

United States Equal Employment Opportunity Commission

OFFICE OF FEDERAL OPERATIONS



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

Fiscal Year 2013



Table of Contents

PREFACE i

EXECUTIVE SUMMARY iii

I. SUMMARY OF EEO STATISTICS IN THE FEDERAL GOVERNMENT I-1

Section A. Integration of EEO Into Agencies' Strategic Mission I-1

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

2. 96.6% of Agencies Provided Some of their EEO staff with
Required Training..... I-2

Section B. Efficiency in the Federal EEO Process I-4

1. Federal Agency EEO Programs: Complaints Decrease and
Processing Times Continue to Exceed Regulatory Deadlines I-4

2. EEOC Hearings and Appeals: Processing Times Increase
For Hearings and Appeals..... I-19

Section C. Responsiveness and Legal Compliance..... I-30

1. 70% of Submitted EEOC Form 462 Reports Were Timely I-30

II. PROFILES FOR SELECTED FEDERAL AGENCIES..... II-1

APPENDIX I GLOSSARY / DEFINITIONS Appendix I-1

**APPENDIX II FEDERAL SECTOR EEO COMPLAINT
PROCESSING PROCEDURES Appendix II-1**

APPENDIX III FEDERAL AGENCIES' PROGRAM STATUS Appendix III-1

**APPENDIX IV FEDERAL EEO COMPLAINTS PROCESSING
TABLES Appendix IV-1**
(Actual tables are available on the EEOC's
website at <http://www.eeoc.gov/federal/reports/fsp2013/index.cfm>)

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), as amended*, with the original mission of eradicating discrimination in employment on the bases of race, color, religion, sex, and national origin. Since 1964, EEOC's role has expanded beyond Title VII. In the federal sector, the agency currently has responsibilities under the following nondiscrimination laws as well:

- the *Equal Pay Act of 1963 (EPA), as amended*, 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), as amended*, which prohibits employment discrimination on the basis of age (40 years of age and older);
- the *Rehabilitation Act of 1973 (Rehabilitation Act), as amended*, which prohibits employment discrimination against federal employees and applicants with disabilities, and requires that reasonable accommodations be provided; and
- the *Genetic Information Nondiscrimination Act of 2008 (GINA)*, which prohibits employment discrimination on the basis of genetic information.

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

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

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

Part I of the report covers the period from October 1, 2012, through September 30, 2013 and contains selected measures of agencies' progress toward achieving the following elements of

EEOC FY 2013 Annual Report on the Federal Work Force Part I

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 at a later date, and will contain selected measures of progress made by agencies in FY 2012 and 2013 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) 2013 *Annual Report on the Federal Work Force Part I*, submitted to the President and Congress, presents a summary of selected EEO program activities of 70 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 315 federal agencies and subcomponents in their FY 2013 Federal Equal Employment Opportunity Statistical Report of Discrimination Complaints (EEO Form 462 reports) - note the Defense Nuclear Facilities Safety Board, Federal Communications Commission, National Mediation Board and the Selective Service System did not file a FY 2013 EEO Form 462 report; and 2) hearings and appeals data obtained from EEOC's internal databases.³

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

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

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

² *Id.*

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

EXECUTIVE SUMMARY

STATE OF EEO COMPLAINT PROCESSING IN THE FEDERAL GOVERNMENT

- ❑ In FY 2013, 74.2% of agencies (with 100 or more employees) required to file a FY 2013 Form 462 reported compliance with MD-715's requirement that the EEO Director reports directly to the Head of the agency.
- ❑ 96.6% of agencies (with 100 or more employees) required to file a FY 2013 Form 462 reported they provided some of their EEO staff with the required training in FY 2013.
- ❑ Pre-complaint EEO counseling and alternative dispute resolution (ADR) programs addressed many employee concerns before they resulted in formal EEO complaints. Of the 33,147 instances of counseling in FY 2013, 53.53% did not result in a formal complaint, due either to settlement by the parties or withdrawal from the EEO process.
- ❑ In FY 2013, 14,444 individuals filed 15,226 complaints alleging employment discrimination against the federal government.
- ❑ The number of complaints filed decreased by 1.9% compared to the previous year and there was a 3.9% decrease in the number of individuals who filed complaints over the same period. In FY 2013, 5.1% of the complaints were filed by individuals who had filed at least one other complaint during the year, consistent with the 5.1% in FY 2012.
- ❑ Government-wide, a total of 10,175 investigations were completed in an average of 207 days in FY 2013. There were 67.2%, of the investigations (6,842) timely completed, down slightly from FY 2012's 74.9% timely completion rate. Without the United States Postal Service's (USPS) investigations, the government-wide average was 55.7%, which is a decrease from the 66.4% timely completion rate in FY 2012.
- ❑ Agencies issued 4,205 merit decisions without a decision by an EEOC Administrative Judge, and 50.13% were timely issued (2,108), up from 48.6% timely issued in FY 2012. Without the USPS' merit decisions, the government-wide average dropped to 33.9%.
- ❑ EEOC's hearing receipts decreased from 7,728 in FY 2012 to 7,077 in FY 2013, down by 8.4%. The average processing time for a hearing was 383 days, a 3.5% increase from FY 2012's average of 370 days.
- ❑ EEOC's appeal receipts decreased from 4,350 in FY 2012 to 4,244 in FY 2013, down by 2.4%. The average processing time for appeals in FY 2013 was 364 days, a 0.8% increase from the 361 days in FY 2012.

EEOC FY 2013 Annual Report on the Federal Work Force Part I

- ❑ 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 \$56 million in FY 2013, up 8.9% from the \$51.4 million paid in FY 2012. An additional \$11.2 million was paid out in response to appellate decisions, a 2.8% increase from the \$10.9 million paid out in FY 2012.

- ❑ In FY 2013, EEOC's training and outreach program reached 2,430 federal employees through 83 sessions.

- ❑ In FY 2013, EEOC Form 462 reports were timely filed by 69.7% of the agencies (with 100 or more employees) that were required to submit an EEOC Form 462 report (62 of 89).

I. SUMMARY OF EEO STATISTICS IN THE FEDERAL GOVERNMENT

Section A - Integration of EEO Into Agencies' Strategic Mission

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

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

1. 74.2% of Agency EEO Directors Report to Agency Head

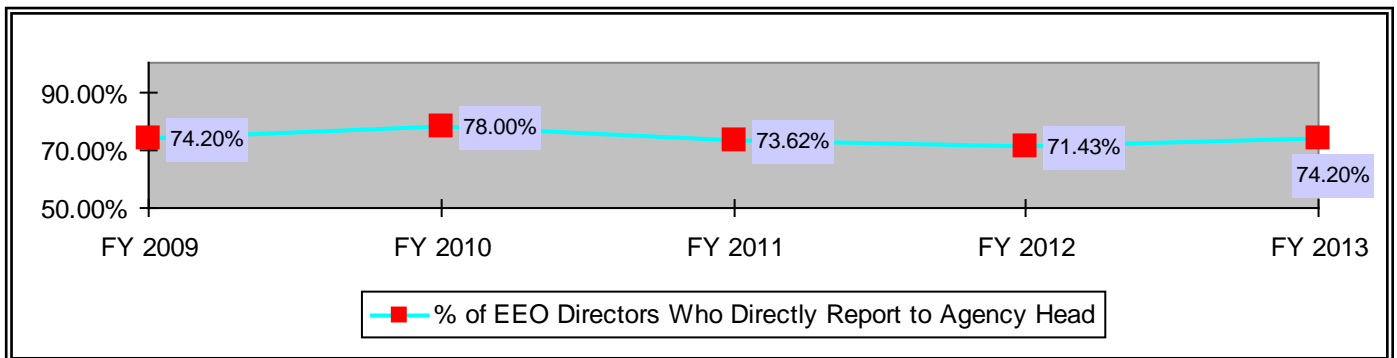
EEOC's regulations governing agency programs to promote equal employment opportunity require each agency to "maintain a continuing affirmative program to promote equal opportunity and to identify and eliminate discriminatory practices and policies." 29 C.F.R. §1614.102(a). To implement its program, each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

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

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Of the 89 agencies with 100 or more employees that were required to submit an EEOC Form 462 report in FY 2013, 74.2% (66) indicated that their EEO Director reports to the agency head, up from the 71.4% reported in FY 2012 and the same percentage as reported in FY 2009. 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 2009 - FY 2013**



2. 96.6% of Agencies Provided Some of 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 110 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 89 agencies with 100 or more employees that were required to file an EEOC Form 462 report in FY 2013, 96.6% ensured that some of their EEO staff received the required regulatory training, slightly higher than the 96% that reported in FY 2012. See [Appendix III](#) for a detailed list of agencies' status. Agencies ensured or provided the 32 hours of required training for 969 new EEO counselors and 177 new EEO investigators. Agencies also ensured or provided the required eight hour annual refresher training to 2,082 EEO counselors and 1,770 EEO investigators. Additionally, agencies reported

EEOC FY 2013 Annual Report on the Federal Work Force Part I

ensuring or providing 26 EEO counselor/investigators with thirty-two hour training and 258 with eight hour training.

Section B - Efficiency in the Federal EEO Process

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

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

Agencies process EEO complaints from applicants' for federal employment and federal employees under EEOC's regulations at 29 C.F.R. Part 1614. Individuals unable to resolve their concerns through counseling can file a complaint with their agency.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).

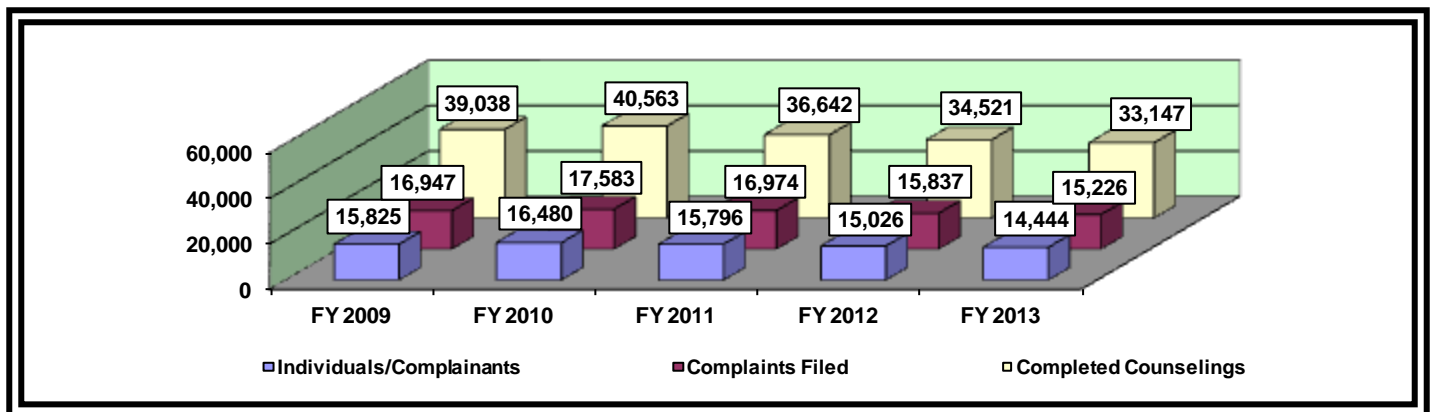
EEOC FY 2013 Annual Report on the Federal Work Force Part I

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

a. Pre-Complaint Counselings and Complaints Decrease

From FY 2012 to FY 2013, the number of completed counselings decreased by almost 4% and by almost 15.1% since FY 2009. Formal complaints decreased by 3.9% from FY 2012 to FY 2013 and by 10.2% since FY 2009. Among the 33,147 completed counselings, 14,444 individuals filed 15,226 formal complaints in FY 2013.⁸ The number of formal complaints filed represents 45.9% of all pre-complaint counseling activities in FY 2013. As Figure 2 shows, over the past five fiscal years, the number of pre-complaint counseling activities decreased from 39,038 in FY 2009 to 33,147 in FY 2013; and the number of complaints filed by individuals has declined over the past three-year period. During the same five-year period, the number of formal complaints filed continued to represent less than 50% of all pre-complaint counseling activities. See Figure 2. Significantly, while the United States Postal Service constituted 21.1% of the work force⁹, it accounted for 38.5% of all EEO counselings, 28.8% of all complaints filed, 27.7% of all completed investigations and 29.3% of all complaints closed in FY 2013. 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 2009 - FY 2013**



⁷ See Marc Van Nuys, [Return on Investment From Use of Alternative Dispute Resolution in Workplace Disputes](#), 1-14 (Army ADR Program).

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

⁹ Work force numbers as reported by the agency in its FY 2013 Form 462 report.

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Table 1 below shows that among the cabinet/large (15,000 or more employees) agencies in FY 2013, the U.S. Postal Service again reported the highest percentage (1.9%) of its work force that completed counseling, while the government-wide average was 1.1%. Among the medium sized agencies (1,000 to 14,999 employees), Government Printing Office reported the highest percentage (5.5%) 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 2013

Agency	Total Work Force*	Percentage of Individuals Who Completed Counseling
<i>Cabinet or Large (15,000 or more employees)</i>		
U.S. Postal Service	614,728	1.9%
Department of Labor	16,302	1.5%
Defense Logistics Agency	22,157	1.3%
<i>Medium Agencies (1,000 to 14,999 employees)</i>		
Government Printing Office	1,879	5.5%
Federal Reserve Board of Governors	2,450	2.2%
Broadcasting Board of Governors	1,612	2.2%

* Work force numbers as reported by the agency in its FY 2013 462 report.

As shown in Table 2 below, in FY 2013, among the cabinet/large agencies (15,000 or more employees), the Department of Labor reported the highest complainant rate of .91%, while the government-wide average was 0.5%. Among the medium sized agencies (1,000 to 14,999 employees), the Government Printing Office again reported the highest complainant rate of 2.4%. 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/>.

Table 2 - Agencies with the Highest Complainant Rate in FY 2013

Agency	Total Work Force*	Complainants as % of Total Work Force
Cabinet or Large (15,000 or more employees)		
Department of Labor	16,302	0.91%
Department of Justice	116,022	0.72%
Social Security Administration	62,725	0.70%
Medium Agencies (1,000 to 14,999 employees)		
Government Printing Office	1,879	2.39%
Equal Employment Opportunity Commission	2,161	1.16%
Department of Housing and Urban Development	8,764	1.03%

* Work force numbers as reported by the agency in its FY 2013 462 report.

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

Beginning in FY 2006, ADR offer and participation rates were measured in completed/ended counselings at the end of the fiscal year to ensure greater uniformity, consistency, and quality in the reporting and utilization of ADR data. Therefore, comparison of FY 2006 through FY 2013 data with prior years' data is not possible.

In FY 2013, the government-wide offer rate was 86.8% based upon 28,755 ADR offers made in 33,147 completed/ended counselings, up from the 85.7% reported in FY 2012. The participation rate was 51.2%, based upon the 16,982 counselings accepted into agencies' ADR programs of the total completed/ended counselings, marginally exceeding the 51.1% reported in FY 2012.

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

In FY 2013, the U.S. Postal Service again reported the highest ADR participation rate in the pre-complaint process (70.6%) among the cabinet/large agencies, while the government-wide average was 51.2%. Among the medium sized agencies, the Defense Finance and Accounting Service reported the highest pre-complaint ADR participation rate (75.7%). The government-wide average falls to 39.1% 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 2013

Agency	Total Work Force*	Completed/ Ended Counselings	Participation in ADR	Participation Rate
Cabinet or Large (15,000 or more employees)				
U.S. Postal Services	614,728	12,777	9,021	70.60%
Defense Logistics Agency	22,157	315	212	67.30%
Department of Treasury	109,011	704	421	59.80%
Medium Agencies (1,000 to 14,999 employees)				
Defense Finance and Accounting Service	11,323	103	78	75.73%
General Services Administration	11,830	144	77	53.47%
Department of Education	4,240	32	15	46.88%

* Work force numbers as reported by the agency in its FY 2013 462 report.

c. Agencies Meet Counseling Deadlines in 92.3% of Cases

On average in FY 2013, agencies met timeliness requirements for EEO counseling in 92.3% of all completed/ended counselings, which was a slight decrease from 92.9% in FY 2012 and from the 90.18% in FY 2009. 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.

d. Agencies Pre-Complaint Resolution Rate Up Slightly in FY 2013

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 2013, the government-wide resolution rate average was 53.5%, up slightly from 53.4% in FY 2012.

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

In FY 2013, the Federal Reserve System-Board of Governors, a medium sized agency, reported the highest pre-complaint resolution rate (88.9%) among all 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. Agencies that had fewer than 25 completed/ended counselings were not included in the ranking. However, five agencies, Federal Retirement Thrift Investment Board, Holocaust Memorial Museum, John F. Kennedy Center for Performing Arts,

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Office of Special Counsel, and Postal Regulatory Commission, in this category had 100% resolution rates. Table B-3 in Appendix IV contains this information for all agencies and is located at <http://www.eeoc.gov/>.

Table 4 – Highest Pre-Complaint Resolution Rates FY 2013

Agency	Total Work Force*	Completed Counselings	Total Resolved	Resolution Rate
<i>Cabinet or Large (15,000 or more employees)</i>				
Defense National Guard Bureau	61,277	68	55	80.9%
Defense Army and Air Force Exchange Service	32,225	308	211	68.5%
Defense Logistics Agency	22,157	315	208	66.0%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Federal Reserve System-Board of Governors	2,450	54	48	88.9%
National Archives and Records Administration	3,169	36	25	69.4%
Broadcasting Board of Governors	1,612	38	24	63.2%

* Work force numbers as reported by the agency in its FY 2013 462 report.

The Defense Commissary Agency Had the Highest ADR Resolution Rate in FY 2013

In FY 2013, the Defense Commissary Agency reported the highest ADR resolution rate in the pre-complaint process (100.0%) among those agencies with 25 or more ADR closures, whereas the government-wide average was 63.7%. Among the large sized agencies, the Defense Army & Air Force Exchange Services reported the highest pre-complaint ADR resolution rate (86.7%). See Table 5. The government-wide ADR resolution rate decreased to 52.6% for FY 2013, when the U.S. Postal Service resolution rate (73.8%) is excluded from the government-wide average, which was up from the 49.7% in FY 2012. 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 2013

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 Services	32,225	75	65	86.7%
U.S. Postal Service	614,728	9,021	6,655	73.8%
Defense Logistics Agency	22,157	212	150	70.8%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Defense Commissary Agency	13,157	83	83	100.0%
Defense Finance and Accounting Services	11,323	78	48	61.5%
Department of Energy	14,101	28	12	42.9%

* Work force numbers as reported by the agency in its FY 2013 462 report.

e. Average Monetary Benefits in Pre-Complaint Phase Declined

Monetary benefit amounts awarded in settlements during the pre-complaint phase, shown in Table 6, declined in FY 2013 from the FY 2009 amounts while the number of settlements with monetary benefits increased in FY 2013. The data showed a decrease in the average amount of monetary benefits from \$4,652 in FY 2012 to \$3,928 in FY 2013.

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Table 6 – Monetary Benefits Awarded In Settlements During the Pre-Complaint Stage of the EEO Process FY 2009 – FY 2013

FY	Completed Counselings	Total Resolutions		Total Settlements		Total Settlements with Monetary Benefits		Settlement Monetary Benefits	Average Award per Resolution with Monetary Benefits
		#	%	#	%	#	%		
2009	39,038	21,666	55.5	6,735	17.3	703	10.4	\$3,715,972	\$5,286
2010	40,563	22,094	54.5	6,332	15.6	577	9.1	\$3,148,563	\$5,457
2011	36,642	19,460	53.1	5,799	15.8	627	10.8	\$3,042,646	\$4,853
2012	34,521	18,449	53.4	5,353	15.5	740	13.8	\$3,442,719	\$4,652
2013	33,147	17,743	53.5	4,829	14.6	744	15.4	\$2,922,056	\$3,928

f. The Most Frequently Alleged Basis and Issue Remain Unchanged

Of the 15,226 complaints filed in FY 2013, the basis most frequently alleged was reprisal/retaliation (7,339) and the issue most frequently alleged was non-sexual harassment (6,127). As shown in Tables 7 and 8, this has remained unchanged for the past five fiscal years. In FY 2013, the number of complaints filed with allegations of race (Black/African American) once again exceeded those complaints filed with allegations of disability (physical).

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

Table 7 – Top 3 Bases in Complaint Allegations Filed for FY 2009 – FY 2013

<i>Basis</i>	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Reprisal/Retaliation	7,510	7,712	7,553	7,457	7,339
Age	5,058	5,314	5,105	4,915	4,803
Race – Black/African American		4,232	4,389	4,042	3,838
Disability (Physical)	4,006				

In FY 2013, allegations of race discrimination were made in 37.7% of all complaints, up from the 37.5% of all complaints filed in FY 2012. In FY 2013, there was a 10.2% decrease in the number of complaints filed since FY 2009, and the percentage of complaints alleging discrimination based on race also decreased by 4.3%. During that

EEOC FY 2013 Annual Report on the Federal Work Force Part I

same period, the percentage of complaints filed alleging discrimination based on color increased 17.5%, from 1,610 in FY 2009 to 1,892 in FY 2013.¹⁰

Table 8 – Top 3 Issues in Complaint Allegations Filed for FY 2009 – FY 2013

<i>Issue</i>	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Harassment – Non-Sexual	5,599	5,907	5,863	5,991	6,127
Terms/Conditions	2,592	2,546	2,492	2,506	2,734
Promotion/Non-Selection	2,574	2,530	2,683	2,250	2,221

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

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

Investigations

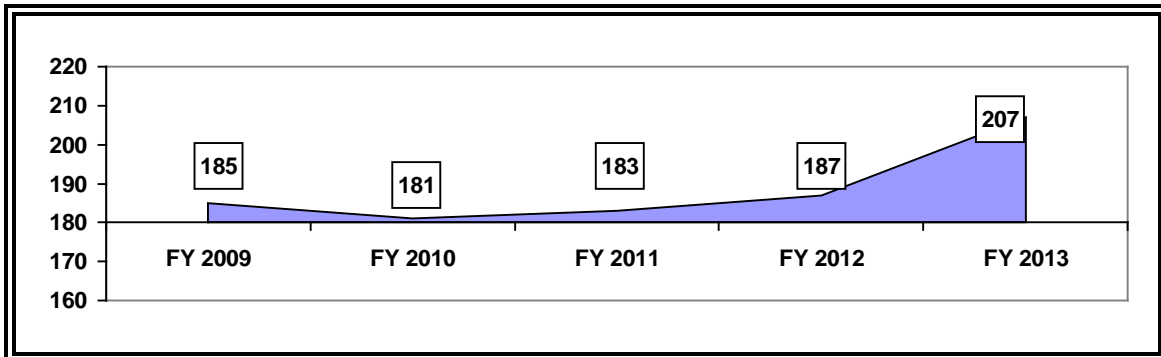
Investigations into claims of discrimination are a key component of the formal EEO complaint process. Delays may impede the primary goal of gathering sufficient evidence to permit a determination as to whether discrimination occurred. EEOC regulation 29 C.F.R. §1614.106(e)(2) requires agencies to conduct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

In FY 2013, agencies timely completed investigations 67.2% of the time, down from 74.9% in FY 2012 (including written agreements to extend the investigation and consolidated or amended complaints). When the U.S. Postal Service is not included, the percentage of timely completed investigations also decreased to 55.7% government-wide from the 66.4% timely completed in FY 2012. Agencies’ average time to complete investigations increased from 187 days in FY 2012 to 207 days in FY 2013, leaving the FY 2010 reported average of 181 days as the best time for the previous twenty-one years.¹¹ See Figure 3 below.

¹⁰ Complaints may contain multiple bases and issues.

¹¹ In 1993, agencies reported an average of 171 days to complete investigations.

Figure 3 – Average Processing Days for Investigations for FY 2009 – FY 2013



Of those investigations required to be completed within the 180-day time limit, agency in-house investigators averaged 242 days to complete the investigation in FY 2013, while contract investigators averaged 193 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,¹² 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*.

One Agency Timely Completed 100% of Investigations¹³

Among the agencies which completed 25 or more investigations in FY 2013, Federal Deposit Insurance Corporation timely completed 100% of their investigations. See Table 9 below. Among cabinet or large agencies, the Department of Commerce timely completed 98.1% of its 160 investigations in FY 2013. 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/>.

¹² To include lengthy approval of investigative plans, or cumbersome procurement processes.

¹³ An additional 25 agencies which completed less than 25 investigations, timely completed 100% of their investigations.

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Table 9 – Highest Percentage of Timely Completed Investigations for FY 2013

Agencies	Total Work Force	# Completed Investigations	# Timely Completed	% Timely
<i>Cabinet or Large (15,000 or more employees)</i>				
Department of Commerce	46,151	160	157	98.1%
Department of Labor	16,302	90	88	97.8%
U.S. Postal Service	614,728	2,821	2,749	97.5%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Federal Deposit Insurance Corporation	7,577	40	40	100.0%
Tennessee Valley Authority	12,415	37	35	94.6%
Office of Personnel Management	5,495	33	31	93.9%

In FY 2013, the government-wide average cost for contracting out complaint investigations was calculated at \$3,122.99, an 11.1% increase from the FY 2012 average cost of \$2,811.07. Alternatively, the FY 2013 average cost of agency (in-house) investigations (\$6,852.39) decreased almost 4.3% from the FY 2012 average cost of \$7,156.72. Average costs to contract out investigations in FY 2013 were approximately 54.4% less than the average costs of agency (in-house) investigations, which represent a decrease from 60.7% in FY 2012.

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 2013, the government-wide average processing time for issuing a decision dismissing a complaint on procedural grounds was 83.1 days, a decrease from FY 2012's 92.5 days. 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.

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Table 10 – EEO Complaint Closures by Type with Government-Wide Average Processing Times in Days (APD) in FY 2009 – FY 2013

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
2009	16,134	344	2,755	621	4,150	451	175	54.8%	4,370	83	3,394	378	1,465	222
2010	17,124	361	2,771	685	4,282	481	201	51.5%	5,091	100	3,623	388	1,357	220
2011	17,436	346	2,998	673	4,428	429	128	56.5%	4,853	73	3,785	382	1,372	234
2012	15,706	388	2,640	713	4,118	462	144	48.6%	3,515	92	4,076	409	1,357	232
2013	14,716	420	2,536	851	4,205	451	127	50.1%	3,101	83	3,637	420	1,237	276

An agency may also issue a decision after an investigation, either finding discrimination or finding no discrimination. In FY 2013, agencies timely issued 50.1% of their final agency merit decisions, an increase from the 48.6% timely completed in FY 2012. 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 2013, agencies issued merit final agency decisions without an Administrative Judge’s decision in an average of 127 days, down from 144 days in FY 2012.

The U.S. Postal Service Issued the Highest Percentage of Timely Merit Decisions Without an Administrative Judge Decision

In FY 2013, the U.S. Postal Service reported it had issued 94% of its merit decisions without an EEOC Administrative Judge decision in a timely manner. The FY 2013 government-wide average for timely issued merit decision percentage was 50.1% with the U.S. Postal Service and dropped to 33.1% without the U.S. Postal Service. See Table 11 below.¹⁴ Agencies that issued fewer than 25 merit decisions without a hearing were not included in the ranking. For information on all agencies, see Table [B-14](#) in Appendix IV located at <http://www.eeoc.gov/>.

¹⁴ We note that twenty other agencies issued 100.0% of their merit decisions in a timely fashion but issued fewer than 25 total merit decisions.

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Table 11 – Agencies with the Highest Percentage of Timely Issued Merit Decisions (Without an Administrative Judge Decision) in FY 2013

Agencies	Total Work Force	Merit Decisions without an AJ Decision		
		#	Timely	%
<i>Cabinet or Large (15,000 or more employees)</i>				
U.S. Postal Service	614,728	1,178	1,107	94.0%
Department of Labor	16,302	28	25	89.3%
Department of the Treasury	109,011	113	94	83.2%
<i>Medium Agencies (1,000 to 14,999 employees)</i>				
Defense Commissary Agency	13,157	39	31	79.5%

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 2013, agencies issued 2,581 final orders implementing and 39 orders not implementing the Administrative Judges’ procedural and merit decisions. Commission regulations require agencies to issue an order within 40 calendar days of receiving the Administrative Judge’s decision or the decision becomes the agency’s final decision. In FY 2013, agencies issued orders on Administrative Judge merit decisions in an average of 851 days after the complaint was filed, up from the 713 days in FY 2012 and the 622 days in FY 2009.

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

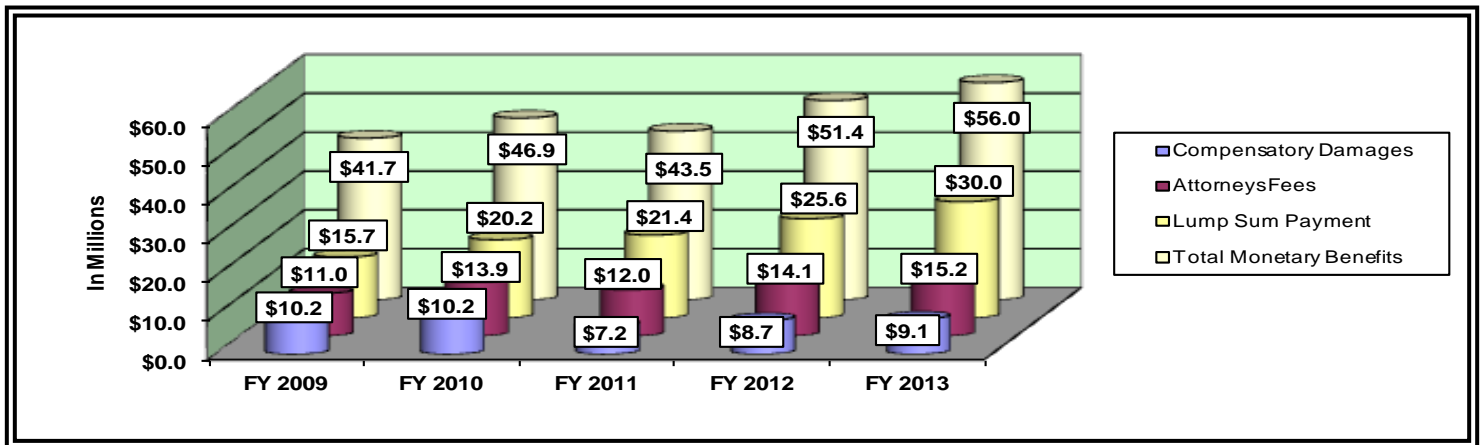
In FY 2013, the percentage of findings of discrimination dropped to 2.7% from the 3.1% in FY 2012. Table 12 also shows that the total number of merit decisions decreased as did the number of settlements in FY 2013.

Table 12 – Amounts Awarded in Resolution of Formal EEO Complaints Before Appeals FY 2009 – FY 2013

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
2009	16,134	6,905	206	3.0%	3,394	21.0%	3,555	22.0%	\$41.7	\$11,734
2010	17,124	7,053	233	3.3%	3,623	21.2%	3,803	22.2%	\$46.9	\$12,335
2011	17,436	7,426	212	2.9%	3,785	21.7%	3,953	22.7%	\$43.5	\$11,000
2012	15,706	6,758	214	3.1%	4,076	25.9%	4,257	27.1%	\$51.4	\$12,084
2013	14,716	6,741	184	2.7%	3,637	24.7%	3,795	25.8%	\$56.0	\$14,763

Average monetary benefits awarded in resolution of formal EEO complaints increased by 22.2% between FY 2012 and FY 2013, and increased by 25.8% since FY 2009. Table 12 above shows the total monetary benefits awarded during the formal complaint process for the past five fiscal years, while Figure 4 below indicates the portion of these benefits awarded for compensatory damages, attorney’s fees and lump sum payments, respectively.

Figure 4 – Monetary Benefits Awarded in the Formal Complaint Stage FY 2009 – FY 2013



EEOC FY 2013 Annual Report on the Federal Work Force Part I

i. Affirmation Rate of Final Agency Decisions on Appeal Rose

As demonstrated by Table 13 below, 68.1% of final agency decisions (FADs), excluding those in which an Administrative Judge issued a decision, were affirmed on appeal in FY 2013. This represents a 6.57% increase from the FY 2012 affirmation rate and a 4.35% decrease from the FY 2009 affirmation rate.

***Table 13 – Affirmation Rate of Final Agency Decisions on Appeal
FY 2009 – FY2013***

Fiscal Year	FADs Decided on Appeal	FADs Affirmed on Appeal	Percentage of FADs Affirmed on Appeal
FY 2009	2,184	1,556	71.2%
FY 2010	2,543	1,759	69.2%
FY 2011	2,274	1,624	71.4%
FY 2012	2,471	1,578	63.9%
FY 2013	2,102	1,431	68.1%

Some of the totals have been corrected from totals reported in previous Annual Reports.(FY 2012)

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

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

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

EEOC is also responsible for adjudicating appeals from final actions issued by federal agencies on complaints of employment discrimination. These final actions may involve an agency's decision to dismiss procedurally 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 implement fully the decision of an EEOC Administrative Judge. Once appellate decisions are issued, EEOC monitors agency compliance with all orders and takes appropriate action to enforce them. EEOC's adjudicatory responsibilities also include resolving allegations of a breach of a settlement agreement involving a federal sector EEO complaint, as well as deciding petitions for review of decisions made by the Merit Systems Protection Board involving claims of discrimination and petitions for review of final grievance decisions when claims of discrimination are permitted to be raised in the grievance procedure.

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

EEOC FY 2013 Annual Report on the Federal Work Force Part I

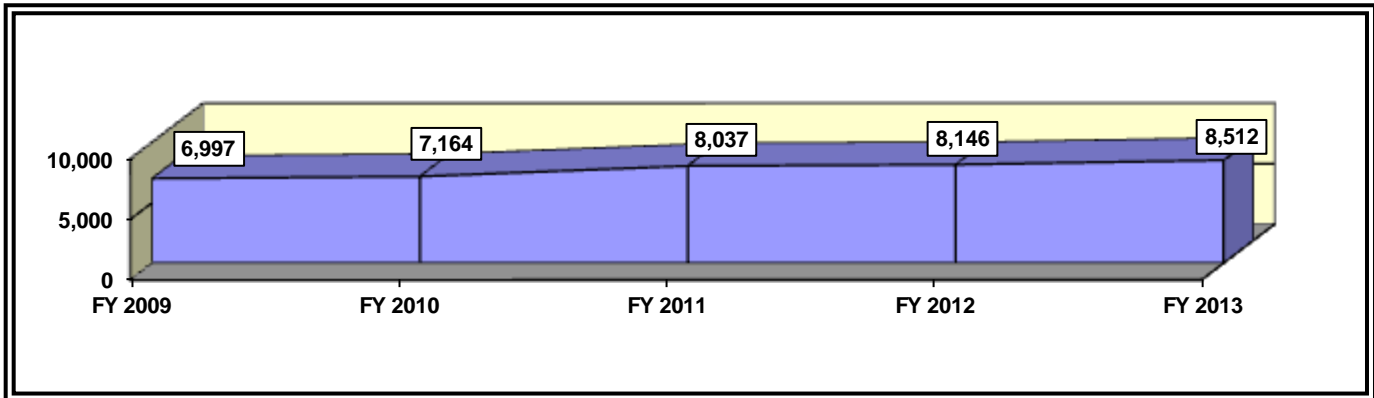
throughout the country, delivers these courses to federal agencies and other interested parties on a wide variety of federal-sector EEO topics.

a. HEARINGS

i. Hearings Inventory Continues to Rise

The year-end hearings inventory grew from 8,146 in FY 2012 to 8,512 in FY 2013, which represents an increase of 4.5%. Since FY 2009, the hearings inventory has increased 21.7%.

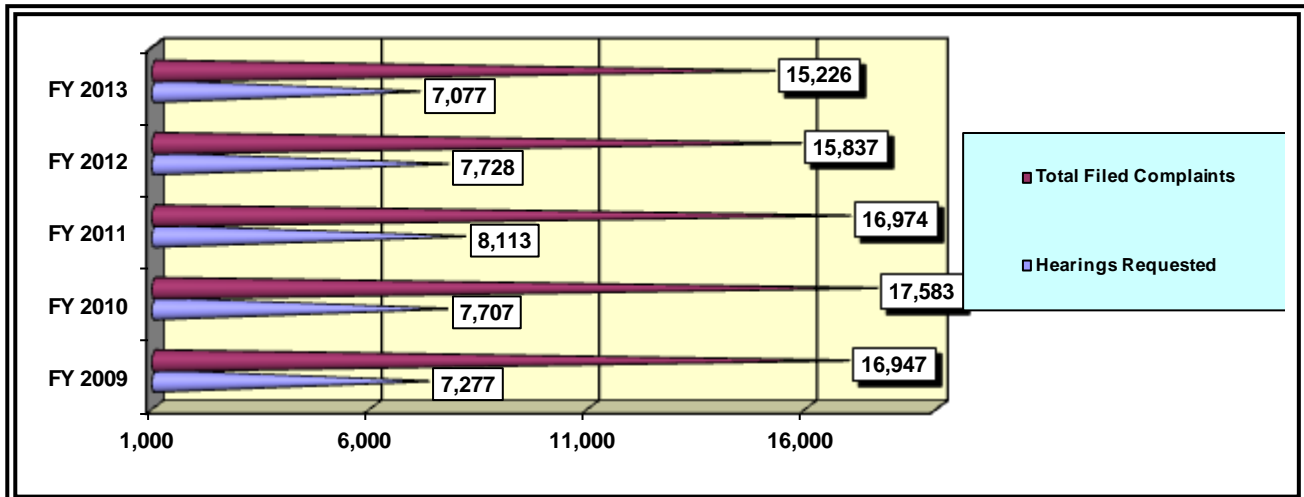
Figure 5 – Hearings Inventory FY 2009 – FY 2013



ii. Hearing Requests Decrease

Hearing requests decreased by 8.4% from 7,728 in FY 2012 to 7,077 in FY 2013, and decreased by 2.7% since FY 2009. For comparison purposes, the 7,077 hearings requested comprised 46.5% of the total complaints filed in FY 2013.

Figure 6 – Comparison of Requests for EEOC Hearings to Complaints Filed FY 2009 – FY 2013



iii. Hearing Closures

During FY 2013, EEOC's Hearings Program resolved 6,789 cases (including 46 class actions), which represents a 9.9% decrease from the 7,538 cases resolved in FY 2012 and a 0.1% increase from the 6,779 cases closed in FY 2009. Excluding the class actions, the 6,743 individual cases in FY 2013 were closed in the following manner: 8.3% were by decision following a hearing; 28.3% were by decisions on the record; 32.6% were closed by settlements; 12.6% were by procedural dismissal; and 18.3% were withdrawals. See Table 14 for a comparison of FY 2009 – FY 2013.

