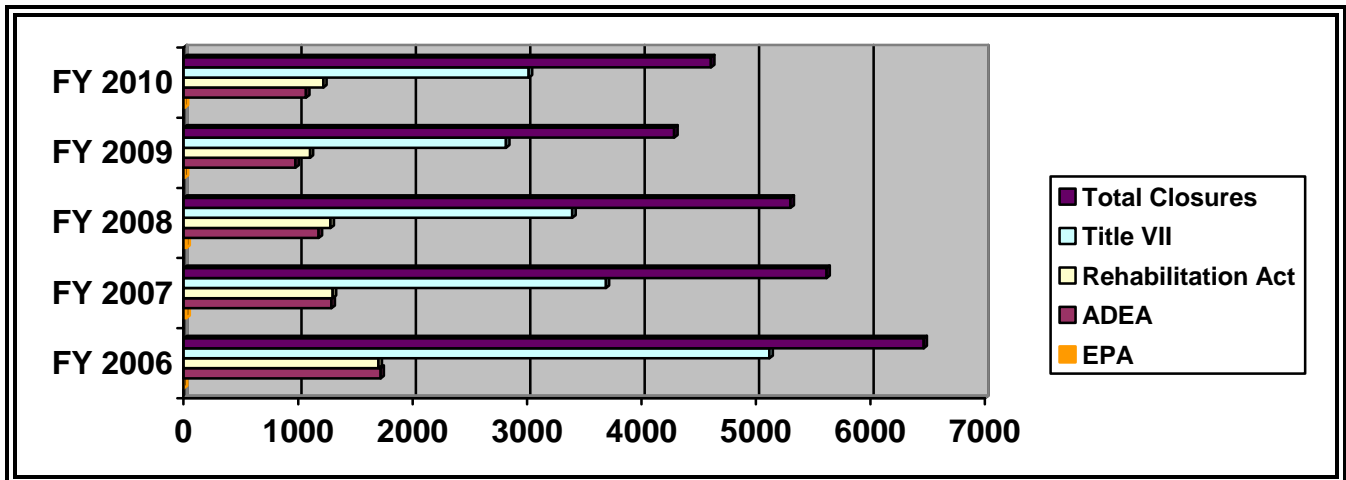


Table 17 below provides a breakdown by appeal type of all FY 2010 appellate receipts and closures.

Table 17 - Types of Receipts and Appeals FY 2010

Types of Appeals	Receipts		Closures	
	#	% of Total	#	% of Total
Total	4,545		4,607	
Initial Appeals from Complainants	3,784	83.3	3,846	83.5
Initial Appeals from Agencies	54	1.2	72	1.6
Petitions to Review MSPB Decisions	54	1.2	48	1.0
Appeals from a Grievance/Arbitration of FLRA Decisions	7	0.2	3	0.1
Petitions for Enforcement	20	0.4	19	0.4
Requests for Reconsiderations	626	13.8	619	13.4

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

¹⁷ 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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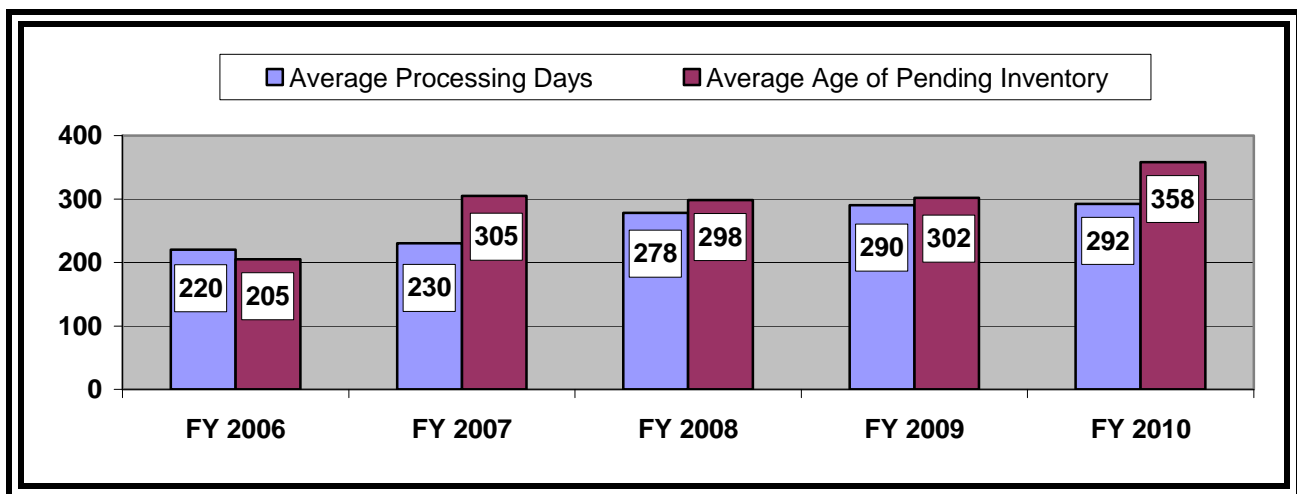
represents 4.8% of the total. By comparison, in FY 2009, OFO closed 1,918 appeals addressing the merits of the underlying discrimination claims, and made a total of 85 findings of discrimination, which represented 4.4% of the total. In FY 2010, OFO reversed 25.3% of the 2,423 appeals of procedural dismissals.

iv. Average Processing Time of Appeal Closures

The average processing time for appeal closures rose to 292 days in FY 2010, representing a 0.7% increase from 290 days in FY 2009 and a 32.7% increase from 220 days in FY 2006.

OFO resolved 3,051 (66.2%) of the 4,607 appeals closed in FY 2010 within 180 days. The average age of the pending inventory at the end of FY 2010 was 358 days, an 18.5% increase from the 302-day average age at the end of FY 2009 and a 74.6% increase from the 205-day average age of the open inventory at the end of FY 2006.

**Figure 10 - Average Processing Days on Appeal
FY 2006 - FY 2010**



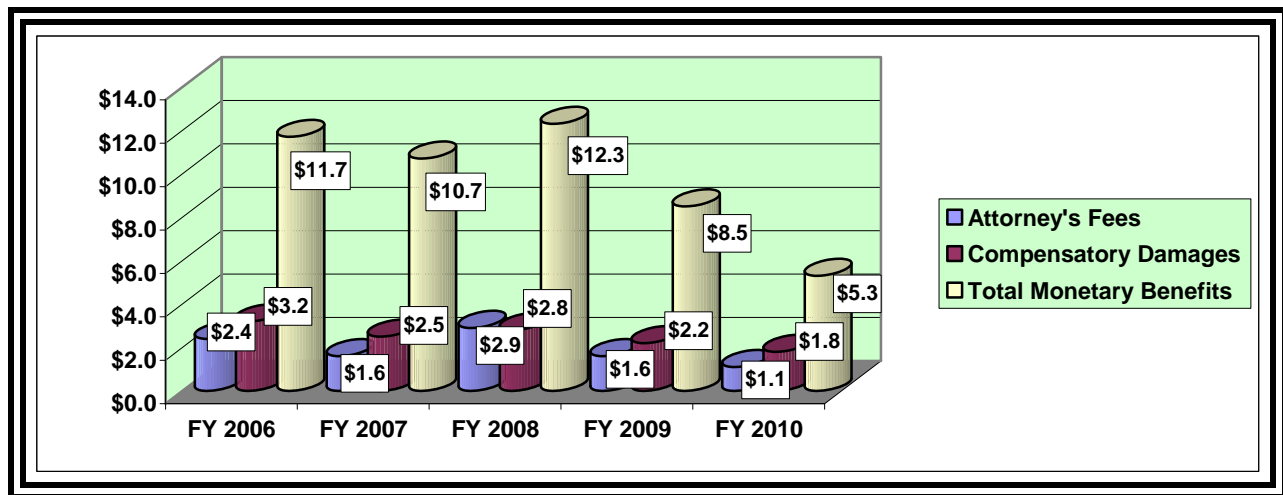
v. Three Most Prevalent Bases and Issues on Appeal

Since FY 2007, reprisal and disability have been the top two bases alleged in closed appeals and in FY 2010 sex replaced age as 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. \$5.3 Million Awarded on Appeal

In FY 2010, the \$5.3 million in monetary benefits awarded in compliance with appellate decisions (including settlement agreements resolving appeals) decreased by 37.6% from the \$8.5 million awarded in FY 2009 and a 54.7% decrease from the \$11.7 million awarded in FY 2006.

**Figure 11 - Monetary Benefits Awarded from Appeals¹⁸
FY 2006 - FY 2010 (In Millions of Dollars)**



vii. Training and Outreach Conducted By EEOC

In FY 2010, 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 112 training sessions reaching 3,305 federal employees, including 262 new EEO counselors, 317 new EEO investigators, and 142 EEO professionals in affirmative employment programs.

¹⁸ 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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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 7,056 calls concerning the federal sector EEO complaint process.

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. 92% 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 under this part 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 2010, 84 or 92.3% of the 91 agencies (with 100 or more employees) timely submitted the EEOC Form 462 Report, up from the 87% timely submitted in FY 2009. 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 1st deadline to be considered timely.¹⁹ See [Appendix III](#) for the list of agencies' FY 2010 report submission times.

¹⁹ The deadline set by the Commission is October 31st, which fell on a Sunday this year resulting in a November 1st deadline for FY 2010.

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 Reserve System - Board of Governors (II-39)
Federal Trade Commission (II-40)
General Services Administration (II-41)
Government Printing Office (II-42)
Health and Human Services, Department of (II-43)
Homeland Security, Department of (II-44)
Housing and Urban Development, Department of (II-45)
Interior, Department of the (II-46)
John F. Kennedy Center for the Performing Arts (II-47)
Justice, Department of (II-48)
Labor, Department of (II-49)
National Aeronautics and Space Administration (II-50)
National Archives and Records Administration (II-51)
National Credit Union Administration (II-52)
National Gallery of Art (II-53)
National Labor Relations Board (II-54)
National Science Foundation (II-55)
Navy, Department of the (II-56)
Nuclear Regulatory Commission (II-57)
Office of Personnel Management (II-58)
Peace Corps (II-59)
Pension Benefit Guaranty Corporation (II-60)
Railroad Retirement Board (II-61)
Securities and Exchange Commission (II-62)
Small Business Administration (II-63)
Smithsonian Institution (II-64)
Social Security Administration (II-65)
State, Department of (II-66)
Tennessee Valley Authority (II-67)
Transportation, Department of (II-68)
Treasury, Department of (II-69)
U.S. Postal Service (II-70)
Veterans' Affairs, Department of (II-71)

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Government-Wide (The Government) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	22,061		18,502		40,563	
Settlements	1,223	5.5%	5,109	27.6%	6,332	15.6%
Withdrawals or No Complaints Filed	8,729	39.6%	7,033	38%	15,762	38.9%
Complaints Filed*					16,943	41.8%
Decision to File Complaint Pending at End of FY					1,526	3.8%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	40,563	75.3%	45.6%
Complaint Closures	17,124	18.4%	6.8%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	40,525	37,093	91.5%				
All Investigations	11,055	8,380	75.8%	185	181	-2.2%	181
All Complaint Closures	17,124			344	360	4.7%	360
Merit Decisions (no AJ)	4,282	2,207	51.5%	451	481	6.7%	481
Dismissal Decisions (no AJ)	4,960			64	88	37.5%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	17,583							
Total Closures	17,124							
Settlements	3,623	21.2%						
Withdrawals	1,357	7.9%						
Total Final Agency Actions	12,144	70.9%	9,242	76.1%	2,846	23.4%	56	38.5%
Dismissals	5,091	41.9%	4,960	97.4%	131	2.6%	0	0%
Merit Decisions	7,053	58.1%	4,282	60.7%	2,715	38.5%	56	0.8%
Finding Discrimination	233	3.3%	61	26.2%	119	51.1%	53	22.7%
Finding No Discrimination	6,820	96.7%	4,221	61.9%	2,596	38.1%	3	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	577	\$3,148,562	\$5,456
ADR Settlements w/ Monetary Benefits	389	\$2,232,989	\$5,740
Investigation Costs	11,055	\$46,025,175	\$4,163
Complaint Closures with Monetary Benefits	2,519	\$46,908,979	\$18,622
ADR Settlements w/ Monetary Benefits	321	\$3,694,218	\$11,508

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Agency for International Development (AID) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	26		11		37	
Settlements	3	11.5%	2	18.2%	5	13.5%
Withdrawals or No Complaints Filed	15	57.7%	1	9.1%	16	43.2%
Complaints Filed*					15	40.5%
Decision to File Complaint Pending at End of FY					1	2.7%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	37	100%	29.7%
Complaint Closures	4	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	37	21	56.8%				
All Investigations	9	3	33.3%	227	232	2.2%	181
All Complaint Closures	4			460	967	110.2%	360
Merit Decisions (no AJ)	1	0	0%	353	344	-2.5%	481
Dismissal Decisions (no AJ)	0			46	0	-100%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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							
Total Closures	4							
Settlements	2	50%						
Withdrawals	0	0%						
Total Final Agency Actions	2	50%	1	50%	1	50%	0	50%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
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 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$10,000	\$10,000
ADR Settlements w/ Monetary Benefits	1	\$10,000	\$10,000
Investigation Costs	9	\$36,269	\$4,029
Complaint Closures with Monetary Benefits	2	\$214,335	\$107,167
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of Agriculture (USDA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	659		220		879	
Settlements	47	7.1%	54	24.6%	101	11.5%
Withdrawals or No Complaints Filed	287	43.6%	60	27.3%	347	39.5%
Complaints Filed*					404	46%
Decision to File Complaint Pending at End of FY					27	3.1%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	879	93.3%	25%
Complaint Closures	540	26.1%	13%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	878	721	82.1%				
All Investigations	290	39	13.4%	244	324	32.8%	181
All Complaint Closures	540			620	662	6.8%	360
Merit Decisions (no AJ)	164	21	12.8%	695	693	-0.3%	481
Dismissal Decisions (no AJ)	58			200	260	30%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	441							
Total Closures	540							
Settlements	206	38.2%						
Withdrawals	32	5.9%						
Total Final Agency Actions	302	55.9%	222	73.5%	80	26.5%	0	32.2%
Dismissals	60	19.9%	58	96.7%	2	3.3%	0	0%
Merit Decisions	242	80.1%	164	67.8%	78	32.2%	0	0%
Finding Discrimination	26	10.7%	20	76.9%	6	23.1%	0	0%
Finding No Discrimination	216	89.3%	144	66.7%	72	33.3%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	24	\$444,779	\$18,532
ADR Settlements w/ Monetary Benefits	14	\$359,429	\$25,673
Investigation Costs	290	\$1,021,879	\$3,523
Complaint Closures with Monetary Benefits	212	\$4,676,947	\$22,061
ADR Settlements w/ Monetary Benefits	26	\$636,625	\$24,485

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of the Air Force (USAF) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	654		457		1,111	
Settlements	28	4.3%	161	35.2%	189	17%
Withdrawals or No Complaints Filed	320	48.9%	76	16.6%	396	35.6%
Complaints Filed*					506	45.5%
Decision to File Complaint Pending at End of FY					20	1.8%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1,111	71.7%	41.1%
Complaint Closures	458	37.8%	18.6%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1,108	974	87.9%				
All Investigations	282	98	34.8%	203	221	8.9%	181
All Complaint Closures	458			405	411	1.5%	360
Merit Decisions (no AJ)	117	22	18.8%	761	643	-15.5%	481
Dismissal Decisions (no AJ)	79			57	115	101.8%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	523							
Total Closures	458							
Settlements	147	32.1%						
Withdrawals	52	11.4%						
Total Final Agency Actions	259	56.6%	196	75.7%	63	24.3%	0	32.8%
Dismissals	85	32.8%	79	92.9%	6	7.1%	0	0%
Merit Decisions	174	67.2%	117	67.2%	57	32.8%	0	0%
Finding Discrimination	2	1.2%	1	50%	1	50%	0	0%
Finding No Discrimination	172	98.9%	116	67.4%	56	32.6%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	16	\$224,216	\$14,013
ADR Settlements w/ Monetary Benefits	12	\$109,096	\$9,091
Investigation Costs	282	\$1,494,103	\$5,298
Complaint Closures with Monetary Benefits	53	\$934,499	\$17,632
ADR Settlements w/ Monetary Benefits	24	\$205,169	\$8,548

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of the Army (ARMY) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	1,803		613		2,416	
Settlements	75	4.2%	223	36.4%	298	12.3%
Withdrawals or No Complaints Filed	608	33.7%	150	24.5%	758	31.4%
Complaints Filed*					1,278	52.9%
Decision to File Complaint Pending at End of FY					82	3.4%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	2,416	47.4%	25.4%
Complaint Closures	1,301	23.4%	16.7%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	2,416	2,123	87.9%				
All Investigations	546	288	52.7%	214	203	-5.1%	181
All Complaint Closures	1,301			253	255	0.8%	360
Merit Decisions (no AJ)	214	167	78%	424	381	-10.1%	481
Dismissal Decisions (no AJ)	256			46	35	-23.9%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1,320							
Total Closures	1,301							
Settlements	540	41.5%						
Withdrawals	149	11.5%						
Total Final Agency Actions	612	47%	470	76.8%	142	23.2%	0	38.3%
Dismissals	265	43.3%	256	96.6%	9	3.4%	0	0%
Merit Decisions	347	56.7%	214	61.7%	133	38.3%	0	0%
Finding Discrimination	13	3.8%	7	53.8%	6	46.2%	0	0%
Finding No Discrimination	334	96.3%	207	62%	127	38%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	31	\$135,890	\$4,383
ADR Settlements w/ Monetary Benefits	27	\$115,570	\$4,280
Investigation Costs	546	\$3,734,491	\$6,839
Complaint Closures with Monetary Benefits	301	\$3,690,916	\$12,262
ADR Settlements w/ Monetary Benefits	47	\$462,038	\$9,830

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Army and Air Force Exchange (AAFES) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	267		60		327	
Settlements	28	10.5%	15	25%	43	13.2%
Withdrawals or No Complaints Filed	140	52.4%	32	53.3%	172	52.6%
Complaints Filed*					106	32.4%
Decision to File Complaint Pending at End of FY					6	1.8%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	327	100%	18.4%
Complaint Closures	132	100%	22%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	327	253	77.4%				
All Investigations	44	29	65.9%	219	212	-3.2%	181
All Complaint Closures	132			336	270	-19.6%	360
Merit Decisions (no AJ)	11	9	81.8%	374	330	-11.8%	481
Dismissal Decisions (no AJ)	37			106	104	-1.9%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	112							
Total Closures	132							
Settlements	49	37.1%						
Withdrawals	14	10.6%						
Total Final Agency Actions	69	52.3%	48	69.6%	21	30.4%	0	65.6%
Dismissals	37	53.6%	37	100%	0	0%	0	0%
Merit Decisions	32	46.4%	11	34.4%	21	65.6%	0	0%
Finding Discrimination	1	3.1%	0	0%	1	100%	0	0%
Finding No Discrimination	31	96.9%	11	35.5%	20	64.5%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$1,870	\$1,870
ADR Settlements w/ Monetary Benefits	1	\$1,870	\$1,870
Investigation Costs	44	\$437,629	\$9,946
Complaint Closures with Monetary Benefits	22	\$227,257	\$10,329
ADR Settlements w/ Monetary Benefits	9	\$34,937	\$3,881

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Broadcasting Board of Governors (BBG) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	58		3		61	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	39	67.2%	1	33.3%	40	65.6%
Complaints Filed*					21	34.4%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	61	100%	4.9%
Complaint Closures	25	100%	4%

Bases Most Frequently Alleged in Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Race (Black/African American)	National Origin (Other)

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	61	61	100%				
All Investigations	18	18	100%	111	110	-0.9%	181
All Complaint Closures	25			243	330	35.8%	360
Merit Decisions (no AJ)	12	8	66.7%	256	379	48%	481
Dismissal Decisions (no AJ)	4			36	81	125%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	25							
Settlements	7	28%						
Withdrawals	1	4%						
Total Final Agency Actions	17	68%	16	94.1%	1	5.9%	0	7.7%
Dismissals	4	23.5%	4	100%	0	0%	0	0%
Merit Decisions	13	76.5%	12	92.3%	1	7.7%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	13	100%	12	92.3%	1	7.7%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	18	\$54,625	\$3,034
Complaint Closures with Monetary Benefits	7	\$176,014	\$25,144
ADR Settlements w/ Monetary Benefits	1	\$106,514	\$106,514

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of Commerce (DOC) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	3,247		73		3,320	
Settlements	22	0.7%	10	13.7%	32	1%
Withdrawals or No Complaints Filed	1,965	60.5%	17	23.3%	1,982	59.7%
Complaints Filed*					1,136	34.2%
Decision to File Complaint Pending at End of FY					170	5.1%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	3,320	6.5%	2.2%
Complaint Closures	503	25.1%	3.6%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	3,320	2,665	80.3%				
All Investigations	316	219	69.3%	186	214	15.1%	181
All Complaint Closures	503			250	168	-32.8%	360
Merit Decisions (no AJ)	109	44	40.4%	335	377	12.5%	481
Dismissal Decisions (no AJ)	240			51	64	25.5%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1,138							
Total Closures	503							
Settlements	109	21.7%						
Withdrawals	21	4.2%						
Total Final Agency Actions	373	74.2%	349	93.6%	24	6.4%	0	18%
Dismissals	240	64.3%	240	100%	0	0%	0	0%
Merit Decisions	133	35.7%	109	82%	24	18%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	133	100%	109	82%	24	18%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	10	\$48,818	\$4,881
ADR Settlements w/ Monetary Benefits	4	\$39,457	\$9,864
Investigation Costs	316	\$1,391,359	\$4,403
Complaint Closures with Monetary Benefits	65	\$652,716	\$10,041
ADR Settlements w/ Monetary Benefits	8	\$95,275	\$11,909

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Commodity Futures Trading Commission (CFTC) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	4		1		5	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	1	25%	0	0%	1	20%
Complaints Filed*					4	80%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	5	20%	20%
Complaint Closures	4	25%	25%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	5	5	100%				
All Investigations	4	4	100%	185	270	45.9%	181
All Complaint Closures	4			0	590	NA%	360
Merit Decisions (no AJ)	2	0	0%	0	610	NA%	481
Dismissal Decisions (no AJ)	0			0	0	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	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	0%	0	0%
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 2010

	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	\$12,709	\$3,177
Complaint Closures with Monetary Benefits	1	\$25,000	\$25,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Consumer Product Safety Commission (CPSC) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	5		3		8	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	2	40%	1	33.3%	3	37.5%
Complaints Filed*					5	62.5%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	8	87.5%	37.5%
Complaint Closures	5	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	7	6	85.7%				
All Investigations	6	6	100%	148	141	-4.7%	181
All Complaint Closures	5			350	321	-8.3%	360
Merit Decisions (no AJ)	2	2	100%	0	374	NA%	481
Dismissal Decisions (no AJ)	1			0	11	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	2	40%						
Withdrawals	0	0%						
Total Final Agency Actions	3	60%	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 2010

	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	\$9,470	\$1,578
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Corporation for National and Community Service (CNCS) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	4		1		5	
Settlements	1	25%	0	0%	1	20%
Withdrawals or No Complaints Filed	0	0%	0	0%	0	0%
Complaints Filed*					4	80%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	5	100%	20%
Complaint Closures	3	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	5	5	100%				
All Investigations	5	5	100%	105	82	-21.9%	181
All Complaint Closures	3			158	388	145.6%	360
Merit Decisions (no AJ)	2	1	50%	158	288	82.3%	481
Dismissal Decisions (no AJ)	0			0	0	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	3							
Settlements	1	33.3%						
Withdrawals	0	0%						
Total Final Agency Actions	2	66.7%	2	100%	0	0%	0	0%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
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 2010

	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	\$22,500	\$4,500
Complaint Closures with Monetary Benefits	1	\$5,433	\$5,433
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

**Court Services and Offender Supervision Agency for the District of Columbia (CSOSA)
FY 2010 EEO Complaint Processing Statistics**

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	16		6		22	
Settlements	0	0%	2	33.3%	2	9.1%
Withdrawals or No Complaints Filed	5	31.3%	4	66.7%	9	40.9%
Complaints Filed*					11	50%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	22	100%	27.3%
Complaint Closures	8	12.5%	12.5%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	22	19	86.4%				
All Investigations	9	7	77.8%	167	173	3.6%	181
All Complaint Closures	8			395	618	56.5%	360
Merit Decisions (no AJ)	1	0	0%	379	239	-36.9%	481
Dismissal Decisions (no AJ)	0			40	0	-100%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	11							
Total Closures	8							
Settlements	4	50%						
Withdrawals	0	0%						
Total Final Agency Actions	4	50%	1	25%	3	75%	0	75%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
Merit Decisions	4	100%	1	25%	3	75%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	4	100%	1	25%	3	75%	0	0%

Costs Associated With EEO Process FY 2010

	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	\$50,616	\$5,624
Complaint Closures with Monetary Benefits	2	\$51,529	\$25,764
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Commissary Agency (DeCA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	135		66		201	
Settlements	13	9.6%	7	10.6%	20	10%
Withdrawals or No Complaints Filed	49	36.3%	14	21.2%	63	31.3%
Complaints Filed*					110	54.7%
Decision to File Complaint Pending at End of FY					8	4%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	201	54.7%	32.8%
Complaint Closures	80	33.8%	27.5%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	201	143	71.1%				
All Investigations	56	44	78.6%	205	162	-21%	181
All Complaint Closures	80			309	264	-14.6%	360
Merit Decisions (no AJ)	9	9	100%	397	261	-34.3%	481
Dismissal Decisions (no AJ)	20			34	37	8.8%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	110							
Total Closures	80							
Settlements	20	25%						
Withdrawals	14	17.5%						
Total Final Agency Actions	46	57.5%	29	63%	17	37%	0	65.4%
Dismissals	20	43.5%	20	100%	0	0%	0	0%
Merit Decisions	26	56.5%	9	34.6%	17	65.4%	0	0%
Finding Discrimination	2	7.7%	0	0%	2	100%	0	0%
Finding No Discrimination	24	92.3%	9	37.5%	15	62.5%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$4,000	\$2,000
ADR Settlements w/ Monetary Benefits	2	\$4,000	\$2,000
Investigation Costs	56	\$293,205	\$5,235
Complaint Closures with Monetary Benefits	8	\$157,000	\$19,625
ADR Settlements w/ Monetary Benefits	1	\$50,000	\$50,000

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Contract Audit Agency (DCAA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	37		2		39	
Settlements	2	5.4%	0	0%	2	5.1%
Withdrawals or No Complaints Filed	20	54.1%	0	0%	20	51.3%
Complaints Filed*					17	43.6%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	39	7.7%	5.1%
Complaint Closures	19	26.3%	26.3%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	39	39	100%				
All Investigations	14	12	85.7%	105	176	67.6%	181
All Complaint Closures	19			456	271	-40.6%	360
Merit Decisions (no AJ)	3	2	66.7%	542	206	-62%	481
Dismissal Decisions (no AJ)	0			123	0	-100%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	19							
Settlements	6	31.6%						
Withdrawals	8	42.1%						
Total Final Agency Actions	5	26.3%	3	60%	2	40%	0	25%
Dismissals	1	20%	0	0%	1	100%	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 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$1,836	\$1,836
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	14	\$76,029	\$5,430
Complaint Closures with Monetary Benefits	5	\$34,972	\$6,994
ADR Settlements w/ Monetary Benefits	3	\$16,972	\$5,657

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Contract Management Agency (DCMA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	51		8		59	
Settlements	0	0%	3	37.5%	3	5.1%
Withdrawals or No Complaints Filed	25	49%	2	25%	27	45.8%
Complaints Filed*					29	49.2%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	59	91.5%	13.6%
Complaint Closures	42	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	59	52	88.1%				
All Investigations	15	1	6.7%	306	260	-15%	181
All Complaint Closures	42			620	346	-44.2%	360
Merit Decisions (no AJ)	4	3	75%	521	302	-42%	481
Dismissal Decisions (no AJ)	13			813	36	-95.6%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	29							
Total Closures	42							
Settlements	8	19.1%						
Withdrawals	10	23.8%						
Total Final Agency Actions	24	57.1%	17	70.8%	7	29.2%	0	63.6%
Dismissals	13	54.2%	13	100%	0	0%	0	0%
Merit Decisions	11	45.8%	4	36.4%	7	63.6%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	11	100%	4	36.4%	7	63.6%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	15	\$135,162	\$9,010
Complaint Closures with Monetary Benefits	4	\$12,300	\$3,075
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of Defense Education Activity (DODEA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	105		18		123	
Settlements	6	5.7%	4	22.2%	10	8.1%
Withdrawals or No Complaints Filed	52	49.5%	10	55.6%	62	50.4%
Complaints Filed*					47	38.2%
Decision to File Complaint Pending at End of FY					4	3.3%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	123	91.1%	14.6%
Complaint Closures	44	18.2%	4.6%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	123	116	94.3%				
All Investigations	35	32	91.4%	198	207	4.5%	181
All Complaint Closures	44			346	341	-1.4%	360
Merit Decisions (no AJ)	15	14	93.3%	355	356	0.3%	481
Dismissal Decisions (no AJ)	13			49	50	2%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	49							
Total Closures	44							
Settlements	9	20.5%						
Withdrawals	3	6.8%						
Total Final Agency Actions	32	72.7%	28	87.5%	4	12.5%	0	21.1%
Dismissals	13	40.6%	13	100%	0	0%	0	0%
Merit Decisions	19	59.4%	15	78.9%	4	21.1%	0	0%
Finding Discrimination	1	5.3%	0	0%	1	100%	0	0%
Finding No Discrimination	18	94.7%	15	83.3%	3	16.7%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$29,200	\$14,600
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	35	\$163,017	\$4,657
Complaint Closures with Monetary Benefits	9	\$308,603	\$34,289
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Finance and Accounting Service (DFAS) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	65		56		121	
Settlements	2	3.1%	25	44.6%	27	22.3%
Withdrawals or No Complaints Filed	22	33.8%	11	19.6%	33	27.3%
Complaints Filed*					54	44.6%
Decision to File Complaint Pending at End of FY					7	5.8%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	121	60.3%	46.3%
Complaint Closures	56	14.3%	10.7%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	121	119	98.4%				
All Investigations	44	42	95.5%	152	174	14.5%	181
All Complaint Closures	56			241	268	11.2%	360
Merit Decisions (no AJ)	12	12	100%	207	220	6.3%	481
Dismissal Decisions (no AJ)	12			11	13	18.2%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	60							
Total Closures	56							
Settlements	17	30.4%						
Withdrawals	5	8.9%						
Total Final Agency Actions	34	60.7%	24	70.6%	10	29.4%	0	45.5%
Dismissals	12	35.3%	12	100%	0	0%	0	0%
Merit Decisions	22	64.7%	12	54.5%	10	45.5%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	22	100%	12	54.5%	10	45.5%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	4	\$5,075	\$1,268
ADR Settlements w/ Monetary Benefits	4	\$5,075	\$1,268
Investigation Costs	44	\$410,512	\$9,329
Complaint Closures with Monetary Benefits	7	\$20,400	\$2,914
ADR Settlements w/ Monetary Benefits	2	\$900	\$450

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Human Resources Activity (DHRA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

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

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	7	100%	0%
Complaint Closures	3	100%	33.3%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	7	7	100%				
All Investigations	3	3	100%	472	191	-59.5%	181
All Complaint Closures	3			590	363	-38.5%	360
Merit Decisions (no AJ)	0	0	0%	268	0	-100%	481
Dismissal Decisions (no AJ)	1			0	84	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	3							
Settlements	1	33.3%						
Withdrawals	1	33.3%						
Total Final Agency Actions	1	33.3%	1	100%	0	0%	0	NA%
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 2010

	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	\$7,670	\$2,556
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Information Systems Agency (DISA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	21		1		22	
Settlements	2	9.5%	0	0%	2	9.1%
Withdrawals or No Complaints Filed	7	33.3%	0	0%	7	31.8%
Complaints Filed*					13	59.1%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	22	90.9%	4.6%
Complaint Closures	9	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	22	22	100%				
All Investigations	11	1	9.1%	105	273	160%	181
All Complaint Closures	9			202	715	254%	360
Merit Decisions (no AJ)	2	0	0%	0	1,290	NA%	481
Dismissal Decisions (no AJ)	1			0	104	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	9							
Settlements	2	22.2%						
Withdrawals	2	22.2%						
Total Final Agency Actions	5	55.6%	3	60%	2	40%	0	50%
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 2010

	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	\$77,009	\$7,000
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Office of the Inspector General (DOIG) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	13		1		14	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	4	30.8%	0	0%	4	28.6%
Complaints Filed*					10	71.4%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	14	7.1%	7.1%
Complaint Closures	5	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	14	14	100%				
All Investigations	2	2	100%	108	132	22.2%	181
All Complaint Closures	5			264	384	45.5%	360
Merit Decisions (no AJ)	0	0	0%	225	0	-100%	481
Dismissal Decisions (no AJ)	1			29	29	0%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	5							
Settlements	1	20%						
Withdrawals	1	20%						
Total Final Agency Actions	3	60%	1	33.3%	1	33.3%	1	0%
Dismissals	2	66.7%	1	50%	1	50%	0	0%
Merit Decisions	1	33.3%	0	0%	0	0%	1	100%
Finding Discrimination	1	100%	0	0%	0	0%	1	100%
Finding No Discrimination	0	NA%	0	NA%	0	NA%	0	NA%

Costs Associated With EEO Process FY 2010

	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	\$21,575	\$10,787
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Logistics Agency (DLA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	176		88		264	
Settlements	2	1.1%	29	33%	31	11.7%
Withdrawals or No Complaints Filed	82	46.6%	32	36.4%	114	43.2%
Complaints Filed*					112	42.4%
Decision to File Complaint Pending at End of FY					7	2.7%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	264	65.9%	33.3%
Complaint Closures	88	27.3%	22.7%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	264	205	77.7%				
All Investigations	57	20	35.1%	214	268	25.2%	181
All Complaint Closures	88			329	303	-7.9%	360
Merit Decisions (no AJ)	20	13	65%	420	390	-7.1%	481
Dismissal Decisions (no AJ)	14			53	64	20.8%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	121							
Total Closures	88							
Settlements	34	38.6%						
Withdrawals	10	11.4%						
Total Final Agency Actions	44	50%	34	77.3%	10	22.7%	0	31%
Dismissals	15	34.1%	14	93.3%	1	6.7%	0	0%
Merit Decisions	29	65.9%	20	69%	9	31%	0	0%
Finding Discrimination	2	6.9%	1	50%	1	50%	0	0%
Finding No Discrimination	27	93.1%	19	70.4%	8	29.6%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	3	\$2,514	\$838
ADR Settlements w/ Monetary Benefits	3	\$2,514	\$838
Investigation Costs	57	\$486,013	\$8,526
Complaint Closures with Monetary Benefits	23	\$295,062	\$12,828
ADR Settlements w/ Monetary Benefits	6	\$105,567	\$17,594

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Media Activity (DMA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

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 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	2	50%	0%
Complaint Closures	5	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	2	2	100%				
All Investigations	1	1	100%	0	177	NA%	181
All Complaint Closures	5			0	620	NA%	360
Merit Decisions (no AJ)	2	0	0%	0	526	NA%	481
Dismissal Decisions (no AJ)	1			0	54	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	5							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	5	100%	3	60%	2	40%	0	0%
Dismissals	3	60%	1	33.3%	2	66.7%	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 2010

	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	\$5,235	\$5,235
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Missile Defense Agency (DMDA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	4		1		5	
Settlements	0	0%	1	100%	1	20%
Withdrawals or No Complaints Filed	1	25%	0	0%	1	20%
Complaints Filed*					2	40%
Decision to File Complaint Pending at End of FY					1	20%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	5	80%	20%
Complaint Closures	2	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	5	4	80%				
All Investigations	0	0	NA%	0	0	NA%	181
All Complaint Closures	2			0	47	NA%	360
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	481
Dismissal Decisions (no AJ)	2			0	47	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	2							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	2	100%	2	100%	0	0%	0	NA%
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 2010

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

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense National Guard Bureau (DNGB) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	106		9		115	
Settlements	20	18.9%	6	66.7%	26	22.6%
Withdrawals or No Complaints Filed	65	61.3%	2	22.2%	67	58.3%
Complaints Filed*					22	19.1%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	115	24.4%	7.8%
Complaint Closures	11	27.3%	18.2%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	115	114	99.1%				
All Investigations	0	0	NA%	170	0	-100%	181
All Complaint Closures	11			1,073	545	-49.2%	360
Merit Decisions (no AJ)	1	1	100%	1,228	206	-83.2%	481
Dismissal Decisions (no AJ)	2			105	1,505	1,333.3%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	22							
Total Closures	11							
Settlements	2	18.2%						
Withdrawals	5	45.5%						
Total Final Agency Actions	4	36.4%	3	75%	1	25%	0	0%
Dismissals	3	75%	2	66.7%	1	33.3%	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 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$30,477	\$30,477
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	0	\$0	\$0
Complaint Closures with Monetary Benefits	1	\$125,000	\$125,000
ADR Settlements w/ Monetary Benefits	1	\$125,000	\$125,000

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Office of the Secretary - Wash. Hqtrs. Services (OSD) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	52		8		60	
Settlements	2	3.8%	0	0%	2	3.3%
Withdrawals or No Complaints Filed	18	34.6%	5	62.5%	23	38.3%
Complaints Filed*					34	56.7%
Decision to File Complaint Pending at End of FY					1	1.7%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	60	13.3%	13.3%
Complaint Closures	32	15.6%	12.5%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	60	46	76.7%				
All Investigations	27	6	22.2%	176	314	78.4%	181
All Complaint Closures	32			463	490	5.8%	360
Merit Decisions (no AJ)	8	0	0%	438	640	46.1%	481
Dismissal Decisions (no AJ)	4			15	63	320%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	39							
Total Closures	32							
Settlements	11	34.4%						
Withdrawals	4	12.5%						
Total Final Agency Actions	17	53.1%	12	70.6%	5	29.4%	0	38.5%
Dismissals	4	23.5%	4	100%	0	0%	0	0%
Merit Decisions	13	76.5%	8	61.5%	5	38.5%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	13	100%	8	61.5%	5	38.5%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	27	\$247,320	\$9,160
Complaint Closures with Monetary Benefits	8	\$101,716	\$12,714
ADR Settlements w/ Monetary Benefits	1	\$5,500	\$5,500

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Security Service (DSS) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

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	0	0%	0	0%	0	0%
Complaints Filed*					4	100%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

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

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	4	4	100%				
All Investigations	1	1	100%	182	90	-50.5%	181
All Complaint Closures	0			1,015	0	-100%	360
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	481
Dismissal Decisions (no AJ)	0			1,015	0	-100%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	0							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	0	0%	0	NA%	0	NA%	0	NA%
Dismissals	0	NA%	0	NA%	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 2010

	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	\$5,564	\$5,564
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense Threat Reduction Agency (DTRA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	5		10		15	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	1	20%	9	90%	10	66.7%
Complaints Filed*					5	33.3%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	15	100%	66.7%
Complaint Closures	6	16.7%	16.7%

Bases Most Frequently Alleged in Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Sex (Female)	Disability (Physical)	Religion

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	15	14	93.3%				
All Investigations	5	4	80%	226	191	-15.5%	181
All Complaint Closures	6			26	522	1,907.7%	360
Merit Decisions (no AJ)	1	0	0%	0	334	NA%	481
Dismissal Decisions (no AJ)	0			9	0	-100%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	6							
Settlements	0	0%						
Withdrawals	1	16.7%						
Total Final Agency Actions	5	83.3%	1	20%	4	80%	0	80%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
Merit Decisions	5	100%	1	20%	4	80%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	5	100%	1	20%	4	80%	0	0%

Costs Associated With EEO Process FY 2010

	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	\$42,829	\$8,565
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Defense TRICARE Management Activity (DTMA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

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 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

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

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	3	1	33.3%				
All Investigations	0	0	NA%	0	0	NA%	181
All Complaint Closures	0			0	0	NA%	360
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	481
Dismissal Decisions (no AJ)	0			0	0	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	0							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	0	0%	0	NA%	0	NA%	0	NA%
Dismissals	0	NA%	0	NA%	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 2010

	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 2010 Annual Report on the Federal Work Force Part I

Defense Uniformed Services University (DUSU) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	10		0		10	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	8	80%	0	0%	8	80%
Complaints Filed*					2	20%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	10	0%	0%
Complaint Closures	0	0%	0%

Bases Most Frequently Alleged in Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	Religion	Sex (Male)	National Origin (Hispanic)

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	10	6	60%				
All Investigations	0	0	NA%	0	0	NA%	181
All Complaint Closures	0			0	0	NA%	360
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	481
Dismissal Decisions (no AJ)	0			0	0	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	0							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	0	0%	0	NA%	0	NA%	0	NA%
Dismissals	0	NA%	0	NA%	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 2010

	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 2010 Annual Report on the Federal Work Force Part I

Department of Education (ED) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	46		21		67	
Settlements	2	4.3%	7	33.3%	9	13.4%
Withdrawals or No Complaints Filed	11	23.9%	2	9.5%	13	19.4%
Complaints Filed*					43	64.2%
Decision to File Complaint Pending at End of FY					2	3%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	67	67.2%	31.3%
Complaint Closures	62	8.1%	8.1%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	67	54	80.6%				
All Investigations	54	39	72.2%	324	158	-51.2%	181
All Complaint Closures	62			322	587	82.3%	360
Merit Decisions (no AJ)	20	9	45%	594	451	-24.1%	481
Dismissal Decisions (no AJ)	2			86	40	-53.5%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	43							
Total Closures	62							
Settlements	19	30.7%						
Withdrawals	5	8.1%						
Total Final Agency Actions	38	61.3%	22	57.9%	16	42.1%	0	44.4%
Dismissals	2	5.3%	2	100%	0	0%	0	0%
Merit Decisions	36	94.7%	20	55.6%	16	44.4%	0	0%
Finding Discrimination	2	5.6%	2	100%	0	0%	0	0%
Finding No Discrimination	34	94.4%	18	52.9%	16	47.1%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$3,000	\$1,500
ADR Settlements w/ Monetary Benefits	2	\$3,000	\$1,500
Investigation Costs	54	\$211,348	\$3,913
Complaint Closures with Monetary Benefits	18	\$680,112	\$37,784
ADR Settlements w/ Monetary Benefits	1	\$55,000	\$55,000

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of Energy (DOE) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	93		32		125	
Settlements	6	6.5%	17	53.1%	23	18.4%
Withdrawals or No Complaints Filed	34	36.6%	1	3.1%	35	28%
Complaints Filed*					61	48.8%
Decision to File Complaint Pending at End of FY					6	4.8%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	125	64%	25.6%
Complaint Closures	59	23.7%	8.5%

Bases Most Frequently Alleged in Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Reprisal	Age	Color

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	125	61	48.8%				
All Investigations	36	33	91.7%	198	144	-27.3%	181
All Complaint Closures	59			365	731	100.3%	360
Merit Decisions (no AJ)	11	3	27.3%	339	285	-15.9%	481
Dismissal Decisions (no AJ)	6			169	115	-32%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	61							
Total Closures	59							
Settlements	27	45.8%						
Withdrawals	3	5.1%						
Total Final Agency Actions	29	49.2%	17	58.6%	12	41.4%	0	50%
Dismissals	7	24.1%	6	85.7%	1	14.3%	0	0%
Merit Decisions	22	75.9%	11	50%	11	50%	0	0%
Finding Discrimination	3	13.6%	1	33.3%	2	66.7%	0	0%
Finding No Discrimination	19	86.4%	10	52.6%	9	47.4%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	7	\$79,056	\$11,293
ADR Settlements w/ Monetary Benefits	3	\$65,477	\$21,825
Investigation Costs	36	\$104,182	\$2,893
Complaint Closures with Monetary Benefits	24	\$733,997	\$30,583
ADR Settlements w/ Monetary Benefits	2	\$28,500	\$14,250

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Environmental Protection Agency (EPA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	101		12		113	
Settlements	5	5%	5	41.7%	10	8.9%
Withdrawals or No Complaints Filed	33	32.7%	0	0%	33	29.2%
Complaints Filed*					70	62%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	113	69.9%	10.6%
Complaint Closures	78	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	113	113	100%				
All Investigations	70	43	61.4%	197	210	6.6%	181
All Complaint Closures	78			306	519	69.6%	360
Merit Decisions (no AJ)	21	1	4.8%	349	567	62.5%	481
Dismissal Decisions (no AJ)	11			92	132	43.5%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	70							
Total Closures	78							
Settlements	21	26.9%						
Withdrawals	2	2.6%						
Total Final Agency Actions	55	70.5%	32	58.2%	23	41.8%	0	52.3%
Dismissals	11	20%	11	100%	0	0%	0	0%
Merit Decisions	44	80%	21	47.7%	23	52.3%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	44	100%	21	47.7%	23	52.3%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$1,000	\$1,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	70	\$254,352	\$3,633
Complaint Closures with Monetary Benefits	5	\$180,200	\$36,040
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Equal Employment Opportunity Commission (EEOC) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	47		15		62	
Settlements	0	0%	4	26.7%	4	6.5%
Withdrawals or No Complaints Filed	24	51.1%	0	0%	24	38.7%
Complaints Filed*					31	50%
Decision to File Complaint Pending at End of FY					3	4.8%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	62	56.5%	24.2%
Complaint Closures	45	24.4%	24.4%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	62	60	96.8%				
All Investigations	32	17	53.1%	292	229	-21.6%	181
All Complaint Closures	45			505	468	-7.3%	360
Merit Decisions (no AJ)	23	13	56.5%	638	478	-25.1%	481
Dismissal Decisions (no AJ)	2			375	100	-73.3%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	33							
Total Closures	45							
Settlements	18	40%						
Withdrawals	1	2.2%						
Total Final Agency Actions	26	57.8%	25	96.2%	1	3.8%	0	0%
Dismissals	3	11.5%	2	66.7%	1	33.3%	0	0%
Merit Decisions	23	88.5%	23	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	23	100%	23	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$900	\$900
ADR Settlements w/ Monetary Benefits	1	\$900	\$900
Investigation Costs	32	\$246,000	\$7,687
Complaint Closures with Monetary Benefits	13	\$371,100	\$28,546
ADR Settlements w/ Monetary Benefits	5	\$323,100	\$64,620

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Federal Communications Commission (FCC) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	13		0		13	
Settlements	2	15.4%	0	0%	2	15.4%
Withdrawals or No Complaints Filed	7	53.8%	0	0%	7	53.9%
Complaints Filed*					4	30.8%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	13	0%	0%
Complaint Closures	1	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	13	13	100%				
All Investigations	5	5	100%	110	180	63.6%	181
All Complaint Closures	1			50	300	500%	360
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	481
Dismissal Decisions (no AJ)	0			0	0	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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%	0	0%	1	100%	0	100%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
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 2010

	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 2010 Annual Report on the Federal Work Force Part I

Federal Deposit Insurance Corporation (FDIC) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	12		21		33	
Settlements	0	0%	1	4.8%	1	3%
Withdrawals or No Complaints Filed	6	50%	4	19.1%	10	30.3%
Complaints Filed*					20	60.6%
Decision to File Complaint Pending at End of FY					2	6.1%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	33	84.9%	63.6%
Complaint Closures	22	59.1%	13.6%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	33	33	100%				
All Investigations	14	14	100%	194	199	2.6%	181
All Complaint Closures	22			474	392	-17.3%	360
Merit Decisions (no AJ)	6	4	66.7%	474	607	28.1%	481
Dismissal Decisions (no AJ)	5			0	130	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	22							
Total Closures	22							
Settlements	3	13.6%						
Withdrawals	5	22.7%						
Total Final Agency Actions	14	63.6%	11	78.6%	3	21.4%	0	33.3%
Dismissals	5	35.7%	5	100%	0	0%	0	0%
Merit Decisions	9	64.3%	6	66.7%	3	33.3%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	9	100%	6	66.7%	3	33.3%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	14	\$89,533	\$6,395
Complaint Closures with Monetary Benefits	2	\$18,701	\$9,350
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Federal Energy Regulatory Commission (FERC) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	3		6		9	
Settlements	0	0%	6	100%	6	66.7%
Withdrawals or No Complaints Filed	0	0%	0	0%	0	0%
Complaints Filed*					3	33.3%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	9	100%	66.7%
Complaint Closures	0	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	9	9	100%				
All Investigations	0	0	NA%	180	0	-100%	181
All Complaint Closures	0			154	0	-100%	360
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	481
Dismissal Decisions (no AJ)	0			0	0	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	0							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	0	0%	0	NA%	0	NA%	0	NA%
Dismissals	0	NA%	0	NA%	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 2010

	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 2010 Annual Report on the Federal Work Force Part I

Federal Reserve System--Board of Governors (FRSBG) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	85		1		86	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	78	91.8%	1	100%	79	91.9%
Complaints Filed*					7	8.1%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	86	100%	1.2%
Complaint Closures	1	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	86	86	100%				
All Investigations	2	2	100%	134	80	-40.3%	181
All Complaint Closures	1			687	297	-56.8%	360
Merit Decisions (no AJ)	1	1	100%	0	297	NA%	481
Dismissal Decisions (no AJ)	0			0	0	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	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	0%	0	0%
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 2010

	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	\$9,636	\$4,818
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Federal Trade Commission (FTC) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

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

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	8	100%	0%
Complaint Closures	2	50%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	8	8	100%				
All Investigations	0	0	NA%	294	0	-100%	181
All Complaint Closures	2			402	235	-41.5%	360
Merit Decisions (no AJ)	0	0	0%	597	0	-100%	481
Dismissal Decisions (no AJ)	2			304	235	-22.7%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	2							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	2	100%	2	100%	0	0%	0	NA%
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 2010

	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 2010 Annual Report on the Federal Work Force Part I

General Services Administration (GSA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	117		68		185	
Settlements	2	1.7%	8	11.8%	10	5.4%
Withdrawals or No Complaints Filed	34	29.1%	23	33.8%	57	30.8%
Complaints Filed*					116	62.7%
Decision to File Complaint Pending at End of FY					2	1.1%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	185	94.1%	36.8%
Complaint Closures	107	7.5%	5.6%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	185	176	95.1%				
All Investigations	95	83	87.4%	190	201	5.8%	181
All Complaint Closures	107			386	309	-19.9%	360
Merit Decisions (no AJ)	33	33	100%	551	327	-40.7%	481
Dismissal Decisions (no AJ)	29			77	43	-44.2%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	124							
Total Closures	107							
Settlements	22	20.6%						
Withdrawals	7	6.5%						
Total Final Agency Actions	78	72.9%	62	79.5%	16	20.5%	0	32.7%
Dismissals	29	37.2%	29	100%	0	0%	0	0%
Merit Decisions	49	62.8%	33	67.3%	16	32.7%	0	0%
Finding Discrimination	1	2%	0	0%	1	100%	0	0%
Finding No Discrimination	48	98%	33	68.8%	15	31.3%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$618	\$618
ADR Settlements w/ Monetary Benefits	1	\$618	\$618
Investigation Costs	95	\$278,228	\$2,928
Complaint Closures with Monetary Benefits	27	\$637,651	\$23,616
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Government Printing Office (GPO) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	206		0		206	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	149	72.3%	0	0%	149	72.3%
Complaints Filed*					53	25.7%
Decision to File Complaint Pending at End of FY					4	1.9%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	206	77.2%	0%
Complaint Closures	48	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	206	206	100%				
All Investigations	50	3	6%	247	268	8.5%	181
All Complaint Closures	48			293	341	16.4%	360
Merit Decisions (no AJ)	10	4	40%	189	458	142.3%	481
Dismissal Decisions (no AJ)	21			95	92	-3.2%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	48							
Settlements	9	18.8%						
Withdrawals	0	0%						
Total Final Agency Actions	39	81.3%	31	79.5%	8	20.5%	0	44.4%
Dismissals	21	53.8%	21	100%	0	0%	0	0%
Merit Decisions	18	46.2%	10	55.6%	8	44.4%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	18	100%	10	55.6%	8	44.4%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	50	\$98,917	\$1,978
Complaint Closures with Monetary Benefits	10	\$131,292	\$13,129
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of Health and Human Services (HHS) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	535		166		701	
Settlements	11	2.1%	10	6%	21	3%
Withdrawals or No Complaints Filed	211	39.4%	53	31.9%	264	37.7%
Complaints Filed*					387	55.2%
Decision to File Complaint Pending at End of FY					29	4.1%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	701	93.3%	23.7%
Complaint Closures	338	28.1%	9.5%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	701	587	83.7%				
All Investigations	214	186	86.9%	198	169	-14.6%	181
All Complaint Closures	338			316	305	-3.5%	360
Merit Decisions (no AJ)	82	38	46.3%	457	378	-17.3%	481
Dismissal Decisions (no AJ)	73			75	44	-41.3%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	399							
Total Closures	338							
Settlements	99	29.3%						
Withdrawals	53	15.7%						
Total Final Agency Actions	186	55%	155	83.3%	30	16.1%	1	25.9%
Dismissals	74	39.8%	73	98.6%	1	1.4%	0	0%
Merit Decisions	112	60.2%	82	73.2%	29	25.9%	1	0.9%
Finding Discrimination	2	1.8%	1	50%	0	0%	1	50%
Finding No Discrimination	110	98.2%	81	73.6%	29	26.4%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	3	\$26,285	\$8,761
ADR Settlements w/ Monetary Benefits	2	\$20,785	\$10,392
Investigation Costs	214	\$780,786	\$3,648
Complaint Closures with Monetary Benefits	77	\$1,338,359	\$17,381
ADR Settlements w/ Monetary Benefits	2	\$8,000	\$4,000

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of Homeland Security (DHS) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	1,110		738		1,848	
Settlements	18	1.6%	85	11.5%	103	5.6%
Withdrawals or No Complaints Filed	315	28.4%	254	34.4%	569	30.8%
Complaints Filed*					1,100	59.5%
Decision to File Complaint Pending at End of FY					76	4.1%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1,848	68.7%	39.9%
Complaint Closures	1,697	17.3%	3.2%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1,846	1,495	81%				
All Investigations	939	566	60.3%	217	213	-1.8%	181
All Complaint Closures	1,697			627	653	4.1%	360
Merit Decisions (no AJ)	507	17	3.4%	847	1,113	31.4%	481
Dismissal Decisions (no AJ)	546			241	332	37.8%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1,185							
Total Closures	1,697							
Settlements	272	16%						
Withdrawals	92	5.4%						
Total Final Agency Actions	1,333	78.6%	1,053	79%	268	20.1%	12	33.5%
Dismissals	552	41.4%	546	98.9%	6	1.1%	0	0%
Merit Decisions	781	58.6%	507	64.9%	262	33.5%	12	1.5%
Finding Discrimination	17	2.2%	1	5.9%	5	29.4%	11	64.7%
Finding No Discrimination	764	97.8%	506	66.2%	257	33.6%	1	0.1%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	15	\$248,932	\$16,595
ADR Settlements w/ Monetary Benefits	13	\$246,376	\$18,952
Investigation Costs	939	\$3,764,310	\$4,008
Complaint Closures with Monetary Benefits	159	\$4,045,971	\$25,446
ADR Settlements w/ Monetary Benefits	12	\$246,100	\$20,508

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Department of Housing and Urban Development (HUD) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	90		56		146	
Settlements	2	2.2%	11	19.6%	13	8.9%
Withdrawals or No Complaints Filed	39	43.3%	8	14.3%	47	32.2%
Complaints Filed*					82	56.2%
Decision to File Complaint Pending at End of FY					4	2.7%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	146	41.1%	38.4%
Complaint Closures	105	17.1%	14.3%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	146	114	78.1%				
All Investigations	71	5	7%	323	424	31.3%	181
All Complaint Closures	105			363	449	23.7%	360
Merit Decisions (no AJ)	34	8	23.5%	394	314	-20.3%	481
Dismissal Decisions (no AJ)	11			116	118	1.7%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	82							
Total Closures	105							
Settlements	30	28.6%						
Withdrawals	6	5.7%						
Total Final Agency Actions	69	65.7%	45	65.2%	24	34.8%	0	41.4%
Dismissals	11	15.9%	11	100%	0	0%	0	0%
Merit Decisions	58	84.1%	34	58.6%	24	41.4%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	58	100%	34	58.6%	24	41.4%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	3	\$22,619	\$7,539
ADR Settlements w/ Monetary Benefits	3	\$22,619	\$7,539
Investigation Costs	71	\$189,820	\$2,673
Complaint Closures with Monetary Benefits	18	\$811,081	\$45,060
ADR Settlements w/ Monetary Benefits	2	\$20,619	\$10,309

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Department of the Interior (DOI) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	472		106		578	
Settlements	30	6.4%	28	26.4%	58	10%
Withdrawals or No Complaints Filed	189	40%	33	31.1%	222	38.4%
Complaints Filed*					288	49.8%
Decision to File Complaint Pending at End of FY					10	1.7%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	578	70.9%	18.3%
Complaint Closures	236	55.5%	6.4%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	578	465	80.5%				
All Investigations	253	161	63.6%	244	252	3.3%	181
All Complaint Closures	236			586	474	-19.1%	360
Merit Decisions (no AJ)	67	14	20.9%	651	517	-20.6%	481
Dismissal Decisions (no AJ)	27			215	260	20.9%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	288							
Total Closures	236							
Settlements	87	36.9%						
Withdrawals	19	8.1%						
Total Final Agency Actions	130	55.1%	94	72.3%	36	27.7%	0	33%
Dismissals	30	23.1%	27	90%	3	10%	0	0%
Merit Decisions	100	76.9%	67	67%	33	33%	0	0%
Finding Discrimination	10	10%	6	60%	4	40%	0	0%
Finding No Discrimination	90	90%	61	67.8%	29	32.2%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	11	\$15,086	\$1,371
ADR Settlements w/ Monetary Benefits	5	\$5,925	\$1,185
Investigation Costs	253	\$832,984	\$3,292
Complaint Closures with Monetary Benefits	99	\$1,107,225	\$11,184
ADR Settlements w/ Monetary Benefits	4	\$38,000	\$9,500

EEOC FY 2010 Annual Report on the Federal Work Force Part I

John F. Kennedy Center for the Performing Arts (JFKCPA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

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

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

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

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	0	0	0%				
All Investigations	0	0	0%	0	0	NA%	181
All Complaint Closures	0			0	0	NA%	360
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	481
Dismissal Decisions (no AJ)	0			0	0	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	0%						
Withdrawals	0	0%						
Total Final Agency Actions	0	0%	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 2010

	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 2010 Annual Report on the Federal Work Force Part I

Department of Justice (DOJ) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	1,204		124		1,328	
Settlements	40	3.3%	35	28.2%	75	5.7%
Withdrawals or No Complaints Filed	266	22.1%	14	11.3%	280	21.1%
Complaints Filed*					660	49.7%
Decision to File Complaint Pending at End of FY					313	23.6%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1,328	92.6%	9.3%
Complaint Closures	638	62.2%	4.7%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1,327	974	73.4%				
All Investigations	632	426	67.4%	252	218	-13.5%	181
All Complaint Closures	638			486	566	16.5%	360
Merit Decisions (no AJ)	167	3	1.8%	813	839	3.2%	481
Dismissal Decisions (no AJ)	137			149	167	12.1%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	678							
Total Closures	638							
Settlements	109	17.1%						
Withdrawals	89	14%						
Total Final Agency Actions	440	69%	304	69.1%	130	29.5%	6	41.2%
Dismissals	146	33.2%	137	93.8%	9	6.2%	0	0%
Merit Decisions	294	66.8%	167	56.8%	121	41.2%	6	2%
Finding Discrimination	10	3.4%	4	40%	2	20%	4	40%
Finding No Discrimination	284	96.6%	163	57.4%	119	41.9%	2	0.7%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	9	\$57,338	\$6,370
ADR Settlements w/ Monetary Benefits	4	\$25,168	\$6,292
Investigation Costs	632	\$2,626,702	\$4,156
Complaint Closures with Monetary Benefits	92	\$2,205,404	\$23,971
ADR Settlements w/ Monetary Benefits	13	\$196,700	\$15,130

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of Labor (DOL) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	137		86		223	
Settlements	0	0%	16	18.6%	16	7.2%
Withdrawals or No Complaints Filed	49	35.8%	21	24.4%	70	31.4%
Complaints Filed*					129	57.9%
Decision to File Complaint Pending at End of FY					8	3.6%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	223	100%	38.6%
Complaint Closures	113	99.1%	21.2%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	223	159	71.3%				
All Investigations	73	72	98.6%	179	174	-2.8%	181
All Complaint Closures	113			407	389	-4.4%	360
Merit Decisions (no AJ)	37	36	97.3%	335	318	-5.1%	481
Dismissal Decisions (no AJ)	15			95	85	-10.5%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	129							
Total Closures	113							
Settlements	24	21.2%						
Withdrawals	13	11.5%						
Total Final Agency Actions	76	67.3%	52	68.4%	24	31.6%	0	36.2%
Dismissals	18	23.7%	15	83.3%	3	16.7%	0	0%
Merit Decisions	58	76.3%	37	63.8%	21	36.2%	0	0%
Finding Discrimination	2	3.5%	0	0%	2	100%	0	0%
Finding No Discrimination	56	96.6%	37	66.1%	19	33.9%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	5	\$44,740	\$8,948
ADR Settlements w/ Monetary Benefits	5	\$44,740	\$8,948
Investigation Costs	73	\$214,563	\$2,939
Complaint Closures with Monetary Benefits	16	\$188,766	\$11,797
ADR Settlements w/ Monetary Benefits	16	\$194,011	\$12,125