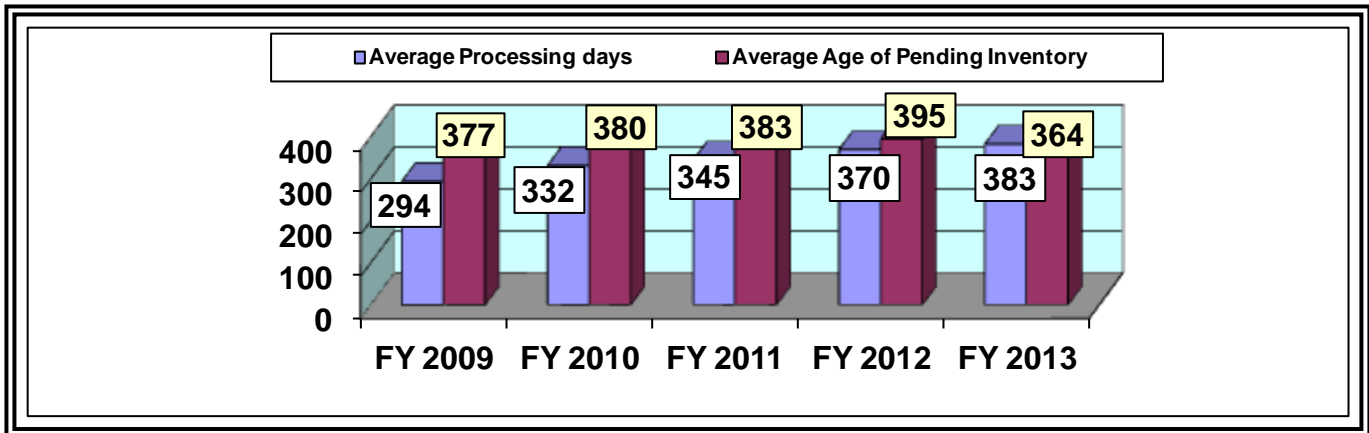
Table 14 – Hearings Program Individual Case Closures: FY 2009 – FY 2013

Closure Type	FY 2009		FY 2010		FY 2011		FY 2012		FY 2013	
	#	%	#	%	#	%	#	%	#	%
Decisions Following a Hearing	822	12.2	806	11.2	822	12.2	806	11.2	561	8.3
Decisions On the Record	1,919	28.6	2,102	29.3	1,919	28.6	2,102	29.3	1,905	28.3
Settlements	1,892	28.2	2,120	29.6	1,892	28.2	2,120	29.6	2,199	32.6
Procedural Dismissals	859	12.8	924	12.9	859	12.8	924	12.9	847	12.6
Withdrawals	1,220	18.2	1,217	16.9	1,220	18.2	1,217	16.9	1,231	18.3
Total Individual Case Closures	6,712		7,169		6,712		7,169		6,743	

iv. Average Processing Time for Hearings

The average processing time for hearing closures increased from 370 days in FY 2012 to 383 days in FY 2013, and also represents an increase from the 294 days in FY 2009. The average age of the pending inventory decreased to 364 days in FY 2013 from 395 days in FY 2012, and also down from the 377 days in FY 2009.

**Figure 7 - Average Processing Days for Hearings
FY 2009 - FY 2013**



v. Agencies Challenge Findings of Discrimination

In FY 2013, EEOC Administrative Judges issued 122 decisions finding discrimination, which was 4.9% of all decisions on the merits of complaints. In comparison to the 148 decisions finding discrimination that Administrative Judges issued in FY 2012, the 122 decisions in FY 2013 represents a 17.6% decrease. 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 2013, agencies appealed only 1.4% of all Administrative Judge decisions. However, they appealed 24.1% of the cases where an Administrative Judge found discrimination.

Table 15 - Agency Actions on Administrative Judge Decisions FY 2009 - FY 2013

FY	Finding Discrimination ¹⁵				Finding No Discrimination				Totals			
	Implemented #	%	Appealed #	%	Implemented #	%	Appealed #	%	Implemented #	%	Appealed #	%
2009	103	69.6%	45	30.4%	2,606	99.9%	1	0.04%	2,709	98.3%	46	1.7%
2010	119	69.2%	53	30.8%	2,596	99.9%	3	0.12%	2,715	98.0%	56	2.0%
2011	116	72.5%	44	27.5%	2,833	94.7%	5	0.18%	2,954	98.5%	49	1.6%
2012	124	80.0%	31	20.0%	2,481	99.8%	4	0.16%	2,605	98.7%	35	1.3%
2013	82	75.9%	26	24.1%	2,419	99.6%	9	0.37%	2,501	98.6%	35	1.4%

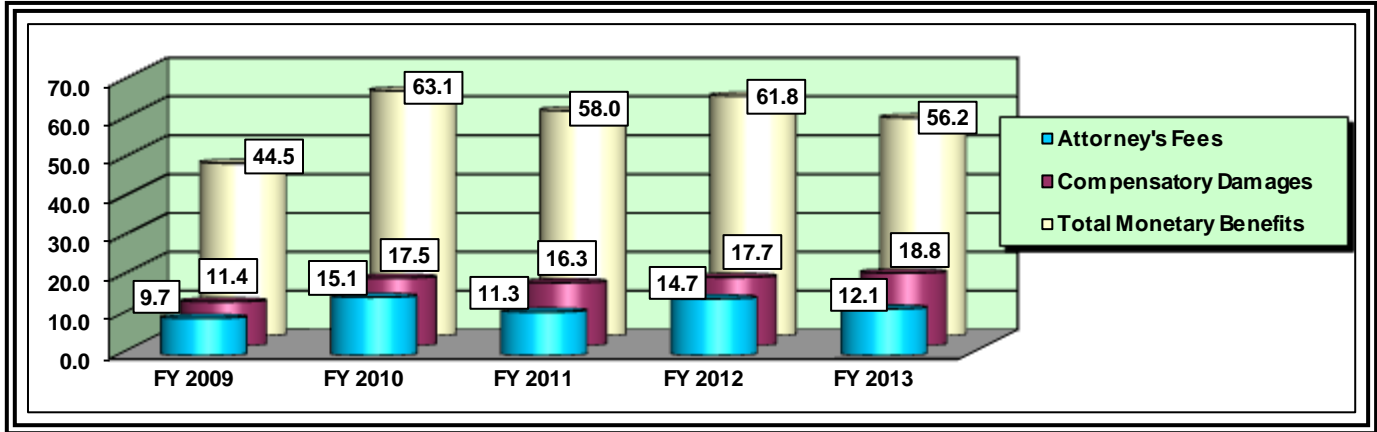
vi. Monetary Benefits Decrease at Hearings

In FY 2013, Administrative Judges' decisions and settlements at the hearings stage awarded \$56.2 million in benefits, as compared to the \$61.8 million in FY 2012 and the \$44.5 million awarded in FY 2009. 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.

¹⁵ 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 is issued. Also, agencies may settle a complaint where the Administrative Judge has found discrimination.

EEOC FY 2013 Annual Report on the Federal Work Force Part I

**Figure 8 - Monetary Benefits Awarded from Hearings (In Millions of Dollars)
FY 2009 - FY 2013**



vii. Affirmation Rate of AJ Decisions on Appeal Drops Slightly

As demonstrated by the table below, 81.9% of Administrative Judges' decisions were affirmed on appeal in FY 2013.¹⁶ The number of appealed Administrative Judges' decisions increased 4.8% over the five year period between FY 2009 to FY 2013; the affirmation rate fell by 10.0% during this time period.

**Table 16 – Affirmation Rate of AJ Decisions on Appeal
FY 2009 - FY 2013**

Fiscal Year	AJ Decisions Appealed			AJ Decisions Affirmed on Appeal			% of AJ Decisions Affirmed on Appeal		
	Total	Appeal By Agency ¹⁷	Appeal By Appellant	Total	Appeal By Agency	Appeal By Appellant	Total	Appeal By Agency	Appeal By Appellant
2009	972	50	922	928	38	890	95.5%	76.0%	96.5%
2010	972	55	917	916	47	869	94.2%	85.5%	94.7%
2011	1,065	39	1,026	989	34	955	92.9%	87.2%	93.1%
2012	830	46	784	741	33	708	89.3%	71.7%	90.3%
2013	1,019	29	990	835	25	810	81.9%	86.2%	81.8%

¹⁶ Administrative Judge's decisions reported here do not include Petitions for Enforcement or procedural cases.

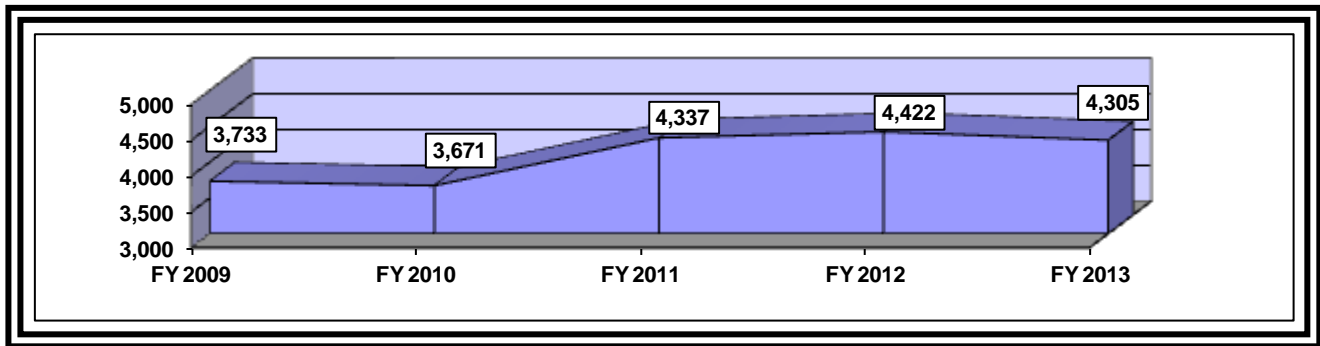
¹⁷ "Appeal By Agency" occurs when the agency does not fully implement the Administrative Judge's decision.

b. APPEALS

i. Appeals Inventory Increases

OFO's appellate inventory, at the close of FY 2013 rose to 4,305, which represents a 2.6% decrease from the 4,422 case inventory at the close of FY 2012 and a 15.3% increase from the 3,733 case inventory at the close of FY 2009.

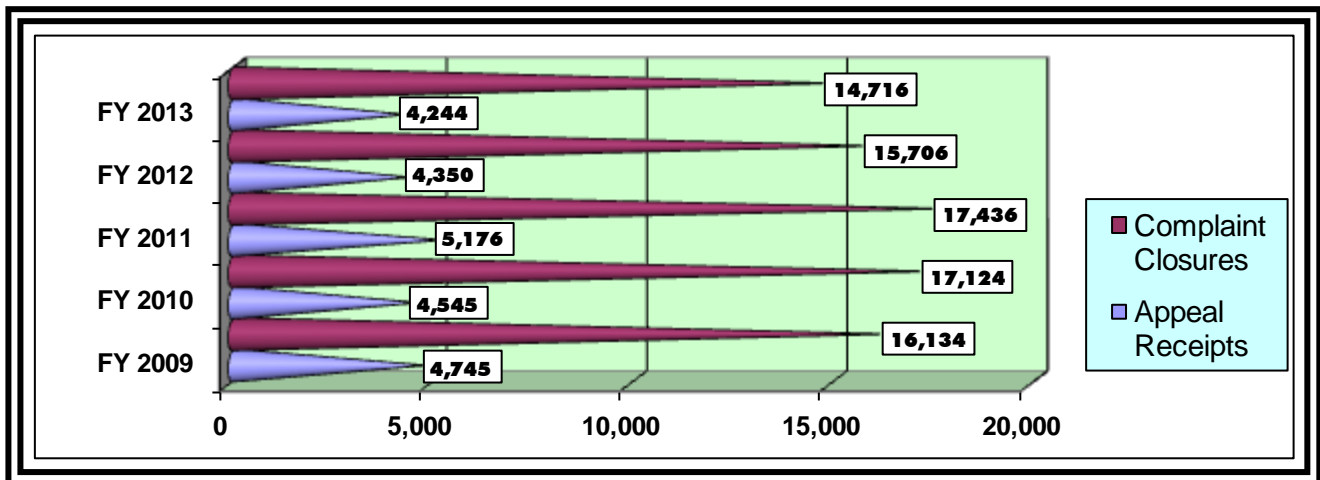
Figure 9 - Appellate Inventory FY 2009 - FY 2013



ii. Appeal Receipts On the Decline

OFO received 4,244 appeals in FY 2013, representing a 2.4% decrease from the 4,350 appeals filed in FY 2012. FY 2013 appeal receipts represented a 10.6% decrease from the 4,745 appeals received in FY 2009. In FY 2013, 28.8% of closed complaints were appealed, which was less than the 29.4% in FY 2009.

**Figure 10 – Comparison of Appeals Receipts to Complaint Closures
FY 2009 - FY 2013**



iii. Appeal Closures Down

OFO closed a total of 4,361 appellate cases in FY 2013, slightly more than the 4,265 appellate cases closed in FY 2012. Of the FY 2013 closed cases, 2,721 (62.4%) alleged violations of Title VII; 1,077 (24.7%) involved the Rehabilitation Act; 1,037 (23.8%) alleged violations of the ADEA; 14 (0.3%) involved the Equal Pay Act of 1963, and 5 involved the Genetic Information Nondiscrimination Act of 2008 (GINA). In FY 2012, OFO closed a total of 4,265 appellate cases, of which 2,830 were Title VII cases (66.4%); 1,077 involved the Rehabilitation Act (25.3%); 1,052 alleged violations of the ADEA (24.7%); and 17 involved the Equal Pay Act of 1963 (0.4%).¹⁸ See Figure 11 for the appeal closures from FY 2009 to FY 2013.

Figure 11 - Appeal Closures FY 2009 - FY 2013

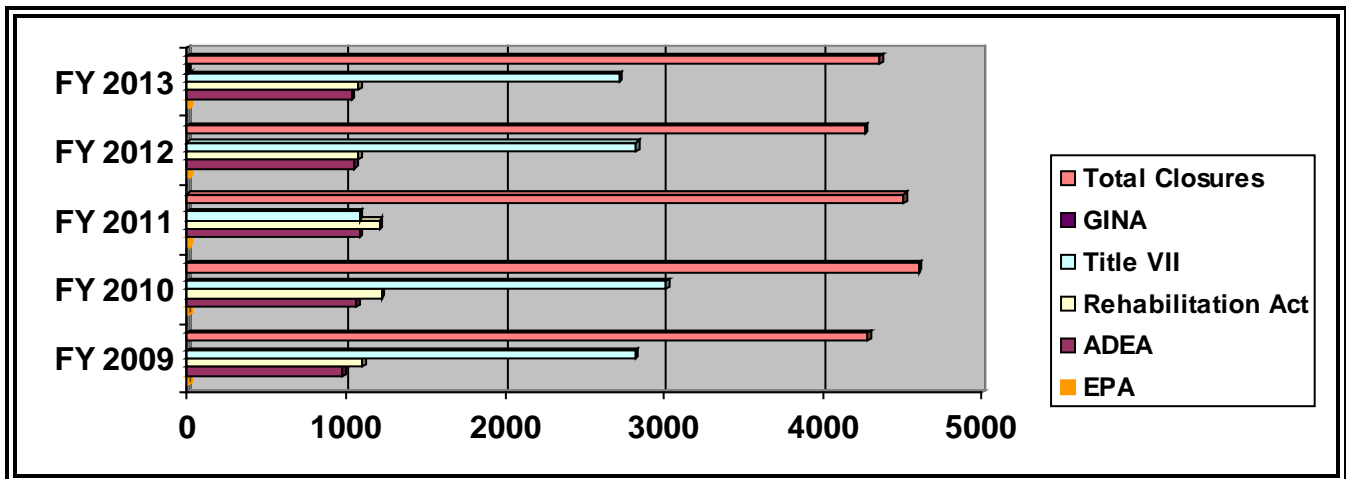


Table 17 below provides a breakdown by appeal type of all FY 2013 appellate receipts and closures.

Table 17 - Types of Receipts and Appeals FY 2013

Types of Appeals	Receipts		Closures	
	#	% of Total	#	% of Total
Total	4,244		4,361	
Initial Appeals from Complainants	3,416	80.5	3,512	80.5
Initial Appeals from Agencies	39	0.9	35	0.8
Petitions to Review MSPB Decisions	57	1.3	53	1.2
Appeals from a Grievance/Arbitration of FLRA Decisions	9	0.2	6	0.1
Petitions for Enforcement	29	0.7	20	0.5
Requests for Reconsiderations	694	16.4	735	16.9

¹⁸ 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.

EEOC FY 2013 Annual Report on the Federal Work Force Part I

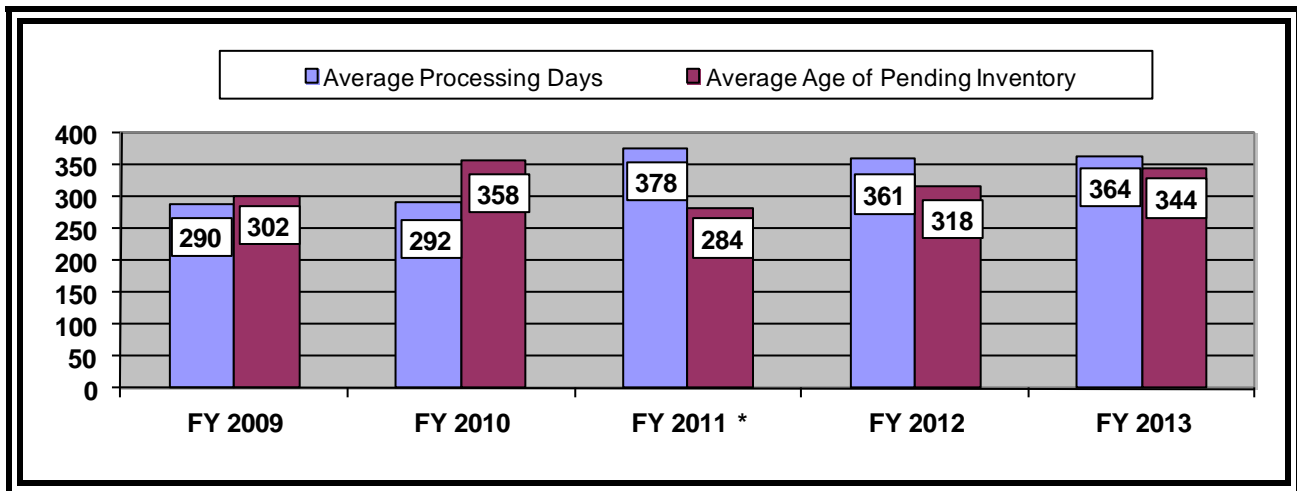
In FY 2013, OFO closed 1,864 appeals addressing the merits of the underlying discrimination claims, and made a total of 76 findings of discrimination, which represents almost 4.1% of the total. By comparison, in FY 2012, OFO closed 1,735 appeals addressing the merits of the underlying discrimination claims, and made a total of 109 findings of discrimination, which represented 6.3% of the total. In FY 2013, OFO reversed 24.6% of the 2,109 appeals of procedural dismissals.

iv. Average Processing Time of Appeal Closures

The average processing time for appeal closures rose to 364 days in FY 2013, representing a 0.8% increase from 361 days in FY 2012 and a 25.5% increase from 290 days in FY 2009.

OFO resolved 2,089 (52.9%) of the 4,361 appeals closed in FY 2013 within 180 days. The average age of the pending inventory at the end of FY 2013 was 344 days, a 8.2% increase from the 318 day average age at the end of FY 2012 and a 13.9% increase from the 302 day average age of the open inventory at the end of FY 2009.

***Figure 12 - Average Processing Days on Appeal
FY 2009 - FY 2013***



*During FY 2011 OFO closed substantially more aged appeals than in recent fiscal years, resulting in the increase to average processing time and a corresponding decrease in the average age of the pending inventory.

v. Three Most Prevalent Bases and Issues on Appeal

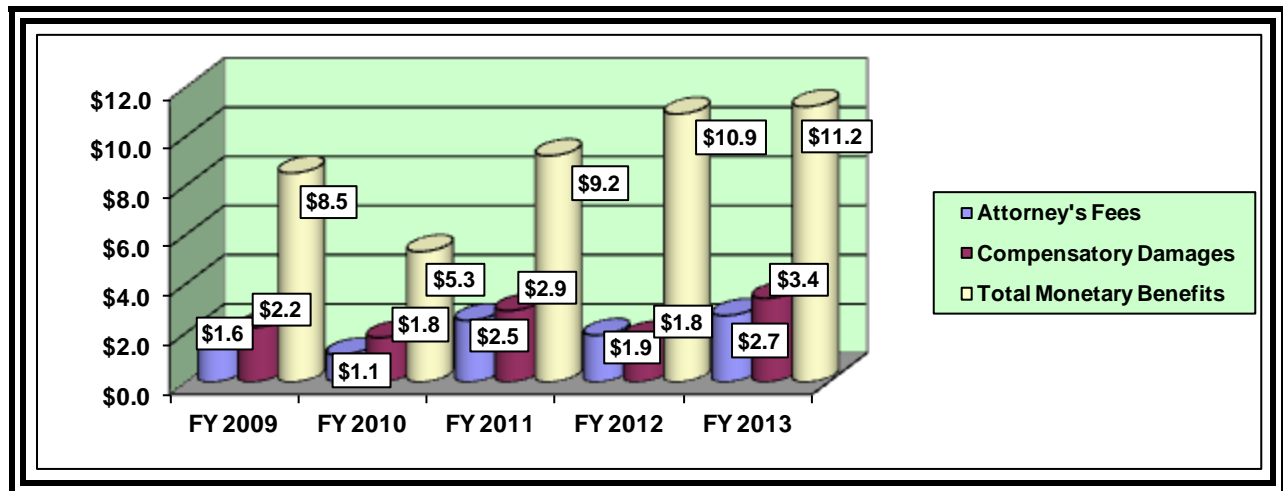
Since FY 2007, reprisal has been the top basis of discrimination alleged in closed appeals. In FY 2013, race was the second most alleged basis, with disability as the third most prevalent basis of discrimination alleged in closed appeals. Harassment, removal, and promotion were the three most prevalent issues of discrimination alleged

in closed appeals.

vi. \$11.2 Million Awarded on Appeal

In FY 2013, the \$11.2 million in monetary benefits awarded in compliance with appellate decisions (including settlement agreements resolving appeals) increased by 2.8% from the \$10.9 million awarded in FY 2012 and a 31.8% increase from the \$8.5 million awarded in FY 2009.

**Figure 13 - Monetary Benefits Awarded from Appeals¹⁹
FY 2009 - FY 2013 (In Millions of Dollars)**



vii. Training and Outreach Conducted By EEOC

In FY 2013, 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 83 training sessions reaching 2,430 federal employees, including 136 new EEO counselors, 172 new EEO investigators, and 189 EEO professionals in affirmative employment programs.

¹⁹ It should be noted that Hearings Benefits should not be added to Appeals Benefits for a grand total, as Hearings Benefits are only preliminary.

EEOC FY 2013 Annual Report on the Federal Work Force Part I

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 5,451 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. 70% of Submitted EEOC Form 462 Reports Were Timely

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

The requirement to file an EEOC Form 462 Report applies to all federal agencies and departments covered by 29 C.F.R. Part 1614, as defined in 29 C.F.R. § 1614.103(b). This includes Executive agencies as defined in 5 U.S.C. 105, military departments as defined in 5 U.S.C. 102, the Government Printing Office, the Postal Regulatory 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 2013, 62 or 69.7% of the 89 agencies (with 100 or more employees) timely submitted the EEOC Form 462 Report, down from the 91.8% timely submitted in FY 2012. 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 deadline to be considered timely. In FY 2013, the EEOC opened its new electronic submissions portal, FedSEP to agencies for 462 report submission. In this system, EEOC must accept the agency’s report prior to the November 29th deadline to be considered timely.²⁰ See [Appendix III](#) for the list of agencies’ FY 2013 report submission times.

²⁰ The deadline set by the Commission is October 31st, however due to government closures the deadline was extended to November 29, 2013.

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 Financial Protection Bureau (II-12)
Consumer Product Safety Commission (II-13)
Corporation for National & Community Service (II-14)
Court Services and Offender Supervision Agency (II-15)
Defense Commissary Agency (II-16)
Defense Contract Audit Agency (II-17)
Defense Contract Management Agency (II-18)
Defense Education Activity, Department of (II-19)
Defense Finance and Accounting Service (II-20)
Defense Health Agency (II-21)
Defense Human Resources Activity (II-22)
Defense Information Systems Agency (II-23)
Defense Inspector General, Office of the (II-24)
Defense Logistics Agency (II-25)
Defense Media Activity (II-26)
Defense Missile Defense Agency (II-27)
Defense National Guard Bureau (II-28)
Office of the Secretary/Wash. Hqtrs. Services Office (II-29)
Defense Security Service (II-30)
Defense Threat Reduction Agency (II-31)
Defense Uniformed Services University (II-32)
Education, Department of (II-33)
Energy, Department of (II-34)
Environmental Protection Agency (II-35)
Equal Employment Opportunity Commission (II-36)
Federal Communications Commission (II-37)
Federal Deposit Insurance Corporation (II-38)
Federal Energy Regulatory Commission (II-39)
Federal Housing Finance Agency (II-40)
Federal Reserve System - Board of Governors (II-41)
Federal Trade Commission (II-42)
General Services Administration (II-43)
Government Printing Office (II-44)
Health and Human Services, Department of (II-45)
Homeland Security, Department of (II-46)
Housing and Urban Development, Department of (II-47)
Interior, Department of the (II-48)
John F. Kennedy Center for the Performing Arts (II-49)
Justice, Department of (II-50)
Labor, Department of (II-51)
National Aeronautics and Space Administration (II-52)
National Archives and Records Administration (II-53)
National Credit Union Administration (II-54)
National Gallery of Art (II-55)
National Labor Relations Board (II-56)
National Science Foundation (II-57)
Navy, Department of the (II-58)
Nuclear Regulatory Commission (II-59)
Office of Personnel Management (II-60)
Peace Corps (II-61)
Pension Benefit Guaranty Corporation (II-62)
Railroad Retirement Board (II-63)
Securities and Exchange Commission (II-64)
Small Business Administration (II-65)
Smithsonian Institution (II-66)
Social Security Administration (II-67)
State, Department of (II-68)
Tennessee Valley Authority (II-69)
Transportation, Department of (II-70)
Treasury, Department of (II-71)
U.S. Postal Service (II-72)
Veterans' Affairs, Department of (II-73)

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Government-Wide (The Government) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	16,165		16,982		33,147	
Settlements	494	3.1%	4,335	25.5%	4,829	14.6%
Withdrawals or No Complaints Filed	6,429	39.8%	6,485	38.2%	12,914	39%
Complaints Filed*					14,603	44.1%
Decision to File Complaint Pending at End of FY					801	2.4%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	33,147	86.8%	51.2%
Complaint Closures	14,716	18.8%	8.3%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	33,130	30,577	92.3%				
All Investigations	10,175	6,842	67.2%	187	207	10.7%	207
All Complaint Closures	14,716			388	420	8.2%	420
Merit Decisions (no AJ)	4,205	2,108	50.1%	462	451	-2.4%	451
Dismissal Decisions (no AJ)	3,017			73	67	-8.2%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	15,226							
Total Closures	14,716							
Settlements	3,637	24.7%						
Withdrawals	1,237	8.4%						
Total Final Agency Actions	9,842	66.9%	7,222	73.4%	2,581	26.2%	39	0.4%
Dismissals	3,101	31.5%	3,017	97.3%	80	2.6%	4	0.1%
Merit Decisions	6,741	68.5%	4,205	62.4%	2,501	37.1%	35	0.5%
Finding Discrimination	184	2.7%	76	41.3%	82	44.6%	26	14.1%
Finding No Discrimination	6,557	97.3%	4,129	63%	2,419	36.9%	9	0.1%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	744	\$2,922,056	\$3,927
ADR Settlements w/ Monetary Benefits	685	\$2,556,663	\$3,732
Investigation Costs	10,175	\$42,621,532	\$4,188
Complaint Closures with Monetary Benefits	2,481	\$56,024,600	\$22,581
ADR Settlements w/ Monetary Benefits	411	\$4,539,298	\$11,044

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Agency for International Development (AID) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	33		7		40	
Settlements	0	0%	1	14.3%	1	2.5%
Withdrawals or No Complaints Filed	20	60.6%	3	42.9%	23	57.5%
Complaints Filed*					16	40%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	40	72.5%	17.5%
Complaint Closures	14	7.1%	7.1%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	SEX (FEMALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	40	34	85%				
All Investigations	8	2	25%	282	317	12.4%	207
All Complaint Closures	14			399	597	49.6%	420
Merit Decisions (no AJ)	5	0	0%	830	544	-34.5%	451
Dismissal Decisions (no AJ)	1			92	80	-13%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	17							
Total Closures	14							
Settlements	4	28.6%						
Withdrawals	1	7.1%						
Total Final Agency Actions	9	64.3%	6	66.7%	3	33.3%	0	0%
Dismissals	1	11.1%	1	100%	0	0%	0	0%
Merit Decisions	8	88.9%	5	62.5%	3	37.5%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	8	100%	5	62.5%	3	37.5%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	8	\$24,774	\$3,096
Complaint Closures with Monetary Benefits	3	\$160,000	\$53,333
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of Agriculture (USDA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	675		303		978	
Settlements	28	4.1%	55	18.2%	83	8.5%
Withdrawals or No Complaints Filed	272	40.3%	88	29%	360	36.8%
Complaints Filed*					513	52.5%
Decision to File Complaint Pending at End of FY					22	2.3%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	978	84.7%	31%
Complaint Closures	538	28.3%	11.2%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	SEX (FEMALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	978	773	79%				
All Investigations	428	212	49.5%	242	235	-2.9%	207
All Complaint Closures	538			633	591	-6.6%	420
Merit Decisions (no AJ)	200	89	44.5%	638	609	-4.5%	451
Dismissal Decisions (no AJ)	70			112	103	-8%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	543							
Total Closures	538							
Settlements	167	31%						
Withdrawals	26	4.8%						
Total Final Agency Actions	345	64.1%	270	78.3%	74	21.4%	1	0.3%
Dismissals	72	20.9%	70	97.2%	1	1.4%	1	1.4%
Merit Decisions	273	79.1%	200	73.3%	73	26.7%	0	0%
Finding Discrimination	20	7.3%	16	80%	4	20%	0	0%
Finding No Discrimination	253	92.7%	184	72.7%	69	27.3%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	15	\$86,270	\$5,751
ADR Settlements w/ Monetary Benefits	13	\$78,770	\$6,059
Investigation Costs	428	\$1,521,445	\$3,554
Complaint Closures with Monetary Benefits	141	\$3,261,809	\$23,133
ADR Settlements w/ Monetary Benefits	21	\$226,405	\$10,781

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of the Air Force (USAF) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%+
Pre-Complaint Counselings	540		364		904	
Settlements	22	4.1%	117	32.1%	139	15.4%
Withdrawals or No Complaints Filed	290	53.7%	57	15.7%	347	38.4%
Complaints Filed*					403	44.6%
Decision to File Complaint Pending at End of FY					15	1.7%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	904	71.1%	40.3%
Complaint Closures	426	40.4%	15.5%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	904	803	88.8%				
All Investigations	317	25	7.9%	263	260	-1.1%	207
All Complaint Closures	426			483	504	4.3%	420
Merit Decisions (no AJ)	72	15	20.8%	839	752	-10.4%	451
Dismissal Decisions (no AJ)	56			98	41	-58.2%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	403							
Total Closures	426							
Settlements	161	37.8%						
Withdrawals	40	9.4%						
Total Final Agency Actions	225	52.8%	128	56.9%	92	40.9%	5	2.2%
Dismissals	76	33.8%	56	73.7%	18	23.7%	2	2.6%
Merit Decisions	149	66.2%	72	48.3%	74	49.7%	3	2%
Finding Discrimination	2	1.3%	0	0%	2	100%	0	0%
Finding No Discrimination	147	98.7%	72	49%	72	49%	3	2%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	11	\$66,551	\$6,050
ADR Settlements w/ Monetary Benefits	8	\$59,465	\$7,433
Investigation Costs	317	\$1,657,719	\$5,229
Complaint Closures with Monetary Benefits	85	\$1,225,921	\$14,422
ADR Settlements w/ Monetary Benefits	18	\$122,817	\$6,823

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of the Army (ARMY) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	1,588		474		2,062	
Settlements	63	4%	163	34.4%	226	11%
Withdrawals or No Complaints Filed	547	34.4%	130	27.4%	677	32.8%
Complaints Filed*					1,101	53.4%
Decision to File Complaint Pending at End of FY					58	2.8%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	2,062	42.1%	23%
Complaint Closures	1,130	20.7%	15.5%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	2,062	1,779	86.3%				
All Investigations	693	229	33%	258	280	8.5%	207
All Complaint Closures	1,130			325	337	3.7%	420
Merit Decisions (no AJ)	155	30	19.4%	528	554	4.9%	451
Dismissal Decisions (no AJ)	237			44	48	9.1%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1,144							
Total Closures	1,130							
Settlements	478	42.3%						
Withdrawals	122	10.8%						
Total Final Agency Actions	530	46.9%	392	74%	135	25.5%	3	0.6%
Dismissals	241	45.5%	237	98.3%	4	1.7%	0	0%
Merit Decisions	289	54.5%	155	53.6%	131	45.3%	3	1%
Finding Discrimination	11	3.8%	2	18.2%	7	63.6%	2	18.2%
Finding No Discrimination	278	96.2%	153	55%	124	44.6%	1	0.4%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	29	\$171,617	\$5,917
ADR Settlements w/ Monetary Benefits	22	\$167,176	\$7,598
Investigation Costs	693	\$4,428,836	\$6,390
Complaint Closures with Monetary Benefits	251	\$5,863,809	\$23,361
ADR Settlements w/ Monetary Benefits	45	\$966,409	\$21,475

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Army and Air Force Exchange Service (AAFES) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	233		75		308	
Settlements	20	8.6%	19	25.3%	39	12.7%
Withdrawals or No Complaints Filed	126	54.1%	46	61.3%	172	55.8%
Complaints Filed*					93	30.2%
Decision to File Complaint Pending at End of FY					4	1.3%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	308	100%	24.4%
Complaint Closures	88	95.5%	20.5%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	DISABILITY (PHYSICAL)	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	308	234	76%				
All Investigations	51	4	7.8%	235	365	55.3%	207
All Complaint Closures	88			318	257	-19.2%	420
Merit Decisions (no AJ)	19	17	89.5%	346	350	1.2%	451
Dismissal Decisions (no AJ)	21			75	74	-1.3%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	93							
Total Closures	88							
Settlements	23	26.1%						
Withdrawals	13	14.8%						
Total Final Agency Actions	52	59.1%	40	76.9%	12	23.1%	0	0%
Dismissals	21	40.4%	21	100%	0	0%	0	0%
Merit Decisions	31	59.6%	19	61.3%	12	38.7%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	31	100%	19	61.3%	12	38.7%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	6	\$14,173	\$2,362
ADR Settlements w/ Monetary Benefits	6	\$14,173	\$2,362
Investigation Costs	51	\$570,946	\$11,195
Complaint Closures with Monetary Benefits	11	\$95,999	\$8,727
ADR Settlements w/ Monetary Benefits	12	\$74,378	\$6,198

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Broadcasting Board of Governors (BBG) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	30		8		38	
Settlements	2	6.7%	0	0%	2	5.3%
Withdrawals or No Complaints Filed	19	63.3%	3	37.5%	22	57.9%
Complaints Filed*					14	36.8%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	38	100%	21.1%
Complaint Closures	8	100%	12.5%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	38	28	73.7%				
All Investigations	12	11	91.7%	161	210	30.4%	207
All Complaint Closures	8			356	816	129.2%	420
Merit Decisions (no AJ)	2	0	0%	326	687	110.7%	451
Dismissal Decisions (no AJ)	0			236	0	-100%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	14							
Total Closures	8							
Settlements	4	50%						
Withdrawals	0	0%						
Total Final Agency Actions	4	50%	2	50%	1	25%	1	25%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
Merit Decisions	4	100%	2	50%	1	25%	1	25%
Finding Discrimination	1	25%	0	0%	0	0%	1	100%
Finding No Discrimination	3	75%	2	66.7%	1	33.3%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$25,000	\$25,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	12	\$33,500	\$2,791
Complaint Closures with Monetary Benefits	3	\$32,000	\$10,666
ADR Settlements w/ Monetary Benefits	1	\$5,000	\$5,000

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of Commerce (DOC) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	283		39		322	
Settlements	6	2.1%	6	15.4%	12	3.7%
Withdrawals or No Complaints Filed	92	32.5%	9	23.1%	101	31.4%
Complaints Filed*					201	62.4%
Decision to File Complaint Pending at End of FY					8	2.5%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	322	31.7%	12.1%
Complaint Closures	361	2.5%	1.9%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	322	218	67.7%				
All Investigations	160	157	98.1%	188	182	-3.2%	207
All Complaint Closures	361			465	542	16.6%	420
Merit Decisions (no AJ)	217	79	36.4%	569	632	11.1%	451
Dismissal Decisions (no AJ)	24			66	29	-56.1%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	204							
Total Closures	361							
Settlements	61	16.9%						
Withdrawals	8	2.2%						
Total Final Agency Actions	292	80.9%	241	82.5%	51	17.5%	0	0%
Dismissals	25	8.6%	24	96%	1	4%	0	0%
Merit Decisions	267	91.4%	217	81.3%	50	18.7%	0	0%
Finding Discrimination	2	0.8%	1	50%	1	50%	0	0%
Finding No Discrimination	265	99.3%	216	81.5%	49	18.5%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$20,000	\$20,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	160	\$715,376	\$4,471
Complaint Closures with Monetary Benefits	42	\$685,979	\$16,332
ADR Settlements w/ Monetary Benefits	1	\$7,500	\$7,500

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Commodity Futures Trading Commission (CFTC) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	2		3		5	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	2	100%	2	66.7%	4	80%
Complaints Filed*					1	20%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	5	100%	60%
Complaint Closures	3	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	SEX (FEMALE)	DISABILITY (MENTAL)L	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	5	5	100%				
All Investigations	3	2	66.7%	110	178	61.8%	207
All Complaint Closures	3			314	178	-43.3%	420
Merit Decisions (no AJ)	2	1	50%	314	178	-43.3%	451
Dismissal Decisions (no AJ)	0			0	0	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1							
Total Closures	3							
Settlements	0	0%						
Withdrawals	1	33.3%						
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 in FY 2013

	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	\$7,500	\$2,500
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Consumer Financial Protection Bureau (CFPB) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	12		3		15	
Settlements	0	0%	1	33.3%	1	6.7%
Withdrawals or No Complaints Filed	4	33.3%	0	0%	4	26.7%
Complaints Filed*					9	60%
Decision to File Complaint Pending at End of FY					1	6.7%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	15	60%	20%
Complaint Closures	7	42.9%	42.9%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	RELIGION	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	15	11	73.3%				
All Investigations	9	9	100%	209	183	-12.4%	207
All Complaint Closures	7			181	197	8.8%	420
Merit Decisions (no AJ)	2	2	100%	301	354	17.6%	451
Dismissal Decisions (no AJ)	1			0	27	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	9							
Total Closures	7							
Settlements	4	57.1%						
Withdrawals	0	0%						
Total Final Agency Actions	3	42.9%	3	100%	0	0%	0	0%
Dismissals	1	33.3%	1	100%	0	0%	0	0%
Merit Decisions	2	66.7%	2	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	2	100%	2	100%	0	0%	0	0%

Costs Associated With EEO Process in FY 2013

	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	\$18,055	\$2,006
Complaint Closures with Monetary Benefits	1	\$115,000	\$115,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Consumer Product Safety Commission (CPSC) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	1		3		4	
Settlements	0	0%	3	100%	3	75%
Withdrawals or No Complaints Filed	0	0%	0	0%	0	0%
Complaints Filed*					1	25%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	4	100%	75%
Complaint Closures	3	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	DISABILITY (PHYSICAL)	SEX (MALE)	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	4	4	100%				
All Investigations	1	1	100%	142	141	-0.7%	207
All Complaint Closures	3			380	513	35%	420
Merit Decisions (no AJ)	1	1	100%	416	108	-74%	451
Dismissal Decisions (no AJ)	0			0	0	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	2							
Total Closures	3							
Settlements	2	66.7%						
Withdrawals	0	0%						
Total Final Agency Actions	1	33.3%	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 in FY 2013

	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	\$3,011	\$3,011
Complaint Closures with Monetary Benefits	1	\$10,000	\$10,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Corporation for National and Community Service (CNCS) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	17		0		17	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	3	17.6%	0	0%	3	17.7%
Complaints Filed*					13	76.5%
Decision to File Complaint Pending at End of FY					1	5.9%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	17	0%	0%
Complaint Closures	7	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	RACE (BLACK OR AFRICAN AMERICAN)	REPRISAL	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	17	17	100%				
All Investigations	10	10	100%	109	94	-13.8%	207
All Complaint Closures	7			432	308	-28.7%	420
Merit Decisions (no AJ)	4	1	25%	432	209	-51.6%	451
Dismissal Decisions (no AJ)	0			0	0	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	7							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	7	100%	4	57.1%	3	42.9%	0	0%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
Merit Decisions	7	100%	4	57.1%	3	42.9%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	7	100%	4	57.1%	3	42.9%	0	0%

Costs Associated With EEO Process in FY 2013

	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	\$31,505	\$3,150
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

**Court Services and Offender Supervision Agency for the District of Columbia (CSOSA) FY 2013
EEO Complaint Processing Statistics**

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	18		9		27	
Settlements	1	5.6%	4	44.4%	5	18.5%
Withdrawals or No Complaints Filed	11	61.1%	0	0%	11	40.7%
Complaints Filed*					10	37%
Decision to File Complaint Pending at End of FY					1	3.7%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	27	81.5%	33.3%
Complaint Closures	11	54.6%	9.1%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	SEX (MALE)	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	27	26	96.3%				
All Investigations	5	3	60%	165	208	26.1%	207
All Complaint Closures	11			757	579	-23.5%	420
Merit Decisions (no AJ)	0	0	0%	393	0	-100%	451
Dismissal Decisions (no AJ)	3			85	106	24.7%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	11							
Settlements	3	27.3%						
Withdrawals	1	9.1%						
Total Final Agency Actions	7	63.6%	3	42.9%	4	57.1%	0	0%
Dismissals	3	42.9%	3	100%	0	0%	0	0%
Merit Decisions	4	57.1%	0	0%	4	100%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	4	100%	0	0%	4	100%	0	0%

Costs Associated With EEO Process in FY 2013

	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	\$36,255	\$7,251
Complaint Closures with Monetary Benefits	1	\$20,000	\$20,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Commissary Agency (DECA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	143		83		226	
Settlements	1	0.7%	28	33.7%	29	12.8%
Withdrawals or No Complaints Filed	9	6.3%	55	66.3%	64	28.3%
Complaints Filed*					119	52.7%
Decision to File Complaint Pending at End of FY					14	6.2%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	226	81%	36.7%
Complaint Closures	113	11.5%	11.5%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	RACE (BLACK OR AFRICAN AMERICAN)	SEX (FEMALE)	REPRISAL

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	226	150	66.4%				
All Investigations	88	17	19.3%	257	252	-1.9%	207
All Complaint Closures	113			319	324	1.6%	420
Merit Decisions (no AJ)	39	31	79.5%	349	392	12.3%	451
Dismissal Decisions (no AJ)	19			13	28	115.4%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	122							
Total Closures	113							
Settlements	19	16.8%						
Withdrawals	22	19.5%						
Total Final Agency Actions	72	63.7%	58	80.6%	14	19.4%	0	0%
Dismissals	19	26.4%	19	100%	0	0%	0	0%
Merit Decisions	53	73.6%	39	73.6%	14	26.4%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	53	100%	39	73.6%	14	26.4%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	88	\$460,187	\$5,229
Complaint Closures with Monetary Benefits	8	\$224,380	\$28,047
ADR Settlements w/ Monetary Benefits	3	\$96,375	\$32,125

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Contract Audit Agency (DCAA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	40		13		53	
Settlements	2	5%	3	23.1%	5	9.4%
Withdrawals or No Complaints Filed	7	17.5%	2	15.4%	9	17%
Complaints Filed*					35	66%
Decision to File Complaint Pending at End of FY					4	7.6%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	53	69.8%	24.5%
Complaint Closures	30	33.3%	30%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	53	29	54.7%				
All Investigations	15	4	26.7%	264	289	9.5%	207
All Complaint Closures	30			252	227	-9.9%	420
Merit Decisions (no AJ)	5	5	100%	358	251	-29.9%	451
Dismissal Decisions (no AJ)	4			41	41	0%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	35							
Total Closures	30							
Settlements	12	40%						
Withdrawals	8	26.7%						
Total Final Agency Actions	10	33.3%	9	90%	1	10%	0	0%
Dismissals	4	40%	4	100%	0	0%	0	0%
Merit Decisions	6	60%	5	83.3%	1	16.7%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	6	100%	5	83.3%	1	16.7%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$5,500	\$5,500
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	15	\$79,491	\$5,299
Complaint Closures with Monetary Benefits	6	\$25,000	\$4,166
ADR Settlements w/ Monetary Benefits	4	\$10,000	\$2,500

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Contract Management Agency (DCMA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	51		18		69	
Settlements	0	0%	5	27.8%	5	7.3%
Withdrawals or No Complaints Filed	13	25.5%	6	33.3%	19	27.5%
Complaints Filed*					44	63.8%
Decision to File Complaint Pending at End of FY					1	1.5%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	69	52.2%	26.1%
Complaint Closures	38	15.8%	10.5%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	AGE	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	69	68	98.6%				
All Investigations	40	10	25%	329	307	-6.7%	207
All Complaint Closures	38			345	371	7.5%	420
Merit Decisions (no AJ)	5	5	100%	497	518	4.2%	451
Dismissal Decisions (no AJ)	12			120	100	-16.7%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	46							
Total Closures	38							
Settlements	12	31.6%						
Withdrawals	2	5.3%						
Total Final Agency Actions	24	63.2%	17	70.8%	7	29.2%	0	0%
Dismissals	15	62.5%	12	80%	3	20%	0	0%
Merit Decisions	9	37.5%	5	55.6%	4	44.4%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	9	100%	5	55.6%	4	44.4%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	40	\$209,176	\$5,229
Complaint Closures with Monetary Benefits	11	\$86,215	\$7,837
ADR Settlements w/ Monetary Benefits	3	\$35,000	\$11,666

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of Defense Education Activity (DoDEA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	95		37		132	
Settlements	3	3.2%	4	10.8%	7	5.3%
Withdrawals or No Complaints Filed	31	32.6%	16	43.2%	47	35.6%
Complaints Filed*					75	56.8%
Decision to File Complaint Pending at End of FY					3	2.3%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	132	51.5%	28%
Complaint Closures	62	4.8%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	132	132	100%				
All Investigations	40	33	82.5%	176	174	-1.1%	207
All Complaint Closures	62			406	339	-16.5%	420
Merit Decisions (no AJ)	12	2	16.7%	386	393	1.8%	451
Dismissal Decisions (no AJ)	15			54	32	-40.7%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	77							
Total Closures	62							
Settlements	19	30.7%						
Withdrawals	7	11.3%						
Total Final Agency Actions	36	58.1%	27	75%	9	25%	0	0%
Dismissals	15	41.7%	15	100%	0	0%	0	0%
Merit Decisions	21	58.3%	12	57.1%	9	42.9%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	21	100%	12	57.1%	9	42.9%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	40	\$139,097	\$3,477
Complaint Closures with Monetary Benefits	12	\$366,370	\$30,530
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Finance and Accounting Service (DFAS) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	25		78		103	
Settlements	1	4%	27	34.6%	28	27.2%
Withdrawals or No Complaints Filed	8	32%	21	26.9%	29	28.2%
Complaints Filed*					45	43.7%
Decision to File Complaint Pending at End of FY					1	1%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	103	84.5%	75.7%
Complaint Closures	37	24.3%	18.9%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	103	101	98.1%				
All Investigations	32	19	59.4%	245	247	0.8%	207
All Complaint Closures	37			353	384	8.8%	420
Merit Decisions (no AJ)	9	7	77.8%	309	342	10.7%	451
Dismissal Decisions (no AJ)	6			12	19	58.3%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	48							
Total Closures	37							
Settlements	18	48.7%						
Withdrawals	1	2.7%						
Total Final Agency Actions	18	48.7%	15	83.3%	3	16.7%	0	0%
Dismissals	6	33.3%	6	100%	0	0%	0	0%
Merit Decisions	12	66.7%	9	75%	3	25%	0	0%
Finding Discrimination	1	8.3%	1	100%	0	0%	0	0%
Finding No Discrimination	11	91.7%	8	72.7%	3	27.3%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$82	\$82
ADR Settlements w/ Monetary Benefits	1	\$82	\$82
Investigation Costs	32	\$167,340	\$5,229
Complaint Closures with Monetary Benefits	7	\$44,427	\$6,346
ADR Settlements w/ Monetary Benefits	1	\$3,500	\$3,500

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Health Agency (DHA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	12		1		13	
Settlements	0	0%	1	100%	1	7.7%
Withdrawals or No Complaints Filed	3	25%	0	0%	3	23.1%
Complaints Filed*					9	69.2%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	13	100%	7.7%
Complaint Closures	5	100%	40%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)	SEX (MALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	13	8	61.5%				
All Investigations	10	0	0%	351	272	-22.5%	207
All Complaint Closures	5			155	372	140%	420
Merit Decisions (no AJ)	4	2	50%	0	414	NA%	451
Dismissal Decisions (no AJ)	0			80	0	-100%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	9							
Total Closures	5							
Settlements	1	20%						
Withdrawals	0	0%						
Total Final Agency Actions	4	80%	4	100%	0	0%	0	0%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
Merit Decisions	4	100%	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 in FY 2013

	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	\$43,572	\$4,357
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Human Resources Activity (DHRA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	5		5		10	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	2	40%	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 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	10	100%	50%
Complaint Closures	6	100%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	SEX (MALE)	RACE (AMERICAN INDIAN OR ALASKA NATIVE)	REPRISAL

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	10	8	80%				
All Investigations	5	4	80%	0	331	NA%	207
All Complaint Closures	6			149	435	191.9%	420
Merit Decisions (no AJ)	1	0	0%	0	633	NA%	451
Dismissal Decisions (no AJ)	2			32	36	12.5%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	8							
Total Closures	6							
Settlements	2	33.3%						
Withdrawals	0	0%						
Total Final Agency Actions	4	66.7%	3	75%	1	25%	0	0%
Dismissals	2	50%	2	100%	0	0%	0	0%
Merit Decisions	2	50%	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 in FY 2013

	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	\$16,029	\$3,205
Complaint Closures with Monetary Benefits	2	\$10,500	\$5,250
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Information Systems Agency (DISA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	43		5		48	
Settlements	2	4.7%	0	0%	2	4.2%
Withdrawals or No Complaints Filed	19	44.2%	3	60%	22	45.8%
Complaints Filed*					21	43.8%
Decision to File Complaint Pending at End of FY					3	6.3%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	48	100%	10.4%
Complaint Closures	21	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)	COLOR

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	48	48	100%				
All Investigations	0	0	NA%	261	0	-100%	207
All Complaint Closures	21			687	584	-15%	420
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	451
Dismissal Decisions (no AJ)	2			996	19	-98.1%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	21							
Settlements	7	33.3%						
Withdrawals	5	23.8%						
Total Final Agency Actions	9	42.9%	2	22.2%	7	77.8%	0	0%
Dismissals	4	44.4%	2	50%	2	50%	0	0%
Merit Decisions	5	55.6%	0	0%	5	100%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	5	100%	0	0%	5	100%	0	0%

Costs Associated With EEO Process in FY 2013

	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	4	\$546,381	\$136,595
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Office of Inspector General (DOIG) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	6		2		8	
Settlements	1	16.7%	0	0%	1	12.5%
Withdrawals or No Complaints Filed	2	33.3%	1	50%	3	37.5%
Complaints Filed*					4	50%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	8	87.5%	25%
Complaint Closures	7	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	DISABILITY (PHYSICAL)	SEX (MALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	8	8	100%				
All Investigations	6	6	100%	255	198	-22.4%	207
All Complaint Closures	7			469	519	10.7%	420
Merit Decisions (no AJ)	4	3	75%	0	183	NA%	451
Dismissal Decisions (no AJ)	0			8	0	-100%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	7							
Settlements	2	28.6%						
Withdrawals	0	0%						
Total Final Agency Actions	5	71.4%	4	80%	1	20%	0	0%
Dismissals	0	NA%	0	NA%	0	0%	0	0%
Merit Decisions	5	100%	4	80%	1	20%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	5	100%	4	80%	1	20%	0	0%

Costs Associated With EEO Process in FY 2013

	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	\$22,870	\$3,811
Complaint Closures with Monetary Benefits	2	\$105,000	\$52,500
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Logistics Agency (DLA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	103		212		315	
Settlements	1	1%	69	32.6%	70	22.2%
Withdrawals or No Complaints Filed	57	55.3%	81	38.2%	138	43.8%
Complaints Filed*					103	32.7%
Decision to File Complaint Pending at End of FY					4	1.3%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	315	95.6%	67.3%
Complaint Closures	99	18.2%	11.1%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	REPRISAL	DISABILITY (PHYSICAL)	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	315	291	92.4%				
All Investigations	121	66	54.5%	272	211	-22.4%	207
All Complaint Closures	99			463	356	-23.1%	420
Merit Decisions (no AJ)	29	1	3.5%	494	416	-15.8%	451
Dismissal Decisions (no AJ)	24			82	50	-39%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	107							
Total Closures	99							
Settlements	24	24.2%						
Withdrawals	5	5.1%						
Total Final Agency Actions	70	70.7%	53	75.7%	17	24.3%	0	0%
Dismissals	24	34.3%	24	100%	0	0%	0	0%
Merit Decisions	46	65.7%	29	63%	17	37%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	46	100%	29	63%	17	37%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	8	\$198,713	\$24,839
ADR Settlements w/ Monetary Benefits	8	\$198,713	\$24,839
Investigation Costs	121	\$906,951	\$7,495
Complaint Closures with Monetary Benefits	14	\$220,761	\$15,768
ADR Settlements w/ Monetary Benefits	2	\$8,000	\$4,000

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Media Activity (DMA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	7		1		8	
Settlements	1	14.3%	1	100%	2	25%
Withdrawals or No Complaints Filed	1	14.3%	0	0%	1	12.5%
Complaints Filed*					5	62.5%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	8	75%	12.5%
Complaint Closures	0	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	NATIONAL ORIGIN (OTHER)	REPRISAL	COLOR

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	8	7	87.5%				
All Investigations	2	1	50%	0	282	NA%	207
All Complaint Closures	0			453	0	-100%	420
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	451
Dismissal Decisions (no AJ)	0			0	0	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	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 in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$8,812	\$8,812
ADR Settlements w/ Monetary Benefits	1	\$8,812	\$8,812
Investigation Costs	2	\$10,458	\$5,229
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Missile Defense Agency (DMDA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

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 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	4	100%	0%
Complaint Closures	4	25%	25%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	AGE	REPRISAL	DISABILITY (PHYSICAL)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	4	1	25%				
All Investigations	3	0	0%	237	297	25.3%	207
All Complaint Closures	4			0	228	NA%	420
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	451
Dismissal Decisions (no AJ)	2			0	60	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	1	25%						
Withdrawals	0	0%						
Total Final Agency Actions	3	75%	2	66.7%	1	33.3%	0	0%
Dismissals	2	66.7%	2	100%	0	0%	0	0%
Merit Decisions	1	33.3%	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 in FY 2013

	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	\$15,688	\$5,229
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense National Guard Bureau (DNGB) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	53		15		68	
Settlements	25	47.2%	12	80%	37	54.4%
Withdrawals or No Complaints Filed	16	30.2%	2	13.3%	18	26.5%
Complaints Filed*					12	17.7%
Decision to File Complaint Pending at End of FY					1	1.5%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	68	77.9%	22.1%
Complaint Closures	19	26.3%	10.5%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	RACE (BLACK OR AFRICAN AMERICAN)	REPRISAL	COLOR

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	68	65	95.6%				
All Investigations	9	6	66.7%	0	145	NA%	207
All Complaint Closures	19			327	449	37.3%	420
Merit Decisions (no AJ)	4	0	0%	362	1,181	226.2%	451
Dismissal Decisions (no AJ)	9			355	221	-37.7%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	19							
Settlements	3	15.8%						
Withdrawals	1	5.3%						
Total Final Agency Actions	15	79%	13	86.7%	2	13.3%	0	0%
Dismissals	11	73.3%	9	81.8%	2	18.2%	0	0%
Merit Decisions	4	26.7%	4	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	4	100%	4	100%	0	0%	0	0%

Costs Associated With EEO Process in FY 2013

	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	\$31,392	\$3,488
Complaint Closures with Monetary Benefits	1	\$5,000	\$5,000
ADR Settlements w/ Monetary Benefits	1	\$5,000	\$5,000

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Office of the Secretary/Washington (OSD) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	54		12		66	
Settlements	3	5.6%	4	33.3%	7	10.6%
Withdrawals or No Complaints Filed	16	29.6%	3	25%	19	28.8%
Complaints Filed*					40	60.6%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	66	25.8%	18.2%
Complaint Closures	31	6.5%	6.5%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	DISABILITY (PHYSICAL)	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	66	65	98.5%				
All Investigations	16	6	37.5%	248	320	29%	207
All Complaint Closures	31			570	533	-6.5%	420
Merit Decisions (no AJ)	12	1	8.3%	664	629	-5.3%	451
Dismissal Decisions (no AJ)	7			245	49	-80%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	40							
Total Closures	31							
Settlements	5	16.1%						
Withdrawals	5	16.1%						
Total Final Agency Actions	21	67.7%	19	90.5%	2	9.5%	0	0%
Dismissals	7	33.3%	7	100%	0	0%	0	0%
Merit Decisions	14	66.7%	12	85.7%	2	14.3%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	14	100%	12	85.7%	2	14.3%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	16	\$224,370	\$14,023
Complaint Closures with Monetary Benefits	3	\$25,100	\$8,366
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Security Service (DSS) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	13		2		15	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	0	0%	0	0%	0	0%
Complaints Filed*					14	93.3%
Decision to File Complaint Pending at End of FY					1	6.7%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	15	93.3%	13.3%
Complaint Closures	9	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	SEX (FEMALE)	REPRISAL	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	15	15	100%				
All Investigations	9	7	77.8%	193	64	-66.8%	207
All Complaint Closures	9			167	121	-27.5%	420
Merit Decisions (no AJ)	2	2	100%	200	80	-60%	451
Dismissal Decisions (no AJ)	2			100	80	-20%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	1	11.1%						
Withdrawals	2	22.2%						
Total Final Agency Actions	6	66.7%	4	66.7%	2	33.3%	0	0%
Dismissals	2	33.3%	2	100%	0	0%	0	0%
Merit Decisions	4	66.7%	2	50%	2	50%	0	0%
Finding Discrimination	4	100%	2	50%	2	50%	0	0%
Finding No Discrimination	0	NA%	0	NA%	0	NA%	0	NA%

Costs Associated With EEO Process in FY 2013

	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	\$47,064	\$5,229
Complaint Closures with Monetary Benefits	1	\$51,756	\$51,756
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Threat Reduction Agency (DTRA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	7		4		11	
Settlements	1	14.3%	0	0%	1	9.1%
Withdrawals or No Complaints Filed	1	14.3%	0	0%	1	9.1%
Complaints Filed*					9	81.8%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	11	100%	36.4%
Complaint Closures	10	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	NATIONAL ORIGIN (HISPANIC or LATINO)	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	11	11	100%				
All Investigations	0	0	NA%	0	0	NA%	207
All Complaint Closures	10			743	330	-55.6%	420
Merit Decisions (no AJ)	1	1	100%	0	322	NA%	451
Dismissal Decisions (no AJ)	0			869	0	-100%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	9							
Total Closures	10							
Settlements	7	70%						
Withdrawals	1	10%						
Total Final Agency Actions	2	20%	1	50%	1	50%	0	0%
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 in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$5,666	\$5,666
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	0	\$0	\$0
Complaint Closures with Monetary Benefits	5	\$108,933	\$21,786
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Defense Uniformed Services University of the Health (DUSU) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

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	3	75%	0	0%	3	60%
Complaints Filed*					2	40%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	5	100%	20%
Complaint Closures	1	100%	100%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	SEX (MALE)	SEX (FEMALE)	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	5	5	100%				
All Investigations	0	0	NA%	0	0	NA%	207
All Complaint Closures	1			0	1,127	NA%	420
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	451
Dismissal Decisions (no AJ)	0			0	0	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	1							
Settlements	1	100%						
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 in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	0	\$0	\$0
Complaint Closures with Monetary Benefits	1	\$7,500	\$7,500
ADR Settlements w/ Monetary Benefits	1	\$7,500	\$7,500

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of Education (ED) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	17		15		32	
Settlements	0	0%	1	6.7%	1	3.1%
Withdrawals or No Complaints Filed	5	29.4%	2	13.3%	7	21.9%
Complaints Filed*					22	68.8%
Decision to File Complaint Pending at End of FY					2	6.3%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	32	96.9%	46.9%
Complaint Closures	33	51.5%	3%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	32	32	100%				
All Investigations	21	21	100%	179	230	28.5%	207
All Complaint Closures	33			566	342	-39.6%	420
Merit Decisions (no AJ)	12	12	100%	358	369	3.1%	451
Dismissal Decisions (no AJ)	6			92	19	-79.3%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	24							
Total Closures	33							
Settlements	4	12.1%						
Withdrawals	5	15.2%						
Total Final Agency Actions	24	72.7%	18	75%	5	20.8%	1	4.2%
Dismissals	6	25%	6	100%	0	0%	0	0%
Merit Decisions	18	75%	12	66.7%	5	27.8%	1	5.6%
Finding Discrimination	1	5.6%	0	0%	0	0%	1	100%
Finding No Discrimination	17	94.4%	12	70.6%	5	29.4%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	21	\$86,755	\$4,131
Complaint Closures with Monetary Benefits	1	\$95,000	\$95,000
ADR Settlements w/ Monetary Benefits	1	\$95,000	\$95,000

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of Energy (DOE) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	95		28		123	
Settlements	7	7.4%	8	28.6%	15	12.2%
Withdrawals or No Complaints Filed	21	22.1%	4	14.3%	25	20.3%
Complaints Filed*					79	64.2%
Decision to File Complaint Pending at End of FY					4	3.3%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	123	53.7%	22.8%
Complaint Closures	66	31.8%	9.1%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	SEX (FEMALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	123	73	59.4%				
All Investigations	44	40	90.9%	179	211	17.9%	207
All Complaint Closures	66			345	360	4.3%	420
Merit Decisions (no AJ)	9	5	55.6%	372	401	7.8%	451
Dismissal Decisions (no AJ)	15			242	375	55%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	86							
Total Closures	66							
Settlements	23	34.9%						
Withdrawals	7	10.6%						
Total Final Agency Actions	36	54.6%	24	66.7%	11	30.6%	1	2.8%
Dismissals	21	58.3%	15	71.4%	6	28.6%	0	0%
Merit Decisions	15	41.7%	9	60%	5	33.3%	1	6.7%
Finding Discrimination	1	6.7%	1	100%	0	0%	0	0%
Finding No Discrimination	14	93.3%	8	57.1%	5	35.7%	1	7.1%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	4	\$31,989	\$7,997
ADR Settlements w/ Monetary Benefits	2	\$1,007	\$503
Investigation Costs	44	\$163,577	\$3,717
Complaint Closures with Monetary Benefits	15	\$628,675	\$41,911
ADR Settlements w/ Monetary Benefits	4	\$92,867	\$23,216

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Environmental Protection Agency (EPA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	72		42		114	
Settlements	3	4.2%	10	23.8%	13	11.4%
Withdrawals or No Complaints Filed	31	43.1%	10	23.8%	41	36%
Complaints Filed*					59	51.8%
Decision to File Complaint Pending at End of FY					1	0.9%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	114	74.6%	36.8%
Complaint Closures	48	6.3%	2.1%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	SEX (FEMALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	114	105	92.1%				
All Investigations	52	12	23.1%	355	329	-7.3%	207
All Complaint Closures	48			712	526	-26.1%	420
Merit Decisions (no AJ)	10	0	0%	899	526	-41.5%	451
Dismissal Decisions (no AJ)	6			229	123	-46.3%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	59							
Total Closures	48							
Settlements	4	8.3%						
Withdrawals	18	37.5%						
Total Final Agency Actions	26	54.2%	16	61.5%	10	38.5%	0	0%
Dismissals	7	26.9%	6	85.7%	1	14.3%	0	0%
Merit Decisions	19	73.1%	10	52.6%	9	47.4%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	19	100%	10	52.6%	9	47.4%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	52	\$132,450	\$2,547
Complaint Closures with Monetary Benefits	2	\$15,500	\$7,750
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Equal Employment Opportunity Commission (EEOC) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	27		9		36	
Settlements	3	11.1%	1	11.1%	4	11.1%
Withdrawals or No Complaints Filed	3	11.1%	2	22.2%	5	13.9%
Complaints Filed*					26	72.2%
Decision to File Complaint Pending at End of FY					1	2.8%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	36	91.7%	25%
Complaint Closures	21	9.5%	9.5%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	DISABILITY (PHYSICAL)	SEX (MALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	36	35	97.2%				
All Investigations	20	20	100%	240	225	-6.3%	207
All Complaint Closures	21			329	363	10.3%	420
Merit Decisions (no AJ)	4	1	25%	530	426	-19.6%	451
Dismissal Decisions (no AJ)	5			161	102	-36.6%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	26							
Total Closures	21							
Settlements	9	42.9%						
Withdrawals	1	4.8%						
Total Final Agency Actions	11	52.4%	9	81.8%	2	18.2%	0	0%
Dismissals	6	54.5%	5	83.3%	1	16.7%	0	0%
Merit Decisions	5	45.5%	4	80%	1	20%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	5	100%	4	80%	1	20%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	20	\$107,500	\$5,375
Complaint Closures with Monetary Benefits	7	\$44,100	\$6,300
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Federal Communications Commission (FCC) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	14		0		14	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	7	50%	0	0%	7	50%
Complaints Filed*					7	50%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	14	0%	0%
Complaint Closures	3	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	RACE (BLACK OR AFRICAN AMERICAN)	RACE (TWO OR MORE RACES)	RELIGION

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	14	14	100%				
All Investigations	7	7	100%	39	29	-25.6%	207
All Complaint Closures	3			90	48	-46.7%	420
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	451
Dismissal Decisions (no AJ)	2			90	30	-66.7%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

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

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	7	\$17,500	\$2,500
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Federal Deposit Insurance Corporation (FDIC) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	40		32		72	
Settlements	1	2.5%	5	15.6%	6	8.3%
Withdrawals or No Complaints Filed	15	37.5%	5	15.6%	20	27.8%
Complaints Filed*					45	62.5%
Decision to File Complaint Pending at End of FY					1	1.4%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	72	87.5%	44.4%
Complaint Closures	35	54.3%	22.9%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	72	70	97.2%				
All Investigations	40	40	100%	224	219	-2.2%	207
All Complaint Closures	35			291	378	29.9%	420
Merit Decisions (no AJ)	11	4	36.4%	407	505	24.1%	451
Dismissal Decisions (no AJ)	9			133	65	-51.1%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	48							
Total Closures	35							
Settlements	9	25.7%						
Withdrawals	4	11.4%						
Total Final Agency Actions	22	62.9%	20	90.9%	2	9.1%	0	0%
Dismissals	9	40.9%	9	100%	0	0%	0	0%
Merit Decisions	13	59.1%	11	84.6%	2	15.4%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	13	100%	11	84.6%	2	15.4%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	40	\$238,364	\$5,959
Complaint Closures with Monetary Benefits	8	\$156,682	\$19,585
ADR Settlements w/ Monetary Benefits	2	\$78,750	\$39,375

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Federal Energy Regulatory Commission (FERC) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

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	4	40%	0	0%	4	40%
Complaints Filed*					6	60%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	10	0%	0%
Complaint Closures	6	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	DISABILITY (PHYSICAL)	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	10	10	100%				
All Investigations	2	2	100%	180	180	0%	207
All Complaint Closures	6			152	376	147.4%	420
Merit Decisions (no AJ)	3	3	100%	200	431	115.5%	451
Dismissal Decisions (no AJ)	2			60	180	200%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	6							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	6	100%	5	83.3%	1	16.7%	0	0%
Dismissals	2	33.3%	2	100%	0	0%	0	0%
Merit Decisions	4	66.7%	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 in FY 2013

	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	\$6,400	\$3,200
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Federal Housing Finance Agency (FHFA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	10		2		12	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	6	60%	0	0%	6	50%
Complaints Filed*					5	41.7%
Decision to File Complaint Pending at End of FY					1	8.3%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	12	91.7%	16.7%
Complaint Closures	4	25%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	SEX (MALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	12	11	91.7%				
All Investigations	4	1	25%	225	249	10.7%	207
All Complaint Closures	4			200	573	186.5%	420
Merit Decisions (no AJ)	2	1	50%	0	306	NA%	451
Dismissal Decisions (no AJ)	0			170	0	-100%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	4							
Settlements	2	50%						
Withdrawals	0	0%						
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 in FY 2013

	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	\$17,416	\$4,354
Complaint Closures with Monetary Benefits	2	\$39,395	\$19,697
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Federal Reserve System Board of Governors (FRSBG) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	54		0		54	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	48	88.9%	0	0%	48	88.9%
Complaints Filed*					6	11.1%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	54	96.3%	0%
Complaint Closures	13	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	RACE (BLACK OR AFRICAN AMERICAN)	REPRISAL	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	54	54	100%				
All Investigations	7	7	100%	151	182	20.5%	207
All Complaint Closures	13			310	391	26.1%	420
Merit Decisions (no AJ)	7	7	100%	0	357	NA%	451
Dismissal Decisions (no AJ)	1			0	27	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	13							
Settlements	3	23.1%						
Withdrawals	2	15.4%						
Total Final Agency Actions	8	61.5%	8	100%	0	0%	0	0%
Dismissals	1	12.5%	1	100%	0	0%	0	0%
Merit Decisions	7	87.5%	7	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	7	100%	7	100%	0	0%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	7	\$37,637	\$5,376
Complaint Closures with Monetary Benefits	3	\$382,000	\$127,333
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Federal Trade Commission (FTC) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings		
	#	%	#	%	#	%	
Pre-Complaint Counselings	13		0		13		
Settlements	0	0%	0	0%	0	0%	
Withdrawals or No Complaints Filed	11	84.6%	0	0%	11	84.6%	
Complaints Filed*					2	15.4%	
Decision to File Complaint Pending at End of FY					0	0%	

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	13	76.9%	0%
Complaint Closures	1	100%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	DISABILITY (MENTAL)	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	13	13	100%				
All Investigations	1	1	100%	0	234	NA%	207
All Complaint Closures	1			1,115	322	-71.1%	420
Merit Decisions (no AJ)	1	1	100%	0	322	NA%	451
Dismissal Decisions (no AJ)	0			0	0	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	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 in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	1	\$4,597	\$4,597
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

General Services Administration (GSA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	67		77		144	
Settlements	1	1.5%	15	19.5%	16	11.1%
Withdrawals or No Complaints Filed	21	31.3%	15	19.5%	36	25%
Complaints Filed*					85	59%
Decision to File Complaint Pending at End of FY					7	4.9%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	144	99.3%	53.5%
Complaint Closures	88	4.6%	1.1%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	144	137	95.1%				
All Investigations	54	34	63%	266	269	1.1%	207
All Complaint Closures	88			425	453	6.6%	420
Merit Decisions (no AJ)	17	13	76.5%	398	399	0.3%	451
Dismissal Decisions (no AJ)	24			43	41	-4.7%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	87							
Total Closures	88							
Settlements	24	27.3%						
Withdrawals	7	8%						
Total Final Agency Actions	57	64.8%	41	71.9%	16	28.1%	0	0%
Dismissals	26	45.6%	24	92.3%	2	7.7%	0	0%
Merit Decisions	31	54.4%	17	54.8%	14	45.2%	0	0%
Finding Discrimination	1	3.2%	1	100%	0	0%	0	0%
Finding No Discrimination	30	96.8%	16	53.3%	14	46.7%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$7,614	\$7,614
ADR Settlements w/ Monetary Benefits	1	\$7,614	\$7,614
Investigation Costs	54	\$151,810	\$2,811
Complaint Closures with Monetary Benefits	13	\$568,089	\$43,699
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Government Printing Office (GPO) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	106		12		118	
Settlements	0	0%	1	8.3%	1	0.9%
Withdrawals or No Complaints Filed	55	51.9%	11	91.7%	66	55.9%
Complaints Filed*					50	42.4%
Decision to File Complaint Pending at End of FY					1	0.9%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	118	96.6%	10.2%
Complaint Closures	62	3.2%	3.2%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)	SEX (FEMALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	118	105	89%				
All Investigations	17	15	88.2%	274	287	4.7%	207
All Complaint Closures	62			330	752	127.9%	420
Merit Decisions (no AJ)	8	2	25%	358	698	95%	451
Dismissal Decisions (no AJ)	11			34	69	102.9%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	50							
Total Closures	62							
Settlements	13	21%						
Withdrawals	11	17.7%						
Total Final Agency Actions	38	61.3%	19	50%	19	50%	0	0%
Dismissals	11	28.9%	11	100%	0	0%	0	0%
Merit Decisions	27	71.1%	8	29.6%	19	70.4%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	27	100%	8	29.6%	19	70.4%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$5,556	\$5,556
ADR Settlements w/ Monetary Benefits	1	\$5,556	\$5,556
Investigation Costs	17	\$68,577	\$4,033
Complaint Closures with Monetary Benefits	7	\$261,733	\$37,390
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of Health and Human Services (HHS) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	471		208		679	
Settlements	12	2.5%	32	15.4%	44	6.5%
Withdrawals or No Complaints Filed	177	37.6%	51	24.5%	228	33.6%
Complaints Filed*					383	56.4%
Decision to File Complaint Pending at End of FY					24	3.5%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	679	97.5%	30.6%
Complaint Closures	319	25.1%	17.9%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	SEX (FEMALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	679	573	84.4%				
All Investigations	230	205	89.1%	153	162	5.9%	207
All Complaint Closures	319			341	353	3.5%	420
Merit Decisions (no AJ)	63	12	19.1%	404	374	-7.4%	451
Dismissal Decisions (no AJ)	75			62	38	-38.7%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	395							
Total Closures	319							
Settlements	119	37.3%						
Withdrawals	23	7.2%						
Total Final Agency Actions	177	55.5%	138	78%	39	22%	0	0%
Dismissals	81	45.8%	75	92.6%	6	7.4%	0	0%
Merit Decisions	96	54.2%	63	65.6%	33	34.4%	0	0%
Finding Discrimination	4	4.2%	2	50%	2	50%	0	0%
Finding No Discrimination	92	95.8%	61	66.3%	31	33.7%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	8	\$72,000	\$9,000
ADR Settlements w/ Monetary Benefits	6	\$49,000	\$8,166
Investigation Costs	230	\$1,046,957	\$4,551
Complaint Closures with Monetary Benefits	86	\$3,075,106	\$35,757
ADR Settlements w/ Monetary Benefits	11	\$521,429	\$47,402

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of Homeland Security (DHS) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	1,113		1,021		2,134	
Settlements	22	2%	141	13.8%	163	7.6%
Withdrawals or No Complaints Filed	392	35.2%	378	37%	770	36.1%
Complaints Filed*					1,139	53.4%
Decision to File Complaint Pending at End of FY					62	2.9%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	2,134	79.2%	47.8%
Complaint Closures	1,164	21.2%	3.8%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	SEX (FEMALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	2,134	1,737	81.4%				
All Investigations	871	608	69.8%	230	227	-1.3%	207
All Complaint Closures	1,164			462	704	52.4%	420
Merit Decisions (no AJ)	455	185	40.7%	494	543	9.9%	451
Dismissal Decisions (no AJ)	131			128	104	-18.8%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1,192							
Total Closures	1,164							
Settlements	232	19.9%						
Withdrawals	95	8.2%						
Total Final Agency Actions	837	71.9%	586	70%	245	29.3%	6	0.7%
Dismissals	138	16.5%	131	94.9%	7	5.1%	0	0%
Merit Decisions	699	83.5%	455	65.1%	238	34%	6	0.9%
Finding Discrimination	24	3.4%	15	62.5%	4	16.7%	5	20.8%
Finding No Discrimination	675	96.6%	440	65.2%	234	34.7%	1	0.1%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	15	\$108,849	\$7,256
ADR Settlements w/ Monetary Benefits	13	\$103,341	\$7,949
Investigation Costs	871	\$3,243,289	\$3,723
Complaint Closures with Monetary Benefits	141	\$3,091,345	\$21,924
ADR Settlements w/ Monetary Benefits	11	\$242,557	\$22,050

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of Housing and Urban Development (HUD) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	74		49		123	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	22	29.7%	15	30.6%	37	30.1%
Complaints Filed*					83	67.5%
Decision to File Complaint Pending at End of FY					3	2.4%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	123	45.5%	39.8%
Complaint Closures	68	2.9%	2.9%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	123	95	77.2%				
All Investigations	57	14	24.6%	285	278	-2.5%	207
All Complaint Closures	68			594	562	-5.4%	420
Merit Decisions (no AJ)	13	1	7.7%	624	619	-0.8%	451
Dismissal Decisions (no AJ)	13			394	163	-58.6%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	90							
Total Closures	68							
Settlements	16	23.5%						
Withdrawals	4	5.9%						
Total Final Agency Actions	48	70.6%	26	54.2%	21	43.8%	1	2.1%
Dismissals	13	27.1%	13	100%	0	0%	0	0%
Merit Decisions	35	72.9%	13	37.1%	21	60%	1	2.9%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	35	100%	13	37.1%	21	60%	1	2.9%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	57	\$137,126	\$2,405
Complaint Closures with Monetary Benefits	10	\$346,034	\$34,603
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of the Interior (DOI) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	352		149		501	
Settlements	25	7.1%	36	24.2%	61	12.2%
Withdrawals or No Complaints Filed	97	27.6%	38	25.5%	135	27%
Complaints Filed*					281	56.1%
Decision to File Complaint Pending at End of FY					24	4.8%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	501	85.4%	29.7%
Complaint Closures	302	64.2%	9.3%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	SEX (FEMALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	501	395	78.8%				
All Investigations	286	114	39.9%	270	268	-0.7%	207
All Complaint Closures	302			487	554	13.8%	420
Merit Decisions (no AJ)	106	13	12.3%	574	667	16.2%	451
Dismissal Decisions (no AJ)	27			148	232	56.8%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	294							
Total Closures	302							
Settlements	111	36.8%						
Withdrawals	18	6%						
Total Final Agency Actions	173	57.3%	133	76.9%	40	23.1%	0	0%
Dismissals	28	16.2%	27	96.4%	1	3.6%	0	0%
Merit Decisions	145	83.8%	106	73.1%	39	26.9%	0	0%
Finding Discrimination	4	2.8%	3	75%	1	25%	0	0%
Finding No Discrimination	141	97.2%	103	73%	38	27%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	14	\$122,226	\$8,730
ADR Settlements w/ Monetary Benefits	10	\$90,306	\$9,030
Investigation Costs	286	\$958,298	\$3,350
Complaint Closures with Monetary Benefits	83	\$2,098,313	\$25,280
ADR Settlements w/ Monetary Benefits	7	\$60,012	\$8,573