EEOC FY 2010 Annual Report on the Federal Work Force Part I

National Aeronautics and Space Administration (NASA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	77		21		98	
Settlements	2	2.6%	7	33.3%	9	9.2%
Withdrawals or No Complaints Filed	24	31.2%	7	33.3%	31	31.6%
Complaints Filed*					55	56.1%
Decision to File Complaint Pending at End of FY					3	3.1%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	98	55.1%	21.4%
Complaint Closures	50	22%	8%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	98	76	77.6%				
All Investigations	37	32	86.5%	195	183	-6.2%	181
All Complaint Closures	50			392	396	1%	360
Merit Decisions (no AJ)	14	1	7.1%	556	658	18.3%	481
Dismissal Decisions (no AJ)	13			180	104	-42.2%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	57							
Total Closures	50							
Settlements	15	30%						
Withdrawals	3	6%						
Total Final Agency Actions	32	64%	27	84.4%	5	15.6%	0	26.3%
Dismissals	13	40.6%	13	100%	0	0%	0	0%
Merit Decisions	19	59.4%	14	73.7%	5	26.3%	0	0%
Finding Discrimination	3	15.8%	3	100%	0	0%	0	0%
Finding No Discrimination	16	84.2%	11	68.8%	5	31.3%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	5	\$40,000	\$8,000
ADR Settlements w/ Monetary Benefits	3	\$31,000	\$10,333
Investigation Costs	37	\$175,696	\$4,748
Complaint Closures with Monetary Benefits	10	\$231,000	\$23,100
ADR Settlements w/ Monetary Benefits	2	\$34,000	\$17,000

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National Archives and Records Administration (NARA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	31		9		40	
Settlements	3	9.7%	7	77.8%	10	25%
Withdrawals or No Complaints Filed	13	41.9%	2	22.2%	15	37.5%
Complaints Filed*					13	32.5%
Decision to File Complaint Pending at End of FY					2	5%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	40	27.5%	22.5%
Complaint Closures	17	5.9%	5.9%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	40	28	70%				
All Investigations	5	5	100%	152	185	21.7%	181
All Complaint Closures	17			158	284	79.7%	360
Merit Decisions (no AJ)	3	0	0%	183	408	123%	481
Dismissal Decisions (no AJ)	7			64	118	84.4%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	17							
Settlements	3	17.7%						
Withdrawals	1	5.9%						
Total Final Agency Actions	13	76.5%	10	76.9%	3	23.1%	0	50%
Dismissals	7	53.8%	7	100%	0	0%	0	0%
Merit Decisions	6	46.2%	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 2010

	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	\$15,533	\$3,106
Complaint Closures with Monetary Benefits	2	\$143,500	\$71,750
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

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National Credit Union Administration (NCUA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	9		2		11	
Settlements	3	33.3%	0	0%	3	27.3%
Withdrawals or No Complaints Filed	2	22.2%	0	0%	2	18.2%
Complaints Filed*					5	45.5%
Decision to File Complaint Pending at End of FY					1	9.1%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	11	100%	18.2%
Complaint Closures	4	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	11	11	100%				
All Investigations	2	2	100%	153	139	-9.2%	181
All Complaint Closures	4			301	495	64.5%	360
Merit Decisions (no AJ)	0	0	0%	244	0	-100%	481
Dismissal Decisions (no AJ)	1			0	180	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	6							
Total Closures	4							
Settlements	3	75%						
Withdrawals	0	0%						
Total Final Agency Actions	1	25%	1	100%	0	0%	0	NA%
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 2010

	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	\$7,115	\$3,557
Complaint Closures with Monetary Benefits	3	\$46,689	\$15,563
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

National Gallery of Art (NGA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

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

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	8	50%	0%
Complaint Closures	4	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	8	8	100%				
All Investigations	10	7	70%	0	262	NA%	181
All Complaint Closures	4			67	592	783.6%	360
Merit Decisions (no AJ)	2	0	0%	0	350	NA%	481
Dismissal Decisions (no AJ)	0			67	0	-100%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	6							
Total Closures	4							
Settlements	0	0%						
Withdrawals	1	25%						
Total Final Agency Actions	3	75%	2	66.7%	1	33.3%	0	33.3%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
Merit Decisions	3	100%	2	66.7%	1	33.3%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	3	100%	2	66.7%	1	33.3%	0	0%

Costs Associated With EEO Process FY 2010

	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	\$50,642	\$5,064
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

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National Labor Relations Board (NLRB) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	33		5		38	
Settlements	1	3%	2	40%	3	7.9%
Withdrawals or No Complaints Filed	21	63.6%	0	0%	21	55.3%
Complaints Filed*					14	36.8%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	38	100%	13.2%
Complaint Closures	6	100%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	38	23	60.5%				
All Investigations	2	2	100%	159	151	-5%	181
All Complaint Closures	6			608	136	-77.6%	360
Merit Decisions (no AJ)	1	1	100%	525	193	-63.2%	481
Dismissal Decisions (no AJ)	1			0	35	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	6							
Settlements	2	33.3%						
Withdrawals	2	33.3%						
Total Final Agency Actions	2	33.3%	2	100%	0	0%	0	0%
Dismissals	1	50%	1	100%	0	0%	0	0%
Merit Decisions	1	50%	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 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$75,000	\$75,000
ADR Settlements w/ Monetary Benefits	1	\$75,000	\$75,000
Investigation Costs	2	\$42,275	\$21,137
Complaint Closures with Monetary Benefits	1	\$26,000	\$26,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

National Science Foundation (NSF) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	9		1		10	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	2	22.2%	0	0%	2	20%
Complaints Filed*					8	80%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	10	100%	10%
Complaint Closures	4	100%	25%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	10	2	20%				
All Investigations	5	3	60%	158	198	25.3%	181
All Complaint Closures	4			150	153	2%	360
Merit Decisions (no AJ)	2	1	50%	247	248	0.4%	481
Dismissal Decisions (no AJ)	1			0	58	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	4							
Settlements	1	25%						
Withdrawals	0	0%						
Total Final Agency Actions	3	75%	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 2010

	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	\$11,758	\$2,351
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of the Navy (NAVY) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	732		718		1,450	
Settlements	87	11.9%	148	20.6%	235	16.2%
Withdrawals or No Complaints Filed	287	39.2%	222	30.9%	509	35.1%
Complaints Filed*					682	47%
Decision to File Complaint Pending at End of FY					24	1.7%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1,450	99.8%	49.5%
Complaint Closures	649	3.7%	3.7%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1,450	1,239	85.5%				
All Investigations	379	177	46.7%	240	231	-3.8%	181
All Complaint Closures	649			322	321	-0.3%	360
Merit Decisions (no AJ)	133	133	100%	442	434	-1.8%	481
Dismissal Decisions (no AJ)	156			73	63	-13.7%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	682							
Total Closures	649							
Settlements	212	32.7%						
Withdrawals	67	10.3%						
Total Final Agency Actions	370	57%	289	78.1%	74	20%	7	33.6%
Dismissals	159	43%	156	98.1%	3	1.9%	0	0%
Merit Decisions	211	57%	133	63%	71	33.6%	7	3.3%
Finding Discrimination	8	3.8%	0	0%	1	12.5%	7	87.5%
Finding No Discrimination	203	96.2%	133	65.5%	70	34.5%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	30	\$128,384	\$4,279
ADR Settlements w/ Monetary Benefits	19	\$111,781	\$5,883
Investigation Costs	379	\$3,460,270	\$9,130
Complaint Closures with Monetary Benefits	134	\$2,537,669	\$18,937
ADR Settlements w/ Monetary Benefits	6	\$138,841	\$23,140

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Nuclear Regulatory Commission (NRC) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	16		7		23	
Settlements	2	12.5%	3	42.9%	5	21.7%
Withdrawals or No Complaints Filed	1	6.3%	2	28.6%	3	13%
Complaints Filed*					15	65.2%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	23	100%	30.4%
Complaint Closures	9	100%	11.1%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	23	22	95.7%				
All Investigations	7	7	100%	198	175	-11.6%	181
All Complaint Closures	9			259	160	-38.2%	360
Merit Decisions (no AJ)	2	2	100%	348	266	-23.6%	481
Dismissal Decisions (no AJ)	2			123	29	-76.4%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	9							
Settlements	5	55.6%						
Withdrawals	0	0%						
Total Final Agency Actions	4	44.4%	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 2010

	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	7	\$26,313	\$3,759
Complaint Closures with Monetary Benefits	2	\$18,000	\$9,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Office of Personnel Management (OPM) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	56		1		57	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	24	42.9%	0	0%	24	42.1%
Complaints Filed*					33	57.9%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	57	100%	1.8%
Complaint Closures	36	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	57	57	100%				
All Investigations	15	15	100%	138	101	-26.8%	181
All Complaint Closures	36			130	89	-31.5%	360
Merit Decisions (no AJ)	7	5	71.4%	171	200	17%	481
Dismissal Decisions (no AJ)	15			56	18	-67.9%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	33							
Total Closures	36							
Settlements	2	5.6%						
Withdrawals	6	16.7%						
Total Final Agency Actions	28	77.8%	22	78.6%	6	21.4%	0	46.2%
Dismissals	15	53.6%	15	100%	0	0%	0	0%
Merit Decisions	13	46.4%	7	53.8%	6	46.2%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	13	100%	7	53.8%	6	46.2%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	15	\$86,294	\$5,752
Complaint Closures with Monetary Benefits	2	\$242,436	\$121,218
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Peace Corps (PC) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

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	0	0%	0	0%	0	0%
Complaints Filed*					4	66.7%
Decision to File Complaint Pending at End of FY					2	33.3%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	6	16.7%	0%
Complaint Closures	1	0%	0%

Bases Most Frequently Alleged in Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	Race (Black / African American)	National Origin (Other)	Age

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	6	6	100%				
All Investigations	4	4	100%	130	158	21.5%	181
All Complaint Closures	1			356	625	75.6%	360
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	481
Dismissal Decisions (no AJ)	0			0	0	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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%	0	0%	1	100%	0	NA%
Dismissals	1	100%	0	0%	1	100%	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 2010

	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	\$15,197	\$3,799
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Pension Benefit Guaranty Corporation (PBGC) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	25		6		31	
Settlements	2	8%	0	0%	2	6.5%
Withdrawals or No Complaints Filed	5	20%	1	16.7%	6	19.4%
Complaints Filed*					21	67.7%
Decision to File Complaint Pending at End of FY					2	6.5%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	31	96.8%	19.4%
Complaint Closures	18	44.4%	27.8%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	31	30	96.8%				
All Investigations	11	11	100%	312	103	-67%	181
All Complaint Closures	18			374	218	-41.7%	360
Merit Decisions (no AJ)	5	4	80%	811	331	-59.2%	481
Dismissal Decisions (no AJ)	5			106	73	-31.1%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	18							
Settlements	7	38.9%						
Withdrawals	0	0%						
Total Final Agency Actions	11	61.1%	10	90.9%	1	9.1%	0	0%
Dismissals	6	54.5%	5	83.3%	1	16.7%	0	0%
Merit Decisions	5	45.5%	5	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	5	100%	5	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2010

	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	\$17,014	\$1,546
Complaint Closures with Monetary Benefits	1	\$1,500	\$1,500
ADR Settlements w/ Monetary Benefits	1	\$1,600	\$1,600

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Railroad Retirement Board (RRB) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

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

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	7	28.6%	0%
Complaint Closures	5	20%	20%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	7	7	100%				
All Investigations	2	2	100%	176	95	-46%	181
All Complaint Closures	5			222	300	35.1%	360
Merit Decisions (no AJ)	2	2	100%	222	399	79.7%	481
Dismissal Decisions (no AJ)	0			0	0	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	5							
Settlements	1	20%						
Withdrawals	2	40%						
Total Final Agency Actions	2	40%	2	100%	0	0%	0	0%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
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 2010

	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	\$6,245	\$3,122
Complaint Closures with Monetary Benefits	1	\$210,359	\$210,359
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Securities and Exchange Commission (SEC) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	23		1		24	
Settlements	0	0%	1	100%	1	4.2%
Withdrawals or No Complaints Filed	6	26.1%	0	0%	6	25%
Complaints Filed*					17	70.8%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	24	41.7%	4.2%
Complaint Closures	16	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	24	22	91.7%				
All Investigations	13	13	100%	194	195	0.5%	181
All Complaint Closures	16			258	234	-9.3%	360
Merit Decisions (no AJ)	4	1	25%	479	332	-30.7%	481
Dismissal Decisions (no AJ)	7			120	158	31.7%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	16							
Settlements	2	12.5%						
Withdrawals	1	6.3%						
Total Final Agency Actions	13	81.3%	11	84.6%	2	15.4%	0	0%
Dismissals	9	69.2%	7	77.8%	2	22.2%	0	0%
Merit Decisions	4	30.8%	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 2010

	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	\$89,515	\$6,885
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Small Business Administration (SBA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	66		3		69	
Settlements	4	6.1%	1	33.3%	5	7.3%
Withdrawals or No Complaints Filed	16	24.2%	2	66.7%	18	26.1%
Complaints Filed*					45	65.2%
Decision to File Complaint Pending at End of FY					1	1.5%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	69	55.1%	4.4%
Complaint Closures	45	6.7%	6.7%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	69	51	73.9%				
All Investigations	28	27	96.4%	150	151	0.7%	181
All Complaint Closures	45			190	373	96.3%	360
Merit Decisions (no AJ)	13	7	53.9%	129	229	77.5%	481
Dismissal Decisions (no AJ)	9			0	29	NA%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	45							
Total Closures	45							
Settlements	8	17.8%						
Withdrawals	3	6.7%						
Total Final Agency Actions	34	75.6%	22	64.7%	12	35.3%	0	48%
Dismissals	9	26.5%	9	100%	0	0%	0	0%
Merit Decisions	25	73.5%	13	52%	12	48%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	25	100%	13	52%	12	48%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	28	\$106,311	\$3,796
Complaint Closures with Monetary Benefits	11	\$324,500	\$29,500
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Smithsonian Institution (SI) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	19		11		30	
Settlements	0	0%	1	9.1%	1	3.3%
Withdrawals or No Complaints Filed	10	52.6%	7	63.6%	17	56.7%
Complaints Filed*					9	30%
Decision to File Complaint Pending at End of FY					3	10%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	30	100%	36.7%
Complaint Closures	13	92.3%	7.7%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	30	30	100%				
All Investigations	14	14	100%	121	143	18.2%	181
All Complaint Closures	13			100	108	8%	360
Merit Decisions (no AJ)	10	10	100%	100	113	13%	481
Dismissal Decisions (no AJ)	2			20	21	5%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	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	13							
Settlements	1	7.7%						
Withdrawals	0	0%						
Total Final Agency Actions	12	92.3%	12	100%	0	0%	0	0%
Dismissals	2	16.7%	2	100%	0	0%	0	0%
Merit Decisions	10	83.3%	10	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	10	100%	10	100%	0	0%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$14,750	\$14,750
ADR Settlements w/ Monetary Benefits	1	\$14,750	\$14,750
Investigation Costs	14	\$30,787	\$2,199
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Social Security Administration (SSA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	535		437		972	
Settlements	6	1.1%	72	16.5%	78	8%
Withdrawals or No Complaints Filed	196	36.6%	130	29.8%	326	33.5%
Complaints Filed*					536	55.1%
Decision to File Complaint Pending at End of FY					32	3.3%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	972	86.9%	45%
Complaint Closures	530	79.1%	17.6%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	972	896	92.2%				
All Investigations	482	399	82.8%	259	175	-32.4%	181
All Complaint Closures	530			448	444	-0.9%	360
Merit Decisions (no AJ)	256	107	41.8%	487	461	-5.3%	481
Dismissal Decisions (no AJ)	76			115	58	-49.6%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	562							
Total Closures	530							
Settlements	59	11.1%						
Withdrawals	38	7.2%						
Total Final Agency Actions	433	81.7%	332	76.7%	98	22.6%	3	25.8%
Dismissals	84	19.4%	76	90.5%	8	9.5%	0	0%
Merit Decisions	349	80.6%	256	73.4%	90	25.8%	3	0.9%
Finding Discrimination	6	1.7%	0	0%	3	50%	3	50%
Finding No Discrimination	343	98.3%	256	74.6%	87	25.4%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	5	\$3,642	\$728
ADR Settlements w/ Monetary Benefits	5	\$3,642	\$728
Investigation Costs	482	\$1,658,369	\$3,440
Complaint Closures with Monetary Benefits	39	\$306,420	\$7,856
ADR Settlements w/ Monetary Benefits	2	\$7,500	\$3,750

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of State (STATE) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	208		49		257	
Settlements	6	2.9%	8	16.3%	14	5.5%
Withdrawals or No Complaints Filed	90	43.3%	17	34.7%	107	41.6%
Complaints Filed*					133	51.8%
Decision to File Complaint Pending at End of FY					3	1.2%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	257	100%	19.1%
Complaint Closures	94	11.7%	11.7%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	257	235	91.4%				
All Investigations	94	45	47.9%	254	223	-12.2%	181
All Complaint Closures	94			395	206	-47.8%	360
Merit Decisions (no AJ)	31	0	0%	460	134	-70.9%	481
Dismissal Decisions (no AJ)	34			67	62	-7.5%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	133							
Total Closures	94							
Settlements	12	12.8%						
Withdrawals	1	1.1%						
Total Final Agency Actions	81	86.2%	65	80.2%	16	19.8%	0	32.6%
Dismissals	35	43.2%	34	97.1%	1	2.9%	0	0%
Merit Decisions	46	56.8%	31	67.4%	15	32.6%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	46	100%	31	67.4%	15	32.6%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$56,000	\$28,000
ADR Settlements w/ Monetary Benefits	2	\$56,000	\$28,000
Investigation Costs	94	\$236,077	\$2,511
Complaint Closures with Monetary Benefits	6	\$43,380	\$7,230
ADR Settlements w/ Monetary Benefits	2	\$15,250	\$7,625

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Tennessee Valley Authority (TVA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	74		17		91	
Settlements	6	8.1%	2	11.8%	8	8.8%
Withdrawals or No Complaints Filed	2	2.7%	1	5.9%	3	3.3%
Complaints Filed*					62	68.1%
Decision to File Complaint Pending at End of FY					18	19.8%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	91	18.7%	18.7%
Complaint Closures	36	0%	0%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	91	91	100%				
All Investigations	43	43	100%	100	114	14%	181
All Complaint Closures	36			268	287	7.1%	360
Merit Decisions (no AJ)	11	11	100%	181	254	40.3%	481
Dismissal Decisions (no AJ)	9			30	15	-50%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	62							
Total Closures	36							
Settlements	3	8.3%						
Withdrawals	2	5.6%						
Total Final Agency Actions	31	86.1%	20	64.5%	11	35.5%	0	50%
Dismissals	9	29%	9	100%	0	0%	0	0%
Merit Decisions	22	71%	11	50%	11	50%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	22	100%	11	50%	11	50%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	6	\$11,593	\$1,932
ADR Settlements w/ Monetary Benefits	1	\$1,593	\$1,593
Investigation Costs	43	\$124,773	\$2,901
Complaint Closures with Monetary Benefits	2	\$17,507	\$8,753
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of Transportation (DOT) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	351		209		560	
Settlements	7	2%	34	16.3%	41	7.3%
Withdrawals or No Complaints Filed	121	34.5%	62	29.7%	183	32.7%
Complaints Filed*					311	55.5%
Decision to File Complaint Pending at End of FY					25	4.5%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	560	66.6%	37.3%
Complaint Closures	338	1.5%	1.5%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	560	531	94.8%				
All Investigations	262	241	92%	163	141	-13.5%	181
All Complaint Closures	338			396	365	-7.8%	360
Merit Decisions (no AJ)	84	25	29.8%	427	293	-31.4%	481
Dismissal Decisions (no AJ)	80			66	55	-16.7%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	335							
Total Closures	338							
Settlements	72	21.3%						
Withdrawals	19	5.6%						
Total Final Agency Actions	247	73.1%	164	66.4%	82	33.2%	1	46.5%
Dismissals	88	35.6%	80	90.9%	8	9.1%	0	0%
Merit Decisions	159	64.4%	84	52.8%	74	46.5%	1	0.6%
Finding Discrimination	4	2.5%	0	0%	3	75%	1	25%
Finding No Discrimination	155	97.5%	84	54.2%	71	45.8%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	13	\$88,104	\$6,777
ADR Settlements w/ Monetary Benefits	11	\$58,724	\$5,338
Investigation Costs	262	\$1,184,634	\$4,521
Complaint Closures with Monetary Benefits	46	\$974,219	\$21,178
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of the Treasury (TREAS) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	363		368		731	
Settlements	42	11.6%	97	26.4%	139	19%
Withdrawals or No Complaints Filed	117	32.2%	68	18.5%	185	25.3%
Complaints Filed*					387	52.9%
Decision to File Complaint Pending at End of FY					20	2.7%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	731	93.8%	50.3%
Complaint Closures	449	53.5%	23.8%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	731	693	94.8%				
All Investigations	351	301	85.8%	252	182	-27.8%	181
All Complaint Closures	449			440	478	8.6%	360
Merit Decisions (no AJ)	145	110	75.9%	428	395	-7.7%	481
Dismissal Decisions (no AJ)	49			99	112	13.1%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	433							
Total Closures	449							
Settlements	111	24.7%						
Withdrawals	34	7.6%						
Total Final Agency Actions	304	67.7%	194	63.8%	108	35.5%	2	41%
Dismissals	55	18.1%	49	89.1%	6	10.9%	0	0%
Merit Decisions	249	81.9%	145	58.2%	102	41%	2	0.8%
Finding Discrimination	8	3.2%	4	50%	2	25%	2	25%
Finding No Discrimination	241	96.8%	141	58.5%	100	41.5%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	14	\$290,060	\$20,718
ADR Settlements w/ Monetary Benefits	9	\$224,285	\$24,920
Investigation Costs	351	\$2,146,290	\$6,114
Complaint Closures with Monetary Benefits	89	\$1,778,525	\$19,983
ADR Settlements w/ Monetary Benefits	6	\$38,265	\$6,377

EEOC FY 2010 Annual Report on the Federal Work Force Part I

U.S. Postal Service (USPS) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	5,111		11,189		16,300	
Settlements	645	12.6%	3,469	31%	4,114	25.2%
Withdrawals or No Complaints Filed	1,455	28.5%	5,047	45.1%	6,502	39.9%
Complaints Filed*					5,285	32.4%
Decision to File Complaint Pending at End of FY					399	2.5%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	16,300	82.9%	68.6%
Complaint Closures	5,665	3.1%	3.1%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	16,278	16,170	99.3%				
All Investigations	3,197	3,165	99%	113	118	4.4%	181
All Complaint Closures	5,665			243	247	1.6%	360
Merit Decisions (no AJ)	1,232	1,194	96.9%	266	262	-1.5%	481
Dismissal Decisions (no AJ)	2,376			35	33	-5.7%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	5,490							
Total Closures	5,665							
Settlements	654	11.5%						
Withdrawals	311	5.5%						
Total Final Agency Actions	4,700	83%	3,608	76.8%	1,073	22.8%	19	45.7%
Dismissals	2,398	51%	2,376	99.1%	22	0.9%	0	0%
Merit Decisions	2,302	49%	1,232	53.5%	1,051	45.7%	19	0.8%
Finding Discrimination	75	3.3%	0	0%	56	74.7%	19	25.3%
Finding No Discrimination	2,227	96.7%	1,232	55.3%	995	44.7%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	302	\$545,551	\$1,806
ADR Settlements w/ Monetary Benefits	196	\$289,621	\$1,477
Investigation Costs	3,197	\$4,770,669	\$1,492
Complaint Closures with Monetary Benefits	587	\$6,568,197	\$11,189
ADR Settlements w/ Monetary Benefits	88	\$79,503	\$903

EEOC FY 2010 Annual Report on the Federal Work Force Part I

Department of Veterans Affairs (VA) FY 2010 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2010

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings:	2,164		2,234		4,398	
Settlements	30	1.4%	471	21.1%	501	11.4%
Withdrawals or No Complaints Filed	983	45.4%	604	27%	1,587	36.1%
Complaints Filed*					2,123	48.3%
Decision to File Complaint Pending at End of FY					187	4.3%

*Includes only complaints filed in FY 2010 where counseling was also completed during FY 2010.

Agency Use of ADR for EEO Dispute Resolution in FY 2010

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	4,398	96.1%	50.8%
Complaint Closures	2,028	2.8%	2.4%

Bases Most Frequently Alleged in Filed Complaints

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

Timeliness in FY 2010

	Total #	# Timely	% Timely	FY 2009 APD*	FY 2010 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	4,390	4,180	95.2%				
All Investigations	1,677	1,292	77%	179	186	3.9%	181
All Complaint Closures	2,028			311	349	12.2%	360
Merit Decisions (no AJ)	551	61	11.1%	357	416	16.5%	481
Dismissal Decisions (no AJ)	435			57	90	57.9%	88

*APD =Average Processing Days

Outcomes of Complaints in FY 2010

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	2,199							
Total Closures	2,028							
Settlements	467	23%						
Withdrawals	217	10.7%						
Total Final Agency Actions	1,344	66.3%	986	73.4%	354	26.3%	4	36.7%
Dismissals	467	34.7%	435	93.1%	32	6.9%	0	0%
Merit Decisions	877	65.3%	551	62.8%	322	36.7%	4	0.5%
Finding Discrimination	33	3.8%	10	30.3%	19	57.6%	4	12.1%
Finding No Discrimination	844	96.2%	541	64.1%	303	35.9%	0	0%

Costs Associated With EEO Process FY 2010

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	39	\$448,916	\$11,510
ADR Settlements w/ Monetary Benefits	32	\$279,416	\$8,731
Investigation Costs	1,677	\$11,454,829	\$6,830
Complaint Closures with Monetary Benefits	246	\$7,572,476	\$30,782
ADR Settlements w/ Monetary Benefits	25	\$356,728	\$14,269

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.

Complaint 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/eo2000/).

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, 2010.

Professionals - See “Occupational Categories.”

Race/Ethnicity -

American Indian/Alaskan 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 Americans - 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 (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/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

Since October 31 fell on a Sunday, in 2010, the Form 462 was considered timely filed if certified by appropriate agency personnel on or before November 1, 2010, unless the agency requested and was granted an extension. The last day for timely certification by agencies granted an extension was November 5, 2010.

EEOC FY 2010 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 11/2/2009 / No			
DNF Did Not File			
African Development Foundation	√	√	√
Agency for International Development	√	√	√
American Battle Monuments Commission	√	■	√
Architectural & Transportation Barriers Compliance Board	√	√	■
Armed Forces Retirement Home	√	√	■
Broadcasting Board of Governors	√	√	√
Central Intelligence Agency	√	■	√
Chemical Safety and Hazard Investigation Board	DNF	DNF	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 11/2/2009 / 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	■	■	√
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 11/2/2009 / 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	√	■	√
Minerals Management Service	√	■	√
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	√	√	√
Treasury IG For Tax Administration	√	√	■
U. S. Mint	√	■	√

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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 11/2/2009 / 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	√	√	√
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 11/2/2009 / 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	√	■	√
National Area	√	■	√
Northeast Area	√	■	√
Office of the Inspector General	√	■	√
Pacific Area	√	■	√
Southeast 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 11/2/2009 / No			
DNF Did Not File			
Southwest Area	√	■	√
Western Area	√	■	√
U.S. Tax Court	√	√	√

APPENDIX IV

APPENDIX IV

FY 2010 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 2010 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	25	2	2	8.00%	2	2	8.00%
Agency for International Development	3436	37	35	1.02%	16	16	0.47%
American Battle Monuments Commission	69	2	1	1.45%	1	1	1.45%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	28	0	0	0.00%	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	270	1	1	0.37%	0	0	0.00%
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1773	61	59	3.33%	21	21	1.18%
Central Intelligence Agency	0	55	54	0.00%	33	32	0.00%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	50	0	0	0.00%	1	1	2.00%
Cmte for Purchase from People Who Are Blind or Severely Disabled	29	0	0	0.00%	0	0	0.00%
Commodity Futures Trading Commission	637	5	5	0.78%	4	4	0.63%
Consumer Product Safety Commission	510	8	8	1.57%	5	5	0.98%
Corporation for National and Community Service	633	5	5	0.79%	5	4	0.63%
Court Services & Offender Supervision Agency for DC	1257	22	21	1.67%	11	11	0.88%
Defense Army and Air Force Exchange	35512	327	318	0.90%	112	106	0.30%
Defense Commissary Agency	15756	201	192	1.22%	110	108	0.69%
Defense Contract Audit Agency	4731	39	39	0.82%	17	17	0.36%
Defense Contract Management Agency	10646	59	56	0.53%	29	28	0.26%
Defense Finance and Accounting Service	13189	121	115	0.87%	60	54	0.41%
Defense Human Resources Activity	1202	7	7	0.58%	7	7	0.58%
Defense Information Systems Agency	6014	22	22	0.37%	13	13	0.22%

Table B-1 FY 2010 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 Intelligence Agency	0	72	68	0.00%	36	35	0.00%
Defense Logistics Agency	24611	264	248	1.01%	121	112	0.46%
Defense Media Activity	650	2	2	0.31%	2	2	0.31%
Defense Missile Defense Agency	2068	5	5	0.24%	2	2	0.10%
Defense National Geospatial-Intelligence Agency	0	32	32	0.00%	19	19	0.00%
Defense National Guard Bureau	56589	115	115	0.20%	22	22	0.04%
Defense National Security Agency	0	97	80	0.00%	29	26	0.00%
Defense Nuclear Facilities Safety Board	106	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	1620	14	13	0.80%	10	9	0.56%
Defense Office of the Sec. - Wash. Hqtrs. Srvces	5839	60	41	0.70%	39	31	0.53%
Defense Security Service	841	4	3	0.36%	3	3	0.36%
Defense Technical Information Center	270	4	4	1.48%	1	1	0.37%
Defense Threat Reduction Agency	1199	15	15	1.25%	5	5	0.42%
Defense TRICARE Management Activity	889	3	3	0.34%	2	2	0.22%
Defense Uniformed Services University	778	10	10	1.29%	2	2	0.26%
Department of Agriculture	110566	879	852	0.77%	441	424	0.38%
Department of Commerce	699672	3320	3289	0.47%	1138	1110	0.16%
Department of Defense Education Activity	15999	123	122	0.76%	49	49	0.31%
Department of Education	4543	67	64	1.41%	43	42	0.92%
Department of Energy	15929	125	113	0.71%	61	59	0.37%
Department of Health and Human Services	73965	701	667	0.90%	399	375	0.51%
Department of Homeland Security	191150	1848	1763	0.92%	1185	1133	0.59%
Department of Housing and Urban Development	8927	146	132	1.48%	82	77	0.86%
Department of Justice	117843	1328	1289	1.09%	678	666	0.57%
Department of Labor	16632	223	212	1.27%	129	128	0.77%
Department of State	28621	257	257	0.90%	133	133	0.46%
Department of the Air Force	176029	1111	990	0.56%	523	465	0.26%
Department of the Army	282815	2416	2233	0.79%	1320	1239	0.44%
Department of the Interior	79941	578	570	0.71%	288	285	0.36%

Table B-1 FY 2010 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 the Navy	236138	1450	1435	0.61%	682	673	0.29%
Department of the Treasury	125630	731	676	0.54%	433	379	0.30%
Department of Transportation	58153	560	513	0.88%	335	311	0.53%
Department of Veterans Affairs	307322	4398	4023	1.31%	2199	2079	0.68%
Election Assistance Commission	59	3	3	5.08%	0	0	0.00%
Environmental Protection Agency	18893	113	100	0.53%	70	64	0.34%
Equal Employment Opportunity Commission	2545	62	57	2.24%	33	32	1.26%
Export-Import Bank of the US	385	0	0	0.00%	0	0	0.00%
Farm Credit Administration	287	1	1	0.35%	0	0	0.00%
Farm Credit System Insurance Corporation	10	0	0	0.00%	0	0	0.00%
Federal Communications Commission	1834	13	11	0.60%	4	4	0.22%
Federal Deposit Insurance Corporation	8337	33	32	0.38%	22	22	0.26%
Federal Election Commission	349	3	3	0.86%	0	0	0.00%
Federal Energy Regulatory Commission	1445	9	9	0.62%	3	3	0.21%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	453	7	2	0.44%	6	1	0.22%
Federal Labor Relations Authority	144	3	3	2.08%	1	1	0.69%
Federal Maritime Commission	128	0	0	0.00%	0	0	0.00%
Federal Mediation and Conciliation Service	251	3	2	0.80%	0	0	0.00%
Federal Mine Safety and Health Review Commission	73	0	0	0.00%	0	0	0.00%
Federal Reserve System--Board of Governors	2131	86	86	4.04%	7	7	0.33%
Federal Retirement Thrift Investment Board	87	0	0	0.00%	0	0	0.00%
Federal Trade Commission	1189	8	8	0.67%	0	0	0.00%
General Services Administration	12886	185	169	1.31%	124	114	0.88%
Government Printing Office	2295	206	176	7.67%	53	40	1.74%
Harry S. Truman Scholarship Foundation	4	0	0	0.00%	0	0	0.00%
Holocaust Memorial Museum U.S.	376	1	1	0.27%	0	0	0.00%
Institute of Museum and Library Services	87	0	0	0.00%	0	0	0.00%
Inter-American Foundation	41	1	1	2.44%	0	0	0.00%

Table B-1 FY 2010 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
International Boundary and Water Commission	273	10	9	3.30%	6	6	2.20%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	325	1	1	0.31%	1	1	0.31%
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	1212	0	0	0.00%	0	0	0.00%
Marine Mammal Commission	14	0	0	0.00%	0	0	0.00%
Merit Systems Protection Board	219	1	1	0.46%	0	0	0.00%
Millennium Challenge Corporation	330	5	5	1.52%	5	5	1.52%
Morris K. Udall & Stewart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18950	98	83	0.44%	57	49	0.26%
National Archives and Records Administration	3621	40	40	1.10%	14	14	0.39%
National Capital Planning Commission	42	1	1	2.38%	0	0	0.00%
National Council on Disability	9	0	0	0.00%	0	0	0.00%
National Credit Union Administration	1086	11	11	1.01%	6	6	0.55%
National Endowment for the Arts	167	28	23	13.77%	1	1	0.60%
National Endowment for the Humanities	192	0	0	0.00%	0	0	0.00%
National Foundation on the Arts and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	854	8	8	0.94%	6	6	0.70%
National Indian Gaming Commission	115	2	2	1.74%	1	1	0.87%
National Labor Relations Board	1678	38	36	2.15%	14	14	0.83%
National Mediation Board	50	0	0	0.00%	0	0	0.00%
National Reconnaissance Office	0	15	12	0.00%	9	6	0.00%
National Science Foundation	1664	10	10	0.60%	8	8	0.48%
National Transportation Safety Board	385	2	2	0.52%	2	2	0.52%
Navajo and Hopi Indian Relocation Commission	44	0	0	0.00%	0	0	0.00%
Nuclear Regulatory Commission	4204	23	21	0.50%	15	13	0.31%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	57	1	1	1.75%	0	0	0.00%

Table B-1 FY 2010 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
Office of Government Ethics	76	7	6	7.89%	1	1	1.32%
Office of Personnel Management	6256	57	52	0.83%	33	32	0.51%
Office of Special Counsel	102	0	0	0.00%	0	0	0.00%
Office of the Director of National Intelligence	0	5	5	0.00%	3	3	0.00%
Overseas Private Investment Corporation	203	0	0	0.00%	0	0	0.00%
Peace Corps	1134	6	6	0.53%	4	4	0.35%
Pension Benefit Guaranty Corporation	968	31	25	2.58%	21	16	1.65%
Postal Regulatory Commission	73	0	0	0.00%	0	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	982	7	7	0.71%	7	7	0.71%
Securities and Exchange Commission	3896	24	23	0.59%	17	16	0.41%
Selective Service System	127	0	0	0.00%	0	0	0.00%
Small Business Administration	5018	69	59	1.18%	45	43	0.86%
Smithsonian Institution	6159	30	30	0.49%	12	11	0.18%
Social Security Administration	70548	972	874	1.24%	562	510	0.72%
Tennessee Valley Authority	12432	91	85	0.68%	62	59	0.47%
Trade and Development Agency	43	0	0	0.00%	0	0	0.00%
U.S. Postal Service	669661	16300	14619	2.18%	5490	5030	0.75%
U.S. Tax Court	251	1	1	0.40%	0	0	0.00%
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	3401940	38034	35207	1.03%	16249	15261	0.45%
Midsize Agencies Subtotal	159479	1648	1484	0.93%	987	904	0.57%
Small Agencies Subtotal	46273	867	798	1.72%	342	310	0.67%
Micro Agencies Subtotal	1123	14	12	1.07%	5	5	0.45%
Government-wide	3608815	40563	37501	1.04%	17583	16480	0.46%

NRF = No Report Filed * Total work force numbers do not include employees not reported for national security reasons.

Table B-1a FY 2010 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
DLA Aviation	3,665	39	38	1.04%	21	21	0.57%
DLA Disposition Services	1,325	21	21	1.58%	7	7	0.53%
DLA Distribution	7,970	110	98	1.23%	56	48	0.60%
DLA Headquarters Operations Division	3,092	34	32	1.03%	16	15	0.49%
DLA Land and Maritime	4,810	32	31	0.64%	8	8	0.17%
DLA Logistics Information Service	920	8	8	0.87%	4	4	0.43%
DLA Troop Support	2,829	20	20	0.71%	9	9	0.32%
Defense Logistics Agency Wide	24,611	264	248	1.01%	121	112	0.46%
Alabama National Guard	1,197	0	0	0.00%	0	0	0.00%
Alaska National Guard	689	0	0	0.00%	0	0	0.00%
Arizona National Guard	1,441	4	4	0.28%	1	1	0.07%
Arkansas National Guard	1,019	1	1	0.10%	0	0	0.00%
California National Guard	2,353	7	7	0.30%	3	3	0.13%
Colorado National Guard	741	0	0	0.00%	0	0	0.00%
Connecticut National Guard	609	0	0	0.00%	0	0	0.00%
DC National Guard	860	0	0	0.00%	0	0	0.00%
Delaware National Guard	360	0	0	0.00%	0	0	0.00%
Florida National Guard	1,037	0	0	0.00%	0	0	0.00%
Georgia National Guard	1,543	0	0	0.00%	0	0	0.00%
Hawaii National Guard	1,057	1	1	0.09%	1	1	0.09%
Idaho National Guard	4,500	0	0	0.00%	0	0	0.00%
Illinois National Guard	940	0	0	0.00%	0	0	0.00%
Indiana National Guard	1,756	2	2	0.11%	1	1	0.06%
Iowa National Guard	1,455	36	36	2.47%	0	0	0.00%
Kansas National Guard	1,056	2	2	0.19%	1	1	0.09%
Kentucky National Guard	798	0	0	0.00%	0	0	0.00%
Louisiana National Guard	900	0	0	0.00%	0	0	0.00%

Table B-1a FY 2010 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
Maine National Guard	532	0	0	0.00%	0	0	0.00%
Maryland National Guard	1,384	1	1	0.07%	0	0	0.00%
Massachusetts National Guard	794	10	10	1.26%	0	0	0.00%
Michigan National Guard	1,125	4	4	0.36%	2	2	0.18%
Minnesota National Guard	1,120	0	0	0.00%	0	0	0.00%
Mississippi National Guard	1,373	2	2	0.15%	0	0	0.00%
Missouri National Guard	1,324	1	1	0.08%	0	0	0.00%
Montana National Guard	778	0	0	0.00%	0	0	0.00%
Nebraska National Guard	534	0	0	0.00%	0	0	0.00%
Nevada National Guard	661	3	3	0.45%	3	3	0.45%
New Hampshire National Guard	356	0	0	0.00%	0	0	0.00%
New Jersey National Guard	932	1	1	0.11%	0	0	0.00%
New Mexico National Guard	482	3	3	0.62%	0	0	0.00%
New York National Guard	1,938	1	1	0.05%	1	1	0.05%
North Carolina National Guard	1,027	2	2	0.19%	0	0	0.00%
North Dakota National Guard	563	0	0	0.00%	0	0	0.00%
Ohio National Guard	1,770	0	0	0.00%	0	0	0.00%
Oklahoma National Guard	921	0	0	0.00%	0	0	0.00%
Oregon National Guard	1,272	2	2	0.16%	0	0	0.00%
Pennsylvania National Guard	2,095	0	0	0.00%	0	0	0.00%
Puerto Rico National Guard	710	7	7	0.99%	1	1	0.14%
Rhode Island National Guard	400	0	0	0.00%	0	0	0.00%
South Carolina National Guard	825	0	0	0.00%	0	0	0.00%
South Dakota National Guard	530	1	1	0.19%	0	0	0.00%
Tennessee National Guard	1,810	2	2	0.11%	2	2	0.11%
Texas National Guard	1,896	4	4	0.21%	4	4	0.21%
Utah National Guard	838	7	7	0.84%	0	0	0.00%
Vermont National Guard	443	0	0	0.00%	0	0	0.00%
Virgin Islands National Guard	119	0	0	0.00%	0	0	0.00%

Table B-1a FY 2010 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
Virginia National Guard	806	2	2	0.25%	1	1	0.12%
Washington State National Guard	539	3	3	0.56%	0	0	0.00%
West Virginia National Guard	1,016	3	3	0.30%	0	0	0.00%
Wisconsin National Guard	938	0	0	0.00%	0	0	0.00%
Wyoming National Guard	427	3	3	0.70%	1	1	0.23%
Defense National Guard Bureau Wide	56,589	115	115	0.20%	22	22	0.04%
Agricultural Marketing Service	4,273	19	19	0.44%	12	12	0.28%
Agricultural Research Service	9,281	35	35	0.38%	25	25	0.27%
Agriculture Headquarters	3,056	7	7	0.23%	0	0	0.00%
Animal and Plant Health Inspection Service	8,970	97	97	1.08%	45	42	0.47%
Economic Research Service	406	5	5	1.23%	3	3	0.74%
Farm Service Agency	5,271	56	53	1.01%	37	33	0.63%
Food and Nutrition Service	1,447	23	21	1.45%	10	9	0.62%
Food Safety And Inspection Service	10,164	150	142	1.40%	67	66	0.65%
Foreign Agricultural Service	987	11	11	1.11%	3	3	0.30%
Forest Service	42,995	258	246	0.57%	121	114	0.27%
Grain Inspection, Packers & Stockyards Admin.	810	22	22	2.72%	9	9	1.11%
National Agricultural Statistics Service	1,088	1	1	0.09%	1	1	0.09%
National Appeals Division	93	2	2	2.15%	1	1	1.08%
National Institute of Food and Agriculture	403	2	2	0.50%	0	0	0.00%
Natural Resources Conservation Service	12,589	43	42	0.33%	26	25	0.20%
Office Of The Chief Financial Officer	1,250	50	49	3.92%	24	24	1.92%
Risk Management Agency	537	6	6	1.12%	3	3	0.56%
Rural Development	6,237	81	81	1.30%	46	46	0.74%
USDA - Office Of Inspector General	709	11	11	1.55%	8	8	1.13%
Department of Agriculture Wide	110,566	879	852	0.77%	441	424	0.38%

Table B-1a FY 2010 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
All Other Commerce Bureaus	2,819	38	38	1.35%	22	21	0.74%
Bureau of the Census	13,906	142	136	0.98%	73	67	0.48%
Decennial Census	655,540	2,936	2,922	0.45%	934	925	0.14%
International Trade Administration	1,564	4	4	0.26%	2	2	0.13%
National Institute of Standards & Technology	3,185	28	26	0.82%	14	12	0.38%
National Oceanic & Atmospheric Administration	13,138	99	95	0.72%	60	53	0.40%
U. S. Patent and Trademark Office	9,520	73	68	0.71%	33	30	0.32%
Department of Commerce Wide	699,672	3,320	3,289	0.47%	1,138	1,110	0.16%
Bonneville Power Administration	3,022	22	21	0.69%	10	10	0.33%
Chicago Operations Office	321	5	2	0.62%	2	2	0.62%
EM Consolidated Business Center	436	1	1	0.23%	1	1	0.23%
Golden Field Office	283	2	2	0.71%	1	1	0.35%
Headquarters	5,157	32	30	0.58%	20	18	0.35%
Idaho Operations Office	273	1	1	0.37%	1	1	0.37%
National Energy Technology Lab	688	1	1	0.15%	0	0	0.00%
NNSA Service Center	2,823	14	14	0.50%	9	9	0.32%
Oak Ridge Operations	392	2	2	0.51%	2	2	0.51%
OSTI	59	0	0	0.00%	0	0	0.00%
Richland Operations Office	382	0	0	0.00%	0	0	0.00%
Savannah River Operations	335	21	21	6.27%	4	4	1.19%
Southeastern Power Administration	44	0	0	0.00%	0	0	0.00%
Southwestern Power Administration	178	9	6	3.37%	4	4	2.25%
Strategic Petroleum Reserve	95	0	0	0.00%	0	0	0.00%
Western Area Power Administration	1,441	15	12	0.83%	7	7	0.49%
Department of Energy Wide	15,929	125	113	0.71%	61	59	0.37%

Table B-1a FY 2010 Total Work Force, Counselings, and Complaints - Sub-Component Data							
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Administration for Children and Families	1,340	18	18	1.34%	7	7	0.52%
Agency for Healthcare Research and Quality	327	3	3	0.92%	0	0	0.00%
Centers for Disease Control and Prevention	10,877	95	95	0.87%	44	43	0.40%
Centers for Medicare & Medicaid Services	4,796	61	58	1.21%	39	37	0.77%
Food and Drug Administration	13,047	114	112	0.86%	65	64	0.49%
Health Resources and Services Administration	1,609	20	19	1.18%	14	14	0.87%
Indian Health Service	15,952	200	180	1.13%	111	102	0.64%
National Institutes of Health	19,860	125	117	0.59%	82	71	0.36%
Office of the Secretary of Health & Human Services	4,933	52	52	1.05%	32	32	0.65%
Program Support Center	745	11	11	1.48%	3	3	0.40%
Substance Abuse & Mental Health Srvcs Admin.	479	2	2	0.42%	2	2	0.42%
Department of Health & Human Services Wide	73,965	701	667	0.90%	399	375	0.51%
DHS Headquarters	6,710	84	78	1.16%	52	50	0.75%
Federal Emergency Management Agency	17,160	253	244	1.42%	116	116	0.68%
Federal Law Enforcement Training Center	1,275	11	11	0.86%	10	10	0.78%
Transportation Security Administration	61,669	475	462	0.75%	306	285	0.46%
U.S. Citizenship and Immigration Services	10,343	197	182	1.76%	129	125	1.21%
U.S. Coast Guard	8,368	72	72	0.86%	47	47	0.56%
U.S. Customs and Border Protection	58,674	506	469	0.80%	309	294	0.50%
U.S. Immigration and Customs Enforcement	20,027	209	204	1.02%	196	186	0.93%
U.S. Secret Service	6,924	41	41	0.59%	20	20	0.29%
Department of Homeland Security Wide	191,150	1,848	1,763	0.92%	1,185	1,133	0.59%
Alcohol, Tobacco, Firearms and Explosives	5,170	62	61	1.18%	37	37	0.72%
Bureau of Prisons	38,039	774	753	1.98%	351	351	0.92%

Table B-1a FY 2010 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
Drug Enforcement Administration	9,829	42	42	0.43%	33	33	0.34%
Executive Office for Immigration Review	1,493	8	8	0.54%	5	5	0.33%
Executive Office for U.S. Attorneys	12,232	60	54	0.44%	37	35	0.29%
Federal Bureau of Investigation	35,241	244	238	0.68%	152	148	0.42%
Office of Justice Programs	755	5	5	0.66%	3	2	0.26%
Offices, Boards, and Divisions	9,502	49	49	0.52%	18	18	0.19%
U.S. Marshals Service	5,582	84	79	1.42%	42	37	0.66%
Department of Justice Wide	117,843	1,328	1,289	1.09%	678	666	0.57%
Bureau of Labor Statistics	2,538	9	7	0.28%	7	7	0.28%
Dept. of Labor (DM and others)	4,898	73	70	1.43%	46	45	0.92%
Employment and Training Administration	1,146	29	28	2.44%	20	20	1.75%
Mine Safety and Health Administration	2,362	30	29	1.23%	16	16	0.68%
Occupational Safety and Health Administration	2,311	29	28	1.21%	11	11	0.48%
Office of Workers Compensation Programs	1,657	23	21	1.27%	11	11	0.66%
Wage and Hour Division	1,720	30	29	1.69%	18	18	1.05%
Department of Labor Wide	16,632	223	212	1.27%	129	128	0.77%
Eighth U.S. Army (KOREA)	720	7	7	0.97%	3	3	0.42%
Headquarters, Department of Army	12,211	124	116	0.95%	67	65	0.53%
U.S. Army Corps of Engineers	38,388	224	206	0.54%	123	114	0.30%
U.S. Army Europe	2,073	13	11	0.53%	7	6	0.29%
U.S. Army Forces Command	3,809	35	32	0.84%	21	20	0.53%
U.S. Army Installation Management Command	65,945	627	583	0.88%	341	326	0.49%
U.S. Army Intelligence and Security Command	2,996	15	12	0.40%	11	9	0.30%
U.S. Army Material Command	77,434	544	493	0.64%	315	285	0.37%
U.S. Army Medical Command	30,936	465	437	1.41%	241	231	0.75%

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U.S. Army Network Enterprise Tech Command	7,368	36	35	0.48%	22	21	0.29%
U.S. Army Pacific (USARPAC)	1,392	10	10	0.72%	6	6	0.43%
U.S. Army Reserve Command	12,324	143	133	1.08%	63	60	0.49%
U.S. Army Space and Missile Defense Command	980	3	3	0.31%	3	3	0.31%
U.S. Army Special Ops Command (USASOC)	1,778	7	7	0.39%	7	7	0.39%
U.S. Army Test and Evaluation Command	4,597	26	22	0.48%	17	14	0.30%
U.S. Army Training and Doctrine Command	19,864	137	126	0.63%	73	69	0.35%
Department of the Army Wide	282,815	2,416	2,233	0.79%	1,320	1,239	0.44%
Bureau Of Indian Affairs	9,087	130	129	1.42%	57	57	0.63%
Bureau Of Land Management	11,748	83	83	0.71%	39	39	0.33%
Bureau Of Reclamation	5,366	59	58	1.08%	24	23	0.43%
Bureau Of Surface Mining	540	9	8	1.48%	4	3	0.56%
DOI-Office Of The Secretary	3,892	52	52	1.34%	28	28	0.72%
Fish And Wildlife Service	10,274	36	36	0.35%	14	14	0.14%
Geological Survey	9,361	35	35	0.37%	21	21	0.22%
Minerals Management Service	1,777	17	16	0.90%	12	11	0.62%
National Park Service	27,896	157	153	0.55%	89	89	0.32%
Department of the Interior Wide	79,941	578	570	0.71%	288	285	0.36%
Bureau of Medicine & Surgery	12,575	153	152	1.21%	82	82	0.65%
Chief Of Naval Operations	3,948	27	27	0.68%	13	13	0.33%
Commander Naval Installations Command	34,172	228	226	0.66%	108	107	0.31%
Commander Naval Reserve	478	0	0	0.00%	0	0	0.00%
Commander Pacific Fleet	17,599	121	120	0.68%	39	39	0.22%
DON Assistant for Administration	4,982	26	26	0.52%	15	15	0.30%
Fleet Forces Command	19,551	85	84	0.43%	47	46	0.24%

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Marine Corps HQ	31,570	231	229	0.73%	107	106	0.34%
Military Sealift Command	6,425	69	68	1.06%	33	33	0.51%
Naval Air Systems Command	23,898	140	140	0.59%	66	66	0.28%
Naval Education & Training Command	4,647	33	33	0.71%	15	15	0.32%
Naval Sea Systems Command	25,120	83	76	0.30%	53	47	0.19%
Naval Special Warfare Command	1,052	1	1	0.10%	1	1	0.10%
Naval Supply Systems Command	18,560	71	71	0.38%	26	26	0.14%
Naval Systems Management Activity	570	0	0	0.00%	0	0	0.00%
Navy Facilities & Engineering Command	15,572	136	136	0.87%	63	63	0.40%
Navy Military Personnel Command	1,633	3	3	0.18%	2	2	0.12%
Office Of Naval Intelligence	1,778	6	6	0.34%	3	3	0.17%
Office Of Naval Research	2,813	3	3	0.11%	1	1	0.04%
SPAWAR	8,206	32	32	0.39%	7	7	0.09%
Strategic Systems Project Office	989	2	2	0.20%	1	1	0.10%
Department of the Navy Wide	236,138	1,450	1,435	0.61%	682	673	0.29%
Alcohol and Tobacco Tax and Trade Bureau	521	7	7	1.34%	6	5	0.96%
Bureau of Engraving and Printing	1,942	37	36	1.85%	20	19	0.98%
Bureau of the Public Debt	1,955	12	9	0.46%	5	5	0.26%
Departmental Offices	1,903	20	18	0.95%	16	15	0.79%
Financial Crimes Enforcement Network	329	4	4	1.22%	3	3	0.91%
Financial Management Service	1,826	22	19	1.04%	13	11	0.60%
Internal Revenue Service	107,622	551	508	0.47%	311	264	0.25%
IRS Office of the Chief Counsel	2,552	10	10	0.39%	7	7	0.27%
Office of the Comptroller of the Currency	3,158	17	17	0.54%	10	10	0.32%
Office of Thrift Supervision	1,031	5	5	0.48%	3	3	0.29%
Treas- Office of the Inspector General	165	2	2	1.21%	0	0	0.00%
Treasury Inspector General For Tax Administration	830	2	2	0.24%	1	1	0.12%

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U. S. Mint	1,796	42	39	2.17%	38	36	2.00%
Department of the Treasury Wide	125,630	731	676	0.54%	433	379	0.30%
Federal Aviation Administration	48,692	463	421	0.86%	276	253	0.52%
Federal Highway Administration	3,031	24	20	0.66%	14	13	0.43%
Federal Motor Carrier Safety Administration	1,080	20	20	1.85%	13	13	1.20%
Federal Railroad Administration	857	5	5	0.58%	3	3	0.35%
Federal Transit Administration	570	4	4	0.70%	1	1	0.18%
Maritime Administration	828	10	10	1.21%	6	6	0.72%
National Highway Traffic Safety Administration	609	4	4	0.66%	2	2	0.33%
Office of Inspector General	449	8	8	1.78%	8	8	1.78%
Office of the Secretary	749	12	11	1.47%	5	5	0.67%
Pipeline & Hazardous Materials Safety Admin.	430	3	3	0.70%	2	2	0.47%
Research & Innovative Technology Administration	722	7	7	0.97%	5	5	0.69%
St. Lawrence Development Corporation	136	0	0	0.00%	0	0	0.00%
Department of Transportation Wide	58,153	560	513	0.88%	335	311	0.53%
NCA	1,702	45	42	2.47%	23	22	1.29%
VA-HQ and Others	11,696	191	179	1.53%	98	92	0.79%
Veterans Benefits Administration	20,429	301	276	1.35%	146	138	0.68%
Veterans Health Administration	273,495	3,861	3,526	1.29%	1,932	1,827	0.67%
Department of Veterans Affairs Wide	307,322	4,398	4,023	1.31%	2,199	2,079	0.68%
Central Office	3,314	44	43	1.30%	28	27	0.81%
National Capital Region	1,616	20	19	1.18%	15	14	0.87%
Region 1	294	7	1	0.34%	7	1	0.34%

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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
Region 10	492	2	2	0.41%	1	1	0.20%
Region 2	717	15	15	2.09%	9	9	1.26%
Region 3	1,046	15	14	1.34%	8	8	0.76%
Region 4	1,012	19	19	1.88%	17	17	1.68%
Region 5	956	12	12	1.26%	7	7	0.73%
Region 6	826	16	14	1.69%	10	9	1.09%
Region 7	1,143	11	10	0.87%	9	9	0.79%
Region 8	391	8	7	1.79%	3	3	0.77%
Region 9	1,079	16	13	1.20%	10	9	0.83%
General Services Administration Wide	12,886	185	169	1.31%	124	114	0.88%
Capital Metro Area Operations	55,212	1,566	1,404	2.54%	454	429	0.78%
Eastern Area	92,126	1,560	1,438	1.56%	632	591	0.64%
Great Lakes Area	84,825	1,938	1,737	2.05%	655	589	0.69%
National Area	14,007	265	244	1.74%	133	123	0.88%
Northeast Area	96,879	1,863	1,731	1.79%	575	538	0.56%
Office of Inspector General	1,136	14	14	1.23%	12	12	1.06%
Pacific Area	70,701	2,073	1,847	2.61%	660	598	0.85%
Southeast Area	81,150	2,799	2,451	3.02%	832	752	0.93%
Southwest Area	67,994	2,581	2,253	3.31%	1,040	944	1.39%
Western Area	105,631	1,641	1,500	1.42%	497	454	0.43%
U.S. Postal Service Wide	669,661	16,300	14,619	2.18%	5,490	5,030	0.75%

Table B-2 FY 2010 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	2	2	0	2	0	2	100.00%
Agency for International Development	37	37	11	4	6	21	56.76%
American Battle Monuments Commission	2	2	2	0	0	2	100.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	0	0	0	0	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	1	1	0	0	1	1	100.00%
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	61	61	57	4	0	61	100.00%
Central Intelligence Agency	55	55	15	25	5	45	81.82%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	0	0	0	0	0	0	0.00%
Commodity Futures Trading Commission	5	5	3	1	1	5	100.00%
Consumer Product Safety Commission	8	7	3	2	1	6	85.71%
Corporation for National and Community Service	5	5	1	4	0	5	100.00%
Court Services & Offender Supervision Agency for DC	22	22	3	10	6	19	86.36%
Defense Army and Air Force Exchange	327	327	174	43	36	253	77.37%
Defense Commissary Agency	201	201	114	0	29	143	71.14%
Defense Contract Audit Agency	39	39	33	5	1	39	100.00%
Defense Contract Management Agency	59	59	32	14	6	52	88.14%
Defense Finance and Accounting Service	121	121	42	24	53	119	98.35%
Defense Human Resources Activity	7	7	2	2	3	7	100.00%
Defense Information Systems Agency	22	22	12	9	1	22	100.00%
Defense Intelligence Agency	72	72	25	9	10	44	61.11%
Defense Logistics Agency	264	264	126	23	56	205	77.65%
Defense Media Activity	2	2	0	0	2	2	100.00%
Defense Missile Defense Agency	5	5	2	1	1	4	80.00%

Table B-2 FY 2010 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 National Geospatial-Intelligence Agency	32	32	20	8	2	30	93.75%
Defense National Guard Bureau	115	115	97	11	6	114	99.13%
Defense National Security Agency	97	97	43	46	3	92	94.85%
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0.00%
Defense Office of the Inspector General	14	14	13	0	1	14	100.00%
Defense Office of the Sec - Wash. Hqtrs. Services	60	60	19	23	4	46	76.67%
Defense Security Service	4	4	4	0	0	4	100.00%
Defense Technical Information Center	4	4	4	0	0	4	100.00%
Defense Threat Reduction Agency	15	15	2	4	8	14	93.33%
Defense TRICARE Management Activity	3	3	0	0	1	1	33.33%
Defense Uniformed Services University	10	10	2	4	0	6	60.00%
Department of Agriculture	879	878	232	312	177	721	82.12%
Department of Commerce	3,320	3,320	2,377	225	63	2,665	80.27%
Department of Defense Education Activity	123	123	83	20	13	116	94.31%
Department of Education	67	67	14	25	15	54	80.60%
Department of Energy	125	125	46	1	14	61	48.80%
Department of Health and Human Services	701	701	290	185	112	587	83.74%
Department of Homeland Security	1,848	1,846	539	382	574	1,495	80.99%
Department of Housing and Urban Development	146	146	60	26	28	114	78.08%
Department of Justice	1,328	1,327	593	294	87	974	73.40%
Department of Labor	223	223	95	18	46	159	71.30%
Department of State	257	257	133	54	48	235	91.44%
Department of the Air Force	1,111	1,108	395	229	350	974	87.91%
Department of the Army	2,416	2,416	1,587	121	415	2,123	87.87%
Department of the Interior	578	578	175	215	75	465	80.45%
Department of the Navy	1,450	1,450	378	323	538	1,239	85.45%
Department of the Treasury	731	731	274	204	215	693	94.80%
Department of Transportation	560	560	161	172	198	531	94.82%
Department of Veterans Affairs	4,398	4,390	2,050	231	1,899	4,180	95.22%
Election Assistance Commission	3	3	3	0	0	3	100.00%
Environmental Protection Agency	113	113	56	49	8	113	100.00%
Equal Employment Opportunity Commission	62	62	26	16	18	60	96.77%
Export-Import Bank of the US	0	0	0	0	0	0	0.00%