EEOC FY 2013 Annual Report on the Federal Work Force Part I

John F. Kennedy Center for the Performing Arts (JFKCPA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

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

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

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

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	RACE (ASIAN)	RACE (BLACK OR AFRICAN AMERICAN)	RACE (NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1	1	100%				
All Investigations	0	0	NA%	61	0	-100%	207
All Complaint Closures	0			0	0	NA%	420
Merit Decisions (no AJ)	0	0	0%	0	0	NA%	451
Dismissal Decisions (no AJ)	0			0	0	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	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 in FY 2013

	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 2013 Annual Report on the Federal Work Force Part I

Department of Justice (DOJ) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	1,164		244		1,408	
Settlements	28	2.4%	56	23%	84	6%
Withdrawals or No Complaints Filed	383	32.9%	62	25.4%	445	31.6%
Complaints Filed*					841	59.7%
Decision to File Complaint Pending at End of FY					38	2.7%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1,408	93%	17.3%
Complaint Closures	694	3.9%	2.9%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	REPRISAL	SEX (FEMALE)	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1,408	1,285	91.3%				
All Investigations	656	512	78%	202	202	0%	207
All Complaint Closures	694			592	537	-9.3%	420
Merit Decisions (no AJ)	255	21	8.2%	776	574	-26%	451
Dismissal Decisions (no AJ)	115			136	213	56.6%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	860							
Total Closures	694							
Settlements	106	15.3%						
Withdrawals	75	10.8%						
Total Final Agency Actions	513	73.9%	370	72.1%	140	27.3%	3	0.6%
Dismissals	115	22.4%	115	100%	0	0%	0	0%
Merit Decisions	398	77.6%	255	64.1%	140	35.2%	3	0.8%
Finding Discrimination	14	3.5%	8	57.1%	3	21.4%	3	21.4%
Finding No Discrimination	384	96.5%	247	64.3%	137	35.7%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	5	\$13,266	\$2,653
ADR Settlements w/ Monetary Benefits	4	\$9,800	\$2,450
Investigation Costs	656	\$2,808,957	\$4,281
Complaint Closures with Monetary Benefits	73	\$1,255,025	\$17,192
ADR Settlements w/ Monetary Benefits	5	\$94,185	\$18,837

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of Labor (DOL) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	109		144		253	
Settlements	1	0.9%	16	11.1%	17	6.7%
Withdrawals or No Complaints Filed	49	45%	23	16%	72	28.5%
Complaints Filed*					143	56.5%
Decision to File Complaint Pending at End of FY					21	8.3%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	253	100%	56.9%
Complaint Closures	95	97.9%	22.1%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	253	250	98.8%				
All Investigations	90	88	97.8%	204	256	25.5%	207
All Complaint Closures	95			505	434	-14.1%	420
Merit Decisions (no AJ)	28	25	89.3%	357	414	16%	451
Dismissal Decisions (no AJ)	22			86	135	57%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	151							
Total Closures	95							
Settlements	21	22.1%						
Withdrawals	10	10.5%						
Total Final Agency Actions	64	67.4%	50	78.1%	14	21.9%	0	0%
Dismissals	23	35.9%	22	95.7%	1	4.4%	0	0%
Merit Decisions	41	64.1%	28	68.3%	13	31.7%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	41	100%	28	68.3%	13	31.7%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	3	\$32,700	\$10,900
ADR Settlements w/ Monetary Benefits	3	\$32,700	\$10,900
Investigation Costs	90	\$272,900	\$3,032
Complaint Closures with Monetary Benefits	17	\$236,794	\$13,929
ADR Settlements w/ Monetary Benefits	16	\$216,794	\$13,549

EEOC FY 2013 Annual Report on the Federal Work Force Part I

National Aeronautics and Space Administration (NASA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	57		12		69	
Settlements	2	3.5%	6	50%	8	11.6%
Withdrawals or No Complaints Filed	23	40.4%	1	8.3%	24	34.8%
Complaints Filed*					36	52.2%
Decision to File Complaint Pending at End of FY					1	1.5%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	69	34.8%	17.4%
Complaint Closures	40	30%	10%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	69	48	69.6%				
All Investigations	19	17	89.5%	194	197	1.5%	207
All Complaint Closures	40			565	377	-33.3%	420
Merit Decisions (no AJ)	10	0	0%	516	563	9.1%	451
Dismissal Decisions (no AJ)	14			99	82	-17.2%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	36							
Total Closures	40							
Settlements	8	20%						
Withdrawals	1	2.5%						
Total Final Agency Actions	31	77.5%	24	77.4%	7	22.6%	0	0%
Dismissals	14	45.2%	14	100%	0	0%	0	0%
Merit Decisions	17	54.8%	10	58.8%	7	41.2%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	17	100%	10	58.8%	7	41.2%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	5	\$17,533	\$3,506
ADR Settlements w/ Monetary Benefits	3	\$14,533	\$4,844
Investigation Costs	19	\$97,811	\$5,147
Complaint Closures with Monetary Benefits	4	\$77,705	\$19,426
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

National Archives and Records Administration (NARA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	27		9		36	
Settlements	6	22.2%	5	55.6%	11	30.6%
Withdrawals or No Complaints Filed	12	44.4%	2	22.2%	14	38.9%
Complaints Filed*					11	30.6%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	36	55.6%	25%
Complaint Closures	8	12.5%	12.5%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	RACE (BLACK OR AFRICAN AMERICAN)	SEX (FEMALE)	DISABILITY (MENTAL)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	36	33	91.7%				
All Investigations	4	4	100%	170	139	-18.2%	207
All Complaint Closures	8			685	538	-21.5%	420
Merit Decisions (no AJ)	2	2	100%	636	430	-32.4%	451
Dismissal Decisions (no AJ)	1			64	20	-68.8%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	2	25%						
Withdrawals	1	12.5%						
Total Final Agency Actions	5	62.5%	3	60%	2	40%	0	0%
Dismissals	2	40%	1	50%	1	50%	0	0%
Merit Decisions	3	60%	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 in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$2,335	\$2,335
ADR Settlements w/ Monetary Benefits	1	\$2,335	\$2,335
Investigation Costs	4	\$13,327	\$3,331
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

National Credit Union Administration (NCUA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	8		1		9	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	3	37.5%	0	0%	3	33.3%
Complaints Filed*					6	66.7%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	9	100%	11.1%
Complaint Closures	5	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	AGE	NATIONAL ORIGIN (HISPANIC or LATINO)	SEX (MALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	9	8	88.9%				
All Investigations	5	5	100%	217	160	-26.3%	207
All Complaint Closures	5			425	457	7.5%	420
Merit Decisions (no AJ)	1	0	0%	541	295	-45.5%	451
Dismissal Decisions (no AJ)	1			0	135	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	5							
Settlements	2	40%						
Withdrawals	0	0%						
Total Final Agency Actions	3	60%	2	66.7%	1	33.3%	0	0%
Dismissals	1	33.3%	1	100%	0	0%	0	0%
Merit Decisions	2	66.7%	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 in FY 2013

	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	\$18,670	\$3,734
Complaint Closures with Monetary Benefits	2	\$49,500	\$24,750
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

National Gallery of Art (NGA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	7		0		7	
Settlements	1	14.3%	0	0%	1	14.3%
Withdrawals or No Complaints Filed	2	28.6%	0	0%	2	28.6%
Complaints Filed*					3	42.9%
Decision to File Complaint Pending at End of FY					1	14.3%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	7	85.7%	0%
Complaint Closures	2	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	DISABILITY (PHYSICAL)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	7	7	100%				
All Investigations	1	0	0%	0	216	NA%	207
All Complaint Closures	2			817	26	-96.8%	420
Merit Decisions (no AJ)	1	1	100%	761	42	-94.5%	451
Dismissal Decisions (no AJ)	1			21	9	-57.1%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	3							
Total Closures	2							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	2	100%	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 in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$821	\$821
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	1	\$8,446	\$8,446
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

National Labor Relations Board (NLRB) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	10		0		10	
Settlements	2	20%	0	0%	2	20%
Withdrawals or No Complaints Filed	1	10%	0	0%	1	10%
Complaints Filed*					7	70%
Decision to File Complaint Pending at End of FY					0	0%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	10	100%	0%
Complaint Closures	12	100%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	DISABILITY (PHYSICAL)	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	10	7	70%				
All Investigations	4	1	25%	167	290	73.7%	207
All Complaint Closures	12			289	256	-11.4%	420
Merit Decisions (no AJ)	2	2	100%	234	190	-18.8%	451
Dismissal Decisions (no AJ)	2			22	16	-27.3%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	12							
Settlements	8	66.7%						
Withdrawals	0	0%						
Total Final Agency Actions	4	33.3%	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 in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$567	\$567
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	4	\$31,800	\$7,950
Complaint Closures with Monetary Benefits	7	\$77,985	\$11,140
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

National Science Foundation (NSF) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	9		0		9	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	4	44.4%	0	0%	4	44.4%
Complaints Filed*					3	33.3%
Decision to File Complaint Pending at End of FY					2	22.2%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	9	88.9%	0%
Complaint Closures	6	50%	16.7%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	AGE	RACE (BLACK OR AFRICAN AMERICAN)	SEX (FEMALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	9	8	88.9%				
All Investigations	5	2	40%	372	258	-30.6%	207
All Complaint Closures	6			364	375	3%	420
Merit Decisions (no AJ)	1	0	0%	0	579	NA%	451
Dismissal Decisions (no AJ)	1			0	35	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	3							
Total Closures	6							
Settlements	1	16.7%						
Withdrawals	1	16.7%						
Total Final Agency Actions	4	66.7%	2	50%	2	50%	0	0%
Dismissals	1	25%	1	100%	0	0%	0	0%
Merit Decisions	3	75%	1	33.3%	2	66.7%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	3	100%	1	33.3%	2	66.7%	0	0%

Costs Associated With EEO Process in FY 2013

	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	\$16,000	\$3,200
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of the Navy (NAVY) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	578		607		1,185	
Settlements	19	3.3%	154	25.4%	173	14.6%
Withdrawals or No Complaints Filed	233	40.3%	205	33.8%	438	37%
Complaints Filed*					558	47.1%
Decision to File Complaint Pending at End of FY					16	1.4%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	1,185	100%	51.2%
Complaint Closures	672	8%	6.4%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	1,185	1,071	90.4%				
All Investigations	90	53	58.9%	277	221	-20.2%	207
All Complaint Closures	672			332	442	33.1%	420
Merit Decisions (no AJ)	155	60	38.7%	477	537	12.6%	451
Dismissal Decisions (no AJ)	113			57	52	-8.8%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	585							
Total Closures	672							
Settlements	251	37.4%						
Withdrawals	68	10.1%						
Total Final Agency Actions	353	52.5%	268	75.9%	85	24.1%	0	0%
Dismissals	113	32%	113	100%	0	0%	0	0%
Merit Decisions	240	68%	155	64.6%	85	35.4%	0	0%
Finding Discrimination	1	0.4%	0	0%	1	100%	0	0%
Finding No Discrimination	239	99.6%	155	64.9%	84	35.1%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	27	\$109,305	\$4,048
ADR Settlements w/ Monetary Benefits	23	\$96,798	\$4,208
Investigation Costs	90	\$470,646	\$5,229
Complaint Closures with Monetary Benefits	164	\$3,171,743	\$19,339
ADR Settlements w/ Monetary Benefits	18	\$210,762	\$11,709

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Nuclear Regulatory Commission (NRC) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	13		9		22	
Settlements	0	0%	6	66.7%	6	27.3%
Withdrawals or No Complaints Filed	4	30.8%	0	0%	4	18.2%
Complaints Filed*					11	50%
Decision to File Complaint Pending at End of FY					1	4.6%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	22	100%	40.9%
Complaint Closures	17	64.7%	17.7%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	AGE	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	22	22	100%				
All Investigations	10	9	90%	209	242	15.8%	207
All Complaint Closures	17			298	489	64.1%	420
Merit Decisions (no AJ)	3	3	100%	0	279	NA%	451
Dismissal Decisions (no AJ)	2			0	296	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	17							
Settlements	12	70.6%						
Withdrawals	0	0%						
Total Final Agency Actions	5	29.4%	5	100%	0	0%	0	0%
Dismissals	2	40%	2	100%	0	0%	0	0%
Merit Decisions	3	60%	3	100%	0	0%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	3	100%	3	100%	0	0%	0	0%

Costs Associated With EEO Process in FY 2013

	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	\$50,000	\$5,000
Complaint Closures with Monetary Benefits	9	\$86,733	\$9,637
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Office of Personnel Management (OPM) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	62		4		66	
Settlements	0	0%	2	50%	2	3%
Withdrawals or No Complaints Filed	21	33.9%	2	50%	23	34.9%
Complaints Filed*					39	59.1%
Decision to File Complaint Pending at End of FY					2	3%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	66	100%	6.1%
Complaint Closures	38	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	DISABILITY (PHYSICAL)	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	66	62	93.9%				
All Investigations	33	31	93.9%	103	116	12.6%	207
All Complaint Closures	38			505	209	-58.6%	420
Merit Decisions (no AJ)	4	0	0%	1,128	379	-66.4%	451
Dismissal Decisions (no AJ)	9			131	149	13.7%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	38							
Settlements	17	44.7%						
Withdrawals	6	15.8%						
Total Final Agency Actions	15	39.5%	13	86.7%	2	13.3%	0	0%
Dismissals	9	60%	9	100%	0	0%	0	0%
Merit Decisions	6	40%	4	66.7%	2	33.3%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	6	100%	4	66.7%	2	33.3%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	33	\$193,512	\$5,864
Complaint Closures with Monetary Benefits	5	\$173,709	\$34,741
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Peace Corps (PC) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

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	0	0%	0	0%	0	0%
Complaints Filed*					1	33.3%
Decision to File Complaint Pending at End of FY					2	66.7%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	3	100%	0%
Complaint Closures	2	50%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	REPRISAL	SEX (MALE)	NATIONAL ORIGIN (OTHER)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	3	3	100%				
All Investigations	1	1	100%	157	103	-34.4%	207
All Complaint Closures	2			509	700	37.5%	420
Merit Decisions (no AJ)	2	1	50%	367	700	90.7%	451
Dismissal Decisions (no AJ)	0			0	0	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	1							
Total Closures	2							
Settlements	0	0%						
Withdrawals	0	0%						
Total Final Agency Actions	2	100%	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 in FY 2013

	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	\$3,538	\$3,538
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Pension Benefit Guaranty Corporation (PBGC) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	18		8		26	
Settlements	1	5.6%	0	0%	1	3.9%
Withdrawals or No Complaints Filed	0	0%	8	100%	8	30.8%
Complaints Filed*					13	50%
Decision to File Complaint Pending at End of FY					4	15.4%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	26	73.1%	30.8%
Complaint Closures	12	25%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	26	18	69.2%				
All Investigations	10	7	70%	194	201	3.6%	207
All Complaint Closures	12			437	548	25.4%	420
Merit Decisions (no AJ)	3	3	100%	362	369	1.9%	451
Dismissal Decisions (no AJ)	3			34	38	11.8%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	12							
Settlements	1	8.3%						
Withdrawals	3	25%						
Total Final Agency Actions	8	66.7%	6	75%	2	25%	0	0%
Dismissals	3	37.5%	3	100%	0	0%	0	0%
Merit Decisions	5	62.5%	3	60%	2	40%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	5	100%	3	60%	2	40%	0	0%

Costs Associated With EEO Process in FY 2013

	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	\$28,388	\$2,838
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Railroad Retirement Board (RRB) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	2		1		3	
Settlements	0	0%	0	0%	0	0%
Withdrawals or No Complaints Filed	0	0%	1	100%	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 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	3	100%	33.3%
Complaint Closures	2	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	AGE	REPRISAL	DISABILITY (PHYSICAL)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	3	3	100%				
All Investigations	2	2	100%	178	114	-36%	207
All Complaint Closures	2			660	628	-4.8%	420
Merit Decisions (no AJ)	1	1	100%	0	319	NA%	451
Dismissal Decisions (no AJ)	0			0	0	NA%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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%	1	50%	1	50%	0	0%
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 in FY 2013

	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	\$5,461	\$2,730
Complaint Closures with Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Securities and Exchange Commission (SEC) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	35		7		42	
Settlements	0	0%	2	28.6%	2	4.8%
Withdrawals or No Complaints Filed	17	48.6%	2	28.6%	19	45.2%
Complaints Filed*					19	45.2%
Decision to File Complaint Pending at End of FY					2	4.8%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	42	59.5%	16.7%
Complaint Closures	11	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	AGE	REPRISAL	SEX (FEMALE)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	42	38	90.5%				
All Investigations	17	9	52.9%	260	353	35.8%	207
All Complaint Closures	11			308	312	1.3%	420
Merit Decisions (no AJ)	3	1	33.3%	334	359	7.5%	451
Dismissal Decisions (no AJ)	1			66	37	-43.9%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	19							
Total Closures	11							
Settlements	3	27.3%						
Withdrawals	3	27.3%						
Total Final Agency Actions	5	45.5%	4	80%	1	20%	0	0%
Dismissals	1	20%	1	100%	0	0%	0	0%
Merit Decisions	4	80%	3	75%	1	25%	0	0%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	4	100%	3	75%	1	25%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	0	\$0	\$0
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	17	\$41,906	\$2,465
Complaint Closures with Monetary Benefits	1	\$5,000	\$5,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Small Business Administration (SBA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	55		2		57	
Settlements	4	7.3%	0	0%	4	7%
Withdrawals or No Complaints Filed	19	34.5%	1	50%	20	35.1%
Complaints Filed*					30	52.6%
Decision to File Complaint Pending at End of FY					3	5.3%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	57	84.2%	3.5%
Complaint Closures	31	3.2%	3.2%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	DISABILITY (PHYSICAL)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	57	42	73.7%				
All Investigations	24	15	62.5%	204	294	44.1%	207
All Complaint Closures	31			313	1,539	391.7%	420
Merit Decisions (no AJ)	9	0	0%	329	215	-34.7%	451
Dismissal Decisions (no AJ)	11			21	96	357.1%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	32							
Total Closures	31							
Settlements	5	16.1%						
Withdrawals	2	6.5%						
Total Final Agency Actions	24	77.4%	20	83.3%	4	16.7%	0	0%
Dismissals	11	45.8%	11	100%	0	0%	0	0%
Merit Decisions	13	54.2%	9	69.2%	4	30.8%	0	0%
Finding Discrimination	1	7.7%	1	100%	0	0%	0	0%
Finding No Discrimination	12	92.3%	8	66.7%	4	33.3%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	1	\$50,000	\$50,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0
Investigation Costs	24	\$111,092	\$4,628
Complaint Closures with Monetary Benefits	4	\$27,000	\$6,750
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Smithsonian Institution (SI) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	26		17		43	
Settlements	0	0%	3	17.7%	3	7%
Withdrawals or No Complaints Filed	10	38.5%	8	47.1%	18	41.9%
Complaints Filed*					13	30.2%
Decision to File Complaint Pending at End of FY					9	20.9%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	43	100%	39.5%
Complaint Closures	8	25%	25%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	REPRISAL	COLOR	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	43	43	100%				
All Investigations	13	12	92.3%	174	147	-15.5%	207
All Complaint Closures	8			500	482	-3.6%	420
Merit Decisions (no AJ)	1	0	0%	213	234	9.9%	451
Dismissal Decisions (no AJ)	2			38	48	26.3%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	8							
Settlements	3	37.5%						
Withdrawals	0	0%						
Total Final Agency Actions	5	62.5%	3	60%	1	20%	1	20%
Dismissals	2	40%	2	100%	0	0%	0	0%
Merit Decisions	3	60%	1	33.3%	1	33.3%	1	33.3%
Finding Discrimination	1	33.3%	0	0%	0	0%	1	100%
Finding No Discrimination	2	66.7%	1	50%	1	50%	0	0%

Costs Associated With EEO Process in FY 2013

	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	\$37,787	\$2,906
Complaint Closures with Monetary Benefits	1	\$35,000	\$35,000
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Social Security Administration (SSA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	634		219		853	
Settlements	8	1.3%	63	28.8%	71	8.3%
Withdrawals or No Complaints Filed	251	39.6%	63	28.8%	314	36.8%
Complaints Filed*					450	52.8%
Decision to File Complaint Pending at End of FY					18	2.1%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	853	69.3%	25.7%
Complaint Closures	436	73.4%	1.8%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	853	746	87.5%				
All Investigations	384	155	40.4%	195	252	29.2%	207
All Complaint Closures	436			506	533	5.3%	420
Merit Decisions (no AJ)	148	17	11.5%	460	577	25.4%	451
Dismissal Decisions (no AJ)	75			58	147	153.4%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	481							
Total Closures	436							
Settlements	70	16.1%						
Withdrawals	45	10.3%						
Total Final Agency Actions	321	73.6%	223	69.5%	95	29.6%	3	0.9%
Dismissals	82	25.5%	75	91.5%	7	8.5%	0	0%
Merit Decisions	239	74.5%	148	61.9%	88	36.8%	3	1.3%
Finding Discrimination	7	2.9%	0	0%	4	57.1%	3	42.9%
Finding No Discrimination	232	97.1%	148	63.8%	84	36.2%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$12,000	\$6,000
ADR Settlements w/ Monetary Benefits	2	\$12,000	\$6,000
Investigation Costs	384	\$1,803,398	\$4,696
Complaint Closures with Monetary Benefits	49	\$1,039,484	\$21,213
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of State (STATE) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	201		68		269	
Settlements	5	2.5%	10	14.7%	15	5.6%
Withdrawals or No Complaints Filed	84	41.8%	18	26.5%	102	37.9%
Complaints Filed*					143	53.2%
Decision to File Complaint Pending at End of FY					9	3.4%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	269	88.5%	25.3%
Complaint Closures	148	14.9%	14.9%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	269	192	71.4%				
All Investigations	107	36	33.6%	245	278	13.5%	207
All Complaint Closures	148			413	476	15.3%	420
Merit Decisions (no AJ)	65	11	16.9%	461	548	18.9%	451
Dismissal Decisions (no AJ)	24			24	79	229.2%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	152							
Total Closures	148							
Settlements	31	21%						
Withdrawals	12	8.1%						
Total Final Agency Actions	105	71%	89	84.8%	16	15.2%	0	0%
Dismissals	24	22.9%	24	100%	0	0%	0	0%
Merit Decisions	81	77.1%	65	80.2%	16	19.8%	0	0%
Finding Discrimination	1	1.2%	1	100%	0	0%	0	0%
Finding No Discrimination	80	98.8%	64	80%	16	20%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$254,127	\$127,063
ADR Settlements w/ Monetary Benefits	2	\$254,127	\$127,063
Investigation Costs	107	\$252,600	\$2,360
Complaint Closures with Monetary Benefits	21	\$1,905,235	\$90,725
ADR Settlements w/ Monetary Benefits	5	\$232,500	\$46,500

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Tennessee Valley Authority (TVA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings		
	#	%	#	%	#	%	
Pre-Complaint Counselings	62		13		75		
Settlements	6	9.7%	4	30.8%	10		13.3%
Withdrawals or No Complaints Filed	25	40.3%	1	7.7%	26		34.7%
Complaints Filed*					37		49.3%
Decision to File Complaint Pending at End of FY					2		2.7%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	75	90.7%	17.3%
Complaint Closures	48	0%	0%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	AGE	RACE (BLACK OR AFRICAN AMERICAN)	REPRISAL

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	75	75	100%				
All Investigations	37	35	94.6%	138	175	26.8%	207
All Complaint Closures	48			330	409	23.9%	420
Merit Decisions (no AJ)	23	19	82.6%	236	291	23.3%	451
Dismissal Decisions (no AJ)	7			17	66	288.2%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	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	48							
Settlements	0	0%						
Withdrawals	3	6.3%						
Total Final Agency Actions	45	93.8%	30	66.7%	14	31.1%	1	2.2%
Dismissals	8	17.8%	7	87.5%	1	12.5%	0	0%
Merit Decisions	37	82.2%	23	62.2%	13	35.1%	1	2.7%
Finding Discrimination	3	8.1%	2	66.7%	0	0%	1	33.3%
Finding No Discrimination	34	91.9%	21	61.8%	13	38.2%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	2	\$3,048	\$1,524
ADR Settlements w/ Monetary Benefits	1	\$2,469	\$2,469
Investigation Costs	37	\$45,401	\$1,227
Complaint Closures with Monetary Benefits	2	\$126,984	\$63,492
ADR Settlements w/ Monetary Benefits	0	\$0	\$0

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of Transportation (DOT) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	351		244		595	
Settlements	0	0%	46	18.9%	46	7.7%
Withdrawals or No Complaints Filed	111	31.6%	65	26.6%	176	29.6%
Complaints Filed*					358	60.2%
Decision to File Complaint Pending at End of FY					15	2.5%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	595	60.3%	41%
Complaint Closures	374	2.1%	1.9%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	REPRISAL	AGE	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	595	567	95.3%				
All Investigations	274	259	94.5%	136	155	14%	207
All Complaint Closures	374			411	454	10.5%	420
Merit Decisions (no AJ)	76	35	46.1%	414	296	-28.5%	451
Dismissal Decisions (no AJ)	105			122	33	-73%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	374							
Total Closures	374							
Settlements	78	20.9%						
Withdrawals	25	6.7%						
Total Final Agency Actions	271	72.5%	181	66.8%	87	32.1%	3	1.1%
Dismissals	105	38.7%	105	100%	0	0%	0	0%
Merit Decisions	166	61.3%	76	45.8%	87	52.4%	3	1.8%
Finding Discrimination	6	3.6%	0	0%	4	66.7%	2	33.3%
Finding No Discrimination	160	96.4%	76	47.5%	83	51.9%	1	0.6%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	8	\$96,240	\$12,030
ADR Settlements w/ Monetary Benefits	8	\$96,240	\$12,030
Investigation Costs	274	\$1,586,462	\$5,790
Complaint Closures with Monetary Benefits	52	\$1,433,923	\$27,575
ADR Settlements w/ Monetary Benefits	1	\$3,000	\$3,000

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of Treasury (TREAS) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	283		421		704	
Settlements	22	7.8%	106	25.2%	128	18.2%
Withdrawals or No Complaints Filed	82	29%	127	30.2%	209	29.7%
Complaints Filed*					352	50%
Decision to File Complaint Pending at End of FY					15	2.1%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	704	96.3%	59.8%
Complaint Closures	342	81.9%	13.7%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

	Top Basis 1	Top Basis 2	Top Basis 3
Bases of Alleged Discrimination	REPRISAL	DISABILITY (PHYSICAL)	RACE (BLACK OR AFRICAN AMERICAN)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	704	690	98%				
All Investigations	276	179	64.9%	198	245	23.7%	207
All Complaint Closures	342			468	534	14.1%	420
Merit Decisions (no AJ)	113	94	83.2%	355	438	23.4%	451
Dismissal Decisions (no AJ)	33			130	79	-39.2%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	392							
Total Closures	342							
Settlements	73	21.4%						
Withdrawals	30	8.8%						
Total Final Agency Actions	239	69.9%	146	61.1%	92	38.5%	1	0.4%
Dismissals	34	14.2%	33	97.1%	1	2.9%	0	0%
Merit Decisions	205	85.8%	113	55.1%	91	44.4%	1	0.5%
Finding Discrimination	0	NA%	0	NA%	0	NA%	0	NA%
Finding No Discrimination	205	100%	113	55.1%	91	44.4%	1	0.5%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	7	\$20,315	\$2,902
ADR Settlements w/ Monetary Benefits	6	\$17,315	\$2,885
Investigation Costs	276	\$2,040,493	\$7,393
Complaint Closures with Monetary Benefits	47	\$652,063	\$13,873
ADR Settlements w/ Monetary Benefits	3	\$103,378	\$34,459

EEOC FY 2013 Annual Report on the Federal Work Force Part I

U.S. Postal Service (USPS) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	3,756		9,021		12,777	
Settlements	96	2.6%	2,741	30.4%	2,837	22.2%
Withdrawals or No Complaints Filed	1,540	41%	3,914	43.4%	5,454	42.7%
Complaints Filed*					4,210	33%
Decision to File Complaint Pending at End of FY					276	2.2%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	12,777	94.7%	70.6%
Complaint Closures	4,310	10.3%	9%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	AGE	DISABILITY (PHYSICAL)

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	12,760	12,567	98.5%				
All Investigations	2,821	2,749	97.4%	113	137	21.2%	207
All Complaint Closures	4,310			275	279	1.5%	420
Merit Decisions (no AJ)	1,178	1,107	94%	277	266	-4%	451
Dismissal Decisions (no AJ)	1,239			48	31	-35.4%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	4,384							
Total Closures	4,310							
Settlements	797	18.5%						
Withdrawals	258	6%						
Total Final Agency Actions	3,255	75.5%	2,417	74.3%	834	25.6%	4	0.1%
Dismissals	1,240	38.1%	1,239	99.9%	1	0.1%	0	0%
Merit Decisions	2,015	61.9%	1,178	58.5%	833	41.3%	4	0.2%
Finding Discrimination	34	1.7%	0	0%	30	88.2%	4	11.8%
Finding No Discrimination	1,981	98.3%	1,178	59.5%	803	40.5%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	499	\$638,048	\$1,278
ADR Settlements w/ Monetary Benefits	485	\$573,542	\$1,182
Investigation Costs	2,821	\$4,727,210	\$1,675
Complaint Closures with Monetary Benefits	697	\$5,310,405	\$7,618
ADR Settlements w/ Monetary Benefits	198	\$187,241	\$945

EEOC FY 2013 Annual Report on the Federal Work Force Part I

Department of Veterans Affairs (VA) FY 2013 EEO Complaint Processing Statistics

Outcome of Counselings Completed in FY 2013

Pre-Complaint Counseling Outcomes	Completed by EEO Counselor		Completed Using ADR		All Completed Counselings	
	#	%	#	%	#	%
Pre-Complaint Counselings	1,801		2,440		4,241	
Settlements	23	1.3%	324	13.3%	347	8.2%
Withdrawals or No Complaints Filed	946	52.5%	900	36.9%	1,846	43.5%
Complaints Filed*					1,966	46.4%
Decision to File Complaint Pending at End of FY					82	1.9%

*Includes only complaints filed in FY 2013 where counseling was also completed during FY 2013.

Agency Use of ADR for EEO Dispute Resolution in FY 2013

	Total Number	Offer Rate	Participation Rate
Pre-Complaint Counselings	4,241	98.2%	57.5%
Complaint Closures	1,955	5.6%	5.5%

Bases Most Frequently Alleged in FY 2013 Filed Complaints

Bases of Alleged Discrimination	Top Basis 1	Top Basis 2	Top Basis 3
	REPRISAL	RACE (BLACK OR AFRICAN AMERICAN)	AGE

Timeliness in FY 2013

	Total #	# Timely	% Timely	FY 2012 APD*	FY 2013 APD*	% Change	Govt Wide APD*
All Pre-Complaint Counselings (minus remands)	4,241	4,072	96%				
All Investigations	1,385	620	44.8%	165	230	39.4%	207
All Complaint Closures	1,955			394	394	0%	420
Merit Decisions (no AJ)	564	133	23.6%	464	457	-1.5%	451
Dismissal Decisions (no AJ)	367			88	107	21.6%	67

*APD =Average Processing Days

Outcomes of Complaints in FY 2013

	Complaint Closures		Final Agency Decision (no AJ Decision)		Final Order (AJ Decision Fully Implemented)		Final Order (AJ Decision Not Fully Implemented)	
	#	%	#	%	#	%	#	%
Total Complaints Filed	2,047							
Total Closures	1,955							
Settlements	492	25.2%						
Withdrawals	219	11.2%						
Total Final Agency Actions	1,244	63.6%	931	74.8%	311	25%	2	0.2%
Dismissals	380	30.5%	367	96.6%	12	3.2%	1	0.3%
Merit Decisions	864	69.5%	564	65.3%	299	34.6%	1	0.1%
Finding Discrimination	37	4.3%	20	54.1%	16	43.2%	1	2.7%
Finding No Discrimination	827	95.7%	544	65.8%	283	34.2%	0	0%

Costs Associated With EEO Process in FY 2013

	Total #	Total Amount	Average Amount
Pre-Complaint Settlements w/ Monetary Benefits	56	\$664,281	\$11,862
ADR Settlements w/ Monetary Benefits	55	\$660,781	\$12,014
Investigation Costs	1,385	\$9,231,130	\$6,665
Complaint Closures with Monetary Benefits	295	\$14,542,324	\$49,296
ADR Settlements w/ Monetary Benefits	16	\$832,933	\$52,058

APPENDIX I

APPENDIX I

GLOSSARY / DEFINITIONS

Administrative Support Workers - See "Occupational Categories."

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

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

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

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

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

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

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

Appeal Closures – The number of appeals decided by the EEOC during the fiscal year.

Appeal Receipts – The number of appeals filed with the EEOC during the fiscal year.

Appeals Inventory – The number of appeals on hand at the end of the fiscal year.

Average Age of Open Pending Inventory – Average number of days of all complaints, hearings or appeals which are not yet resolved at the end of the reporting period.

Average Processing Time – The total number of days divided by the number of investigations, complaint closures, hearing closures, or appeal closures.

Central Personnel Data File (CPDF) - This is a computer data file created and maintained by the OPM. The file is based on personnel action information submitted directly to the OPM by Executive Branch federal agency appointing offices, and is updated monthly. Some Executive Branch agencies do not submit data to the CPDF including the following: the Tennessee Valley Authority, United States Postal Service, Army & Air Force Exchange Service, Central Intelligence Agency, Defense Intelligence Agency, National Geospatial-Intelligence Agency, and the National Security Agency.

Civilian Labor Force (CLF) - Data derived from the decennial census reflecting persons, 16 years of age or older who were employed or seeking employment, excluding those in the Armed Services. CLF data used in this report is based on the 2000 Census.

Complainants – Individuals, either employees or applicants, who filed a formal complaint against a federal agency during the fiscal year.

Complaint Closures – The number of complaints that were completed in the formal complaint process during the fiscal year.

Complainant Rate – The percentage of individuals who filed a complaint per the total work force.

Complaints Filed – The number of complaints that were filed against the federal government during the fiscal year.

Completed/Ended Counselings – The number of counselings which were concluded/closed, either by a written settlement agreement, a written withdrawal from the counseling process, the issuance of a notice of right to file a formal complaint, the forwarding of a counseling to an Administrative Judge when requested/ordered by the Administrative Judge, or the filing of a complaint after the regulatory counseling period has expired even though not all counseling duties have been performed during the fiscal year.

Counseling Rate – The percentage of individuals who completed counseling per the total work force.

Counselings Initiated – The number of new counselings that began during the current fiscal year.

Craft Workers - See “Occupational Categories.”

Data from 2000 Census Special EEO File - Data derived from the 2000 decennial census (www.census.gov/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, 2011.

Professionals - See “Occupational Categories.”

Race/Ethnicity -

American Indian or Alaska Native - All persons having origins in any of the original peoples of North and South America (including Central America), and who maintain cultural identification through tribal affiliation or community recognition.

Asian - All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Black or African American (Not of Hispanic Origin) - All persons having origins in any of the Black racial groups of Africa.

Hispanic or Latino - All persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

Native Hawaiian or Other Pacific Islander – All persons having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

White (Not of Hispanic Origin) - All persons having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Persons of Two or More Races – All persons who identify with two or more of the above race categories.

Reportable Disability - Any self-identified disability reported by an employee to the employing agency.

Sales Workers - See “Occupational Categories.”

Second Level Reporting Component - A subordinate component of a Federal agency which has 1,000 or more employees and which is required to file EEOC FORM 715-01 with the EEOC. While many Federal agencies have subordinate components, not every subordinate component is a Second Level Reporting Component for purposes of filing EEOC FORM 715-01. A list of Federal agencies and departments covered by MD-715 and Second Level

Reporting Components is posted on the EEOC’s website at: [Department or Agency List with Second Level Reporting Components](#).

Senior Pay Level Positions - Positions which include the career Senior Executive Service, Executive Schedule, Senior Foreign Service, and other employees earning salaries above grade 15 in the General Schedule in leadership positions.

Service workers - See “Occupational Categories.”

Settlements – Where an agency agrees to award monetary or non-monetary benefits to an individual who agreed either to not file a formal complaint or to withdraw a formal complaint.

Targeted Disabilities - Those disabilities that the federal government, as a matter of policy, has identified for special emphasis. The targeted disabilities (and the codes that represent them on the Office of Personnel Management’s Standard Form 256) are: hearing 18 (previously deafness (16 and 17)); vision 21 (previously blindness (23 and 25)); missing extremities 30 (previously 28 and 32 through 38); partial paralysis 69 (previously 64 through 68); complete paralysis 79 (previously 71 through 78); epilepsy 82 (previously convulsive disorders (82)); severe intellectual disability 90 (previously mental retardation (90)); psychiatric disability 91 (previously mental illness (91)); and dwarfism 92 (previously distortion of limb and/or spine (92)).”

Technicians - See “Occupational Categories.”

Temporary Work Force –Employees in positions established for a limited period of time, usually for less than a year.

Training – The process of educating managers and employees on the laws enforced by EEOC and how to prevent and correct discrimination in the workplace and educating EEO professionals in carrying out the agency’s equal opportunity responsibilities.

Total Work Force - All employees of an agency subject to 29 C.F.R. Part 1614 regulations, including temporary, seasonal and permanent employees. Total Work Force numbers in Part I, Sections A-D are as reported in the OPM’s CPDF. Total Work Force numbers in Part I, Section E are as reported by agencies in their EEO Form 462 Reports.

Withdrawals – An election to end the EEO process during the formal complaint stage.

APPENDIX II

APPENDIX II

FEDERAL SECTOR 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, unless the complaint alleges the proposal or preliminary step is retaliatory; (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.²¹ A copy of the investigative file must be provided to the complainant, along 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). Where an agency is unable to complete the investigation within the prescribed timeframes, it must issue a written notice to complainant informing that the investigation is not complete, an estimated time it believes the investigation will be complete and explain that complainant may request a hearing or file a civil action in an appropriate US District Court if s/he does not wish to wait for the agency to complete its investigation. 29 C.F.R. Section 1614.108(g)

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 was 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(h).

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

²¹The 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.

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 summary judgment.

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 issues 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 does not issue 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 an agency's final action or the agency may appeal the AJ's 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. Federal agencies must submit all case related documentation to EEOC in an acceptable digital format and complainants are encouraged to do so. 29 C.F.R. Section 1614.403(g). 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 60 days of receipt of the AJ's decision. The final order must notify the agent whether or not the agency will implement the decision of the AJ. If the agency's final order does not implement the AJ's decision, the agency must simultaneously appeal the AJ's decision to EEOC's OFO. A copy of the agency's appeal must be appended to the agency's final order. 29 C.F.R. Section 1614.204(d)(7).

A dismissal of a class complaint shall inform the class agent either that the complaint is being filed on that date as an individual complaint and processed accordingly, or that the complaint is also dismissed as an individual complaint for one of the reasons for dismissal (discussed in section E, above). In addition, a dismissal must inform the class agent of the right to appeal to EEOC's OFO or to file a civil action in federal court.

When a class complaint is accepted, the agency must use reasonable means to notify the class members of the acceptance of the class complaint, a description of the issues accepted as part of the complaint, an explanation of the binding nature of the final decision or resolution on the class members, and the name, address and telephone number of the class representative. 29 C.F.R. Section 1614.204(e). In lieu of an investigation by the respondent agency, an EEOC AJ develops the record through discovery and a hearing. The AJ then issues a recommended decision to the agency. Within 60 days of receipt of the AJ's recommended decision on the merits of the class complaint, the agency must issue a final decision which either accepts, rejects or modifies the AJ's recommended decision. If the agency fails to issue such a decision within that time frame, the AJ's recommended decision becomes the agency's final decision in the class complaint.

When discrimination is found in the final decision and a class member believes that he or she is entitled to relief, the class member may file a written claim with the agency within 30 days of receipt of notification by the agency of its final decision. The EEOC AJ retains jurisdiction over the complaint in order to resolve disputed claims by class members. The claim for relief must contain a specific showing that the claimant is a class member entitled to relief. EEOC's regulations provide that, when a finding of

discrimination against a class has been made, there is a presumption of discrimination as to each member of the class. The agency must show by clear and convincing evidence that any class member is not entitled to relief. The agency must issue a final decision on each individual claim for relief within 90 days of filing. Such decision may be appealed to EEOC's OFO, or a civil action may be filed in federal court. 29 C.F.R. Section 1614.204(l)(3).

A class complaint may be resolved at any time by agreement between the agency and the class agent. Notice of such resolution must be provided to all class members, and reviewed and approved by an EEOC AJ. If the AJ finds that the proposed resolution is not fair to the class as a whole, the AJ will issue a decision vacating the agreement, and may replace the class agent with some other eligible class member to further process the class complaint. Such decision may be appealed to EEOC. If the AJ finds that the resolution is fair to the class as a whole, the resolution is binding on all class members. 29 C.F.R. Section 1614.204(g).

L. Grievances

Persons covered by collective bargaining agreements which permit allegations of discrimination to be raised in the grievance procedure, and who wish to file a complaint or grievance on an allegation of employment discrimination, must elect to proceed either under the procedures of 29 C.F.R. Part 1614 or the negotiated grievance procedures, but not both. 29 C.F.R. Section 1614.301(a). An election to proceed under Part 1614 is made by the filing of a complaint, and an election to proceed under the negotiated grievance procedures is made by filing a grievance. Participation in the pre-complaint procedures of Part 1614 is not an election of the 1614 procedures. The election requirement does not apply to employees of agencies not covered by 5 U.S.C. Section 7121(d), notably employees of the United States Postal Service.

M. Mixed Case Complaints

Some employment actions which may be the subject of a discrimination complaint under Part 1614 may also be appealed to the Merit Systems Protection Board (MSPB). In such cases, the employee must elect to proceed with a complaint as a "mixed case complaint" under Part 1614, or a "mixed case appeal" before the MSPB. Whichever is filed first is considered an election to proceed in that forum. 29 C.F.R. Section 1614.302.

Mixed case complaints are processed similarly to other complaints of discrimination, with the following notable exceptions: (1) the agency has only 120 days from the date of the filing of the mixed case complaint to issue a final decision, and the complainant may appeal the matter to the MSPB or file a civil action any time thereafter; (2) the complainant must appeal the agency's decision to the MSPB, not the

EEOC, within 30 days of receipt of the agency's decision; (3) at the completion of the investigation the complainant does not have the right to request a hearing before an EEOC AJ, and the agency must issue a decision within 45 days. 29 C.F.R. Section 1614.302(d). Individuals who have filed either a mixed case complaint or a mixed case appeal, and who have received a final decision from the MSPB, may petition the EEOC to review the MSPB final decision.

In contrast to non-mixed matters, individuals who wish to file a civil action in mixed-case matters must file within 30 days (not 90) of receipt of: (1) the agency's final decision; (2) the MSPB's final decision; or (3) the EEOC's decision on a petition to review. Alternatively, a civil action may be filed after 120 days from the date of filing the mixed case complaint with the agency or the mixed case appeal with the MSPB if there has been no final decision on the complaint or appeal, or 180 days after filing a petition to review with EEOC if there has been no decision by EEOC on the petition. 29 C.F.R. Section 1614.310.

APPENDIX III

Appendix III

FEDERAL AGENCIES' PROGRAM STATUS

Due to government closures in October 2013, the Form 462 was considered timely filed if certified by appropriate agency personnel and accepted by the EEOC on or before November 29, 2013, unless the agency requested and was granted an extension. Additional extensions were not granted for the FY 2013 Form 462 report submission.

EEOC FY 2013 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			
<input checked="" type="checkbox"/> Timely Filed / Yes			
<input type="checkbox"/> Filed After 11/29/2013 / 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	DNF	DNF	DNF
Broadcasting Board of Governors	√	√	√
Central Intelligence Agency	√	■	√
Chemical Safety and Hazard Investigation Board	■	√	√
Commission on Civil Rights	√	√	√
Committee for Purchase from People Who Are Blind or Severely Disabled	√	√	√
Commodity Futures Trading Commission	■	■	√
Consumer Financial Protection Bureau	√	√	√
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 Health Agency	■	■	√
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	DNF	DNF	DNF
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 Uniformed Services University	■	√	√
Department of Agriculture	■	√	√
Agricultural Marketing Service	√	√	√
Agricultural Research Service	■	√	√
Agriculture Civil Rights Division	■	√	√
Animal & Plant Health Inspection Service	■	√	√
National Institute of Food & Agriculture	√	√	√
Economic Research Service	√	√	√
Farm Service Agency	■	√	√

EEOC FY 2013 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 11/29/2013 / No			
DNF Did Not File			
Food and Nutrition Service	√	√	√
Food Safety And Inspection Service	√	√	√
Foreign Agricultural Service	■	√	√
Forest Service	√	√	√
Grain Inspection, Packers & Stockyards Administration	■	√	√
National Agricultural Statistics Service	■	√	√
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	√	■	√

EEOC FY 2013 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 11/29/2013 / 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 Ocean Energy Management	■	■	√
Bureau Of Reclamation	√	■	√
Bureau of Safety and Environmental Enforcement	√	■	√
Fish And Wildlife Service	√	■	√
Geological Survey	√	■	√
National Park Service	√	■	√
Office Of The Secretary	√	■	√
Office Of Surface Mining, Reclamation & Enforcement	√	■	√
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	√	√	√
Special IG for Trouble Assets Relief Program	√	√	√
Treasury IG For Tax Administration	√	√	√
U. S. Mint	√	■	√

EEOC FY 2013 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 11/29/2013 / No			
DNF Did Not File			
Department of Transportation	■	√	√
Federal Aviation Admin	■	√	√
Federal Highway Admin	■	√	√
Federal Motor Carriers Safety Administration	■	√	√
Federal Railroad Administration	■	√	√
Federal Transit Administration	■	√	√
Maritime Administration	■	√	√
National Highway Traffic Safety Administration	■	■	√
DOT Office of Inspector General	■	■	√
DOT Office of the Secretary	■	√	√
Pipeline and Hazardous Management	■	√	√
Research and Innovative Technology Administration	■	■	√
St Lawrence Development Corp	■	√	√
Department of Veterans Affairs	√	√	√
National Cemeteries Administration	√	√	√
Veterans Benefits Administration	√	√	√
Veterans Health Administration	√	√	√
Headquarters and Others	√	√	√
Election Assistance Commission	DNF	DNF	DNF
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	■	DNF	DNF
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	■	■	√

EEOC FY 2013 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 11/29/2013 / 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	DNF	DNF	DNF
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	DNF	DNF	DNF
Small Business Administration	√	■	√
Smithsonian Institution	√	√	√
Social Security Administration	√	■	√
Tennessee Valley Authority	√	√	√
Trade and Development Agency	√	√	√
U.S. Postal Service	√	■	√
Capital Metro Area Operations	√	■	√
Eastern Area	√	■	√
Great Lakes Area	√	■	√
Headquarters	√	■	√
Northeast Area	√	■	√
Office of the Inspector General	√	■	√
Pacific Area	√	■	√
Southern Area	√	■	√
Western Area	√	■	√

APPENDIX IV

APPENDIX IV

FY 2013 FEDERAL EEO COMPLAINT PROCESSING TABLES

GOVERNMENT-WIDE EEO COMPLAINT PROCESSING, APPELLATE RECEIPTS AND CLOSURES, AND ALTERNATIVE DISPUTE RESOLUTION (Data provided by agencies' EEO Form 462 Reports)

Table B-1	Total Work Force, Counselings, and Complaints
Table B-1a	Total Work Force, Counselings, and Complaints – Sub Component-Data
Table B-2	All Timely Completed Counselings
Table B-2a	All Timely Completed Counselings – Sub Component-Data
Table B-3	Outcomes of All Pre-Complaint Closures
Table B-3a	Outcomes of All Pre-Complaint Closures – Sub-Component Data
Table B-4	Pre-Complaint ADR Offers, Rejections, and Acceptances
Table B-5	ADR Pre-Complaint Resolutions
Table B-6	Benefits Provided in All Pre-Complaint Settlements
Table B-7	Agency Timeliness Indicators (totals with and without USPS data)
Table B-7a	Agency Timeliness Indicators – Sub-Component Data
Table B-8	Complaints Filed Bases and Issues - Grand Total
Table B-8a	Complaints Filed Bases and Issues - Cabinet Level Agencies
Table B-8b	Complaints Filed Bases and Issues - Medium Size Agencies
Table B-8c	Complaints Filed Bases and Issues - Small Size Agencies
Table B-9	Timeliness and Cost of All Completed Complaint Investigations
Table B-9a	Timeliness/Cost of Complaint Investigations Completed by Agency Investigators
Table B-9b	Timeliness/Cost of Complaint Investigations Completed by Contract Investigators
Table B-9c	Timeliness and Cost of All Completed Complaint Investigations – Sub-Component Data
Table B-10	Total Number and Average Processing Days for All Complaint Closures
Table B-11	Types of Complaints Closures
Table B-11a	Types of Complaints Closures – Sub-Component Data
Table B-12	Average Processing Days (APD) All Complaint Closures
Table B-13	Complaints Closed with Dismissals
Table B-14	Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)
Table B-14a	Timeliness of Merit Final Agency Decisions (No AJ Decision) – Sub-Component Data
Table B-15	Complaints Closed with Findings of Discrimination
Table B-16	Complaints Closed with Findings of No Discrimination
Table B-17	APD FADs / Final Orders (FOs) Fully Implementing (FI) AJ Decisions
Table B-18	Average Processing Days, Final Orders Not Fully Implementing (NFI) AJ Decisions
Table B-19	Complaint ADR Offers, Rejections, and Acceptances
Table B-20	ADR Complaint Resolutions
Table B-21	Complaint Closures with Benefits
Table B-22	Complaint Closures By Statute
Table B-23	Summary of Pending Complaints By Category
Table B-24	Agency Staff Resources
Table B-24a	Contract Staff Resources
Table B-25	Agency New Staff Training
Table B-26	Agency Experienced Staff Training
Table B-27	Contractor New Staff Training
Table B-28	Contractor Experienced Staff Training
Table B-29	Appellate Receipts and Closures

Table B-1 FY 2013 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 of Complainants as % of Total Work Force
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	70	0	0	0.00%	0	0	0.00%
Agency for International Development	4,673	40	40	0.86%	17	17	0.36%
American Battle Monuments Commission	71	1	1	1.41%	1	1	1.41%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	42	0	0	0.00%	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,612	38	35	2.17%	14	13	0.81%
Central Intelligence Agency	0	50	49	0.00%	30	29	0.00%
Chemical Safety and Hazard Investigation Board	41	3	3	7.32%	3	3	7.32%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission on Civil Rights	41	0	0	0.00%	0	0	0.00%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Committee for Purchase from People Who Are Blind or Severely Disabled	27	0	0	0.00%	0	0	0.00%
Commodity Futures Trading Commission	685	5	5	0.73%	1	1	0.15%
Consumer Financial Protection Bureau	1,345	15	15	1.12%	9	9	0.67%
Consumer Product Safety Commission	520	4	4	0.77%	2	2	0.38%
Corporation for National and Community Service	631	17	17	2.69%	13	13	2.06%
Council of the Inspectors General on Integrity and Efficiency	7	0	0	0.00%	0	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	1,220	27	25	2.05%	10	9	0.74%
Defense Army and Air Force Exchange Service	32,225	308	302	0.94%	93	93	0.29%
Defense Commissary Agency	13,157	226	226	1.72%	122	122	0.93%
Defense Contract Audit Agency	4,935	53	53	1.07%	35	35	0.71%
Defense Contract Management Agency	11,482	69	67	0.58%	46	46	0.40%
Defense Health Agency	893	13	13	1.46%	9	9	1.01%
Defense Human Resources Activity	1,650	10	10	0.61%	8	8	0.48%
Defense Information Systems Agency	5,997	48	48	0.80%	21	21	0.35%
Defense Intelligence Agency	0	111	109	0.00%	54	54	0.00%
Defense Logistics Agency	22,157	315	286	1.29%	107	93	0.42%
Defense Media Activity	936	8	8	0.85%	5	5	0.53%

Table B-1 FY 2013 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 of Complainants as % of Total Work Force
Defense Security Service	809	15	12	1.48%	15	11	1.36%
Defense Technical Information Center	214	0	0	0.00%	0	0	0.00%
Defense Threat Reduction Agency	1,287	11	11	0.85%	9	9	0.70%
Defense Finance and Accounting Service	11,323	103	103	0.91%	48	48	0.42%
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	2,342	4	4	0.17%	6	6	0.26%
Defense National Geospatial-Intelligence Agency	0	26	26	0.00%	11	11	0.00%
Defense National Guard Bureau	61,227	68	68	0.11%	12	12	0.02%
Defense National Security Agency	0	89	75	0.00%	26	18	0.00%
Defense Office of Inspector General	1,566	8	8	0.51%	4	4	0.26%
Defense Office of the Secretary/Washington Headquarters Services	7,295	66	64	0.88%	40	39	0.53%
Defense Uniformed Services University of the Health Sciences	775	5	5	0.65%	2	2	0.26%
Defense Nuclear Facilities Safety Board	111	0	0	0.00%	0	0	0.00%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	98,551	978	900	0.91%	543	515	0.52%
Department of Commerce	46,151	322	304	0.66%	204	183	0.40%
Department of Defense Education Activity	16,038	132	130	0.81%	77	76	0.47%
Department of Education	4,240	32	32	0.75%	24	24	0.57%
Department of Energy	14,101	123	118	0.84%	86	81	0.57%
Department of Health and Human Services	83,142	679	654	0.79%	395	380	0.46%
Department of Homeland Security	196,439	2,134	2,039	1.04%	1,192	1,141	0.58%
Department of Housing and Urban Development	8,764	123	123	1.40%	90	90	1.03%
Department of Justice	116,022	1,408	1,362	1.17%	860	841	0.72%
Department of Labor	16,302	253	238	1.46%	151	149	0.91%
Department of State	70,000	269	267	0.38%	152	150	0.21%
Department of the Air Force	169,306	904	866	0.51%	403	396	0.23%
Department of the Army	232,496	2,062	1,907	0.82%	1,144	1,065	0.46%
Department of the Interior	73,746	501	492	0.67%	294	289	0.39%
Department of the Navy	276,083	1,185	1,156	0.42%	585	572	0.21%
Department of Treasury	109,011	704	659	0.60%	392	369	0.34%
Department of Transportation	55,320	595	552	1.00%	374	346	0.63%
Department of Veterans Affairs	336,119	4,241	3,917	1.17%	2,047	1,937	0.58%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	17,002	114	101	0.59%	59	57	0.34%
Equal Employment Opportunity Commission	2,161	36	35	1.62%	26	25	1.16%
Export-Import Bank of the United States	401	1	1	0.25%	1	1	0.25%
Farm Credit Administration	293	1	1	0.34%	1	1	0.34%
Farm Credit System Insurance Corporation	10	0	0	0.00%	0	0	0.00%

Table B-1 FY 2013 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 of Complainants as % of Total Work Force
Federal Communications Commission	1,796	14	14	0.78%	10	10	0.56%
Federal Deposit Insurance Corporation	7,577	72	64	0.84%	48	43	0.57%
Federal Election Commission	337	0	0	0.00%	0	0	0.00%
Federal Energy Regulatory Commission	1,458	10	8	0.55%	6	4	0.27%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	736	12	12	1.63%	5	5	0.68%
Federal Labor Relations Authority	120	6	5	4.17%	6	5	4.17%
Federal Maritime Commission	120	0	0	0.00%	0	0	0.00%
Federal Mediation and Conciliation Service	233	0	0	0.00%	0	0	0.00%
Federal Mine Safety and Health Review Comm	73	0	0	0.00%	0	0	0.00%
Federal Reserve System Board of Governors	2,450	54	54	2.20%	6	6	0.24%
Federal Retirement Thrift Investment Board	171	3	3	1.75%	0	0	0.00%
Federal Trade Commission	1,169	13	12	1.03%	2	2	0.17%
General Services Administration	11,830	144	103	0.87%	87	67	0.57%
Government Printing Office	1,879	118	104	5.53%	50	45	2.39%
Harry S. Truman Scholarship	5	0	0	0.00%	0	0	0.00%
Holocaust Memorial Museum U.S.	400	1	1	0.25%	0	0	0.00%
Institute of Museum and Library Services	88	1	1	1.14%	1	1	1.14%
Inter-American Foundation	40	2	2	5.00%	2	2	5.00%
International Boundary and Water Commission	251	0	0	0.00%	0	0	0.00%
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	383	1	1	0.26%	1	1	0.26%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	4	0	0	0.00%	0	0	0.00%
John F. Kennedy Center for the Performing Arts	1,292	1	1	0.08%	0	0	0.00%
Marine Mammal Commission	13	0	0	0.00%	0	0	0.00%
Merit Systems Protection Board	196	5	5	2.55%	2	2	1.02%
Millennium Challenge Corporation	288	3	3	1.04%	3	3	1.04%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,283	69	66	0.36%	36	35	0.19%
National Archives and Records Administration	3,169	36	34	1.07%	11	10	0.32%
National Capital Planning Commission	34	0	0	0.00%	0	0	0.00%
National Comm on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	28	1	1	3.57%	1	1	3.57%
National Credit Union Administration	1,255	9	9	0.72%	6	5	0.40%
National Endowment for the Arts	174	2	1	0.57%	2	1	0.57%
National Endowment for the Humanities	179	0	0	0.00%	0	0	0.00%
National Gallery of Art	840	7	7	0.83%	3	3	0.36%
National Indian Gaming Commission	98	3	3	3.06%	3	3	3.06%
National Labor Relations Board	1,608	10	10	0.62%	10	9	0.56%

Table B-1 FY 2013 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 of Complainants as % of Total Work Force
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	9	9	0.00%	2	2	0.00%
National Science Foundation	1,474	9	9	0.61%	3	3	0.20%
National Transportation Safety Board	422	2	2	0.47%	2	2	0.47%
Navajo and Hopi Indian Relocation Commission	38	0	0	0.00%	0	0	0.00%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	3,736	22	21	0.56%	11	11	0.29%
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Comm	58	0	0	0.00%	0	0	0.00%
Office of Government Ethics	65	0	0	0.00%	0	0	0.00%
Office of Personnel Management	5,495	66	64	1.16%	39	39	0.71%
Office of Special Counsel	113	1	1	0.88%	0	0	0.00%
Office of the Director of National Intelligence	0	7	7	0.00%	3	3	0.00%
Overseas Private Investment Corporation	228	0	0	0.00%	0	0	0.00%
Peace Corps	896	3	3	0.33%	1	1	0.11%
Pension Benefit Guaranty Corporation	967	26	23	2.38%	13	12	1.24%
Postal Regulatory Commission	71	2	2	2.82%	0	0	0.00%
Railroad Retirement Board	913	3	3	0.33%	2	2	0.22%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	4,138	42	38	0.92%	19	17	0.41%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	5,292	57	56	1.06%	32	32	0.60%
Smithsonian Institution	6,160	43	43	0.70%	15	15	0.24%
Social Security Administration	62,725	853	778	1.24%	481	437	0.70%
Tennessee Valley Authority	12,415	75	72	0.58%	45	43	0.35%
Trade and Development Agency	48	0	0	0.00%	0	0	0.00%
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	614,728	12,777	11,732	1.91%	4,384	4,131	0.67%
Utah Reclamation Mitigation and Conservation Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Level Subtotal	2,716,829	30,978	28,946	1.07%	14,070	13,381	0.49%
Medium Level Subtotal	164,796	1,637	1,484	0.90%	911	832	0.50%
Small Level Subtotal	28,842	519	490	1.70%	237	223	0.77%
Micro Level Subtotal	1,156	13	13	1.12%	8	8	0.69%
Government-wide	2,911,623	33,147	30,933	1.06%	15,226	14,444	0.50%

NRF = No Report Filed

* Total work force numbers do not include employees not reported for national security reasons.

Table B-1a FY 2013 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 of Complainants as % of Total Work Force
DOD Defense Logistics Agency Wide	22,157	315	286	1.29%	107	93	0.42%
DLA Aviation	3,241	39	38	1.17%	12	10	0.31%
DLA Disposition Services	1,337	19	18	1.35%	6	6	0.45%
DLA Distribution	6,971	170	150	2.15%	46	39	0.56%
DLA Headquarters Operations Division	3,220	35	32	0.99%	23	19	0.59%
DLA Land and Maritime	4,119	12	12	0.29%	4	4	0.10%
DLA Logistics Information Service	933	9	7	0.75%	2	2	0.21%
DLA Troop Support	2,336	31	29	1.24%	14	13	0.56%
Defense National Guard Bureau Wide	61,227	68	68	0.11%	12	12	0.02%
Alabama National Guard	1,402	0	0	0.00%	0	0	0.00%
Alaska National Guard	605	0	0	0.00%	0	0	0.00%
Arizona National Guard	1,675	2	2	0.12%	0	0	0.00%
Arkansas National Guard	996	1	1	0.10%	0	0	0.00%
California National Guard	2,316	8	8	0.35%	3	3	0.13%
Colorado National Guard	738	1	1	0.14%	1	1	0.14%
Connecticut National Guard	713	1	1	0.14%	0	0	0.00%
DC National Guard	1,405	0	0	0.00%	0	0	0.00%
Delaware National Guard	476	0	0	0.00%	0	0	0.00%
Florida National Guard	980	0	0	0.00%	0	0	0.00%
Georgia National Guard	1,311	0	0	0.00%	0	0	0.00%
Hawaii National Guard	329	0	0	0.00%	0	0	0.00%
Idaho National Guard	931	0	0	0.00%	0	0	0.00%
Illinois National Guard	1,334	0	0	0.00%	0	0	0.00%
Indiana National Guard	978	0	0	0.00%	0	0	0.00%
Iowa National Guard	1,023	30	30	2.93%	0	0	0.00%
Kansas National Guard	1,242	0	0	0.00%	0	0	0.00%
Kentucky National Guard	732	1	1	0.14%	1	1	0.14%
Louisiana National Guard	991	0	0	0.00%	0	0	0.00%
Maine National Guard	510	0	0	0.00%	0	0	0.00%
Maryland National Guard	678	0	0	0.00%	0	0	0.00%
Massachusetts National Guard	8,469	2	2	0.02%	0	0	0.00%
Michigan National Guard	1,113	2	2	0.18%	2	2	0.18%
Minnesota National Guard	1,029	2	2	0.19%	1	1	0.10%
Mississippi National Guard	1,660	0	0	0.00%	0	0	0.00%
Missouri National Guard	1,280	1	1	0.08%	1	1	0.08%
Montana National Guard	586	0	0	0.00%	0	0	0.00%
Nebraska National Guard	556	0	0	0.00%	0	0	0.00%
Nevada National Guard	606	0	0	0.00%	0	0	0.00%
New Hampshire National Guard	421	0	0	0.00%	0	0	0.00%

Table B-1a FY 2013 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 of Complainants as % of Total Work Force
New Jersey National Guard	850	0	0	0.00%	0	0	0.00%
New Mexico National Guard	460	0	0	0.00%	0	0	0.00%
New York National Guard	1,729	0	0	0.00%	0	0	0.00%
North Carolina National Guard	1,054	2	2	0.19%	0	0	0.00%
North Dakota National Guard	557	0	0	0.00%	0	0	0.00%
Ohio National Guard	3,185	0	0	0.00%	0	0	0.00%
Oklahoma National Guard	925	0	0	0.00%	0	0	0.00%
Oregon National Guard	1,115	1	1	0.09%	0	0	0.00%
Pennsylvania National Guard	2,025	0	0	0.00%	0	0	0.00%
Puerto Rico National Guard	766	1	1	0.13%	1	1	0.13%
Rhode Island National Guard	442	0	0	0.00%	0	0	0.00%
South Carolina National Guard	1,027	3	3	0.29%	0	0	0.00%
South Dakota National Guard	610	0	0	0.00%	0	0	0.00%
Tennessee National Guard	1,806	4	4	0.22%	1	1	0.06%
Texas National Guard	2,100	1	1	0.05%	0	0	0.00%
Utah National Guard	790	0	0	0.00%	0	0	0.00%
Vermont National Guard	550	0	0	0.00%	0	0	0.00%
Virgin Islands National Guard	127	0	0	0.00%	0	0	0.00%
Virginia National Guard	743	4	4	0.54%	0	0	0.00%
Washington State National Guard	806	0	0	0.00%	0	0	0.00%
West Virginia National Guard	987	0	0	0.00%	0	0	0.00%
Wisconsin National Guard	1,011	1	1	0.10%	1	1	0.10%
Wyoming National Guard	477	0	0	0.00%	0	0	0.00%
Department of Agriculture Wide	98,551	978	900	0.91%	543	515	0.52%
USDA Agricultural Marketing Service	4,015	25	25	0.62%	13	13	0.32%
USDA Agricultural Research Service	7,960	27	27	0.34%	23	23	0.29%
USDA Animal and Plant Health Inspection Service	8,010	86	82	1.02%	41	39	0.49%
USDA Civil Rights Service Division	3,295	97	94	2.85%	66	66	2.00%
USDA Economic Research Service	328	3	3	0.91%	3	3	0.91%
USDA Farm Service Agency	4,018	35	26	0.65%	22	22	0.55%
USDA Food and Nutrition Service	1,351	18	18	1.33%	13	13	0.96%
USDA Food Safety and Inspection Service	9,634	149	137	1.42%	45	43	0.45%
USDA Foreign Agricultural Service	880	14	13	1.48%	5	5	0.57%
USDA Forest Service	38,384	305	260	0.68%	178	156	0.41%
USDA Grain Inspection, Packers and Stockyards Administration	751	6	6	0.80%	3	3	0.40%
USDA National Agricultural Statistics Service	1,298	3	3	0.23%	1	1	0.08%
USDA National Institute of Food and Agriculture	405	2	2	0.49%	1	1	0.25%
USDA Natural Resources Conservation Service	11,162	74	72	0.65%	43	43	0.39%
USDA Office of the Chief Financial Officer	1,364	48	47	3.45%	28	27	1.98%

Table B-1a FY 2013 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 of Complainants as % of Total Work Force
USDA Office of the Inspector General	514	9	8	1.56%	5	4	0.78%
USDA Risk Management Agency	449	4	4	0.89%	4	4	0.89%
USDA Rural Development	4,733	73	73	1.54%	49	49	1.04%
Department of Commerce Wide	46,151	322	304	0.66%	204	183	0.40%
DOC All Other Bureaus	1,771	14	14	0.79%	8	8	0.45%
DOC Bureau of the Census	15,304	125	122	0.80%	73	66	0.43%
DOC Decennial Census	0	0	0	0.00%	0	0	0.00%
DOC International Trade Administration	1,310	9	7	0.53%	8	6	0.46%
DOC National Institute of Standards and Technology	3,134	30	29	0.93%	19	18	0.57%
DOC National Oceanic and Atmospheric Admin	11,975	67	65	0.54%	42	40	0.33%
DOC Office of the Secretary	851	21	17	2.00%	17	13	1.53%
DOC U.S. Patent and Trademark Office	11,806	56	50	0.42%	37	32	0.27%
Department of Energy Wide	14,101	123	118	0.84%	86	81	0.57%
DOE Bonneville Power Administration	3,012	29	29	0.96%	19	19	0.63%
DOE Chicago Operations	295	1	1	0.34%	0	0	0.00%
DOE Environmental Management Consolidated Business Center	150	1	1	0.67%	1	1	0.67%
DOE Golden Field Office	136	5	5	3.68%	2	2	1.47%
DOE Headquarters	4,411	27	27	0.61%	21	21	0.48%
DOE Idaho Operations Office	228	0	0	0.00%	0	0	0.00%
DOE National Energy Technology Lab	571	1	1	0.18%	1	1	0.18%
DOE National Nuclear Security Administration	2,502	21	20	0.80%	15	14	0.56%
DOE Oak Ridge Operations	344	3	3	0.87%	2	2	0.58%
DOE Office of Science and Technology Information	46	0	0	0.00%	0	0	0.00%
DOE Richland Operations Office	390	1	1	0.26%	1	1	0.26%
DOE Savannah River Operations	273	5	5	1.83%	4	4	1.47%
DOE Southeastern Power Administration	44	0	0	0.00%	0	0	0.00%
DOE Southwestern Power Administration	171	13	10	5.85%	11	8	4.68%
DOE Strategic Petroleum Reserve	95	0	0	0.00%	0	0	0.00%
DOE Western Area Power Administration	1,433	16	15	1.05%	9	8	0.56%
Department of Health and Human Services Wide	83,142	679	654	0.79%	395	380	0.46%
HHS Administration for Children and Families	1,271	11	11	0.87%	7	7	0.55%
HHS Agency for Healthcare Research and Quality	301	3	3	1.00%	1	1	0.33%
HHS Centers for Disease Control and Prevention	11,309	106	101	0.89%	61	56	0.50%
HHS Centers for Medicare and Medicaid Services	5,896	57	56	0.95%	28	27	0.46%
HHS Food and Drug Administration	13,643	109	104	0.76%	64	62	0.45%
HHS Health Resources and Services Administration	1,692	17	17	1.00%	8	8	0.47%

Table B-1a FY 2013 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 of Complainants as % of Total Work Force
HHS Indian Health Service	13,382	198	192	1.43%	105	104	0.78%
HHS National Institutes of Health	18,496	112	106	0.57%	73	68	0.37%
HHS Office of the Secretary	15,996	58	56	0.35%	41	40	0.25%
HHS Program Support Center	587	5	5	0.85%	4	4	0.68%
HHS Substance Abuse and Mental Health Services Administration	569	3	3	0.53%	3	3	0.53%
Department of Homeland Security Wide	196,439	2,134	2,039	1.04%	1,192	1,141	0.58%
DHS Federal Emergency Management Agency	15,069	299	292	1.94%	134	131	0.87%
DHS Federal Law Enforcement Training Center	1,126	10	10	0.89%	3	3	0.27%
DHS Headquarters	7,374	62	58	0.79%	41	40	0.54%
DHS Transportation Security Administration	63,969	742	718	1.12%	414	401	0.63%
DHS U.S. Citizenship and Immigration Services	12,680	216	196	1.55%	131	120	0.95%
DHS U.S. Coast Guard	10,073	91	86	0.85%	50	47	0.47%
DHS U.S. Customs and Border Protection	59,969	443	413	0.69%	245	229	0.38%
DHS U.S. Immigration and Customs Enforcement	19,678	230	229	1.16%	145	145	0.74%
DHS U.S. Secret Service	6,501	41	37	0.57%	29	25	0.38%
Department of Justice Wide	116,022	1,408	1,362	1.17%	860	841	0.72%
DOJ Bureau of Alcohol, Tobacco, Firearms & Explosives	4,737	59	59	1.25%	39	39	0.82%
DOJ Bureau of Prisons	38,552	828	794	2.06%	475	467	1.21%
DOJ Drug Enforcement Administration	9,440	43	42	0.44%	32	31	0.33%
DOJ Executive Office for Immigration Review	1,368	9	9	0.66%	10	10	0.73%
DOJ Executive Office for U.S. Attorneys	11,343	38	35	0.31%	23	21	0.19%
DOJ Federal Bureau of Investigation	36,188	263	260	0.72%	178	175	0.48%
DOJ Office of Justice Programs	609	13	13	2.13%	10	10	1.64%
DOJ Offices, Boards and Divisions	8,237	66	66	0.80%	36	36	0.44%
DOJ U.S. Marshals Service	5,548	89	84	1.51%	57	52	0.94%
Department of Labor Wide	16,302	253	238	1.46%	151	149	0.91%
DOL All Other Bureaus	4,766	88	80	1.68%	54	54	1.13%
DOL Bureau of Labor Statistics	2,407	7	7	0.29%	5	5	0.21%
DOL Employment and Training Administration	1,105	25	25	2.26%	17	17	1.54%
DOL Mine Safety and Health Administration	2,355	40	37	1.57%	24	23	0.98%
DOL Occupational Safety and Health Administration	2,232	33	32	1.43%	14	14	0.63%
DOL Office of Workers' Compensation Programs	1,609	27	27	1.68%	16	16	0.99%
DOL Wage and Hour Division	1,828	33	30	1.64%	21	20	1.09%
Department of the Interior Wide	73,746	501	492	0.67%	294	289	0.39%
DOI Bureau of Indian Affairs	8,386	60	59	0.70%	38	38	0.45%

Table B-1a FY 2013 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 of Complainants as % of Total Work Force
DOI Bureau of Land Management	10,934	71	65	0.59%	49	46	0.42%
DOI Bureau of Ocean Energy Management	547	4	4	0.73%	4	4	0.73%
DOI Bureau of Reclamation	5,255	61	61	1.16%	29	29	0.55%
DOI Bureau of Safety and Environmental Enforcement	773	4	4	0.52%	2	2	0.26%
DOI National Park Service	25,647	154	153	0.60%	84	83	0.32%
DOI Office of Surfacing Mining, Reclamation and Enforcement	469	4	4	0.85%	2	2	0.43%
DOI Office of the Secretary	3,552	53	52	1.46%	31	30	0.84%
DOI U.S. Fish and Wildlife Service	9,553	65	65	0.68%	41	41	0.43%
DOI U.S. Geological Survey	8,630	25	25	0.29%	14	14	0.16%
Department of Treasury Wide	109,011	704	659	0.60%	392	369	0.34%
DTR Alcohol and Tobacco Tax and Trade Bureau	466	1	1	0.21%	0	0	0.00%
DTR Bureau of Engraving and Printing	1,916	30	27	1.41%	20	19	0.99%
DTR Bureau of the Public Debt	1,993	12	12	0.60%	1	1	0.05%
DTR Departmental Offices	1,979	15	15	0.76%	11	11	0.56%
DTR Financial Crimes Enforcement Network	296	6	6	2.03%	4	4	1.35%
DTR Financial Management Service	1,361	3	3	0.22%	2	2	0.15%
DTR Internal Revenue Service	92,003	553	516	0.56%	298	277	0.30%
DTR IRS-Office of Chief Counsel	2,185	14	14	0.64%	9	9	0.41%
DTR Office of Inspector General	193	0	0	0.00%	0	0	0.00%
DTR Office of the Comptroller of the Currency	3,971	21	21	0.53%	17	17	0.43%
DTR Office of the Inspector General for Tax Admin	758	3	3	0.40%	2	2	0.26%
DTR Special Inspector General for the Troubled Asset Relief Program	168	3	2	1.19%	3	2	1.19%
DTR U.S. Mint	1,722	43	39	2.26%	25	25	1.45%
Department of Transportation Wide	55,320	595	552	1.00%	374	346	0.63%
DOT Federal Aviation Administration	46,027	486	445	0.97%	308	282	0.61%
DOT Federal Highway Administration	2,919	19	17	0.58%	12	10	0.34%
DOT Federal Motor Carriers Safety Administration	1,118	7	7	0.63%	6	6	0.54%
DOT Federal Railroad Administration	887	7	7	0.79%	5	5	0.56%
DOT Federal Transit Administration	527	12	12	2.28%	8	8	1.52%
DOT Maritime Administration	829	16	16	1.93%	11	11	1.33%
DOT National Highway Traffic Safety Administration	597	8	8	1.34%	5	5	0.84%
DOT Office of Inspector General	398	4	4	1.01%	3	3	0.75%
DOT Office of the Secretary of Transportation	737	11	11	1.49%	3	3	0.41%
DOT Pipeline and Hazardous Materials Safety Admin	435	9	9	2.07%	6	6	1.38%
DOT Research and Innovative Technology Admin	721	16	16	2.22%	7	7	0.97%
DOT Saint Lawrence Seaway Development Corp	125	0	0	0.00%	0	0	0.00%

Table B-1a FY 2013 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 of Complainants as % of Total Work Force
Department of Veterans Affairs Wide	336,119	4,241	3,917	1.17%	2,047	1,937	0.58%
VA All Other Offices	16,320	171	161	0.99%	94	90	0.55%
VA National Cemetery Administration	1,756	43	37	2.11%	26	24	1.37%
VA Veterans Benefits Administration	21,005	293	275	1.31%	137	130	0.62%
VA Veterans Health Administration	297,038	3,734	3,444	1.16%	1,790	1,693	0.57%
Federal Housing Finance Agency Wide	736	12	12	1.63%	5	5	0.68%
FHFA Headquarters	597	11	11	1.84%	4	4	0.67%
FHFA Office of Inspector General	139	1	1	0.72%	1	1	0.72%
General Services Administration Wide	11,830	144	103	0.87%	87	67	0.57%
GSA Central Office	3,303	43	31	0.94%	24	19	0.58%
GSA National Capital Region	1,547	17	10	0.65%	10	7	0.45%
GSA Region 1	283	5	5	1.77%	2	2	0.71%
GSA Region 10	427	1	1	0.23%	0	0	0.00%
GSA Region 2	640	19	13	2.03%	13	8	1.25%
GSA Region 3	826	8	7	0.85%	7	6	0.73%
GSA Region 4	975	18	12	1.23%	13	10	1.03%
GSA Region 5	842	4	4	0.48%	3	3	0.36%
GSA Region 6	715	12	10	1.40%	6	5	0.70%
GSA Region 7	998	4	4	0.40%	2	2	0.20%
GSA Region 8	390	3	3	0.77%	2	2	0.51%
GSA Region 9	884	10	3	0.34%	5	3	0.34%
U.S. Postal Service Wide	614,728	12,777	11,732	1.91%	4,384	4,131	0.67%
USPS Capital Metro Area	62,827	1,624	1,490	2.37%	513	487	0.78%
USPS Eastern Area	95,311	1,757	1,630	1.71%	712	679	0.71%
USPS Great Lakes Area	77,425	1,491	1,371	1.77%	532	493	0.64%
USPS Headquarters Area	10,619	141	133	1.25%	75	72	0.68%
USPS Northeast Area	89,312	1,440	1,348	1.51%	411	391	0.44%
USPS Office of Inspector General	1,179	29	27	2.29%	12	12	1.02%
USPS Pacific Area	65,075	1,750	1,600	2.46%	527	491	0.75%
USPS Southern Area	111,831	3,157	2,836	2.54%	1,098	1,024	0.92%
USPS Western Area	101,149	1,388	1,297	1.28%	504	482	0.48%

NRF = No Report Filed

* Total work force numbers do not include employees not reported for national security reasons.