Table B-2 FY 2010 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)
Farm Credit Administration	1	1	1	0	0	1	100.00%
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0.00%
Federal Communications Commission	13	13	13	0	0	13	100.00%
Federal Deposit Insurance Corporation	33	33	9	3	21	33	100.00%
Federal Election Commission	3	3	0	2	0	2	66.67%
Federal Energy Regulatory Commission	9	9	9	0	0	9	100.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	7	7	5	0	0	5	71.43%
Federal Labor Relations Authority	3	3	3	0	0	3	100.00%
Federal Maritime Commission	0	0	0	0	0	0	0.00%
Federal Mediation and Conciliation Service	3	3	0	0	0	0	0.00%
Federal Mine Safety and Health Review Commission	0	0	0	0	0	0	0.00%
Federal Reserve System--Board of Governors	86	86	86	0	0	86	100.00%
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0.00%
Federal Trade Commission	8	8	8	0	0	8	100.00%
General Services Administration	185	185	60	75	41	176	95.14%
Government Printing Office	206	206	193	13	0	206	100.00%
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0.00%
Holocaust Memorial Museum U.S.	1	1	0	1	0	1	100.00%
Institute of Museum and Library Services	0	0	0	0	0	0	0.00%
Inter-American Foundation	1	1	1	0	0	1	100.00%
International Boundary and Water Commission	10	10	5	1	4	10	100.00%
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	1	0	1	0	1	100.00%
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	0	0	0	0	0	0	0.00%
Marine Mammal Commission	0	0	0	0	0	0	0.00%
Merit Systems Protection Board	1	1	1	0	0	1	100.00%
Millennium Challenge Corporation	5	5	2	0	0	2	40.00%
Morris K. Udall & Stewart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	98	98	45	18	13	76	77.55%
National Archives and Records Administration	40	40	12	10	6	28	70.00%

Table B-2 FY 2010 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)
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	11	11	5	4	2	11	100.00%
National Endowment for the Arts	28	28	26	2	0	28	100.00%
National Endowment for the Humanities	0	0	0	0	0	0	0.00%
National Foundation on the Arts and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	8	8	2	6	0	8	100.00%
National Indian Gaming Commission	2	2	0	2	0	2	100.00%
National Labor Relations Board	38	38	16	6	1	23	60.53%
National Mediation Board	0	0	0	0	0	0	0.00%
National Reconnaissance Office	15	15	2	11	2	15	100.00%
National Science Foundation	10	10	1	0	1	2	20.00%
National Transportation Safety Board	2	2	1	1	0	2	100.00%
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0.00%
Nuclear Regulatory Commission	23	23	16	2	4	22	95.65%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	1	1	0	0	1	1	100.00%
Office of Government Ethics	7	7	5	0	2	7	100.00%
Office of Personnel Management	57	57	54	2	1	57	100.00%
Office of Special Counsel	0	0	0	0	0	0	0.00%
Office of the Director of National Intelligence	5	5	0	4	0	4	80.00%
Overseas Private Investment Corporation	0	0	0	0	0	0	0.00%
Peace Corps	6	6	1	5	0	6	100.00%
Pension Benefit Guaranty Corporation	31	31	12	11	7	30	96.77%
Postal Regulatory Commission	0	0	0	0	0	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	7	7	0	7	0	7	100.00%
Securities and Exchange Commission	24	24	4	18	0	22	91.67%
Selective Service System	0	0	0	0	0	0	0.00%
Small Business Administration	69	69	49	0	2	51	73.91%
Smithsonian Institution	30	30	18	1	11	30	100.00%
Social Security Administration	972	972	360	306	230	896	92.18%
Tennessee Valley Authority	91	91	62	12	17	91	100.00%

Table B-2 FY 2010 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)
Trade and Development Agency	0	0	0	0	0	0	0.00%
U.S. Postal Service	16,300	16,278	3,072	2,559	10,539	16,170	99.34%
U.S. Tax Court	1	1	0	1	0	1	100.00%
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	38,034	37,997	13,320	5,822	15,629	34,771	91.51%
Midsized Agencies Subtotal	1,648	1,648	713	466	344	1,523	92.42%
Small Agencies Subtotal	867	866	546	174	65	785	90.65%
Micro Agencies Subtotal	14	14	9	2	3	14	100.00%
Government-wide	40,563	40,525	14,588	6,464	16,041	37,093	91.53%

NRF = No Report Filed

Table B-2a FY 2010 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)
DLA Aviation	39	39	27	3	6	36	92.31%
DLA Disposition Services	21	21	10	1	1	12	57.14%
DLA Distribution	110	110	39	8	31	78	70.91%
DLA Headquarters Operations Division	34	34	16	7	9	32	94.12%
DLA Land and Maritime	32	32	19	3	0	22	68.75%
DLA Logistics Information Service	8	8	8	0	0	8	100.00%
DLA Troop Support	20	20	7	1	9	17	85.00%
Defense Logistics Agency Wide	264	264	126	23	56	205	77.65%
Alabama National Guard	0	0	0	0	0	0	0.00%
Alaska National Guard	0	0	0	0	0	0	0.00%
Arizona National Guard	4	4	1	0	2	3	75.00%
Arkansas National Guard	1	1	1	0	0	1	100.00%
California National Guard	7	7	3	2	2	7	100.00%
Colorado National Guard	0	0	0	0	0	0	0.00%
Connecticut National Guard	0	0	0	0	0	0	0.00%
DC National Guard	0	0	0	0	0	0	0.00%
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%
Hawaii National Guard	1	1	1	0	0	1	100.00%
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	1	1	0	2	100.00%
Iowa National Guard	36	36	36	0	0	36	100.00%
Kansas National Guard	2	2	1	1	0	2	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	10	10	7	3	0	10	100.00%
Michigan National Guard	4	4	3	1	0	4	100.00%
Minnesota National Guard	0	0	0	0	0	0	0.00%

Table B-2a FY 2010 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	2	2	2	0	0	2	100.00%
Missouri National Guard	1	1	1	0	0	1	100.00%
Montana National Guard	0	0	0	0	0	0	0.00%
Nebraska National Guard	0	0	0	0	0	0	0.00%
Nevada National Guard	3	3	3	0	0	3	100.00%
New Hampshire National Guard	0	0	0	0	0	0	0.00%
New Jersey National Guard	1	1	1	0	0	1	100.00%
New Mexico National Guard	3	3	3	0	0	3	100.00%
New York National Guard	1	1	1	0	0	1	100.00%
North Carolina National Guard	2	2	2	0	0	2	100.00%
North Dakota National Guard	0	0	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	2	2	0	2	0	2	100.00%
Pennsylvania National Guard	0	0	0	0	0	0	0.00%
Puerto Rico National Guard	7	7	7	0	0	7	100.00%
Rhode Island National Guard	0	0	0	0	0	0	0.00%
South Carolina National Guard	0	0	0	0	0	0	0.00%
South Dakota National Guard	1	1	1	0	0	1	100.00%
Tennessee National Guard	2	2	2	0	0	2	100.00%
Texas National Guard	4	4	4	0	0	4	100.00%
Utah National Guard	7	7	7	0	0	7	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	1	0	1	2	100.00%
Washington State National Guard	3	3	3	0	0	3	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	3	3	2	0	1	3	100.00%
Defense National Guard Bureau Wide	115	115	97	11	6	114	99.13%
Agricultural Marketing Service	19	19	1	10	5	16	84.21%
Agricultural Research Service	35	35	5	25	2	32	91.43%

Table B-2a FY 2010 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)
Agriculture Headquarters	7	7	0	0	3	3	42.86%
Animal and Plant Health Inspection Service	97	97	13	35	4	52	53.61%
Economic Research Service	5	5	0	4	0	4	80.00%
Farm Service Agency	56	56	29	7	18	54	96.43%
Food and Nutrition Service	23	23	13	4	4	21	91.30%
Food Safety And Inspection Service	150	150	46	46	54	146	97.33%
Foreign Agricultural Service	11	11	1	0	0	1	9.09%
Forest Service	258	258	70	133	39	242	93.80%
Grain Inspection, Packers & Stockyards Admin.	22	22	3	1	17	21	95.45%
National Agricultural Statistics Service	1	1	0	1	0	1	100.00%
National Appeals Division	2	2	1	0	0	1	50.00%
National Institute of Food and Agriculture	2	2	0	1	0	1	50.00%
Natural Resources Conservation Service	43	43	19	8	8	35	81.40%
Office Of The Chief Financial Officer	50	49	7	30	12	49	100.00%
Risk Management Agency	6	6	1	3	1	5	83.33%
Rural Development	81	81	22	4	10	36	44.44%
USDA - Office Of Inspector General	11	11	1	0	0	1	9.09%
Department of Agriculture Wide	879	878	232	312	177	721	82.12%
All Other Commerce Bureaus	38	38	2	16	4	22	57.89%
Bureau of the Census	142	142	85	33	18	136	95.77%
Decennial Census	2,936	2,936	2,234	93	1	2,328	79.29%
International Trade Administration	4	4	0	0	4	4	100.00%
National Institute of Standards & Technology	28	28	3	18	3	24	85.71%
National Oceanic & Atmospheric Administration	99	99	33	28	18	79	79.80%
U. S. Patent and Trademark Office	73	73	20	37	15	72	98.63%
Department of Commerce Wide	3,320	3,320	2,377	225	63	2,665	80.27%
Bonneville Power Administration	22	22	12	0	1	13	59.09%
Chicago Operations Office	5	5	1	0	0	1	20.00%
EM Consolidated Business Center	1	1	0	0	0	0	0.00%
Golden Field Office	2	2	2	0	0	2	100.00%

Table B-2a FY 2010 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)
Headquarters	32	32	4	0	1	5	15.63%
Idaho Operations Office	1	1	1	0	0	1	100.00%
National Energy Technology Lab	1	1	1	0	0	1	100.00%
NNSA Service Center	14	14	1	0	1	2	14.29%
Oak Ridge Operations	2	2	0	0	0	0	0.00%
OSTI	0	0	0	0	0	0	0.00%
Richland Operations Office	0	0	0	0	0	0	0.00%
Savannah River Operations	21	21	4	0	9	13	61.90%
Southeastern Power Administration	0	0	0	0	0	0	0.00%
Southwestern Power Administration	9	9	9	0	0	9	100.00%
Strategic Petroleum Reserve	0	0	0	0	0	0	0.00%
Western Area Power Administration	15	15	11	1	2	14	93.33%
Department of Energy Wide	125	125	46	1	14	61	48.80%
Administration for Children and Families	18	18	4	4	1	9	50.00%
Agency for Healthcare Research and Quality	3	3	2	0	1	3	100.00%
Centers for Disease Control and Prevention	95	95	27	31	19	77	81.05%
Centers for Medicare & Medicaid Services	61	61	11	45	4	60	98.36%
Food and Drug Administration	114	114	50	27	27	104	91.23%
Health Resources and Services Administration	20	20	3	9	1	13	65.00%
Indian Health Service	200	200	76	50	32	158	79.00%
National Institutes of Health	125	125	92	4	15	111	88.80%
Office of the Secretary of Health and Human Services	52	52	14	14	11	39	75.00%
Program Support Center	11	11	9	1	1	11	100.00%
Substance Abuse & Mental Health Services Admin.	2	2	2	0	0	2	100.00%
Department of Health and Human Services Wide	701	701	290	185	112	587	83.74%
DHS Headquarters	84	84	26	42	9	77	91.67%
Federal Emergency Management Agency	253	253	92	47	5	144	56.92%
Federal Law Enforcement Training Center	11	11	7	1	0	8	72.73%
Transportation Security Administration	475	473	36	88	170	294	62.16%
U.S. Citizenship and Immigration Services	197	197	71	56	58	185	93.91%

Table B-2a FY 2010 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. Coast Guard	72	72	44	1	25	70	97.22%
U.S. Customs and Border Protection	506	506	234	1	271	506	100.00%
U.S. Immigration and Customs Enforcement	209	209	24	132	35	191	91.39%
U.S. Secret Service	41	41	5	14	1	20	48.78%
Department of Homeland Security Wide	1,848	1,846	539	382	574	1,495	80.99%
Alcohol, Tobacco, Firearms and Explosives	62	61	15	3	9	27	44.26%
Bureau of Prisons	774	774	326	204	39	569	73.51%
Drug Enforcement Administration	42	42	10	1	2	13	30.95%
Executive Office for Immigration Review	8	8	3	3	0	6	75.00%
Executive Office for U.S. Attorneys	60	60	33	12	12	57	95.00%
Federal Bureau of Investigation	244	244	135	43	11	189	77.46%
Office of Justice Programs	5	5	2	1	2	5	100.00%
Offices, Boards, and Divisions	49	49	5	12	12	29	59.18%
U.S. Marshals Service	84	84	64	15	0	79	94.05%
Department of Justice Wide	1,328	1,327	593	294	87	974	73.40%
Bureau of Labor Statistics	9	9	5	0	2	7	77.78%
Dept. of Labor (DM and others)	73	73	33	11	15	59	80.82%
Employment and Training Administration	29	29	9	2	3	14	48.28%
Mine Safety and Health Administration	30	30	13	1	10	24	80.00%
Occupational Safety and Health Administration	29	29	14	3	6	23	79.31%
Office of Workers Compensation Programs	23	23	11	1	1	13	56.52%
Wage and Hour Division	30	30	10	0	9	19	63.33%
Department of Labor Wide	223	223	95	18	46	159	71.30%
Eighth U.S. Army (KOREA)	7	7	7	0	0	7	100.00%
Headquarters, Department of Army	124	124	73	6	32	111	89.52%
U.S. Army Corps of Engineers	224	224	127	18	26	171	76.34%
U.S. Army Europe	13	13	12	1	0	13	100.00%
U.S. Army Forces Command	35	35	22	3	6	31	88.57%

Table B-2a FY 2010 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. Army Installation Management Command	627	627	435	26	112	573	91.39%
U.S. Army Intelligence and Security Command	15	15	7	2	3	12	80.00%
U.S. Army Material Command	544	544	316	41	102	459	84.38%
U.S. Army Medical Command	465	465	313	13	95	421	90.54%
U.S. Army Network Enterprise Technology Command	36	36	23	2	6	31	86.11%
U.S. Army Pacific (USARPAC)	10	10	7	1	1	9	90.00%
U.S. Army Reserve Command	143	143	143	0	0	143	100.00%
U.S. Army Space and Missile Defense Command	3	3	2	0	0	2	66.67%
U.S. Army Special Operations Command (USASOC)	7	7	6	0	0	6	85.71%
U.S. Army Test and Evaluation Command	26	26	20	1	3	24	92.31%
U.S. Army Training and Doctrine Command	137	137	74	7	29	110	80.29%
Department of the Army Wide	2,416	2,416	1,587	121	415	2,123	87.87%
Bureau Of Indian Affairs	130	130	31	92	4	127	97.69%
Bureau Of Land Management	83	83	25	30	12	67	80.72%
Bureau Of Reclamation	59	59	23	21	7	51	86.44%
Bureau Of Surface Mining	9	9	2	1	3	6	66.67%
DOI-Office Of The Secretary	52	52	16	14	11	41	78.85%
Fish And Wildlife Service	36	36	15	12	6	33	91.67%
Geological Survey	35	35	8	14	12	34	97.14%
Minerals Management Service	17	17	3	0	1	4	23.53%
National Park Service	157	157	52	31	19	102	64.97%
Department of the Interior Wide	578	578	175	215	75	465	80.45%
Bureau of Medicine & Surgery	153	153	48	27	51	126	82.35%
Chief Of Naval Operations	27	27	10	7	10	27	100.00%
Commander Naval Installations Command	228	228	58	35	97	190	83.33%
Commander Naval Reserve	0	0	0	0	0	0	0.00%
Commander Pacific Fleet	121	121	40	17	61	118	97.52%
DON Assistant for Administration	26	26	2	10	9	21	80.77%
Fleet Forces Command	85	85	23	9	50	82	96.47%
Marine Corps HQ	231	231	70	61	65	196	84.85%

Table B-2a FY 2010 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)
Military Sealift Command	69	69	6	16	36	58	84.06%
Naval Air Systems Command	140	140	32	50	40	122	87.14%
Naval Education & Training Command	33	33	4	3	16	23	69.70%
Naval Sea Systems Command	83	83	34	21	13	68	81.93%
Naval Special Warfare Command	1	1	0	1	0	1	100.00%
Naval Supply Systems Command	71	71	15	27	21	63	88.73%
Naval Systems Management Activity	0	0	0	0	0	0	0.00%
Navy Facilities & Engineering Command	136	136	25	30	62	117	86.03%
Navy Military Personnel Command	3	3	0	0	2	2	66.67%
Office Of Naval Intelligence	6	6	2	3	1	6	100.00%
Office Of Naval Research	3	3	1	1	1	3	100.00%
SPAWAR	32	32	8	5	3	16	50.00%
Strategic Systems Project Office	2	2	0	0	0	0	0.00%
Department of the Navy Wide	1,450	1,450	378	323	538	1,239	85.45%
Alcohol and Tobacco Tax and Trade Bureau	7	7	0	2	0	2	28.57%
Bureau of Engraving and Printing	37	37	32	0	3	35	94.59%
Bureau of the Public Debt	12	12	3	2	7	12	100.00%
Departmental Offices	20	20	4	8	6	18	90.00%
Financial Crimes Enforcement Network	4	4	1	1	0	2	50.00%
Financial Management Service	22	22	2	5	6	13	59.09%
Internal Revenue Service	551	551	207	164	174	545	98.91%
Internal Revenue Service Office of the Chief Counsel	10	10	3	2	0	5	50.00%
Office of the Comptroller of the Currency	17	17	6	7	3	16	94.12%
Office of Thrift Supervision	5	5	1	2	2	5	100.00%
Treas- Office of the Inspector General	2	2	0	0	1	1	50.00%
Treasury Inspector General For Tax Administration	2	2	1	1	0	2	100.00%
U. S. Mint	42	42	14	10	13	37	88.10%
Department of the Treasury Wide	731	731	274	204	215	693	94.80%
Federal Aviation Administration	463	463	129	142	186	457	98.70%
Federal Highway Administration	24	24	8	9	7	24	100.00%

Table B-2a FY 2010 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)
Federal Motor Carrier Safety Administration	20	20	3	11	2	16	80.00%
Federal Railroad Administrataion	5	5	1	1	1	3	60.00%
Federal Transit Administration	4	4	0	0	0	0	0.00%
Maritime Administration	10	10	6	0	0	6	60.00%
National Highway Traffic Safety Administration	4	4	4	0	0	4	100.00%
Office of Inspector General	8	8	3	1	2	6	75.00%
Office of the Secretary	12	12	5	6	0	11	91.67%
Pipeline & Hazardous Materials Safety Admin.	3	3	1	2	0	3	100.00%
Research and Inovative Technology Administration	7	7	1	0	0	1	14.29%
St. Lawrence Development Corporation	0	0	0	0	0	0	0.00%
Department of Transportation Wide	560	560	161	172	198	531	94.82%
NCA	45	45	21	2	20	43	95.56%
VA-HQ and Others	191	191	88	18	72	178	93.19%
Veterans Benefits Administration	301	299	144	30	108	282	94.31%
Veterans Health Administration	3,861	3,855	1,797	181	1,699	3,677	95.38%
Department of Veterans Affairs Wide	4,398	4,390	2,050	231	1,899	4,180	95.22%
Central Office	44	44	7	9	20	36	81.82%
National Capital Region	20	20	9	6	5	20	100.00%
Region 1	7	7	3	4	0	7	100.00%
Region 10	2	2	1	1	0	2	100.00%
Region 2	15	15	12	2	1	15	100.00%
Region 3	15	15	0	13	1	14	93.33%
Region 4	19	19	2	16	1	19	100.00%
Region 5	12	12	1	10	1	12	100.00%
Region 6	16	16	5	8	3	16	100.00%
Region 7	11	11	4	0	7	11	100.00%
Region 8	8	8	5	2	1	8	100.00%
Region 9	16	16	11	4	1	16	100.00%
General Services Administration Wide	185	185	60	75	41	176	95.14%

Table B-2a FY 2010 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)
Capital Metro Area Operations	1,566	1,566	286	217	1,062	1,565	99.94%
Eastern Area	1,560	1,559	309	405	832	1,546	99.17%
Great Lakes Area	1,938	1,936	385	340	1,199	1,924	99.38%
National Area	265	265	68	53	137	258	97.36%
Northeast Area	1,863	1,862	186	426	1,236	1,848	99.25%
Office of Inspector General	14	14	4	5	4	13	92.86%
Pacific Area	2,073	2,068	412	200	1,434	2,046	98.94%
Southeast Area	2,799	2,792	635	324	1,825	2,784	99.71%
Southwest Area	2,581	2,577	511	357	1,682	2,550	98.95%
Western Area	1,641	1,639	276	232	1,128	1,636	99.82%
U.S. Postal Service Wide	16,300	16,278	3,072	2,559	10,539	16,170	99.34%

Table B-3 FY 2010 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	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Agency for International Development	37	5	13.51%	16	43.24%	21	56.76%	15	40.54%	1	2.70%
American Battle Monuments Commission	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd.	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	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	61	0	0.00%	40	65.57%	40	65.57%	21	34.43%	0	0.00%
Central Intelligence Agency	55	2	3.64%	20	36.36%	22	40.00%	33	60.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	5	0	0.00%	1	20.00%	1	20.00%	4	80.00%	0	0.00%
Consumer Product Safety Commission	8	0	0.00%	3	37.50%	3	37.50%	5	62.50%	0	0.00%
Corporation for National and Community Service	5	1	20.00%	0	0.00%	1	20.00%	4	80.00%	0	0.00%
Court Services & Offender Supervision Agency for DC	22	2	9.09%	9	40.91%	11	50.00%	11	50.00%	0	0.00%
Defense Army and Air Force Exchange	327	43	13.15%	172	52.60%	215	65.75%	106	32.42%	6	1.83%
Defense Commissary Agency	201	20	9.95%	63	31.34%	83	41.29%	110	54.73%	8	3.98%
Defense Contract Audit Agency	39	2	5.13%	20	51.28%	22	56.41%	17	43.59%	0	0.00%
Defense Contract Management Agency	59	3	5.08%	27	45.76%	30	50.85%	29	49.15%	0	0.00%
Defense Finance and Accounting Service	121	27	22.31%	33	27.27%	60	49.59%	54	44.63%	7	5.79%
Defense Human Resources Activity	7	0	0.00%	0	0.00%	0	0.00%	7	100.00%	0	0.00%
Defense Information Systems Agency	22	2	9.09%	7	31.82%	9	40.91%	13	59.09%	0	0.00%
Defense Intelligence Agency	72	7	9.72%	28	38.89%	35	48.61%	36	50.00%	1	1.39%
Defense Logistics Agency	264	31	11.74%	114	43.18%	145	54.92%	112	42.42%	7	2.65%
Defense Media Activity	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Defense Missile Defense Agency	5	1	20.00%	1	20.00%	2	40.00%	2	40.00%	1	20.00%
Defense National Geospatial-Intelligence Agency	32	1	3.13%	10	31.25%	11	34.38%	18	56.25%	3	9.38%
Defense National Guard Bureau	115	26	22.61%	67	58.26%	93	80.87%	22	19.13%	0	0.00%
Defense National Security Agency	97	0	0.00%	64	65.98%	64	65.98%	29	29.90%	4	4.12%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	14	0	0.00%	4	28.57%	4	28.57%	10	71.43%	0	0.00%
Defense Office of the Sec. - Wash. Hqtrs. Services	60	2	3.33%	23	38.33%	25	41.67%	34	56.67%	1	1.67%
Defense Security Service	4	0	0.00%	0	0.00%	0	0.00%	4	100.00%	0	0.00%

Table B-3 FY 2010 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 Technical Information Center	4	1	25.00%	2	50.00%	3	75.00%	1	25.00%	0	0.00%
Defense Threat Reduction Agency	15	0	0.00%	10	66.67%	10	66.67%	5	33.33%	0	0.00%
Defense TRICARE Management Activity	3	0	0.00%	1	33.33%	1	33.33%	2	66.67%	0	0.00%
Defense Uniformed Services University	10	0	0.00%	8	80.00%	8	80.00%	2	20.00%	0	0.00%
Department of Agriculture	879	101	11.49%	347	39.48%	448	50.97%	404	45.96%	27	3.07%
Department of Commerce	3,320	32	0.96%	1,982	59.70%	2,014	60.66%	1,136	34.22%	170	5.12%
Department of Defense Education Activity	123	10	8.13%	62	50.41%	72	58.54%	47	38.21%	4	3.25%
Department of Education	67	9	13.43%	13	19.40%	22	32.84%	43	64.18%	2	2.99%
Department of Energy	125	23	18.40%	35	28.00%	58	46.40%	61	48.80%	6	4.80%
Department of Health and Human Services	701	21	3.00%	264	37.66%	285	40.66%	387	55.21%	29	4.14%
Department of Homeland Security	1,848	103	5.57%	569	30.79%	672	36.36%	1,100	59.52%	76	4.11%
Department of Housing and Urban Development	146	13	8.90%	47	32.19%	60	41.10%	82	56.16%	4	2.74%
Department of Justice	1,328	75	5.65%	280	21.08%	355	26.73%	660	49.70%	313	23.57%
Department of Labor	223	16	7.17%	70	31.39%	86	38.57%	129	57.85%	8	3.59%
Department of State	257	14	5.45%	107	41.63%	121	47.08%	133	51.75%	3	1.17%
Department of the Air Force	1,111	189	17.01%	396	35.64%	585	52.66%	506	45.54%	20	1.80%
Department of the Army	2,416	298	12.33%	758	31.37%	1,056	43.71%	1,278	52.90%	82	3.39%
Department of the Interior	578	58	10.03%	222	38.41%	280	48.44%	288	49.83%	10	1.73%
Department of the Navy	1,450	235	16.21%	509	35.10%	744	51.31%	682	47.03%	24	1.66%
Department of the Treasury	731	139	19.02%	185	25.31%	324	44.32%	387	52.94%	20	2.74%
Department of Transportation	560	41	7.32%	183	32.68%	224	40.00%	311	55.54%	25	4.46%
Department of Veterans Affairs	4,398	501	11.39%	1,587	36.08%	2,088	47.48%	2,123	48.27%	187	4.25%
Election Assistance Commission	3	0	0.00%	3	100.00%	3	100.00%	0	0.00%	0	0.00%
Environmental Protection Agency	113	10	8.85%	33	29.20%	43	38.05%	70	61.95%	0	0.00%
Equal Employment Opportunity Commission	62	4	6.45%	24	38.71%	28	45.16%	31	50.00%	3	4.84%
Export-Import Bank of the US	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	13	2	15.38%	7	53.85%	9	69.23%	4	30.77%	0	0.00%
Federal Deposit Insurance Corporation	33	1	3.03%	10	30.30%	11	33.33%	20	60.61%	2	6.06%
Federal Election Commission	3	2	66.67%	1	33.33%	3	100.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	9	6	66.67%	0	0.00%	6	66.67%	3	33.33%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	7	0	0.00%	1	14.29%	1	14.29%	6	85.71%	0	0.00%
Federal Labor Relations Authority	3	0	0.00%	2	66.67%	2	66.67%	1	33.33%	0	0.00%
Federal Maritime Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	3	0	0.00%	3	100.00%	3	100.00%	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%	0	0.00%
Federal Reserve System--Board of Governors	86	0	0.00%	79	91.86%	79	91.86%	7	8.14%	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-3 FY 2010 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 Trade Commission	8	0	0.00%	8	100.00%	8	100.00%	0	0.00%	0	0.00%
General Services Administration	185	10	5.41%	57	30.81%	67	36.22%	116	62.70%	2	1.08%
Government Printing Office	206	0	0.00%	149	72.33%	149	72.33%	53	25.73%	4	1.94%
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.	1	0	0.00%	1	100.00%	1	100.00%	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	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	10	3	30.00%	1	10.00%	4	40.00%	6	60.00%	0	0.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	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	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	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	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	5	0	0.00%	0	0.00%	0	0.00%	5	100.00%	0	0.00%
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	98	9	9.18%	31	31.63%	40	40.82%	55	56.12%	3	3.06%
National Archives and Records Administration	40	10	25.00%	15	37.50%	25	62.50%	13	32.50%	2	5.00%
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	11	3	27.27%	2	18.18%	5	45.45%	5	45.45%	1	9.09%
National Endowment for the Arts	28	0	0.00%	25	89.29%	25	89.29%	3	10.71%	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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	8	0	0.00%	4	50.00%	4	50.00%	4	50.00%	0	0.00%
National Indian Gaming Commission	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
National Labor Relations Board	38	3	7.89%	21	55.26%	24	63.16%	14	36.84%	0	0.00%
National Mediation Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	15	0	0.00%	6	40.00%	6	40.00%	9	60.00%	0	0.00%
National Science Foundation	10	0	0.00%	2	20.00%	2	20.00%	8	80.00%	0	0.00%
National Transportation Safety Board	2	0	0.00%	1	50.00%	1	50.00%	0	0.00%	1	50.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	23	5	21.74%	3	13.04%	8	34.78%	15	65.22%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
Office of Government Ethics	7	0	0.00%	3	42.86%	3	42.86%	2	28.57%	2	28.57%
Office of Personnel Management	57	0	0.00%	24	42.11%	24	42.11%	33	57.89%	0	0.00%
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	5	0	0.00%	2	40.00%	2	40.00%	3	60.00%	0	0.00%

Table B-3 FY 2010 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
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Peace Corps	6	0	0.00%	0	0.00%	0	0.00%	4	66.67%	2	33.33%
Pension Benefit Guaranty Corporation	31	2	6.45%	6	19.35%	8	25.81%	21	67.74%	2	6.45%
Postal Regulatory Commission	0	0	0.00%	0	0.00%	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	7	0	0.00%	0	0.00%	0	0.00%	7	100.00%	0	0.00%
Securities and Exchange Commission	24	1	4.17%	6	25.00%	7	29.17%	17	70.83%	0	0.00%
Selective Service System	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	69	5	7.25%	18	26.09%	23	33.33%	45	65.22%	1	1.45%
Smithsonian Institution	30	1	3.33%	17	56.67%	18	60.00%	9	30.00%	3	10.00%
Social Security Administration	972	78	8.02%	326	33.54%	404	41.56%	536	55.14%	32	3.29%
Tennessee Valley Authority	91	8	8.79%	3	3.30%	11	12.09%	62	68.13%	18	19.78%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	16,300	4,114	25.24%	6,502	39.89%	10,616	65.13%	5,285	32.42%	399	2.45%
U.S. Tax Court	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation & Conservation Comm.	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	38,034	6,158	16.19%	14,772	38.84%	20,930	55.03%	15,657	41.17%	1,447	3.80%
Midsized Agencies Subtotal	1,648	122	7.40%	519	31.49%	641	38.90%	946	57.40%	61	3.70%
Small Agencies Subtotal	867	51	5.88%	466	53.75%	517	59.63%	334	38.52%	16	1.85%
Micro Agencies Subtotal	14	1	7.14%	5	35.71%	6	42.86%	6	42.86%	2	14.29%
Government-wide	40,563	6,332	15.61%	15,762	38.86%	22,094	54.47%	16,943	41.77%	1,526	3.76%

NRF = No Report Filed

Table B-3a FY 2010 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
DLA Aviation	39	5	12.82%	12	30.77%	17	43.59%	19	48.72%	3	7.69%
DLA Disposition Services	21	1	4.76%	13	61.90%	14	66.67%	7	33.33%	0	0.00%
DLA Distribution	110	18	16.36%	41	37.27%	59	53.64%	51	46.36%	0	0.00%
DLA Headquarters Operations Division	34	3	8.82%	15	44.12%	18	52.94%	15	44.12%	1	2.94%
DLA Land and Maritime	32	0	0.00%	21	65.63%	21	65.63%	8	25.00%	3	9.38%
DLA Logistics Information Service	8	0	0.00%	4	50.00%	4	50.00%	4	50.00%	0	0.00%
DLA Troop Support	20	4	20.00%	8	40.00%	12	60.00%	8	40.00%	0	0.00%
Defense Logistics Agency Wide	264	31	11.74%	114	43.18%	145	54.92%	112	42.42%	7	2.65%
Alabama National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	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	4	1	25.00%	2	50.00%	3	75.00%	1	25.00%	0	0.00%
Arkansas National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
California National Guard	7	0	0.00%	4	57.14%	4	57.14%	3	42.86%	0	0.00%
Colorado National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	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	0	0	0.00%	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%	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%
Hawaii National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	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%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
Iowa National Guard	36	0	0.00%	36	100.00%	36	100.00%	0	0.00%	0	0.00%
Kansas National Guard	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	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	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
Massachusetts National Guard	10	9	90.00%	1	10.00%	10	100.00%	0	0.00%	0	0.00%
Michigan National Guard	4	1	25.00%	1	25.00%	2	50.00%	2	50.00%	0	0.00%
Minnesota National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mississippi National Guard	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%	0	0.00%
Missouri National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Montana National Guard	0	0	0.00%	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%	0	0.00%
Nevada National Guard	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
New Hampshire National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-3a FY 2010 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
New Jersey National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
New Mexico National Guard	3	0	0.00%	3	100.00%	3	100.00%	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	2	1	50.00%	1	50.00%	2	100.00%	0	0.00%	0	0.00%
North Dakota National Guard	0	0	0.00%	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%	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	2	2	100.00%	0	0.00%	2	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	7	0	0.00%	6	85.71%	6	85.71%	1	14.29%	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	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
South Dakota National Guard	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
Tennessee National Guard	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Texas National Guard	4	0	0.00%	0	0.00%	0	0.00%	4	100.00%	0	0.00%
Utah National Guard	7	7	100.00%	0	0.00%	7	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	1	50.00%	0	0.00%	1	50.00%	1	50.00%	0	0.00%
Washington State National Guard	3	0	0.00%	3	100.00%	3	100.00%	0	0.00%	0	0.00%
West Virginia National Guard	3	2	66.67%	1	33.33%	3	100.00%	0	0.00%	0	0.00%
Wisconsin National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Wyoming National Guard	3	0	0.00%	2	66.67%	2	66.67%	1	33.33%	0	0.00%
Defense National Guard Bureau Wide	115	26	22.61%	67	58.26%	93	80.87%	22	19.13%	0	0.00%
Agricultural Marketing Service	19	1	5.26%	5	26.32%	6	31.58%	11	57.89%	2	10.53%
Agricultural Research Service	35	2	5.71%	8	22.86%	10	28.57%	25	71.43%	0	0.00%
Agriculture Headquarters	7	3	42.86%	4	57.14%	7	100.00%	0	0.00%	0	0.00%
Animal and Plant Health Inspection Service	97	6	6.19%	47	48.45%	53	54.64%	38	39.18%	6	6.19%
Economic Research Service	5	2	40.00%	0	0.00%	2	40.00%	3	60.00%	0	0.00%
Farm Service Agency	56	9	16.07%	15	26.79%	24	42.86%	30	53.57%	2	3.57%
Food and Nutrition Service	23	0	0.00%	13	56.52%	13	56.52%	10	43.48%	0	0.00%
Food Safety And Inspection Service	150	32	21.33%	53	35.33%	85	56.67%	63	42.00%	2	1.33%
Foreign Agricultural Service	11	2	18.18%	6	54.55%	8	72.73%	3	27.27%	0	0.00%
Forest Service	258	20	7.75%	120	46.51%	140	54.26%	109	42.25%	9	3.49%
Grain Inspection, Packers & Stockyards Admin.	22	5	22.73%	7	31.82%	12	54.55%	9	40.91%	1	4.55%
National Agricultural Statistics Service	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
National Appeals Division	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
National Institute of Food and Agriculture	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%	0	0.00%

Table B-3a FY 2010 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
Natural Resources Conservation Service	43	9	20.93%	8	18.60%	17	39.53%	23	53.49%	3	6.98%
Office Of The Chief Financial Officer	50	3	6.00%	22	44.00%	25	50.00%	23	46.00%	2	4.00%
Risk Management Agency	6	1	16.67%	2	33.33%	3	50.00%	3	50.00%	0	0.00%
Rural Development	81	6	7.41%	31	38.27%	37	45.68%	44	54.32%	0	0.00%
USDA - Office Of Inspector General	11	0	0.00%	3	27.27%	3	27.27%	8	72.73%	0	0.00%
Department of Agriculture Wide	879	101	11.49%	347	39.48%	448	50.97%	404	45.96%	27	3.07%
All Other Commerce Bureaus	38	6	15.79%	7	18.42%	13	34.21%	22	57.89%	3	7.89%
Bureau of the Census	142	4	2.82%	54	38.03%	58	40.85%	73	51.41%	11	7.75%
Decennial Census	2,936	13	0.44%	1,845	62.84%	1,858	63.28%	934	31.81%	144	4.90%
International Trade Administration	4	0	0.00%	1	25.00%	1	25.00%	2	50.00%	1	25.00%
National Institute of Standards & Technology	28	2	7.14%	7	25.00%	9	32.14%	14	50.00%	5	17.86%
National Oceanic & Atmospheric Administration	99	4	4.04%	30	30.30%	34	34.34%	60	60.61%	5	5.05%
U. S. Patent and Trademark Office	73	3	4.11%	38	52.05%	41	56.16%	31	42.47%	1	1.37%
Department of Commerce Wide	3,320	32	0.96%	1,982	59.70%	2,014	60.66%	1,136	34.22%	170	5.12%
Bonneville Power Administration	22	3	13.64%	9	40.91%	12	54.55%	10	45.45%	0	0.00%
Chicago Operations Office	5	0	0.00%	2	40.00%	2	40.00%	2	40.00%	1	20.00%
EM Consolidated Business Center	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Golden Field Office	2	1	50.00%	0	0.00%	1	50.00%	1	50.00%	0	0.00%
Headquarters	32	3	9.38%	7	21.88%	10	31.25%	20	62.50%	2	6.25%
Idaho Operations Office	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
National Energy Technology Lab	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
NNSA Service Center	14	1	7.14%	3	21.43%	4	28.57%	10	71.43%	0	0.00%
Oak Ridge Operations	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
OSTI	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Richland Operations Office	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Savannah River Operations	21	14	66.67%	2	9.52%	16	76.19%	4	19.05%	1	4.76%
Southeastern Power Administration	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Southwestern Power Administration	9	0	0.00%	5	55.56%	5	55.56%	4	44.44%	0	0.00%
Strategic Petroleum Reserve	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Western Area Power Administration	15	1	6.67%	6	40.00%	7	46.67%	6	40.00%	2	13.33%
Department of Energy Wide	125	23	18.40%	35	28.00%	58	46.40%	61	48.80%	6	4.80%
Administration for Children and Families	18	0	0.00%	10	55.56%	10	55.56%	7	38.89%	1	5.56%
Agency for Healthcare Research and Quality	3	0	0.00%	3	100.00%	3	100.00%	0	0.00%	0	0.00%
Centers for Disease Control and Prevention	95	3	3.16%	45	47.37%	48	50.53%	44	46.32%	3	3.16%

Table B-3a FY 2010 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
Centers for Medicare & Medicaid Services	61	0	0.00%	19	31.15%	19	31.15%	39	63.93%	3	4.92%
Food and Drug Administration	114	3	2.63%	50	43.86%	53	46.49%	60	52.63%	1	0.88%
Health Resources and Services Administration	20	0	0.00%	5	25.00%	5	25.00%	14	70.00%	1	5.00%
Indian Health Service	200	10	5.00%	72	36.00%	82	41.00%	111	55.50%	7	3.50%
National Institutes of Health	125	4	3.20%	36	28.80%	40	32.00%	75	60.00%	10	8.00%
Office of the Sec. of Health and Human Services	52	1	1.92%	16	30.77%	17	32.69%	32	61.54%	3	5.77%
Program Support Center	11	0	0.00%	8	72.73%	8	72.73%	3	27.27%	0	0.00%
Substance Abuse & Mental Health Services Admin.	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Department of Health & Human Services Wide	701	21	3.00%	264	37.66%	285	40.66%	387	55.21%	29	4.14%
DHS Headquarters	84	7	8.33%	22	26.19%	29	34.52%	52	61.90%	3	3.57%
Federal Emergency Management Agency	253	4	1.58%	138	54.55%	142	56.13%	107	42.29%	4	1.58%
Federal Law Enforcement Training Center	11	0	0.00%	2	18.18%	2	18.18%	9	81.82%	0	0.00%
Transportation Security Administration	475	21	4.42%	170	35.79%	191	40.21%	261	54.95%	23	4.84%
U.S. Citizenship and Immigration Services	197	20	10.15%	46	23.35%	66	33.50%	127	64.47%	4	2.03%
U.S. Coast Guard	72	11	15.28%	8	11.11%	19	26.39%	47	65.28%	6	8.33%
U.S. Customs and Border Protection	506	28	5.53%	162	32.02%	190	37.55%	281	55.53%	35	6.92%
U.S. Immigration and Customs Enforcement	209	10	4.78%	3	1.44%	13	6.22%	196	93.78%	0	0.00%
U.S. Secret Service	41	2	4.88%	18	43.90%	20	48.78%	20	48.78%	1	2.44%
Department of Homeland Security Wide	1,848	103	5.57%	569	30.79%	672	36.36%	1,100	59.52%	76	4.11%
Alcohol, Tobacco, Firearms and Explosives	62	13	20.97%	12	19.35%	25	40.32%	37	59.68%	0	0.00%
Bureau of Prisons	774	34	4.39%	96	12.40%	130	16.80%	341	44.06%	303	39.15%
Drug Enforcement Administration	42	2	4.76%	6	14.29%	8	19.05%	33	78.57%	1	2.38%
Executive Office for Immigration Review	8	0	0.00%	4	50.00%	4	50.00%	4	50.00%	0	0.00%
Executive Office for U.S. Attorneys	60	4	6.67%	19	31.67%	23	38.33%	37	61.67%	0	0.00%
Federal Bureau of Investigation	244	8	3.28%	84	34.43%	92	37.70%	147	60.25%	5	2.05%
Office of Justice Programs	5	2	40.00%	1	20.00%	3	60.00%	2	40.00%	0	0.00%
Offices, Boards, and Divisions	49	12	24.49%	18	36.73%	30	61.22%	18	36.73%	1	2.04%
U.S. Marshals Service	84	0	0.00%	40	47.62%	40	47.62%	41	48.81%	3	3.57%
Department of Justice Wide	1,328	75	5.65%	280	21.08%	355	26.73%	660	49.70%	313	23.57%
Bureau of Labor Statistics	9	0	0.00%	2	22.22%	2	22.22%	7	77.78%	0	0.00%
Dept. of Labor (DM and others)	73	6	8.22%	18	24.66%	24	32.88%	46	63.01%	3	4.11%
Employment and Training Administration	29	2	6.90%	7	24.14%	9	31.03%	20	68.97%	0	0.00%
Mine Safety and Health Administration	30	2	6.67%	12	40.00%	14	46.67%	16	53.33%	0	0.00%
Occupational Safety and Health Administration	29	2	6.90%	14	48.28%	16	55.17%	11	37.93%	2	6.90%

Table B-3a FY 2010 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
Office of Workers Compensation Programs	23	0	0.00%	12	52.17%	12	52.17%	11	47.83%	0	0.00%
Wage and Hour Division	30	4	13.33%	5	16.67%	9	30.00%	18	60.00%	3	10.00%
Department of Labor Wide	223	16	7.17%	70	31.39%	86	38.57%	129	57.85%	8	3.59%
Eighth U.S. Army (KOREA)	7	2	28.57%	2	28.57%	4	57.14%	3	42.86%	0	0.00%
Headquarters, Department of Army	124	8	6.45%	47	37.90%	55	44.35%	63	50.81%	6	4.84%
U.S. Army Corps of Engineers	224	29	12.95%	65	29.02%	94	41.96%	121	54.02%	9	4.02%
U.S. Army Europe	13	1	7.69%	4	30.77%	5	38.46%	7	53.85%	1	7.69%
U.S. Army Forces Command	35	7	20.00%	7	20.00%	14	40.00%	21	60.00%	0	0.00%
U.S. Army Installation Management Command	627	94	14.99%	188	29.98%	282	44.98%	324	51.67%	21	3.35%
U.S. Army Intelligence and Security Command	15	0	0.00%	4	26.67%	4	26.67%	11	73.33%	0	0.00%
U.S. Army Material Command	544	50	9.19%	164	30.15%	214	39.34%	307	56.43%	23	4.23%
U.S. Army Medical Command	465	72	15.48%	145	31.18%	217	46.67%	235	50.54%	13	2.80%
U.S. Army Network Enterprise Tech. Command	36	6	16.67%	8	22.22%	14	38.89%	21	58.33%	1	2.78%
U.S. Army Pacific (USARPAC)	10	2	20.00%	1	10.00%	3	30.00%	6	60.00%	1	10.00%
U.S. Army Reserve Command	143	0	0.00%	78	54.55%	78	54.55%	63	44.06%	2	1.40%
U.S. Army Space and Missile Defense Command	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
U.S. Army Special Ops Command (USASOC)	7	0	0.00%	0	0.00%	0	0.00%	7	100.00%	0	0.00%
U.S. Army Test and Evaluation Command	26	2	7.69%	6	23.08%	8	30.77%	16	61.54%	2	7.69%
U.S. Army Training and Doctrine Command	137	25	18.25%	39	28.47%	64	46.72%	70	51.09%	3	2.19%
Department of the Army Wide	2,416	298	12.33%	758	31.37%	1,056	43.71%	1,278	52.90%	82	3.39%
Bureau Of Indian Affairs	130	10	7.69%	61	46.92%	71	54.62%	57	43.85%	2	1.54%
Bureau Of Land Management	83	11	13.25%	29	34.94%	40	48.19%	39	46.99%	4	4.82%
Bureau Of Reclamation	59	7	11.86%	28	47.46%	35	59.32%	24	40.68%	0	0.00%
Bureau Of Surface Mining	9	2	22.22%	3	33.33%	5	55.56%	4	44.44%	0	0.00%
DOI-Office Of The Secretary	52	3	5.77%	21	40.38%	24	46.15%	28	53.85%	0	0.00%
Fish And Wildlife Service	36	5	13.89%	17	47.22%	22	61.11%	14	38.89%	0	0.00%
Geological Survey	35	2	5.71%	11	31.43%	13	37.14%	21	60.00%	1	2.86%
Minerals Management Service	17	2	11.76%	3	17.65%	5	29.41%	12	70.59%	0	0.00%
National Park Service	157	16	10.19%	49	31.21%	65	41.40%	89	56.69%	3	1.91%
Department of the Interior Wide	578	58	10.03%	222	38.41%	280	48.44%	288	49.83%	10	1.73%
Bureau of Medicine & Surgery	153	17	11.11%	52	33.99%	69	45.10%	82	53.59%	2	1.31%
Chief Of Naval Operations	27	8	29.63%	6	22.22%	14	51.85%	13	48.15%	0	0.00%
Commander Naval Installations Command	228	41	17.98%	73	32.02%	114	50.00%	108	47.37%	6	2.63%
Commander Naval Reserve	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

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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
Commander Pacific Fleet	121	34	28.10%	48	39.67%	82	67.77%	39	32.23%	0	0.00%
DON Assistant for Administration	26	2	7.69%	9	34.62%	11	42.31%	15	57.69%	0	0.00%
Fleet Forces Command	85	15	17.65%	23	27.06%	38	44.71%	47	55.29%	0	0.00%
Marine Corps HQ	231	28	12.12%	93	40.26%	121	52.38%	107	46.32%	3	1.30%
Military Sealift Command	69	11	15.94%	25	36.23%	36	52.17%	33	47.83%	0	0.00%
Naval Air Systems Command	140	20	14.29%	49	35.00%	69	49.29%	66	47.14%	5	3.57%
Naval Education & Training Command	33	8	24.24%	10	30.30%	18	54.55%	15	45.45%	0	0.00%
Naval Sea Systems Command	83	6	7.23%	23	27.71%	29	34.94%	53	63.86%	1	1.20%
Naval Special Warfare Command	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Naval Supply Systems Command	71	10	14.08%	32	45.07%	42	59.15%	26	36.62%	3	4.23%
Naval Systems Management Activity	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Navy Facilities & Engineering Command	136	20	14.71%	50	36.76%	70	51.47%	63	46.32%	3	2.21%
Navy Military Personnel Command	3	1	33.33%	0	0.00%	1	33.33%	2	66.67%	0	0.00%
Office Of Naval Intelligence	6	2	33.33%	1	16.67%	3	50.00%	3	50.00%	0	0.00%
Office Of Naval Research	3	0	0.00%	1	33.33%	1	33.33%	1	33.33%	1	33.33%
SPAWAR	32	12	37.50%	13	40.63%	25	78.13%	7	21.88%	0	0.00%
Strategic Systems Project Office	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
Department of the Navy Wide	1,450	235	16.21%	509	35.10%	744	51.31%	682	47.03%	24	1.66%
Alcohol and Tobacco Tax and Trade Bureau	7	0	0.00%	1	14.29%	1	14.29%	5	71.43%	1	14.29%
Bureau of Engraving and Printing	37	6	16.22%	10	27.03%	16	43.24%	20	54.05%	1	2.70%
Bureau of the Public Debt	12	3	25.00%	4	33.33%	7	58.33%	4	33.33%	1	8.33%
Departmental Offices	20	3	15.00%	3	15.00%	6	30.00%	14	70.00%	0	0.00%
Financial Crimes Enforcement Network	4	1	25.00%	0	0.00%	1	25.00%	3	75.00%	0	0.00%
Financial Management Service	22	5	22.73%	4	18.18%	9	40.91%	13	59.09%	0	0.00%
Internal Revenue Service	551	112	20.33%	145	26.32%	257	46.64%	277	50.27%	17	3.09%
Internal Revenue Service Office of the Chief Counsel	10	2	20.00%	1	10.00%	3	30.00%	7	70.00%	0	0.00%
Office of the Comptroller of the Currency	17	4	23.53%	3	17.65%	7	41.18%	10	58.82%	0	0.00%
Office of Thrift Supervision	5	0	0.00%	3	60.00%	3	60.00%	2	40.00%	0	0.00%
Treas- Office of the Inspector General	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%	0	0.00%
Treasury Inspector General For Tax Administration	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
U. S. Mint	42	3	7.14%	8	19.05%	11	26.19%	31	73.81%	0	0.00%
Department of the Treasury Wide	731	139	19.02%	185	25.31%	324	44.32%	387	52.94%	20	2.74%
Federal Aviation Administration	463	35	7.56%	154	33.26%	189	40.82%	253	54.64%	21	4.54%
Federal Highway Administration	24	3	12.50%	8	33.33%	11	45.83%	13	54.17%	0	0.00%
Federal Motor Carrier Safety Administration	20	0	0.00%	7	35.00%	7	35.00%	13	65.00%	0	0.00%
Federal Railroad Administrataion	5	0	0.00%	2	40.00%	2	40.00%	3	60.00%	0	0.00%

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Federal Transit Administration	4	2	50.00%	1	25.00%	3	75.00%	1	25.00%	0	0.00%
Maritime Administration	10	0	0.00%	2	20.00%	2	20.00%	6	60.00%	2	20.00%
National Highway Traffic Safety Administration	4	0	0.00%	2	50.00%	2	50.00%	2	50.00%	0	0.00%
Office of Inspector General	8	0	0.00%	0	0.00%	0	0.00%	8	100.00%	0	0.00%
Office of the Secretary	12	0	0.00%	6	50.00%	6	50.00%	5	41.67%	1	8.33%
Pipeline & Hazardous Materials Safety Admin.	3	0	0.00%	0	0.00%	0	0.00%	2	66.67%	1	33.33%
Research and Inovative Technology Administration	7	1	14.29%	1	14.29%	2	28.57%	5	71.43%	0	0.00%
St. Lawrence Development Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Transportation Wide	560	41	7.32%	183	32.68%	224	40.00%	311	55.54%	25	4.46%
NCA	45	3	6.67%	18	40.00%	21	46.67%	21	46.67%	3	6.67%
VA-HQ and Others	191	20	10.47%	72	37.70%	92	48.17%	93	48.69%	6	3.14%
Veterans Benefits Administration	301	35	11.63%	102	33.89%	137	45.51%	141	46.84%	23	7.64%
Veterans Health Administration	3,861	443	11.47%	1,395	36.13%	1,838	47.60%	1,868	48.38%	155	4.01%
Department of Veterans Affairs Wide	4,398	501	11.39%	1,587	36.08%	2,088	47.48%	2,123	48.27%	187	4.25%
Central Office	44	2	4.55%	18	40.91%	20	45.45%	24	54.55%	0	0.00%
National Capital Region	20	1	5.00%	6	30.00%	7	35.00%	13	65.00%	0	0.00%
Region 1	7	0	0.00%	1	14.29%	1	14.29%	6	85.71%	0	0.00%
Region 10	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
Region 2	15	0	0.00%	6	40.00%	6	40.00%	9	60.00%	0	0.00%
Region 3	15	2	13.33%	5	33.33%	7	46.67%	7	46.67%	1	6.67%
Region 4	19	0	0.00%	1	5.26%	1	5.26%	17	89.47%	1	5.26%
Region 5	12	1	8.33%	4	33.33%	5	41.67%	7	58.33%	0	0.00%
Region 6	16	2	12.50%	4	25.00%	6	37.50%	10	62.50%	0	0.00%
Region 7	11	0	0.00%	2	18.18%	2	18.18%	9	81.82%	0	0.00%
Region 8	8	2	25.00%	3	37.50%	5	62.50%	3	37.50%	0	0.00%
Region 9	16	0	0.00%	6	37.50%	6	37.50%	10	62.50%	0	0.00%
General Services Administration Wide	185	10	5.41%	57	30.81%	67	36.22%	116	62.70%	2	1.08%
Capital Metro Area Operations	1,566	412	26.31%	689	44.00%	1,101	70.31%	434	27.71%	31	1.98%
Eastern Area	1,560	202	12.95%	696	44.62%	898	57.56%	607	38.91%	55	3.53%
Great Lakes Area	1,938	392	20.23%	839	43.29%	1,231	63.52%	635	32.77%	72	3.72%
National Area	265	33	12.45%	92	34.72%	125	47.17%	132	49.81%	8	3.02%
Northeast Area	1,863	449	24.10%	820	44.02%	1,269	68.12%	562	30.17%	32	1.72%
Office of Inspector General	14	1	7.14%	2	14.29%	3	21.43%	11	78.57%	0	0.00%
Pacific Area	2,073	727	35.07%	674	32.51%	1,401	67.58%	638	30.78%	34	1.64%

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Southeast Area	2,799	885	31.62%	1,045	37.33%	1,930	68.95%	800	28.58%	69	2.47%
Southwest Area	2,581	551	21.35%	967	37.47%	1,518	58.81%	994	38.51%	69	2.67%
Western Area	1,641	462	28.15%	678	41.32%	1,140	69.47%	472	28.76%	29	1.77%
U.S. Postal Service Wide	16,300	4,114	25.24%	6,502	39.89%	10,616	65.13%	5,285	32.42%	399	2.45%

Table B-4 FY 2010 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	2	2	100.00%	1	1	50.00%
Agency for International Development	37	37	100.00%	26	11	29.73%
American Battle Monuments Commission	2	1	50.00%	1	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	0	0	0.00%	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	1	1	100.00%	1	0	0.00%
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	61	61	100.00%	58	3	4.92%
Central Intelligence Agency	55	20	36.36%	13	7	12.73%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF
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	0	0	0.00%	0	0	0.00%
Commodity Futures Trading Commission	5	1	20.00%	0	1	20.00%
Consumer Product Safety Commission	8	7	87.50%	4	3	37.50%
Corporation for National and Community Service	5	5	100.00%	4	1	20.00%
Court Services & Offender Supervision Agency for DC	22	22	100.00%	16	6	27.27%
Defense Army and Air Force Exchange	327	327	100.00%	267	60	18.35%
Defense Commissary Agency	201	110	54.73%	44	66	32.84%
Defense Contract Audit Agency	39	3	7.69%	1	2	5.13%
Defense Contract Management Agency	59	54	91.53%	46	8	13.56%
Defense Finance and Accounting Service	121	73	60.33%	17	56	46.28%
Defense Human Resources Activity	7	7	100.00%	7	0	0.00%
Defense Information Systems Agency	22	20	90.91%	19	1	4.55%
Defense Intelligence Agency	72	69	95.83%	53	16	22.22%
Defense Logistics Agency	264	174	65.91%	86	88	33.33%
Defense Media Activity	2	1	50.00%	1	0	0.00%
Defense Missile Defense Agency	5	4	80.00%	3	1	20.00%

Table B-4 FY 2010 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 National Geospatial-Intelligence Agency	32	32	100.00%	28	4	12.50%
Defense National Guard Bureau	115	28	24.35%	19	9	7.83%
Defense National Security Agency	97	97	100.00%	89	8	8.25%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	14	1	7.14%	0	1	7.14%
Defense Office of the Sec. - Wash. Hqtrs. Services	60	8	13.33%	0	8	13.33%
Defense Security Service	4	0	0.00%	0	0	0.00%
Defense Technical Information Center	4	4	100.00%	3	1	25.00%
Defense Threat Reduction Agency	15	15	100.00%	5	10	66.67%
Defense TRICARE Management Activity	3	3	100.00%	3	0	0.00%
Defense Uniformed Services University	10	0	0.00%	0	0	0.00%
Department of Agriculture	879	820	93.29%	600	220	25.03%
Department of Commerce	3,320	214	6.45%	141	73	2.20%
Department of Defense Education Activity	123	112	91.06%	94	18	14.63%
Department of Education	67	45	67.16%	24	21	31.34%
Department of Energy	125	80	64.00%	48	32	25.60%
Department of Health and Human Services	701	654	93.30%	488	166	23.68%
Department of Homeland Security	1,848	1,269	68.67%	531	738	39.94%
Department of Housing and Urban Development	146	60	41.10%	4	56	38.36%
Department of Justice	1,328	1,229	92.55%	1,105	124	9.34%
Department of Labor	223	223	100.00%	137	86	38.57%
Department of State	257	257	100.00%	208	49	19.07%
Department of the Air Force	1,111	797	71.74%	340	457	41.13%
Department of the Army	2,416	1,145	47.39%	532	613	25.37%
Department of the Interior	578	410	70.93%	304	106	18.34%
Department of the Navy	1,450	1,447	99.79%	729	718	49.52%
Department of the Treasury	731	686	93.84%	318	368	50.34%
Department of Transportation	560	373	66.61%	164	209	37.32%
Department of Veterans Affairs	4,398	4,227	96.11%	1,993	2,234	50.80%
Election Assistance Commission	3	0	0.00%	0	0	0.00%
Environmental Protection Agency	113	79	69.91%	67	12	10.62%
Equal Employment Opportunity Commission	62	35	56.45%	20	15	24.19%
Export-Import Bank of the US	0	0	0.00%	0	0	0.00%
Farm Credit Administration	1	0	0.00%	0	0	0.00%

Table B-4 FY 2010 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)
Farm Credit System Insurance Corporation	0	0	0.00%	0	0	0.00%
Federal Communications Commission	13	0	0.00%	0	0	0.00%
Federal Deposit Insurance Corporation	33	28	84.85%	7	21	63.64%
Federal Election Commission	3	1	33.33%	0	1	33.33%
Federal Energy Regulatory Commission	9	9	100.00%	3	6	66.67%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	7	5	71.43%	5	0	0.00%
Federal Labor Relations Authority	3	0	0.00%	0	0	0.00%
Federal Maritime Commission	0	0	0.00%	0	0	0.00%
Federal Mediation and Conciliation Service	3	0	0.00%	0	0	0.00%
Federal Mine Safety & Health Review Comm.	0	0	0.00%	0	0	0.00%
Federal Reserve System--Board of Governors	86	86	100.00%	85	1	1.16%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0	0.00%
Federal Trade Commission	8	8	100.00%	8	0	0.00%
General Services Administration	185	174	94.05%	106	68	36.76%
Government Printing Office	206	159	77.18%	159	0	0.00%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0	0.00%
Holocaust Memorial Museum U.S.	1	0	0.00%	0	0	0.00%
Institute of Museum and Library Services	0	0	0.00%	0	0	0.00%
Inter-American Foundation	1	0	0.00%	0	0	0.00%
International Boundary and Water Commission	10	4	40.00%	0	4	40.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	1	100.00%	1	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	0	0	0.00%	0	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0	0.00%
Merit Systems Protection Board	1	1	100.00%	1	0	0.00%
Millennium Challenge Corporation	5	0	0.00%	0	0	0.00%
Morris K. Udall and Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	98	54	55.10%	33	21	21.43%
National Archives and Records Administration	40	11	27.50%	2	9	22.50%
National Capital Planning Commission	1	0	0.00%	0	0	0.00%
National Council on Disability	0	0	0.00%	0	0	0.00%