Table B-2 FY 2013 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)
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0	0	0	0.00%
Agency for International Development	40	40	15	15	4	34	85.00%
American Battle Monuments Commission	1	1	1	0	0	1	100.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	38	38	13	8	7	28	73.68%
Central Intelligence Agency	50	50	7	31	5	43	86.00%
Chemical Safety and Hazard Investigation Board	3	3	3	0	0	3	100.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	1	1	3	5	100.00%
Consumer Financial Protection Bureau	15	15	5	3	3	11	73.33%
Consumer Product Safety Commission	4	4	1	3	0	4	100.00%
Corporation for National and Community Service	17	17	6	11	0	17	100.00%
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0	0	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	27	27	8	9	9	26	96.30%
Defense Army and Air Force Exchange Service	308	308	108	73	53	234	75.97%
Defense Commissary Agency	226	226	68	0	82	150	66.37%
Defense Contract Audit Agency	53	53	13	9	7	29	54.72%
Defense Contract Management Agency	69	69	49	2	17	68	98.55%
Defense Health Agency	13	13	5	2	1	8	61.54%
Defense Human Resources Activity	10	10	1	2	5	8	80.00%
Defense Information Systems Agency	48	48	35	8	5	48	100.00%
Defense Intelligence Agency	111	111	37	45	25	107	96.40%
Defense Logistics Agency	315	315	107	13	171	291	92.38%
Defense Media Activity	8	8	1	5	1	7	87.50%

Table B-2 FY 2013 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 Security Service	15	15	15	0	0	15	100.00%
Defense Technical Information Center	0	0	0	0	0	0	0.00%
Defense Threat Reduction Agency	11	11	8	2	1	11	100.00%
Defense Finance and Accounting Service	103	103	21	6	74	101	98.06%
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	4	4	0	1	0	1	25.00%
Defense National Geospatial-Intelligence Agency	26	26	14	8	1	23	88.46%
Defense National Guard Bureau	68	68	48	7	10	65	95.59%
Defense National Security Agency	89	89	58	25	6	89	100.00%
Defense Office of Inspector General	8	8	6	0	2	8	100.00%
Defense Office of the Secretary/Washington Headquarters Services	66	66	46	8	11	65	98.48%
Defense Uniformed Services University of the Health Sciences	5	5	5	0	0	5	100.00%
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0.00%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	978	978	380	156	237	773	79.04%
Department of Commerce	322	322	102	96	20	218	67.70%
Department of Defense Education Activity	132	132	76	23	33	132	100.00%
Department of Education	32	32	9	9	14	32	100.00%
Department of Energy	123	123	44	15	14	73	59.35%
Department of Health and Human Services	679	679	289	127	157	573	84.39%
Department of Homeland Security	2,134	2,134	588	274	875	1,737	81.40%
Department of Housing and Urban Development	123	123	27	28	40	95	77.24%
Department of Justice	1,408	1,408	545	539	201	1,285	91.26%
Department of Labor	253	253	110	8	132	250	98.81%
Department of State	269	269	121	31	40	192	71.38%
Department of the Air Force	904	904	303	206	294	803	88.83%
Department of the Army	2,062	2,062	1,233	228	318	1,779	86.28%
Department of the Interior	501	501	147	140	108	395	78.84%
Department of the Navy	1,185	1,185	259	298	514	1,071	90.38%
Department of Treasury	704	704	250	116	324	690	98.01%
Department of Transportation	595	595	186	150	231	567	95.29%
Department of Veterans Affairs	4,241	4,241	1,825	81	2,166	4,072	96.02%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	114	114	48	24	33	105	92.11%
Equal Employment Opportunity Commission	36	36	14	12	9	35	97.22%
Export-Import Bank of the United States	1	1	1	0	0	1	100.00%
Farm Credit Administration	1	1	0	0	1	1	100.00%
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0.00%

Table B-2 FY 2013 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)
Federal Communications Commission	14	14	14	0	0	14	100.00%
Federal Deposit Insurance Corporation	72	72	28	12	30	70	97.22%
Federal Election Commission	0	0	0	0	0	0	0.00%
Federal Energy Regulatory Commission	10	10	9	1	0	10	100.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	12	12	5	4	2	11	91.67%
Federal Labor Relations Authority	6	6	1	5	0	6	100.00%
Federal Maritime Commission	0	0	0	0	0	0	0.00%
Federal Mediation and Conciliation Service	0	0	0	0	0	0	0.00%
Federal Mine Safety and Health Review Comm	0	0	0	0	0	0	0.00%
Federal Reserve System Board of Governors	54	54	54	0	0	54	100.00%
Federal Retirement Thrift Investment Board	3	3	1	0	2	3	100.00%
Federal Trade Commission	13	13	11	2	0	13	100.00%
General Services Administration	144	144	38	37	62	137	95.14%
Government Printing Office	118	118	73	20	12	105	88.98%
Harry S. Truman Scholarship	0	0	0	0	0	0	0.00%
Holocaust Memorial Museum U.S.	1	1	0	1	0	1	100.00%
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	1	1	1	0	0	1	100.00%
Inter-American Foundation	2	2	0	1	1	2	100.00%
International Boundary and Water Commission	0	0	0	0	0	0	0.00%
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	1	1	0	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	1	1	1	0	0	1	100.00%
Marine Mammal Commission	0	0	0	0	0	0	0.00%
Medicaid and CHIP Payment and Access Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	5	5	1	1	3	5	100.00%
Millennium Challenge Corporation	3	3	3	0	0	3	100.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	69	69	18	21	9	48	69.57%
National Archives and Records Administration	36	36	26	0	7	33	91.67%
National Capital Planning Commission	0	0	0	0	0	0	0.00%
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	1	1	1	0	0	1	100.00%
National Credit Union Administration	9	9	3	4	1	8	88.89%
National Endowment for the Arts	2	2	1	1	0	2	100.00%

Table B-2 FY 2013 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 Endowment for the Humanities	0	0	0	0	0	0	0.00%
National Gallery of Art	7	7	4	3	0	7	100.00%
National Indian Gaming Commission	3	3	0	3	0	3	100.00%
National Labor Relations Board	10	10	1	6	0	7	70.00%
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	9	9	1	7	1	9	100.00%
National Science Foundation	9	9	7	1	0	8	88.89%
National Transportation Safety Board	2	2	2	0	0	2	100.00%
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0.00%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	22	22	9	8	5	22	100.00%
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Comm	0	0	0	0	0	0	0.00%
Office of Government Ethics	0	0	0	0	0	0	0.00%
Office of Personnel Management	66	66	50	8	4	62	93.94%
Office of Special Counsel	1	1	1	0	0	1	100.00%
Office of the Director of National Intelligence	7	7	4	2	0	6	85.71%
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0	0	0	0.00%
Peace Corps	3	3	0	3	0	3	100.00%
Pension Benefit Guaranty Corporation	26	26	4	14	0	18	69.23%
Postal Regulatory Commission	2	2	2	0	0	2	100.00%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	3	3	1	1	1	3	100.00%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	42	42	17	15	6	38	90.48%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	57	57	41	1	0	42	73.68%
Smithsonian Institution	43	43	9	17	17	43	100.00%
Social Security Administration	853	853	268	294	184	746	87.46%
Tennessee Valley Authority	75	75	29	36	10	75	100.00%
Trade and Development Agency	0	0	0	0	0	0	0.00%
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	12,777	12,760	1,929	2,347	8,291	12,567	98.49%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-2 FY 2013 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)
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	30,978	30,961	9,068	5,088	14,481	28,637	92.49%
Medium Subtotal	1,637	1,637	598	487	371	1,456	88.94%
Small Subtotal	519	519	256	158	57	471	90.75%
Micro Subtotal	13	13	9	1	3	13	100.00%
Government-wide	33,147	33,130	9,931	5,734	14,912	30,577	92.29%
NRF = No Report Filed							

Table B-2a FY 2013 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)
DOD Defense Logistics Agency Wide	315	315	107	13	171	291	92.38%
DLA Aviation	39	39	21	0	15	36	92.31%
DLA Disposition Services	19	19	12	0	5	17	89.47%
DLA Distribution	170	170	40	12	106	158	92.94%
DLA Headquarters Operations Division	35	35	17	0	15	32	91.43%
DLA Land and Maritime	12	12	4	1	5	10	83.33%
DLA Logistics Information Service	9	9	5	0	4	9	100.00%
DLA Troop Support	31	31	8	0	21	29	93.55%
Defense National Guard Bureau Wide	68	68	48	7	10	65	95.59%
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	2	2	0	0	2	2	100.00%
Arkansas National Guard	1	1	1	0	0	1	100.00%
California National Guard	8	8	4	2	1	7	87.50%
Colorado National Guard	1	1	1	0	0	1	100.00%
Connecticut National Guard	1	1	0	1	0	1	100.00%
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	0	0	0	0	0	0	0.00%
Idaho National Guard	0	0	0	0	0	0	0.00%
Illinois National Guard	0	0	0	0	0	0	0.00%
Indiana National Guard	0	0	0	0	0	0	0.00%
Iowa National Guard	30	30	23	0	7	30	100.00%
Kansas National Guard	0	0	0	0	0	0	0.00%
Kentucky National Guard	1	1	1	0	0	1	100.00%
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	0	0	0	0	0	0	0.00%
Massachusetts National Guard	2	2	2	0	0	2	100.00%
Michigan National Guard	2	2	2	0	0	2	100.00%
Minnesota National Guard	2	2	0	2	0	2	100.00%
Mississippi National Guard	0	0	0	0	0	0	0.00%
Missouri National Guard	1	1	0	1	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	0	0	0	0	0	0	0.00%
New Hampshire National Guard	0	0	0	0	0	0	0.00%
New Jersey National Guard	0	0	0	0	0	0	0.00%

Table B-2a FY 2013 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)
New Mexico National Guard	0	0	0	0	0	0	0.00%
New York National Guard	0	0	0	0	0	0	0.00%
North Carolina National Guard	2	2	1	0	0	1	50.00%
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	1	1	1	0	0	1	100.00%
Pennsylvania National Guard	0	0	0	0	0	0	0.00%
Puerto Rico National Guard	1	1	0	1	0	1	100.00%
Rhode Island National Guard	0	0	0	0	0	0	0.00%
South Carolina National Guard	3	3	2	0	0	2	66.67%
South Dakota National Guard	0	0	0	0	0	0	0.00%
Tennessee National Guard	4	4	4	0	0	4	100.00%
Texas National Guard	1	1	1	0	0	1	100.00%
Utah National Guard	0	0	0	0	0	0	0.00%
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	4	4	4	0	0	4	100.00%
Washington State National Guard	0	0	0	0	0	0	0.00%
West Virginia National Guard	0	0	0	0	0	0	0.00%
Wisconsin National Guard	1	1	1	0	0	1	100.00%
Wyoming National Guard	0	0	0	0	0	0	0.00%
Department of Agriculture Wide	978	978	380	156	237	773	79.04%
USDA Agricultural Marketing Service	25	25	5	5	15	25	100.00%
USDA Agricultural Research Service	27	27	10	15	2	27	100.00%
USDA Animal and Plant Health Inspection Service	86	86	24	22	4	50	58.14%
USDA Civil Rights Service Division	97	97	20	6	21	47	48.45%
USDA Economic Research Service	3	3	0	0	3	3	100.00%
USDA Farm Service Agency	35	35	15	16	4	35	100.00%
USDA Food and Nutrition Service	18	18	11	4	3	18	100.00%
USDA Food Safety and Inspection Service	149	149	76	14	58	148	99.33%
USDA Foreign Agricultural Service	14	14	3	2	6	11	78.57%
USDA Forest Service	305	305	170	42	64	276	90.49%
USDA Grain Inspection, Packers and Stockyards Administration	6	6	4	1	0	5	83.33%
USDA National Agricultural Statistics Service	3	3	0	1	2	3	100.00%
USDA National Institute of Food and Agriculture	2	2	1	1	0	2	100.00%
USDA Natural Resources Conservation Service	74	74	19	6	42	67	90.54%
USDA Office of the Chief Financial Officer	48	48	9	20	5	34	70.83%
USDA Office of the Inspector General	9	9	1	1	3	5	55.56%
USDA Risk Management Agency	4	4	1	0	1	2	50.00%

Table B-2a FY 2013 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)
USDA Rural Development	73	73	11	0	4	15	20.55%
Department of Commerce Wide	322	322	102	96	20	218	67.70%
DOC All Other Bureaus	14	14	1	1	1	3	21.43%
DOC Bureau of the Census	125	125	46	26	1	73	58.40%
DOC Decennial Census	0	0	0	0	0	0	0.00%
DOC International Trade Administration	9	9	0	3	3	6	66.67%
DOC National Institute of Standards and Technology	30	30	3	19	0	22	73.33%
DOC National Oceanic and Atmospheric Admin	67	67	24	18	10	52	77.61%
DOC Office of the Secretary	21	21	5	1	2	8	38.10%
DOC U.S. Patent and Trademark Office	56	56	23	28	3	54	96.43%
Department of Energy Wide	123	123	44	15	14	73	59.35%
DOE Bonneville Power Administration	29	29	3	7	6	16	55.17%
DOE Chicago Operations	1	1	0	1	0	1	100.00%
DOE Environmental Management Consolidated Business Center	1	1	0	0	0	0	0.00%
DOE Golden Field Office	5	5	1	1	1	3	60.00%
DOE Headquarters	27	27	9	0	1	10	37.04%
DOE Idaho Operations Office	0	0	0	0	0	0	0.00%
DOE National Energy Technology Lab	1	1	1	0	0	1	100.00%
DOE National Nuclear Security Administration	21	21	5	1	4	10	47.62%
DOE Oak Ridge Operations	3	3	0	0	0	0	0.00%
DOE Office of Science and Technology Information	0	0	0	0	0	0	0.00%
DOE Richland Operations Office	1	1	0	0	1	1	100.00%
DOE Savannah River Operations	5	5	0	1	1	2	40.00%
DOE Southeastern Power Administration	0	0	0	0	0	0	0.00%
DOE Southwestern Power Administration	13	13	13	0	0	13	100.00%
DOE Strategic Petroleum Reserve	0	0	0	0	0	0	0.00%
DOE Western Area Power Administration	16	16	12	4	0	16	100.00%
Department of Health and Human Services Wide	679	679	289	127	157	573	84.39%
HHS Administration for Children and Families	11	11	2	1	4	7	63.64%
HHS Agency for Healthcare Research and Quality	3	3	2	0	0	2	66.67%
HHS Centers for Disease Control and Prevention	106	106	57	24	23	104	98.11%
HHS Centers for Medicare and Medicaid Services	57	57	7	24	26	57	100.00%
HHS Food and Drug Administration	109	109	32	31	30	93	85.32%
HHS Health Resources and Services Administration	17	17	2	4	7	13	76.47%
HHS Indian Health Service	198	198	110	26	35	171	86.36%
HHS National Institutes of Health	112	112	68	11	21	100	89.29%
HHS Office of the Secretary	58	58	8	5	10	23	39.66%
HHS Program Support Center	5	5	1	0	1	2	40.00%

Table B-2a FY 2013 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)
HHS Substance Abuse and Mental Health Services Administration	3	3	0	1	0	1	33.33%
Department of Homeland Security Wide	2,134	2,134	588	274	875	1,737	81.40%
DHS Citizenship and Immigration Services	216	216	50	54	109	213	98.61%
DHS Customs and Border Protection	443	443	137	0	306	443	100.00%
DHS Federal Emergency Management Agency	299	299	166	48	16	230	76.92%
DHS Federal Law Enforcement Training Center	10	10	2	0	8	10	100.00%
DHS Headquarters	62	62	25	13	5	43	69.35%
DHS Immigration and Customs Enforcement	230	230	10	17	41	68	29.57%
DHS Transportation Security Administration	742	742	105	127	367	599	80.73%
DHS U.S. Coast Guard	91	91	54	15	21	90	98.90%
DHS U.S. Secret Service	41	41	39	0	2	41	100.00%
Department of Justice Wide	1,408	1,408	545	539	201	1,285	91.26%
DOJ Bureau of Alcohol, Tobacco, Firearms & Explosives	59	59	29	3	18	50	84.75%
DOJ Bureau of Prisons	828	828	279	411	135	825	99.64%
DOJ Drug Enforcement Administration	43	43	20	13	3	36	83.72%
DOJ Executive Office for Immigration Review	9	9	5	2	2	9	100.00%
DOJ Executive Office for U.S. Attorneys	38	38	26	1	9	36	94.74%
DOJ Federal Bureau of Investigation	263	263	105	55	15	175	66.54%
DOJ Office of Justice Programs	13	13	2	3	8	13	100.00%
DOJ Offices, Boards and Divisions	66	66	8	38	6	52	78.79%
DOJ U.S. Marshals Service	89	89	71	13	5	89	100.00%
Department of Labor Wide	253	253	110	8	132	250	98.81%
DOL All Other Bureaus	88	88	42	5	40	87	98.86%
DOL Bureau of Labor Statistics	7	7	2	0	5	7	100.00%
DOL Employment and Training Administration	25	25	10	0	14	24	96.00%
DOL Mine Safety and Health Administration	40	40	13	1	26	40	100.00%
DOL Occupational Safety and Health Administration	33	33	13	1	19	33	100.00%
DOL Office of Workers' Compensation Programs	27	27	14	0	13	27	100.00%
DOL Wage and Hour Division	33	33	16	1	15	32	96.97%
Department of the Interior Wide	501	501	147	140	108	395	78.84%
DOI Bureau of Indian Affairs	60	60	17	24	19	60	100.00%
DOI Bureau of Land Management	71	71	23	24	12	59	83.10%
DOI Bureau of Ocean Energy Management	4	4	1	0	0	1	25.00%
DOI Bureau of Reclamation	61	61	17	19	11	47	77.05%
DOI Bureau of Safety and Environmental Enforcement	4	4	1	0	1	2	50.00%
DOI National Park Service	154	154	51	27	22	100	64.94%

Table B-2a FY 2013 All Timely Completed Counselings - Sub-Component Data							
Agency or Department	Total Number Completed / Ended Counselings	Total Number Completed / Ended Counselings (excluding remands)	Number Timely within 30 Days	Number Timely with Written Extension	Number Timely with ADR Participation	Total Number Timely Completed / Ended Counselings	% Timely Completed / Ended Counselings (excluding remands)
DOI Office of Surfacing Mining, Reclamation and Enforcement	4	4	2	0	0	2	50.00%
DOI Office of the Secretary	53	53	9	13	19	41	77.36%
DOI U.S. Fish and Wildlife Service	65	65	20	26	12	58	89.23%
DOI U.S. Geological Survey	25	25	6	7	12	25	100.00%
Department of Treasury Wide	704	704	250	116	324	690	98.01%
DTR Alcohol and Tobacco Tax and Trade Bureau	1	1	0	0	0	0	0.00%
DTR Bureau of Engraving and Printing	30	30	21	3	5	29	96.67%
DTR Bureau of the Public Debt	12	12	7	2	2	11	91.67%
DTR Departmental Offices	15	15	5	1	7	13	86.67%
DTR Financial Crimes Enforcement Network	6	6	1	4	1	6	100.00%
DTR Financial Management Service	3	3	0	0	0	0	0.00%
DTR Internal Revenue Service	553	553	183	79	291	553	100.00%
DTR IRS-Office of Chief Counsel	14	14	7	4	3	14	100.00%
DTR Office of Inspector General	0	0	0	0	0	0	0.00%
DTR Office of the Comptroller of the Currency	21	21	8	10	3	21	100.00%
DTR Office of the Inspector General for Tax Admin	3	3	0	2	1	3	100.00%
DTR Special Inspector General for the Troubled Asset Relief Program	3	3	2	0	0	2	66.67%
DTR U.S. Mint	43	43	16	11	11	38	88.37%
Department of Transportation Wide	595	595	186	150	231	567	95.29%
DOT Federal Aviation Administration	486	486	152	106	221	479	98.56%
DOT Federal Highway Administration	19	19	4	10	1	15	78.95%
DOT Federal Motor Carriers Safety Administration	7	7	0	7	0	7	100.00%
DOT Federal Railroad Administration	7	7	1	1	2	4	57.14%
DOT Federal Transit Administration	12	12	1	7	2	10	83.33%
DOT Maritime Administration	16	16	5	6	0	11	68.75%
DOT National Highway Traffic Safety Administration	8	8	4	2	0	6	75.00%
DOT Office of Inspector General	4	4	0	2	2	4	100.00%
DOT Office of the Secretary of Transportation	11	11	5	4	2	11	100.00%
DOT Pipeline and Hazardous Materials Safety Admin	9	9	3	3	1	7	77.78%
DOT Research and Innovative Technology Admin	16	16	11	2	0	13	81.25%
DOT Saint Lawrence Seaway Development Corp	0	0	0	0	0	0	0.00%
Department of Veterans Affairs Wide	4,241	4,241	1,825	81	2,166	4,072	96.02%
VA All Other Offices	171	171	60	7	96	163	95.32%
VA National Cemetery Administration	43	43	18	1	22	41	95.35%
VA Veterans Benefits Administration	293	293	136	6	143	285	97.27%
VA Veterans Health Administration	3,734	3,734	1,611	67	1,905	3,583	95.96%

Table B-2a FY 2013 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 Housing Finance Agency Wide	12	12	5	4	2	11	91.67%
FHFA Headquarters	11	11	5	3	2	10	90.91%
FHFA Office of Inspector General	1	1	0	1	0	1	100.00%
General Services Administration Wide	144	144	38	37	62	137	95.14%
GSA Central Office	43	43	8	14	20	42	97.67%
GSA National Capital Region	17	17	4	4	7	15	88.24%
GSA Region 1	5	5	1	1	3	5	100.00%
GSA Region 10	1	1	1	0	0	1	100.00%
GSA Region 2	19	19	2	2	12	16	84.21%
GSA Region 3	8	8	0	6	2	8	100.00%
GSA Region 4	18	18	8	6	3	17	94.44%
GSA Region 5	4	4	2	1	1	4	100.00%
GSA Region 6	12	12	6	2	4	12	100.00%
GSA Region 7	4	4	1	1	2	4	100.00%
GSA Region 8	3	3	0	0	3	3	100.00%
GSA Region 9	10	10	5	0	5	10	100.00%
U.S. Postal Service Wide	12,777	12,760	1,929	2,347	8,291	12,567	98.49%
USPS Capital Metro Area	1,624	1,624	243	284	1,084	1,611	99.20%
USPS Eastern Area	1,757	1,756	218	521	960	1,699	96.75%
USPS Great Lakes Area	1,491	1,490	230	268	977	1,475	98.99%
USPS Headquarters Area	141	141	33	45	46	124	87.94%
USPS Northeast Area	1,440	1,439	164	340	910	1,414	98.26%
USPS Office of Inspector General	29	29	20	6	3	29	100.00%
USPS Pacific Area	1,750	1,747	227	202	1,305	1,734	99.26%
USPS Southern Area	3,157	3,147	645	406	2,066	3,117	99.05%
USPS Western Area	1,388	1,387	149	275	940	1,364	98.34%

Table B-3 FY 2013 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	40	1	2.50%	23	57.50%	24	60.00%	16	40.00%	0	0.00%
American Battle Monuments Commission	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	38	2	5.26%	22	57.89%	24	63.16%	14	36.84%	0	0.00%
Central Intelligence Agency	50	6	12.00%	12	24.00%	18	36.00%	30	60.00%	2	4.00%
Chemical Safety and Hazard Investigation Board	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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%	4	80.00%	4	80.00%	1	20.00%	0	0.00%
Consumer Financial Protection Bureau	15	1	6.67%	4	26.67%	5	33.33%	9	60.00%	1	6.67%
Consumer Product Safety Commission	4	3	75.00%	0	0.00%	3	75.00%	1	25.00%	0	0.00%
Corporation for National and Community Service	17	0	0.00%	3	17.65%	3	17.65%	13	76.47%	1	5.88%
Council of the Inspectors General on Integrity and Efficiency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-3 FY 2013 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
Court Services and Offender Supervision Agency for the District of Columbia	27	5	18.52%	11	40.74%	16	59.26%	10	37.04%	1	3.70%
Defense Army and Air Force Exchange Service	308	39	12.66%	172	55.84%	211	68.51%	93	30.19%	4	1.30%
Defense Commissary Agency	226	29	12.83%	64	28.32%	93	41.15%	119	52.65%	14	6.19%
Defense Contract Audit Agency	53	5	9.43%	9	16.98%	14	26.42%	35	66.04%	4	7.55%
Defense Contract Management Agency	69	5	7.25%	19	27.54%	24	34.78%	44	63.77%	1	1.45%
Defense Health Agency	13	1	7.69%	3	23.08%	4	30.77%	9	69.23%	0	0.00%
Defense Human Resources Activity	10	0	0.00%	2	20.00%	2	20.00%	8	80.00%	0	0.00%
Defense Information Systems Agency	48	2	4.17%	22	45.83%	24	50.00%	21	43.75%	3	6.25%
Defense Intelligence Agency	111	3	2.70%	56	50.45%	59	53.15%	50	45.05%	2	1.80%
Defense Logistics Agency	315	70	22.22%	138	43.81%	208	66.03%	103	32.70%	4	1.27%
Defense Media Activity	8	2	25.00%	1	12.50%	3	37.50%	5	62.50%	0	0.00%
Defense Security Service	15	0	0.00%	0	0.00%	0	0.00%	14	93.33%	1	6.67%
Defense Technical Information Center	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	11	1	9.09%	1	9.09%	2	18.18%	9	81.82%	0	0.00%
Defense Finance and Accounting Service	103	28	27.18%	29	28.16%	57	55.34%	45	43.69%	1	0.97%
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	4	0	0.00%	0	0.00%	0	0.00%	4	100.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	26	7	26.92%	9	34.62%	16	61.54%	9	34.62%	1	3.85%
Defense National Guard Bureau	68	37	54.41%	18	26.47%	55	80.88%	12	17.65%	1	1.47%
Defense National Security Agency	89	8	8.99%	52	58.43%	60	67.42%	26	29.21%	3	3.37%
Defense Office of Inspector General	8	1	12.50%	3	37.50%	4	50.00%	4	50.00%	0	0.00%
Defense Office of the Secretary/Washington Headquarters Services	66	7	10.61%	19	28.79%	26	39.39%	40	60.61%	0	0.00%
Defense Uniformed Services University of the Health Sciences	5	0	0.00%	3	60.00%	3	60.00%	2	40.00%	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	978	83	8.49%	360	36.81%	443	45.30%	513	52.45%	22	2.25%

Table B-3 FY 2013 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
Department of Commerce	322	12	3.73%	101	31.37%	113	35.09%	201	62.42%	8	2.48%
Department of Defense Education Activity	132	7	5.30%	47	35.61%	54	40.91%	75	56.82%	3	2.27%
Department of Education	32	1	3.13%	7	21.88%	8	25.00%	22	68.75%	2	6.25%
Department of Energy	123	15	12.20%	25	20.33%	40	32.52%	79	64.23%	4	3.25%
Department of Health and Human Services	679	44	6.48%	228	33.58%	272	40.06%	383	56.41%	24	3.53%
Department of Homeland Security	2,134	163	7.64%	770	36.08%	933	43.72%	1,139	53.37%	62	2.91%
Department of Housing and Urban Development	123	0	0.00%	37	30.08%	37	30.08%	83	67.48%	3	2.44%
Department of Justice	1,408	84	5.97%	445	31.61%	529	37.57%	841	59.73%	38	2.70%
Department of Labor	253	17	6.72%	72	28.46%	89	35.18%	143	56.52%	21	8.30%
Department of State	269	15	5.58%	102	37.92%	117	43.49%	143	53.16%	9	3.35%
Department of the Air Force	904	139	15.38%	347	38.38%	486	53.76%	403	44.58%	15	1.66%
Department of the Army	2,062	226	10.96%	677	32.83%	903	43.79%	1,101	53.39%	58	2.81%
Department of the Interior	501	61	12.18%	135	26.95%	196	39.12%	281	56.09%	24	4.79%
Department of the Navy	1,185	173	14.60%	438	36.96%	611	51.56%	558	47.09%	16	1.35%
Department of Treasury	704	128	18.18%	209	29.69%	337	47.87%	352	50.00%	15	2.13%
Department of Transportation	595	46	7.73%	176	29.58%	222	37.31%	358	60.17%	15	2.52%
Department of Veterans Affairs	4,241	347	8.18%	1,846	43.53%	2,193	51.71%	1,966	46.36%	82	1.93%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	114	13	11.40%	41	35.96%	54	47.37%	59	51.75%	1	0.88%
Equal Employment Opportunity Commission	36	4	11.11%	5	13.89%	9	25.00%	26	72.22%	1	2.78%
Export-Import Bank of the United States	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Farm Credit Administration	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	14	0	0.00%	7	50.00%	7	50.00%	7	50.00%	0	0.00%
Federal Deposit Insurance Corporation	72	6	8.33%	20	27.78%	26	36.11%	45	62.50%	1	1.39%
Federal Election Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	10	0	0.00%	4	40.00%	4	40.00%	6	60.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	12	0	0.00%	6	50.00%	6	50.00%	5	41.67%	1	8.33%
Federal Labor Relations Authority	6	0	0.00%	0	0.00%	0	0.00%	6	100.00%	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	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-3 FY 2013 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 Mine Safety and 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	54	0	0.00%	48	88.89%	48	88.89%	6	11.11%	0	0.00%
Federal Retirement Thrift Investment Board	3	2	66.67%	1	33.33%	3	100.00%	0	0.00%	0	0.00%
Federal Trade Commission	13	0	0.00%	11	84.62%	11	84.62%	2	15.38%	0	0.00%
General Services Administration	144	16	11.11%	36	25.00%	52	36.11%	85	59.03%	7	4.86%
Government Printing Office	118	1	0.85%	66	55.93%	67	56.78%	50	42.37%	1	0.85%
Harry S. Truman Scholarship	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%
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Inter-American Foundation	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
International Boundary and Water Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
International Broadcasting Bureau	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	1	0	0.00%	1	100.00%	1	100.00%	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%
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	5	3	60.00%	0	0.00%	3	60.00%	2	40.00%	0	0.00%
Millennium Challenge Corporation	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	69	8	11.59%	24	34.78%	32	46.38%	36	52.17%	1	1.45%
National Archives and Records Administration	36	11	30.56%	14	38.89%	25	69.44%	11	30.56%	0	0.00%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
National Credit Union Administration	9	0	0.00%	3	33.33%	3	33.33%	6	66.67%	0	0.00%

Table B-3 FY 2013 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
National Endowment for the Arts	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	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 Gallery of Art	7	1	14.29%	2	28.57%	3	42.86%	3	42.86%	1	14.29%
National Indian Gaming Commission	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
National Labor Relations Board	10	2	20.00%	1	10.00%	3	30.00%	7	70.00%	0	0.00%
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	9	0	0.00%	6	66.67%	6	66.67%	2	22.22%	1	11.11%
National Science Foundation	9	0	0.00%	4	44.44%	4	44.44%	3	33.33%	2	22.22%
National Transportation Safety Board	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	22	6	27.27%	4	18.18%	10	45.45%	11	50.00%	1	4.55%
Nuclear Waste Technical Review Board	NRF	NRF	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%	0	0.00%
Office of Government Ethics	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of Personnel Management	66	2	3.03%	23	34.85%	25	37.88%	39	59.09%	2	3.03%
Office of Special Counsel	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	7	1	14.29%	3	42.86%	4	57.14%	3	42.86%	0	0.00%
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Peace Corps	3	0	0.00%	0	0.00%	0	0.00%	1	33.33%	2	66.67%
Pension Benefit Guaranty Corporation	26	1	3.85%	8	30.77%	9	34.62%	13	50.00%	4	15.38%
Postal Regulatory Commission	2	1	50.00%	1	50.00%	2	100.00%	0	0.00%	0	0.00%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	3	0	0.00%	1	33.33%	1	33.33%	2	66.67%	0	0.00%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	42	2	4.76%	19	45.24%	21	50.00%	19	45.24%	2	4.76%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	57	4	7.02%	20	35.09%	24	42.11%	30	52.63%	3	5.26%

Table B-3 FY 2013 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
Smithsonian Institution	43	3	6.98%	18	41.86%	21	48.84%	13	30.23%	9	20.93%
Social Security Administration	853	71	8.32%	314	36.81%	385	45.13%	450	52.75%	18	2.11%
Tennessee Valley Authority	75	10	13.33%	26	34.67%	36	48.00%	37	49.33%	2	2.67%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	12,777	2,837	22.20%	5,454	42.69%	8,291	64.89%	4,210	32.95%	276	2.16%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	30,978	4,643	14.99%	12,096	39.05%	16,739	54.04%	13,503	43.59%	736	2.38%
Medium Subtotal	1,637	155	9.47%	572	34.94%	727	44.41%	860	52.54%	50	3.05%
Small Subtotal	519	28	5.39%	244	47.01%	272	52.41%	232	44.70%	15	2.89%
Micro Subtotal	13	3	23.08%	2	15.38%	5	38.46%	8	61.54%	0	0.00%
Government-wide	33,147	4,829	14.57%	12,914	38.96%	17,743	53.53%	14,603	44.06%	801	2.42%
NRF = No Report Filed											

Table B-3a FY 2013 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
DOD Defense Logistics Agency Wide	315	70	22.22%	138	43.81%	208	66.03%	103	32.70%	4	1.27%
DLA Aviation	39	9	23.08%	20	51.28%	29	74.36%	10	25.64%	0	0.00%
DLA Disposition Services	19	3	15.79%	10	52.63%	13	68.42%	6	31.58%	0	0.00%
DLA Distribution	170	43	25.29%	79	46.47%	122	71.76%	45	26.47%	3	1.76%
DLA Headquarters Operations Division	35	2	5.71%	9	25.71%	11	31.43%	23	65.71%	1	2.86%
DLA Land and Maritime	12	3	25.00%	6	50.00%	9	75.00%	3	25.00%	0	0.00%
DLA Logistics Information Service	9	3	33.33%	4	44.44%	7	77.78%	2	22.22%	0	0.00%
DLA Troop Support	31	7	22.58%	10	32.26%	17	54.84%	14	45.16%	0	0.00%
DOD National Guard Bureau Wide	68	37	54.41%	18	26.47%	55	80.88%	12	17.65%	1	1.47%
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%
DOD DNGB Arizona National Guard	2	2	100.00%	0	0.00%	2	100.00%	0	0.00%	0	0.00%
Arkansas National Guard	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
California National Guard	8	0	0.00%	5	62.50%	5	62.50%	3	37.50%	0	0.00%
Colorado National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Connecticut National Guard	1	0	0.00%	1	100.00%	1	100.00%	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	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Idaho National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Illinois National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Indiana National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Iowa National Guard	30	30	100.00%	0	0.00%	30	100.00%	0	0.00%	0	0.00%
Kansas National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Kentucky National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	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	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Massachusetts National Guard	2	0	0.00%	2	100.00%	2	100.00%	0	0.00%	0	0.00%
Michigan National Guard	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%
Minnesota National Guard	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
Mississippi National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Missouri National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	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%

Table B-3a FY 2013 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
Nevada National Guard	0	0	0.00%	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%	0	0.00%
New Jersey National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
New Mexico National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
New York National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
North Carolina National Guard	2	1	50.00%	0	0.00%	1	50.00%	0	0.00%	1	50.00%
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	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Pennsylvania National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Puerto Rico National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Rhode Island National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
South Carolina National Guard	3	3	100.00%	0	0.00%	3	100.00%	0	0.00%	0	0.00%
South Dakota National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Tennessee National Guard	4	0	0.00%	3	75.00%	3	75.00%	1	25.00%	0	0.00%
Texas National Guard	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
Utah National Guard	0	0	0.00%	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%	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	4	0	0.00%	4	100.00%	4	100.00%	0	0.00%	0	0.00%
Washington State National Guard	0	0	0.00%	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%	0	0.00%
Wisconsin National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Wyoming National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture Wide	978	83	8.49%	360	36.81%	443	45.30%	513	52.45%	22	2.25%
USDA Agricultural Marketing Service	25	3	12.00%	9	36.00%	12	48.00%	13	52.00%	0	0.00%
USDA Agricultural Research Service	27	2	7.41%	3	11.11%	5	18.52%	22	81.48%	0	0.00%
USDA Animal and Plant Health Inspection Service	86	6	6.98%	40	46.51%	46	53.49%	38	44.19%	2	2.33%
USDA Civil Rights Service Division	97	0	0.00%	29	29.90%	29	29.90%	66	68.04%	2	2.06%
USDA Economic Research Service	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
USDA Farm Service Agency	35	9	25.71%	2	5.71%	11	31.43%	22	62.86%	2	5.71%
USDA Food Safety and Inspection Service	149	24	16.11%	78	52.35%	102	68.46%	44	29.53%	3	2.01%
USDA Food and Nutrition Service	18	2	11.11%	3	16.67%	5	27.78%	12	66.67%	1	5.56%
USDA Foreign Agricultural Service	14	1	7.14%	6	42.86%	7	50.00%	5	35.71%	2	14.29%
USDA Forest Service	305	14	4.59%	123	40.33%	137	44.92%	162	53.11%	6	1.97%

Table B-3a FY 2013 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
USDA Grain Inspection, Packers and Stockyards Administration	6	1	16.67%	2	33.33%	3	50.00%	3	50.00%	0	0.00%
USDA National Agricultural Statistics Service	3	0	0.00%	2	66.67%	2	66.67%	1	33.33%	0	0.00%
USDA National Institute of Food and Agriculture	2	0	0.00%	1	50.00%	1	50.00%	1	50.00%	0	0.00%
USDA Natural Resources Conservation Service	74	11	14.86%	19	25.68%	30	40.54%	41	55.41%	3	4.05%
USDA Office of the Chief Financial Officer	48	3	6.25%	16	33.33%	19	39.58%	28	58.33%	1	2.08%
USDA Office of the Inspector General	9	1	11.11%	3	33.33%	4	44.44%	5	55.56%	0	0.00%
USDA Risk Management Agency	4	1	25.00%	1	25.00%	2	50.00%	2	50.00%	0	0.00%
USDA Rural Development	73	5	6.85%	23	31.51%	28	38.36%	45	61.64%	0	0.00%
Department of Commerce Wide	322	12	3.73%	101	31.37%	113	35.09%	201	62.42%	8	2.48%
DOC All Other Bureaus	14	2	14.29%	2	14.29%	4	28.57%	8	57.14%	2	14.29%
DOC Bureau of the Census	125	4	3.20%	44	35.20%	48	38.40%	73	58.40%	4	3.20%
DOC Decennial Census	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOC International Trade Administration	9	1	11.11%	0	0.00%	1	11.11%	8	88.89%	0	0.00%
DOC National Institute of Standards and Technology	30	0	0.00%	11	36.67%	11	36.67%	19	63.33%	0	0.00%
DOC National Oceanic and Atmospheric Administration	67	2	2.99%	23	34.33%	25	37.31%	42	62.69%	0	0.00%
DOC Office of the Secretary	21	2	9.52%	2	9.52%	4	19.05%	17	80.95%	0	0.00%
DOC U.S. Patent and Trademark Office	56	1	1.79%	19	33.93%	20	35.71%	34	60.71%	2	3.57%
Department of Energy Wide	123	15	12.20%	25	20.33%	40	32.52%	79	64.23%	4	3.25%
DOE Bonneville Power Administration	29	3	10.34%	5	17.24%	8	27.59%	19	65.52%	2	6.90%
DOE Chicago Operations	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
DOE Environmental Management Consolidated Business Center	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
DOE Golden Field Office	5	2	40.00%	1	20.00%	3	60.00%	2	40.00%	0	0.00%
DOE Headquarters	27	4	14.81%	5	18.52%	9	33.33%	18	66.67%	0	0.00%
DOE Idaho Operations Office	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE National Energy Technology Lab	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
DOE National Nuclear Security Administration	21	4	19.05%	6	28.57%	10	47.62%	11	52.38%	0	0.00%
DOE Oak Ridge Operations	3	0	0.00%	1	33.33%	1	33.33%	2	66.67%	0	0.00%
DOE Office of Science and Technology Information	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-3a FY 2013 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
DOE Richland Operations Office	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
DOE Savannah River Operations	5	0	0.00%	1	20.00%	1	20.00%	4	80.00%	0	0.00%
DOE Southeastern Power Administration	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Southwestern Power Administration	13	0	0.00%	1	7.69%	1	7.69%	11	84.62%	1	7.69%
DOE Strategic Petroleum Reserve	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Western Area Power Administration	16	2	12.50%	4	25.00%	6	37.50%	9	56.25%	1	6.25%
Department of Health and Human Services Wide	679	44	6.48%	228	33.58%	272	40.06%	383	56.41%	24	3.53%
HHS Administration for Children and Families	11	2	18.18%	2	18.18%	4	36.36%	7	63.64%	0	0.00%
HHS Agency for Healthcare Research and Quality	3	0	0.00%	2	66.67%	2	66.67%	1	33.33%	0	0.00%
HHS Centers for Disease Control and Prevention	106	5	4.72%	36	33.96%	41	38.68%	61	57.55%	4	3.77%
HHS Centers for Medicare and Medicaid Services	57	2	3.51%	25	43.86%	27	47.37%	26	45.61%	4	7.02%
HHS Food and Drug Administration	109	3	2.75%	43	39.45%	46	42.20%	60	55.05%	3	2.75%
HHS Health Resources and Services Administration	17	5	29.41%	4	23.53%	9	52.94%	8	47.06%	0	0.00%
HHS Indian Health Service	198	13	6.57%	72	36.36%	85	42.93%	105	53.03%	8	4.04%
HHS National Institutes of Health	112	4	3.57%	34	30.36%	38	33.93%	70	62.50%	4	3.57%
HHS Office of the Secretary	58	9	15.52%	10	17.24%	19	32.76%	38	65.52%	1	1.72%
HHS Program Support Center	5	1	20.00%	0	0.00%	1	20.00%	4	80.00%	0	0.00%
HHS Substance Abuse and Mental Health Services Administration	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
Department of Homeland Security Wide	2,134	163	7.64%	770	36.08%	933	43.72%	1,139	53.37%	62	2.91%
DHS Federal Emergency Management Agency	299	10	3.34%	154	51.51%	164	54.85%	131	43.81%	4	1.34%
DHS Federal Law Enforcement Training Center	10	6	60.00%	1	10.00%	7	70.00%	3	30.00%	0	0.00%
DHS Headquarters	62	1	1.61%	20	32.26%	21	33.87%	39	62.90%	2	3.23%
DHS Transportation Security Administration	742	48	6.47%	280	37.74%	328	44.20%	392	52.83%	22	2.96%
DHS U.S Citizenship and Immigration Services	216	29	13.43%	55	25.46%	84	38.89%	126	58.33%	6	2.78%
DHS U.S. Coast Guard	91	15	16.48%	28	30.77%	43	47.25%	48	52.75%	0	0.00%
DHS U.S. Customs and Border Protection	443	31	7.00%	157	35.44%	188	42.44%	235	53.05%	20	4.51%

Table B-3a FY 2013 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
DHS U.S. Immigration and Customs Enforcement	230	23	10.00%	61	26.52%	84	36.52%	139	60.43%	7	3.04%
DHS U.S. Secret Service	41	0	0.00%	14	34.15%	14	34.15%	26	63.41%	1	2.44%
Department of Justice Wide	1,408	84	5.97%	445	31.61%	529	37.57%	841	59.73%	38	2.70%
DOJ Bureau of Alcohol, Tobacco, Firearms & Explosives	59	2	3.39%	18	30.51%	20	33.90%	39	66.10%	0	0.00%
DOJ Bureau of Prisons	828	40	4.83%	298	35.99%	338	40.82%	463	55.92%	27	3.26%
DOJ Drug Enforcement Administration	43	5	11.63%	6	13.95%	11	25.58%	32	74.42%	0	0.00%
DOJ Executive Office for Immigration Review	9	0	0.00%	0	0.00%	0	0.00%	9	100.00%	0	0.00%
DOJ Executive Office for U.S. Attorneys	38	8	21.05%	7	18.42%	15	39.47%	23	60.53%	0	0.00%
DOJ Federal Bureau of Investigation	263	25	9.51%	57	21.67%	82	31.18%	177	67.30%	4	1.52%
DOJ Office of Justice Programs	13	1	7.69%	2	15.38%	3	23.08%	10	76.92%	0	0.00%
DOJ Offices, Boards and Divisions	66	3	4.55%	24	36.36%	27	40.91%	36	54.55%	3	4.55%
DOJ U.S. Marshals Service	89	0	0.00%	33	37.08%	33	37.08%	52	58.43%	4	4.49%
Department of Labor Wide	253	17	6.72%	72	28.46%	89	35.18%	143	56.52%	21	8.30%
DOL All Other Bureaus	88	4	4.55%	26	29.55%	30	34.09%	52	59.09%	6	6.82%
DOL Bureau of Labor Statistics	7	1	14.29%	1	14.29%	2	28.57%	5	71.43%	0	0.00%
DOL Employment and Training Administration	25	3	12.00%	5	20.00%	8	32.00%	16	64.00%	1	4.00%
DOL Mine Safety and Health Administration	40	2	5.00%	14	35.00%	16	40.00%	20	50.00%	4	10.00%
DOL Occupational Safety and Health Administration	33	4	12.12%	13	39.39%	17	51.52%	13	39.39%	3	9.09%
DOL Office of Workers' Compensation Programs	27	1	3.70%	7	25.93%	8	29.63%	16	59.26%	3	11.11%
DOL Wage and Hour Division	33	2	6.06%	6	18.18%	8	24.24%	21	63.64%	4	12.12%
Department of the Interior Wide	501	61	12.18%	135	26.95%	196	39.12%	281	56.09%	24	4.79%
DOI Bureau of Indian Affairs	60	2	3.33%	16	26.67%	18	30.00%	35	58.33%	7	11.67%
DOI Bureau of Land Management	71	3	4.23%	20	28.17%	23	32.39%	47	66.20%	1	1.41%
DOI Bureau of Ocean Energy Management	4	0	0.00%	0	0.00%	0	0.00%	4	100.00%	0	0.00%
DOI Bureau of Reclamation	61	18	29.51%	15	24.59%	33	54.10%	27	44.26%	1	1.64%
DOI Bureau of Safety and Environmental Enforcement	4	0	0.00%	1	25.00%	1	25.00%	2	50.00%	1	25.00%
DOI National Park Service	154	15	9.74%	47	30.52%	62	40.26%	80	51.95%	12	7.79%
DOI Office of Surfacing Mining, Reclamation and Enforcement	4	1	25.00%	1	25.00%	2	50.00%	2	50.00%	0	0.00%

Table B-3a FY 2013 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
DOI Office of the Secretary	53	7	13.21%	16	30.19%	23	43.40%	29	54.72%	1	1.89%
DOI U.S. Fish and Wildlife Service	65	10	15.38%	13	20.00%	23	35.38%	41	63.08%	1	1.54%
DOI U.S. Geological Survey	25	5	20.00%	6	24.00%	11	44.00%	14	56.00%	0	0.00%
Department of Treasury Wide	704	128	18.18%	209	29.69%	337	47.87%	352	50.00%	15	2.13%
DTR Alcohol and Tobacco Tax and Trade Bureau	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
DTR Bureau of Engraving and Printing	30	0	0.00%	9	30.00%	9	30.00%	19	63.33%	2	6.67%
DTR Bureau of the Public Debt	12	3	25.00%	8	66.67%	11	91.67%	1	8.33%	0	0.00%
DTR Departmental Offices	15	1	6.67%	3	20.00%	4	26.67%	11	73.33%	0	0.00%
DTR Financial Crimes Enforcement Network	6	0	0.00%	1	16.67%	1	16.67%	4	66.67%	1	16.67%
DTR Financial Management Service	3	0	0.00%	1	33.33%	1	33.33%	2	66.67%	0	0.00%
DTR Internal Revenue Service	553	118	21.34%	162	29.29%	280	50.63%	263	47.56%	10	1.81%
DTR Internal Revenue Service-Office of Chief Counsel	14	3	21.43%	2	14.29%	5	35.71%	9	64.29%	0	0.00%
DTR Office of Inspector General	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DTR Office of the Comptroller of the Currency	21	0	0.00%	6	28.57%	6	28.57%	14	66.67%	1	4.76%
DTR Office of the Inspector General for Tax Administration	3	0	0.00%	0	0.00%	0	0.00%	2	66.67%	1	33.33%
DTR Special Inspector General for the Troubled Asset Relief Program	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%
DTR U.S. Mint	43	3	6.98%	16	37.21%	19	44.19%	24	55.81%	0	0.00%
Department of Transportation Wide	595	46	7.73%	176	29.58%	222	37.31%	358	60.17%	15	2.52%
DOT Federal Aviation Administration	486	43	8.85%	139	28.60%	182	37.45%	293	60.29%	11	2.26%
DOT Federal Highway Administration	19	0	0.00%	3	15.79%	3	15.79%	12	63.16%	4	21.05%
DOT Federal Motor Carriers Safety Administration	7	0	0.00%	2	28.57%	2	28.57%	5	71.43%	0	0.00%
DOT Federal Railroad Administration	7	1	14.29%	1	14.29%	2	28.57%	5	71.43%	0	0.00%
DOT Federal Transit Administration	12	1	8.33%	3	25.00%	4	33.33%	8	66.67%	0	0.00%
DOT Maritime Administration	16	0	0.00%	5	31.25%	5	31.25%	11	68.75%	0	0.00%
DOT National Highway Traffic Safety Administration	8	0	0.00%	3	37.50%	3	37.50%	5	62.50%	0	0.00%
DOT Office of Inspector General	4	0	0.00%	1	25.00%	1	25.00%	3	75.00%	0	0.00%

Table B-3a FY 2013 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
DOT Office of the Secretary of Transportation	11	0	0.00%	8	72.73%	8	72.73%	3	27.27%	0	0.00%
DOT Pipeline and Hazardous Materials Safety Administration	9	0	0.00%	3	33.33%	3	33.33%	6	66.67%	0	0.00%
DOT Research and Innovative Technology Administration	16	1	6.25%	8	50.00%	9	56.25%	7	43.75%	0	0.00%
DOT Saint Lawrence Seaway Development Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs Wide	4,241	347	8.18%	1,846	43.53%	2,193	51.71%	1,966	46.36%	82	1.93%
VA All Other Offices	171	12	7.02%	68	39.77%	80	46.78%	88	51.46%	3	1.75%
VA National Cemetery Administration	43	1	2.33%	18	41.86%	19	44.19%	24	55.81%	0	0.00%
VA Veterans Benefits Administration	293	26	8.87%	125	42.66%	151	51.54%	132	45.05%	10	3.41%
VA Veterans Health Administration	3,734	308	8.25%	1,635	43.79%	1,943	52.04%	1,722	46.12%	69	1.85%
Federal Housing Finance Agency Wide	12	0	0.00%	6	50.00%	6	50.00%	5	41.67%	1	8.33%
FHFA Headquarters	11	0	0.00%	6	54.55%	6	54.55%	4	36.36%	1	9.09%
FHFA Office of Inspector General	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%
General Services Administration Wide	144	16	11.11%	36	25.00%	52	36.11%	85	59.03%	7	4.86%
GSA Central Office	43	1	2.33%	13	30.23%	14	32.56%	24	55.81%	5	11.63%
GSA National Capital Region	17	1	5.88%	6	35.29%	7	41.18%	10	58.82%	0	0.00%
GSA Region 1	5	1	20.00%	2	40.00%	3	60.00%	2	40.00%	0	0.00%
GSA Region 10	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%
GSA Region 2	19	3	15.79%	1	5.26%	4	21.05%	13	68.42%	2	10.53%
GSA Region 3	8	0	0.00%	3	37.50%	3	37.50%	5	62.50%	0	0.00%
GSA Region 4	18	1	5.56%	4	22.22%	5	27.78%	13	72.22%	0	0.00%
GSA Region 5	4	1	25.00%	0	0.00%	1	25.00%	3	75.00%	0	0.00%
GSA Region 6	12	5	41.67%	1	8.33%	6	50.00%	6	50.00%	0	0.00%
GSA Region 7	4	1	25.00%	1	25.00%	2	50.00%	2	50.00%	0	0.00%
GSA Region 8	3	1	33.33%	0	0.00%	1	33.33%	2	66.67%	0	0.00%
GSA Region 9	10	1	10.00%	4	40.00%	5	50.00%	5	50.00%	0	0.00%
U.S. Postal Service Wide	12,777	2,837	22.20%	5,454	42.69%	8,291	64.89%	4,210	32.95%	276	2.16%
USPS Capital Metro Area	1,624	410	25.25%	706	43.47%	1,116	68.72%	485	29.86%	23	1.42%
USPS Eastern Area	1,757	205	11.67%	825	46.96%	1,030	58.62%	689	39.21%	38	2.16%
USPS Great Lakes Area	1,491	287	19.25%	666	44.67%	953	63.92%	510	34.21%	28	1.88%
USPS Headquarters Area	141	13	9.22%	48	34.04%	61	43.26%	72	51.06%	8	5.67%

Table B-3a FY 2013 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
USPS Northeast Area	1,440	307	21.32%	702	48.75%	1,009	70.07%	399	27.71%	32	2.22%
USPS Office of Inspector General	29	1	3.45%	2	6.90%	3	10.34%	12	41.38%	14	48.28%
USPS Pacific Area	1,750	533	30.46%	671	38.34%	1,204	68.80%	508	29.03%	38	2.17%
USPS Southern Area	3,157	782	24.77%	1,263	40.01%	2,045	64.78%	1,057	33.48%	55	1.74%
USPS Western Area	1,388	299	21.54%	571	41.14%	870	62.68%	478	34.44%	40	2.88%

Table B-4 FY 2013 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)
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0.00%	0	0	0.00%
Agency for International Development	40	29	72.50%	22	7	17.50%
American Battle Monuments Commission	1	0	0.00%	0	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	38	38	100.00%	30	8	21.05%
Central Intelligence Agency	50	49	98.00%	41	8	16.00%
Chemical Safety and Hazard Investigation Board	3	3	100.00%	3	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0	0.00%
Commodity Futures Trading Commission	5	5	100.00%	2	3	60.00%
Consumer Financial Protection Bureau	15	9	60.00%	6	3	20.00%
Consumer Product Safety Commission	4	4	100.00%	1	3	75.00%
Corporation for National and Community Service	17	0	0.00%	0	0	0.00%
Council of the Inspectors General on Integrity and Efficiency	0	0	0.00%	0	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	27	22	81.48%	13	9	33.33%
Defense Army and Air Force Exchange Service	308	308	100.00%	233	75	24.35%
Defense Commissary Agency	226	183	80.97%	100	83	36.73%
Defense Contract Audit Agency	53	37	69.81%	24	13	24.53%
Defense Contract Management Agency	69	36	52.17%	18	18	26.09%
Defense Health Agency	13	13	100.00%	12	1	7.69%
Defense Human Resources Activity	10	10	100.00%	5	5	50.00%
Defense Information Systems Agency	48	48	100.00%	43	5	10.42%
Defense Intelligence Agency	111	95	85.59%	60	35	31.53%
Defense Logistics Agency	315	301	95.56%	89	212	67.30%
Defense Media Activity	8	6	75.00%	5	1	12.50%
Defense Security Service	15	14	93.33%	12	2	13.33%
Defense Technical Information Center	0	0	0.00%	0	0	0.00%
Defense Threat Reduction Agency	11	11	100.00%	7	4	36.36%
Defense Finance and Accounting Service	103	87	84.47%	9	78	75.73%
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF

Table B-4 FY 2013 Pre-Complaint ADR Offers, Rejections, and Acceptances

Agency or Department	Number Completed / Ended Counselings	Number Completed / Ended Counselings Offered ADR	% Completed / Ended Counselings Offered ADR (Offer Rate)	Number Offers Rejected by Individual	Total Completed / Ended Counselings Accepted/Participated in ADR Program	% Completed / Ended Counselings Accepted into ADR Program (Participation Rate)
Defense Missile Defense Agency	4	4	100.00%	4	0	0.00%
Defense National Geospatial-Intelligence Agency	26	26	100.00%	21	5	19.23%
Defense National Guard Bureau	68	53	77.94%	38	15	22.06%
Defense National Security Agency	89	89	100.00%	78	11	12.36%
Defense Office of Inspector General	8	7	87.50%	5	2	25.00%
Defense Office of the Secretary/Washington Headquarters Services	66	17	25.76%	5	12	18.18%
Defense Uniformed Services University of the Health Sciences	5	5	100.00%	4	1	20.00%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0	0.00%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	978	828	84.66%	525	303	30.98%
Department of Commerce	322	102	31.68%	63	39	12.11%
Department of Defense Education Activity	132	68	51.52%	31	37	28.03%
Department of Education	32	31	96.88%	16	15	46.88%
Department of Energy	123	66	53.66%	38	28	22.76%
Department of Health and Human Services	679	662	97.50%	454	208	30.63%
Department of Homeland Security	2,134	1,690	79.19%	669	1,021	47.84%
Department of Housing and Urban Development	123	56	45.53%	7	49	39.84%
Department of Justice	1,408	1,309	92.97%	1,065	244	17.33%
Department of Labor	253	253	100.00%	109	144	56.92%
Department of State	269	238	88.48%	170	68	25.28%
Department of the Air Force	904	643	71.13%	279	364	40.27%
Department of the Army	2,062	867	42.05%	393	474	22.99%
Department of the Interior	501	428	85.43%	279	149	29.74%
Department of the Navy	1,185	1,185	100.00%	578	607	51.22%
Department of the Treasury	704	678	96.31%	257	421	59.80%
Department of Transportation	595	359	60.34%	115	244	41.01%
Department of Veterans Affairs	4,241	4,164	98.18%	1,724	2,440	57.53%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	114	85	74.56%	43	42	36.84%
Equal Employment Opportunity Commission	36	33	91.67%	24	9	25.00%
Export-Import Bank of the United States	1	1	100.00%	1	0	0.00%
Farm Credit Administration	1	1	100.00%	0	1	100.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0	0.00%
Federal Communications Commission	14	0	0.00%	0	0	0.00%
Federal Deposit Insurance Corporation	72	63	87.50%	31	32	44.44%
Federal Election Commission	0	0	0.00%	0	0	0.00%
Federal Energy Regulatory Commission	10	0	0.00%	0	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	12	11	91.67%	9	2	16.67%
Federal Labor Relations Authority	6	6	100.00%	6	0	0.00%

Table B-4 FY 2013 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)
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	54	52	96.30%	52	0	0.00%
Federal Retirement Thrift Investment Board	3	3	100.00%	1	2	66.67%
Federal Trade Commission	13	10	76.92%	10	0	0.00%
General Services Administration	144	143	99.31%	66	77	53.47%
Government Printing Office	118	114	96.61%	102	12	10.17%
Harry S. Truman Scholarship	0	0	0.00%	0	0	0.00%
Holocaust Memorial Museum U.S.	1	0	0.00%	0	0	0.00%
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	1	0	0.00%	0	0	0.00%
Inter-American Foundation	2	2	100.00%	1	1	50.00%
International Boundary and Water Commission	0	0	0.00%	0	0	0.00%
International Broadcasting Bureau	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	1	1	100.00%	1	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0	0.00%
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	5	4	80.00%	1	3	60.00%
Millennium Challenge Corporation	3	0	0.00%	0	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	69	24	34.78%	12	12	17.39%
National Archives and Records Administration	36	20	55.56%	11	9	25.00%
National Capital Planning Commission	0	0	0.00%	0	0	0.00%
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	1	0	0.00%	0	0	0.00%
National Credit Union Administration	9	9	100.00%	8	1	11.11%
National Endowment for the Arts	2	0	0.00%	0	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0	0.00%
National Gallery of Art	7	6	85.71%	6	0	0.00%
National Indian Gaming Commission	3	3	100.00%	3	0	0.00%
National Labor Relations Board	10	10	100.00%	10	0	0.00%
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	9	6	66.67%	4	2	22.22%
National Science Foundation	9	8	88.89%	8	0	0.00%
National Transportation Safety Board	2	2	100.00%	2	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0	0.00%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF

Table B-4 FY 2013 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)
Nuclear Regulatory Commission	22	22	100.00%	13	9	40.91%
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	0	0	0.00%	0	0	0.00%
Office of Government Ethics	0	0	0.00%	0	0	0.00%
Office of Personnel Management	66	66	100.00%	62	4	6.06%
Office of Special Counsel	1	0	0.00%	0	0	0.00%
Office of the Director of National Intelligence	7	7	100.00%	7	0	0.00%
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0.00%	0	0	0.00%
Peace Corps	3	3	100.00%	3	0	0.00%
Pension Benefit Guaranty Corporation	26	19	73.08%	11	8	30.77%
Postal Regulatory Commission	2	2	100.00%	0	2	100.00%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	3	3	100.00%	2	1	33.33%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	42	25	59.52%	18	7	16.67%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	57	48	84.21%	46	2	3.51%
Smithsonian Institution	43	43	100.00%	26	17	39.53%
Social Security Administration	853	591	69.28%	372	219	25.67%
Tennessee Valley Authority	75	68	90.67%	55	13	17.33%
Trade and Development Agency	0	0	0.00%	0	0	0.00%
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	12,777	12,104	94.73%	3,083	9,021	70.60%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	30,978	27,081	87.42%	10,627	16,454	53.12%
Medium Subtotal	1,637	1,235	75.44%	788	447	27.31%
Small Subtotal	519	429	82.66%	353	76	14.64%
Micro Subtotal	13	10	76.92%	5	5	38.46%
Government-wide	33,147	28,755	86.75%	11,773	16,982	51.23%

NRF = No Report Filed

Table B-5 FY 2013 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)
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	7	1	14.29%	3	42.86%	4	57.14%
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 and Transportation Barriers Compliance Board	0	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	8	0	0.00%	3	37.50%	3	37.50%
Central Intelligence Agency	8	0	0.00%	1	12.50%	1	12.50%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	3	0	0.00%	2	66.67%	2	66.67%
Consumer Financial Protection Bureau	3	1	33.33%	0	0.00%	1	33.33%
Consumer Product Safety Commission	3	3	100.00%	0	0.00%	3	100.00%
Corporation for National and Community Service	0	0	0.00%	0	0.00%	0	0.00%
Council of the Inspectors General on Integrity and Efficiency	0	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	9	4	44.44%	0	0.00%	4	44.44%
Defense Army and Air Force Exchange Service	75	19	25.33%	46	61.33%	65	86.67%
Defense Commissary Agency	83	28	33.73%	55	66.27%	83	100.00%
Defense Contract Audit Agency	13	3	23.08%	2	15.38%	5	38.46%
Defense Contract Management Agency	18	5	27.78%	6	33.33%	11	61.11%
Defense Health Agency	1	1	100.00%	0	0.00%	1	100.00%
Defense Human Resources Activity	5	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	5	0	0.00%	3	60.00%	3	60.00%
Defense Intelligence Agency	35	3	8.57%	18	51.43%	21	60.00%
Defense Logistics Agency	212	69	32.55%	81	38.21%	150	70.75%
Defense Media Activity	1	1	100.00%	0	0.00%	1	100.00%
Defense Security Service	2	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	4	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	78	27	34.62%	21	26.92%	48	61.54%
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	0	0	0.00%	0	0.00%	0	0.00%

Table B-5 FY 2013 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 National Geospatial-Intelligence Agency	5	5	100.00%	0	0.00%	5	100.00%
Defense National Guard Bureau	15	12	80.00%	2	13.33%	14	93.33%
Defense National Security Agency	11	4	36.36%	2	18.18%	6	54.55%
Defense Office of Inspector General	2	0	0.00%	1	50.00%	1	50.00%
Defense Office of the Secretary/Washington Headquarters Services	12	4	33.33%	3	25.00%	7	58.33%
Defense Uniformed Services University of the Health Sciences	1	0	0.00%	0	0.00%	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	303	55	18.15%	88	29.04%	143	47.19%
Department of Commerce	39	6	15.38%	9	23.08%	15	38.46%
Department of Defense Education Activity	37	4	10.81%	16	43.24%	20	54.05%
Department of Education	15	1	6.67%	2	13.33%	3	20.00%
Department of Energy	28	8	28.57%	4	14.29%	12	42.86%
Department of Health and Human Services	208	32	15.38%	51	24.52%	83	39.90%
Department of Homeland Security	1,021	141	13.81%	378	37.02%	519	50.83%
Department of Housing and Urban Development	49	0	0.00%	15	30.61%	15	30.61%
Department of Justice	244	56	22.95%	62	25.41%	118	48.36%
Department of Labor	144	16	11.11%	23	15.97%	39	27.08%
Department of State	68	10	14.71%	18	26.47%	28	41.18%
Department of the Air Force	364	117	32.14%	57	15.66%	174	47.80%
Department of the Army	474	163	34.39%	130	27.43%	293	61.81%
Department of the Interior	149	36	24.16%	38	25.50%	74	49.66%
Department of the Navy	607	154	25.37%	205	33.77%	359	59.14%
Department of the Treasury	421	106	25.18%	127	30.17%	233	55.34%
Department of Transportation	244	46	18.85%	65	26.64%	111	45.49%
Department of Veterans Affairs	2,440	324	13.28%	900	36.89%	1,224	50.16%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	42	10	23.81%	10	23.81%	20	47.62%
Equal Employment Opportunity Commission	9	1	11.11%	2	22.22%	3	33.33%
Export-Import Bank of the United States	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	1	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	32	5	15.63%	5	15.63%	10	31.25%
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	2	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%

Table B-5 FY 2013 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)
Federal Reserve System - Board of Governors	0	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	2	2	100.00%	0	0.00%	2	100.00%
Federal Trade Commission	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	77	15	19.48%	15	19.48%	30	38.96%
Government Printing Office	12	1	8.33%	11	91.67%	12	100.00%
Harry S. Truman Scholarship	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%
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	1	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 Broadcasting Bureau	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%
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	3	3	100.00%	0	0.00%	3	100.00%
Millennium Challenge Corporation	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	12	6	50.00%	1	8.33%	7	58.33%
National Archives and Records Administration	9	5	55.56%	2	22.22%	7	77.78%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	1	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%
National 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	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	2	0	0.00%	1	50.00%	1	50.00%
National Science Foundation	0	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	0	0	0.00%	0	0.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0.00%	0	0.00%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	9	6	66.67%	0	0.00%	6	66.67%
Nuclear Waste Technical Review Board	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%

Table B-5 FY 2013 ADR Pre-Complaint Resolutions (Informal Phase)

Agency or Department	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals / No Complaints Filed	% ADR Withdrawals No Complaints Filed	Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Office of Personnel Management	4	2	50.00%	2	50.00%	4	100.00%
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%
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	8	0	0.00%	8	100.00%	8	100.00%
Postal Regulatory Commission	2	1	50.00%	1	50.00%	2	100.00%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	1	0	0.00%	1	100.00%	1	100.00%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	7	2	28.57%	2	28.57%	4	57.14%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	2	0	0.00%	1	50.00%	1	50.00%
Smithsonian Institution	17	3	17.65%	8	47.06%	11	64.71%
Social Security Administration	219	63	28.77%	63	28.77%	126	57.53%
Tennessee Valley Authority	13	4	30.77%	1	7.69%	5	38.46%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	9,021	2,741	30.38%	3,914	43.39%	6,655	73.77%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	16,454	4,197	25.51%	6,342	38.54%	10,539	64.05%
Medium Subtotal	447	122	27.29%	110	24.61%	232	51.90%
Small Subtotal	76	13	17.11%	32	42.11%	45	59.21%
Micro Subtotal	5	3	60.00%	1	20.00%	4	80.00%
Government-wide	16,982	4,335	25.53%	6,485	38.19%	10,820	63.71%

NRF = No Report Filed

Table B-6 FY 2013 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 by Settlements with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings by Settlements with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Agency for International Development	40	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
American Battle Monuments Commission	1	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 and Transportation Barriers Compliance Board	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	38	2	2	100.00%	1	50.00%	\$25,000.00	\$12,500.00	\$25,000.00
Central Intelligence Agency	50	6	6	100.00%	2	33.33%	\$6,268.07	\$1,044.68	\$3,134.04
Chemical Safety and Hazard Investigation Board	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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 Financial Protection Bureau	15	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Consumer Product Safety Commission	4	3	3	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Corporation for National and Community Service	17	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Court Services and Offender Supervision Agency for the District of Columbia	27	5	5	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Army and Air Force Exchange Service	308	39	36	92.31%	6	15.38%	\$14,173.06	\$363.41	\$2,362.18
Defense Commissary Agency	226	29	29	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Contract Audit Agency	53	5	5	100.00%	1	20.00%	\$5,500.00	\$1,100.00	\$5,500.00
Defense Contract Management Agency	69	5	5	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Health Agency	13	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Human Resources Activity	10	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Information Systems Agency	48	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Intelligence Agency	111	3	3	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00

Table B-6 FY 2013 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 by Settlements with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings by Settlements with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Defense Logistics Agency	315	70	67	95.71%	8	11.43%	\$198,713.75	\$2,838.77	\$24,839.22
Defense Media Activity	8	2	2	100.00%	1	50.00%	\$8,812.05	\$4,406.03	\$8,812.05
Defense Security Service	15	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Technical Information Center	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Threat Reduction Agency	11	1	1	100.00%	1	100.00%	\$5,666.67	\$5,666.67	\$5,666.67
Defense Finance and Accounting Service	103	28	28	100.00%	1	3.57%	\$82.40	\$2.94	\$82.40
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	4	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense National Geospatial-Intelligence Agency	26	7	6	85.71%	1	14.29%	\$3,575.00	\$510.71	\$3,575.00
Defense National Guard Bureau	68	37	37	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense National Security Agency	89	8	8	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Office of Inspector General	8	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Office of the Secretary/Washington Headquarters Services	66	7	7	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Defense Uniformed Services University of the Health Sciences	5	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
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	978	83	77	92.77%	15	18.07%	\$86,270.50	\$1,039.40	\$5,751.37
Department of Commerce	322	12	11	91.67%	1	8.33%	\$20,000.00	\$1,666.67	\$20,000.00
Department of Defense Education Activity	132	7	7	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Department of Education	32	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Department of Energy	123	15	15	100.00%	4	26.67%	\$31,989.00	\$2,132.60	\$7,997.25
Department of Health and Human Services	679	44	42	95.45%	8	18.18%	\$72,000.00	\$1,636.36	\$9,000.00
Department of Homeland Security	2,134	163	158	96.93%	15	9.20%	\$108,849.42	\$667.79	\$7,256.63
Department of Housing and Urban Development	123	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Department of Justice	1,408	84	83	98.81%	5	5.95%	\$13,266.00	\$157.93	\$2,653.20
Department of Labor	253	17	17	100.00%	3	17.65%	\$32,700.00	\$1,923.53	\$10,900.00
Department of State	269	15	15	100.00%	2	13.33%	\$254,127.00	\$16,941.80	\$127,063.50
Department of the Air Force	904	139	135	97.12%	11	7.91%	\$66,551.49	\$478.79	\$6,050.14
Department of the Army	2,062	226	201	88.94%	29	12.83%	\$171,617.78	\$759.37	\$5,917.85
Department of the Interior	501	61	54	88.52%	14	22.95%	\$122,226.67	\$2,003.72	\$8,730.48
Department of the Navy	1,185	173	159	91.91%	27	15.61%	\$109,305.04	\$631.82	\$4,048.33
Department of the Treasury	704	128	122	95.31%	7	5.47%	\$20,315.40	\$158.71	\$2,902.20
Department of Transportation	595	46	45	97.83%	8	17.39%	\$96,240.00	\$2,092.17	\$12,030.00
Department of Veterans Affairs	4,241	347	321	92.51%	56	16.14%	\$664,281.68	\$1,914.36	\$11,862.17
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	114	13	13	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00

Table B-6 FY 2013 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 by Settlements with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings by Settlements with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Equal Employment Opportunity Commission	36	4	4	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Export-Import Bank of the United States	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Farm Credit Administration	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Farm Credit System Insurance Corporation	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Communications Commission	14	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Deposit Insurance Corporation	72	6	6	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Election Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Energy Regulatory Commission	10	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	12	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Labor Relations Authority	6	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	0	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	54	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Federal Retirement Thrift Investment Board	3	2	0	0.00%	2	100.00%	\$35,000.00	\$17,500.00	\$17,500.00
Federal Trade Commission	13	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
General Services Administration	144	16	15	93.75%	1	6.25%	\$7,614.82	\$475.93	\$7,614.82
Government Printing Office	118	1	1	100.00%	1	100.00%	\$5,556.50	\$5,556.50	\$5,556.50
Harry S. Truman Scholarship	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
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Inter-American Foundation	2	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
International Boundary and Water Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
International Broadcasting Bureau	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	1	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
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	5	3	3	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Millennium Challenge Corporation	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00

Table B-6 FY 2013 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 by Settlements with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings by Settlements with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	69	8	5	62.50%	5	62.50%	\$17,533.00	\$2,191.63	\$3,506.60
National Archives and Records Administration	36	11	10	90.91%	1	9.09%	\$2,335.99	\$212.36	\$2,335.99
National Capital Planning Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Credit Union Administration	9	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Endowment for the Arts	2	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 Gallery of Art	7	1	0	0.00%	1	100.00%	\$821.00	\$821.00	\$821.00
National Indian Gaming Commission	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Labor Relations Board	10	2	2	100.00%	1	50.00%	\$567.20	\$283.60	\$567.20
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	9	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
National Science Foundation	9	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
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	22	6	6	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of Government Ethics	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of Personnel Management	66	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of Special Counsel	1	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of the Director of National Intelligence	7	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Peace Corps	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Pension Benefit Guaranty Corporation	26	1	1	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Postal Regulatory Commission	2	1	0	0.00%	1	100.00%	\$12,000.00	\$12,000.00	\$12,000.00
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	3	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-6 FY 2013 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 by Settlements with Non-Monetary Benefits	Number Completed/ Ended Counselings with Monetary Benefits	% Completed/ Ended Counselings by Settlements with Monetary Benefits	Total Amount of Monetary Benefits	Average Monetary Benefits Per Total Settlements	Ave Monetary Benefits Per Settlements With Monetary Benefits
Securities and Exchange Commission	42	2	2	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	57	4	4	100.00%	1	25.00%	\$50,000.00	\$12,500.00	\$50,000.00
Smithsonian Institution	43	3	3	100.00%	0	0.00%	\$0.00	\$0.00	\$0.00
Social Security Administration	853	71	71	100.00%	2	2.82%	\$12,000.00	\$169.01	\$6,000.00
Tennessee Valley Authority	75	10	10	100.00%	2	20.00%	\$3,048.76	\$304.88	\$1,524.38
Trade and Development Agency	0	0	0	0.00%	0	0.00%	\$0.00	\$0.00	\$0.00
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	12,777	2,837	2,635	92.88%	499	17.59%	\$638,048.14	\$224.90	\$1,278.65
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	30,978	4,643	4,336	93.39%	723	15.57%	\$2,744,311.05	\$591.06	\$3,795.73
Medium Subtotal	1,637	155	150	96.77%	13	8.39%	\$93,099.77	\$600.64	\$7,161.52
Small Subtotal	519	28	27	96.43%	5	17.86%	\$37,645.57	\$1,344.48	\$7,529.11
Micro Subtotal	13	3	0	0.00%	3	100.00%	\$47,000.00	\$15,666.67	\$15,666.67
Government-wide	33,147	4,829	4,513	93.46%	744	15.41%	\$2,922,056.39	\$605.11	\$3,927.50

NRF = No Report Filed

Table B-7 FY 2013 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency or Department	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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Agency for International Development	40	34	85.00%	8	2	25.00%	317	14	596.93	5	0	0.00%	250	544
American Battle Monuments Commission	1	1	100.00%	1	1	100.00%	167	0	0	0	0	0.00%	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	38	28	73.68%	12	11	91.67%	209.75	8	815.88	2	0	0.00%	136.5	687
Central Intelligence Agency	50	43	86.00%	16	2	12.50%	410.25	24	655.46	7	7	100.00%	58.43	559.57
Chemical Safety and Hazard Investigation Board	3	3	100.00%	3	3	100.00%	180	0	0	0	0	0.00%	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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%	3	2	66.67%	178	3	178	2	1	50.00%	53	177.5
Consumer Financial Protection Bureau	15	11	73.33%	9	9	100.00%	182.56	7	197	2	2	100.00%	51.5	353.5
Consumer Product Safety Commission	4	4	100.00%	1	1	100.00%	141	3	513.33	1	1	100.00%	45	108
Corporation for National and Community Service	17	17	100.00%	10	10	100.00%	93.8	7	308	4	1	25.00%	65	209.25
Council of the Inspectors General on Integrity and Efficiency	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Court Services and Offender Supervision Agency for the District of Columbia	27	26	96.30%	5	3	60.00%	208.4	11	578.91	0	0	0.00%	0	0
Defense Army and Air Force Exchange Service	308	234	75.97%	51	4	7.84%	364.71	88	257.32	19	17	89.47%	53.58	349.95
Defense Commissary Agency	226	150	66.37%	88	17	19.32%	251.77	113	324.09	39	31	79.49%	47.46	391.64
Defense Contract Audit Agency	53	29	54.72%	15	4	26.67%	289.27	30	226.87	5	5	100.00%	51	251.4
Defense Contract Management Agency	69	68	98.55%	40	10	25.00%	307.1	38	370.84	5	5	100.00%	35.4	518.4
Defense Health Agency	13	8	61.54%	10	0	0.00%	272.1	5	372.4	4	2	50.00%	59.75	414.5
Defense Human Resources Activity	10	8	80.00%	5	4	80.00%	331	6	435.17	1	0	0.00%	179	633
Defense Information Systems Agency	48	48	100.00%	0	0	0.00%	0	21	584.29	0	0	0.00%	0	0