Table B-4 FY 2010 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 Credit Union Administration	11	11	100.00%	9	2	18.18%
National Endowment for the Arts	28	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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	8	4	50.00%	4	0	0.00%
National Indian Gaming Commission	2	0	0.00%	0	0	0.00%
National Labor Relations Board	38	38	100.00%	33	5	13.16%
National Mediation Board	0	0	0.00%	0	0	0.00%
National Reconnaissance Office	15	15	100.00%	13	2	13.33%
National Science Foundation	10	10	100.00%	9	1	10.00%
National Transportation Safety Board	2	2	100.00%	1	1	50.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0	0.00%
Nuclear Regulatory Commission	23	23	100.00%	16	7	30.43%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	1	1	100.00%	0	1	100.00%
Office of Government Ethics	7	0	0.00%	0	0	0.00%
Office of Personnel Management	57	57	100.00%	56	1	1.75%
Office of Special Counsel	0	0	0.00%	0	0	0.00%
Office of the Director of National Intelligence	5	5	100.00%	5	0	0.00%
Overseas Private Investment Corporation	0	0	0.00%	0	0	0.00%
Peace Corps	6	1	16.67%	1	0	0.00%
Pension Benefit Guaranty Corporation	31	30	96.77%	24	6	19.35%
Postal Regulatory Commission	0	0	0.00%	0	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	7	2	28.57%	2	0	0.00%
Securities and Exchange Commission	24	10	41.67%	9	1	4.17%
Selective Service System	0	0	0.00%	0	0	0.00%
Small Business Administration	69	38	55.07%	35	3	4.35%
Smithsonian Institution	30	30	100.00%	19	11	36.67%
Social Security Administration	972	845	86.93%	408	437	44.96%
Tennessee Valley Authority	91	17	18.68%	0	17	18.68%
Trade and Development Agency	0	0	0.00%	0	0	0.00%
U.S. Postal Service	16,300	13,512	82.90%	2,323	11,189	68.64%

Table B-4 FY 2010 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)
U.S. Tax Court	1	1	100.00%	1	0	0.00%
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	38,034	28,590	75.17%	10,774	17,816	46.84%
Midsized Agencies Subtotal	1,648	1,322	80.22%	731	591	35.86%
Small Agencies Subtotal	867	626	72.20%	533	93	10.73%
Micro Agencies Subtotal	14	4	28.57%	2	2	14.29%
Government-wide	40,563	30,542	75.30%	12,040	18,502	45.61%

NRF = No Report Filed

Table B-5 FY 2010 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	1	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	11	2	18.18%	1	9.09%	3	27.27%
American Battle Monuments Commission	0	0	0.00%	0	0.00%	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd.	0	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	0	0	0.00%	0	0.00%	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	3	0	0.00%	1	33.33%	1	33.33%
Central Intelligence Agency	7	0	0.00%	3	42.86%	3	42.86%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	1	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	3	0	0.00%	1	33.33%	1	33.33%
Corporation for National and Community Service	1	0	0.00%	0	0.00%	0	0.00%
Court Services & Offender Supervision Agency for DC	6	2	33.33%	4	66.67%	6	100.00%
Defense Army and Air Force Exchange	60	15	25.00%	32	53.33%	47	78.33%
Defense Commissary Agency	66	7	10.61%	14	21.21%	21	31.82%
Defense Contract Audit Agency	2	0	0.00%	0	0.00%	0	0.00%
Defense Contract Management Agency	8	3	37.50%	2	25.00%	5	62.50%
Defense Finance and Accounting Service	56	25	44.64%	11	19.64%	36	64.29%
Defense Human Resources Activity	0	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	1	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	16	6	37.50%	7	43.75%	13	81.25%
Defense Logistics Agency	88	29	32.95%	32	36.36%	61	69.32%
Defense Media Activity	0	0	0.00%	0	0.00%	0	0.00%

Table B-5 FY 2010 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 Missile Defense Agency	1	1	100.00%	0	0.00%	1	100.00%
Defense National Geospatial-Intelligence Agency	4	1	25.00%	1	25.00%	2	50.00%
Defense National Guard Bureau	9	6	66.67%	2	22.22%	8	88.89%
Defense National Security Agency	8	0	0.00%	7	87.50%	7	87.50%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	1	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Sec. - Wash. Hqtrs. Services	8	0	0.00%	5	62.50%	5	62.50%
Defense Security Service	0	0	0.00%	0	0.00%	0	0.00%
Defense Technical Information Center	1	1	100.00%	0	0.00%	1	100.00%
Defense Threat Reduction Agency	10	0	0.00%	9	90.00%	9	90.00%
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	220	54	24.55%	60	27.27%	114	51.82%
Department of Commerce	73	10	13.70%	17	23.29%	27	36.99%
Department of Defense Education Activity	18	4	22.22%	10	55.56%	14	77.78%
Department of Education	21	7	33.33%	2	9.52%	9	42.86%
Department of Energy	32	17	53.13%	1	3.13%	18	56.25%
Department of Health and Human Services	166	10	6.02%	53	31.93%	63	37.95%
Department of Homeland Security	738	85	11.52%	254	34.42%	339	45.93%
Department of Housing and Urban Development	56	11	19.64%	8	14.29%	19	33.93%
Department of Justice	124	35	28.23%	14	11.29%	49	39.52%
Department of Labor	86	16	18.60%	21	24.42%	37	43.02%
Department of State	49	8	16.33%	17	34.69%	25	51.02%
Department of the Air Force	457	161	35.23%	76	16.63%	237	51.86%
Department of the Army	613	223	36.38%	150	24.47%	373	60.85%
Department of the Interior	106	28	26.42%	33	31.13%	61	57.55%
Department of the Navy	718	148	20.61%	222	30.92%	370	51.53%
Department of the Treasury	368	97	26.36%	68	18.48%	165	44.84%
Department of Transportation	209	34	16.27%	62	29.67%	96	45.93%
Department of Veterans Affairs	2,234	471	21.08%	604	27.04%	1,075	48.12%
Election Assistance Commission	0	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	12	5	41.67%	0	0.00%	5	41.67%

Table B-5 FY 2010 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)
Equal Employment Opportunity Commission	15	4	26.67%	0	0.00%	4	26.67%
Export-Import Bank of the US	0	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	21	1	4.76%	4	19.05%	5	23.81%
Federal Election Commission	1	0	0.00%	1	100.00%	1	100.00%
Federal Energy Regulatory Commission	6	6	100.00%	0	0.00%	6	100.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	0	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 and Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	1	0	0.00%	1	100.00%	1	100.00%
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	68	8	11.76%	23	33.82%	31	45.59%
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	4	2	50.00%	0	0.00%	2	50.00%
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%

Table B-5 FY 2010 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)
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	21	7	33.33%	7	33.33%	14	66.67%
National Archives and Records Administration	9	7	77.78%	2	22.22%	9	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	2	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 and 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	5	2	40.00%	0	0.00%	2	40.00%
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	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	1	0	0.00%	1	100.00%	1	100.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	7	3	42.86%	2	28.57%	5	71.43%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	1	1	100.00%	0	0.00%	1	100.00%
Office of Government Ethics	0	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	1	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	6	0	0.00%	1	16.67%	1	16.67%
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	1	100.00%	0	0.00%	1	100.00%
Selective Service System	0	0	0.00%	0	0.00%	0	0.00%

Table B-5 FY 2010 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)
Small Business Administration	3	1	33.33%	2	66.67%	3	100.00%
Smithsonian Institution	11	1	9.09%	7	63.64%	8	72.73%
Social Security Administration	437	72	16.48%	130	29.75%	202	46.22%
Tennessee Valley Authority	17	2	11.76%	1	5.88%	3	17.65%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	11,189	3,469	31.00%	5,047	45.11%	8,516	76.11%
U.S. Tax Court	0	0	0.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	17,816	4,982	27.96%	6,841	38.40%	11,823	66.36%
Midsize Agencies Subtotal	591	97	16.41%	174	29.44%	271	45.85%
Small Agencies Subtotal	93	29	31.18%	18	19.35%	47	50.54%
Micro Agencies Subtotal	2	1	50.00%	0	0.00%	1	50.00%
Government-wide	18,502	5,109	27.61%	7,033	38.01%	12,142	65.63%

NRF = No Report Filed

Table B-6 FY 2010 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	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Agency for International Development	37	5	4	80.00%	1	20.00%	\$10,000.00	\$2,000.00	\$10,000.00
American Battle Monuments Commission	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transp. Barriers Compliance Bd.	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	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	61	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Central Intelligence Agency	55	2	1	50.00%	1	50.00%	\$1,300.00	\$650.00	\$1,300.00
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Commodity Futures Trading Commission	5	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Consumer Product Safety Commission	8	0	0	0.00%	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 & Offender Supervision Agency for	22	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Army and Air Force Exchange	327	43	43	100.00%	1	2.33%	\$1,870.00	\$43.49	\$1,870.00
Defense Commissary Agency	201	20	19	95.00%	2	10.00%	\$4,000.00	\$200.00	\$2,000.00
Defense Contract Audit Agency	39	2	1	50.00%	1	50.00%	\$1,836.00	\$918.00	\$1,836.00
Defense Contract Management Agency	59	3	3	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Finance and Accounting Service	121	27	26	96.30%	4	14.81%	\$5,075.00	\$187.96	\$1,268.75
Defense Human Resources Activity	7	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Information Systems Agency	22	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Intelligence Agency	72	7	7	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Logistics Agency	264	31	30	96.77%	3	9.68%	\$2,514.52	\$81.11	\$838.17
Defense Media Activity	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00

Table B-6 FY 2010 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	5	1	1	100.00%	1	100.00%	\$2,000.00	\$2,000.00	\$2,000.00
Defense National Geospatial-Intelligence Agency	32	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense National Guard Bureau	115	26	26	100.00%	1	3.85%	\$30,477.00	\$1,172.19	\$30,477.00
Defense National Security Agency	97	0	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	14	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Office of the Secretary - Wash. Hqtrs.	60	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Security Service	4	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Technical Information Center	4	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Threat Reduction Agency	15	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense TRICARE Management Activity	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Uniformed Services University	10	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Department of Agriculture	879	101	97	96.04%	24	23.76%	\$444,779.59	\$4,403.76	\$18,532.48
Department of Commerce	3,320	32	23	71.88%	10	31.25%	\$48,818.00	\$1,525.56	\$4,881.80
Department of Defense Education Activity	123	10	9	90.00%	2	20.00%	\$29,200.00	\$2,920.00	\$14,600.00
Department of Education	67	9	7	77.78%	2	22.22%	\$3,000.00	\$333.33	\$1,500.00
Department of Energy	125	23	21	91.30%	7	30.43%	\$79,056.50	\$3,437.24	\$11,293.79
Department of Health and Human Services	701	21	20	95.24%	3	14.29%	\$26,285.87	\$1,251.71	\$8,761.96
Department of Homeland Security	1,848	103	99	96.12%	15	14.56%	\$248,932.00	\$2,416.82	\$16,595.47
Department of Housing and Urban Development	146	13	12	92.31%	3	23.08%	\$22,619.00	\$1,739.92	\$7,539.67
Department of Justice	1,328	75	73	97.33%	9	12.00%	\$57,338.72	\$764.52	\$6,370.97
Department of Labor	223	16	15	93.75%	5	31.25%	\$44,740.89	\$2,796.31	\$8,948.18
Department of State	257	14	12	85.71%	2	14.29%	\$56,000.00	\$4,000.00	\$28,000.00
Department of the Air Force	1,111	189	186	98.41%	16	8.47%	\$224,216.02	\$1,186.33	\$14,013.50
Department of the Army	2,416	298	285	95.64%	31	10.40%	\$135,890.64	\$456.01	\$4,383.57
Department of the Interior	578	58	56	96.55%	11	18.97%	\$15,086.71	\$260.12	\$1,371.52
Department of the Navy	1,450	235	223	94.89%	30	12.77%	\$128,384.00	\$546.31	\$4,279.47
Department of the Treasury	731	139	135	97.12%	14	10.07%	\$290,060.46	\$2,086.77	\$20,718.60
Department of Transportation	560	41	39	95.12%	13	31.71%	\$88,104.25	\$2,148.88	\$6,777.25
Department of Veterans Affairs	4,398	501	495	98.80%	39	7.78%	\$448,916.20	\$896.04	\$11,510.67
Election Assistance Commission	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Environmental Protection Agency	113	10	10	100.00%	1	10.00%	\$1,000.00	\$100.00	\$1,000.00
Equal Employment Opportunity Commission	62	4	4	100.00%	1	25.00%	\$900.00	\$225.00	\$900.00
Export-Import Bank of the US	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00

Table B-6 FY 2010 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
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	13	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Deposit Insurance Corporation	33	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Election Commission	3	2	2	100.00%	1	50.00%	\$455.67	\$227.84	\$455.67
Federal Energy Regulatory Commission	9	6	6	100.00%	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	7	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Labor Relations Authority	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Maritime Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Mediation and Conciliation Service	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Mine Safety and Health Review Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Reserve System--Board of Governors	86	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	8	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
General Services Administration	185	10	9	90.00%	1	10.00%	\$618.00	\$61.80	\$618.00
Government Printing Office	206	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.	1	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	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
International Boundary and Water Commission	10	3	3	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	1	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	0	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	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Millennium Challenge Corporation	5	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	98	9	5	55.56%	5	55.56%	\$40,000.00	\$4,444.44	\$8,000.00
National Archives and Records Administration	40	10	10	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

Table B-6 FY 2010 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 Council on Disability	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Credit Union Administration	11	3	3	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Endowment for the Arts	28	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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	8	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Indian Gaming Commission	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Labor Relations Board	38	3	2	66.67%	1	33.33%	\$75,000.00	\$25,000.00	\$75,000.00
National Mediation Board	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Reconnaissance Office	15	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Science Foundation	10	0	0	0.00%	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	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Nuclear Regulatory Commission	23	5	4	80.00%	1	20.00%	\$2,000.00	\$400.00	\$2,000.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	1	1	0	0.00%	1	100.00%	\$2,550.00	\$2,550.00	\$2,550.00
Office of Government Ethics	7	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of Personnel Management	57	0	0	0.00%	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	5	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Overseas Private Investment Corporation	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Peace Corps	6	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Pension Benefit Guaranty Corporation	31	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Postal Regulatory Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	7	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Securities and Exchange Commission	24	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Selective Service System	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Small Business Administration	69	5	5	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Smithsonian Institution	30	1	1	100.00%	1	100.00%	\$14,750.00	\$14,750.00	\$14,750.00
Social Security Administration	972	78	76	97.44%	5	6.41%	\$3,642.68	\$46.70	\$728.54
Tennessee Valley Authority	91	8	5	62.50%	6	75.00%	\$11,593.63	\$1,449.20	\$1,932.27

Table B-6 FY 2010 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	16,300	4,114	3,950	96.01%	302	7.34%	\$545,551.35	\$132.61	\$1,806.46
U.S. Tax Court	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	38,034	6,158	5,919	96.12%	551	8.95%	\$2,984,752.72	\$484.70	\$5,416.97
Midsized Agencies Subtotal	1,648	122	112	91.80%	19	15.57%	\$71,604.31	\$586.92	\$3,768.65
Small Agencies Subtotal	867	51	47	92.16%	6	11.76%	\$89,655.67	\$1,757.95	\$14,942.61
Micro Agencies Subtotal	14	1	0	0.00%	1	100.00%	\$2,550.00	\$2,550.00	\$2,550.00
Government-wide	40,563	6,332	6,078	95.99%	577	9.11%	\$3,148,562.70	\$497.25	\$5,456.78

NRF = No Report Filed

Table B-7 FY 2010 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	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Agency for International Development	37	21	56.76%	9	3	33.33%	232.44	4	966.75	1	0	0.00%	344	344
American Battle Monuments Commission	2	2	100.00%	1	1	100.00%	136	1	224	1	1	100.00%	58	224
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd.	0	0	0.00%	0	0	0.00%	0	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	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
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	61	61	100.00%	18	18	100.00%	110.22	25	329.72	12	8	66.67%	74.17	379.17
Central Intelligence Agency	55	45	81.82%	13	5	38.46%	280.77	16	253.5	5	3	60.00%	60.4	416.6
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	0	0	0	0	0.00%	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Commodity Futures Trading Commission	5	5	100.00%	4	4	100.00%	270	4	589.75	2	0	0.00%	90	609.5
Consumer Product Safety Commission	7	6	85.71%	6	6	100.00%	141.17	5	321	2	2	100.00%	20.5	373.5
Corporation for National and Community Service	5	5	100.00%	5	5	100.00%	81.6	3	388.33	2	1	50.00%	66	288.5
Court Services & Offender Supervision Agency for DC	22	19	86.36%	9	7	77.78%	172.67	8	618.5	1	0	0.00%	239	239
Defense Army and Air Force Exchange	327	253	77.37%	44	29	65.91%	212.45	132	270.36	11	9	81.82%	56.55	329.73
Defense Commissary Agency	201	143	71.14%	56	44	78.57%	162.48	80	264.08	9	9	100.00%	20.22	261.22
Defense Contract Audit Agency	39	39	100.00%	14	12	85.71%	175.57	19	270.63	3	2	66.67%	111.33	205.67
Defense Contract Management Agency	59	52	88.14%	15	1	6.67%	259.73	42	346.45	4	3	75.00%	64	301.5
Defense Finance and Accounting Service	121	119	98.35%	44	42	95.45%	173.82	56	267.54	12	12	100.00%	24.33	220
Defense Human Resources Activity	7	7	100.00%	3	3	100.00%	191.33	3	363.33	0	0	0.00%	0	0
Defense Information Systems Agency	22	22	100.00%	11	1	9.09%	273	9	714.89	2	0	0.00%	1,038.00	1,290.50
Defense Intelligence Agency	72	44	61.11%	17	5	29.41%	291.35	40	395.35	9	0	0.00%	334.56	896.67
Defense Logistics Agency	264	205	77.65%	57	20	35.09%	267.51	88	303.27	20	13	65.00%	70.65	390.1
Defense Media Activity	2	2	100.00%	1	1	100.00%	177	5	620.4	2	0	0.00%	121.5	525.5
Defense Missile Defense Agency	5	4	80.00%	0	0	0.00%	0	2	47	0	0	0.00%	0	0
Defense National Geospatial-Intelligence Agency	32	30	93.75%	0	0	0.00%	0	29	415.69	7	6	85.71%	48	360.29
Defense National Guard Bureau	115	114	99.13%	0	0	0.00%	0	11	544.73	1	1	100.00%	37	206
Defense National Security Agency	97	92	94.85%	28	14	50.00%	259.07	40	443.75	18	7	38.89%	206.39	472.06
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Defense Office of the Inspector General	14	14	100.00%	2	2	100.00%	132.5	5	383.8	0	0	0.00%	0	0
Defense Office of the Sec. - Wash. Hqtrs. Services	60	46	76.67%	27	6	22.22%	314.44	32	490	8	0	0.00%	237.75	640.25
Defense Security Service	4	4	100.00%	1	1	100.00%	90	0	0	0	0	0.00%	0	0
Defense Technical Information Center	4	4	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Defense Threat Reduction Agency	15	14	93.33%	5	4	80.00%	190.6	6	521.83	1	0	0.00%	71	334
Defense TRICARE Management Activity	3	1	33.33%	0	0	0.00%	0	0	0	0	0	0.00%	0	0

Table B-7 FY 2010 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
Defense Uniformed Services University	10	6	60.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Department of Agriculture	878	721	82.12%	290	39	13.45%	323.64	540	662.48	164	21	12.80%	483.35	692.6
Department of Commerce	3,320	2,665	80.27%	316	219	69.30%	214.36	503	167.76	109	44	40.37%	129.77	377.34
Department of Defense Educa ion Activity	123	116	94.31%	35	32	91.43%	206.97	44	340.68	15	14	93.33%	52.87	355.73
Department of Education	67	54	80.60%	54	39	72.22%	157.83	62	586.6	20	9	45.00%	397	451.05
Department of Energy	125	61	48.80%	36	33	91.67%	144.17	59	730.69	11	3	27.27%	158.55	285
Department of Health and Human Services	701	587	83.74%	214	186	86.92%	169.27	338	304.59	82	38	46.34%	88.5	377.72
Department of Homeland Security	1,846	1,495	80.99%	939	566	60.28%	213.11	1,697	652.72	507	17	3.35%	806.69	1,113.27
Department of Housing and Urban Development	146	114	78.08%	71	5	7.04%	424.38	105	448.94	34	8	23.53%	65	314.29
Department of Justice	1,327	974	73.40%	632	426	67.41%	218.1	638	566.15	167	3	1.80%	402.36	839.42
Department of Labor	223	159	71.30%	73	72	98.63%	174.49	113	388.61	37	36	97.30%	51.95	318.46
Department of State	257	235	91.44%	94	45	47.87%	222.9	94	206.09	31	0	0.00%	134.23	134.23
Department of the Air Force	1,108	974	87.91%	282	98	34.75%	220.87	458	410.72	117	22	18.80%	392.68	643.13
Department of the Army	2,416	2,123	87.87%	546	288	52.75%	202.53	1,301	254.56	214	167	78.04%	59.47	381.41
Department of the Interior	578	465	80.45%	253	161	63.64%	252.18	236	474.14	67	14	20.90%	135.76	516.75
Department of the Navy	1,450	1,239	85.45%	379	177	46.70%	231.39	649	320.58	133	133	100.00%	54.34	434.08
Department of the Treasury	731	693	94.80%	351	301	85.75%	181.83	449	478.15	145	110	75.86%	45.85	394.7
Department of Transportation	560	531	94.82%	262	241	91.98%	140.76	338	364.95	84	25	29.76%	80.44	293.27
Department of Veterans Affairs	4,390	4,180	95.22%	1,677	1,292	77.04%	186.3	2,028	348.6	551	61	11.07%	120.18	415.74
Election Assistance Commission	3	3	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Environmental Protection Agency	113	113	100.00%	70	43	61.43%	210.33	78	518.91	21	1	4.76%	302.52	567.05
Equal Employment Opportunity Commission	62	60	96.77%	32	17	53.13%	229.13	45	467.96	23	13	56.52%	88.52	478.26
Export-Import Bank of the US	0	0	0.00%	0	0	0.00%	0	1	1,825.00	0	0	0.00%	0	0
Farm Credit Administration	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Farm Credit System Insurance Corporation	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Federal Communications Commission	13	13	100.00%	5	5	100.00%	180	1	300	0	0	0.00%	0	0
Federal Deposit Insurance Corporation	33	33	100.00%	14	14	100.00%	198.64	22	392.41	6	4	66.67%	71.5	607
Federal Election Commission	3	2	66.67%	1	1	100.00%	114	3	616	0	0	0.00%	0	0
Federal Energy Regulatory Commission	9	9	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	7	5	71.43%	3	0	0.00%	219.33	9	211.44	0	0	0.00%	0	0
Federal Labor Relations Authority	3	3	100.00%	0	0	0.00%	0	1	22	0	0	0.00%	0	0
Federal Maritime Commission	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Federal Mediation and Conciliation Service	3	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Federal Mine Safety and Health Review Commission	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Federal Reserve System--Board of Governors	86	86	100.00%	2	2	100.00%	79.5	1	297	1	1	100.00%	60	297
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Federal Trade Commission	8	8	100.00%	0	0	0.00%	0	2	235	0	0	0.00%	0	0
General Services Administration	185	176	95.14%	95	83	87.37%	201.21	107	309.1	33	33	100.00%	43.3	326.76
Government Printing Office	206	206	100.00%	50	3	6.00%	268.36	48	341.44	10	4	40.00%	78.8	458.4
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Holocaust Memorial Museum U.S.	1	1	100.00%	0	0	0.00%	0	1	819	0	0	0.00%	0	0
Institute of Museum and Library Services	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Inter-American Founda ion	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0

Table B-7 FY 2010 Profile Agency Timeliness Indicators (totals with and without USPS data)

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International Boundary and Water Commission	10	10	100.00%	2	2	100.00%	47	5	69.8	2	2	100.00%	18.5	118.5
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	1	100.00%	1	1	100.00%	128	1	196	1	1	100.00%	60	196
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
John F. Kennedy Center for the Performing Arts	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Marine Mammal Commission	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Merit Systems Protection Board	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Millennium Challenge Corporation	5	2	40.00%	0	0	0.00%	0	3	103.67	0	0	0.00%	0	0
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	98	76	77.55%	37	32	86.49%	183.38	50	396.42	14	1	7.14%	331.93	658.43
National Archives and Records Administration	40	28	70.00%	5	5	100.00%	184.6	17	283.88	3	0	0.00%	91	407.67
National Capital Planning Commission	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
National Council on Disability	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
National Credit Union Administration	11	11	100.00%	2	2	100.00%	139	4	494.75	0	0	0.00%	0	0
National Endowment for the Arts	28	28	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
National Endowment for the Humanities	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
National Foundation on the Arts and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	8	8	100.00%	10	7	70.00%	262.3	4	591.5	2	0	0.00%	75	350
National Indian Gaming Commission	2	2	100.00%	1	0	0.00%	195	0	0	0	0	0.00%	0	0
National Labor Relations Board	38	23	60.53%	2	2	100.00%	151	6	136	1	1	100.00%	34	193
National Mediation Board	0	0	0.00%	1	0	0.00%	200	2	465	0	0	0.00%	0	0
National Reconnaissance Office	15	15	100.00%	1	0	0.00%	278	4	279.75	0	0	0.00%	0	0
National Science Foundation	10	2	20.00%	5	3	60.00%	198.2	4	153.25	2	1	50.00%	49.5	247.5
National Transportation Safety Board	2	2	100.00%	2	2	100.00%	120	0	0	0	0	0.00%	0	0
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Nuclear Regulatory Commission	23	22	95.65%	7	7	100.00%	175	9	160.11	2	2	100.00%	56.5	266.5
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Office of Government Ethics	7	7	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Office of Personnel Management	57	57	100.00%	15	15	100.00%	100.87	36	89.47	7	5	71.43%	77.29	200
Office of Special Counsel	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Office of the Director of National Intelligence	5	4	80.00%	4	2	50.00%	321	3	342	0	0	0.00%	0	0
Overseas Private Investment Corporation	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Peace Corps	6	6	100.00%	4	4	100.00%	158	1	625	0	0	0.00%	0	0
Pension Benefit Guaranty Corporation	31	30	96.77%	11	11	100.00%	103.18	18	217.89	5	4	80.00%	64.2	331
Postal Regulatory Commission	0	0	0.00%	0	0	0.00%	0	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	7	7	100.00%	2	2	100.00%	95	5	300	2	2	100.00%	57.5	399
Securities and Exchange Commission	24	22	91.67%	13	13	100.00%	195.15	16	233.56	4	1	25.00%	81.25	332.25
Selective Service System	0	0	0.00%	0	0	0.00%	0	11	14.64	0	0	0.00%	0	0
Small Business Administration	69	51	73.91%	28	27	96.43%	151.39	45	373.09	13	7	53.85%	64.08	229.38
Smithsonian Institution	30	30	100.00%	14	14	100.00%	143.36	13	108.15	10	10	100.00%	23.7	112.7
Social Security Administration	972	896	92.18%	482	399	82.78%	175.42	530	444.29	256	107	41.80%	118.59	461.01

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Tennessee Valley Authority	91	91	100.00%	43	43	100.00%	113.91	36	287.03	11	11	100.00%	37.27	254.09
Trade and Development Agency	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
U.S. Postal Service	16,278	16,170	99.34%	3,197	3,165	99.00%	117.74	5,665	246.88	1,232	1,194	96.92%	34.48	262.41
U.S. Tax Court	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Utah Reclamation Mitigation & Conservation Comm.	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
Cabinet Level Subtotal Including USPS	37,997	34,771	91.51%	10,026	7,570	75.50%	180.32	15,916	358.31	3,827	1,981	51.76%	210.92	487.2
Midsized Agencies Subtotal	1,648	1,523	92.42%	798	670	83.96%	176.21	917	402.65	371	179	48.25%	121.93	436.32
Small Agencies Subtotal	866	785	90.65%	229	139	60.70%	206.34	288	333.89	83	46	55.42%	78.78	397.58
Micro Agencies Subtotal	14	14	100.00%	2	1	50.00%	168	3	384.67	1	1	100.00%	58	224
Government-wide Including USPS	40,525	37,093	91.53%	11,055	8,380	75.80%	180.56	17,124	360.28	4,282	2,207	51.54%	200.62	480.99
USPS Percentage of Cabinet Sub Total	42.84%	46.50%		31.89%	41.81%			35.59%		32.19%	60.27%			
USPS Percentage of Government-wide	40.17%	43.59%		28.92%	37.77%			33.08%		28.77%	54.10%			
Cabinet Level Subtotal Minus USPS	21,719	18,601	85.64%	6,829	4,405	64.50%	209.62	10,251	419.89	2,595	787	30.33%	294.69	718.5
Government-wide Minus USPS	24,247	20,923	86.29%	7,858	5,215	66.37%	206.12	11,459	416.34	3,050	1,013	33.21%	267.73	675.28

NRF = No Report Filed

Table B-7a FY 2010 Profile Agency Timeliness Indicators

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DLA Aviation	39	36	92.31%	6	5	83.33%	190.17	15	101.73	2	1	50.00%	62.5	306.5
DLA Disposition Services	21	12	57.14%	4	0	0.00%	272.75	6	668.17	4	4	100.00%	40.25	628
DLA Distribution	110	78	70.91%	29	6	20.69%	288.17	40	333.43	8	4	50.00%	100.63	317.75
DLA Headquarters Operations Division	34	32	94.12%	7	4	57.14%	290.71	10	288	3	2	66.67%	56.67	310
DLA Land and Maritime	32	22	68.75%	6	3	50.00%	189.83	10	404.2	3	2	66.67%	50.67	401.67
DLA Logistics Information Service	8	8	100.00%	3	0	0.00%	383	2	233.5	0	0	0.00%	0	0
DLA Troop Support	20	17	85.00%	2	2	100.00%	168	5	85.4	0	0	0.00%	0	0
Defense Logistics Agency Wide	264	205	77.65%	57	20	35.09%	267.51	88	303.27	20	13	65.00%	70.65	390.1
Alabama National Guard	0	0	0.00%	0	0	0.00%	0	0	0	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	4	3	75.00%	0	0	0.00%	0	1	214	0	0	0.00%	0	0
Arkansas National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
California National Guard	7	7	100.00%	0	0	0.00%	0	2	289.5	0	0	0.00%	0	0
Colorado National Guard	0	0	0.00%	0	0	0.00%	0	0	0	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	0	0	0.00%	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	1	206	1	1	100.00%	37	206
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
Hawaii National Guard	1	1	100.00%	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	1	5	0	0	0.00%	0	0
Iowa National Guard	36	36	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Kansas National Guard	2	2	100.00%	0	0	0.00%	0	0	0	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	10	10	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Michigan National Guard	4	4	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Minnesota National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Mississippi National Guard	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Missouri National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Montana National Guard	0	0	0.00%	0	0	0.00%	0	1	337	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	0	0	0	0	0.00%	0	0
New Hampshire National Guard	0	0	0.00%	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	2	1,871.00	0	0	0.00%	0	0
New Mexico National Guard	3	3	100.00%	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
North Carolina National Guard	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
North Dakota National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0

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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	2	2	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	7	7	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	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
South Dakota National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Tennessee National Guard	2	2	100.00%	0	0	0.00%	0	1	450	0	0	0.00%	0	0
Texas National Guard	4	4	100.00%	0	0	0.00%	0	2	229.5	0	0	0.00%	0	0
Utah National Guard	7	7	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	3	3	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	3	3	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Defense National Guard Bureau Wide	115	114	99.13%	0	0	0.00%	0	11	544.73	1	1	100.00%	37	206
Agricultural Marketing Service	19	16	84.21%	17	4	23.53%	248.59	17	422.06	6	3	50.00%	86.5	223
Agricultural Research Service	35	32	91.43%	13	2	15.38%	257.62	23	715.7	6	0	0.00%	288.67	551.5
Agriculture Headquarters	7	3	42.86%	0	0	0.00%	0	14	741.86	2	0	0.00%	230.5	409
Animal and Plant Health Inspection Service	97	52	53.61%	38	5	13.16%	245.92	63	491.52	14	4	28.57%	117.43	546.79
Economic Research Service	5	4	80.00%	2	0	0.00%	251	0	0	0	0	0.00%	0	0
Farm Service Agency	56	54	96.43%	8	0	0.00%	275.75	32	1,589.81	6	0	0.00%	958.67	1,227.00
Food and Nutrition Service	23	21	91.30%	3	0	0.00%	429.67	7	593.71	2	1	50.00%	779.5	1,219.50
Food Safety And Inspection Service	150	146	97.33%	61	13	21.31%	279.41	81	469.4	21	7	33.33%	247.52	552.57
Foreign Agricultural Service	11	1	9.09%	2	0	0.00%	1,525.50	13	1,205.54	5	0	0.00%	1,682.00	1,704.60
Forest Service	258	242	93.80%	63	5	7.94%	316.19	127	460.98	44	1	2.27%	554.32	295.45
Grain Inspection, Packers & Stockyards Admin.	22	21	95.45%	7	6	85.71%	565	8	1,837.13	3	2	66.67%	744	1,384.33
National Agricultural Statistics Service	1	1	100.00%	0	0	0.00%	0	3	535.33	0	0	0.00%	0	0
National Appeals Division	2	1	50.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
National Institute of Food and Agriculture	2	1	50.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Natural Resources Conservation Service	43	35	81.40%	21	1	4.76%	279.76	41	551.2	17	0	0.00%	221.59	500.29
Office Of The Chief Financial Officer	49	49	100.00%	9	2	22.22%	329.56	30	492.37	4	0	0.00%	597.5	1,007.00
Risk Management Agency	6	5	83.33%	1	0	0.00%	1,239.00	6	780.83	1	0	0.00%	219	856
Rural Development	81	36	44.44%	41	1	2.44%	433.78	69	925.36	33	3	9.09%	636.27	1,212.03
USDA - Office Of Inspector General	11	1	9.09%	4	0	0.00%	276.25	6	545.83	0	0	0.00%	0	0
Department of Agriculture Wide	878	721	82.12%	290	39	13.45%	323.64	540	662.48	164	21	12.80%	483.35	692.6

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All Other Commerce Bureaus	38	22	57.89%	10	10	100.00%	205.3	20	165.9	6	1	16.67%	289.67	394.33
Bureau of the Census	142	136	95.77%	52	51	98.08%	179.27	69	230.84	23	3	13.04%	171.96	433.13
Decennial Census	2,936	2,328	79.29%	167	71	42.51%	234.11	312	123.99	51	24	47.06%	91.8	343.29
International Trade Administration	4	4	100.00%	3	3	100.00%	193	6	335.33	2	0	0.00%	293	479
National Institute of Standards & Technology	28	24	85.71%	12	12	100.00%	186.33	6	179.33	2	1	50.00%	70	352.5
National Oceanic & Atmospheric Administration	99	79	79.80%	47	47	100.00%	191.45	46	156.3	12	2	16.67%	192.08	432.17
U. S. Patent and Trademark Office	73	72	98.63%	25	25	100.00%	218.12	44	367.52	13	13	100.00%	56.85	341.92
Department of Commerce Wide	3,320	2,665	80.27%	316	219	69.30%	214.36	503	167.76	109	44	40.37%	129.77	377.34
Bonneville Power Administration	22	13	59.09%	8	7	87.50%	223	16	496.69	3	0	0.00%	373.33	383.33
Chicago Operations Office	5	1	20.00%	0	0	0.00%	0	2	129	0	0	0.00%	0	0
EM Consolidated Business Center	1	0	0.00%	2	1	50.00%	315	0	0	0	0	0.00%	0	0
Golden Field Office	2	2	100.00%	2	2	100.00%	80	1	362	0	0	0.00%	0	0
Headquarters	32	5	15.63%	12	12	100.00%	83.33	8	3,595.50	1	0	0.00%	200	264
Idaho Operations Office	1	1	100.00%	1	1	100.00%	167	2	550	0	0	0.00%	0	0
National Energy Technology Lab	1	1	100.00%	2	1	50.00%	273.5	1	103	0	0	0.00%	0	0
NNSA Service Center	14	2	14.29%	6	6	100.00%	50.17	16	136.69	3	0	0.00%	83.67	272
Oak Ridge Operations	2	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
OSTI	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Richland Operations Office	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Savannah River Operations	21	13	61.90%	0	0	0.00%	0	1	446	0	0	0.00%	0	0
Southeastern Power Administration	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Southwestern Power Administration	9	9	100.00%	0	0	0.00%	0	6	46.67	1	1	100.00%	59	280
Strategic Petroleum Reserve	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Western Area Power Administration	15	14	93.33%	3	3	100.00%	200.33	6	277.33	3	2	66.67%	38	208.33
Department of Energy Wide	125	61	48.80%	36	33	91.67%	144.17	59	730.69	11	3	27.27%	158.55	285
Administration for Children and Families	18	9	50.00%	4	3	75.00%	215.25	11	90	0	0	0.00%	0	0
Agency for Healthcare Research and Quality	3	3	100.00%	0	0	0.00%	0	1	1,540.00	0	0	0.00%	0	0
Centers for Disease Control and Prevention	95	77	81.05%	29	17	58.62%	199.31	36	398.86	7	1	14.29%	85	460.43
Centers for Medicare & Medicaid Services	61	60	98.36%	33	33	100.00%	135.33	27	258.89	2	0	0.00%	119.5	386
Food and Drug Administration	114	104	91.23%	20	20	100.00%	203.85	43	319.53	10	1	10.00%	131	357
Health Resources and Services Administration	20	13	65.00%	6	6	100.00%	118.33	5	367	2	2	100.00%	30	422
Indian Health Service	200	158	79.00%	56	54	96.43%	118.55	95	243.54	22	20	90.91%	49.55	340.45
National Institutes of Health	125	111	88.80%	26	18	69.23%	183.96	84	304.48	21	9	42.86%	94.43	378.38
Office of the Secretary of Health & Human Services	52	39	75.00%	34	30	88.24%	218.91	23	417.78	14	3	21.43%	102.93	418.36
Program Support Center	11	11	100.00%	5	4	80.00%	259.4	4	367.75	3	2	66.67%	64.67	241
Substance Abuse & Mental Health Services Administration	2	2	100.00%	1	1	100.00%	168	9	411.67	1	0	0.00%	345	548
Department of Health & Human Services Wide	701	587	83.74%	214	186	86.92%	169.27	338	304.59	82	38	46.34%	88.5	377.72

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DHS Headquarters	84	77	91.67%	32	15	46.88%	219.88	51	595.55	20	4	20.00%	662.5	769.7
Federal Emergency Management Agency	253	144	56.92%	186	22	11.83%	320.02	494	506.01	53	0	0.00%	744.36	1,136.02
Federal Law Enforcement Training Center	11	8	72.73%	0	0	0.00%	0	14	527.93	0	0	0.00%	0	0
Transportation Security Administration	473	294	62.16%	201	91	45.27%	238.64	436	902.09	209	8	3.83%	837.59	1,249.81
U.S. Citizenship and Immigration Services	197	185	93.91%	86	86	100.00%	120.4	129	531.74	41	1	2.44%	746.83	1,027.29
U.S. Coast Guard	72	70	97.22%	40	39	97.50%	183.75	62	827.1	23	1	4.35%	756.91	1,103.00
U.S. Customs and Border Protection	506	506	100.00%	247	242	97.98%	139.13	320	583.44	100	2	2.00%	757.94	1,008.47
U.S. Immigration and Customs Enforcement	209	191	91.39%	136	69	50.74%	212.39	174	640.1	57	0	0.00%	1,002.37	1,002.37
U.S. Secret Service	41	20	48.78%	11	2	18.18%	420.82	17	509.94	4	1	25.00%	68.75	535.75
Department of Homeland Security Wide	1,846	1,495	80.99%	939	566	60.28%	213.11	1,697	652.72	507	17	3.35%	806.69	1,113.27
Alcohol, Tobacco, Firearms and Explosives	61	27	44.26%	30	5	16.67%	305.07	40	203.6	7	0	0.00%	84.29	286.43
Bureau of Prisons	774	569	73.51%	305	244	80.00%	163.74	311	636.43	81	1	1.23%	458.26	962.84
Drug Enforcement Administration	42	13	30.95%	11	3	27.27%	300.36	27	286.7	12	0	0.00%	88.17	219.58
Executive Office for Immigration Review	8	6	75.00%	4	0	0.00%	263.75	6	470.33	0	0	0.00%	0	0
Executive Office for U.S. Attorneys	60	57	95.00%	25	14	56.00%	366.56	46	449.5	4	1	25.00%	360.5	359.5
Federal Bureau of Investigation	244	189	77.46%	195	143	73.33%	240.03	137	607.56	46	1	2.17%	429.28	875.24
Office of Justice Programs	5	5	100.00%	1	1	100.00%	286	5	394.8	2	0	0.00%	209.5	400
Offices, Boards, and Divisions	49	29	59.18%	17	5	29.41%	266.35	14	201.29	0	0	0.00%	0	0
U.S. Marshals Service	84	79	94.05%	44	11	25.00%	309.18	52	689.62	15	0	0.00%	454.6	1,003.60
Department of Justice Wide	1,327	974	73.40%	632	426	67.41%	218.1	638	566.15	167	3	1.80%	402.36	839.42
Bureau of Labor Statistics	9	7	77.78%	8	8	100.00%	101.13	7	377	3	3	100.00%	58	447.67
Dept. of Labor (DM and others)	73	59	80.82%	27	27	100.00%	178.11	49	422.14	14	13	92.86%	49.43	315.71
Employment and Training Administration	29	14	48.28%	9	9	100.00%	175.78	12	311.25	1	1	100.00%	60	336
Mine Safety and Health Administration	30	24	80.00%	7	7	100.00%	170.57	8	470.5	3	3	100.00%	59.67	335.33
Occupational Safety and Health Administration	29	23	79.31%	8	8	100.00%	186	13	378.85	5	5	100.00%	57.4	317.4
Office of Workers Compensation Programs	23	13	56.52%	9	8	88.89%	198.33	11	283.55	9	9	100.00%	45.89	274.67
Wage and Hour Division	30	19	63.33%	5	5	100.00%	214.2	13	388.15	2	2	100.00%	58.5	309.5
Department of Labor Wide	223	159	71.30%	73	72	98.63%	174.49	113	388.61	37	36	97.30%	51.95	318.46
Eighth U.S. Army (KOREA)	7	7	100.00%	1	1	100.00%	114	3	97.33	0	0	0.00%	0	0
Headquarters, Department of Army	124	111	89.52%	30	9	30.00%	237.3	66	343.8	16	14	87.50%	41.31	483
U.S. Army Corps of Engineers	224	171	76.34%	74	33	44.59%	211.76	146	333.99	23	14	60.87%	161.35	446.96
U.S. Army Europe	13	13	100.00%	5	5	100.00%	157	8	175.63	1	1	100.00%	60	301
U.S. Army Forces Command	35	31	88.57%	5	2	40.00%	177	15	184.27	3	2	66.67%	55.33	300.67
U.S. Army Installation Management Command	627	573	91.39%	122	68	55.74%	196.72	357	240.29	48	40	83.33%	43.52	389.5
U.S. Army Intelligence and Security Command	15	12	80.00%	5	3	60.00%	188.8	9	472.78	0	0	0.00%	0	0
U.S. Army Materiel Command	544	459	84.38%	119	60	50.42%	205.87	289	231.42	49	36	73.47%	49.94	363.63
U.S. Army Medical Command	465	421	90.54%	105	54	51.43%	205.08	226	269.81	41	33	80.49%	51.1	384.37
U.S. Army Network Enterprise Tech Command	36	31	86.11%	8	5	62.50%	216.25	15	251.6	3	2	66.67%	51.67	365.67
U.S. Army Pacific (USARPAC)	10	9	90.00%	3	2	66.67%	162.33	9	130.11	2	1	50.00%	43	247

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U.S. Army Reserve Command	143	143	100.00%	17	14	82.35%	173.65	72	162.21	8	8	100.00%	38.38	330.5
U.S. Army Space and Missile Defense Command	3	2	66.67%	2	1	50.00%	203.5	4	467.25	1	1	100.00%	55	330
U.S. Army Special Ops Command (USASOC)	7	6	85.71%	2	1	50.00%	259	5	308.2	0	0	0.00%	0	0
U.S. Army Test and Evaluation Command	26	24	92.31%	14	10	71.43%	183.86	15	215.67	6	4	66.67%	45.33	278.33
U.S. Army Training and Doctrine Command	137	110	80.29%	34	20	58.82%	187.21	62	227.4	13	11	84.62%	47.85	300.23
Department of the Army Wide	2,416	2,123	87.87%	546	288	52.75%	202.53	1,301	254.56	214	167	78.04%	59.47	381.41
Bureau Of Indian Affairs	130	127	97.69%	65	9	13.85%	405.6	61	539.82	17	1	5.88%	193.41	709.76
Bureau Of Land Management	83	67	80.72%	35	33	94.29%	171.11	42	478.83	8	0	0.00%	142.38	620.5
Bureau Of Reclamation	59	51	86.44%	25	23	92.00%	195.6	28	486.07	9	1	11.11%	117.44	268.22
Bureau Of Surface Mining	9	6	66.67%	2	2	100.00%	153	3	229.67	0	0	0.00%	0	0
DOI-Office Of The Secretary	52	41	78.85%	22	21	95.45%	170.59	14	530.71	7	4	57.14%	70.29	689
Fish And Wildlife Service	36	33	91.67%	17	11	64.71%	222.12	11	443.73	5	1	20.00%	107.4	399.6
Geological Survey	35	34	97.14%	13	13	100.00%	199	10	372.3	3	2	66.67%	64.67	346
Minerals Management Service	17	4	23.53%	7	2	28.57%	197.57	6	298.17	1	1	100.00%	28	251
National Park Service	157	102	64.97%	67	47	70.15%	220.21	61	438.26	17	4	23.53%	138.88	415.76
Department of the Interior Wide	578	465	80.45%	253	161	63.64%	252.18	236	474.14	67	14	20.90%	135.76	516.75
Bureau of Medicine & Surgery	153	126	82.35%	35	18	51.43%	236.66	61	324.11	11	11	100.00%	51.73	388
Chief Of Naval Operations	27	27	100.00%	6	5	83.33%	167.33	11	421.36	2	2	100.00%	45.5	609.5
Commander Naval Installations Command	228	190	83.33%	62	23	37.10%	239.34	93	296.73	21	21	100.00%	54.67	389.1
Commander Naval Reserve	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Commander Pacific Fleet	121	118	97.52%	25	18	72.00%	212.4	57	408.04	12	12	100.00%	52.58	368.5
DON Assistant for Administration	26	21	80.77%	4	3	75.00%	219.5	17	454.12	3	3	100.00%	57.67	362.33
Fleet Forces Command	85	82	96.47%	26	14	53.85%	196.19	49	284.33	13	13	100.00%	55	301.62
Marine Corps HQ	231	196	84.85%	51	20	39.22%	219.14	92	352	13	13	100.00%	54.38	805.08
Military Sealift Command	69	58	84.06%	10	9	90.00%	168.8	23	154.65	3	3	100.00%	57.67	305.33
Naval Air Systems Command	140	122	87.14%	42	17	40.48%	266.76	65	330.45	20	20	100.00%	55.05	438.25
Naval Education & Training Command	33	23	69.70%	6	1	16.67%	302.17	5	426.8	1	1	100.00%	57	570
Naval Sea Systems Command	83	68	81.93%	47	22	46.81%	223.51	49	237.59	7	7	100.00%	53.14	316.57
Naval Special Warfare Command	1	1	100.00%	2	0	0.00%	387	6	440.5	2	2	100.00%	54.5	491
Naval Supply Systems Command	71	63	88.73%	17	13	76.47%	199.24	40	289.65	8	8	100.00%	55.63	377.75
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	136	117	86.03%	36	11	30.56%	260.56	65	319.43	14	14	100.00%	55.43	413.29
Navy Military Personnel Command	3	2	66.67%	0	0	0.00%	0	2	488.5	1	1	100.00%	48	958
Office Of Naval Intelligence	6	6	100.00%	0	0	0.00%	0	4	254.25	1	1	100.00%	57	613
Office Of Naval Research	3	3	100.00%	2	2	100.00%	172	0	0	0	0	0.00%	0	0
SPAWAR	32	16	50.00%	6	0	0.00%	276.5	9	252.89	1	1	100.00%	55	350
Strategic Systems Project Office	2	0	0.00%	2	1	50.00%	175.5	1	688	0	0	0.00%	0	0
Department of the Navy Wide	1,450	1,239	85.45%	379	177	46.70%	231.39	649	320.58	133	133	100.00%	54.34	434.08

Table B-7a FY 2010 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
Alcohol and Tobacco Tax and Trade Bureau	7	2	28.57%	4	4	100.00%	146.5	7	323.43	4	2	50.00%	68.75	218.75
Bureau of Engraving and Printing	37	35	94.59%	27	26	96.30%	175.67	41	479.66	14	12	85.71%	40.5	388.43
Bureau of the Public Debt	12	12	100.00%	5	5	100.00%	141	3	257.33	1	0	0.00%	208	419
Departmental Offices	20	18	90.00%	9	8	88.89%	166.44	10	302.3	2	2	100.00%	15	202.5
Financial Crimes Enforcement Network	4	2	50.00%	1	1	100.00%	183	0	0	0	0	0.00%	0	0
Financial Management Service	22	13	59.09%	9	6	66.67%	255.33	13	508.69	4	4	100.00%	38.25	404
Internal Revenue Service	551	545	98.91%	244	204	83.61%	181.24	308	502.65	106	79	74.53%	44.64	419.17
Internal Revenue Service Off. of the Chief Counsel	10	5	50.00%	10	8	80.00%	187.3	10	230.7	3	1	33.33%	54.33	201
Office of the Comptroller of the Currency	17	16	94.12%	9	9	100.00%	203	7	377.71	2	1	50.00%	78.5	367
Office of Thrift Supervision	5	5	100.00%	2	2	100.00%	175.5	2	702.5	1	1	100.00%	60	327
Treas- Office of the Inspector General	2	1	50.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Treasury Inspector General For Tax Admin	2	2	100.00%	0	0	0.00%	0	2	714.5	0	0	0.00%	0	0
U. S. Mint	42	37	88.10%	31	28	90.32%	178.61	46	429.39	8	8	100.00%	37.88	297.75
Department of the Treasury Wide	731	693	94.80%	351	301	85.75%	181.83	449	478.15	145	110	75.86%	45.85	394.7
Federal Aviation Administration	463	457	98.70%	215	197	91.63%	141.42	284	363.89	71	22	30.99%	81.75	304.54
Federal Highway Administration	24	24	100.00%	11	9	81.82%	137.91	16	339	2	0	0.00%	82.5	202.5
Federal Motor Carrier Safety Administration	20	16	80.00%	9	8	88.89%	142.78	14	400.93	2	1	50.00%	68.5	272.5
Federal Railroad Administration	5	3	60.00%	4	4	100.00%	105.5	3	149.67	2	1	50.00%	71.5	208
Federal Transit Administration	4	0	0.00%	2	2	100.00%	139.5	2	851	0	0	0.00%	0	0
Maritime Administration	10	6	60.00%	2	2	100.00%	78.5	2	303.5	0	0	0.00%	0	0
National Highway Traffic Safety Administration	4	4	100.00%	0	0	0.00%	0	4	447	1	1	100.00%	54	439
Office of Inspector General	8	6	75.00%	6	6	100.00%	114	5	154.2	4	0	0.00%	77.5	187.5
Office of the Secretary	12	11	91.67%	2	2	100.00%	170	1	202	1	0	0.00%	71	202
Pipeline & Hazardous Materials Safety Admin	3	3	100.00%	1	1	100.00%	94	3	612.67	0	0	0.00%	0	0
Research & Innovative Technology Administration	7	1	14.29%	10	10	100.00%	169.5	4	403.5	1	0	0.00%	73	256
St. Lawrence Development Corporation	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Department of Transportation Wide	560	531	94.82%	262	241	91.98%	140.76	338	364.95	84	25	29.76%	80.44	293.27
NCA	45	43	95.56%	15	10	66.67%	152.4	18	212.06	2	0	0.00%	114.5	309
VA-HQ and Others	191	178	93.19%	74	61	82.43%	175.26	81	329.44	21	4	19.05%	129	491.05
Veterans Benefits Administration	299	282	94.31%	83	59	71.08%	177.39	115	366.45	29	4	13.79%	106.76	399.03
Veterans Health Administration	3,855	3,677	95.38%	1,505	1,162	77.21%	187.68	1,814	349.67	499	53	10.62%	120.61	413.97
Department of Veterans Affairs Wide	4,390	4,180	95.22%	1,677	1,292	77.04%	186.3	2,028	348.6	551	61	11.07%	120.18	415.74
Central Office	44	36	81.82%	20	15	75.00%	236	20	301.85	5	5	100.00%	46.6	497.2
National Capital Region	20	20	100.00%	13	10	76.92%	289.15	13	447.15	2	2	100.00%	42.5	446.5
Region 1	7	7	100.00%	7	6	85.71%	150.86	15	258.53	2	2	100.00%	58.5	288
Region 10	2	2	100.00%	2	2	100.00%	137.5	3	301.33	2	2	100.00%	34.5	344
Region 2	15	15	100.00%	6	6	100.00%	175.17	9	237.56	1	1	100.00%	45	220
Region 3	15	14	93.33%	6	5	83.33%	198.17	5	200	3	3	100.00%	43.33	296
Region 4	19	19	100.00%	6	5	83.33%	205.83	9	272.78	2	2	100.00%	34	140

Table B-7a FY 2010 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
Region 5	12	12	100.00%	7	7	100.00%	137.14	9	355.44	4	4	100.00%	43.75	294.5
Region 6	16	16	100.00%	11	11	100.00%	181.09	6	373	4	4	100.00%	48.75	347.5
Region 7	11	11	100.00%	8	8	100.00%	168.63	6	239.33	3	3	100.00%	37.33	280.67
Region 8	8	8	100.00%	0	0	0.00%	0	3	169.33	1	1	100.00%	30	478
Region 9	16	16	100.00%	9	8	88.89%	169.89	9	385.33	4	4	100.00%	42.5	216
General Services Administration Wide	185	176	95.14%	95	83	87.37%	201.21	107	309.1	33	33	100.00%	43.3	326.76
Capital Metro Area Operations	1,566	1,565	99.94%	290	289	99.66%	124.23	465	325.79	100	96	96.00%	33.99	319.86
Eastern Area	1,559	1,546	99.17%	399	397	99.50%	116.78	697	271.16	167	163	97.60%	34.94	255.74
Great Lakes Area	1,936	1,924	99.38%	338	335	99.11%	107.66	606	211.49	153	150	98.04%	34.61	233.73
National Area	265	258	97.36%	87	86	98.85%	107.53	114	492.18	13	13	100.00%	30	195.69
Northeast Area	1,862	1,848	99.25%	316	314	99.37%	125.07	562	197.04	108	106	98.15%	33.14	222.92
Office of Inspector General	14	13	92.86%	11	11	100.00%	135.18	11	424.36	2	2	100.00%	33.5	180
Pacific Area	2,068	2,046	98.94%	473	465	98.31%	120.37	745	266.9	172	168	97.67%	30.73	218.38
Southeast Area	2,792	2,784	99.71%	478	472	98.74%	113.44	805	232	182	176	96.70%	36.13	299.15
Southwest Area	2,577	2,550	98.95%	509	505	99.21%	120.98	1,017	202.33	193	184	95.34%	34.17	257.46
Western Area	1,639	1,636	99.82%	296	291	98.31%	115.93	643	259.76	142	136	95.77%	38.43	311.03
U.S. Postal Service Wide	16,278	16,170	99.34%	3,197	3,165	99.00%	117.74	5,665	246.88	1,232	1,194	96.92%	34.48	262.41

Table B-8 FY 2010 Complaints Filed Bases and Issues - Grand Total

ISSUES OF ALLEGED DISCR M NATION	BASES OF ALLEGED DISCR M NATION																			TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINANTS BY ISSUE
	RACE						COLOR	RELIGION	REPRISAL	SEX		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	19	2	176	48	8	81	29	229	89	97	37	51	0	0	292	54	156	2	1,380	742	701
Assignment Of Duties	12	37	3	396	113	13	155	66	674	196	383	70	113	0	0	517	92	310	1	3,151	1,537	1,444
Awards	2	6	1	107	16	2	26	14	153	46	64	17	22	0	0	93	8	33	0	610	298	285
Conversion To Full Time	0	1	0	6	2	0	2	2	4	5	5	1	2	0	0	9	3	4	0	46	24	24
Disciplinary Action	25	96	8	932	290	28	481	160	1,994	532	819	119	264	0	0	1,078	277	897	0	8,000	3,615	3,547
A. Demotion	1	3	0	30	9	1	14	3	49	17	31	8	13	0	0	42	6	16	0	243	114	114
B. Reprimand	7	41	1	257	91	13	138	56	595	172	250	46	82	0	0	348	69	258	0	2,424	1,082	1,066
C. Suspension	9	27	4	288	92	10	143	48	617	173	233	37	74	0	0	319	81	257	0	2,412	1,070	1,037
D. Removal	4	10	2	188	64	4	114	34	396	96	172	20	52	0	0	211	79	249	0	1,695	772	757
5. Other	4	15	1	169	34	0	72	19	337	74	133	8	43	0	0	158	42	117	0	1,226	577	573
Duty Hours	3	23	1	165	64	2	89	31	319	96	211	20	49	0	0	213	46	219	0	1,551	700	692
Evaluation/Appraisal	7	39	4	400	84	7	119	53	765	157	344	53	112	0	0	458	86	216	0	2,904	1,383	1,346
Examination/Test	1	3	0	17	4	0	8	5	30	7	12	1	4	0	0	29	4	23	0	148	65	65
Harassment	53	144	16	1,567	507	56	657	305	3,250	809	2,140	264	447	0	0	1,720	480	1,305	8	13,728	6,501	6,305
A. Non-Sexual	53	144	16	1,567	507	56	657	305	3,070	697	1,675	264	447	0	0	1,720	480	1,305	8	12,971	5,907	5,714
B. Sexual									180	112	465									757	594	591
Medical Examination	2	2	0	15	4	0	7	6	52	7	20	5	3	0	0	30	27	64	0	244	110	109
Pay Including Overtime	7	26	0	232	83	5	127	49	468	162	225	30	79	14	27	284	54	226	1	2,099	903	887
Promotion/Non-Selection	26	61	10	795	205	14	242	97	913	397	501	134	192	0	0	1,126	89	390	2	5,194	2,530	2,459
Reassignment	8	18	1	208	84	4	89	22	396	95	196	33	59	0	0	293	62	185	0	1,753	825	817
A. Denied	2	7	0	77	30	2	36	5	140	40	60	7	21	0	0	105	28	81	0	641	298	294
B. Directed	6	11	1	131	54	2	53	17	256	55	136	26	38	0	0	188	34	104	0	1,112	527	523
Reasonable Accommodation								59	640								251	1,005	1	1,956	1,398	1,342
Reinstatement	1	2	0	8	2	0	3	2	15	4	11	1	5	0	0	12	5	14	0	85	42	42
Retirement	0	0	0	16	11	1	15	5	51	13	15	6	6	0	0	73	17	43	0	272	135	131
Termination	17	48	3	415	146	18	213	121	619	215	341	78	155	0	0	519	174	430	8	3,520	1,916	1,905
Terms/Conditions Of Employment	8	58	1	642	266	17	326	115	1,377	376	631	97	181	0	0	838	184	677	2	5,796	2,546	2,470
Time And Attendance	12	26	1	340	114	9	160	67	779	170	328	48	87	0	0	385	149	490	1	3,166	1,401	1,376
Training	7	21	2	200	43	4	87	29	278	78	165	34	48	0	0	194	31	106	0	1,327	600	593
U. Other	5	14	0	168	46	6	90	37	344	82	116	33	52	0	0	195	47	180	2	1,417	698	689
Total Issues By Bases	206	644	53	6,805	2,132	194	2,977	1,274	13,350	3,536	6,624	1,081	1,931	14	27	8,358	2,140	6,973	28			
Total Complaints Filed By Bases	120	374	39	4,232	1,374	114	1,817	729	7,712	2,234	4,010	680	1,145	14	27	5,314	1,265	4,215	23			
Total Complainants By Bases	117	365	38	4,034	1,325	112	1,750	705	6,973	2,134	3,866	660	1,094	12	27	5,113	1,186	3,906	22			

Table B-8a FY 2010 Complaints Filed Bases and Issues - Cabinet Level Agencies

ISSUES OF ALLEGED DISCR M NATION	BASES OF ALLEGED DISCR M NATION																			TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINANTS BY ISSUE
	RACE						COLOR	RELIGION	REPRISAL	SEX		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	17	2	156	43	7	77	27	203	79	89	35	47	0	0	249	44	139	2	1,226	670	633
Assignment Of Duties	11	29	3	345	101	12	138	59	610	180	329	56	97	0	0	444	83	287	1	2,785	1,384	1,292
Awards	2	4	0	68	11	1	20	9	116	30	46	12	16	0	0	68	6	23	0	432	213	204
Conversion To Full Time	0	1	0	3	2	0	2	1	3	4	3	1	1	0	0	6	2	4	0	33	17	17
Disciplinary Action	22	89	7	865	281	28	458	153	1,897	507	768	108	243	0	0	1,017	254	853	0	7,550	3,425	3,359
A. Demotion	1	3	0	23	9	1	11	3	41	13	24	7	10	0	0	38	5	13	0	202	98	98
B. Reprimand	6	37	1	239	90	13	130	54	557	163	236	40	74	0	0	329	60	241	0	2,270	1,016	1,001
C. Suspension	8	25	3	268	86	10	137	45	590	166	221	34	70	0	0	301	76	245	0	2,285	1,017	985
D. Removal	4	9	2	172	62	4	108	33	380	92	161	19	48	0	0	196	74	240	0	1,604	735	720
5. Other	3	15	1	163	34	0	72	18	329	73	126	8	41	0	0	153	39	114	0	1,189	559	555
Duty Hours	2	23	1	160	64	2	89	29	309	96	206	19	49	0	0	211	45	214	0	1,519	683	675
Evaluation/Appraisal	6	32	3	325	72	5	100	43	641	136	292	44	97	0	0	369	71	179	0	2,415	1,157	1,127
Examination/Test	1	3	0	15	4	0	8	5	24	6	7	1	4	0	0	24	2	18	0	122	55	55
Harassment	49	131	15	1,398	462	51	610	273	2,971	751	1,972	233	410	0	0	1,529	434	1,197	8	12,494	5,983	5,812
A. Non-Sexual	49	131	15	1,398	462	51	610	273	2,806	648	1,535	233	410	0	0	1,529	434	1,197	8	11,789	5,431	5,263
B. Sexual									165	103	437									705	552	549
Medical Examination	2	1	0	12	4	0	7	5	49	5	18	5	2	0	0	26	24	63	0	223	104	103
Pay Including Overtime	5	24	0	217	79	5	124	45	448	155	215	27	76	13	23	268	50	220	1	1,995	852	839
Promotion/Non-Selection	23	47	10	685	166	11	218	84	771	349	424	110	168	0	0	921	82	310	2	4,381	2,162	2,107
Reassignment	8	17	1	182	81	4	83	21	367	91	169	29	53	0	0	266	59	180	0	1,611	765	759
A. Denied	2	7	0	68	29	2	34	5	129	39	51	6	19	0	0	94	26	79	0	590	274	270
B. Directed	6	10	1	114	52	2	49	16	238	52	118	23	34	0	0	172	33	101	0	1,021	491	489
Reasonable Accommodation								51	597								217	929	1	1,795	1,291	1,237
Reinstatement	1	1	0	8	2	0	3	2	14	4	10	1	5	0	0	12	5	14	0	82	41	41
Retirement	0	0	0	14	11	1	15	5	49	13	15	6	6	0	0	71	17	42	0	265	129	125
Termination	17	42	3	381	137	17	207	112	584	196	315	73	144	0	0	486	162	398	8	3,282	1,802	1,793
Terms/Conditions Of Employment	7	54	1	585	239	17	312	107	1,304	356	581	85	172	0	0	782	169	638	2	5,411	2,408	2,338
Time And Attendance	11	24	1	312	111	9	152	60	726	158	308	43	83	0	0	357	145	459	1	2,960	1,307	1,283
Training	7	16	2	174	38	3	77	25	250	73	142	26	38	0	0	163	26	94	0	1,154	532	525
U. Other	4	13	0	148	42	5	85	34	294	74	98	28	48	0	0	168	42	164	2	1,249	613	604
Total Issues By Bases	188	568	49	6,053	1,950	178	2,785	1,150	12,227	3,263	6,007	942	1,759	13	23	7,437	1,939	6,425	28			
Total Complaints Filed By Bases	114	330	36	3,816	1,265	104	1,703	661	7,075	2,076	3,685	608	1,056	13	23	4,776	1,163	3,913	23			
Total Complainants By Bases	111	323	35	3,638	1,220	103	1,642	643	6,405	1,983	3,560	589	1,009	11	23	4,603	1,090	3,624	22			

Table B-8b FY 2010 Complaints Filed Bases and Issues - Medium Size Agencies

ISSUES OF ALLEGED DISCR M NATION	BASES OF ALLEGED DISCR M NATION																			TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINANTS BY ISSUE
	RACE						COLOR	RELIGION	REPRISAL	SEX		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	0	0	15	3	1	3	0	14	7	5	1	2	0	0	28	7	14	0	100	45	42
Assignment Of Duties	0	6	0	34	8	1	12	6	47	9	40	11	12	0	0	56	7	16	0	265	111	110
Awards	0	2	1	25	4	1	2	5	35	15	13	5	6	0	0	21	2	10	0	147	64	60
Conversion To Full Time	0	0	0	3	0	0	0	1	1	1	1	0	1	0	0	3	1	0	0	12	6	6
Disciplinary Action	2	6	1	48	6	0	19	5	76	20	37	10	13	0	0	53	18	30	0	344	136	134
A. Demotion	0	0	0	5	0	0	3	0	7	3	5	1	1	0	0	4	1	3	0	33	13	13
B. Reprimand	1	3	0	12	1	0	7	2	31	8	11	6	7	0	0	17	6	11	0	123	51	50
C. Suspension	1	2	1	15	5	0	4	1	25	7	8	3	2	0	0	15	4	8	0	101	42	41
D. Removal	0	1	0	11	0	0	5	1	11	1	8	0	2	0	0	13	4	6	0	63	21	21
5. Other	0	0	0	5	0	0	0	1	2	1	5	0	1	0	0	4	3	2	0	24	9	9
Duty Hours	1	0	0	4	0	0	0	2	5	0	3	1	0	0	0	2	1	4	0	23	10	10
Evaluation/Appraisal	1	5	1	42	11	2	10	8	93	12	38	8	12	0	0	72	8	28	0	351	155	151
Examination/Test	0	0	0	1	0	0	0	0	6	1	4	0	0	0	0	4	1	4	0	21	8	8
Harassment	3	7	0	123	39	5	32	27	220	46	129	25	25	0	0	160	32	91	0	964	399	378
A. Non-Sexual	3	7	0	123	39	5	32	27	209	39	107	25	25	0	0	160	32	91	0	924	367	346
B. Sexual									11	7	22									40	32	32
Medical Examination	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pay Including Overtime	2	1	0	11	4	0	3	2	17	6	7	3	1	1	2	14	2	5	0	81	40	37
Promotion/Non-Selection	3	8	0	83	30	3	19	9	112	36	59	17	17	0	0	160	5	73	0	634	288	274
Reassignment	0	1	0	18	2	0	4	0	21	1	20	4	4	0	0	21	2	4	0	102	39	38
A. Denied	0	0	0	5	0	0	1	0	7	0	5	1	1	0	0	9	1	1	0	31	15	15
B. Directed	0	1	0	13	2	0	3	0	14	1	15	3	3	0	0	12	1	3	0	71	24	23
Reasonable Accommodation								6	29								23	55	0	113	75	73
Reinstatement	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	2	0	0	0	0	2	0	0	0	0	0	0	2	0	1	0	7	6	6
Termination	0	5	0	26	7	0	5	4	20	15	20	5	7	0	0	27	10	20	0	171	83	81
Terms/Conditions Of Employment	0	4	0	40	11	0	9	6	50	17	37	8	6	0	0	48	10	28	0	274	83	78
Time And Attendance	1	2	0	24	2	0	6	6	48	11	17	5	4	0	0	24	4	28	0	182	80	79
Training	0	4	0	19	4	1	8	3	22	4	18	7	9	0	0	25	3	8	0	135	54	54
U. Other	1	0	0	17	4	1	5	3	44	7	14	4	4	0	0	25	4	13	0	146	75	75
Total Issues By Bases	14	51	3	535	135	15	137	93	862	208	462	114	123	1	2	745	140	432	0			
Total Complaints Filed By Bases	5	25	2	287	75	9	81	46	473	119	228	55	58	1	2	426	74	235	0			
Total Complainants By Bases	5	25	2	279	73	8	79	42	416	115	213	54	56	1	2	401	70	216	0			

Table B-8c FY 2010 Complaints Filed Bases and Issues - Small Size Agencies

ISSUES OF ALLEGED DISCR M NATION	BASES OF ALLEGED DISCR M NATION																			TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINANTS BY ISSUE
	RACE						COLOR	RELIGION	REPRISAL	SEX		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	5	2	0	1	2	12	3	3	1	2	0	0	15	3	3	0	54	27	26
Assignment Of Duties	1	2	0	15	4	0	3	1	14	6	12	3	4	0	0	14	2	7	0	88	39	39
Awards	0	0	0	14	1	0	4	0	2	1	5	0	0	0	0	4	0	0	0	31	21	21
Conversion To Full Time	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1	1
Disciplinary Action	1	1	0	19	3	0	4	2	21	5	14	1	8	0	0	8	5	14	0	106	54	54
A. Demotion	0	0	0	2	0	0	0	0	1	1	2	0	2	0	0	0	0	0	0	8	3	3
B. Reprimand	0	1	0	6	0	0	1	0	7	1	3	0	1	0	0	2	3	6	0	31	15	15
C. Suspension	0	0	0	5	1	0	2	2	2	0	4	0	2	0	0	3	1	4	0	26	11	11
D. Removal	0	0	0	5	2	0	1	0	5	3	3	1	2	0	0	2	1	3	0	28	16	16
5. Other	1	0	0	1	0	0	0	0	6	0	2	0	1	0	0	1	0	1	0	13	9	9
Duty Hours	0	0	0	1	0	0	0	0	5	0	2	0	0	0	0	0	0	1	0	9	7	7
Evaluation/Appraisal	0	2	0	32	1	0	8	2	29	9	12	1	3	0	0	16	7	9	0	131	69	66
Examination/Test	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	1	1	0	5	2	2
Harassment	1	6	1	44	6	0	13	5	56	11	38	6	12	0	0	29	14	17	0	259	116	112
A. Non-Sexual	1	6	1	44	6	0	13	5	52	9	32	6	12	0	0	29	14	17	0	247	106	102
B. Sexual									4	2	6									12	10	10
Medical Examination	0	1	0	3	0	0	0	1	3	2	2	0	1	0	0	4	3	1	0	21	6	6
Pay Including Overtime	0	1	0	4	0	0	0	2	3	1	3	0	2	0	2	2	2	1	0	23	11	11
Promotion/Non-Selection	0	6	0	26	9	0	4	4	28	11	17	7	7	0	0	43	2	7	0	171	78	76
Reassignment	0	0	0	8	1	0	2	1	8	3	7	0	2	0	0	6	1	1	0	40	21	20
A. Denied	0	0	0	4	1	0	1	0	4	1	4	0	1	0	0	2	1	1	0	20	9	9
B. Directed	0	0	0	4	0	0	1	1	4	2	3	0	1	0	0	4	0	0	0	20	12	11
Reasonable Accommodation								2	14								11	21	0	48	32	32
Reinstatement	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	3	1	1
Retirement	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Termination	0	1	0	8	2	1	1	5	15	4	6	0	4	0	0	6	2	12	0	67	31	31
Terms/Conditions Of Employment	1	0	0	15	16	0	3	2	21	2	12	4	3	0	0	6	5	11	0	101	53	52
Time And Attendance	0	0	0	2	1	0	0	1	3	0	2	0	0	0	0	2	0	3	0	14	12	12
Training	0	1	0	6	1	0	1	1	5	1	4	1	1	0	0	5	2	4	0	33	13	13
U. Other	0	1	0	3	0	0	0	0	6	1	4	1	0	0	0	2	1	3	0	22	10	10
Total Issues By Bases	4	25	1	206	47	1	44	31	246	60	146	25	49	0	2	163	61	116	0			
Total Complaints Filed By Bases	1	19	1	127	34	1	31	22	159	38	94	17	31	0	2	109	28	67	0			
Total Complainants By Bases	1	17	1	115	32	1	27	20	147	35	90	17	29	0	2	106	26	66	0			

Table B-9 FY 2010 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	0	0	0	0	0	0.00%	\$0.00	\$0.00
Agency for International Development	9	232.44	3	0	3	33.33%	\$36,269.00	\$4,029.89
American Battle Monuments Commission	1	136	1	0	1	100.00%	\$3,100.00	\$3,100.00
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	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	0	0	0	0	0	0.00%	\$0.00	\$0.00
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	18	110.22	17	1	18	100.00%	\$54,625.00	\$3,034.72
Central Intelligence Agency	13	280.77	3	2	5	38.46%	\$94,468.00	\$7,266.77
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	4	270	2	2	4	100.00%	\$12,709.00	\$3,177.25
Consumer Product Safety Commission	6	141.17	6	0	6	100.00%	\$9,470.00	\$1,578.33
Corporation for National and Community Service	5	81.6	5	0	5	100.00%	\$22,500.00	\$4,500.00
Court Services & Offender Supervision Agency for DC	9	172.67	7	0	7	77.78%	\$50,616.00	\$5,624.00
Defense Army and Air Force Exchange	44	212.45	20	9	29	65.91%	\$437,629.75	\$9,946.13
Defense Commissary Agency	56	162.48	36	8	44	78.57%	\$293,205.92	\$5,235.82
Defense Contract Audit Agency	14	175.57	12	0	12	85.71%	\$76,029.84	\$5,430.70
Defense Contract Management Agency	15	259.73	1	0	1	6.67%	\$135,162.30	\$9,010.82
Defense Finance and Accounting Service	44	173.82	38	4	42	95.45%	\$410,512.08	\$9,329.82
Defense Human Resources Activity	3	191.33	0	3	3	100.00%	\$7,670.00	\$2,556.67
Defense Information Systems Agency	11	273	1	0	1	9.09%	\$77,009.02	\$7,000.82
Defense Intelligence Agency	17	291.35	3	2	5	29.41%	\$145,533.18	\$8,560.78
Defense Logistics Agency	57	267.51	10	10	20	35.09%	\$486,013.35	\$8,526.55

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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	1	177	1	0	1	100.00%	\$5,235.82	\$5,235.82
Defense Missile Defense Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
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	28	259.07	0	14	14	50.00%	\$46,388.70	\$1,656.74
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Office of the Inspector General	2	132.5	2	0	2	100.00%	\$21,575.93	\$10,787.97
Defense Office of the Sec. - Wash. Hqtrs. Services	27	314.44	5	1	6	22.22%	\$247,320.45	\$9,160.02
Defense Security Service	1	90	1	0	1	100.00%	\$5,564.85	\$5,564.85
Defense Technical Information Center	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Threat Reduction Agency	5	190.6	2	2	4	80.00%	\$42,829.10	\$8,565.82
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	290	323.64	27	12	39	13.45%	\$1,021,879.21	\$3,523.72
Department of Commerce	316	214.36	138	81	219	69.30%	\$1,391,359.83	\$4,403.04
Department of Defense Education Activity	35	206.97	13	19	32	91.43%	\$163,017.14	\$4,657.63
Department of Education	54	157.83	39	0	39	72.22%	\$211,348.08	\$3,913.85
Department of Energy	36	144.17	26	7	33	91.67%	\$104,182.50	\$2,893.96
Department of Health and Human Services	214	169.27	158	28	186	86.92%	\$780,786.94	\$3,648.54
Department of Homeland Security	939	213.11	455	111	566	60.28%	\$3,764,310.39	\$4,008.85
Department of Housing and Urban Development	71	424.38	2	3	5	7.04%	\$189,820.00	\$2,673.52
Department of Justice	632	218.1	266	160	426	67.41%	\$2,626,702.56	\$4,156.17
Department of Labor	73	174.49	56	16	72	98.63%	\$214,563.07	\$2,939.22
Department of State	94	222.9	22	23	45	47.87%	\$236,077.11	\$2,511.46
Department of the Air Force	282	220.87	96	2	98	34.75%	\$1,494,103.20	\$5,298.24
Department of the Army	546	202.53	234	54	288	52.75%	\$3,734,491.70	\$6,839.73
Department of the Interior	253	252.18	108	53	161	63.64%	\$832,984.50	\$3,292.43
Department of the Navy	379	231.39	119	58	177	46.70%	\$3,460,270.00	\$9,130.00
Department of the Treasury	351	181.83	204	97	301	85.75%	\$2,146,290.38	\$6,114.79
Department of Transportation	262	140.76	227	14	241	91.98%	\$1,184,634.98	\$4,521.51
Department of Veterans Affairs	1,677	186.3	953	339	1,292	77.04%	\$11,454,829.58	\$6,830.55

Table B-9 FY 2010 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
Election Assistance Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Environmental Protection Agency	70	210.33	31	12	43	61.43%	\$254,352.00	\$3,633.60
Equal Employment Opportunity Commission	32	229.13	14	3	17	53.13%	\$246,000.00	\$7,687.50
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	180	5	0	5	100.00%	\$12,500.00	\$2,500.00
Federal Deposit Insurance Corporation	14	198.64	10	4	14	100.00%	\$89,533.55	\$6,395.25
Federal Election Commission	1	114	1	0	1	100.00%	\$3,543.00	\$3,543.00
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	3	219.33	0	0	0	0.00%	\$10,639.80	\$3,546.60
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 and Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Reserve System--Board of Governors	2	79.5	2	0	2	100.00%	\$9,636.00	\$4,818.00
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	95	201.21	58	25	83	87.37%	\$278,228.65	\$2,928.72
Government Printing Office	50	268.36	3	0	3	6.00%	\$98,917.00	\$1,978.34
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	2	47	2	0	2	100.00%	\$4,825.00	\$2,412.50
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	128	1	0	1	100.00%	\$4,964.00	\$4,964.00
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

Table B-9 FY 2010 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
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 & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	37	183.38	19	13	32	86.49%	\$175,696.24	\$4,748.55
National Archives and Records Administration	5	184.6	3	2	5	100.00%	\$15,533.00	\$3,106.60
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	2	139	2	0	2	100.00%	\$7,115.00	\$3,557.50
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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	10	262.3	1	6	7	70.00%	\$50,642.25	\$5,064.23
National Indian Gaming Commission	1	195	0	0	0	0.00%	\$4,538.00	\$4,538.00
National Labor Relations Board	2	151	2	0	2	100.00%	\$42,275.60	\$21,137.80
National Mediation Board	1	200	0	0	0	0.00%	\$3,000.00	\$3,000.00
National Reconnaissance Office	1	278	0	0	0	0.00%	\$6,000.00	\$6,000.00
National Science Foundation	5	198.2	3	0	3	60.00%	\$11,758.00	\$2,351.60
National Transportation Safety Board	2	120	2	0	2	100.00%	\$6,900.00	\$3,450.00
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nuclear Regulatory Commission	7	175	5	2	7	100.00%	\$26,313.00	\$3,759.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and 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	15	100.87	15	0	15	100.00%	\$86,294.56	\$5,752.97
Office of Special Counsel	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of the Director of National Intelligence	4	321	0	2	2	50.00%	\$24,000.00	\$6,000.00
Overseas Private Investment Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Peace Corps	4	158	3	1	4	100.00%	\$15,197.00	\$3,799.25
Pension Benefit Guaranty Corporation	11	103.18	9	2	11	100.00%	\$17,014.00	\$1,546.73
Postal Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9 FY 2010 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
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	95	2	0	2	100.00%	\$6,245.00	\$3,122.50
Securities and Exchange Commission	13	195.15	7	6	13	100.00%	\$89,515.00	\$6,885.77
Selective Service System	0	0	0	0	0	0.00%	\$0.00	\$0.00
Small Business Administration	28	151.39	20	7	27	96.43%	\$106,311.50	\$3,796.84
Smithsonian Institution	14	143.36	14	0	14	100.00%	\$30,787.00	\$2,199.07
Social Security Administration	482	175.42	366	33	399	82.78%	\$1,658,369.40	\$3,440.60
Tennessee Valley Authority	43	113.91	43	0	43	100.00%	\$124,773.83	\$2,901.72
Trade and Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
U.S. Postal Service	3,197	117.74	3,079	86	3,165	99.00%	\$4,770,669.86	\$1,492.23
U.S. Tax Court	0	0	0	0	0	0.00%	\$0.00	\$0.00
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal Including USPS	10,026	180.32	6,354	1,216	7,570	75.50%	\$42,220,001.32	\$4,211.05
Midsize Agencies Subtotal	798	176.21	576	94	670	83.96%	\$2,804,346.73	\$3,514.22
Small Agencies Subtotal	229	206.34	110	29	139	60.70%	\$994,727.65	\$4,343.79
Micro Agencies Subtotal	2	168	1	0	1	50.00%	\$6,100.00	\$3,050.00
Government-wide Including USPS	11,055	180.56	7,041	1,339	8,380	75.80%	\$46,025,175.70	\$4,163.29
USPS Percentage of Cabinet Sub Total	31.89%		48.46%	7.07%	41.81%		11.30%	
USPS Percentage of Government-wide	28.92%		43.73%	6.42%	37.77%		10.37%	
Cabinet Level Subtotal Minus USPS	6,829	209.62	3,275	1,130	4,405	64.50%	\$37,449,331.46	\$5,483.87
Government-wide Minus USPS	7,858	206.12	3,962	1,253	5,215	66.37%	\$41,254,505.84	\$5,250.00

NRF = No Report Filed

Table B-9a FY 2010 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	0	0	0	0	0	0.00%	\$0.00	\$0.00
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	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	0	0	0	0	0	0.00%	\$0.00	\$0.00
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	11	286.45	3	1	4	36.36%	\$79,080.00	\$7,189.09
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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 & Offender Supervision Agency for DC	4	191.25	2	0	2	50.00%	\$35,616.00	\$8,904.00
Defense Army and Air Force Exchange	44	212.45	20	9	29	65.91%	\$437,629.75	\$9,946.13
Defense Commissary Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Contract Audit Agency	14	175.57	12	0	12	85.71%	\$76,029.84	\$5,430.70
Defense Contract Management Agency	15	259.73	1	0	1	6.67%	\$135,162.30	\$9,010.82
Defense Finance and Accounting Service	44	173.82	38	4	42	95.45%	\$410,512.08	\$9,329.82
Defense Human Resources Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Information Systems Agency	11	273	1	0	1	9.09%	\$77,009.02	\$7,000.82
Defense Intelligence Agency	17	291.35	3	2	5	29.41%	\$145,533.18	\$8,560.78

Table B-9a FY 2010 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 Logistics Agency	57	267.51	10	10	20	35.09%	\$486,013.35	\$8,526.55
Defense Media Activity	1	177	1	0	1	100.00%	\$5,235.82	\$5,235.82
Defense Missile Defense Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
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	28	259.07	0	14	14	50.00%	\$46,388.70	\$1,656.74
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 Sec. - Wash. Hqtrs. Services	18	340.72	4	1	5	27.78%	\$178,295.22	\$9,905.29
Defense Security Service	1	90	1	0	1	100.00%	\$5,564.85	\$5,564.85
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	1	361	0	0	0	0.00%	\$3,500.00	\$3,500.00
Department of Commerce	38	236.08	8	11	19	50.00%	\$233,078.33	\$6,133.64
Department of Defense Education Activity	27	221.19	6	18	24	88.89%	\$141,367.14	\$5,235.82
Department of Education	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Energy	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Health and Human Services	2	198.5	0	1	1	50.00%	\$12,061.00	\$6,030.50
Department of Homeland Security	123	137.81	109	9	118	95.93%	\$732,390.00	\$5,954.39
Department of Housing and Urban Development	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Justice	225	251.36	47	113	160	71.11%	\$1,011,758.03	\$4,496.70
Department of Labor	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of State	13	199.62	6	7	13	100.00%	\$48,666.80	\$3,743.60
Department of the Air Force	282	220.87	96	2	98	34.75%	\$1,494,103.20	\$5,298.24
Department of the Army	546	202.53	234	54	288	52.75%	\$3,734,491.70	\$6,839.73
Department of the Interior	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of the Navy	379	231.39	119	58	177	46.70%	\$3,460,270.00	\$9,130.00
Department of the Treasury	332	178.24	200	90	290	87.35%	\$2,108,889.38	\$6,352.08

Table B-9a FY 2010 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
Department of Transportation	114	154.59	91	10	101	88.60%	\$633,334.98	\$5,555.57
Department of Veterans Affairs	1,338	187.87	761	276	1,037	77.50%	\$10,373,544.00	\$7,753.02
Election Assistance Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Environmental Protection Agency	3	141	3	0	3	100.00%	\$3,600.00	\$1,200.00
Equal Employment Opportunity Commission	25	224.72	13	2	15	60.00%	\$225,000.00	\$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	0	0	0	0	0	0.00%	\$0.00	\$0.00
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
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 and 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

Table B-9a FY 2010 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
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 & Stuart L. Udall 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 and 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	2	151	2	0	2	100.00%	\$42,275.60	\$21,137.80
National Mediation Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Reconnaissance Office	1	278	0	0	0	0.00%	\$6,000.00	\$6,000.00
National Science Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Transportation Safety Board	2	120	2	0	2	100.00%	\$6,900.00	\$3,450.00
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nuclear Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and 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	14	99.14	14	0	14	100.00%	\$83,294.56	\$5,949.61
Office of Special Counsel	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of the Director of National Intelligence	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9a FY 2010 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
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%	\$33,535.00	\$0.00
Selective Service System	0	0	0	0	0	0.00%	\$0.00	\$0.00
Small Business Administration	12	117	12	0	12	100.00%	\$20,000.00	\$1,666.67
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	1	99	1	0	1	100.00%	\$2,000.00	\$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 & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	3,670	201.84	1,768	689	2,457	66.95%	\$25,990,828.67	\$7,081.97
Midsized Agencies Subtotal	30	110.47	30	0	30	100.00%	\$108,894.56	\$3,629.82
Small Agencies Subtotal	45	230.09	22	3	25	55.56%	\$428,406.60	\$9,520.15
Micro Agencies Subtotal	0	0	0	0	0	0.00%	\$0.00	\$0.00
Government-wide	3,745	201.44	1,820	692	2,512	67.08%	\$26,528,129.83	\$7,083.61

NRF = No Report Filed

Table B-9b FY 2010 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	0	0	0	0	0	0.00%	\$0.00	\$0.00
Agency for International Development	9	232.44	3	0	3	33.33%	\$36,269.00	\$4,029.89
American Battle Monuments Commission	1	136	1	0	1	100.00%	\$3,100.00	\$3,100.00
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	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	0	0	0	0	0	0.00%	\$0.00	\$0.00
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	18	110.22	17	1	18	100.00%	\$54,625.00	\$3,034.72
Central Intelligence Agency	2	249.5	0	1	1	50.00%	\$15,388.00	\$7,694.00
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	4	270	2	2	4	100.00%	\$12,709.00	\$3,177.25
Consumer Product Safety Commission	6	141.17	6	0	6	100.00%	\$9,470.00	\$1,578.33
Corporation for National and Community Service	5	81.6	5	0	5	100.00%	\$22,500.00	\$4,500.00
Court Services & Offender Supervision Agency for DC	5	157.8	5	0	5	100.00%	\$15,000.00	\$3,000.00
Defense Army and Air Force Exchange	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Commissary Agency	56	162.48	36	8	44	78.57%	\$293,205.92	\$5,235.82
Defense Contract Audit Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Contract Management Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Finance and Accounting Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Human Resources Activity	3	191.33	0	3	3	100.00%	\$7,670.00	\$2,556.67
Defense Information Systems Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Intelligence Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
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

Table B-9b FY 2010 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 Missile Defense Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
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	2	132.5	2	0	2	100.00%	\$21,575.93	\$10,787.97
Defense Office of the Sec. - Wash. Hqtrs. Services	9	261.89	1	0	1	11.11%	\$69,025.23	\$7,669.47
Defense Security Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Technical Information Center	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Threat Reduction Agency	5	190.6	2	2	4	80.00%	\$42,829.10	\$8,565.82
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	289	323.52	27	12	39	13.49%	\$1,018,379.21	\$3,523.80
Department of Commerce	278	211.39	130	70	200	71.94%	\$1,158,281.50	\$4,166.48
Department of Defense Education Activity	8	159	7	1	8	100.00%	\$21,650.00	\$2,706.25
Department of Education	54	157.83	39	0	39	72.22%	\$211,348.08	\$3,913.85
Department of Energy	36	144.17	26	7	33	91.67%	\$104,182.50	\$2,893.96
Department of Health and Human Services	212	169	158	27	185	87.26%	\$768,725.94	\$3,626.07
Department of Homeland Security	816	224.46	346	102	448	54.90%	\$3,031,920.39	\$3,715.59
Department of Housing and Urban Development	71	424.38	2	3	5	7.04%	\$189,820.00	\$2,673.52
Department of Justice	407	199.71	219	47	266	65.36%	\$1,614,944.53	\$3,967.92
Department of Labor	73	174.49	56	16	72	98.63%	\$214,563.07	\$2,939.22
Department of State	81	226.64	16	16	32	39.51%	\$187,410.31	\$2,313.71
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	253	252.18	108	53	161	63.64%	\$832,984.50	\$3,292.43
Department of the Navy	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of the Treasury	19	244.63	4	7	11	57.89%	\$37,401.00	\$1,968.47
Department of Transportation	148	130.11	136	4	140	94.59%	\$551,300.00	\$3,725.00
Department of Veterans Affairs	339	180.13	192	63	255	75.22%	\$1,081,285.58	\$3,189.63
Election Assistance Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Environmental Protection Agency	67	213.43	28	12	40	59.70%	\$250,752.00	\$3,742.57
Equal Employment Opportunity Commission	7	244.86	1	1	2	28.57%	\$21,000.00	\$3,000.00
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

Table B-9b FY 2010 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 System Insurance Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Communications Commission	5	180	5	0	5	100.00%	\$12,500.00	\$2,500.00
Federal Deposit Insurance Corporation	14	198.64	10	4	14	100.00%	\$89,533.55	\$6,395.25
Federal Election Commission	1	114	1	0	1	100.00%	\$3,543.00	\$3,543.00
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	3	219.33	0	0	0	0.00%	\$10,639.80	\$3,546.60
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 and Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Reserve System--Board of Governors	2	79.5	2	0	2	100.00%	\$9,636.00	\$4,818.00
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	95	201.21	58	25	83	87.37%	\$278,228.65	\$2,928.72
Government Printing Office	50	268.36	3	0	3	6.00%	\$98,917.00	\$1,978.34
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	2	47	2	0	2	100.00%	\$4,825.00	\$2,412.50
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	128	1	0	1	100.00%	\$4,964.00	\$4,964.00
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 & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	37	183.38	19	13	32	86.49%	\$175,696.24	\$4,748.55
National Archives and Records Administration	5	184.6	3	2	5	100.00%	\$15,533.00	\$3,106.60
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	2	139	2	0	2	100.00%	\$7,115.00	\$3,557.50

Table B-9b FY 2010 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 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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	10	262.3	1	6	7	70.00%	\$50,642.25	\$5,064.23
National Indian Gaming Commission	1	195	0	0	0	0.00%	\$4,538.00	\$4,538.00
National Labor Relations Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Mediation Board	1	200	0	0	0	0.00%	\$3,000.00	\$3,000.00
National Reconnaissance Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Science Foundation	5	198.2	3	0	3	60.00%	\$11,758.00	\$2,351.60
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	7	175	5	2	7	100.00%	\$26,313.00	\$3,759.00
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and 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	1	125	1	0	1	100.00%	\$3,000.00	\$3,000.00
Office of Special Counsel	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of the Director of National Intelligence	4	321	0	2	2	50.00%	\$24,000.00	\$6,000.00
Overseas Private Investment Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Peace Corps	4	158	3	1	4	100.00%	\$15,197.00	\$3,799.25
Pension Benefit Guaranty Corporation	11	103.18	9	2	11	100.00%	\$17,014.00	\$1,546.73
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	2	95	2	0	2	100.00%	\$6,245.00	\$3,122.50
Securities and Exchange Commission	13	195.15	7	6	13	100.00%	\$55,980.00	\$4,306.15
Selective Service System	0	0	0	0	0	0.00%	\$0.00	\$0.00
Small Business Administration	16	177.19	8	7	15	93.75%	\$86,311.50	\$5,394.47
Smithsonian Institution	14	143.36	14	0	14	100.00%	\$30,787.00	\$2,199.07
Social Security Administration	482	175.42	366	33	399	82.78%	\$1,658,369.40	\$3,440.60
Tennessee Valley Authority	42	114.26	42	0	42	100.00%	\$122,773.83	\$2,923.19
Trade and Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9b FY 2010 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	3,197	117.74	3,079	86	3,165	99.00%	\$4,770,669.86	\$1,492.23
U.S. Tax Court	0	0	0	0	0	0.00%	\$0.00	\$0.00
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	6,356	167.9	4,586	527	5,113	80.44%	\$16,229,172.65	\$2,553.36
Midsized Agencies Subtotal	768	178.77	546	94	640	83.33%	\$2,695,452.17	\$3,509.70
Small Agencies Subtotal	184	200.53	88	26	114	61.96%	\$566,321.05	\$3,077.83
Micro Agencies Subtotal	2	168	1	0	1	50.00%	\$6,100.00	\$3,050.00
Government-wide	7,310	169.87	5,221	647	5,868	80.27%	\$19,497,045.87	\$2,667.17

NRF = No Report Filed

Table B-9c FY 2010 Timeliness and Cost of All Completed Complaint Investigations - Sub-Component Data

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
DLA Aviation	6	190.17	3	2	5	83.33%	\$51,159.30	\$8,526.55
DLA Disposition Services	4	272.75	0	0	0	0.00%	\$34,106.20	\$8,526.55
DLA Distribution	29	288.17	3	3	6	20.69%	\$247,269.95	\$8,526.55
DLA Headquarters Operations Division	7	290.71	1	3	4	57.14%	\$59,685.85	\$8,526.55
DLA Land and Maritime	6	189.83	2	1	3	50.00%	\$51,159.30	\$8,526.55
DLA Logistics Information Service	3	383	0	0	0	0.00%	\$25,579.65	\$8,526.55
DLA Troop Support	2	168	1	1	2	100.00%	\$17,053.10	\$8,526.55
Defense Logistics Agency Wide	57	267.51	10	10	20	35.09%	\$486,013.35	\$8,526.55
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
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

Table B-9c FY 2010 Timeliness and Cost of All Completed Complaint Investigations - Sub-Component Data

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
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
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

Table B-9c FY 2010 Timeliness and Cost of All Completed Complaint Investigations - Sub-Component Data

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
Wyoming National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense National Guard Bureau Wide	0	0	0	0	0	0.00%	\$0.00	\$0.00
Agricultural Marketing Service	17	248.59	2	2	4	23.53%	\$67,406.00	\$3,965.06
Agricultural Research Service	13	257.62	1	1	2	15.38%	\$41,741.00	\$3,210.85
Agriculture Headquarters	0	0	0	0	0	0.00%	\$0.00	\$0.00
Animal and Plant Health Inspection Service	38	245.92	5	0	5	13.16%	\$136,381.00	\$3,588.97
Economic Research Service	2	251	0	0	0	0.00%	\$10,158.00	\$5,079.00
Farm Service Agency	8	275.75	0	0	0	0.00%	\$33,414.47	\$4,176.81
Food and Nutrition Service	3	429.67	0	0	0	0.00%	\$7,500.00	\$2,500.00
Food Safety And Inspection Service	61	279.41	13	0	13	21.31%	\$205,341.74	\$3,366.26
Foreign Agricultural Service	2	1,525.50	0	0	0	0.00%	\$6,754.00	\$3,377.00
Forest Service	63	316.19	4	1	5	7.94%	\$253,668.00	\$4,026.48
Grain Inspection, Packers & Stockyards Admin.	7	565	0	6	6	85.71%	\$34,038.00	\$4,862.57
National Agricultural Statistics Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Appeals Division	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Institute of Food and Agriculture	0	0	0	0	0	0.00%	\$0.00	\$0.00
Natural Resources Conservation Service	21	279.76	1	0	1	4.76%	\$64,638.00	\$3,078.00
Office Of The Chief Financial Officer	9	329.56	0	2	2	22.22%	\$37,345.00	\$4,149.44
Risk Management Agency	1	1,239.00	0	0	0	0.00%	\$4,150.00	\$4,150.00
Rural Development	41	433.78	1	0	1	2.44%	\$105,596.00	\$2,575.51
USDA - Office Of Inspector General	4	276.25	0	0	0	0.00%	\$13,748.00	\$3,437.00
Department of Agriculture Wide	290	323.64	27	12	39	13.45%	\$1,021,879.21	\$3,523.72
All Other Commerce Bureaus	10	205.3	3	7	10	100.00%	\$54,309.00	\$5,430.90
Bureau of the Census	52	179.27	37	14	51	98.08%	\$266,439.00	\$5,123.83
Decennial Census	167	234.11	47	24	71	42.51%	\$656,364.50	\$3,930.33
International Trade Administration	3	193	2	1	3	100.00%	\$14,727.00	\$4,909.00
National Institute of Standards & Technology	12	186.33	6	6	12	100.00%	\$60,816.00	\$5,068.00

Table B-9c FY 2010 Timeliness and Cost of All Completed Complaint Investigations - Sub-Component Data

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
National Oceanic & Atmospheric Administration	47	191.45	29	18	47	100.00%	\$261,690.33	\$5,567.88
U. S. Patent and Trademark Office	25	218.12	14	11	25	100.00%	\$77,014.00	\$3,080.56
Department of Commerce Wide	316	214.36	138	81	219	69.30%	\$1,391,359.83	\$4,403.04
Bonneville Power Administration	8	223	2	5	7	87.50%	\$17,912.00	\$2,239.00
Chicago Operations Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
EM Consolidated Business Center	2	315	1	0	1	50.00%	\$8,200.00	\$4,100.00
Golden Field Office	2	80	2	0	2	100.00%	\$6,544.00	\$3,272.00
Headquarters	12	83.33	12	0	12	100.00%	\$27,937.50	\$2,328.13
Idaho Operations Office	1	167	1	0	1	100.00%	\$3,854.00	\$3,854.00
National Energy Technology Lab	2	273.5	1	0	1	50.00%	\$9,000.00	\$4,500.00
NNSA Service Center	6	50.17	5	1	6	100.00%	\$22,623.00	\$3,770.50
Oak Ridge Operations	0	0	0	0	0	0.00%	\$0.00	\$0.00
OSTI	0	0	0	0	0	0.00%	\$0.00	\$0.00
Richland Operations Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
Savannah River Operations	0	0	0	0	0	0.00%	\$0.00	\$0.00
Southeastern Power Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
Southwestern Power Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
Strategic Petroleum Reserve	0	0	0	0	0	0.00%	\$0.00	\$0.00
Western Area Power Administration	3	200.33	2	1	3	100.00%	\$8,112.00	\$2,704.00
Department of Energy Wide	36	144.17	26	7	33	91.67%	\$104,182.50	\$2,893.96
Administration for Children and Families	4	215.25	1	2	3	75.00%	\$16,135.00	\$4,033.75
Agency for Healthcare Research and Quality	0	0	0	0	0	0.00%	\$0.00	\$0.00
Centers for Disease Control and Prevention	29	199.31	13	4	17	58.62%	\$68,393.00	\$2,358.38
Centers for Medicare & Medicaid Services	33	135.33	33	0	33	100.00%	\$119,705.10	\$3,627.43
Food and Drug Administration	20	203.85	11	9	20	100.00%	\$140,105.00	\$7,005.25
Health Resources and Services Administration	6	118.33	5	1	6	100.00%	\$23,058.84	\$3,843.14
Indian Health Service	56	118.55	52	2	54	96.43%	\$148,649.00	\$2,654.45

Table B-9c FY 2010 Timeliness and Cost of All Completed Complaint Investigations - Sub-Component Data

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
National Institutes of Health	26	183.96	13	5	18	69.23%	\$165,487.00	\$6,364.88
Office of the Secretary of Health & Human Services	34	218.91	26	4	30	88.24%	\$76,015.00	\$2,235.74
Program Support Center	5	259.4	3	1	4	80.00%	\$18,920.00	\$3,784.00
Substance Abuse & Mental Health Services Admin.	1	168	1	0	1	100.00%	\$4,319.00	\$4,319.00
Department of Health & Human Services Wide	214	169.27	158	28	186	86.92%	\$780,786.94	\$3,648.54
DHS Headquarters	32	219.88	10	5	15	46.88%	\$107,396.00	\$3,356.13
Federal Emergency Management Agency	186	320.02	5	17	22	11.83%	\$512,229.94	\$2,753.92
Federal Law Enforcement Training Center	0	0	0	0	0	0.00%	\$0.00	\$0.00
Transportation Security Administration	201	238.64	72	19	91	45.27%	\$609,297.00	\$3,031.33
U.S. Citizenship and Immigration Services	86	120.4	78	8	86	100.00%	\$405,068.45	\$4,710.10
U.S. Coast Guard	40	183.75	28	11	39	97.50%	\$117,589.00	\$2,939.73
U.S. Customs and Border Protection	247	139.13	216	26	242	97.98%	\$1,414,590.00	\$5,727.09
U.S. Immigration and Customs Enforcement	136	212.39	46	23	69	50.74%	\$487,176.00	\$3,582.18
U.S. Secret Service	11	420.82	0	2	2	18.18%	\$110,964.00	\$10,087.64
Department of Homeland Security Wide	939	213.11	455	111	566	60.28%	\$3,764,310.39	\$4,008.85
Alcohol, Tobacco, Firearms and Explosives	30	305.07	2	3	5	16.67%	\$128,542.87	\$4,284.76
Bureau of Prisons	305	163.74	212	32	244	80.00%	\$1,185,509.00	\$3,886.91
Drug Enforcement Administration	11	300.36	1	2	3	27.27%	\$95,412.80	\$8,673.89
Executive Office for Immigration Review	4	263.75	0	0	0	0.00%	\$4,073.23	\$1,018.31
Executive Office for U.S. Attorneys	25	366.56	5	9	14	56.00%	\$50,869.00	\$2,034.76
Federal Bureau of Investigation	195	240.03	39	104	143	73.33%	\$959,176.27	\$4,918.85
Office of Justice Programs	1	286	0	1	1	100.00%	\$7,076.13	\$7,076.13
Offices, Boards, and Divisions	17	266.35	3	2	5	29.41%	\$68,876.72	\$4,051.57
U.S. Marshals Service	44	309.18	4	7	11	25.00%	\$127,166.54	\$2,890.15
Department of Justice Wide	632	218.1	266	160	426	67.41%	\$2,626,702.56	\$4,156.17

Table B-9c FY 2010 Timeliness and Cost of All Completed Complaint Investigations - Sub-Component Data

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
Bureau of Labor Statistics	8	101.13	8	0	8	100.00%	\$0.00	\$0.00
Dept. of Labor (DM and others)	27	178.11	21	6	27	100.00%	\$0.00	\$0.00
Employment and Training Administration	9	175.78	6	3	9	100.00%	\$0.00	\$0.00
Mine Safety and Health Administration	7	170.57	6	1	7	100.00%	\$0.00	\$0.00
Occupational Safety and Health Administration	8	186	7	1	8	100.00%	\$0.00	\$0.00
Office of Workers Compensation Programs	9	198.33	6	2	8	88.89%	\$0.00	\$0.00
Wage and Hour Division	5	214.2	2	3	5	100.00%	\$0.00	\$0.00
Department of Labor Wide	73	174.49	56	16	72	98.63%	\$214,563.07	\$2,939.22
Eighth U.S. Army (KOREA)	1	114	1	0	1	100.00%	\$8,691.82	\$8,691.82
Headquarters, Department of Army	30	237.3	8	1	9	30.00%	\$196,489.60	\$6,549.65
U.S. Army Corps of Engineers	74	211.76	28	5	33	44.59%	\$505,466.51	\$6,830.63
U.S. Army Europe	5	157	4	1	5	100.00%	\$37,985.39	\$7,597.08
U.S. Army Forces Command	5	177	2	0	2	40.00%	\$32,882.10	\$6,576.42
U.S. Army Installation Management Command	122	196.72	57	11	68	55.74%	\$852,385.75	\$6,986.77
U.S. Army Intelligence and Security Command	5	188.8	2	1	3	60.00%	\$33,928.06	\$6,785.61
U.S. Army Material Command	119	205.87	47	13	60	50.42%	\$758,797.18	\$6,376.45
U.S. Army Medical Command	105	205.08	41	13	54	51.43%	\$742,751.71	\$7,073.83
U.S. Army Network Enterprise Tech. Command	8	216.25	3	2	5	62.50%	\$55,322.00	\$6,915.25
U.S. Army Pacific (USARPAC)	3	162.33	2	0	2	66.67%	\$17,332.77	\$5,777.59
U.S. Army Reserve Command	17	173.65	12	2	14	82.35%	\$116,060.73	\$6,827.10
U.S. Army Space and Missile Defense Command	2	203.5	0	1	1	50.00%	\$11,121.64	\$5,560.82
U.S. Army Special Ops Command (USASOC)	2	259	1	0	1	50.00%	\$20,995.35	\$10,497.68
U.S. Army Test and Evaluation Command	14	183.86	7	3	10	71.43%	\$97,064.53	\$6,933.18
U.S. Army Training and Doctrine Command	34	187.21	19	1	20	58.82%	\$247,216.56	\$7,271.08
Department of the Army Wide	546	202.53	234	54	288	52.75%	\$3,734,491.70	\$6,839.73

Table B-9c FY 2010 Timeliness and Cost of All Completed Complaint Investigations - Sub-Component Data

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
Bureau Of Indian Affairs	65	405.6	9	0	9	13.85%	\$254,957.00	\$3,922.42
Bureau Of Land Management	35	171.11	28	5	33	94.29%	\$80,552.40	\$2,301.50
Bureau Of Reclamation	25	195.6	14	9	23	92.00%	\$62,592.04	\$2,503.68
Bureau Of Surface Mining	2	153	2	0	2	100.00%	\$11,694.94	\$5,847.47
DOI-Office Of The Secretary	22	170.59	17	4	21	95.45%	\$68,654.00	\$3,120.64
Fish And Wildlife Service	17	222.12	9	2	11	64.71%	\$61,592.00	\$3,623.06
Geological Survey	13	199	4	9	13	100.00%	\$89,345.36	\$6,872.72
Minerals Management Service	7	197.57	2	0	2	28.57%	\$30,950.40	\$4,421.49
National Park Service	67	220.21	23	24	47	70.15%	\$172,646.36	\$2,576.81
Department of the Interior Wide	253	252.18	108	53	161	63.64%	\$832,984.50	\$3,292.43
Bureau of Medicine & Surgery	35	236.66	16	2	18	51.43%	\$319,550.00	\$9,130.00
Chief Of Naval Operations	6	167.33	4	1	5	83.33%	\$54,780.00	\$9,130.00
Commander Naval Installations Command	62	239.34	16	7	23	37.10%	\$566,060.00	\$9,130.00
Commander Naval Reserve	0	0	0	0	0	0.00%	\$0.00	\$0.00
Commander Pacific Fleet	25	212.4	10	8	18	72.00%	\$228,250.00	\$9,130.00
DON Assistant for Administration	4	219.5	1	2	3	75.00%	\$36,520.00	\$9,130.00
Fleet Forces Command	26	196.19	9	5	14	53.85%	\$237,380.00	\$9,130.00
Marine Corps HQ	51	219.14	11	9	20	39.22%	\$465,630.00	\$9,130.00
Military Sealift Command	10	168.8	7	2	9	90.00%	\$91,300.00	\$9,130.00
Naval Air Systems Command	42	266.76	9	8	17	40.48%	\$383,460.00	\$9,130.00
Naval Education & Training Command	6	302.17	0	1	1	16.67%	\$54,780.00	\$9,130.00
Naval Sea Systems Command	47	223.51	20	2	22	46.81%	\$429,110.00	\$9,130.00
Naval Special Warfare Command	2	387	0	0	0	0.00%	\$18,260.00	\$9,130.00
Naval Supply Systems Command	17	199.24	9	4	13	76.47%	\$155,210.00	\$9,130.00
Naval Systems Management Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
Navy Facilities & Engineering Command	36	260.56	5	6	11	30.56%	\$328,680.00	\$9,130.00
Navy Military Personnel Command	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office Of Naval Intelligence	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9c FY 2010 Timeliness and Cost of All Completed Complaint Investigations - Sub-Component Data

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
Office Of Naval Research	2	172	1	1	2	100.00%	\$18,260.00	\$9,130.00
SPAWAR	6	276.5	0	0	0	0.00%	\$54,780.00	\$9,130.00
Strategic Systems Project Office	2	175.5	1	0	1	50.00%	\$18,260.00	\$9,130.00
Department of the Navy Wide	379	231.39	119	58	177	46.70%	\$3,460,270.00	\$9,130.00
Alcohol and Tobacco Tax and Trade Bureau	4	146.5	3	1	4	100.00%	\$0.00	\$0.00
Bureau of Engraving and Printing	27	175.67	17	9	26	96.30%	\$0.00	\$0.00
Bureau of the Public Debt	5	141	5	0	5	100.00%	\$0.00	\$0.00
Departmental Offices	9	166.44	6	2	8	88.89%	\$0.00	\$0.00
Financial Crimes Enforcement Network	1	183	0	1	1	100.00%	\$0.00	\$0.00
Financial Management Service	9	255.33	1	5	6	66.67%	\$0.00	\$0.00
Internal Revenue Service	244	181.24	143	61	204	83.61%	\$2,039,422.00	\$8,358.29
Internal Revenue Service Off. of the Chief Counsel	10	187.3	5	3	8	80.00%	\$0.00	\$0.00
Office of the Comptroller of the Currency	9	203	4	5	9	100.00%	\$106,868.38	\$11,874.26
Office of Thrift Supervision	2	175.5	1	1	2	100.00%	\$0.00	\$0.00
Treas- Office of the Inspector General	0	0	0	0	0	0.00%	\$0.00	\$0.00
Treasury Inspector General For Tax Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
U. S. Mint	31	178.61	19	9	28	90.32%	\$0.00	\$0.00
Department of the Treasury Wide	351	181.83	204	97	301	85.75%	\$2,146,290.38	\$6,114.79
Federal Aviation Administration	215	141.42	185	12	197	91.63%	\$983,932.00	\$4,576.43
Federal Highway Administration	11	137.91	8	1	9	81.82%	\$50,127.85	\$4,557.08
Federal Motor Carrier Safety Administration	9	142.78	8	0	8	88.89%	\$37,186.14	\$4,131.79
Federal Railroad Administration	4	105.5	4	0	4	100.00%	\$16,730.57	\$4,182.64
Federal Transit Administration	2	139.5	2	0	2	100.00%	\$7,450.00	\$3,725.00
Maritime Administration	2	78.5	2	0	2	100.00%	\$7,450.00	\$3,725.00
National Highway Traffic Safety Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of Inspector General	6	114	6	0	6	100.00%	\$22,350.00	\$3,725.00
Office of the Secretary	2	170	2	0	2	100.00%	\$9,280.57	\$4,640.29

Table B-9c FY 2010 Timeliness and Cost of All Completed Complaint Investigations - Sub-Component Data

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
Pipeline & Hazardous Materials Safety Admin.	1	94	1	0	1	100.00%	\$3,725.00	\$3,725.00
Research and Inovative Technology Administration	10	169.5	9	1	10	100.00%	\$46,402.85	\$4,640.29
St. Lawrence Development Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Transportation Wide	262	140.76	227	14	241	91.98%	\$1,184,634.98	\$4,521.51
NCA	15	152.4	10	0	10	66.67%	\$0.00	\$0.00
VA-HQ and Others	74	175.26	47	14	61	82.43%	\$11,454,829.58	\$154,794.99
Veterans Benefits Administration	83	177.39	49	10	59	71.08%	\$0.00	\$0.00
Veterans Health Administration	1,505	187.68	847	315	1,162	77.21%	\$0.00	\$0.00
Department of Veterans Affairs Wide	1,677	186.3	953	339	1,292	77.04%	\$11,454,829.58	\$6,830.55
Central Office	20	236	9	6	15	75.00%	\$48,519.00	\$2,425.95
National Capital Region	13	289.15	2	8	10	76.92%	\$34,323.83	\$2,640.29
Region 1	7	150.86	6	0	6	85.71%	\$24,838.00	\$3,548.29
Region 10	2	137.5	2	0	2	100.00%	\$3,795.00	\$1,897.50
Region 2	6	175.17	6	0	6	100.00%	\$19,208.00	\$3,201.33
Region 3	6	198.17	4	1	5	83.33%	\$16,100.00	\$2,683.33
Region 4	6	205.83	2	3	5	83.33%	\$23,000.00	\$3,833.33
Region 5	7	137.14	6	1	7	100.00%	\$22,404.12	\$3,200.59
Region 6	11	181.09	7	4	11	100.00%	\$38,776.50	\$3,525.14
Region 7	8	168.63	7	1	8	100.00%	\$29,400.20	\$3,675.03
Region 8	0	0	0	0	0	0.00%	\$0.00	\$0.00
Region 9	9	169.89	7	1	8	88.89%	\$17,864.00	\$1,984.89
General Services Administration Wide	95	201.21	58	25	83	87.37%	\$278,228.65	\$2,928.72
Capital Metro Area Operations	290	124.23	280	9	289	99.66%	\$442,240.97	\$1,524.97
Eastern Area	399	116.78	388	9	397	99.50%	\$598,415.05	\$1,499.79
Great Lakes Area	338	107.66	328	7	335	99.11%	\$503,352.77	\$1,489.21

Table B-9c FY 2010 Timeliness and Cost of All Completed Complaint Investigations - Sub-Component Data

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
National Area	87	107.53	85	1	86	98.85%	\$126,438.22	\$1,453.31
Northeast Area	316	125.07	299	15	314	99.37%	\$478,277.29	\$1,513.54
Office of Inspector General	11	135.18	9	2	11	100.00%	\$17,074.00	\$1,552.18
Pacific Area	473	120.37	451	14	465	98.31%	\$694,026.23	\$1,467.29
Southeast Area	478	113.44	463	9	472	98.74%	\$720,353.09	\$1,507.01
Southwest Area	509	120.98	490	15	505	99.21%	\$753,403.89	\$1,480.16
Western Area	296	115.93	286	5	291	98.31%	\$437,088.35	\$1,476.65
U.S. Postal Service Wide	3,197	117.74	3,079	86	3,165	99.00%	\$4,770,669.86	\$1,492.23

NRF = No Report Filed

Table B-10 FY 2010 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		*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	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	4	966.75	0	0	1	344	1	730	0	0	2	537
American Battle Monuments Commission	1	224	0	0	1	224	0	0	0	0	1	224
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	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	0	0	0	0	0	0	0	0	0	0	0	0
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	25	329.72	4	80.75	12	379.17	1	566	0	0	13	393.54
Central Intelligence Agency	16	253.5	7	97.14	5	416.6	0	0	0	0	5	416.6
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	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
Commodity Futures Trading Commission	4	589.75	0	0	2	609.5	0	0	0	0	2	609.5
Consumer Product Safety Commission	5	321	1	11	2	373.5	0	0	0	0	2	373.5
Corporation for National and Community Service	3	388.33	0	0	2	288.5	0	0	0	0	2	288.5
Court Services & Offender Supervision Agency for DC	8	618.5	0	0	1	239	3	948	0	0	4	770.75
Defense Army and Air Force Exchange	132	270.36	37	104.49	11	329.73	21	656.14	1	1,003.00	31	529.13
Defense Commissary Agency	80	264.08	20	36.7	9	261.22	17	724.18	2	781.5	24	545.79
Defense Contract Audit Agency	19	270.63	1	730	3	205.67	1	559	0	0	4	294
Defense Contract Management Agency	42	346.45	13	36	4	301.5	7	631.71	0	0	11	511.64
Defense Finance and Accounting Service	56	267.54	12	13	12	220	10	631.6	0	0	22	407.09
Defense Human Resources Activity	3	363.33	1	84	0	0	0	0	0	0	0	0
Defense Information Systems Agency	9	714.89	1	104	2	1,290.50	2	609.5	0	0	4	950
Defense Intelligence Agency	40	395.35	14	117.5	9	896.67	3	671	0	0	12	840.25
Defense Logistics Agency	88	303.27	15	98.8	20	390.1	9	594.56	2	449	27	453.89

Table B-10 FY 2010 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		*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 Media Activity	5	620.4	3	683.67	2	525.5	0	0	0	0	2	525.5
Defense Missile Defense Agency	2	47	2	47	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	29	415.69	4	23.25	7	360.29	3	647	1	176	9	476.33
Defense National Guard Bureau	11	544.73	3	1,153.33	1	206	0	0	0	0	1	206
Defense National Security Agency	40	443.75	6	166.5	18	472.06	0	0	0	0	18	472.06
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	5	383.8	2	318.5	0	0	1	1,128.00	1	1,128.00	0	0
Defense Office of the Sec. - Wash. Hqtrs. Services	32	490	4	63.25	8	640.25	5	890.6	0	0	13	736.54
Defense Security Service	0	0	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	6	521.83	0	0	1	334	4	686.25	0	0	5	615.8
Defense TRICARE Management Activity	0	0	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	540	662.48	60	274.73	164	692.6	78	940.94	26	759.96	216	774.17
Department of Commerce	503	167.76	240	64.33	109	377.34	24	415.04	0	0	133	384.14
Department of Defense Education Activity	44	340.68	13	50.46	15	355.73	4	839.5	1	1,238.00	18	414.22
Department of Education	62	586.6	2	39.5	20	451.05	16	993.31	2	1,017.00	34	672.94
Department of Energy	59	730.69	7	150	11	285	11	748.18	3	830	19	467.11
Department of Health and Human Services	338	304.59	74	47.95	82	377.72	30	611.1	2	614.5	110	437.06
Department of Homeland Security	1,697	652.72	552	331.9	507	1,113.27	274	735.44	17	982.88	764	980.67
Department of Housing and Urban Development	105	448.94	11	118.27	34	314.29	24	672.13	0	0	58	462.36
Department of Justice	638	566.15	146	202.41	167	839.42	127	773	10	953.5	284	805.7
Department of Labor	113	388.61	18	164.28	37	318.46	21	718.57	2	727	56	453.91
Department of State	94	206.09	35	80.2	31	134.23	15	469.87	0	0	46	243.67
Department of the Air Force	458	410.72	85	177.62	117	643.13	57	837.25	2	943.5	172	703.97
Department of the Army	1,301	254.56	265	49.37	214	381.41	133	717.2	13	727.54	334	501.65
Department of the Interior	236	474.14	30	298.2	67	516.75	33	800.64	10	766.4	90	593.1
Department of the Navy	649	320.58	159	72.58	133	434.08	78	830.05	8	845.75	203	570
Department of the Treasury	449	478.15	55	180.62	145	394.7	104	770.97	8	733.25	241	545.83
Department of Transportation	338	364.95	88	108.22	84	293.27	75	721.19	4	1,128.50	155	478.77
Department of Veterans Affairs	2,028	348.6	467	117.33	551	415.74	326	628.26	33	697.39	844	486.82

Table B-10 FY 2010 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		*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
Election Assistance Commission	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	78	518.91	11	132	21	567.05	23	736.87	0	0	44	655.82
Equal Employment Opportunity Commission	45	467.96	3	184	23	478.26	0	0	0	0	23	478.26
Export-Import Bank of the US	1	1,825.00	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	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
Federal Communications Commission	1	300	0	0	0	0	1	300	0	0	1	300
Federal Deposit Insurance Corporation	22	392.41	5	130.4	6	607	3	512	0	0	9	575.33
Federal Election Commission	3	616	0	0	0	0	1	675	0	0	1	675
Federal Energy Regulatory Commission	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
Federal Housing Finance Agency	9	211.44	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	1	22	1	22	0	0	0	0	0	0	0	0
Federal Maritime Commission	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
Federal Mine Safety and Health Review Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	1	297	0	0	1	297	0	0	0	0	1	297
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	2	235	2	235	0	0	0	0	0	0	0	0
General Services Administration	107	309.1	29	42.93	33	326.76	16	639.81	1	1,161.00	48	413.73
Government Printing Office	48	341.44	21	92.43	10	458.4	8	748.88	0	0	18	587.5
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	1	819	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	69.8	2	16	2	118.5	0	0	0	0	2	118.5
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	196	0	0	1	196	0	0	0	0	1	196
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	0	0	0	0	0	0	0	0	0	0	0	0

Table B-10 FY 2010 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		*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
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	3	103.67	0	0	0	0	0	0	0	0	0	0
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	50	396.42	13	103.62	14	658.43	5	736.6	3	785.33	16	659.06
National Archives and Records Administration	17	283.88	7	118.43	3	407.67	3	538.67	0	0	6	473.17
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	4	494.75	1	180	0	0	0	0	0	0	0	0
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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	4	591.5	0	0	2	350	1	1,368.00	0	0	3	689.33
National Indian Gaming Commission	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	6	136	1	35	1	193	0	0	0	0	1	193
National Mediation Board	2	465	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office	4	279.75	1	24	0	0	0	0	0	0	0	0
National Science Foundation	4	153.25	1	58	2	247.5	0	0	0	0	2	247.5
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	9	160.11	2	29	2	266.5	0	0	0	0	2	266.5
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	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	36	89.47	15	18.4	7	200	6	48	0	0	13	129.85
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	3	342	1	102	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	1	625	1	625	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	18	217.89	6	225.5	5	331	0	0	0	0	5	331
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0

Table B-10 FY 2010 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		*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
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	5	300	0	0	2	399	0	0	0	0	2	399
Securities and Exchange Commission	16	233.56	9	212	4	332.25	0	0	0	0	4	332.25
Selective Service System	11	14.64	0	0	0	0	0	0	0	0	0	0
Small Business Administration	45	373.09	9	29.11	13	229.38	12	841.25	0	0	25	523.08
Smithsonian Institution	13	108.15	2	21	10	112.7	0	0	0	0	10	112.7
Social Security Administration	530	444.29	84	99.33	256	461.01	93	737.4	6	847.5	343	529.19
Tennessee Valley Authority	36	287.03	9	15	11	254.09	11	549.55	0	0	22	401.82
Trade and Development Agency	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	5,665	246.88	2,398	37.73	1,232	262.41	1,070	626.25	75	1,199.64	2,227	405.66
U.S. Tax Court	0	0	0	0	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation & Conservation Comm.	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
Cabinet Level Subtotal	15,916	358.31	4,843	100.63	3,827	487.2	2,583	684.01	223	934.34	6,187	553.25
Midsized Agencies Subtotal	917	402.65	177	77.71	371	436.32	169	694.73	10	860.2	530	510.72
Small Agencies Subtotal	288	333.89	71	129.62	83	397.58	19	741.58	0	0	102	461.66
Micro Agencies Subtotal	3	384.67	0	0	1	224	0	0	0	0	1	224
Government-wide	17,124	360.28	5,091	100.23	4,282	480.99	2,771	685.06	233	931.16	6,820	548.53

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 2010 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	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	4	2	50.00%	0	0.00%	0	0.00%	2	50.00%
American Battle Monuments Commission	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural& Transportation Barriers Compliance Bd	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	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	25	7	28.00%	1	4.00%	4	16.00%	13	52.00%
Central Intelligence Agency	16	2	12.50%	2	12.50%	7	43.75%	5	31.25%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	0.00%	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	0.00%
Commodity Futures Trading Commission	4	1	25.00%	1	25.00%	0	0.00%	2	50.00%
Consumer Product Safety Commission	5	2	40.00%	0	0.00%	1	20.00%	2	40.00%
Corporation for National and Community Service	3	1	33.33%	0	0.00%	0	0.00%	2	66.67%
Court Services & Offender Supervision Agency for DC	8	4	50.00%	0	0.00%	0	0.00%	4	50.00%
Defense Army and Air Force Exchange	132	49	37.12%	14	10.61%	37	28.03%	32	24.24%
Defense Commissary Agency	80	20	25.00%	14	17.50%	20	25.00%	26	32.50%
Defense Contract Audit Agency	19	6	31.58%	8	42.11%	1	5.26%	4	21.05%
Defense Contract Management Agency	42	8	19.05%	10	23.81%	13	30.95%	11	26.19%
Defense Finance and Accounting Service	56	17	30.36%	5	8.93%	12	21.43%	22	39.29%
Defense Human Resources Activity	3	1	33.33%	1	33.33%	1	33.33%	0	0.00%
Defense Information Systems Agency	9	2	22.22%	2	22.22%	1	11.11%	4	44.44%
Defense Intelligence Agency	40	7	17.50%	7	17.50%	14	35.00%	12	30.00%
Defense Logistics Agency	88	34	38.64%	10	11.36%	15	17.05%	29	32.95%
Defense Media Activity	5	0	0.00%	0	0.00%	3	60.00%	2	40.00%
Defense Missile Defense Agency	2	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	29	14	48.28%	1	3.45%	4	13.79%	10	34.48%
Defense National Guard Bureau	11	2	18.18%	5	45.45%	3	27.27%	1	9.09%
Defense National Security Agency	40	10	25.00%	6	15.00%	6	15.00%	18	45.00%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Inspector General	5	1	20.00%	1	20.00%	2	40.00%	1	20.00%
Defense Office of the Sec. - Wash. Hqtrs. Services	32	11	34.38%	4	12.50%	4	12.50%	13	40.63%
Defense Security Service	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Technical Information Center	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	6	0	0.00%	1	16.67%	0	0.00%	5	83.33%
Defense TRICARE Management Activity	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-11 FY 2010 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 Uniformed Services University	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture	540	206	38.15%	32	5.93%	60	11.11%	242	44.81%
Department of Commerce	503	109	21.67%	21	4.17%	240	47.71%	133	26.44%
Department of Defense Education Activity	44	9	20.45%	3	6.82%	13	29.55%	19	43.18%
Department of Education	62	19	30.65%	5	8.06%	2	3.23%	36	58.06%
Department of Energy	59	27	45.76%	3	5.08%	7	11.86%	22	37.29%
Department of Health and Human Services	338	99	29.29%	53	15.68%	74	21.89%	112	33.14%
Department of Homeland Security	1,697	272	16.03%	92	5.42%	552	32.53%	781	46.02%
Department of Housing and Urban Development	105	30	28.57%	6	5.71%	11	10.48%	58	55.24%
Department of Justice	638	109	17.08%	89	13.95%	146	22.88%	294	46.08%
Department of Labor	113	24	21.24%	13	11.50%	18	15.93%	58	51.33%
Department of State	94	12	12.77%	1	1.06%	35	37.23%	46	48.94%
Department of the Air Force	458	147	32.10%	52	11.35%	85	18.56%	174	37.99%
Department of the Army	1,301	540	41.51%	149	11.45%	265	20.37%	347	26.67%
Department of the Interior	236	87	36.86%	19	8.05%	30	12.71%	100	42.37%
Department of the Navy	649	212	32.67%	67	10.32%	159	24.50%	211	32.51%
Department of the Treasury	449	111	24.72%	34	7.57%	55	12.25%	249	55.46%
Department of Transportation	338	72	21.30%	19	5.62%	88	26.04%	159	47.04%
Department of Veterans Affairs	2,028	467	23.03%	217	10.70%	467	23.03%	877	43.24%
Election Assistance Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	78	21	26.92%	2	2.56%	11	14.10%	44	56.41%
Equal Employment Opportunity Commission	45	18	40.00%	1	2.22%	3	6.67%	23	51.11%
Export-Import Bank of the US	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0.00%	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	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Federal Deposit Insurance Corporation	22	3	13.64%	5	22.73%	5	22.73%	9	40.91%
Federal Election Commission	3	2	66.67%	0	0.00%	0	0.00%	1	33.33%
Federal Energy Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	9	9	100.00%	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Federal Maritime Commission	0	0	0.00%	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	0.00%
Federal Mine Safety and Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Trade Commission	2	0	0.00%	0	0.00%	2	100.00%	0	0.00%
General Services Administration	107	22	20.56%	7	6.54%	29	27.10%	49	45.79%
Government Printing Office	48	9	18.75%	0	0.00%	21	43.75%	18	37.50%
Harry S. Truman Scholarship Foundation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	1	1	100.00%	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	1	20.00%	0	0.00%	2	40.00%	2	40.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-11 FY 2010 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
International Trade Commission	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
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	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
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	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	50	15	30.00%	3	6.00%	13	26.00%	19	38.00%
National Archives and Records Administration	17	3	17.65%	1	5.88%	7	41.18%	6	35.29%
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	4	3	75.00%	0	0.00%	1	25.00%	0	0.00%
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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	4	0	0.00%	1	25.00%	0	0.00%	3	75.00%
National Indian Gaming Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Labor Relations Board	6	2	33.33%	2	33.33%	1	16.67%	1	16.67%
National Mediation Board	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	4	0	0.00%	3	75.00%	1	25.00%	0	0.00%
National Science Foundation	4	1	25.00%	0	0.00%	1	25.00%	2	50.00%
National Transportation Safety Board	0	0	0.00%	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	0.00%
Nuclear Regulatory Commission	9	5	55.56%	0	0.00%	2	22.22%	2	22.22%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and 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	36	2	5.56%	6	16.67%	15	41.67%	13	36.11%
Office of Special Counsel	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	3	1	33.33%	1	33.33%	1	33.33%	0	0.00%
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Peace Corps	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Pension Benefit Guaranty Corporation	18	7	38.89%	0	0.00%	6	33.33%	5	27.78%
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	5	1	20.00%	2	40.00%	0	0.00%	2	40.00%
Securities and Exchange Commission	16	2	12.50%	1	6.25%	9	56.25%	4	25.00%
Selective Service System	11	11	100.00%	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	45	8	17.78%	3	6.67%	9	20.00%	25	55.56%
Smithsonian Institution	13	1	7.69%	0	0.00%	2	15.38%	10	76.92%
Social Security Administration	530	59	11.13%	38	7.17%	84	15.85%	349	65.85%
Tennessee Valley Authority	36	3	8.33%	2	5.56%	9	25.00%	22	61.11%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	5,665	654	11.54%	311	5.49%	2,398	42.33%	2,302	40.64%

Table B-11 FY 2010 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
U.S. Tax Court	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	15,916	3,388	21.29%	1,275	8.01%	4,843	30.43%	6,410	40.27%
Midsized Agencies Subtotal	917	134	14.61%	66	7.20%	177	19.30%	540	58.89%
Small Agencies Subtotal	288	99	34.38%	16	5.56%	71	24.65%	102	35.42%
Micro Agencies Subtotal	3	2	66.67%	0	0.00%	0	0.00%	1	33.33%
Government-wide	17,124	3,623	21.16%	1,357	7.92%	5,091	29.73%	7,053	41.19%

NRF = No Report Filed

Table B-11a FY 2010 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
DLA Aviation	15	6	40.00%	2	13.33%	5	33.33%	2	13.33%
DLA Disposition Services	6	2	33.33%	0	0.00%	0	0.00%	4	66.67%
DLA Distribution	40	15	37.50%	2	5.00%	7	17.50%	16	40.00%
DLA Headquarters Operations Division	10	4	40.00%	1	10.00%	2	20.00%	3	30.00%
DLA Land and Maritime	10	2	20.00%	4	40.00%	0	0.00%	4	40.00%
DLA Logistics Information Service	2	0	0.00%	1	50.00%	1	50.00%	0	0.00%
DLA Troop Support	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency Wide	88	34	38.64%	10	11.36%	15	17.05%	29	32.95%
Alabama National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Alaska National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arizona National Guard	1	1	100.00%	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	2	1	50.00%	1	50.00%	0	0.00%	0	0.00%
Colorado National Guard	0	0	0.00%	0	0.00%	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	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
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%
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	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%
Iowa National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Kansas National Guard	0	0	0.00%	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%
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	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Nebraska National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nevada National Guard	0	0	0.00%	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	2	0	0.00%	1	50.00%	1	50.00%	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%

Table B-11a FY 2010 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
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	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Texas National Guard	2	0	0.00%	2	100.00%	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%
Defense National Guard Bureau Wide	11	2	18.18%	5	45.45%	3	27.27%	1	9.09%
Agricultural Marketing Service	17	6	35.29%	0	0.00%	4	23.53%	7	41.18%
Agricultural Research Service	23	13	56.52%	1	4.35%	2	8.70%	7	30.43%
Agriculture Headquarters	14	9	64.29%	0	0.00%	1	7.14%	4	28.57%
Animal and Plant Health Inspection Service	63	21	33.33%	1	1.59%	14	22.22%	27	42.86%
Economic Research Service	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Farm Service Agency	32	9	28.13%	2	6.25%	5	15.63%	16	50.00%
Food and Nutrition Service	7	4	57.14%	0	0.00%	1	14.29%	2	28.57%
Food Safety And Inspection Service	81	36	44.44%	10	12.35%	7	8.64%	28	34.57%
Foreign Agricultural Service	13	5	38.46%	2	15.38%	1	7.69%	5	38.46%
Forest Service	127	52	40.94%	6	4.72%	11	8.66%	58	45.67%
Grain Inspection, Packers & Stockyards Admin.	8	2	25.00%	1	12.50%	0	0.00%	5	62.50%
National Agricultural Statistics Service	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
National Appeals Division	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Institute of Food and Agriculture	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Natural Resources Conservation Service	41	12	29.27%	1	2.44%	5	12.20%	23	56.10%
Office Of The Chief Financial Officer	30	12	40.00%	1	3.33%	5	16.67%	12	40.00%
Risk Management Agency	6	4	66.67%	1	16.67%	0	0.00%	1	16.67%
Rural Development	69	14	20.29%	5	7.25%	4	5.80%	46	66.67%
USDA - Office Of Inspector General	6	4	66.67%	1	16.67%	0	0.00%	1	16.67%
Department of Agriculture Wide	540	206	38.15%	32	5.93%	60	11.11%	242	44.81%

Table B-11a FY 2010 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
All Other Commerce Bureaus	20	10	50.00%	1	5.00%	3	15.00%	6	30.00%
Bureau of the Census	69	20	28.99%	7	10.14%	17	24.64%	25	36.23%
Decennial Census	312	33	10.58%	10	3.21%	208	66.67%	61	19.55%
International Trade Administration	6	4	66.67%	0	0.00%	0	0.00%	2	33.33%
National Institute of Standards & Technology	6	4	66.67%	0	0.00%	0	0.00%	2	33.33%
National Oceanic & Atmospheric Administration	46	21	45.65%	1	2.17%	8	17.39%	16	34.78%
U. S. Patent and Trademark Office	44	17	38.64%	2	4.55%	4	9.09%	21	47.73%
Department of Commerce Wide	503	109	21.67%	21	4.17%	240	47.71%	133	26.44%
Bonneville Power Administration	16	4	25.00%	1	6.25%	2	12.50%	9	56.25%
Chicago Operations Office	2	0	0.00%	0	0.00%	2	100.00%	0	0.00%
EM Consolidated Business Center	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Golden Field Office	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Headquarters	8	2	25.00%	1	12.50%	1	12.50%	4	50.00%
Idaho Operations Office	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
National Energy Technology Lab	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
NNSA Service Center	16	10	62.50%	1	6.25%	1	6.25%	4	25.00%
Oak Ridge Operations	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
OSTI	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Richland Operations Office	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Savannah River Operations	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Southeastern Power Administration	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Southwestern Power Administration	6	5	83.33%	0	0.00%	0	0.00%	1	16.67%
Strategic Petroleum Reserve	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Western Area Power Administration	6	2	33.33%	0	0.00%	0	0.00%	4	66.67%
Department of Energy Wide	59	27	45.76%	3	5.08%	7	11.86%	22	37.29%
Administration for Children and Families	11	0	0.00%	11	100.00%	0	0.00%	0	0.00%
Agency for Healthcare Research and Quality	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Centers for Disease Control and Prevention	36	12	33.33%	4	11.11%	5	13.89%	15	41.67%
Centers for Medicare & Medicaid Services	27	12	44.44%	4	14.81%	7	25.93%	4	14.81%
Food and Drug Administration	43	20	46.51%	3	6.98%	7	16.28%	13	30.23%
Health Resources and Services Administration	5	3	60.00%	0	0.00%	0	0.00%	2	40.00%
Indian Health Service	95	18	18.95%	16	16.84%	33	34.74%	28	29.47%
National Institutes of Health	84	24	28.57%	13	15.48%	19	22.62%	28	33.33%
Office of the Secretary of Health & Human Services	23	4	17.39%	2	8.70%	2	8.70%	15	65.22%
Program Support Center	4	1	25.00%	0	0.00%	0	0.00%	3	75.00%
Substance Abuse & Mental Health Services Admin	9	4	44.44%	0	0.00%	1	11.11%	4	44.44%
Department of Health & Human Services Wide	338	99	29.29%	53	15.68%	74	21.89%	112	33.14%

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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
DHS Headquarters	51	11	21.57%	6	11.76%	8	15.69%	26	50.98%
Federal Emergency Management Agency	494	34	6.88%	15	3.04%	367	74.29%	78	15.79%
Federal Law Enforcement Training Center	14	4	28.57%	0	0.00%	7	50.00%	3	21.43%
Transportation Security Administration	436	67	15.37%	10	2.29%	60	13.76%	299	68.58%
U.S. Citizenship and Immigration Services	129	34	26.36%	9	6.98%	28	21.71%	58	44.96%
U.S. Coast Guard	62	16	25.81%	6	9.68%	6	9.68%	34	54.84%
U.S. Customs and Border Protection	320	56	17.50%	37	11.56%	46	14.38%	181	56.56%
U.S. Immigration and Customs Enforcement	174	46	26.44%	8	4.60%	27	15.52%	93	53.45%
U.S. Secret Service	17	4	23.53%	1	5.88%	3	17.65%	9	52.94%
Department of Homeland Security Wide	1,697	272	16.03%	92	5.42%	552	32.53%	781	46.02%
Alcohol, Tobacco, Firearms and Explosives	40	13	32.50%	2	5.00%	10	25.00%	15	37.50%
Bureau of Prisons	311	44	14.15%	42	13.50%	62	19.94%	163	52.41%
Drug Enforcement Administration	27	4	14.81%	7	25.93%	0	0.00%	16	59.26%
Executive Office for Immigration Review	6	2	33.33%	1	16.67%	3	50.00%	0	0.00%
Executive Office for U.S. Attorneys	46	17	36.96%	5	10.87%	15	32.61%	9	19.57%
Federal Bureau of Investigation	137	13	9.49%	28	20.44%	32	23.36%	64	46.72%
Office of Justice Programs	5	3	60.00%	0	0.00%	0	0.00%	2	40.00%
Offices, Boards, and Divisions	14	4	28.57%	0	0.00%	7	50.00%	3	21.43%
U.S. Marshals Service	52	9	17.31%	4	7.69%	17	32.69%	22	42.31%
Department of Justice Wide	638	109	17.08%	89	13.95%	146	22.88%	294	46.08%
Bureau of Labor Statistics	7	1	14.29%	0	0.00%	1	14.29%	5	71.43%
Dept. of Labor (DM and others)	49	10	20.41%	7	14.29%	8	16.33%	24	48.98%
Employment and Training Administration	12	3	25.00%	1	8.33%	4	33.33%	4	33.33%
Mine Safety and Health Administration	8	1	12.50%	1	12.50%	1	12.50%	5	62.50%
Occupational Safety and Health Administration	13	3	23.08%	0	0.00%	2	15.38%	8	61.54%
Office of Workers Compensation Programs	11	1	9.09%	0	0.00%	1	9.09%	9	81.82%
Wage and Hour Division	13	5	38.46%	4	30.77%	1	7.69%	3	23.08%
Department of Labor Wide	113	24	21.24%	13	11.50%	18	15.93%	58	51.33%
Eighth U.S. Army (KOREA)	3	1	33.33%	1	33.33%	1	33.33%	0	0.00%
Headquarters, Department of Army	66	24	36.36%	7	10.61%	11	16.67%	24	36.36%
U.S. Army Corps of Engineers	146	60	41.10%	16	10.96%	32	21.92%	38	26.03%
U.S. Army Europe	8	2	25.00%	0	0.00%	4	50.00%	2	25.00%
U.S. Army Forces Command	15	5	33.33%	5	33.33%	2	13.33%	3	20.00%
U.S. Army Installation Management Command	357	172	48.18%	39	10.92%	64	17.93%	82	22.97%
U.S. Army Intelligence and Security Command	9	4	44.44%	1	11.11%	1	11.11%	3	33.33%
U.S. Army Material Command	289	104	35.99%	35	12.11%	70	24.22%	80	27.68%
U.S. Army Medical Command	226	93	41.15%	18	7.96%	47	20.80%	68	30.09%
U.S. Army Network Enterprise Tech. Command	15	6	40.00%	4	26.67%	1	6.67%	4	26.67%

Table B-11a FY 2010 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
U.S. Army Pacific (USARPAC)	9	3	33.33%	0	0.00%	3	33.33%	3	33.33%
U.S. Army Reserve Command	72	33	45.83%	10	13.89%	16	22.22%	13	18.06%
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 Ops Command (USASOC)	5	1	20.00%	1	20.00%	2	40.00%	1	20.00%
U.S. Army Test and Evaluation Command	15	5	33.33%	1	6.67%	3	20.00%	6	40.00%
U.S. Army Training and Doctrine Command	62	26	41.94%	11	17.74%	8	12.90%	17	27.42%
Department of the Army Wide	1,301	540	41.51%	149	11.45%	265	20.37%	347	26.67%
Bureau Of Indian Affairs	61	20	32.79%	1	1.64%	15	24.59%	25	40.98%
Bureau Of Land Management	42	21	50.00%	6	14.29%	2	4.76%	13	30.95%
Bureau Of Reclamation	28	9	32.14%	2	7.14%	2	7.14%	15	53.57%
Bureau Of Surface Mining	3	1	33.33%	0	0.00%	2	66.67%	0	0.00%
DOI-Office Of The Secretary	14	6	42.86%	1	7.14%	0	0.00%	7	50.00%
Fish And Wildlife Service	11	3	27.27%	2	18.18%	0	0.00%	6	54.55%
Geological Survey	10	4	40.00%	1	10.00%	0	0.00%	5	50.00%
Minerals Management Service	6	3	50.00%	0	0.00%	1	16.67%	2	33.33%
National Park Service	61	20	32.79%	6	9.84%	8	13.11%	27	44.26%
Department of the Interior Wide	236	87	36.86%	19	8.05%	30	12.71%	100	42.37%
Bureau of Medicine & Surgery	61	28	45.90%	4	6.56%	14	22.95%	15	24.59%
Chief Of Naval Operations	11	3	27.27%	2	18.18%	3	27.27%	3	27.27%
Commander Naval Installations Command	93	30	32.26%	10	10.75%	23	24.73%	30	32.26%
Commander Naval Reserve	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Commander Pacific Fleet	57	16	28.07%	3	5.26%	14	24.56%	24	42.11%
DON Assistant for Administration	17	8	47.06%	1	5.88%	1	5.88%	7	41.18%
Fleet Forces Command	49	7	14.29%	6	12.24%	13	26.53%	23	46.94%
Marine Corps HQ	92	31	33.70%	9	9.78%	23	25.00%	29	31.52%
Military Sealift Command	23	9	39.13%	3	13.04%	8	34.78%	3	13.04%
Naval Air Systems Command	65	17	26.15%	10	15.38%	14	21.54%	24	36.92%
Naval Education & Training Command	5	1	20.00%	0	0.00%	2	40.00%	2	40.00%
Naval Sea Systems Command	49	17	34.69%	10	20.41%	13	26.53%	9	18.37%
Naval Special Warfare Command	6	2	33.33%	0	0.00%	0	0.00%	4	66.67%
Naval Supply Systems Command	40	17	42.50%	1	2.50%	10	25.00%	12	30.00%
Naval Systems Management Activity	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Navy Facilities & Engineering Command	65	19	29.23%	7	10.77%	17	26.15%	22	33.85%
Navy Military Personnel Command	2	0	0.00%	0	0.00%	1	50.00%	1	50.00%
Office Of Naval Intelligence	4	2	50.00%	0	0.00%	1	25.00%	1	25.00%
Office Of Naval Research	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
SPAWAR	9	5	55.56%	1	11.11%	2	22.22%	1	11.11%
Strategic Systems Project Office	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Department of the Navy Wide	649	212	32.67%	67	10.32%	159	24.50%	211	32.51%

Table B-11a FY 2010 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
Alcohol and Tobacco Tax and Trade Bureau	7	2	28.57%	0	0.00%	1	14.29%	4	57.14%
Bureau of Engraving and Printing	41	13	31.71%	2	4.88%	2	4.88%	24	58.54%
Bureau of the Public Debt	3	1	33.33%	0	0.00%	1	33.33%	1	33.33%
Departmental Offices	10	6	60.00%	1	10.00%	0	0.00%	3	30.00%
Financial Crimes Enforcement Network	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Financial Management Service	13	6	46.15%	2	15.38%	0	0.00%	5	38.46%
Internal Revenue Service	308	59	19.16%	26	8.44%	38	12.34%	185	60.06%
Internal Revenue Service Off. of the Chief Counsel	10	2	20.00%	2	20.00%	2	20.00%	4	40.00%
Office of the Comptroller of the Currency	7	5	71.43%	0	0.00%	0	0.00%	2	28.57%
Office of Thrift Supervision	2	1	50.00%	0	0.00%	0	0.00%	1	50.00%
Treas- Office of the Inspector General	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Treasury Inspector General For Tax Administration	2	0	0.00%	0	0.00%	2	100.00%	0	0.00%
U. S. Mint	46	16	34.78%	1	2.17%	9	19.57%	20	43.48%
Department of the Treasury Wide	449	111	24.72%	34	7.57%	55	12.25%	249	55.46%
Federal Aviation Administration	284	53	18.66%	16	5.63%	78	27.46%	137	48.24%
Federal Highway Administration	16	7	43.75%	1	6.25%	3	18.75%	5	31.25%
Federal Motor Carrier Safety Administration	14	4	28.57%	1	7.14%	5	35.71%	4	28.57%
Federal Railroad Administration	3	0	0.00%	0	0.00%	1	33.33%	2	66.67%
Federal Transit Administration	2	1	50.00%	0	0.00%	0	0.00%	1	50.00%
Maritime Administration	2	1	50.00%	1	50.00%	0	0.00%	0	0.00%
National Highway Traffic Safety Administration	4	1	25.00%	0	0.00%	1	25.00%	2	50.00%
Office of Inspector General	5	1	20.00%	0	0.00%	0	0.00%	4	80.00%
Office of the Secretary	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Pipeline & Hazardous Materials Safety Admin.	3	2	66.67%	0	0.00%	0	0.00%	1	33.33%
Research and Inovative Technology Administration	4	2	50.00%	0	0.00%	0	0.00%	2	50.00%
St. Lawrence Development Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Transportation Wide	338	72	21.30%	19	5.62%	88	26.04%	159	47.04%
NCA	18	6	33.33%	1	5.56%	7	38.89%	4	22.22%
VA-HQ and Others	81	20	24.69%	5	6.17%	28	34.57%	28	34.57%
Veterans Benefits Administration	115	30	26.09%	10	8.70%	24	20.87%	51	44.35%
Veterans Health Administration	1,814	411	22.66%	201	11.08%	408	22.49%	794	43.77%
Department of Veterans Affairs Wide	2,028	467	23.03%	217	10.70%	467	23.03%	877	43.24%
Central Office	20	0	0.00%	4	20.00%	7	35.00%	9	45.00%
National Capital Region	13	3	23.08%	0	0.00%	3	23.08%	7	53.85%
Region 1	15	8	53.33%	1	6.67%	3	20.00%	3	20.00%
Region 10	3	0	0.00%	1	33.33%	0	0.00%	2	66.67%
Region 2	9	2	22.22%	1	11.11%	4	44.44%	2	22.22%
Region 3	5	1	20.00%	0	0.00%	1	20.00%	3	60.00%

Table B-11a FY 2010 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
Region 4	9	1	11.11%	0	0.00%	4	44.44%	4	44.44%
Region 5	9	1	11.11%	0	0.00%	3	33.33%	5	55.56%
Region 6	6	2	33.33%	0	0.00%	0	0.00%	4	66.67%
Region 7	6	2	33.33%	0	0.00%	1	16.67%	3	50.00%
Region 8	3	0	0.00%	0	0.00%	2	66.67%	1	33.33%
Region 9	9	2	22.22%	0	0.00%	1	11.11%	6	66.67%
General Services Administration Wide	107	22	20.56%	7	6.54%	29	27.10%	49	45.79%
Capital Metro Area Operations	465	23	4.95%	24	5.16%	191	41.08%	227	48.82%
Eastern Area	697	77	11.05%	41	5.88%	276	39.60%	303	43.47%
Great Lakes Area	606	57	9.41%	34	5.61%	276	45.54%	239	39.44%
National Area	114	24	21.05%	8	7.02%	46	40.35%	36	31.58%
Northeast Area	562	71	12.63%	39	6.94%	260	46.26%	192	34.16%
Office of Inspector General	11	2	18.18%	0	0.00%	3	27.27%	6	54.55%
Pacific Area	745	107	14.36%	49	6.58%	266	35.70%	323	43.36%
Southeast Area	805	68	8.45%	35	4.35%	372	46.21%	330	40.99%
Southwest Area	1,017	134	13.18%	47	4.62%	438	43.07%	398	39.13%
Western Area	643	91	14.15%	34	5.29%	270	41.99%	248	38.57%
U.S. Postal Service Wide	5,665	654	11.54%	311	5.49%	2,398	42.33%	2,302	40.64%

Table B-12 FY 2010 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	0	0	0	0	0	0	0	0
Agency for International Development	966.75	0	0	0	1,396.50	1,396.50	0	537
American Battle Monuments Commission	224	0	0	0	0	0	0	224
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	0	0	0	0	0	0	0	0
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	329.72	97	97	0	386.71	450.17	6	319.94
Central Intelligence Agency	253.5	367	367	0	279.5	279.5	0	230.25
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	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	589.75	100	0	100	1,040.00	1,040.00	0	609.5
Consumer Product Safety Commission	321	0	0	0	423.5	423.5	0	252.67
Corporation for National and Community Service	388.33	0	0	0	588	588	0	288.5
Court Services & Offender Supervision Agency for DC	618.5	0	0	0	466.25	570.33	154	770.75
Defense Army and Air Force Exchange	270.36	148.14	152.46	92	251.86	443.48	108.14	308.29
Defense Commissary Agency	264.08	33.14	43	15.4	263.3	360.46	82.86	334.7
Defense Contract Audit Agency	270.63	200.88	184.14	318	271.5	465.33	77.67	381.2
Defense Contract Management Agency	346.45	455.7	455.7	0	487.25	487.25	0	254
Defense Finance and Accounting Service	267.54	171	171	0	295	392.92	60	268
Defense Human Resources Activity	363.33	831	831	0	175	0	175	84
Defense Information Systems Agency	714.89	648.5	648.5	0	616.5	616.5	0	780.8
Defense Intelligence Agency	395.35	232.71	232.71	0	351	375	319	451.08

Table B-12 FY 2010 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 Logistics Agency	303.27	204.7	218.33	82	294.29	415.29	98.85	332.61
Defense Media Activity	620.4	0	0	0	0	0	0	620.4
Defense Missile Defense Agency	47	0	0	0	0	0	0	47
Defense National Geospatial-Intelligence Agency	415.69	13	13	0	534.71	534.71	0	325.43
Defense National Guard Bureau	544.73	312.4	312.4	0	382	0	382	916.5
Defense National Security Agency	443.75	461.67	461.67	0	548.4	581.56	250	395.67
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	383.8	106	106	0	48	48	0	588.33
Defense Office of the Sec. - Wash. Hqtrs. Services	490	279.5	279.5	0	430.36	458.8	146	578.12
Defense Security Service	0	0	0	0	0	0	0	0
Defense Technical Information Center	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	521.83	52	0	52	0	0	0	615.8
Defense TRICARE Management Activity	0	0	0	0	0	0	0	0
Defense Uniformed Services University	0	0	0	0	0	0	0	0
Department of Agriculture	662.48	274.13	292.17	3.5	706.33	604.03	1,306.43	673.72
Department of Commerce	167.76	95.19	95.19	0	145.44	149.12	115.67	178.36
Department of Defense Education Activity	340.68	130.67	130.67	0	583.11	583.11	0	292.19
Department of Education	586.6	238	238	0	536.11	535.29	543	657.71
Department of Energy	730.69	358.33	358.33	0	1,097.07	1,220.00	113.67	428.1
Department of Health and Human Services	304.59	203.23	196.67	266.2	397.23	400.18	327.25	284.16
Department of Homeland Security	652.72	262.35	272.02	49.5	494.05	491.51	524.33	712.04
Department of Housing and Urban Development	448.94	286.33	286.33	0	576.77	645.35	131	407.51
Department of Justice	566.15	352.29	352.29	0	568.27	633.88	257.47	608.88
Department of Labor	388.61	422.62	422.62	0	357.88	0	357.88	392.5
Department of State	206.09	13	0	13	445.25	611.25	113.25	173.04
Department of the Air Force	410.72	184.98	187.38	125	275	363.54	169.28	533.08
Department of the Army	254.56	156.29	160.81	93.4	218.15	259.5	106.56	310.61
Department of the Interior	474.14	208.79	208.79	0	436.09	457.98	77.2	538.38
Department of the Navy	320.58	109.58	109.58	0	314.62	318.17	260.38	362.21
Department of the Treasury	478.15	292.68	297.67	128	517.06	584.97	113.88	484.69

Table B-12 FY 2010 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 Transportation	364.95	237.58	237.58	0	424.89	436.09	33	357.28
Department of Veterans Affairs	348.6	222.1	224.62	88	364.19	363.56	373.3	363.6
Election Assistance Commission	0	0	0	0	0	0	0	0
Environmental Protection Agency	518.91	398.5	398.5	0	446.19	446.19	0	551.05
Equal Employment Opportunity Commission	257.67	21	21	0	526.94	728.57	398.64	80.35
Export-Import Bank of the US	1,825.00	0	0	0	1,825.00	1,825.00	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	300	0	0	0	0	0	0	300
Federal Deposit Insurance Corporation	392.41	399.8	399.8	0	268	270.5	263	416.43
Federal Election Commission	616	0	0	0	586.5	586.5	0	675
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	211.44	0	0	0	211.44	211.44	0	0
Federal Labor Relations Authority	22	0	0	0	0	0	0	22
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 and Health Review Commission	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	297	0	0	0	0	0	0	297
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0
Federal Trade Commission	235	0	0	0	0	0	0	235
General Services Administration	309.1	121	121	0	452.82	469.71	98	285.45
Government Printing Office	341.44	0	0	0	430.33	430.33	0	320.92
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	819	0	0	0	819	819	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	69.8	0	0	0	80	80	0	67.25
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	196	0	0	0	0	0	0	196

Table B-12 FY 2010 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
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	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	103.67	0	0	0	103.67	0	103.67	0
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	396.42	163.67	163.67	0	338.8	347.54	282	445.25
National Archives and Records Administration	283.88	397	397	0	253.67	253.67	0	282.15
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	494.75	0	0	0	599.67	599.67	0	180
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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	591.5	298	298	0	0	0	0	689.33
National Indian Gaming Commission	0	0	0	0	0	0	0	0
National Labor Relations Board	136	46.5	46.5	0	247.5	247.5	0	114
National Mediation Board	465	0	0	0	465	465	0	0
National Reconnaissance Office	279.75	365	365	0	0	0	0	24
National Science Foundation	153.25	0	0	0	60	0	60	184.33
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	160.11	0	0	0	170	170	0	147.75
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and 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	89.47	99.83	99.83	0	329	329	0	70.14
Office of Special Counsel	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	342	492	492	0	432	432	0	102

Table B-12 FY 2010 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
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0
Peace Corps	625	0	0	0	0	0	0	625
Pension Benefit Guaranty Corporation	140.44	0	0	0	130.57	143	121.25	146.73
Postal Regulatory Commission	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	300	53.5	72	35	595	595	0	399
Securities and Exchange Commission	233.56	304	304	0	98	98	0	249
Selective Service System	14.64	0	0	0	14.64	14.64	0	0
Small Business Administration	373.09	398.33	398.33	0	281.88	281.88	0	392.32
Smithsonian Institution	108.15	0	0	0	237	0	237	97.42
Social Security Administration	444.29	281.95	281.95	0	505.41	535.44	92.5	450.21
Tennessee Valley Authority	287.03	500.5	500.5	0	119	119	0	289.52
Trade and Development Agency	0	0	0	0	0	0	0	0
U.S. Postal Service	246.88	197.95	198.51	27	387.06	441.52	66.62	230.61
U.S. Tax Court	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	358.31	216.73	220.45	99	386.04	417.86	225.65	366
Midsized Agencies Subtotal	402.65	267.32	267.32	0	436.9	456.1	170.22	408.7
Small Agencies Subtotal	296.19	233.63	257.36	67.5	364.96	393.97	257.19	262.63
Micro Agencies Subtotal	384.67	0	0	0	465	465	0	224
Government-wide	359.64	219.39	223.19	97.46	387.39	418.86	225.93	367.04

NRF = No Report Filed

Table B-13 FY 2010 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	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	4	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
American Battle Monuments Commission	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	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	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	25	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Central Intelligence Agency	16	7	7	100.00%	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	0	0	0.00%	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	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	4	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	5	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 & Offender Supervision Agency for DC	8	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Army and Air Force Exchange	132	37	37	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Commissary Agency	80	20	20	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Contract Audit Agency	19	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%
Defense Contract Management Agency	42	13	13	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	56	12	12	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	3	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	9	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	40	14	14	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency	88	15	14	93.33%	1	6.67%	1	100.00%	0	0.00%
Defense Media Activity	5	3	1	33.33%	2	66.67%	2	100.00%	0	0.00%
Defense Missile Defense Agency	2	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	29	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	11	3	2	66.67%	1	33.33%	1	100.00%	0	0.00%
Defense National Security Agency	40	6	6	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	5	2	1	50.00%	1	50.00%	1	100.00%	0	0.00%
Defense Office of the Sec. - Wash. Hqtrs. Services	32	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Security Service	0	0	0	0.00%	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%

Table B-13 FY 2010 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 Threat Reduction Agency	6	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense TRICARE Management Activity	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture	540	60	58	96.67%	2	3.33%	2	100.00%	0	0.00%
Department of Commerce	503	240	240	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Defense Education Activity	44	13	13	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Education	62	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Energy	59	7	6	85.71%	1	14.29%	1	100.00%	0	0.00%
Department of Health and Human Services	338	74	73	98.65%	1	1.35%	1	100.00%	0	0.00%
Department of Homeland Security	1,697	552	546	98.91%	6	1.09%	6	100.00%	0	0.00%
Department of Housing and Urban Development	105	11	11	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Justice	638	146	137	93.84%	9	6.16%	9	100.00%	0	0.00%
Department of Labor	113	18	15	83.33%	3	16.67%	3	100.00%	0	0.00%
Department of State	94	35	34	97.14%	1	2.86%	1	100.00%	0	0.00%
Department of the Air Force	458	85	79	92.94%	6	7.06%	6	100.00%	0	0.00%
Department of the Army	1,301	265	256	96.60%	9	3.40%	9	100.00%	0	0.00%
Department of the Interior	236	30	27	90.00%	3	10.00%	3	100.00%	0	0.00%
Department of the Navy	649	159	156	98.11%	3	1.89%	3	100.00%	0	0.00%
Department of the Treasury	449	55	49	89.09%	6	10.91%	6	100.00%	0	0.00%
Department of Transportation	338	88	80	90.91%	8	9.09%	8	100.00%	0	0.00%
Department of Veterans Affairs	2,028	467	435	93.15%	32	6.85%	32	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	78	11	11	100.00%	0	0.00%	0	0.00%	0	0.00%
Equal Employment Opportunity Commission	45	3	2	66.67%	1	33.33%	1	100.00%	0	0.00%
Export-Import Bank of the US	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	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	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	22	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%
Federal Election Commission	3	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	0	0	0	0.00%	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	9	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	1	1	1	100.00%	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	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety and Health Review Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	1	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	2	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
General Services Administration	107	29	29	100.00%	0	0.00%	0	0.00%	0	0.00%

Table B-13 FY 2010 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
Government Printing Office	48	21	21	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.	1	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	2	2	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	1	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	0	0	0	0.00%	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	3	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall and Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	50	13	13	100.00%	0	0.00%	0	0.00%	0	0.00%
National Archives and Records Administration	17	7	7	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	4	1	1	100.00%	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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	4	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Indian Gaming Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Labor Relations Board	6	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Reconnaissance Office	4	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
National Science Foundation	4	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	0	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	9	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and 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	36	15	15	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	3	1	1	100.00%	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	1	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%
Pension Benefit Guaranty Corporation	18	6	5	83.33%	1	16.67%	1	100.00%	0	0.00%

Table B-13 FY 2010 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
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	5	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	16	9	7	77.78%	2	22.22%	2	100.00%	0	0.00%
Selective Service System	11	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Small Business Administration	45	9	9	100.00%	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	13	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	530	84	76	90.48%	8	9.52%	8	100.00%	0	0.00%
Tennessee Valley Authority	36	9	9	100.00%	0	0.00%	0	0.00%	0	0.00%
Trade and Development Agency	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	5,665	2,398	2,376	99.08%	22	0.92%	22	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 & Conservation Comm.	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	15,916	4,843	4,725	97.56%	118	2.44%	118	100.00%	0	0.00%
Midsized Agencies Subtotal	917	177	169	95.48%	8	4.52%	8	100.00%	0	0.00%
Small Agencies Subtotal	288	71	66	92.96%	5	7.04%	5	100.00%	0	0.00%
Micro Agencies Subtotal	3	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Government-wide	17,124	5,091	4,960	97.43%	131	2.57%	131	100.00%	0	0.00%

NRF = No Report Filed

Table B-14 FY 2010 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	1	344	344	0	0	0	0	0	0.00%
American Battle Monuments Commission	1	224	58	0	1	0	0	1	100.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	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	0	0	0	0	0	0	0	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	12	379.17	74.17	5	1	2	0	8	66.67%
Central Intelligence Agency	5	416.6	60.4	2	1	0	0	3	60.00%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	2	609.5	90	0	0	0	0	0	0.00%
Consumer Product Safety Commission	2	373.5	20.5	1	0	1	0	2	100.00%
Corporation for National and Community Service	2	288.5	66	0	1	0	0	1	50.00%
Court Services & Offender Supervision Agency for DC	1	239	239	0	0	0	0	0	0.00%
Defense Army and Air Force Exchange	11	329.73	56.55	4	5	0	0	9	81.82%
Defense Commissary Agency	9	261.22	20.22	1	8	0	0	9	100.00%
Defense Contract Audit Agency	3	205.67	111.33	0	2	0	0	2	66.67%
Defense Contract Management Agency	4	301.5	64	1	2	0	0	3	75.00%
Defense Finance and Accounting Service	12	220	24.33	0	10	0	2	12	100.00%
Defense Human Resources Activity	0	0	0	0	0	0	0	0	0.00%
Defense Information Systems Agency	2	1,290.50	1,038.00	0	0	0	0	0	0.00%
Defense Intelligence Agency	9	896.67	334.56	0	0	0	0	0	0.00%
Defense Logistics Agency	20	390.1	70.65	6	6	0	1	13	65.00%
Defense Media Activity	2	525.5	121.5	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	360.29	48	0	4	2	0	6	85.71%
Defense National Guard Bureau	1	206	37	1	0	0	0	1	100.00%
Defense National Security Agency	18	472.06	206.39	3	3	1	0	7	38.89%

Table B-14 FY 2010 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 Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0.00%
Defense Office of the Inspector General	0	0	0	0	0	0	0	0	0.00%
Defense Office of the Sec. - Wash. Hqtrs. Services	8	640.25	237.75	0	0	0	0	0	0.00%
Defense Security Service	0	0	0	0	0	0	0	0	0.00%
Defense Technical Information Center	0	0	0	0	0	0	0	0	0.00%
Defense Threat Reduction Agency	1	334	71	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	164	692.6	483.35	15	6	0	0	21	12.80%
Department of Commerce	109	377.34	129.77	11	25	7	1	44	40.37%
Department of Defense Education Activity	15	355.73	52.87	6	6	0	2	14	93.33%
Department of Education	20	451.05	397	4	2	3	0	9	45.00%
Department of Energy	11	285	158.55	3	0	0	0	3	27.27%
Department of Health and Human Services	82	377.72	88.5	4	17	17	0	38	46.34%
Department of Homeland Security	507	1,113.27	806.69	12	2	1	2	17	3.35%
Department of Housing and Urban Development	34	314.29	65	2	6	0	0	8	23.53%
Department of Justice	167	839.42	402.36	1	1	0	1	3	1.80%
Department of Labor	37	318.46	51.95	25	5	6	0	36	97.30%
Department of State	31	134.23	134.23	0	0	0	0	0	0.00%
Department of the Air Force	117	643.13	392.68	8	2	8	4	22	18.80%
Department of the Army	214	381.41	59.47	38	85	32	12	167	78.04%
Department of the Interior	67	516.75	135.76	5	4	5	0	14	20.90%
Department of the Navy	133	434.08	54.34	48	63	16	6	133	100.00%
Department of the Treasury	145	394.7	45.85	23	40	33	14	110	75.86%
Department of Transportation	84	293.27	80.44	10	13	2	0	25	29.76%
Department of Veterans Affairs	551	415.74	120.18	18	15	20	8	61	11.07%
Election Assistance Commission	0	0	0	0	0	0	0	0	0.00%
Environmental Protection Agency	21	567.05	302.52	0	1	0	0	1	4.76%
Equal Employment Opportunity Commission	23	478.26	88.52	1	5	6	1	13	56.52%
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	6	607	71.5	2	2	0	0	4	66.67%
Federal Election Commission	0	0	0	0	0	0	0	0	0.00%

Table B-14 FY 2010 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)
Federal Energy Regulatory Commission	0	0	0	0	0	0	0	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0	0	0	0	0	0	0.00%
Federal Labor Relations Authority	0	0	0	0	0	0	0	0	0.00%
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 and Health Review Commission	0	0	0	0	0	0	0	0	0.00%
Federal Reserve System--Board of Governors	1	297	60	1	0	0	0	1	100.00%
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	33	326.76	43.3	8	18	7	0	33	100.00%
Government Printing Office	10	458.4	78.8	0	4	0	0	4	40.00%
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%
International Boundary and Water Commission	2	118.5	18.5	0	2	0	0	2	100.00%
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	196	60	1	0	0	0	1	100.00%
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	0	0	0	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 & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	14	658.43	331.93	0	0	1	0	1	7.14%
National Archives and Records Administration	3	407.67	91	0	0	0	0	0	0.00%
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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	2	350	75	0	0	0	0	0	0.00%
National Indian Gaming Commission	0	0	0	0	0	0	0	0	0.00%
National Labor Relations Board	1	193	34	0	1	0	0	1	100.00%

Table B-14 FY 2010 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)
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	2	247.5	49.5	0	1	0	0	1	50.00%
National Transportation Safety Board	0	0	0	0	0	0	0	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0.00%
Nuclear Regulatory Commission	2	266.5	56.5	1	1	0	0	2	100.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	0	0	0	0	0	0	0	0	0.00%
Office of Government Ethics	0	0	0	0	0	0	0	0	0.00%
Office of Personnel Management	7	200	77.29	2	0	3	0	5	71.43%
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	0	0	0	0	0	0	0	0	0.00%
Pension Benefit Guaranty Corporation	5	331	64.2	2	1	1	0	4	80.00%
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	2	399	57.5	1	0	1	0	2	100.00%
Securities and Exchange Commission	4	332.25	81.25	1	0	0	0	1	25.00%
Selective Service System	0	0	0	0	0	0	0	0	0.00%
Small Business Administration	13	229.38	64.08	5	0	2	0	7	53.85%
Smithsonian Institution	10	112.7	23.7	2	4	0	4	10	100.00%
Social Security Administration	256	461.01	118.59	7	51	29	20	107	41.80%
Tennessee Valley Authority	11	254.09	37.27	4	2	5	0	11	100.00%
Trade and Development Agency	0	0	0	0	0	0	0	0	0.00%
U.S. Postal Service	1,232	262.41	34.48	157	579	291	167	1,194	96.92%
U.S. Tax Court	0	0	0	0	0	0	0	0	0.00%
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	3,827	487.2	210.92	406	911	444	220	1,981	51.76%
Midsized Agencies Subtotal	371	436.32	121.93	30	78	47	24	179	48.25%
Small Agencies Subtotal	83	397.58	78.78	16	18	11	1	46	55.42%
Micro Agencies Subtotal	1	224	58	0	1	0	0	1	100.00%
Government-wide	4,282	480.99	200.62	452	1,008	502	245	2,207	51.54%

NRF = No Report Filed

Table B-14a FY 2010 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)
DLA Aviation	2	306.5	62.5	0	1	0	0	1	50.00%
DLA Disposition Services	4	628	40.25	4	0	0	0	4	100.00%
DLA Distribution	8	317.75	100.63	0	4	0	0	4	50.00%
DLA Headquarters Operations Division	3	310	56.67	1	1	0	0	2	66.67%
DLA Land and Maritime	3	401.67	50.67	1	0	0	1	2	66.67%
DLA Logistics Information Service	0	0	0	0	0	0	0	0	0.00%
DLA Troop Support	0	0	0	0	0	0	0	0	0.00%
Defense Logistics Agency Wide	20	390.1	70.65	6	6	0	1	13	65.00%
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	1	206	37	1	0	0	0	1	100.00%
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%
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%

Table B-14a FY 2010 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)
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%
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%

Table B-14a FY 2010 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)
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%
Defense National Guard Bureau Wide	1	206	37	1	0	0	0	1	100.00%
Agricultural Marketing Service	6	223	86.5	2	1	0	0	3	50.00%
Agricultural Research Service	6	551.5	288.67	0	0	0	0	0	0.00%
Agriculture Headquarters	2	409	230.5	0	0	0	0	0	0.00%
Animal and Plant Health Inspection Service	14	546.79	117.43	2	2	0	0	4	28.57%
Economic Research Service	0	0	0	0	0	0	0	0	0.00%
Farm Service Agency	6	1,227.00	958.67	0	0	0	0	0	0.00%
Food and Nutrition Service	2	1,219.50	779.5	1	0	0	0	1	50.00%
Food Safety And Inspection Service	21	552.57	247.52	5	2	0	0	7	33.33%
Foreign Agricultural Service	5	1,704.60	1,682.00	0	0	0	0	0	0.00%
Forest Service	44	295.45	554.32	0	1	0	0	1	2.27%
Grain Inspection, Packers & Stockyards Admin	3	1,384.33	744	2	0	0	0	2	66.67%
National Agricultural Statistics Service	0	0	0	0	0	0	0	0	0.00%
National Appeals Division	0	0	0	0	0	0	0	0	0.00%
National Institute of Food and Agriculture	0	0	0	0	0	0	0	0	0.00%
Natural Resources Conservation Service	17	500.29	221.59	0	0	0	0	0	0.00%
Office Of The Chief Financial Officer	4	1,007.00	597.5	0	0	0	0	0	0.00%
Risk Management Agency	1	856	219	0	0	0	0	0	0.00%
Rural Development	33	1,212.03	636.27	3	0	0	0	3	9.09%
USDA - Office Of Inspector General	0	0	0	0	0	0	0	0	0.00%
Department of Agriculture Wide	164	692.6	483.35	15	6	0	0	21	12.80%

Table B-14a FY 2010 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)
All Other Commerce Bureaus	6	394.33	289.67	0	0	1	0	1	16.67%
Bureau of the Census	23	433.13	171.96	0	0	3	0	3	13.04%
Decennial Census	51	343.29	91.8	9	15	0	0	24	47.06%
International Trade Administration	2	479	293	0	0	0	0	0	0.00%
National Institute of Standards & Technology	2	352.5	70	0	1	0	0	1	50.00%
National Oceanic & Atmospheric Administration	12	432.17	192.08	2	0	0	0	2	16.67%
U. S. Patent and Trademark Office	13	341.92	56.85	0	9	3	1	13	100.00%
Department of Commerce Wide	109	377.34	129.77	11	25	7	1	44	40.37%
Bonneville Power Administration	3	383.33	373.33	0	0	0	0	0	0.00%
Chicago Operations Office	0	0	0	0	0	0	0	0	0.00%
EM Consolidated Business Center	0	0	0	0	0	0	0	0	0.00%
Golden Field Office	0	0	0	0	0	0	0	0	0.00%
Headquarters	1	264	200	0	0	0	0	0	0.00%
Idaho Operations Office	0	0	0	0	0	0	0	0	0.00%
National Energy Technology Lab	0	0	0	0	0	0	0	0	0.00%
NNSA Service Center	3	272	83.67	0	0	0	0	0	0.00%
Oak Ridge Operations	0	0	0	0	0	0	0	0	0.00%
OSTI	0	0	0	0	0	0	0	0	0.00%
Richland Operations Office	0	0	0	0	0	0	0	0	0.00%
Savannah River Operations	0	0	0	0	0	0	0	0	0.00%
Southeastern Power Administration	0	0	0	0	0	0	0	0	0.00%
Southwestern Power Administration	1	280	59	1	0	0	0	1	100.00%
Strategic Petroleum Reserve	0	0	0	0	0	0	0	0	0.00%
Western Area Power Administration	3	208.33	38	2	0	0	0	2	66.67%
Department of Energy Wide	11	285	158.55	3	0	0	0	3	27.27%

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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)
Administration for Children and Families	0	0	0	0	0	0	0	0	0.00%
Agency for Healthcare Research and Quality	0	0	0	0	0	0	0	0	0.00%
Centers for Disease Control and Prevention	7	460.43	85	1	0	0	0	1	14.29%
Centers for Medicare & Medicaid Services	2	386	119.5	0	0	0	0	0	0.00%
Food and Drug Administration	10	357	131	0	1	0	0	1	10.00%
Health Resources and Services Administration	2	422	30	0	2	0	0	2	100.00%
Indian Health Service	22	340.45	49.55	0	3	17	0	20	90.91%
National Institutes of Health	21	378.38	94.43	1	8	0	0	9	42.86%
Office of the Secretary of Health & Human Svcs	14	418.36	102.93	1	2	0	0	3	21.43%
Program Support Center	3	241	64.67	1	1	0	0	2	66.67%
Substance Abuse & Mental Health Svcs Admin	1	548	345	0	0	0	0	0	0.00%
Department of Health & Human Services Wide	82	377.72	88.5	4	17	17	0	38	46.34%
DHS Headquarters	20	769.7	662.5	2	0	1	1	4	20.00%
Federal Emergency Management Agency	53	1,136.02	744.36	0	0	0	0	0	0.00%
Federal Law Enforcement Training Center	0	0	0	0	0	0	0	0	0.00%
Transportation Security Administration	209	1,249.81	837.59	6	2	0	0	8	3.83%
U.S. Citizenship and Immigration Services	41	1,027.29	746.83	1	0	0	0	1	2.44%
U.S. Coast Guard	23	1,103.00	756.91	1	0	0	0	1	4.35%
U.S. Customs and Border Protection	100	1,008.47	757.94	1	0	0	1	2	2.00%
U.S. Immigration and Customs Enforcement	57	1,002.37	1,002.37	0	0	0	0	0	0.00%
U.S. Secret Service	4	535.75	68.75	1	0	0	0	1	25.00%
Department of Homeland Security Wide	507	1,113.27	806.69	12	2	1	2	17	3.35%
Alcohol, Tobacco, Firearms and Explosives	7	286.43	84.29	0	0	0	0	0	0.00%
Bureau of Prisons	81	962.84	458.26	0	1	0	0	1	1.23%
Drug Enforcement Administration	12	219.58	88.17	0	0	0	0	0	0.00%
Executive Office for Immigration Review	0	0	0	0	0	0	0	0	0.00%

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Executive Office for U.S. Attorneys	4	359.5	360.5	0	0	0	1	1	25.00%
Federal Bureau of Investigation	46	875.24	429.28	1	0	0	0	1	2.17%
Office of Justice Programs	2	400	209.5	0	0	0	0	0	0.00%
Offices, Boards, and Divisions	0	0	0	0	0	0	0	0	0.00%
U.S. Marshals Service	15	1,003.60	454.6	0	0	0	0	0	0.00%
Department of Justice Wide	167	839.42	402.36	1	1	0	1	3	1.80%
Bureau of Labor Statistics	3	447.67	58	2	0	1	0	3	100.00%
Dept. of Labor (DM and others)	14	315.71	49.43	9	2	2	0	13	92.86%
Employment and Training Administration	1	336	60	1	0	0	0	1	100.00%
Mine Safety and Health Administration	3	335.33	59.67	2	0	1	0	3	100.00%
Occupational Safety and Health Administration	5	317.4	57.4	3	0	2	0	5	100.00%
Office of Workers Compensation Programs	9	274.67	45.89	7	2	0	0	9	100.00%
Wage and Hour Division	2	309.5	58.5	1	1	0	0	2	100.00%
Department of Labor Wide	37	318.46	51.95	25	5	6	0	36	97.30%
Eighth U.S. Army (KOREA)	0	0	0	0	0	0	0	0	0.00%
Headquarters, Department of Army	16	483	41.31	2	9	3	0	14	87.50%
U.S. Army Corps of Engineers	23	446.96	161.35	3	6	3	2	14	60.87%
U.S. Army Europe	1	301	60	0	1	0	0	1	100.00%
U.S. Army Forces Command	3	300.67	55.33	0	2	0	0	2	66.67%
U.S. Army Installation Management Command	48	389.5	43.52	10	17	7	6	40	83.33%
U.S. Army Intelligence and Security Command	0	0	0	0	0	0	0	0	0.00%
U.S. Army Material Command	49	363.63	49.94	11	19	6	0	36	73.47%
U.S. Army Medical Command	41	384.37	51.1	6	15	10	2	33	80.49%
U.S. Army Network Enterprise Tech Command	3	365.67	51.67	1	0	1	0	2	66.67%
U.S. Army Pacific (USARPAC)	2	247	43	0	1	0	0	1	50.00%
U.S. Army Reserve Command	8	330.5	38.38	1	5	1	1	8	100.00%

Table B-14a FY 2010 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. Army Space & Missile Defense Command	1	330	55	0	1	0	0	1	100.00%
U.S. Army Special Ops Command (USASOC)	0	0	0	0	0	0	0	0	0.00%
U.S. Army Test and Evaluation Command	6	278.33	45.33	2	0	1	1	4	66.67%
U.S. Army Training and Doctrine Command	13	300.23	47.85	2	9	0	0	11	84.62%
Department of the Army Wide	214	381.41	59.47	38	85	32	12	167	78.04%
Bureau Of Indian Affairs	17	709.76	193.41	1	0	0	0	1	5.88%
Bureau Of Land Management	8	620.5	142.38	0	0	0	0	0	0.00%
Bureau Of Reclamation	9	268.22	117.44	0	1	0	0	1	11.11%
Bureau Of Surface Mining	0	0	0	0	0	0	0	0	0.00%
DOI-Office Of The Secretary	7	689	70.29	0	0	4	0	4	57.14%
Fish And Wildlife Service	5	399.6	107.4	1	0	0	0	1	20.00%
Geological Survey	3	346	64.67	1	1	0	0	2	66.67%
Minerals Management Service	1	251	28	1	0	0	0	1	100.00%
National Park Service	17	415.76	138.88	1	2	1	0	4	23.53%
Department of the Interior Wide	67	516.75	135.76	5	4	5	0	14	20.90%
Bureau of Medicine & Surgery	11	388	51.73	5	3	1	2	11	100.00%
Chief Of Naval Operations	2	609.5	45.5	1	1	0	0	2	100.00%
Commander Naval Installations Command	21	389.1	54.67	12	8	1	0	21	100.00%
Commander Naval Reserve	0	0	0	0	0	0	0	0	0.00%
Commander Pacific Fleet	12	368.5	52.58	5	3	2	2	12	100.00%
DON Assistant for Administration	3	362.33	57.67	2	1	0	0	3	100.00%
Fleet Forces Command	13	301.62	55	2	8	3	0	13	100.00%
Marine Corps HQ	13	805.08	54.38	3	6	4	0	13	100.00%
Military Sealift Command	3	305.33	57.67	0	3	0	0	3	100.00%
Naval Air Systems Command	20	438.25	55.05	5	12	3	0	20	100.00%
Naval Education & Training Command	1	570	57	0	1	0	0	1	100.00%

Table B-14a FY 2010 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)
Naval Sea Systems Command	7	316.57	53.14	2	4	0	1	7	100.00%
Naval Special Warfare Command	2	491	54.5	2	0	0	0	2	100.00%
Naval Supply Systems Command	8	377.75	55.63	3	4	1	0	8	100.00%
Naval Systems Management Activity	0	0	0	0	0	0	0	0	0.00%
Navy Facilities & Engineering Command	14	413.29	55.43	4	9	0	1	14	100.00%
Navy Military Personnel Command	1	958	48	0	0	1	0	1	100.00%
Office Of Naval Intelligence	1	613	57	1	0	0	0	1	100.00%
Office Of Naval Research	0	0	0	0	0	0	0	0	0.00%
SPAWAR	1	350	55	1	0	0	0	1	100.00%
Strategic Systems Project Office	0	0	0	0	0	0	0	0	0.00%
Department of the Navy Wide	133	434.08	54.34	48	63	16	6	133	100.00%
Alcohol and Tobacco Tax and Trade Bureau	4	218.75	68.75	0	0	0	2	2	50.00%
Bureau of Engraving and Printing	14	388.43	40.5	0	8	4	0	12	85.71%
Bureau of the Public Debt	1	419	208	0	0	0	0	0	0.00%
Departmental Offices	2	202.5	15	0	2	0	0	2	100.00%
Financial Crimes Enforcement Network	0	0	0	0	0	0	0	0	0.00%
Financial Management Service	4	404	38.25	1	0	2	1	4	100.00%
Internal Revenue Service	106	419.17	44.64	16	27	26	10	79	74.53%
Internal Revenue Service Off. of the Chief Counsel	3	201	54.33	1	0	0	0	1	33.33%
Office of the Comptroller of the Currency	2	367	78.5	1	0	0	0	1	50.00%
Office of Thrift Supervision	1	327	60	0	1	0	0	1	100.00%
Treas- Office of the Inspector General	0	0	0	0	0	0	0	0	0.00%
Treasury Inspector General For Tax Administration	0	0	0	0	0	0	0	0	0.00%
U. S. Mint	8	297.75	37.88	4	2	1	1	8	100.00%
Department of the Treasury Wide	145	394.7	45.85	23	40	33	14	110	75.86%

Table B-14a FY 2010 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)
Federal Aviation Administration	71	304.54	81.75	10	11	1	0	22	30.99%
Federal Highway Administration	2	202.5	82.5	0	0	0	0	0	0.00%
Federal Motor Carrier Safety Administration	2	272.5	68.5	0	1	0	0	1	50.00%
Federal Railroad Administration	2	208	71.5	0	1	0	0	1	50.00%
Federal Transit Administration	0	0	0	0	0	0	0	0	0.00%
Maritime Administration	0	0	0	0	0	0	0	0	0.00%
National Highway Traffic Safety Administration	1	439	54	0	0	1	0	1	100.00%
Office of Inspector General	4	187.5	77.5	0	0	0	0	0	0.00%
Office of the Secretary	1	202	71	0	0	0	0	0	0.00%
Pipeline & Hazardous Materials Safety Admin	0	0	0	0	0	0	0	0	0.00%
Research & Innovative Technology Administration	1	256	73	0	0	0	0	0	0.00%
St. Lawrence Development Corporation	0	0	0	0	0	0	0	0	0.00%
Department of Transportation Wide	84	293.27	80.44	10	13	2	0	25	29.76%
NCA	2	309	114.5	0	0	0	0	0	0.00%
VA-HQ and Others	21	491.05	129	1	1	1	1	4	19.05%
Veterans Benefits Administration	29	399.03	106.76	0	0	2	2	4	13.79%
Veterans Health Administration	499	413.97	120.61	17	14	17	5	53	10.62%
Department of Veterans Affairs Wide	551	415.74	120.18	18	15	20	8	61	11.07%
Central Office	5	497.2	46.6	0	4	1	0	5	100.00%
National Capital Region	2	446.5	42.5	0	2	0	0	2	100.00%
Region 1	2	288	58.5	0	2	0	0	2	100.00%
Region 10	2	344	34.5	0	1	1	0	2	100.00%
Region 2	1	220	45	0	1	0	0	1	100.00%
Region 3	3	296	43.33	1	2	0	0	3	100.00%
Region 4	2	140	34	1	1	0	0	2	100.00%
Region 5	4	294.5	43.75	1	0	3	0	4	100.00%

Table B-14a FY 2010 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)
Region 6	4	347.5	48.75	2	1	1	0	4	100.00%
Region 7	3	280.67	37.33	2	1	0	0	3	100.00%
Region 8	1	478	30	0	0	1	0	1	100.00%
Region 9	4	216	42.5	1	3	0	0	4	100.00%
General Services Administration Wide	33	326.76	43.3	8	18	7	0	33	100.00%
Capital Metro Area Operations	100	319.86	33.99	8	49	33	6	96	96.00%
Eastern Area	167	255.74	34.94	31	83	37	12	163	97.60%
Great Lakes Area	153	233.73	34.61	26	67	37	20	150	98.04%
National Area	13	195.69	30	1	9	2	1	13	100.00%
Northeast Area	108	222.92	33.14	22	62	14	8	106	98.15%
Office of Inspector General	2	180	33.5	1	1	0	0	2	100.00%
Pacific Area	172	218.38	30.73	15	81	20	52	168	97.67%
Southeast Area	182	299.15	36.13	20	77	63	16	176	96.70%
Southwest Area	193	257.46	34.17	12	86	49	37	184	95.34%
Western Area	142	311.03	38.43	21	64	36	15	136	95.77%
U.S. Postal Service Wide	1,232	262.41	34.48	157	579	291	167	1,194	96.92%

Table B-15 FY 2010 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	2	1	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
American Battle Monuments Commission	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Trans Barriers Compliance Bd	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	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	13	12	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Central Intelligence Agency	5	5	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	2	2	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	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Court Svcs & Offender Supervision Agcy for DC	4	1	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
Defense Army and Air Force Exchange	32	11	0	0.00%	21	1	4.76%	1	100.00%	0	0.00%
Defense Commissary Agency	26	9	0	0.00%	17	2	11.76%	2	100.00%	0	0.00%
Defense Contract Audit Agency	4	3	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Defense Contract Management Agency	11	4	0	0.00%	7	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	22	12	0	0.00%	10	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	4	2	0	0.00%	2	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	12	9	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency	29	20	1	5.00%	9	1	11.11%	1	100.00%	0	0.00%
Defense Media Activity	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-15 FY 2010 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 Missile Defense Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	10	7	0	0.00%	3	1	33.33%	1	100.00%	0	0.00%
Defense National Guard Bureau	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Security Agency	18	18	0	0.00%	0	0	0.00%	0	0.00%	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	1	0	0	0.00%	1	1	100.00%	0	0.00%	1	100.00%
Defense Office of the Sec. - Wash. Hqtrs. Svcs.	13	8	0	0.00%	5	0	0.00%	0	0.00%	0	0.00%
Defense Security Service	0	0	0	0.00%	0	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	5	1	0	0.00%	4	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	242	164	20	12.20%	78	6	7.69%	6	100.00%	0	0.00%
Department of Commerce	133	109	0	0.00%	24	0	0.00%	0	0.00%	0	0.00%
Department of Defense Education Activity	19	15	0	0.00%	4	1	25.00%	1	100.00%	0	0.00%
Department of Education	36	20	2	10.00%	16	0	0.00%	0	0.00%	0	0.00%
Department of Energy	22	11	1	9.09%	11	2	18.18%	2	100.00%	0	0.00%
Department of Health and Human Services	112	82	1	1.22%	30	1	3.33%	0	0.00%	1	100.00%
Department of Homeland Security	781	507	1	0.20%	274	16	5.84%	5	31.25%	11	68.75%
Department of Housing and Urban Development	58	34	0	0.00%	24	0	0.00%	0	0.00%	0	0.00%
Department of Justice	294	167	4	2.40%	127	6	4.72%	2	33.33%	4	66.67%
Department of Labor	58	37	0	0.00%	21	2	9.52%	2	100.00%	0	0.00%
Department of State	46	31	0	0.00%	15	0	0.00%	0	0.00%	0	0.00%
Department of the Air Force	174	117	1	0.85%	57	1	1.75%	1	100.00%	0	0.00%
Department of the Army	347	214	7	3.27%	133	6	4.51%	6	100.00%	0	0.00%
Department of the Interior	100	67	6	8.96%	33	4	12.12%	4	100.00%	0	0.00%
Department of the Navy	211	133	0	0.00%	78	8	10.26%	1	12.50%	7	87.50%
Department of the Treasury	249	145	4	2.76%	104	4	3.85%	2	50.00%	2	50.00%
Department of Transportation	159	84	0	0.00%	75	4	5.33%	3	75.00%	1	25.00%
Department of Veterans Affairs	877	551	10	1.81%	326	23	7.06%	19	82.61%	4	17.39%
Election Assistance Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	44	21	0	0.00%	23	0	0.00%	0	0.00%	0	0.00%

Table B-15 FY 2010 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
Equal Employment Opportunity Commission	23	23	0	0.00%	0	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	1	0	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	9	6	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
Federal Election Commission	1	0	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Coun.	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	0	0	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 Comm.	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	1	1	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%
General Services Administration	49	33	0	0.00%	16	1	6.25%	1	100.00%	0	0.00%
Government Printing Office	18	10	0	0.00%	8	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	2	2	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	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Fndn	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	0	0	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%

Table B-15 FY 2010 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
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	19	14	3	21.43%	5	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	0	0	0	0.00%	0	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 Fdn on the Arts & the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	2	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
National Indian Gaming Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Labor Relations Board	1	1	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	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	0	0	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	2	2	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 and Health Review Comm.	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	13	7	0	0.00%	6	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%
Peace Corps	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	5	5	0	0.00%	0	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	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	4	4	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	25	13	0	0.00%	12	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	10	10	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	349	256	0	0.00%	93	6	6.45%	3	50.00%	3	50.00%
Tennessee Valley Authority	22	11	0	0.00%	11	0	0.00%	0	0.00%	0	0.00%

Table B-15 FY 2010 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
Trade and Development Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
U.S. Postal Service	2,302	1,232	0	0.00%	1,070	75	7.01%	56	74.67%	19	25.33%
U.S. Tax Court	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation & Cnsv. Comm.	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	6,410	3,827	58	1.52%	2,583	165	6.39%	115	69.70%	50	30.30%
Midsized Agencies Subtotal	540	371	3	0.81%	169	7	4.14%	4	57.14%	3	42.86%
Small Agencies Subtotal	102	83	0	0.00%	19	0	0.00%	0	0.00%	0	0.00%
Micro Agencies Subtotal	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Government-wide	7,053	4,282	61	1.42%	2,771	172	6.21%	119	69.19%	53	30.81%

NRF = No Report Filed

Table B-16 FY 2010 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	2	1	1	100.00%	1	1	100.00%	1	100.00%	0	0.00%
American Battle Monuments Commission	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	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	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	13	12	12	100.00%	1	1	100.00%	1	100.00%	0	0.00%
Central Intelligence Agency	5	5	5	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	2	2	2	100.00%	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	2	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Court Services & Offender Supervision Agency for DC	4	1	1	100.00%	3	3	100.00%	3	100.00%	0	0.00%
Defense Army and Air Force Exchange	32	11	11	100.00%	21	20	95.24%	20	100.00%	0	0.00%
Defense Commissary Agency	26	9	9	100.00%	17	15	88.24%	15	100.00%	0	0.00%
Defense Contract Audit Agency	4	3	3	100.00%	1	1	100.00%	1	100.00%	0	0.00%
Defense Contract Management Agency	11	4	4	100.00%	7	7	100.00%	7	100.00%	0	0.00%
Defense Finance and Accounting Service	22	12	12	100.00%	10	10	100.00%	10	100.00%	0	0.00%
Defense Human Resources Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	4	2	2	100.00%	2	2	100.00%	2	100.00%	0	0.00%
Defense Intelligence Agency	12	9	9	100.00%	3	3	100.00%	3	100.00%	0	0.00%
Defense Logistics Agency	29	20	19	95.00%	9	8	88.89%	8	100.00%	0	0.00%
Defense Media Activity	2	2	2	100.00%	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	10	7	7	100.00%	3	2	66.67%	2	100.00%	0	0.00%
Defense National Guard Bureau	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Security Agency	18	18	18	100.00%	0	0	0.00%	0	0.00%	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	1	0	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Sec. - Wash. Hqtrs. Services	13	8	8	100.00%	5	5	100.00%	5	100.00%	0	0.00%
Defense Security Service	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-16 FY 2010 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 Technical Information Center	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	5	1	1	100.00%	4	4	100.00%	4	100.00%	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	242	164	144	87.80%	78	72	92.31%	72	100.00%	0	0.00%
Department of Commerce	133	109	109	100.00%	24	24	100.00%	24	100.00%	0	0.00%
Department of Defense Education Activity	19	15	15	100.00%	4	3	75.00%	3	100.00%	0	0.00%
Department of Education	36	20	18	90.00%	16	16	100.00%	16	100.00%	0	0.00%
Department of Energy	22	11	10	90.91%	11	9	81.82%	9	100.00%	0	0.00%
Department of Health and Human Services	112	82	81	98.78%	30	29	96.67%	29	100.00%	0	0.00%
Department of Homeland Security	781	507	506	99.80%	274	258	94.16%	257	99.61%	1	0.39%
Department of Housing and Urban Development	58	34	34	100.00%	24	24	100.00%	24	100.00%	0	0.00%
Department of Justice	294	167	163	97.60%	127	121	95.28%	119	98.35%	2	1.65%
Department of Labor	58	37	37	100.00%	21	19	90.48%	19	100.00%	0	0.00%
Department of State	46	31	31	100.00%	15	15	100.00%	15	100.00%	0	0.00%
Department of the Air Force	174	117	116	99.15%	57	56	98.25%	56	100.00%	0	0.00%
Department of the Army	347	214	207	96.73%	133	127	95.49%	127	100.00%	0	0.00%
Department of the Interior	100	67	61	91.04%	33	29	87.88%	29	100.00%	0	0.00%
Department of the Navy	211	133	133	100.00%	78	70	89.74%	70	100.00%	0	0.00%
Department of the Treasury	249	145	141	97.24%	104	100	96.15%	100	100.00%	0	0.00%
Department of Transportation	159	84	84	100.00%	75	71	94.67%	71	100.00%	0	0.00%
Department of Veterans Affairs	877	551	541	98.19%	326	303	92.94%	303	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	44	21	21	100.00%	23	23	100.00%	23	100.00%	0	0.00%
Equal Employment Opportunity Commission	23	23	23	100.00%	0	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	1	0	0	0.00%	1	1	100.00%	1	100.00%	0	0.00%
Federal Deposit Insurance Corporation	9	6	6	100.00%	3	3	100.00%	3	100.00%	0	0.00%
Federal Election Commission	1	0	0	0.00%	1	1	100.00%	1	100.00%	0	0.00%
Federal Energy Regulatory Commission	0	0	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	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	0	0	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 and Health Review Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System--Board of Governors	1	1	1	100.00%	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%

Table B-16 FY 2010 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
Federal Trade Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	49	33	33	100.00%	16	15	93.75%	15	100.00%	0	0.00%
Government Printing Office	18	10	10	100.00%	8	8	100.00%	8	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	2	2	2	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	1	1	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
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	0	0	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 & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	19	14	11	78.57%	5	5	100.00%	5	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	0	0	0	0.00%	0	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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	3	2	2	100.00%	1	1	100.00%	1	100.00%	0	0.00%
National Indian Gaming Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Labor Relations Board	1	1	1	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	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	0	0	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	2	2	2	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 and 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	13	7	7	100.00%	6	6	100.00%	6	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%

Table B-16 FY 2010 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
Overseas Private Investment Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	5	5	5	100.00%	0	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	2	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Securities and Exchange Commission	4	4	4	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	25	13	13	100.00%	12	12	100.00%	12	100.00%	0	0.00%
Smithsonian Institution	10	10	10	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	349	256	256	100.00%	93	87	93.55%	87	100.00%	0	0.00%
Tennessee Valley Authority	22	11	11	100.00%	11	11	100.00%	11	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	2,302	1,232	1,232	100.00%	1,070	995	92.99%	995	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 & Conservation Comm.	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	6,410	3,827	3,769	98.48%	2,583	2,418	93.61%	2,415	99.88%	3	0.12%
Midsized Agencies Subtotal	540	371	368	99.19%	169	162	95.86%	162	100.00%	0	0.00%
Small Agencies Subtotal	102	83	83	100.00%	19	19	100.00%	19	100.00%	0	0.00%
Micro Agencies Subtotal	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Government-wide	7,053	4,282	4,221	98.58%	2,771	2,599	93.79%	2,596	99.88%	3	0.12%

NRF = No Report Filed

Table B-17 FY 2010 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	0	0	0	0	0	0	0	0	0
Agency for International Development	344	0	344	344	0	730	730	0	730	0
American Battle Monuments Commission	224	0	224	224	0	0	0	0	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	0	0	0	0	0	0	0	0	0	0
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	304.56	0	379.17	379.17	80.75	566	566	0	566	0
Central Intelligence Agency	230.25	0	416.6	416.6	97.14	0	0	0	0	0
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	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
Commodity Futures Trading Commission	609.5	0	609.5	609.5	0	0	0	0	0	0
Consumer Product Safety Commission	252.67	0	373.5	373.5	11	0	0	0	0	0
Corporation for National and Community Service	288.5	0	288.5	288.5	0	0	0	0	0	0
Court Services & Offender Supervision Agency for DC	239	0	239	239	0	948	948	0	948	0
Defense Army and Air Force Exchange	156.1	0	329.73	329.73	104.49	656.14	656.14	1,003.00	638.8	0
Defense Commissary Agency	106.38	0	261.22	261.22	36.7	724.18	724.18	781.5	716.53	0
Defense Contract Audit Agency	205.67	0	205.67	205.67	0	644.5	644.5	0	559	730
Defense Contract Management Agency	98.47	0	301.5	301.5	36	631.71	631.71	0	631.71	0
Defense Finance and Accounting Service	116.5	0	220	220	13	631.6	631.6	0	631.6	0
Defense Human Resources Activity	84	0	0	0	84	0	0	0	0	0
Defense Information Systems Agency	895	0	1,290.50	1,290.50	104	609.5	609.5	0	609.5	0
Defense Intelligence Agency	422.39	0	896.67	896.67	117.5	671	671	0	671	0
Defense Logistics Agency	255.74	199	400.16	390.1	63.79	594	594	699	581.5	589
Defense Media Activity	368.33	0	525.5	525.5	54	998.5	998.5	0	0	998.5
Defense Missile Defense Agency	47	0	0	0	47	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	237.73	0	360.29	360.29	23.25	647	647	176	882.5	0
Defense National Guard Bureau	1,072.00	0	206	206	1,505.00	450	450	0	0	450
Defense National Security Agency	395.67	0	472.06	472.06	166.5	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	29	0	0	0	29	868	608	0	0	608

Table B-17 FY 2010 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 Office of the Sec. - Wash. Hqtrs. Services	447.92	0	640.25	640.25	63.25	890.6	890.6	0	890.6	0
Defense Security Service	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	334	0	334	334	0	686.25	686.25	0	686.25	0
Defense TRICARE Management Activity	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	579.66	612.8	703.69	692.6	260.31	934.74	934.74	1,250.50	915.14	693
Department of Commerce	162.09	0	377.34	377.34	64.33	415.04	415.04	0	415.04	0
Department of Defense Education Activity	214	0	355.73	355.73	50.46	839.5	839.5	1,238.00	706.67	0
Department of Education	413.64	1,017.00	388.17	451.05	39.5	993.31	993.31	0	993.31	0
Department of Energy	224.88	416	271.9	285	114.67	716	716	1,037.00	684	362
Department of Health and Human Services	220.73	290	378.8	377.72	44.38	601.32	590.07	0	599.79	308
Department of Homeland Security	708.06	1,477.00	1,112.55	1,113.27	331.8	727	720.18	1,111.20	721.41	341.5
Department of Housing and Urban Development	266.38	0	314.29	314.29	118.27	672.13	672.13	0	672.13	0
Department of Justice	536.47	800.75	840.37	839.42	167.19	770.72	758.76	1,048.00	755.43	738.56
Department of Labor	251.13	0	318.46	318.46	85.07	698.79	698.79	727	717.68	560.33
Department of State	96.22	0	134.23	134.23	61.56	485.13	485.13	0	469.87	714
Department of the Air Force	430.08	1,125.00	638.97	643.13	114.54	853.52	853.52	762	838.59	1,008.17
Department of the Army	192.65	635	372.84	381.41	34.86	701.04	701.04	835.5	711.61	462.22
Department of the Interior	442.88	633.83	505.23	516.75	259.59	787.72	787.72	965.25	777.93	645.67
Department of the Navy	233.91	0	434.08	434.08	63.26	819.95	815.85	723	828.26	557.33
Department of the Treasury	323.31	482.75	392.2	394.7	112.06	769.31	765.4	987	762.46	740.5
Department of Transportation	177.1	0	293.27	293.27	55.13	713.28	706.79	1,089.67	698.24	639.13
Department of Veterans Affairs	272.06	576.4	412.77	415.74	90.06	615.73	610.82	686.74	619.02	488.09
Election Assistance Commission	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	417.5	0	567.05	567.05	132	736.87	736.87	0	736.87	0
Equal Employment Opportunity Commission	448	0	478.26	478.26	100	352	352	0	0	352
Export-Import Bank of the US	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	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
Federal Communications Commission	0	0	0	0	0	300	300	0	300	0
Federal Deposit Insurance Corporation	390.36	0	607	607	130.4	512	512	0	512	0
Federal Election Commission	0	0	0	0	0	675	675	0	675	0
Federal Energy Regulatory Commission	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
Federal Housing Finance Agency	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	22	0	0	0	22	0	0	0	0	0
Federal Maritime Commission	0	0	0	0	0	0	0	0	0	0

Table B-17 FY 2010 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 Mediation and Conciliation Service	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety and Health Review Commission	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	297	0	297	297	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	235	0	0	0	235	0	0	0	0	0
General Services Administration	194	0	326.76	326.76	42.93	639.81	639.81	1,161.00	605.07	0
Government Printing Office	210.48	0	458.4	458.4	92.43	748.88	748.88	0	748.88	0
Harry S. Truman Scholarship Foundation	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
Institute of Museum and Library Services	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	67.25	0	118.5	118.5	16	0	0	0	0	0
International Joint Commission: US & Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	196	0	196	196	0	0	0	0	0	0
James Madison Memorial Fellowship Foundation	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
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	0	0	0	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	0	0	0	0	0	0	0	0	0	0
Morris K. Udall and Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	391.3	785.33	623.82	658.43	103.62	736.6	736.6	0	736.6	0
National Archives and Records Administration	205.2	0	407.67	407.67	118.43	538.67	538.67	0	538.67	0
National Capital Planning Commission	0	0	0	0	0	0	0	0	0	0
National Council on Disability	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	180	0	0	0	180	0	0	0	0	0
National Endowment for the Arts	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
National Foundation on the Arts and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	350	0	350	350	0	1,368.00	1,368.00	0	1,368.00	0
National Indian Gaming Commission	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	114	0	193	193	35	0	0	0	0	0

Table B-17 FY 2010 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 Mediation Board	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office	24	0	0	0	24	0	0	0	0	0
National Science Foundation	184.33	0	247.5	247.5	58	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	147.75	0	266.5	266.5	29	0	0	0	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	76.18	0	200	200	18.4	48	48	0	48	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	102	0	0	0	102	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	625	625	0	0	625
Pension Benefit Guaranty Corporation	201.9	0	331	331	72.8	989	989	0	0	989
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	399	0	399	399	0	0	0	0	0	0
Securities and Exchange Commission	221.64	0	332.25	332.25	158.43	399.5	399.5	0	0	399.5
Selective Service System	0	0	0	0	0	0	0	0	0	0
Small Business Administration	147.45	0	229.38	229.38	29.11	841.25	841.25	0	841.25	0
Smithsonian Institution	97.42	0	112.7	112.7	21	0	0	0	0	0
Social Security Administration	368.72	0	461.01	461.01	57.83	718.09	709.88	708.67	729.8	493.63
Tennessee Valley Authority	146.5	0	254.09	254.09	15	549.55	549.55	0	549.55	0
Trade and Development Agency	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	111.63	0	262.41	262.41	33.44	623.73	598.71	915.64	583.03	501.23
U.S. Tax Court	0	0	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation & Conservation Comm.	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	267.11	636.95	484.89	487.2	88.85	679.13	665.94	898.16	659.45	572.38
Midsized Agencies Subtotal	317.93	785.33	433.47	436.32	58.02	685.64	680.46	821.75	686.2	493.63
Small Agencies Subtotal	264.68	0	397.58	397.58	97.55	702.29	702.29	0	741.58	553
Micro Agencies Subtotal	224	0	224	224	0	0	0	0	0	0
Government-wide	270.03	644.25	478.63	480.99	87.91	679.72	667.13	895.59	661.72	566.83

NRF = No Report Filed

Table B-18 FY 2010 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	730	0	0	0	0	0	0	0
American Battle Monuments Commission	0	0	0	0	0	0	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	0	0	0	0	0	0	0	0
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	566	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	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	0	0	0	0	0	0	0	0
Court Services & Offender Supervision Agency for DC	948	0	0	0	0	0	0	0
Defense Army and Air Force Exchange	656.14	0	0	0	0	0	0	0
Defense Commissary Agency	724.18	0	0	0	0	0	0	0
Defense Contract Audit Agency	644.5	0	0	0	0	0	0	0
Defense Contract Management Agency	631.71	0	0	0	0	0	0	0
Defense Finance and Accounting Service	631.6	0	0	0	0	0	0	0
Defense Human Resources Activity	0	0	0	0	0	0	0	0
Defense Information Systems Agency	609.5	0	0	0	0	0	0	0
Defense Intelligence Agency	671	0	0	0	0	0	0	0
Defense Logistics Agency	594	0	0	0	0	0	0	0

Table B-18 FY 2010 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 Media Activity	998.5	0	0	0	0	0	0	0
Defense Missile Defense Agency	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	647	0	0	0	0	0	0	0
Defense National Guard Bureau	450	0	0	0	0	0	0	0
Defense National Security Agency	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	868	1,128.00	1,128.00	0	0	1,128.00	0	0
Defense Office of the Sec. - Wash. Hqtrs. Services	890.6	0	0	0	0	0	0	0
Defense Security Service	0	0	0	0	0	0	0	0
Defense Technical Information Center	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	686.25	0	0	0	0	0	0	0
Defense TRICARE Management Activity	0	0	0	0	0	0	0	0
Defense Uniformed Services University	0	0	0	0	0	0	0	0
Department of Agriculture	934.74	0	0	0	0	0	0	0
Department of Commerce	415.04	0	0	0	0	0	0	0
Department of Defense Education Activity	839.5	0	0	0	0	0	0	0
Department of Education	993.31	0	0	0	0	0	0	0
Department of Energy	716	0	0	0	0	0	0	0
Department of Health and Human Services	601.32	939	939	0	0	939	0	0
Department of Homeland Security	727	879.33	879.64	1,133.00	956	828.88	876	0
Department of Housing and Urban Development	672.13	0	0	0	0	0	0	0
Department of Justice	770.72	1,029.83	1,059.00	1,238.50	0	879.5	971.5	0
Department of Labor	698.79	0	0	0	0	0	0	0
Department of State	485.13	0	0	0	0	0	0	0
Department of the Air Force	853.52	0	0	0	0	0	0	0
Department of the Army	701.04	0	0	0	0	0	0	0
Department of the Interior	787.72	0	0	0	0	0	0	0
Department of the Navy	819.95	863.29	863.29	0	1,236.00	583.75	0	0
Department of the Treasury	769.31	980.5	980.5	0	0	980.5	0	0
Department of Transportation	713.28	1,245.00	1,245.00	0	0	1,245.00	0	0
Department of Veterans Affairs	615.73	1,050.50	1,050.50	1,009.00	0	1,064.33	0	0

Table B-18 FY 2010 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
Election Assistance Commission	0	0	0	0	0	0	0	0
Environmental Protection Agency	736.87	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	352	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	300	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	512	0	0	0	0	0	0	0
Federal Election Commission	675	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 and 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	639.81	0	0	0	0	0	0	0
Government Printing Office	748.88	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: 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	0	0	0	0	0	0	0	0

Table B-18 FY 2010 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
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 & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	736.6	0	0	0	0	0	0	0
National Archives and Records Administration	538.67	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	0	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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	1,368.00	0	0	0	0	0	0	0
National Indian Gaming Commission	0	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	0	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	0	0	0	0	0	0	0	0
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and 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	48	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	625	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	989	0	0	0	0	0	0	0
Postal Regulatory Commission	0	0	0	0	0	0	0	0

Table B-18 FY 2010 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
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	399.5	0	0	0	0	0	0	0
Selective Service System	0	0	0	0	0	0	0	0
Small Business Administration	841.25	0	0	0	0	0	0	0
Smithsonian Institution	0	0	0	0	0	0	0	0
Social Security Administration	718.09	986.33	986.33	0	0	986.33	0	0
Tennessee Valley Authority	549.55	0	0	0	0	0	0	0
Trade and Development Agency	0	0	0	0	0	0	0	0
U.S. Postal Service	623.73	2,036.68	2,036.68	0	1,284.17	2,384.00	0	0
U.S. Tax Court	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	679.13	1,338.60	1,362.54	1,154.75	1,211.36	1,433.80	939.67	0
Midsized Agencies Subtotal	685.64	986.33	986.33	0	0	986.33	0	0
Small Agencies Subtotal	702.29	0	0	0	0	0	0	0
Micro Agencies Subtotal	0	0	0	0	0	0	0	0
Government-wide	679.72	1,319.73	1,341.25	1,154.75	1,211.36	1,398.47	939.67	0

NRF = No Report Filed

Table B-19 FY 2010 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	0	0	0.00%	0	0	0.00%
Agency for International Development	4	0	0.00%	0	0	0.00%
American Battle Monuments Commission	1	0	0.00%	0	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	0	0	0.00%	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	0	0	0.00%	0	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	25	25	100.00%	24	1	4.00%
Central Intelligence Agency	16	0	0.00%	0	0	0.00%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF
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	0	0	0.00%	0	0	0.00%
Commodity Futures Trading Commission	4	1	25.00%	0	1	25.00%
Consumer Product Safety Commission	5	0	0.00%	0	0	0.00%
Corporation for National and Community Service	3	0	0.00%	0	0	0.00%
Court Services & Offender Supervision Agency for DC	8	1	12.50%	0	1	12.50%
Defense Army and Air Force Exchange	132	132	100.00%	103	29	21.97%
Defense Commissary Agency	80	27	33.75%	5	22	27.50%
Defense Contract Audit Agency	19	5	26.32%	0	5	26.32%
Defense Contract Management Agency	42	0	0.00%	0	0	0.00%
Defense Finance and Accounting Service	56	8	14.29%	2	6	10.71%
Defense Human Resources Activity	3	3	100.00%	2	1	33.33%
Defense Information Systems Agency	9	0	0.00%	0	0	0.00%

Table B-19 FY 2010 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	40	28	70.00%	25	3	7.50%
Defense Logistics Agency	88	24	27.27%	4	20	22.73%
Defense Media Activity	5	0	0.00%	0	0	0.00%
Defense Missile Defense Agency	2	0	0.00%	0	0	0.00%
Defense National Geospatial-Intelligence Agency	29	0	0.00%	0	0	0.00%
Defense National Guard Bureau	11	3	27.27%	1	2	18.18%
Defense National Security Agency	40	27	67.50%	26	1	2.50%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	5	0	0.00%	0	0	0.00%
Defense Office of the Sec. - Wash. Hqtrs. Services	32	5	15.63%	1	4	12.50%
Defense Security Service	0	0	0.00%	0	0	0.00%
Defense Technical Information Center	0	0	0.00%	0	0	0.00%
Defense Threat Reduction Agency	6	1	16.67%	0	1	16.67%
Defense TRICARE Management Activity	0	0	0.00%	0	0	0.00%
Defense Uniformed Services University	0	0	0.00%	0	0	0.00%
Department of Agriculture	540	141	26.11%	71	70	12.96%
Department of Commerce	503	126	25.05%	108	18	3.58%
Department of Defense Education Activity	44	8	18.18%	6	2	4.55%
Department of Education	62	5	8.06%	0	5	8.06%
Department of Energy	59	14	23.73%	9	5	8.47%
Department of Health and Human Services	338	95	28.11%	63	32	9.47%
Department of Homeland Security	1,697	294	17.32%	239	55	3.24%
Department of Housing and Urban Development	105	18	17.14%	3	15	14.29%
Department of Justice	638	397	62.23%	367	30	4.70%
Department of Labor	113	112	99.12%	88	24	21.24%
Department of State	94	11	11.70%	0	11	11.70%
Department of the Air Force	458	173	37.77%	88	85	18.56%
Department of the Army	1,301	305	23.44%	88	217	16.68%
Department of the Interior	236	131	55.51%	116	15	6.36%

Table B-19 FY 2010 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 Navy	649	24	3.70%	0	24	3.70%
Department of the Treasury	449	240	53.45%	133	107	23.83%
Department of Transportation	338	5	1.48%	0	5	1.48%
Department of Veterans Affairs	2,028	56	2.76%	8	48	2.37%
Election Assistance Commission	0	0	0.00%	0	0	0.00%
Environmental Protection Agency	78	0	0.00%	0	0	0.00%
Equal Employment Opportunity Commission	45	11	24.44%	0	11	24.44%
Export-Import Bank of the US	1	0	0.00%	0	0	0.00%
Farm Credit Administration	0	0	0.00%	0	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0	0.00%
Federal Communications Commission	1	0	0.00%	0	0	0.00%
Federal Deposit Insurance Corporation	22	13	59.09%	10	3	13.64%
Federal Election Commission	3	0	0.00%	0	0	0.00%
Federal Energy Regulatory Commission	0	0	0.00%	0	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	9	0	0.00%	0	0	0.00%
Federal Labor Relations Authority	1	0	0.00%	0	0	0.00%
Federal Maritime Commission	0	0	0.00%	0	0	0.00%
Federal Mediation and Conciliation Service	0	0	0.00%	0	0	0.00%
Federal Mine Safety and Health Review Commission	0	0	0.00%	0	0	0.00%
Federal Reserve System--Board of Governors	1	0	0.00%	0	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0	0.00%
Federal Trade Commission	2	1	50.00%	1	0	0.00%
General Services Administration	107	8	7.48%	2	6	5.61%
Government Printing Office	48	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.	1	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%

Table B-19 FY 2010 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)
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	1	1	100.00%	1	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	0	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	3	3	100.00%	0	3	100.00%
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	50	11	22.00%	7	4	8.00%
National Archives and Records Administration	17	1	5.88%	0	1	5.88%
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	4	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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	4	0	0.00%	0	0	0.00%
National Indian Gaming Commission	0	0	0.00%	0	0	0.00%
National Labor Relations Board	6	6	100.00%	6	0	0.00%
National Mediation Board	2	0	0.00%	0	0	0.00%
National Reconnaissance Office	4	1	25.00%	1	0	0.00%
National Science Foundation	4	4	100.00%	3	1	25.00%
National Transportation Safety Board	0	0	0.00%	0	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0	0.00%
Nuclear Regulatory Commission	9	9	100.00%	8	1	11.11%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	0	0	0.00%	0	0	0.00%

Table B-19 FY 2010 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)
Office of Government Ethics	0	0	0.00%	0	0	0.00%
Office of Personnel Management	36	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	3	0	0.00%	0	0	0.00%
Overseas Private Investment Corporation	0	0	0.00%	0	0	0.00%
Peace Corps	1	0	0.00%	0	0	0.00%
Pension Benefit Guaranty Corporation	18	8	44.44%	3	5	27.78%
Postal Regulatory Commission	0	0	0.00%	0	0	0.00%
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	5	1	20.00%	0	1	20.00%
Securities and Exchange Commission	16	0	0.00%	0	0	0.00%
Selective Service System	11	11	100.00%	11	0	0.00%
Small Business Administration	45	3	6.67%	0	3	6.67%
Smithsonian Institution	13	12	92.31%	11	1	7.69%
Social Security Administration	530	419	79.06%	326	93	17.55%
Tennessee Valley Authority	36	0	0.00%	0	0	0.00%
Trade and Development Agency	0	0	0.00%	0	0	0.00%
U.S. Postal Service	5,665	174	3.07%	0	174	3.07%
U.S. Tax Court	0	0	0.00%	0	0	0.00%
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	15,916	2,592	16.29%	1,556	1,036	6.51%
Midsized Agencies Subtotal	917	466	50.82%	356	110	12.00%
Small Agencies Subtotal	288	84	29.17%	58	26	9.03%
Micro Agencies Subtotal	3	0	0.00%	0	0	0.00%
Government-wide	17,124	3,142	18.35%	1,970	1,172	6.84%

NRF = No Report Filed

Table B-20 FY 2010 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	0	0	0.00%	0	0.00%	0	0.00%
American Battle Monuments Commission	0	0	0.00%	0	0.00%	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	0	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	0	0	0.00%	0	0.00%	0	0.00%
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1	1	100.00%	0	0.00%	1	100.00%
Central Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	1	0	0.00%	1	100.00%	1	100.00%
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 & Offender Supervision Agency for DC	1	1	100.00%	0	0.00%	1	100.00%
Defense Army and Air Force Exchange	29	28	96.55%	1	3.45%	29	100.00%
Defense Commissary Agency	22	7	31.82%	5	22.73%	12	54.55%
Defense Contract Audit Agency	5	3	60.00%	1	20.00%	4	80.00%
Defense Contract Management Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	6	5	83.33%	0	0.00%	5	83.33%
Defense Human Resources Activity	1	1	100.00%	0	0.00%	1	100.00%
Defense Information Systems Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	3	3	100.00%	0	0.00%	3	100.00%
Defense Logistics Agency	20	13	65.00%	1	5.00%	14	70.00%

Table B-20 FY 2010 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 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	0	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	2	2	100.00%	0	0.00%	2	100.00%
Defense National Security Agency	1	1	100.00%	0	0.00%	1	100.00%
Defense Nuclear Facilities Safety Board	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%
Defense Office of the Sec. - Wash. Hqtrs. Services	4	1	25.00%	0	0.00%	1	25.00%
Defense Security Service	0	0	0.00%	0	0.00%	0	0.00%
Defense Technical Information Center	0	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	1	0	0.00%	1	100.00%	1	100.00%
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	70	30	42.86%	2	2.86%	32	45.71%
Department of Commerce	18	12	66.67%	0	0.00%	12	66.67%
Department of Defense Education Activity	2	0	0.00%	0	0.00%	0	0.00%
Department of Education	5	2	40.00%	0	0.00%	2	40.00%
Department of Energy	5	3	60.00%	0	0.00%	3	60.00%
Department of Health and Human Services	32	4	12.50%	5	15.63%	9	28.13%
Department of Homeland Security	55	21	38.18%	4	7.27%	25	45.45%
Department of Housing and Urban Development	15	4	26.67%	0	0.00%	4	26.67%
Department of Justice	30	19	63.33%	0	0.00%	19	63.33%
Department of Labor	24	24	100.00%	0	0.00%	24	100.00%
Department of State	11	4	36.36%	1	9.09%	5	45.45%
Department of the Air Force	85	67	78.82%	2	2.35%	69	81.18%
Department of the Army	217	146	67.28%	10	4.61%	156	71.89%
Department of the Interior	15	5	33.33%	0	0.00%	5	33.33%
Department of the Navy	24	13	54.17%	0	0.00%	13	54.17%
Department of the Treasury	107	16	14.95%	1	0.93%	17	15.89%
Department of Transportation	5	2	40.00%	0	0.00%	2	40.00%
Department of Veterans Affairs	48	30	62.50%	4	8.33%	34	70.83%

Table B-20 FY 2010 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)
Election Assistance Commission	0	0	0.00%	0	0.00%	0	0.00%
Environmental Protection Agency	0	0	0.00%	0	0.00%	0	0.00%
Equal Employment Opportunity Commission	11	11	100.00%	0	0.00%	11	100.00%
Export-Import Bank of the US	0	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	3	1	33.33%	0	0.00%	1	33.33%
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	0	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	0	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 and 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	1	16.67%	0	0.00%	1	16.67%
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%

Table B-20 FY 2010 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)
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	3	3	100.00%	0	0.00%	3	100.00%
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	4	2	50.00%	0	0.00%	2	50.00%
National Archives and Records Administration	1	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 and 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	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	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Regulatory Commission	1	0	0.00%	0	0.00%	0	0.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and 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	5	4	80.00%	0	0.00%	4	80.00%
Postal Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%

Table B-20 FY 2010 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)
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	1	0	0.00%	1	100.00%	1	100.00%
Securities and Exchange Commission	0	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	3	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	1	1	100.00%	0	0.00%	1	100.00%
Social Security Administration	93	4	4.30%	0	0.00%	4	4.30%
Tennessee Valley Authority	0	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	174	95	54.60%	1	0.57%	96	55.17%
U.S. Tax Court	0	0	0.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	1,036	561	54.15%	39	3.76%	600	57.92%
Midsized Agencies Subtotal	110	9	8.18%	0	0.00%	9	8.18%
Small Agencies Subtotal	26	21	80.77%	2	7.69%	23	88.46%
Micro Agencies Subtotal	0	0	0.00%	0	0.00%	0	0.00%
Government-wide	1,172	591	50.43%	41	3.50%	632	53.92%

NRF = No Report Filed

Table B-21 FY 2010 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	2	2	\$169,000.00	\$0.00	\$0.00	\$45,335.55	\$214,335.55	\$107,167.78	2	100.00%
American Battle Monuments Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	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	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Bary Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	7	7	\$32,258.23	\$108,756.00	\$0.00	\$35,000.00	\$176,014.23	\$25,144.89	2	28.57%
Central Intelligence Agency	2	2	\$7,363.00	\$500.00	\$0.00	\$0.00	\$7,863.00	\$3,931.50	1	50.00%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
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	1	1	\$0.00	\$0.00	\$0.00	\$25,000.00	\$25,000.00	\$25,000.00	0	0.00%
Consumer Product Safety Commission	2	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	100.00%
Corporation for National and Community Service	1	1	\$0.00	\$5,433.13	\$0.00	\$0.00	\$5,433.13	\$5,433.13	0	0.00%
Court Services & Offender Supervision Agency for DC	4	2	\$0.00	\$35,000.00	\$0.00	\$16,529.00	\$51,529.00	\$12,882.25	2	50.00%
Defense Army and Air Force Exchange	50	22	\$70,638.00	\$112,119.01	\$20,000.00	\$24,500.00	\$227,257.01	\$4,545.14	28	56.00%
Defense Commissary Agency	22	8	\$0.00	\$52,000.00	\$51,000.00	\$54,000.00	\$157,000.00	\$7,136.36	15	68.18%
Defense Contract Audit Agency	6	5	\$16,472.00	\$18,000.00	\$0.00	\$500.00	\$34,972.00	\$5,828.67	2	33.33%
Defense Contract Management Agency	8	4	\$0.00	\$12,300.00	\$0.00	\$0.00	\$12,300.00	\$1,537.50	4	50.00%
Defense Finance and Accounting Service	17	7	\$0.00	\$3,400.00	\$0.00	\$17,000.00	\$20,400.00	\$1,200.00	10	58.82%
Defense Human Resources Activity	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
Defense Information Systems Agency	2	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	100.00%
Defense Intelligence Agency	7	3	\$0.00	\$148,000.00	\$0.00	\$57,000.00	\$205,000.00	\$29,285.71	4	57.14%
Defense Logistics Agency	36	23	\$7,117.25	\$212,945.34	\$0.00	\$75,000.00	\$295,062.59	\$8,196.18	17	47.22%
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	15	15	\$21,264.40	\$225,800.00	\$11,000.00	\$437,000.00	\$695,064.40	\$46,337.63	2	13.33%
Defense National Guard Bureau	2	1	\$0.00	\$0.00	\$60,000.00	\$65,000.00	\$125,000.00	\$62,500.00	1	50.00%
Defense National Security Agency	10	4	\$0.00	\$50,793.00	\$0.00	\$0.00	\$50,793.00	\$5,079.30	6	60.00%
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	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
Defense Office of the Sec. - Wash. Hqtrs. Services	11	8	\$0.00	\$70,716.76	\$0.00	\$31,000.00	\$101,716.76	\$9,246.98	4	36.36%
Defense Security Service	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%

Table B-21 FY 2010 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 Technical Information Center	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense Threat Reduction Agency	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense TRICARE Management Activity	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense Uniformed Services University	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Department of Agriculture	232	212	\$61,903.72	\$2,863,833.24	\$508,321.00	\$1,242,889.90	\$4,676,947.86	\$20,159.26	73	31.47%
Department of Commerce	109	65	\$698.18	\$362,474.41	\$0.00	\$289,544.06	\$652,716.65	\$5,988.23	49	44.95%
Department of Defense Education Activity	10	9	\$0.00	\$94,656.20	\$120,000.00	\$93,947.50	\$308,603.70	\$30,860.37	3	30.00%
Department of Education	21	18	\$106,148.04	\$100,000.00	\$137,000.00	\$336,964.33	\$680,112.37	\$32,386.30	8	38.10%
Department of Energy	30	24	\$109,252.08	\$170,452.00	\$204,616.00	\$249,677.00	\$733,997.08	\$24,466.57	13	43.33%
Department of Health and Human Services	100	77	\$103,576.00	\$539,401.00	\$82,500.00	\$612,882.50	\$1,338,359.50	\$13,383.60	45	45.00%
Department of Homeland Security	278	159	\$50,893.62	\$2,532,573.35	\$436,515.00	\$1,025,989.39	\$4,045,971.36	\$14,553.85	160	57.55%
Department of Housing and Urban Development	30	18	\$0.00	\$487,081.00	\$4,500.00	\$319,500.00	\$811,081.00	\$27,036.03	12	40.00%
Department of Justice	115	92	\$58,050.01	\$825,078.40	\$819,014.00	\$503,262.35	\$2,205,404.76	\$19,177.43	43	37.39%
Department of Labor	26	16	\$11,683.20	\$113,750.00	\$4,000.00	\$59,333.13	\$188,766.33	\$7,260.24	23	88.46%
Department of State	12	6	\$12,698.00	\$5,682.00	\$0.00	\$25,000.00	\$43,380.00	\$3,615.00	7	58.33%
Department of the Air Force	149	53	\$10,819.00	\$461,579.75	\$282,202.13	\$179,898.14	\$934,499.02	\$6,271.81	96	64.43%
Department of the Army	553	301	\$240,446.11	\$1,338,246.10	\$1,098,840.76	\$1,013,383.41	\$3,690,916.38	\$6,674.35	315	56.96%
Department of the Interior	97	99	\$84,478.65	\$549,047.31	\$198,782.21	\$274,917.78	\$1,107,225.95	\$11,414.70	49	50.52%
Department of the Navy	213	134	\$131,926.00	\$616,834.00	\$622,310.00	\$1,166,599.00	\$2,537,669.00	\$11,913.94	106	49.77%
Department of the Treasury	117	89	\$147,735.00	\$325,766.00	\$611,190.00	\$693,834.00	\$1,778,525.00	\$15,201.07	51	43.59%
Department of Transportation	75	46	\$100.00	\$477,559.04	\$53,723.73	\$442,836.68	\$974,219.45	\$12,989.59	45	60.00%
Department of Veterans Affairs	496	246	\$148,658.00	\$4,728,885.36	\$716,500.00	\$1,978,433.00	\$7,572,476.36	\$15,267.09	348	70.16%
Election Assistance Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Environmental Protection Agency	21	5	\$0.00	\$53,300.00	\$69,500.00	\$57,400.00	\$180,200.00	\$8,580.95	16	76.19%
Equal Employment Opportunity Commission	18	13	\$0.00	\$224,100.00	\$144,000.00	\$3,000.00	\$371,100.00	\$20,616.67	5	27.78%
Export-Import Bank of the US	1	1	\$0.00	\$545,000.00	\$0.00	\$0.00	\$545,000.00	\$545,000.00	0	0.00%
Farm Credit Administration	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
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	3	2	\$13,701.54	\$0.00	\$0.00	\$5,000.00	\$18,701.54	\$6,233.85	3	100.00%
Federal Election Commission	2	1	\$0.00	\$12,000.00	\$0.00	\$0.00	\$12,000.00	\$6,000.00	1	50.00%
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	9	9	\$2,017.00	\$45,000.00	\$0.00	\$6,000.00	\$53,017.00	\$5,890.78	9	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	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Mine Safety and 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	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Retirement Thrift Investment Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%

Table B-21 FY 2010 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
Federal Trade Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
General Services Administration	23	27	\$37,156.30	\$114,269.48	\$157,500.00	\$328,725.41	\$637,651.19	\$27,723.96	17	73.91%
Government Printing Office	9	10	\$0.00	\$38,000.00	\$0.00	\$93,292.30	\$131,292.30	\$14,588.03	11	122.22%
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.	1	1	\$0.00	\$0.00	\$0.00	\$7,500.00	\$7,500.00	\$7,500.00	1	100.00%
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	1	1	\$0.00	\$224.16	\$0.00	\$0.00	\$224.16	\$224.16	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	3	3	\$8,000.00	\$60,000.00	\$0.00	\$0.00	\$68,000.00	\$22,666.67	1	33.33%
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18	10	\$0.00	\$153,000.00	\$4,610.00	\$73,390.00	\$231,000.00	\$12,833.33	11	61.11%
National Archives and Records Administration	3	2	\$0.00	\$108,500.00	\$0.00	\$35,000.00	\$143,500.00	\$47,833.33	2	66.67%
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	\$12,804.00	\$4,500.00	\$0.00	\$29,385.00	\$46,689.00	\$15,563.00	0	0.00%
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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Indian Gaming Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Labor Relations Board	2	1	\$0.00	\$26,000.00	\$0.00	\$0.00	\$26,000.00	\$13,000.00	1	50.00%
National Mediation Board	2	2	\$2,500.00	\$0.00	\$0.00	\$10,000.00	\$12,500.00	\$6,250.00	0	0.00%
National Reconnaissance Office	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Science Foundation	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
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	5	2	\$0.00	\$8,000.00	\$0.00	\$10,000.00	\$18,000.00	\$3,600.00	5	100.00%
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and 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	2	2	\$0.00	\$72,500.00	\$65,000.00	\$104,936.26	\$242,436.26	\$121,218.13	1	50.00%
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	\$2,500.00	\$0.00	\$0.00	\$2,500.00	\$2,500.00	0	0.00%

Table B-21 FY 2010 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
Overseas Private Investment Corporation	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Peace Corps	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Pension Benefit Guaranty Corporation	7	1	\$0.00	\$1,500.00	\$0.00	\$0.00	\$1,500.00	\$214.29	6	85.71%
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	\$175,000.00	\$0.00	\$35,359.64	\$210,359.64	\$210,359.64	1	100.00%
Securities and Exchange Commission	2	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	100.00%
Selective Service System	11	3	\$0.00	\$0.00	\$0.00	\$47,571.00	\$47,571.00	\$4,324.64	8	72.73%
Small Business Administration	8	11	\$0.00	\$300,000.00	\$11,500.00	\$13,000.00	\$324,500.00	\$40,562.50	2	25.00%
Smithsonian Institution	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
Social Security Administration	62	39	\$12,055.86	\$142,700.26	\$33,000.00	\$118,664.22	\$306,420.34	\$4,942.26	29	46.77%
Tennessee Valley Authority	3	2	\$5,007.00	\$12,500.00	\$0.00	\$0.00	\$17,507.00	\$5,835.67	2	66.67%
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	710	587	\$898,697.63	\$419,356.66	\$3,637,010.16	\$1,613,132.75	\$6,568,197.20	\$9,250.98	160	22.54%
U.S. Tax Court	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Utah Reclamation Mitigation & Conservation Comm.	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	3,561	2,351	\$2,293,254.89	\$17,918,329.93	\$9,679,024.99	\$12,883,024.92	\$42,773,634.73	\$12,011.69	1,703	47.82%
Midsize Agencies Subtotal	141	98	\$67,920.70	\$848,269.74	\$341,110.00	\$701,115.89	\$1,958,416.33	\$13,889.48	82	58.16%
Small Agencies Subtotal	99	68	\$231,442.23	\$1,400,013.29	\$144,000.00	\$388,972.49	\$2,164,428.01	\$21,862.91	63	63.64%
Micro Agencies Subtotal	2	2	\$2,500.00	\$0.00	\$0.00	\$10,000.00	\$12,500.00	\$6,250.00	0	0.00%
Government-wide	3,803	2,519	\$2,595,117.82	\$20,166,612.96	\$10,164,134.99	\$13,983,113.30	\$46,908,979.07	\$12,334.73	1,848	48.59%

NRF = No Report Filed

Table B-22 FY 2010 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	0	0	0	0	0	0	0
Agency for International Development	4	4	1	0	0	0	5
American Battle Monuments Commission	1	1	1	0	0	0	2
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	0	0	0	0	0	0	0
Barry Goldwater Scholarship and Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	25	25	6	3	0	0	34
Central Intelligence Agency	16	16	3	2	0	0	21
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0
Commodity Futures Trading Commission	4	3	3	1	0	0	7
Consumer Product Safety Commission	5	4	1	0	0	0	5
Corporation for National and Community Service	3	3	2	0	0	0	5
Court Services & Offender Supervision Agency for DC	8	8	2	4	0	0	14
Defense Army and Air Force Exchange	132	90	28	23	0	0	141
Defense Commissary Agency	80	69	24	22	0	0	115
Defense Contract Audit Agency	19	16	6	2	1	0	25
Defense Contract Management Agency	42	33	23	17	0	0	73
Defense Finance and Accounting Service	56	47	30	27	2	0	106
Defense Human Resources Activity	3	3	1	2	2	0	8
Defense Information Systems Agency	9	9	0	0	0	0	9
Defense Intelligence Agency	40	29	4	13	0	0	46
Defense Logistics Agency	88	72	37	28	1	0	138
Defense Media Activity	5	5	1	4	0	0	10
Defense Missile Defense Agency	2	2	0	0	0	0	2

Table B-22 FY 2010 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Defense National Geospatial-Intelligence Agency	29	27	5	1	2	0	35
Defense National Guard Bureau	11	11	0	0	0	0	11
Defense National Security Agency	40	19	14	7	0	0	40
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0
Defense Office of the Inspector General	5	5	3	3	1	0	12
Defense Office of the Sec. - Wash. Hqtrs. Services	32	26	7	6	0	0	39
Defense Security Service	0	0	0	0	0	0	0
Defense Technical Information Center	0	0	0	0	0	0	0
Defense Threat Reduction Agency	6	5	1	1	0	0	7
Defense TRICARE Management Activity	0	0	0	0	0	0	0
Defense Uniformed Services University	0	0	0	0	0	0	0
Department of Agriculture	540	462	167	113	4	0	746
Department of Commerce	503	322	129	97	2	1	551
Department of Defense Education Activity	44	38	16	5	1	0	60
Department of Education	62	54	18	19	0	0	91
Department of Energy	59	49	29	13	1	0	92
Department of Health and Human Services	338	288	117	78	5	0	488
Department of Homeland Security	1,697	1,447	411	319	3	0	2,180
Department of Housing and Urban Development	105	79	36	27	0	0	142
Department of Justice	638	553	159	130	2	0	844
Department of Labor	113	93	47	29	0	0	169
Department of State	94	82	43	35	0	0	160
Department of the Air Force	458	396	119	106	5	0	626
Department of the Army	1,301	1,091	331	302	3	0	1,727
Department of the Interior	236	209	77	45	3	0	334
Department of the Navy	649	534	182	167	4	0	887
Department of the Treasury	449	365	153	98	2	0	618
Department of Transportation	338	283	114	61	6	0	464
Department of Veterans Affairs	2,028	1,657	429	415	8	2	2,511
Election Assistance Commission	0	0	0	0	0	0	0
Environmental Protection Agency	78	70	22	18	0	0	110
Equal Employment Opportunity Commission	45	34	10	15	2	0	61
Export-Import Bank of the US	1	1	1	0	0	0	2

Table B-22 FY 2010 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Farm Credit Administration	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0
Federal Communications Commission	1	1	0	0	0	0	1
Federal Deposit Insurance Corporation	22	17	13	7	0	0	37
Federal Election Commission	3	3	1	1	0	0	5
Federal Energy Regulatory Commission	0	0	0	0	0	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	9	9	1	0	0	0	10
Federal Labor Relations Authority	1	1	0	0	0	0	1
Federal Maritime Commission	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	0	0	0	0	0	0	0
Federal Mine Safety and Health Review Commission	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	1	0	1	0	0	0	1
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0
Federal Trade Commission	2	2	0	0	0	0	2
General Services Administration	107	95	44	24	3	0	166
Government Printing Office	48	45	16	1	0	0	62
Harry S. Truman Scholarship Foundation	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	1	0	0	1	0	0	1
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	1	1	1	0	0	0	2
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	0	0	0	0	0	0	0
Marine Mammal Commission	0	0	0	0	0	0	0
Merit Systems Protection Board	0	0	0	0	0	0	0
Millennium Challenge Corporation	3	3	0	0	0	0	3
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	50	46	21	11	0	0	78
National Archives and Records Administration	17	13	3	2	0	0	18

Table B-22 FY 2010 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
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	4	4	1	0	1	0	6
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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	4	4	0	1	0	0	5
National Indian Gaming Commission	0	0	0	0	0	0	0
National Labor Relations Board	6	5	3	5	0	0	13
National Mediation Board	2	2	0	0	0	0	2
National Reconnaissance Office	4	3	0	1	0	0	4
National Science Foundation	4	4	0	0	0	0	4
National Transportation Safety Board	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0
Nuclear Regulatory Commission	9	6	3	2	0	0	11
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and 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	36	19	12	13	0	0	44
Office of Special Counsel	0	0	0	0	0	0	0
Office of the Director of National Intelligence	3	2	0	1	0	0	3
Overseas Private Investment Corporation	0	0	0	0	0	0	0
Peace Corps	1	1	0	0	0	0	1
Pension Benefit Guaranty Corporation	18	16	1	3	0	0	20
Postal Regulatory Commission	0	0	0	0	0	0	0
Presidio Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	5	5	3	1	0	0	9
Securities and Exchange Commission	16	13	6	4	1	0	24
Selective Service System	11	11	0	0	0	0	11
Small Business Administration	45	41	10	7	0	0	58
Smithsonian Institution	13	12	8	3	1	0	24
Social Security Administration	530	415	216	176	0	0	807
Tennessee Valley Authority	36	23	13	11	2	0	49

Table B-22 FY 2010 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Trade and Development Agency	0	0	0	0	0	0	0
U.S. Postal Service	5,665	4,778	1,970	2,079	2	0	8,829
U.S. Tax Court	0	0	0	0	0	0	0
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	15,916	13,248	4,731	4,294	60	3	22,336
Midsize Agencies Subtotal	917	738	359	270	6	0	1,373
Small Agencies Subtotal	288	255	69	48	4	0	376
Micro Agencies Subtotal	3	3	1	0	0	0	4
Government-wide	17,124	14,244	5,160	4,612	70	3	24,089

NRF = No Report Filed

Table B-23 FY 2010 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	4	583	145.75	1	9	9	1	250	250	2	324	162	0	0	0
Agency for International Development	22	7,364	334.73	1	0	0	9	614	68.22	10	6,045	604.5	2	705	352.5
American Battle Monuments Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	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	1	322	322	0	0	0	0	0	0	0	0	0	1	322	322
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	20	4,803	240.15	0	0	0	7	367	52.43	11	4,305	391.36	2	131	65.5
Central Intelligence Agency	53	22,538	425.25	1	41	41	27	4,753	176.04	21	16,034	763.52	4	1,710	427.5
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	3	383	127.67	0	0	0	0	0	0	2	382	191	1	1	1
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	5	1,706	341.2	0	0	0	1	54	54	3	1,512	504	1	140	140
Consumer Product Safety Commission	5	1,841	368.2	0	0	0	0	0	0	5	1,841	368.2	0	0	0
Corporation for National and Community Service	8	2,883	360.38	0	0	0	3	500	166.67	3	1,093	364.33	2	1,290	645
Court Services & Offender Supervision Agency for DC	18	7,197	399.83	0	0	0	4	368	92	14	6,829	487.79	0	0	0
Defense Army and Air Force Exchange	84	34,620	412.14	0	0	0	39	3,973	101.87	40	30,225	755.63	5	422	84.4
Defense Commissary Agency	105	24,991	238.01	26	625	24.04	17	1,963	115.47	48	17,990	374.79	14	4,413	315.21
Defense Contract Audit Agency	25	7,968	318.72	0	0	0	11	1,379	125.36	14	6,589	470.64	0	0	0
Defense Contract Management Agency	36	13,063	362.86	0	0	0	16	1,947	121.69	15	8,757	583.8	5	2,359	471.8
Defense Finance and Accounting Service	48	11,729	244.35	0	0	0	16	1,558	97.38	22	8,230	374.09	10	1,941	194.1
Defense Human Resources Activity	7	1,116	159.43	1	1	1	3	574	191.33	1	436	436	2	105	52.5
Defense Information Systems Agency	42	8,742	208.14	0	0	0	9	563	62.56	14	3,278	234.14	19	4,901	257.95
Defense Intelligence Agency	39	16,344	419.08	0	0	0	14	2,401	171.5	17	11,620	683.53	8	2,323	290.38
Defense Logistics Agency	143	45,625	319.06	3	10	3.33	74	10,853	146.66	52	29,316	563.77	14	5,446	389
Defense Media Activity	2	732	366	0	0	0	1	471	471	1	261	261	0	0	0
Defense Missile Defense Agency	2	42	21	0	0	0	2	42	21	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	25	4,006	160.24	1	14	14	10	782	78.2	12	3,017	251.42	2	193	96.5
Defense National Guard Bureau	40	20,517	512.93	1	9	9	7	1,585	226.43	6	5,493	915.5	26	13,430	516.54
Defense National Security Agency	45	21,633	480.73	3	260	86.67	15	2,937	195.8	24	17,541	730.88	3	895	298.33
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	8	1,403	175.38	0	0	0	6	610	101.67	2	793	396.5	0	0	0
Defense Office of the Sec. - Wash. Hqtrs. Services	60	26,079	434.65	3	33	11	26	3,640	140	28	21,530	768.93	3	876	292
Defense Security Service	10	3,650	365	2	15	7.5	2	360	180	4	2,975	743.75	2	300	150
Defense Technical Information Center	1	52	52	0	0	0	1	52	52	0	0	0	0	0	0
Defense Threat Reduction Agency	9	3,148	349.78	0	0	0	3	341	113.67	5	2,780	556	1	27	27
Defense TRICARE Management Activity	2	393	196.5	0	0	0	2	393	196.5	0	0	0	0	0	0
Defense Uniformed Services University	4	60	15	0	0	0	4	60	15	0	0	0	0	0	0

Table B-23 FY 2010 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
Department of Agriculture	805	464,471	576.98	70	3,025	43.21	324	117,758	363.45	285	250,102	877.55	126	93,586	742.75
Department of Commerce	1,023	181,628	177.54	4	9	2.25	753	78,128	103.76	174	71,869	413.04	92	31,622	343.72
Department of Defense Education Activity	46	13,715	298.15	0	0	0	20	1,983	99.15	20	10,453	522.65	6	1,279	213.17
Department of Education	66	31,653	479.59	0	0	0	22	5,174	235.18	32	20,507	640.84	12	5,972	497.67
Department of Energy	84	28,553	339.92	7	846	120.86	26	3,287	126.42	36	14,609	405.81	15	9,811	654.07
Department of Health and Human Services	464	157,573	339.6	22	552	25.09	129	11,584	89.8	232	122,757	529.13	81	22,680	280
Department of Homeland Security	1,735	766,194	441.61	106	4,715	44.48	488	87,508	179.32	730	418,297	573.01	411	255,674	622.08
Department of Housing and Urban Development	142	72,774	512.49	1	71	71	58	13,920	240	66	48,336	732.36	17	10,447	614.53
Department of Justice	1,568	853,754	544.49	66	27,437	415.71	363	73,837	203.41	597	404,573	677.68	542	347,907	641.89
Department of Labor	147	94,939	645.84	11	636	57.82	41	5,229	127.54	82	86,233	1,051.62	13	2,841	218.54
Department of State	179	31,914	178.29	11	218	19.82	93	18,687	200.94	51	11,439	224.29	24	1,570	65.42
Department of the Air Force	622	240,408	386.51	5	1,200	240	260	26,239	100.92	210	123,457	587.89	147	89,512	608.93
Department of the Army	1,066	334,281	313.58	19	195	10.26	522	57,546	110.24	425	240,067	564.86	100	36,473	364.73
Department of the Interior	501	322,112	642.94	6	37	6.17	150	30,687	204.58	237	231,152	975.32	108	60,236	557.74
Department of the Navy	776	290,801	374.74	8	139	17.38	350	44,243	126.41	298	189,904	637.26	120	56,515	470.96
Department of the Treasury	569	252,610	443.95	1	1	1	188	17,134	91.14	331	214,399	647.73	49	21,076	430.12
Department of Transportation	603	414,614	687.59	10	112	11.2	168	21,118	125.7	342	338,697	990.34	83	54,687	658.88
Department of Veterans Affairs	2,611	988,829	378.72	24	119	4.96	731	72,633	99.36	1,414	750,561	530.81	442	165,516	374.47
Election Assistance Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	106	46,032	434.26	0	0	0	22	2,251	102.32	47	25,846	549.91	37	17,935	484.73
Equal Employment Opportunity Commission	34	11,693	343.91	0	0	0	8	910	113.75	13	6,603	507.92	13	4,180	321.54
Export-Import Bank of the US	0	0	0	0	0	0	0	0	0	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	1,900	211.11	0	0	0	2	180	90	7	1,720	245.71	0	0	0
Federal Deposit Insurance Corporation	23	5,547	241.17	1	1	1	10	983	98.3	10	3,826	382.6	2	737	368.5
Federal Election Commission	4	5,081	1,270.25	0	0	0	0	0	0	4	5,081	1,270.25	0	0	0
Federal Energy Regulatory Commission	4	240	60	0	0	0	1	180	180	0	0	0	3	60	20
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	4	1,968	492	0	0	0	2	423	211.5	0	0	0	2	1,545	772.5
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	1	363	363	0	0	0	0	0	0	1	363	363	0	0	0
Federal Mine Safety and Health Review Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	9	2,658	295.33	2	57	28.5	3	306	102	4	2,295	573.75	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	520	520	0	0	0	0	0	0	1	520	520	0	0	0
General Services Administration	138	48,771	353.41	4	32	8	47	4,839	102.96	71	39,143	551.31	16	4,757	297.31
Government Printing Office	90	29,594	328.82	0	0	0	36	7,386	205.17	45	19,886	441.91	9	2,322	258
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
International Boundary and Water Commission	2	178	89	0	0	0	2	178	89	0	0	0	0	0	0

Table B-23 FY 2010 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 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	1	365	365	0	0	0	0	0	0	0	0	0	1	365	365
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	2	301	150.5	1	28	28	1	273	273	0	0	0	0	0	0
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	69	25,733	372.94	0	0	0	22	1,551	70.5	32	19,225	600.78	15	4,957	330.47
National Archives and Records Administration	16	7,193	449.56	0	0	0	4	456	114	12	6,737	561.42	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	6	1,369	228.17	0	0	0	5	785	157	1	584	584	0	0	0
National Endowment for the Arts	1	83	83	0	0	0	1	83	83	0	0	0	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 and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	12	5,855	487.92	0	0	0	2	114	57	9	5,434	603.78	1	307	307
National Indian Gaming Commission	2	268	134	0	0	0	1	78	78	1	190	190	0	0	0
National Labor Relations Board	12	3,580	298.33	0	0	0	7	1,165	166.43	3	1,572	524	2	843	421.5
National Mediation Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
National Reconnaissance Office	11	2,343	213	0	0	0	5	783	156.6	4	1,542	385.5	2	18	9
National Science Foundation	9	1,238	137.56	0	0	0	7	427	61	1	398	398	1	413	413
National Transportation Safety Board	2	457	228.5	0	0	0	0	0	0	0	0	0	2	457	228.5
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	9	1,304	144.89	5	265	53	0	0	0	2	525	262.5	2	514	257
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	1	78	78	0	0	0	0	0	0	1	78	78	0	0	0
Office of Personnel Management	36	18,441	512.25	0	0	0	7	61	8.71	21	16,553	788.24	8	1,827	228.38
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	4	1,223	305.75	0	0	0	4	1,223	305.75	0	0	0	0	0	0
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	7	941	134.43	0	0	0	2	158	79	5	783	156.6	0	0	0
Pension Benefit Guaranty Corporation	32	7,116	222.38	0	0	0	12	2,376	198	14	4,320	308.57	6	420	70
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	4	364	91	1	1	1	2	85	42.5	1	278	278	0	0	0
Securities and Exchange Commission	15	5,827	388.47	0	0	0	6	306	51	7	4,856	693.71	2	665	332.5
Selective Service System	1	161	161	0	0	0	0	0	0	0	0	0	1	161	161
Small Business Administration	44	21,862	496.86	0	0	0	13	1,175	90.38	30	20,331	677.7	1	356	356
Smithsonian Institution	8	6,699	837.38	0	0	0	1	57	57	7	6,642	948.86	0	0	0
Social Security Administration	790	364,061	460.84	33	310	9.39	193	29,086	150.7	424	283,909	669.6	140	50,756	362.54
Tennessee Valley Authority	66	21,893	331.71	9	1,300	144.44	14	1,183	84.5	34	15,692	461.53	9	3,718	413.11

Table B-23 FY 2010 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
Trade and Development Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	4,395	1,504,831	342.4	412	4,156	10.09	954	66,181	69.37	2,679	1,372,426	512.29	350	62,068	177.34
U.S. Tax Court	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation & Conservation Comm.	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	18,139	7,291,567	401.98	823	44,435	53.99	5,918	789,360	133.38	8,546	5,090,669	595.68	2,852	1,367,103	479.35
Midsized Agencies Subtotal	1,280	559,039	436.75	47	1,643	34.96	329	41,186	125.19	676	431,167	637.82	228	85,043	373
Small Agencies Subtotal	436	142,837	327.61	11	392	35.64	164	24,531	149.58	202	101,346	501.71	59	16,568	280.81
Micro Agencies Subtotal	8	1,044	130.5	1	9	9	1	250	250	5	784	156.8	1	1	1
Government-wide	19,863	7,994,487	402.48	882	46,479	52.7	6,412	855,327	133.39	9,429	5,623,966	596.45	3,140	1,468,715	467.74

NRF = No Report Filed

Table B-24 FY 2010 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	%	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
African Development Founda ion	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%
Agency for International Development	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%
American Battle Monuments 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%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	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%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	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%
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
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%
Central Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	7	7	100.00%	0	0.00%
Chemical Safety and Hazard Inves igation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Christopher Columbus Fellowship Foundation	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
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%
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%
Commodity Futures Trading Commission	8	0	0.00%	0	0.00%	8	100.00%	0	0	0.00%	0	0.00%	0	0.00%	8	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%
Corpora ion for National and Community 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%
Court Services & Offender Supervision Agency for DC	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%
Defense Army and Air Force Exchange	241	0	0.00%	0	0.00%	241	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	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%
Defense Contract Audit 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%
Defense Contract Management Agency	4	2	50.00%	2	50.00%	0	0.00%	15	0	0.00%	15	100.00%	0	0.00%	0	0	0.00%	0	0.00%
Defense Finance and Accounting Service	10	2	20.00%	8	80.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Defense Human Resources Activity	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%
Defense Information Systems Agency	15	1	6.67%	0	0.00%	14	93.33%	0	0	0.00%	0	0.00%	0	0.00%	0	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%
Defense Logistics Agency	48	2	4.17%	0	0.00%	46	95.83%	0	0	0.00%	0	0.00%	0	0.00%	0	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%
Defense Missile Defense Agency	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%
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%
Defense National Guard Bureau	351	41	11.68%	1	0.28%	309	88.03%	41	19	46.34%	6	14.63%	16	39.02%	42	0	0.00%	8	19.05%
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%
Defense Nuclear Facilities Safety Board	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%
Defense Office of the Inspector General	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%
Defense Office of the Sec. - Wash. Hqtrs. Services	4	0	0.00%	4	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Defense Security 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%
Defense Technical Informa ion Center	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%
Defense Threat Reduction Agency	5	5	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%
Defense TRICARE Management Activity	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%
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%
Department of Agriculture	56	53	94.64%	0	0.00%	3	5.36%	15	10	66.67%	0	0.00%	5	33.33%	6	6	100.00%	0	0.00%
Department of Commerce	82	56	68.29%	2	2.44%	24	29.27%	7	7	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Department of Defense Education Activity	12	12	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	12	12	100.00%	0	0.00%
Department of Education	10	7	70.00%	0	0.00%	3	30.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Department of Energy	75	5	6.67%	0	0.00%	70	93.33%	0	0	0.00%	0	0.00%	0	0.00%	17	0	0.00%	0	0.00%

Table B-24 FY 2010 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	%
National Archives and Records Administration	2	1	50.00%	0	0.00%	1	50.00%	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	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%
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 and 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	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%
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%	4	4	100.00%	0	0.00%	0	0.00%
National Mediation Board	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 Reconnaissance Office	0	0	0.00%	0	0.00%	0	0.00%	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 and 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	1	1	100.00%	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%
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	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%
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	14	0	0.00%	0	0.00%	14	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	1	50.00%	1	50.00%	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	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%
Securities and Exchange Commission	16	0	0.00%	0	0.00%	16	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	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%
Small Business Administration	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%
Smithsonian Institution	4	2	50.00%	0	0.00%	2	50.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	170	4	2.35%	1	0.59%	165	97.06%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Tennessee Valley Authority	21	1	4.76%	0	0.00%	20	95.24%	2	1	50.00%	0	0.00%	1	50.00%	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	117	117	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	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%
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	NRF	NRF	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	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	4,096	951	23.22%	163	3.98%	2,982	72.80%	339	224	66.08%	66	19.47%	49	14.45%	90	27	30.00%	8	8.89%	55	61.11%
Midsize Agencies Subtotal	297	32	10.77%	1	0.34%	264	88.89%	7	4	57.14%	0	0.00%	3	42.86%	4	4	100.00%	0	0.00%	0	0.00%
Small Agencies Subtotal	242	9	3.72%	3	1.24%	230	95.04%	11	6	54.55%	0	0.00%	5	45.45%	36	16	44.44%	0	0.00%	20	55.56%
Micro Agencies Subtotal	23	5	21.74%	0	0.00%	18	78.26%	2	1	50.00%	0	0.00%	1	50.00%	1	0	0.00%	0	0.00%	1	100.00%
Government-wide	4,658	997	21.40%	167	3.59%	3,494	75.01%	359	235	65.46%	66	18.38%	58	16.16%	131	47	35.88%	8	6.11%	76	58.02%

NRF = No Report Filed

Table B-24a FY 2010 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	%	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
African Development Foundation	1	0	0.00%	1	100.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Agency for International Development	0	0	0.00%	0	0.00%	0	0.00%	9	0	0.00%	0	0.00%	9	100.00%	0	0	0.00%	0	0.00%
American Battle Monuments Commission	3	0	0.00%	3	100.00%	0	0.00%	17	0	0.00%	17	100.00%	0	0.00%	0	0	0.00%	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	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%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	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%
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
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%
Central Intelligence Agency	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%
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Christopher Columbus Fellowship Foundation	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
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%
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%
Commodity Futures Trading Commission	0	0	0.00%	0	0.00%	0	0.00%	4	0	0.00%	4	100.00%	0	0.00%	4	0	0.00%	4	100.00%
Consumer Product Safety Commission	0	0	0.00%	0	0.00%	0	0.00%	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%
Corporation for National and Community Service	6	6	100.00%	0	0.00%	0	0.00%	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Court Services & Offender Supervision Agency for DC	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	1	1	100.00%	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%
Defense Commissary Agency	0	0	0.00%	0	0.00%	0	0.00%	56	56	100.00%	0	0.00%	0	0.00%	0	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%
Defense Contract Management Agency	3	0	0.00%	3	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	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%
Defense Human Resources Activity	3	3	100.00%	0	0.00%	0	0.00%	4	2	50.00%	2	50.00%	0	0.00%	0	0	0.00%	0	0.00%
Defense Information Systems 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%
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%
Defense Logistics Agency	10	10	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%
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%
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%
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%
Defense National Guard Bureau	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	2	0	0.00%	2	100.00%
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%
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%
Defense Office of the Inspector General	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%
Defense Office of the Sec. - Wash. Hqtrs. Services	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%
Defense Security Service	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%
Defense Technical Information Center	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%
Defense Threat Reduction Agency	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%
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%
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%
Department of Agriculture	8	0	0.00%	8	100.00%	0	0.00%	108	42	38.89%	64	59.26%	2	1.85%	36	0	0.00%	26	72.22%
Department of Commerce	10	0	0.00%	0	0.00%	10	100.00%	69	69	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Department of Defense Education Activity	1	0	0.00%	1	100.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	1	0	0.00%	1	100.00%
Department of Education	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%

Table B-24a FY 2010 Contract Staff Resources

Agency or Department	Contract Counselors						Contract Investigators						Contract Counselors/Investigators						
	Full Time			Part Time			Full Time			Part Time			Full Time			Part Time			
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Number	%	Number	%	
Morris K. Udall & Stuart L. Udall Foundation	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	11	50.00%	10	45.45%	1	4.55%	20	6	30.00%	14	70.00%	0	0.00%	0	0	0.00%	0	0.00%
National Archives and Records Administration	0	0	0.00%	0	0.00%	0	0.00%	12	5	41.67%	7	58.33%	0	0.00%	0	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%
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%
National Credit Union Administration	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%
National Endowment for the 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%
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%
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
National Gallery of Art	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%
National Indian Gaming Commission	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	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%
National Mediation Board	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%
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%
National Science Foundation	10	0	0.00%	0	0.00%	10	100.00%	14	0	0.00%	0	0.00%	14	100.00%	0	0	0.00%	0	0.00%
National Transportation Safety Board	2	0	0.00%	0	0.00%	2	100.00%	2	0	0.00%	0	0.00%	2	100.00%	0	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%
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%
Nuclear Waste Technical Review Commission	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%
Office of Government Ethics	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Office of Personnel Management	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%
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%
Office of the Director of National Intelligence	0	0	0.00%	0	0.00%	0	0.00%	4	0	0.00%	0	0.00%	4	100.00%	0	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%
Peace Corps	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%
Pension Benefit Guaranty Corporation	2	2	100.00%	0	0.00%	0	0.00%	6	6	100.00%	0	0.00%	0	0.00%	0	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%
Presidio Trust	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%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Securities and Exchange Commission	1	1	100.00%	0	0.00%	0	0.00%	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Selective Service System	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%
Small Business Administration	0	0	0.00%	0	0.00%	0	0.00%	21	0	0.00%	0	0.00%	21	100.00%	0	0	0.00%	0	0.00%
Smithsonian Institution	0	0	0.00%	0	0.00%	0	0.00%	9	0	0.00%	9	100.00%	0	0.00%	0	0	0.00%	0	0.00%
Social Security Administration	28	0	0.00%	28	100.00%	0	0.00%	104	0	0.00%	104	100.00%	0	0.00%	0	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%
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%
U.S. Postal Service	0	0	0.00%	0	0.00%	0	0.00%	180	180	100.00%	0	0.00%	0	0.00%	0	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%
Utah Reclamation Mitigation & Conservation Comm.	NRF	NRF	NRF	NRF	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	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	320	195	60.94%	75	23.44%	50	15.63%	1,563	1,032	66.03%	480	30.71%	51	3.26%	142	13	9.15%	99	69.72%
Midsize Agencies Subtotal	57	11	19.30%	45	78.95%	1	1.75%	195	23	11.79%	151	77.44%	21	10.77%	37	0	0.00%	37	100.00%
Small Agencies Subtotal	35	14	40.00%	6	17.14%	15	42.86%	111	36	32.43%	38	34.23%	37	33.33%	20	5	25.00%	15	75.00%
Micro Agencies Subtotal	17	11	64.71%	5	29.41%	1	5.88%	28	10	35.71%	18	64.29%	0	0.00%	4	4	100.00%	0	0.00%
Government-wide	429	231	53.85%	131	30.54%	67	15.62%	1,897	1,101	58.04%	687	36.22%	109	5.75%	203	22	10.84%	151	74.38%

NRF = No Report Filed

Table B-25 FY 2010 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	25	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	3,436	0	0	0	0	0	0	0	0	0	0	0	0
American Battle Monuments Commission	69	0	0	0	0	0	0	0	0	0	0	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	28	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	270	0	0	0	0	0	0	0	0	0	0	0	0
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	1,773	0	0	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	2	2	0	0
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	50	0	0	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	29	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	637	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	510	1	1	0	0	0	0	0	0	0	0	0	0
Corporation for National and Community Service	633	0	0	0	0	0	0	0	0	0	0	0	0
Court Services & Offender Supervision Agency for DC	1,257	0	0	0	0	0	0	0	0	0	0	0	0
Defense Army and Air Force Exchange	35,512	29	29	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	4,731	0	0	0	0	2	1	1	0	0	0	0	0
Defense Contract Management Agency	10,646	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	13,189	2	2	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,202	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	6,014	12	12	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	2	2	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	24,611	3	3	0	0	0	0	0	0	0	0	0	0
Defense Media Activity	650	0	0	0	0	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	2,068	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	56,589	74	70	5	4	1	1	1	0	3	3	0	0
Defense National Security Agency	0	0	0	0	0	1	1	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	106	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	1,620	0	0	0	0	0	0	0	0	0	0	0	0

Table B-25 FY 2010 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 Office of the Sec. - Wash. Hqtrs. Services	5,839	0	0	0	0	0	0	0	0	0	0	0	0
Defense Security Service	841	0	0	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	270	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,199	0	0	0	0	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	889	1	1	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	778	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	110,566	14	14	0	0	10	10	0	0	6	6	0	0
Department of Commerce	699,672	24	23	1	0	4	4	0	0	0	0	0	0
Department of Defense Education Activity	15,999	2	0	2	0	0	0	0	0	2	0	2	0
Department of Education	4,543	3	3	0	0	0	0	0	0	0	0	0	0
Department of Energy	15,929	14	14	0	0	0	0	0	0	0	0	0	0
Department of Health and Human Services	73,965	12	10	2	0	0	0	0	0	0	0	0	0
Department of Homeland Security	191,150	15	13	2	0	3	3	0	0	0	0	0	0
Department of Housing and Urban Development	8,927	3	0	2	1	0	0	0	0	0	0	0	0
Department of Justice	117,843	32	29	1	2	2	2	0	0	0	0	0	0
Department of Labor	16,632	0	0	0	0	0	0	0	0	0	0	0	0
Department of State	28,621	175	175	0	0	2	2	0	0	0	0	0	0
Department of the Air Force	176,029	87	37	47	3	3	0	0	3	0	0	0	0
Department of the Army	282,815	223	155	77	2	0	0	0	0	0	0	0	0
Department of the Interior	79,941	37	35	2	0	0	0	0	0	0	0	0	0
Department of the Navy	236,138	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Treasury	125,630	15	15	0	0	4	4	0	0	0	0	0	0
Department of Transportation	58,153	24	14	5	5	0	0	0	0	0	0	0	0
Department of Veterans Affairs	307,322	13	13	0	0	12	12	0	0	0	0	0	0
Election Assistance Commission	59	1	1	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	18,893	6	6	0	0	1	1	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,545	0	0	0	0	1	1	0	0	0	0	0	0
Export-Import Bank of the US	385	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	287	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	1,834	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	8,337	1	1	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	349	1	1	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,445	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	453	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	144	2	2	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	128	2	2	0	0	0	0	0	0	0	0	0	0

Table B-25 FY 2010 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 Mediation and Conciliation Service	251	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety and Health Review Commission	73	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2,131	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	87	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1,189	1	1	0	0	0	0	0	0	0	0	0	0
General Services Administration	12,886	0	0	0	0	0	0	0	0	0	0	0	0
Government Printing Office	2,295	4	4	0	0	0	0	0	0	0	0	0	0
Harry S. Truman Scholarship Foundation	4	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	376	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	87	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	41	1	1	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	273	4	4	0	0	0	0	0	0	0	0	0	0
International Joint Commission: US and Canada	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	325	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	1,212	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	330	0	0	0	0	0	0	0	0	0	0	0	0
Morris K. Udall and Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,950	2	2	0	0	0	0	0	0	0	0	0	0
National Archives and Records Administration	3,621	0	0	0	0	0	0	0	0	0	0	0	0
National Capital Planning Commission	42	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	9	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,086	2	2	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	192	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts and 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	115	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,678	3	1	3	0	0	0	0	0	1	0	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
National Science Foundation	1,664	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	385	0	0	0	0	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	44	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	4,204	0	0	0	0	0	0	0	0	0	0	0	0

Table B-25 FY 2010 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
Nuclear Waste Technical Review Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	57	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	76	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	6,256	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	102	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	0	3	3	0	0	0	0	0	0	0	0	0	0
Overseas Private Investment Corporation	203	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	1,134	6	6	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	968	0	0	0	0	0	0	0	0	0	0	0	0
Postal Regulatory Commission	73	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	982	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	3,896	1	1	0	0	0	0	0	0	0	0	0	0
Selective Service System	127	2	2	0	0	0	0	0	0	0	0	0	0
Small Business Administration	5,018	0	0	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	6,159	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	70,548	37	36	1	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	12,432	6	6	0	0	1	1	0	0	0	0	0	0
Trade and Development Agency	43	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	669,661	11	9	2	0	0	0	0	0	0	0	0	0
U.S. Tax Court	251	1	1	0	0	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation & Conservation Comm.	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	3,401,940	828	678	149	17	44	40	2	3	11	9	2	0
Midsized Agencies Subtotal	159,479	52	51	1	0	2	2	0	0	0	0	0	0
Small Agencies Subtotal	46,273	36	34	3	0	1	1	0	0	3	2	1	0
Micro Agencies Subtotal	1,123	1	1	0	0	0	0	0	0	0	0	0	0
Government-wide	3,608,815	917	764	153	17	47	43	2	3	14	11	3	0

NRF = No Report Filed

Table B-26 FY 2010 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	25	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	3,436	5	5	0	0	0	0	0	0	0	0	0	0
American Battle Monuments Commission	69	0	0	0	0	0	0	0	0	0	0	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	28	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	270	0	0	0	0	0	0	0	0	0	0	0	0
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	1,773	7	7	0	0	0	0	0	0	7	7	0	0
Central Intelligence Agency	0	0	0	0	0	2	2	0	0	5	5	0	0
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	50	1	1	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	29	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	637	8	8	0	0	0	0	0	0	8	8	0	0
Consumer Product Safety Commission	510	1	1	0	0	0	0	0	0	0	0	0	0
Corporation for National and Community Service	633	0	0	0	0	0	0	0	0	0	0	0	0
Court Services & Offender Supervision Agency for DC	1,257	14	13	0	1	0	0	0	0	2	2	0	0
Defense Army and Air Force Exchange	35,512	212	150	62	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	4,731	0	0	0	0	2	1	1	0	0	0	0	0
Defense Contract Management Agency	10,646	4	4	0	0	15	15	0	0	0	0	0	0
Defense Finance and Accounting Service	13,189	8	8	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,202	4	0	4	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	6,014	3	1	2	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	4	4	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	24,611	45	45	0	0	0	0	0	0	0	0	0	0
Defense Media Activity	650	0	0	0	0	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	2,068	2	1	1	0	0	0	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	0	11	7	4	0	0	0	0	0	0	0	0	0
Defense National Guard Bureau	56,589	277	187	28	79	40	15	0	25	39	34	0	5
Defense National Security Agency	0	3	3	0	0	5	5	2	0	1	1	0	0
Defense Nuclear Facilities Safety Board	106	4	4	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	1,620	5	5	0	0	0	0	0	0	0	0	0	0
Defense Office of the Sec. - Wash. Hqtrs. Services	5,839	4	4	0	0	0	0	0	0	0	0	0	0
Defense Security Service	841	4	4	0	0	0	0	0	0	0	0	0	0

Table B-26 FY 2010 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 Technical Information Center	270	2	2	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,199	5	5	0	0	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	889	0	0	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	778	5	5	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	110,566	42	29	6	7	5	5	0	0	0	0	0	0
Department of Commerce	699,672	58	54	4	0	3	3	0	0	0	0	0	0
Department of Defense Education Activity	15,999	10	0	10	0	0	0	0	0	10	0	10	0
Department of Education	4,543	7	0	7	0	0	0	0	0	0	0	0	0
Department of Energy	15,929	61	50	11	0	0	0	0	0	17	17	0	0
Department of Health and Human Services	73,965	144	144	0	0	0	0	0	0	3	3	0	0
Department of Homeland Security	191,150	175	167	4	6	13	13	0	0	0	0	0	0
Department of Housing and Urban Development	8,927	1	1	0	0	2	2	0	0	0	0	0	0
Department of Justice	117,843	344	328	0	16	33	32	2	0	6	6	0	0
Department of Labor	16,632	23	23	0	0	0	0	0	0	0	0	0	0
Department of State	28,621	231	58	1	172	1	1	0	0	0	0	0	0
Department of the Air Force	176,029	295	208	8	87	96	0	0	96	0	0	0	0
Department of the Army	282,815	727	423	301	3	0	0	0	0	0	0	0	0
Department of the Interior	79,941	142	67	18	57	2	1	0	1	0	0	0	0
Department of the Navy	236,138	113	109	0	4	0	0	0	0	0	0	0	0
Department of the Treasury	125,630	98	97	1	0	13	13	0	0	3	0	3	0
Department of Transportation	58,153	59	38	9	12	8	5	0	3	0	0	0	0
Department of Veterans Affairs	307,322	32	32	0	0	57	57	0	0	0	0	0	0
Election Assistance Commission	59	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	18,893	61	61	0	0	1	1	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,545	1	1	0	0	3	3	0	0	1	1	0	0
Export-Import Bank of the US	385	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	287	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	1,834	6	6	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	8,337	5	5	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	349	1	1	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,445	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
Federal Housing Finance Agency	453	3	3	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	144	2	2	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	128	1	1	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	251	5	5	0	0	3	3	0	0	0	0	0	0
Federal Mine Safety and Health Review Commission	73	1	1	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2,131	2	2	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	87	0	0	0	0	0	0	0	0	0	0	0	0

Table B-26 FY 2010 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 Trade Commission	1,189	8	4	0	4	0	0	0	0	0	0	0	0
General Services Administration	12,886	0	0	0	0	0	0	0	0	0	0	0	0
Government Printing Office	2,295	3	3	0	0	0	0	0	0	0	0	0	0
Harry S. Truman Scholarship Foundation	4	0	0	0	0	0	0	0	0	1	0	0	1
Holocaust Memorial Museum U.S.	376	5	5	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	87	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	41	3	3	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	273	3	2	1	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	325	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	1,212	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	330	2	0	0	2	0	0	0	0	0	0	0	0
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,950	17	14	3	0	0	0	0	0	0	0	0	0
National Archives and Records Administration	3,621	2	2	0	0	0	0	0	0	0	0	0	0
National Capital Planning Commission	42	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	9	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,086	7	0	7	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	192	2	2	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	854	8	8	0	0	0	0	0	0	0	0	0	0
National Indian Gaming Commission	115	1	1	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,678	42	35	0	7	0	0	0	0	3	3	0	0
National Mediation Board	50	2	0	0	2	0	0	0	0	0	0	0	0
National Reconnaissance Office	0	0	0	0	0	0	0	0	0	2	2	0	0
National Science Foundation	1,664	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	385	0	0	0	0	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	44	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	4,204	25	25	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 and Health Review Commission	57	1	1	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	76	1	0	1	0	1	1	0	0	0	0	0	0
Office of Personnel Management	6,256	2	2	0	0	0	0	0	0	4	4	0	0
Office of Special Counsel	102	6	3	0	3	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	0	5	4	0	1	2	0	0	2	0	0	0	0

Table B-26 FY 2010 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
Overseas Private Investment Corporation	203	2	1	0	1	0	0	0	0	0	0	0	0
Peace Corps	1,134	8	8	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	968	2	2	0	0	0	0	0	0	0	0	0	0
Postal Regulatory Commission	73	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	982	3	3	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	3,896	15	11	0	4	0	0	0	0	0	0	0	0
Selective Service System	127	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	5,018	8	8	0	0	2	2	0	0	0	0	0	0
Smithsonian Institution	6,159	4	4	0	0	1	1	0	0	0	0	0	0
Social Security Administration	70,548	133	125	3	5	0	0	0	0	0	0	0	0
Tennessee Valley Authority	12,432	15	15	0	0	1	1	0	0	0	0	0	0
Trade and Development Agency	43	2	2	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	669,661	106	105	0	1	0	0	0	0	0	0	0	0
U.S. Tax Court	251	1	1	0	0	0	0	0	0	1	1	0	0
Utah Reclamation Mitigation & Conservation Comm.	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	3,401,940	3,268	2,370	481	444	295	168	5	125	79	61	13	5
Midsized Agencies Subtotal	159,479	245	234	6	5	5	5	0	0	4	4	0	0
Small Agencies Subtotal	46,273	206	177	8	21	10	8	0	2	33	33	0	0
Micro Agencies Subtotal	1,123	21	15	1	5	1	1	0	0	1	0	0	1
Government-wide	3,608,815	3,740	2,796	496	475	311	182	5	127	117	98	13	6

NRF = No Report Filed

Table B-27 FY 2010 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	25	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	3,436	0	0	0	0	0	0	0	0	0	0	0	0
American Battle Monuments Commission	69	0	0	0	0	0	0	0	0	0	0	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	28	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	270	0	0	0	0	0	0	0	0	0	0	0	0
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	1,773	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	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	50	0	0	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	29	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	637	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	510	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National and Community Service	633	0	0	0	0	0	0	0	0	0	0	0	0
Court Services & Offender Supervision Agency for DC	1,257	0	0	0	0	0	0	0	0	1	1	0	0
Defense Army and Air Force Exchange	35,512	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	15,756	0	0	0	0	3	2	1	0	0	0	0	0
Defense Contract Audit Agency	4,731	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	10,646	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	13,189	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,202	0	0	0	0	2	2	2	0	0	0	0	0
Defense Information Systems Agency	6,014	1	1	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	24,611	0	0	0	0	0	0	0	0	0	0	0	0
Defense Media Activity	650	0	0	0	0	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	2,068	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	56,589	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	106	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	1,620	0	0	0	0	1	1	0	0	0	0	0	0
Defense Office of the Sec. - Wash. Hqtrs. Services	5,839	0	0	0	0	0	0	0	0	0	0	0	0
Defense Security Service	841	0	0	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	270	0	0	0	0	0	0	0	0	0	0	0	0

Table B-27 FY 2010 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 Threat Reduction Agency	1,199	0	0	0	0	0	0	0	0	0	0	0	0
Defense TRICARE Management Activity	889	0	0	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	778	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	110,566	0	0	0	0	0	0	0	0	5	5	0	0
Department of Commerce	699,672	0	0	0	0	0	0	0	0	0	0	0	0
Department of Defense Education Activity	15,999	0	0	0	0	0	0	0	0	0	0	0	0
Department of Education	4,543	0	0	0	0	10	10	0	0	0	0	0	0
Department of Energy	15,929	1	1	0	0	0	0	0	0	0	0	0	0
Department of Health and Human Services	73,965	66	65	1	0	48	46	2	0	0	0	0	0
Department of Homeland Security	191,150	11	11	0	0	17	9	8	0	14	14	0	0
Department of Housing and Urban Development	8,927	0	0	0	0	0	0	0	0	0	0	0	0
Department of Justice	117,843	0	0	0	0	2	2	0	0	0	0	0	0
Department of Labor	16,632	0	0	0	0	0	0	0	0	0	0	0	0
Department of State	28,621	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	176,029	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Army	282,815	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Interior	79,941	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Navy	236,138	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Treasury	125,630	0	0	0	0	0	0	0	0	0	0	0	0
Department of Transportation	58,153	0	0	0	0	24	24	0	0	0	0	0	0
Department of Veterans Affairs	307,322	1	1	0	0	11	9	2	0	6	1	5	0
Election Assistance Commission	59	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	18,893	0	0	0	0	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,545	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the US	385	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	287	1	1	1	0	0	0	0	0	1	1	1	0
Farm Credit System Insurance Corporation	10	1	1	1	0	0	0	0	0	1	1	1	0
Federal Communications Commission	1,834	0	0	0	0	5	0	5	0	0	0	0	0
Federal Deposit Insurance Corporation	8,337	0	0	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	349	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,445	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	453	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	144	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	128	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	251	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety and Health Review Commission	73	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2,131	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	87	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1,189	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	12,886	0	0	0	0	0	0	0	0	0	0	0	0

Table B-27 FY 2010 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
Government Printing Office	2,295	0	0	0	0	0	0	0	0	0	0	0	0
Harry S. Truman Scholarship Foundation	4	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	376	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	87	2	2	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	41	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	273	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	325	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	1,212	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	330	0	0	0	0	0	0	0	0	0	0	0	0
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,950	0	0	0	0	1	0	1	0	0	0	0	0
National Archives and Records Administration	3,621	0	0	0	0	0	0	0	0	0	0	0	0
National Capital Planning Commission	42	0	0	0	0	0	0	0	0	0	0	0	0
National Council on Disability	9	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,086	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	192	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts and 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	115	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,678	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	1,664	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	385	0	0	0	0	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	44	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	4,204	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 and Health Review Commission	57	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	76	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	6,256	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	102	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	203	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	1,134	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	968	0	0	0	0	3	3	0	0	0	0	0	0

Table B-27 FY 2010 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
Postal Regulatory Commission	73	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	982	0	0	0	0	0	0	0	0	0	0	0	0
Securities and Exchange Commission	3,896	0	0	0	0	0	0	0	0	0	0	0	0
Selective Service System	127	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	5,018	0	0	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	6,159	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	70,548	0	0	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	12,432	0	0	0	0	0	0	0	0	0	0	0	0
Trade and Development Agency	43	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	669,661	0	0	0	0	122	122	0	0	0	0	0	0
U.S. Tax Court	251	0	0	0	0	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation & Conservation Comm.	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	3,401,940	80	79	1	0	240	227	15	0	25	20	5	0
Midsized Agencies Subtotal	159,479	0	0	0	0	1	0	1	0	0	0	0	0
Small Agencies Subtotal	46,273	3	3	1	0	11	6	5	0	4	4	1	0
Micro Agencies Subtotal	1,123	3	3	1	0	0	0	0	0	1	1	1	0
Government-wide	3,608,815	86	85	3	0	252	233	21	0	30	25	7	0

NRF = No Report Filed

Table B-28 FY 2010 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	25	1	1	0	0	2	2	0	0	0	0	0	0
Agency for International Development	3,436	0	0	0	0	9	9	0	0	0	0	0	0
American Battle Monuments Commission	69	3	3	0	0	17	17	0	0	0	0	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Transportation Barriers Compliance Bd	28	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	270	0	0	0	0	0	0	0	0	0	0	0	0
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	1,773	2	1	1	0	4	4	0	0	9	8	1	0
Central Intelligence Agency	0	0	0	0	0	2	2	0	0	0	0	0	0
Chemical Safety and Hazard Investigation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	50	0	0	0	0	0	0	0	0	0	0	0	0
Committee for Purchase from People Who Are Blind or Severely Disabled	29	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	637	0	0	0	0	4	4	0	0	4	4	0	0
Consumer Product Safety Commission	510	0	0	0	0	4	4	0	0	0	0	0	0
Corporation for National and Community Service	633	6	6	0	0	4	4	0	0	0	0	0	0
Court Services & Offender Supervision Agency for DC	1,257	0	0	0	0	0	0	0	0	0	0	0	0
Defense Army and Air Force Exchange	35,512	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	15,756	0	0	0	0	53	42	11	0	0	0	0	0
Defense Contract Audit Agency	4,731	3	2	1	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	10,646	3	3	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	13,189	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,202	3	0	3	0	2	2	0	0	0	0	0	0
Defense Information Systems Agency	6,014	1	1	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	24,611	10	10	0	0	0	0	0	0	0	0	0	0
Defense Media Activity	650	0	0	0	0	0	0	0	0	0	0	0	0
Defense Missile Defense Agency	2,068	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	56,589	0	0	0	0	0	0	0	0	2	2	0	0
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	106	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Inspector General	1,620	0	0	0	0	4	4	0	0	0	0	0	0
Defense Office of the Sec. - Wash. Hqtrs. Services	5,839	1	1	0	0	1	1	0	0	0	0	0	0
Defense Security Service	841	0	0	0	0	1	1	0	0	0	0	0	0

Table B-28 FY 2010 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 Technical Information Center	270	1	1	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,199	0	0	0	0	5	5	0	0	0	0	0	0
Defense TRICARE Management Activity	889	0	0	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University	778	0	0	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	110,566	8	7	1	0	108	103	5	0	31	31	0	0
Department of Commerce	699,672	10	10	0	0	69	69	0	0	0	0	0	0
Department of Defense Education Activity	15,999	1	1	0	0	1	1	0	0	1	1	0	0
Department of Education	4,543	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	15,929	1	1	0	0	22	22	0	0	10	10	0	0
Department of Health and Human Services	73,965	83	83	0	0	289	289	0	0	0	0	0	0
Department of Homeland Security	191,150	78	78	0	0	230	230	0	0	47	47	0	0
Department of Housing and Urban Development	8,927	0	0	0	0	103	103	0	0	0	0	0	0
Department of Justice	117,843	0	0	0	0	110	110	0	0	0	0	0	0
Department of Labor	16,632	0	0	0	0	23	23	0	0	0	0	0	0
Department of State	28,621	0	0	0	0	11	11	0	0	0	0	0	0
Department of the Air Force	176,029	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Army	282,815	2	2	0	0	0	0	0	0	0	0	0	0
Department of the Interior	79,941	10	10	0	0	58	41	7	10	4	4	0	0
Department of the Navy	236,138	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Treasury	125,630	7	7	0	0	7	7	0	0	0	0	0	0
Department of Transportation	58,153	7	6	0	1	87	83	4	0	0	0	0	0
Department of Veterans Affairs	307,322	11	0	11	0	81	0	81	0	22	0	22	0
Election Assistance Commission	59	0	0	0	0	0	0	0	0	0	0	0	0
Environmental Protection Agency	18,893	0	0	0	0	5	5	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,545	0	0	0	0	1	1	0	0	0	0	0	0
Export-Import Bank of the US	385	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	287	3	3	0	0	0	0	0	0	3	3	0	0
Farm Credit System Insurance Corporation	10	3	3	0	0	0	0	0	0	3	3	0	0
Federal Communications Commission	1,834	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	8,337	0	0	0	0	10	10	0	0	0	0	0	0
Federal Election Commission	349	0	0	0	0	1	1	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,445	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	453	1	1	0	0	1	1	0	0	0	0	0	0
Federal Labor Relations Authority	144	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	128	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	251	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mine Safety and Health Review Commission	73	0	0	0	0	0	0	0	0	0	0	0	0
Federal Reserve System--Board of Governors	2,131	0	0	0	0	6	6	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	87	0	0	0	0	0	0	0	0	0	0	0	0

Table B-28 FY 2010 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 Trade Commission	1,189	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	12,886	7	7	0	0	23	23	0	0	37	30	7	0
Government Printing Office	2,295	0	0	0	0	5	5	0	0	0	0	0	0
Harry S. Truman Scholarship Foundation	4	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	376	0	0	0	0	0	0	0	0	0	0	0	0
Institute of Museum and Library Services	87	4	4	0	0	7	7	0	0	0	0	0	0
Inter-American Foundation	41	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	273	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	325	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	1,212	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	330	0	0	0	0	0	0	0	0	0	0	0	0
Morris K. Udall & Stuart L. Udall Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,950	22	11	11	0	19	16	3	0	0	0	0	0
National Archives and Records Administration	3,621	0	0	0	0	12	12	0	0	0	0	0	0
National Capital Planning Commission	42	1	1	0	0	0	0	0	0	0	0	0	0
National Council on Disability	9	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,086	0	0	0	0	2	2	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	192	0	0	0	0	0	0	0	0	0	0	0	0
National Foundation on the Arts and the Humanities	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Gallery of Art	854	0	0	0	0	2	2	0	0	0	0	0	0
National Indian Gaming Commission	115	1	1	0	0	1	1	0	0	0	0	0	0
National Labor Relations Board	1,678	0	0	0	0	2	2	0	0	0	0	0	0
National Mediation Board	50	0	0	0	0	1	0	0	1	0	0	0	0
National Reconnaissance Office	0	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	1,664	10	10	0	0	14	14	0	0	0	0	0	0
National Transportation Safety Board	385	2	2	0	0	2	2	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	44	1	1	0	0	0	0	0	0	0	0	0	0
Nuclear Regulatory Commission	4,204	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 and Health Review Commission	57	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	76	1	0	1	0	1	1	0	0	0	0	0	0
Office of Personnel Management	6,256	0	0	0	0	1	1	0	0	0	0	0	0
Office of Special Counsel	102	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	0	0	0	0	0	4	0	0	4	0	0	0	0

Table B-28 FY 2010 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
Overseas Private Investment Corporation	203	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	1,134	3	3	0	0	2	2	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	968	2	2	0	0	3	3	0	0	0	0	0	0
Postal Regulatory Commission	73	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	982	0	0	0	0	2	2	0	0	0	0	0	0
Securities and Exchange Commission	3,896	1	1	0	0	4	0	4	0	0	0	0	0
Selective Service System	127	0	0	0	0	0	0	0	0	0	0	0	0
Small Business Administration	5,018	0	0	0	0	21	21	0	0	0	0	0	0
Smithsonian Institution	6,159	0	0	0	0	9	9	0	0	0	0	0	0
Social Security Administration	70,548	28	28	0	0	104	104	0	0	0	0	0	0
Tennessee Valley Authority	12,432	0	0	0	0	2	2	0	0	0	0	0	0
Trade and Development Agency	43	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Postal Service	669,661	0	0	0	0	58	40	18	0	0	0	0	0
U.S. Tax Court	251	0	0	0	0	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation & Conservation Comm.	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	3,401,940	240	223	16	1	1,323	1,187	126	10	117	95	22	0
Midsized Agencies Subtotal	159,479	57	46	11	0	194	191	3	0	37	30	7	0
Small Agencies Subtotal	46,273	32	31	1	0	100	92	4	4	16	15	1	0
Micro Agencies Subtotal	1,123	14	13	1	0	28	27	0	1	3	3	0	0
Government-wide	3,608,815	343	313	29	1	1,645	1,497	133	15	173	143	30	0

NRF = No Report Filed

Table B-29 FY 2010 Appellate Receipts and Closures

Agency Name	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	3,436	2	1	50.00%	2	100.00%	0.06%	1	0	0.00%	1	0	0.00%
American Battle Monuments Commission	69	1	1	100.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Armed Forces Retirement Home	270	0	1	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Broadcasting Board of Governors	1,773	17	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Central Intelligence Agency	0	12	14	116.67%	18	150.00%	0.00%	2	0	0.00%	15	6	40.00%
Commodity Futures Trading Commission	637	2	1	50.00%	1	50.00%	0.16%	0	0	0.00%	0	0	0.00%
Commission on Civil Rights	50	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Consumer Product Safety Commission	510	3	6	200.00%	6	200.00%	1.18%	2	0	0.00%	3	1	33.33%
Corporation for National and Community Service	633	2	2	100.00%	3	150.00%	0.47%	1	0	0.00%	2	1	50.00%
Court Services & Offender Supervision Agency for DC	1,257	4	4	100.00%	1	25.00%	0.08%	1	0	0.00%	0	0	0.00%
Defense Army and Air Force Exchange	35,512	69	21	30.43%	21	30.43%	0.06%	11	0	0.00%	9	1	11.11%
Defense Commissary Agency	15,756	46	25	54.35%	26	56.52%	0.17%	8	3	37.50%	15	7	46.67%
Defense Contract Audit Agency	4,731	5	3	60.00%	8	160.00%	0.17%	6	0	0.00%	1	0	0.00%
Defense Contract Management Agency	10,646	24	17	70.83%	14	58.33%	0.13%	5	0	0.00%	8	1	12.50%
Defense Department of Education Activity	15,999	32	14	43.75%	13	40.63%	0.00%	5	0	0.00%	5	0	0.00%
Defense Finance and Accounting Service	13,189	34	19	55.88%	18	52.94%	0.14%	6	1	16.67%	10	1	10.00%
Defense Human Resource Activity	1,202	1	1	100.00%	1	100.00%	0.08%	0	0	0.00%	0	0	0.00%
Defense Information Systems Agency	6,014	5	2	40.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Intelligence Agency	0	26	7	26.92%	5	19.23%	0.00%	1	0	0.00%	3	0	0.00%
Defense Media Activity	650	5	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Missile Defense Agency	2,068	2	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Logistics Agency	24,611	44	14	31.82%	17	38.64%	0.07%	7	0	0.00%	5	1	20.00%
Defense National Geospatial-Intelligence	0	14	6	42.86%	4	28.57%	0.00%	2	1	50.00%	1	1	100.00%
Defense National Guard Bureau	56,589	4	5	125.00%	4	100.00%	0.01%	0	0	0.00%	1	1	100.00%
Defense National Security Agency	0	24	14	58.33%	10	41.67%	0.00%	3	0	0.00%	5	2	40.00%
Defense Nuclear Facilities Safety Board	106	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	1,620	3	1	33.33%	1	33.33%	0.06%	1	0	0.00%	0	0	0.00%
Defense Office of the Secretary/Wash Hqtrs Service	5,839	17	9	52.94%	6	35.29%	0.10%	2	0	0.00%	3	1	33.33%
Defense Security Service	841	0	1	0.00%	1	0.00%	0.12%	1	1	100.00%	0	0	0.00%
Defense Threat Reduction Agency	1,199	5	2	40.00%	1	20.00%	0.08%	0	0	0.00%	1	0	0.00%
Defense Uniformed Services University	778	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Department of Agriculture	110,566	302	100	33.11%	120	39.74%	0.11%	67	4	5.97%	40	3	7.50%
Department of Commerce	699,672	373	97	26.01%	88	23.59%	0.01%	31	0	0.00%	49	8	16.33%
Department of Education	4,543	38	8	21.05%	10	26.32%	0.22%	5	2	40.00%	5	1	20.00%
Department of Energy	15,929	29	16	55.17%	8	27.59%	0.05%	4	1	25.00%	2	1	50.00%
Department of Health and Human Services	73,965	186	71	38.17%	62	33.33%	0.08%	27	0	0.00%	31	9	29.03%
Department of Homeland Security	191,150	1,333	264	19.80%	263	19.73%	0.14%	126	9	7.14%	111	23	20.72%
Department of Housing and Urban Development	8,927	69	27	39.13%	21	30.43%	0.24%	13	1	7.69%	5	1	20.00%
Department of Justice	117,843	440	171	38.86%	161	36.59%	0.14%	69	11	15.94%	77	27	35.06%
Department of Labor	16,632	76	33	43.42%	29	38.16%	0.17%	18	3	16.67%	7	1	14.29%
Department of State	28,621	81	27	33.33%	18	22.22%	0.06%	9	0	0.00%	7	1	14.29%
Department of the Air Force	176,029	259	99	38.22%	96	37.07%	0.05%	31	1	3.23%	50	8	16.00%
Department of the Army	282,815	612	253	41.34%	234	38.24%	0.08%	89	3	3.37%	121	37	30.58%
Department of the Interior	79,941	130	54	41.54%	61	46.92%	0.08%	28	4	14.29%	27	3	11.11%

Table B-29 FY 2010 Appellate Receipts and Closures

Agency Name	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 the Navy	236,138	370	174	47.03%	131	35.41%	0.06%	41	3	7.32%	78	26	33.33%
Department of the Treasury	125,630	304	105	34.54%	109	35.86%	0.09%	66	4	6.06%	35	4	11.43%
Department of Transportation	58,153	247	111	44.94%	113	45.75%	0.19%	42	2	4.76%	61	17	27.87%
Department of Veterans Affairs	307,322	1,344	461	34.30%	436	32.44%	0.14%	206	7	3.40%	200	27	13.50%
Environmental Protection Agency	18,893	55	27	49.09%	20	36.36%	0.11%	6	0	0.00%	11	1	9.09%
Equal Employment Opportunity Commission	2,545	26	9	34.62%	4	15.38%	0.16%	1	0	0.00%	2	0	0.00%
Export-Import Bank of the US	385	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Farm Credit Administration	287	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Communications Commission	1,834	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Deposit Insurance Corporation	8,337	14	1	7.14%	3	21.43%	0.04%	2	1	50.00%	0	0	0.00%
Federal Election Commission	349	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Energy Regulatory Commission	1,445	0	1	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Housing Finance Board	453	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Labor Relations Authority	144	1	1	100.00%	1	100.00%	0.69%	0	0	0.00%	0	0	0.00%
Federal Maritime Commission	128	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Mediation and Conciliation Service	251	0	2	0.00%	2	0.00%	0.80%	2	0	0.00%	0	0	0.00%
Federal Reserve System- Board of Governors	2,131	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Retirement Thrift Investment Board	87	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Trade Commission	1,189	2	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
General Services Administration	12,886	78	27	34.62%	22	28.21%	0.17%	5	1	20.00%	16	7	43.75%
Government Printing Office	2,295	39	7	17.95%	7	17.95%	0.31%	2	0	0.00%	5	1	20.00%
Holocaust Memorial Museum U.S.	376	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
International Boundary and Water Commission	273	4	1	25.00%	1	25.00%	0.37%	0	0	0.00%	0	0	0.00%
International Broadcasting Bureau	NRF	0	8	0.00%	8	0.00%	0.00%	2	0	0.00%	6	0	0.00%
International Trade Commission	325	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
John F. Kennedy Center for the Performing Arts	1,212	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Merit Systems Protection Board	219	0	4	0.00%	4	0.00%	1.83%	0	0	0.00%	4	0	0.00%
National Aeronautics and Space Administration	18,950	32	18	56.25%	15	46.88%	0.08%	7	0	0.00%	7	2	28.57%
National Archives and Records Administration	3,621	13	6	46.15%	5	38.46%	0.14%	1	0	0.00%	3	1	33.33%
National Credit Union Administration	1,086	1	0	0.00%	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	192	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Gallery of Art	854	3	1	33.33%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Indian Gaming Commission	115	0	0	0.00%	1	0.00%	0.87%	1	0	0.00%	0	0	0.00%
National Labor Relations Board	1,678	2	1	50.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Mediation Board	50	0	2	0.00%	2	0.00%	4.00%	0	0	0.00%	0	0	0.00%
National Science Foundation	1,664	3	1	33.33%	1	33.33%	0.06%	0	0	0.00%	1	0	0.00%
National Transportation Safety Board	385	0	0	0.00%	1	0.00%	0.26%	1	0	0.00%	0	0	0.00%
Nuclear Regulatory Commission	4,204	4	4	100.00%	4	100.00%	0.10%	1	0	0.00%	3	0	0.00%
Office of Personnel Management	6,256	28	11	39.29%	8	28.57%	0.13%	2	1	50.00%	6	1	16.67%
Office of Special Counsel	102	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	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Overseas Private Investment Corporation	203	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Peace Corps	1,134	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%

Table B-29 FY 2010 Appellate Receipts and Closures

Agency Name	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
Pension Benefit Guaranty Corporation	968	11	3	27.27%	3	27.27%	0.31%	0	0	0.00%	2	1	50.00%
Presidio Trust	0	0	1	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Railroad Retirement Board	982	2	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Securities and Exchange Commission	3,896	13	2	15.38%	3	23.08%	0.08%	2	0	0.00%	1	0	0.00%
Selective Service System	127	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Small Business Administration	5,018	34	7	20.59%	6	17.65%	0.12%	3	0	0.00%	2	2	100.00%
Smithsonian Institution	6,159	12	0	0.00%	1	8.33%	0.02%	0	0	0.00%	0	0	0.00%
Social Security Administration	70,548	433	172	39.72%	121	27.94%	0.17%	65	2	3.08%	46	9	19.57%
Tennessee Valley Authority	12,432	31	9	29.03%	9	29.03%	0.07%	4	0	0.00%	5	0	0.00%
U.S. Postal Service	669,661	4,700	1,950	41.49%	2,207	46.96%	0.33%	786	22	2.80%	1,305	367	28.12%
U.S. Tax Court	251	0	1	0.00%	1	0.00%	0.40%	0	0	0.00%	1	0	0.00%
Other Agencies*	NRF	1	4	400.00%	5	500.00%	0.00%	2	0	0.00%	3	0	0.00%
Grand Total	3,606,608	12,144	4,543	37.41%	4,606	37.93%	0.13%	1,832	88	4.80%	2,423	613	25.30%

* Other agencies include Administrative Office of the U.S. Courts, National Reconnaissance Office.

Table B-30 FY 2010 Bases of Discrimination in Findings and Alleged In Settlements

FINDINGS/ALLEGATIONS IN	RACE						COLOR	RELIGION	REPRISAL	SEX		NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY		GINA
	AMER. INDIAN/ ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN /OTHER PACIFIC ISLANDER	BLACK / AFRICAN AMERICAN	WHITE	TWO OR MORE RACES				MALE	FEMALE	HISPANIC/ LATINO	OTHER	MALE	FEMALE		MENTAL	PHYSICAL	
1. Counseling Settlement Allegations	32	306	27	1722	790	29	484	200	1679	999	2000	543	309	8	16	2103	431	1755	0
1a. Number of Counselings Settled	28	230	22	1371	616	23	360	148	1317	811	1578	381	255	7	11	1667	327	1357	0
1b. Number of Counselees Settled With	28	225	22	1338	602	23	354	146	1263	798	1401	281	250	6	11	1639	325	1334	0
2. Complaint Settlement Allegations	29	182	26	1370	394	33	519	182	2333	705	1458	456	342	7	23	1609	484	1316	4
2a. Number of Complaint Settled	20	99	18	958	266	24	337	130	1479	442	915	212	224	7	23	1024	295	784	3
2b. Number of Complainants Settled With	19	97	18	874	255	24	307	125	1321	411	874	207	213	7	23	960	283	742	3
3. Final Agency Decision Findings	1	2	1	11	2	0	3	3	30	2	17	4	3	1	0	15	6	16	0
3a. Number FSDs with Findings	1	2	1	11	2	0	3	3	25	2	16	4	2	1	0	12	4	12	0
3b. Number Complainants Issued FSD Findings	1	2	1	11	2	0	3	3	23	2	16	4	2	1	0	12	4	12	0
4. AJ Decision Findings	4	6	0	29	15	0	8	8	116	9	53	2	13	1	1	37	6	47	0
4a. Number AJ Decisions With Findings	4	4	0	26	13	0	8	5	97	9	46	2	12	1	1	34	6	38	0
5. Final Agency Order Findings	5	5	0	24	9	0	6	6	82	8	36	1	10	1	0	30	6	40	0
5a. Number of Final Orders With Findings	5	3	0	19	8	0	6	3	65	6	32	1	10	1	0	26	5	29	0
5b. # of Complainants issued FOs with Findings	5	3	0	19	8	0	6	3	61	6	30	1	9	1	0	25	5	29	0
TOTAL SETTLEMENT ALLEGATIONS	61	488	53	3092	1184	62	1003	382	4012	1704	3458	999	651	15	39	3712	915	3071	4
TOTAL FINAL ACTION FINDINGS	6	7	1	35	11	0	9	9	112	10	53	5	13	2	0	45	12	56	0

Table B-31 FY 2010 Issues of Discrimination in Findings and Alleged In Settlements

FINDINGS/ALLEGATIONS IN:	APPOINTMENT HOURS	ASSIGNMENT OF DUTIES	AWARDS	CONVERSION OF FULL TIME	DISCIPLINARY ACTION			DUPLICATE HOURS	EVALUATION APPRAISAL	EXAMS	HARASSMENT		MEDICAL EXAM	PAY/OVER TIME	PROMOTION/ NON SELECTION	REASSIGNMENT		REASONABLE ACCOMMODATION	REINSTATEMENT	REIREMENT	TERMINATION	ERMS & CONDITIONS EMPLOYMENT	TIME AND ATTENDANCE	TRAINING	OTHER	
					DEMONSTRATION	REPRIMAND	SUSPENSION				REMOVAL	NON SEXUAL				SEXUAL	DENIED									REFERRED
1. Counseling Settlement Allegations	126	618	52	9	28	1114	811	290	399	369	17	3571	160	39	583	451	137	127	582	6	18	344	1554	989	187	707
1a. Number of Counselings Settled	82	461	44	5	15	632	439	155	223	313	12	2231	128	21	338	337	79	81	353	5	13	268	918	575	127	398
1b. Number of counselees Settled With	82	433	42	5	15	621	430	153	217	278	12	2162	127	19	326	322	73	78	352	3	13	257	896	567	120	364
2. Complaint Settlement Allegations	152	461	122	12	44	404	406	245	294	531	9	1900	219	33	370	710	128	211	492	12	41	403	745	509	179	606
2a. Number of Complaints Settled	121	365	115	7	28	238	223	128	151	457	7	1306	159	21	195	569	68	140	315	8	23	327	418	294	142	290
2b. Number of Complainants Settled With	113	331	105	6	28	232	207	126	147	390	7	1189	158	21	190	521	67	130	303	8	21	319	391	279	131	254
3. Final Agency Decision Findings	9	5	1	0	0	2	4	2	0	6	0	26	13	0	0	8	2	1	11	0	4	9	5	0	1	5
3a. Number FADs with Findings	3	4	1	0	0	1	4	1	0	4	0	23	12	0	0	5	2	1	8	0	2	8	5	0	1	5
3b. Number Complainants Issued FAD Findings	3	4	1	0	0	1	4	1	0	4	0	22	12	0	0	5	2	1	8	0	2	8	5	0	1	5
4. AJ Decision Findings	11	14	2	0	1	13	19	11	8	7	0	48	6	0	12	47	4	11	28	1	1	4	28	12	5	23
4a. Number AJ Decisions With Findings	11	14	2	0	1	9	11	8	6	7	0	41	4	0	9	37	4	10	22	1	1	4	21	10	5	15
5. Final Agency Order Findings	9	9	1	0	1	14	18	11	8	5	0	29	10	0	9	37	3	8	15	1	2	2	18	11	2	16
5a. Number of Final Orders With Findings	9	9	1	0	1	8	11	8	6	4	0	24	7	0	7	27	3	7	12	1	1	2	14	9	2	13
5b. # of Complainants issues FOs with Findings	9	8	1	0	1	7	11	8	6	4	0	22	7	0	6	27	3	7	12	1	1	2	13	9	2	13
TOTAL SETTLEMENT ALLEGATIONS	278	1079	174	21	72	1518	1217	535	693	900	26	5471	379	72	953	1161	265	338	1074	18	59	747	2299	1498	366	1313
TOTAL FINAL ACTION FINDINGS	18	14	2	0	1	16	22	13	8	11	0	55	23	0	9	45	5	9	26	1	6	11	23	11	3	21