Table B-7 FY 2013 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency or Department	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 Intelligence Agency	111	107	96.40%	30	17	56.67%	283.77	34	404.62	10	2	20.00%	77.5	659.9
Defense Logistics Agency	315	291	92.38%	121	66	54.55%	211.21	99	356.28	29	1	3.45%	102.41	416.41
Defense Media Activity	8	7	87.50%	2	1	50.00%	282	0	0	0	0	0.00%	0	0
Defense Security Service	15	15	100.00%	9	7	77.78%	63.56	9	121.11	2	2	100.00%	60	80
Defense Technical Information Center	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Defense Threat Reduction Agency	11	11	100.00%	0	0	0.00%	0	10	330.1	1	1	100.00%	57	322
Defense Finance and Accounting Service	103	101	98.06%	32	19	59.38%	247	37	383.54	9	7	77.78%	54.78	342.22
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	4	1	25.00%	3	0	0.00%	296.67	4	228.25	0	0	0.00%	0	0
Defense National Geospatial-Intelligence Agency	26	23	88.46%	12	2	16.67%	283.42	23	613.22	4	1	25.00%	169.25	657.25
Defense National Guard Bureau	68	65	95.59%	9	6	66.67%	145.22	19	449.42	4	0	0.00%	446	1,181.25
Defense National Security Agency	89	89	100.00%	21	15	71.43%	303.29	29	539	7	7	100.00%	59.86	352.57
Defense Office of Inspector General	8	8	100.00%	6	6	100.00%	197.67	7	518.71	4	3	75.00%	67.5	182.75
Defense Office of the Secretary/Washington Headquarters Services	66	65	98.48%	16	6	37.50%	319.81	31	533.03	12	1	8.33%	185.25	629.25
Defense Uniformed Services University of the Health Sciences	5	5	100.00%	0	0	0.00%	0	1	1,127.00	0	0	0.00%	0	0
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	978	773	79.04%	428	212	49.53%	234.87	538	591.37	200	89	44.50%	163.06	608.7
Department of Commerce	322	218	67.70%	160	157	98.12%	182.21	361	541.7	217	79	36.41%	304.05	632.22
DOD Department of Defense Education Activity	132	132	100.00%	40	33	82.50%	173.75	62	339.19	12	2	16.67%	117.25	393.33
Department of Education	32	32	100.00%	21	21	100.00%	229.71	33	341.76	12	12	100.00%	46.83	369.25
Department of Energy	123	73	59.35%	44	40	90.91%	211.39	66	360.06	9	5	55.56%	98.78	401.33
Department of Health and Human Services	679	573	84.39%	230	205	89.13%	162.27	319	353.22	63	12	19.05%	113.83	373.75
Department of Homeland Security	2,134	1,737	81.40%	871	608	69.80%	227.07	1,164	704.31	455	185	40.66%	163.56	542.52
Department of Housing and Urban Development	123	95	77.24%	57	14	24.56%	278.28	68	562.18	13	1	7.69%	204.15	618.85
Department of Justice	1,408	1,285	91.26%	656	512	78.05%	201.85	694	537.13	255	21	8.24%	241.12	574.39
Department of Labor	253	250	98.81%	90	88	97.78%	256	95	433.95	28	25	89.29%	62.07	413.61
Department of State	269	192	71.38%	107	36	33.64%	278.44	148	476.02	65	11	16.92%	157.58	547.52
Department of the Air Force	904	803	88.83%	317	25	7.89%	259.51	426	503.54	72	15	20.83%	335.94	751.69
Department of the Army	2,062	1,779	86.28%	693	229	33.04%	280.48	1,130	336.6	155	30	19.35%	128.15	553.8
Department of the Interior	501	395	78.84%	286	114	39.86%	267.85	302	553.64	106	13	12.26%	226.65	666.7
Department of the Navy	1,185	1,071	90.38%	90	53	58.89%	220.72	672	442.29	155	60	38.71%	90.77	537.43
Department of the Treasury	704	690	98.01%	276	179	64.86%	244.9	342	533.56	113	94	83.19%	51.68	438.27
Department of Transportation	595	567	95.29%	274	259	94.53%	155.18	374	453.59	76	35	46.05%	68.41	295.92
Department of Veterans Affairs	4,241	4,072	96.02%	1,385	620	44.77%	229.95	1,955	394.25	564	133	23.58%	128.91	457.09

Table B-7 FY 2013 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency or Department	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
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	114	105	92.11%	52	12	23.08%	328.65	48	525.56	10	0	0.00%	226.4	526.4
Equal Employment Opportunity Commission	36	35	97.22%	20	20	100.00%	225.1	21	362.57	4	1	25.00%	137.75	426.5
Export-Import Bank of the United States	1	1	100.00%	1	1	100.00%	128	1	67	1	0	0.00%	67	67
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	14	14	100.00%	7	7	100.00%	28.57	3	48.33	0	0	0.00%	0	0
Federal Deposit Insurance Corporation	72	70	97.22%	40	40	100.00%	219.28	35	377.89	11	4	36.36%	113.64	505.18
Federal Election Commission	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Federal Energy Regulatory Commission	10	10	100.00%	2	2	100.00%	180	6	375.5	3	3	100.00%	60	431
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	12	11	91.67%	4	1	25.00%	249.25	4	572.75	2	1	50.00%	65.5	306.5
Federal Labor Relations Authority	6	6	100.00%	3	3	100.00%	208.33	2	185	0	0	0.00%	0	0
Federal Maritime Commission	0	0	0.00%	2	2	100.00%	113	0	0	0	0	0.00%	0	0
Federal Mediation and Conciliation Service	0	0	0.00%	2	2	100.00%	180	1	239	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	54	54	100.00%	7	7	100.00%	181.71	13	391.15	7	7	100.00%	52	357.29
Federal Retirement Thrift Investment Board	3	3	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Federal Trade Commission	13	13	100.00%	1	1	100.00%	234	1	322	1	1	100.00%	32	322
General Services Administration	144	137	95.14%	54	34	62.96%	269.11	88	452.69	17	13	76.47%	47.41	398.53
Government Printing Office	118	105	88.98%	17	15	88.24%	286.76	62	752.26	8	2	25.00%	65.38	697.75
Harry S. Truman Scholarship	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	0	0	0	0	0.00%	0	0
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Inter-American Foundation	2	2	100.00%	1	1	100.00%	90	1	90	0	0	0.00%	0	0
International Boundary and Water Commission	0	0	0.00%	0	0	0.00%	0	2	463.5	0	0	0.00%	0	0
International Broadcasting Bureau	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%	83	0	0	0	0	0.00%	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	1	1	100.00%	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

Table B-7 FY 2013 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency or Department	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
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	5	5	100.00%	2	2	100.00%	99	0	0	0	0	0.00%	0	0
Millennium Challenge Corporation	3	3	100.00%	1	1	100.00%	175	0	0	0	0	0.00%	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	69	48	69.57%	19	17	89.47%	196.89	40	377.38	10	0	0.00%	250.9	562.7
National Archives and Records Administration	36	33	91.67%	4	4	100.00%	139.25	8	537.88	2	2	100.00%	52	430
National Capital Planning Commission	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
National Credit Union Administration	9	8	88.89%	5	5	100.00%	159.6	5	457	1	0	0.00%	295	295
National Endowment for the Arts	2	2	100.00%	1	1	100.00%	164	1	72	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 Gallery of Art	7	7	100.00%	1	0	0.00%	216	2	25.5	1	1	100.00%	42	42
National Indian Gaming Commission	3	3	100.00%	1	0	0.00%	260	0	0	0	0	0.00%	0	0
National Labor Relations Board	10	7	70.00%	4	1	25.00%	290.25	12	255.75	2	2	100.00%	1	190
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	9	9	100.00%	0	0	0.00%	0	3	22.67	0	0	0.00%	0	0
National Science Foundation	9	8	88.89%	5	2	40.00%	257.6	6	375	1	0	0.00%	213	579
National Transportation Safety Board	2	2	100.00%	0	0	0.00%	0	1	437	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
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	22	22	100.00%	10	9	90.00%	241.5	17	489.47	3	3	100.00%	55	278.67
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Office of Government Ethics	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Office of Personnel Management	66	62	93.94%	33	31	93.94%	115.73	38	208.68	4	0	0.00%	193.5	379
Office of Special Counsel	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Office of the Director of National Intelligence	7	6	85.71%	3	2	66.67%	312.67	5	439.4	1	0	0.00%	70	370
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Peace Corps	3	3	100.00%	1	1	100.00%	103	2	700	2	1	50.00%	64.5	700
Pension Benefit Guaranty Corporation	26	18	69.23%	10	7	70.00%	201.1	12	548.5	3	3	100.00%	26.67	369.33
Postal Regulatory Commission	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-7 FY 2013 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency or Department	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
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	3	3	100.00%	2	2	100.00%	113.5	2	628.5	1	1	100.00%	58	319
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	42	38	90.48%	17	9	52.94%	353	11	311.73	3	1	33.33%	58.33	359
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	57	42	73.68%	24	15	62.50%	294.46	31	1,538.58	9	0	0.00%	144	214.67
Smithsonian Institution	43	43	100.00%	13	12	92.31%	147.31	8	481.75	1	0	0.00%	79	234
Social Security Administration	853	746	87.46%	384	155	40.36%	251.97	436	532.95	148	17	11.49%	238.53	577.2
Tennessee Valley Authority	75	75	100.00%	37	35	94.59%	175.49	48	409.44	23	19	82.61%	51.65	291.43
Trade and Development Agency	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	12,760	12,567	98.49%	2,821	2,749	97.45%	137.16	4,310	278.64	1,178	1,107	93.97%	38.18	266.49
Utah Reclamation Mitigation and Conservation Commission	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
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal Including USPS	30,961	28,637	92.49%	9,316	6,338	68.03%	203.81	13,663	412.28	3,903	2,014	51.60%	123.89	448.33
Medium Subtotal	1,637	1,456	88.94%	710	390	54.93%	245.14	838	513.03	247	63	25.51%	188.36	501.09
Small Subtotal	519	471	90.75%	144	109	75.69%	225.18	214	557.15	55	31	56.36%	83.09	447.89
Micro Subtotal	13	13	100.00%	5	5	100.00%	159.4	1	90	0	0	0.00%	0	0
Government-wide Including USPS	33,130	30,577	92.29%	10,175	6,842	67.24%	206.98	14,716	420.11	4,205	2,108	50.13%	127.14	451.43
USPS Percentage of Cabinet Sub Total	41.21%	43.88%		30.28%	43.37%			31.55%		30.18%	54.97%			
USPS Percentage of Government-wide	38.51%	41.10%		27.72%	40.18%			29.29%		28.01%	52.51%			
Cabinet Level Subtotal Minus USPS	18,201	16,070	88.29%	6,495	3,589	55.26%	232.76	9,353	473.87	2,725	907	33.28%	160.94	526.94%
Government-wide Minus USPS	20,370	18,010	88.41%	7,354	4,093	55.66%	233.76	10,406	278.64	3,027	1,001	33.92%	161.76	523.40%

NRF = No Report Filed

Table B-7a FY 2013 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency or Department	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
DOD Defense Logistics Agency Wide	315	291	92.38%	121	66	54.55%	211.21	99	356.28	29	1	3.45%	102.41	416.41
DLA Aviation	39	36	92.31%	25	10	40.00%	217.44	16	357.56	5	0	0.00%	97.8	364.2
DLA Disposition Services	19	17	89.47%	8	5	62.50%	172.25	5	451.4	2	0	0.00%	99	518
DLA Distribution	170	158	92.94%	43	23	53.49%	211.37	43	336	15	1	6.67%	111.2	397.27
DLA Headquarters Operations Div	35	32	91.43%	26	13	50.00%	223.31	20	388.1	5	0	0.00%	89.8	517.8
DLA Land and Maritime	12	10	83.33%	12	9	75.00%	244.5	9	529.89	1	0	0.00%	105	489
DLA Logistics Information Service	9	9	100.00%	2	2	100.00%	90	0	0	0	0	0.00%	0	0
DLA Troop Support	31	29	93.55%	5	4	80.00%	146.8	6	52.5	1	0	0.00%	61	182
DOD National Guard Bureau Wide	68	65	95.59%	9	6	66.67%	145.22	19	449.42	4	0	0.00%	446	1,181.25
Alabama National Guard	0	0	0.00%	1	0	0.00%	200	1	2,099.00	1	0	0.00%	1,090.00	2,099.00
Alaska National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Arizona National Guard	2	2	100.00%	0	0	0.00%	0	0	0	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	8	7	87.50%	2	0	0.00%	302.5	5	367	0	0	0.00%	0	0
Colorado National Guard	1	1	100.00%	1	1	100.00%	153	1	233	0	0	0.00%	0	0
Connecticut National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DC National Guard	0	0	0.00%	4	4	100.00%	30	0	0	0	0	0.00%	0	0
Delaware National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Florida National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Georgia National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Hawaii National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Idaho National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Illinois National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Indiana National Guard	0	0	0.00%	0	0	0.00%	0	1	367	0	0	0.00%	0	0
Iowa National Guard	30	30	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Kansas National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Kentucky National Guard	1	1	100.00%	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	0	0	0.00%	1	1	100.00%	229	1	229	0	0	0.00%	0	0
Massachusetts National Guard	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Michigan National Guard	2	2	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Minnesota National Guard	2	2	100.00%	0	0	0.00%	0	1	22	0	0	0.00%	0	0
Mississippi National Guard	0	0	0.00%	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	1	174	0	0	0.00%	0	0
Montana National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Nebraska National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Nevada National Guard	0	0	0.00%	0	0	0.00%	0	3	875.33	3	0	0.00%	231.33	875.33
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	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0

Table B-7a FY 2013 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency or Department	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
New Mexico National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
New York National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
North Carolina National Guard	2	1	50.00%	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
Ohio National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Oklahoma National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Oregon National Guard	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Pennsylvania National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Puerto Rico National Guard	1	1	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	3	2	66.67%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
South Dakota National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Tennessee National Guard	4	4	100.00%	0	0	0.00%	0	3	274.67	0	0	0.00%	0	0
Texas National Guard	1	1	100.00%	0	0	0.00%	0	1	28	0	0	0.00%	0	0
Utah National Guard	0	0	0.00%	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	4	4	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Washington State National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
West Virginia National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Wisconsin National Guard	1	1	100.00%	0	0	0.00%	0	1	102	0	0	0.00%	0	0
Wyoming National Guard	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Department of Agriculture Wide	978	773	79.04%	428	212	49.53%	234.87	538	591.37	200	89	44.50%	163.06	608.7
USDA Agricultural Marketing Service	25	25	100.00%	12	11	91.67%	390.17	15	450.6	7	4	57.14%	158.29	498.71
USDA Agricultural Research Service	27	27	100.00%	21	15	71.43%	183.9	23	324.04	11	7	63.64%	177.73	389.82
USDA Animal and Plant Health Inspection Service	86	50	58.14%	26	13	50.00%	188.15	47	457.94	16	8	50.00%	94.75	426.38
USDA Civil Rights Service Division	97	47	48.45%	48	12	25.00%	345.73	35	1,355.03	3	0	0.00%	591.67	2,915.00
USDA Economic Research Service	3	3	100.00%	1	1	100.00%	320	15	1,537.40	0	0	0.00%	0	0
USDA Farm Service Agency	35	35	100.00%	19	14	73.68%	184.74	29	649.03	10	7	70.00%	108.9	453.1
USDA Food and Nutrition Service	18	18	100.00%	10	9	90.00%	193.5	11	299.45	2	1	50.00%	153.5	355
USDA Food Safety and Inspection Service	149	148	99.33%	36	17	47.22%	227.14	63	497.65	25	12	48.00%	123.84	509.08
USDA Foreign Agricultural Service	14	11	78.57%	2	1	50.00%	227.5	3	189.67	1	1	100.00%	38	213
USDA Forest Service	305	276	90.49%	133	69	51.88%	214.96	159	420.23	56	21	37.50%	162.61	421.3
USDA Grain Inspection, Packers and Stockyards Administration	6	5	83.33%	2	1	50.00%	169	6	428.83	2	2	100.00%	30	400
USDA National Agricultural Statistics Service	3	3	100.00%	1	0	0.00%	212	2	386.5	1	0	0.00%	114	287
USDA National Institute of Food and Agriculture	2	2	100.00%	1	1	100.00%	176	2	261	0	0	0.00%	0	0
USDA Natural Resources Conservation Service	74	67	90.54%	30	11	36.67%	213.63	26	1,006.19	9	7	77.78%	63.89	2,571.44
USDA Office of the Chief Financial Officer	48	34	70.83%	31	13	41.94%	208.29	42	617.21	29	8	27.59%	239	556.14

Table B-7a FY 2013 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency or Department	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
USDA Office of the Inspector General	9	5	55.56%	5	3	60.00%	192.2	7	756.57	3	0	0.00%	112.67	451.33
USDA Risk Management Agency	4	2	50.00%	4	2	50.00%	182.25	6	455.17	2	1	50.00%	46	400
USDA Rural Development	73	15	20.55%	46	19	41.30%	265.78	47	576.68	23	10	43.48%	196.22	613.35
Department of Commerce Wide														
DOC All Other Bureaus	14	3	21.43%	3	3	100.00%	186.67	9	370.44	4	2	50.00%	181.75	574
DOC Bureau of the Census	125	73	58.40%	62	61	98.39%	179.15	76	287.28	45	45	100.00%	26.2	373.16
DOC Decennial Census	0	0	0.00%	1	0	0.00%	211	160	859.26	117	3	2.56%	502.03	890.41
DOC International Trade Administration	9	6	66.67%	4	4	100.00%	158.25	4	346.25	4	0	0.00%	166.5	346.25
DOC National Institute of Standards and Technology	30	22	73.33%	12	12	100.00%	207.67	13	158.31	2	1	50.00%	193.5	418
DOC National Oceanic and Atmospheric Administration	67	52	77.61%	45	45	100.00%	176.07	60	318.52	29	16	55.17%	101.69	272.72
DOC Office of the Secretary	21	8	38.10%	7	6	85.71%	215	11	154.09	7	4	57.14%	101.71	189.57
DOC U.S. Patent and Trademark Office	56	54	96.43%	26	26	100.00%	181.62	28	309.11	9	8	88.89%	69	274.22
Department of Energy Wide														
DOE Bonneville Power Admin	29	16	55.17%	7	7	100.00%	245.29	8	378.38	0	0	0.00%	0	0
DOE Chicago Operations	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DOE Environmental Management Consolidated Business Center	1	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DOE Golden Field Office	5	3	60.00%	0	0	0.00%	0	6	517.17	1	0	0.00%	172	357
DOE Headquarters	27	10	37.04%	16	16	100.00%	210.19	24	432.96	0	0	0.00%	0	0
DOE Idaho Operations Office	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DOE National Energy Technology Lab	1	1	100.00%	0	0	0.00%	0	1	355	1	0	0.00%	120	355
DOE National Nuclear Security Admin	21	10	47.62%	7	3	42.86%	247.86	12	216.58	2	2	100.00%	47	325
DOE Oak Ridge Operations	3	0	0.00%	0	0	0.00%	0	1	30	0	0	0.00%	0	0
DOE Office of Science and Technology Information	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DOE Richland Operations Office	1	1	100.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DOE Savannah River Operations	5	2	40.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DOE Southeastern Power Admin	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DOE Southwestern Power Admin	13	13	100.00%	4	4	100.00%	180	4	266.25	1	1	100.00%	32	845
DOE Strategic Petroleum Reserve	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DOE Western Area Power Admin	16	16	100.00%	10	10	100.00%	176.6	10	319.4	4	2	50.00%	117.75	351.25
Department of Health and Human Services Wide														
HHS Administration for Children & Families	11	7	63.64%	4	3	75.00%	153.5	8	481.38	4	1	25.00%	94	331.5
HHS Agency for Healthcare Research and Quality	3	2	66.67%	1	0	0.00%	238	4	399.75	2	0	0.00%	96	252.5

Table B-7a FY 2013 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency or Department	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
HHS Centers for Disease Control and Prevention	106	104	98.11%	55	44	80.00%	168.91	43	346.63	12	1	8.33%	68.42	321.5
HHS Centers for Medicare and Medicaid Services	57	57	100.00%	14	14	100.00%	144.57	30	555.67	4	2	50.00%	70.75	432.5
HHS Food and Drug Administration	109	93	85.32%	13	11	84.62%	188.69	38	579.16	11	2	18.18%	141.18	432.82
HHS Health Resources and Services Admin	17	13	76.47%	9	9	100.00%	99.89	13	588.23	2	1	50.00%	69	392
HHS Indian Health Service	198	171	86.36%	58	56	96.55%	139.16	92	159.75	7	2	28.57%	116.29	343.71
HHS National Institutes of Health	112	100	89.29%	51	49	96.08%	187.47	64	362.2	13	3	23.08%	133.54	380.77
HHS Office of the Secretary	58	23	39.66%	20	15	75.00%	160.25	18	311.89	6	0	0.00%	149.33	375.83
HHS Program Support Center	5	2	40.00%	3	2	66.67%	241.67	5	156	0	0	0.00%	0	0
HHS Substance Abuse and Mental Health Services Admin	3	1	33.33%	2	2	100.00%	121	4	431	2	0	0.00%	181	485.5
Department of Homeland Security Wide	2,134	1,737	81.40%	871	608	69.80%	227.07	1,164	704.31	455	185	40.66%	163.56	542.52
DHS Federal Emergency Management Agency	299	230	76.92%	82	4	4.88%	375.16	154	752.18	88	25	28.41%	305.77	789.65
DHS Federal Law Enforcement Training Center	10	10	100.00%	2	2	100.00%	236.5	9	1,415.78	4	0	0.00%	117.75	2,420.25
DHS Headquarters	62	43	69.35%	29	11	37.93%	272.38	38	452.79	15	4	26.67%	205.47	504.4
DHS Transportation Security Administration	742	599	80.73%	273	234	85.71%	174.47	418	518.2	160	75	46.88%	128.02	460.72
DHS U.S. Citizenship and Immigration Services	216	213	98.61%	106	105	99.06%	160.28	117	1,958.84	41	21	51.22%	101.71	401.66
DHS U.S. Coast Guard	91	90	98.90%	42	42	100.00%	185.52	53	418.32	18	9	50.00%	66.22	293.39
DHS U.S. Customs and Border Protection	443	443	100.00%	194	190	97.94%	162.72	237	507.36	79	33	41.77%	119.76	397.66
DHS U.S. Immigration and Customs Enforcement	230	68	29.57%	121	4	3.31%	414.1	103	657.01	41	15	36.59%	189.73	723.93
DHS U.S. Secret Service	41	41	100.00%	22	16	72.73%	207.09	35	518.77	9	3	33.33%	97.22	394.33
Department of Justice Wide	1,408	1,285	91.26%	656	512	78.05%	201.85	694	537.13	255	21	8.24%	241.12	574.39
DOJ Bureau of Alcohol, Tobacco, Firearms & Explosives	59	50	84.75%	38	15	39.47%	315.68	42	985.31	14	0	0.00%	338.21	1,085.50
DOJ Bureau of Prisons	828	825	99.64%	372	323	86.83%	167.7	373	464.04	142	18	12.68%	237.85	497.11
DOJ Drug Enforcement Administration	43	36	83.72%	20	13	65.00%	209.05	40	679.12	18	1	5.56%	134.06	525.06
DOJ Executive Office for Immigration Review	9	9	100.00%	12	12	100.00%	182.42	9	307.89	1	0	0.00%	145	376
DOJ Executive Office for U.S. Attorneys	38	36	94.74%	16	15	93.75%	232.56	33	592.88	6	0	0.00%	501.67	874.33
DOJ Federal Bureau of Investigation	263	175	66.54%	131	90	68.70%	223.28	114	589.47	50	1	2.00%	229.44	558.74
DOJ Office of Justice Programs	13	13	100.00%	6	5	83.33%	517.33	4	130.5	1	0	0.00%	203	163
DOJ Offices, Boards and Divisions	66	52	78.79%	13	12	92.31%	196.46	33	495.36	8	0	0.00%	193	888.12
DOJ U.S. Marshals Service	89	89	100.00%	48	27	56.25%	271.58	46	537.52	15	1	6.67%	279.27	693.73
Department of Labor Wide	253	250	98.81%	90	88	97.78%	256	95	433.95	28	25	89.29%	62.07	413.61
DOL All Other Bureaus	88	87	98.86%	32	32	100.00%	249.62	27	406.26	6	5	83.33%	50.67	381.17

Table B-7a FY 2013 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency or Department	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
DOL Bureau of Labor Statistics	7	7	100.00%	8	7	87.50%	279.25	3	171.33	1	1	100.00%	60	360
DOL Employment and Training Administration	25	24	96.00%	3	3	100.00%	259.67	12	482.67	2	2	100.00%	54	611
DOL Mine Safety and Health Administration	40	40	100.00%	15	15	100.00%	257.47	14	738.79	3	3	100.00%	52	402.67
DOL Occupational Safety and Health Admin	33	33	100.00%	10	9	90.00%	267.3	8	399.5	4	4	100.00%	54.75	281.25
DOL Office of Workers' Compensation Pgms	27	27	100.00%	9	9	100.00%	260.11	12	388.92	5	5	100.00%	58.2	531.4
DOL Wage and Hour Division	33	32	96.97%	13	13	100.00%	243.31	19	302.32	7	5	71.43%	85.71	388.86
Department of the Interior Wide	501	395	78.84%	286	114	39.86%	267.85	302	553.64	106	13	12.26%	226.65	666.7
DOI Bureau of Indian Affairs	60	60	100.00%	31	11	35.48%	219.52	60	819.13	25	5	20.00%	389.96	1,030.16
DOI Bureau of Land Management	71	59	83.10%	34	24	70.59%	214.59	35	445.46	9	1	11.11%	136.67	365.89
DOI Bureau of Ocean Energy Management	4	1	25.00%	2	2	100.00%	311.5	2	264.5	1	0	0.00%	113	459
DOI Bureau of Reclamation	61	47	77.05%	28	11	39.29%	207.43	24	329.96	6	0	0.00%	150.67	349.17
DOI Bureau of Safety and Environmental Enforcement	4	2	50.00%	6	4	66.67%	322.17	2	379.5	1	0	0.00%	104	371
DOI National Park Service	154	100	64.94%	112	22	19.64%	328.87	98	553.4	34	3	8.82%	246.62	695.79
DOI Office of Surfacing Mining, Reclamation and Enforcement	4	2	50.00%	4	0	0.00%	338.5	9	513.11	5	1	20.00%	80.6	467.6
DOI Office of the Secretary	53	41	77.36%	27	9	33.33%	309.19	30	513.23	7	0	0.00%	151.43	495
DOI U.S. Fish and Wildlife Service	65	58	89.23%	33	23	69.70%	162.55	30	437.23	13	3	23.08%	116.77	531.15
DOI U.S. Geological Survey	25	25	100.00%	9	8	88.89%	249.11	12	490.75	5	0	0.00%	111.8	466.6
Department of Treasury Wide	704	690	98.01%	276	179	64.86%	244.9	342	533.56	113	94	83.19%	51.68	438.27
DTR Alcohol and Tobacco Tax and Trade Bureau	1	0	0.00%	1	0	0.00%	273	1	402	0	0	0.00%	0	0
DTR Bureau of Engraving and Printing	30	29	96.67%	10	7	70.00%	248.9	9	460.22	2	2	100.00%	36	388
DTR Bureau of the Public Debt	12	11	91.67%	2	2	100.00%	179	2	307	0	0	0.00%	0	0
DTR Departmental Offices	15	13	86.67%	6	5	83.33%	210.17	8	518	1	1	100.00%	45	322
DTR Financial Crimes Enforcement Network	6	6	100.00%	1	0	0.00%	308	3	702.67	0	0	0.00%	0	0
DTR Financial Management Service	3	0	0.00%	5	4	80.00%	263	9	564.22	0	0	0.00%	0	0
DTR Internal Revenue Service	553	553	100.00%	211	127	60.19%	254.68	264	529.78	99	81	81.82%	52.1	456.93
DTR Internal Revenue Service-Office of Chief Counsel	14	14	100.00%	5	5	100.00%	147.6	9	1,025.78	0	0	0.00%	0	0
DTR Office of Inspector General	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DTR Office of the Comptroller of the Currency	21	21	100.00%	11	11	100.00%	116.91	11	476.64	2	2	100.00%	44.5	241
DTR Office of the Inspector General for Tax Administration	3	3	100.00%	1	0	0.00%	332	1	581	0	0	0.00%	0	0
DTR Special Inspector General for the Troubled Asset Relief Program	3	2	66.67%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
DTR U.S. Mint	43	38	88.37%	23	18	78.26%	238.91	25	442.84	9	8	88.89%	52.89	300.89
Department of Transportation Wide	595	567	95.29%	274	259	94.53%	155.18	374	453.59	76	35	46.05%	68.41	295.92
DOT Federal Aviation Administration	486	479	98.56%	222	213	95.95%	153.18	313	465.95	69	33	47.83%	67.62	301.43
DOT Federal Highway Administration	19	15	78.95%	9	8	88.89%	154.11	13	394.38	1	0	0.00%	127	302

Table B-7a FY 2013 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency or Department	Total Number Completed / Ended Counselings (excluding remarks)	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
DOT Federal Motor Carriers Safety Administration	7	7	100.00%	6	5	83.33%	226.67	6	414.83	2	0	0.00%	88.5	288
DOT Federal Railroad Administration	7	4	57.14%	2	2	100.00%	107.5	1	10	0	0	0.00%	0	0
DOT Federal Transit Administration	12	10	83.33%	8	6	75.00%	151.88	5	274.2	1	0	0.00%	70	188
DOT Maritime Administration	16	11	68.75%	9	8	88.89%	150.33	10	363.8	1	1	100.00%	36	200
DOT National Highway Traffic Safety Administration	8	6	75.00%	4	4	100.00%	138.5	10	548.3	1	0	0.00%	84	268
DOT Office of Inspector General	4	4	100.00%	1	1	100.00%	86	2	101	1	1	100.00%	39	157
DOT Office of the Secretary of Transportation	11	11	100.00%	4	3	75.00%	224.75	1	14	0	0	0.00%	0	0
DOT Pipeline and Hazardous Materials Safety Administration	9	7	77.78%	5	5	100.00%	145.2	4	152	0	0	0.00%	0	0
DOT Research and Innovative Technology Administration	16	13	81.25%	4	4	100.00%	180	9	539.89	0	0	0.00%	0	0
DOT Saint Lawrence Seaway Development Corporation	0	0	0.00%	0	0	0.00%	0	0	0	0	0	0.00%	0	0
Department of Veterans Affairs Wide	4,241	4,072	96.02%	1,385	620	44.77%	229.95	1,955	394.25	564	133	23.58%	128.91	457.09
VA All Other Offices	171	163	95.32%	52	29	55.77%	207.5	79	382.05	14	2	14.29%	112.07	401.64
VA National Cemetery Administration	43	41	95.35%	17	9	52.94%	194.82	18	333.39	8	4	50.00%	124.88	448
VA Veterans Benefits Administration	293	285	97.27%	72	31	43.06%	222.62	138	432.51	43	7	16.28%	171.58	479.09
VA Veterans Health Administration	3,734	3,583	95.96%	1,244	551	44.29%	231.8	1,720	392.38	499	120	24.05%	125.77	456.89
Federal Housing Finance Agency Wide	12	11	91.67%	4	1	25.00%	249.25	4	572.75	2	1	50.00%	65.5	306.5
FHFA Headquarters	11	10	90.91%	3	0	0.00%	284.67	3	679	1	0	0.00%	72	359
FHFA Office of Inspector General	1	1	100.00%	1	1	100.00%	143	1	254	1	1	100.00%	59	254
General Services Administration Wide	144	137	95.14%	54	34	62.96%	269.11	88	452.69	17	13	76.47%	47.41	398.53
GSA Central Office	43	42	97.67%	16	7	43.75%	266.06	24	469.21	6	4	66.67%	41.33	431.17
GSA National Capital Region	17	15	88.24%	5	3	60.00%	280.6	15	608.07	1	1	100.00%	55	346
GSA Region 1	5	5	100.00%	0	0	0.00%	0	3	139	1	1	100.00%	56	363
GSA Region 10	1	1	100.00%	0	0	0.00%	0	1	635	0	0	0.00%	0	0
GSA Region 2	19	16	84.21%	4	0	0.00%	304	9	267.89	1	0	0.00%	54	300
GSA Region 3	8	8	100.00%	5	5	100.00%	172.8	2	46.5	0	0	0.00%	0	0
GSA Region 4	18	17	94.44%	9	4	44.44%	367.33	12	548.58	3	2	66.67%	59.33	386.33
GSA Region 5	4	4	100.00%	2	2	100.00%	196.5	2	275	0	0	0.00%	0	0
GSA Region 6	12	12	100.00%	0	0	0.00%	0	4	486.5	1	1	100.00%	36	526
GSA Region 7	4	4	100.00%	2	2	100.00%	210.5	4	74.25	0	0	0.00%	0	0

Table B-7a FY 2013 Profile Agency Timeliness Indicators (totals with and without USPS data)

Agency or Department	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
GSA Region 8	3	3	100.00%	3	3	100.00%	239.67	1	14	0	0	0.00%	0	0
GSA Region 9	10	10	100.00%	8	8	100.00%	244.12	11	591.73	4	4	100.00%	44.75	373.5
U.S. Postal Service Wide	12,760	12,567	98.49%	2,821	2,749	97.45%	137.16	4,310	278.64	1,178	1,107	93.97%	38.18	266.49
USPS Capital Metro Area	1,624	1,611	99.20%	339	333	98.23%	135.6	514	323.89	144	137	95.14%	36.37	278.74
USPS Eastern Area	1,756	1,699	96.75%	440	437	99.32%	134.18	691	269.87	189	171	90.48%	41.79	239.85
USPS Great Lakes Area	1,490	1,475	98.99%	326	312	95.71%	138.71	496	275.14	155	148	95.48%	38.99	306.13
USPS Headquarters Area	141	124	87.94%	60	60	100.00%	137.38	79	363.67	25	24	96.00%	34.12	284.2
USPS Northeast Area	1,439	1,414	98.26%	265	253	95.47%	149.97	423	288.41	97	95	97.94%	39.13	247.44
USPS Office of Inspector General	29	29	100.00%	9	7	77.78%	158.22	17	390.53	3	3	100.00%	27.33	375.33
USPS Pacific Area	1,747	1,734	99.26%	347	336	96.83%	142.74	488	294.69	124	104	83.87%	44.02	270.31
USPS Southern Area	3,147	3,117	99.05%	680	664	97.65%	135.36	1,115	264.78	284	270	95.07%	35.56	258.45
USPS Western Area	1,387	1,364	98.34%	355	347	97.75%	128.77	487	236.36	157	155	98.73%	35.06	266.61

NRF = No Report Filed

Table B-8 FY 2013 Complaints Filed Basis and Issues - Grand Total

AGENCY_SIZE_DESIGNATION	BASES OF ALLEGED DISCRIMINATION																				AGE	DISABILITY			GINA	TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINANTS BY ISSUE
	AMERICAN INDIAN / ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN OTHER PACIFIC ISLANDER	BLACK/ AFRICAN AMERICAN	WHITE	TWO OR MORE RACES	COLOR	RELIGION	REPRISAL	SEX		PREGNAN CY DISCRIMI NATION ACT	NATIONAL ORIGIN		EQUAL PAY ACT		MENTAL	PHYSICAL										
										MALE	FEMALE		HISPANIC / LATINO	OTHER	MALE	FEMALE												
A. APPOINTMENT/HIRE	11	12	2	172	43	11	73	25	265	75	136	5	12	63			254	66	150	3	1378	651	635					
B. ASSIGNMENT OF DUTIES	26	44	3	463	122	23	246	85	865	202	468	6	73	122			546	135	306	7	3742	1683	1648					
C. AWARDS	2	9	0	101	21	2	50	12	146	37	74	0	13	25			78	16	44	1	631	274	272					
D. CONVERSION TO FULL TIME	0	0	0	9	1	0	6	3	10	2	7	0	3	3			7	1	3	1	56	25	25					
E. DISCIPLINARY ACTION	38	68	11	914	325	35	525	184	2144	581	888	8	117	273			1243	388	928	21	8691	3759	3657					
E.1. DEMOTION	2	4	0	38	10	0	17	3	66	18	39	1	6	12			44	8	18	0	286	128	128					
E.2. REPRIMAND	9	17	3	260	94	10	152	55	649	173	261	3	33	69			363	97	238	2	2488	1093	1082					
E.3. SUSPENSION	11	19	4	258	101	12	145	57	636	167	246	2	35	81			362	106	271	6	2519	1084	1067					
E.4. REMOVAL	5	12	2	168	55	7	117	31	389	119	162	1	26	52			242	100	235	8	1731	706	697					
F. DUTY HOURS	3	19	1	142	51	6	83	54	298	94	170	7	12	52			190	53	193	8	1436	657	647					
G. EVALUATION/APPRaisal	17	53	4	392	82	19	186	76	870	144	343	2	70	115			427	119	263	4	3186	1447	1421					
H. EXAMINATION/TEST	1	3	0	12	2	2	6	7	19	9	11	0	5	8			14	7	11	0	117	48	48					
I. HARASSMENT	59	164	12	1574	466	78	753	319	3463	809	2073	19	255	447			1803	638	1434	29	14395	6641	6435					
I.1. NON-SEXUAL	59	164	12	1574	466	78	753	319	3331	704	1693	17	255	447			1803	638	1434	29	13776	6127	5933					
I.2. SEXUAL									132	105	380	2									619	514	512					
J. MEDICAL EXAMINATION	0	2	0	12	10	4	9	6	47	13	20	0	0	4			32	20	51	2	232	102	102					
K. PAY INCLUDING OVERTIME	11	29	3	285	90	15	167	37	544	158	287	2	31	79	13	46	328	71	272	12	2441	1095	1078					
L. PROMOTION/NON-SELECTION	24	60	6	696	185	22	268	89	896	348	474	2	129	163			989	126	325	5	4807	2221	2164					
M. REASSIGNMENT	10	21	1	220	77	7	138	28	457	103	271	3	33	60			351	81	194	1	2056	931	914					
M.1. DENIED	5	11	0	84	36	4	68	16	173	42	118	1	19	28			136	38	83	1	862	379	376					
M.2. DIRECTED	5	10	1	136	41	3	70	12	284	62	153	2	14	32			215	43	111	0	1194	552	541					
N. REASONABLE ACCOMMODATION								72	638									359	1057	5	2131	1414	1375					
O. REINSTATEMENT	1	1	0	14	4	4	4	4	21	8	12	0	2	7			22	6	11	0	121	45	45					
P. RETIREMENT	2	1	0	13	6	0	8	5	41	6	13	0	2	6			59	12	31	0	205	92	92					
Q. TERMINATION	8	24	1	289	76	17	150	61	394	152	210	11	73	97			317	159	328	6	2373	1169	1162					
R. TERMS/CONDITIONS OF EMPLOYMENT	24	53	4	659	248	35	402	148	1460	364	703	10	95	179			916	248	772	21	6341	2734	2661					
S. TIME AND ATTENDANCE	15	29	2	337	115	10	192	74	822	189	377	11	48	100			418	191	519	7	3456	1496	1467					
T. TRAINING	9	18	0	166	41	8	89	38	279	70	164	3	23	50			208	41	106	2	1315	569	555					
U. OTHER	6	14	1	136	38	4	80	20	296	57	136	3	16	39			159	48	100	6	1159	527	490					
TOTAL ALL ISSUES BY BASES	267	624	51	6606	2003	302	3435	1347	13975	3421	6837	92	1012	1892	13	46	8361	2785	7098	141								
TOTAL ALL COMPLAINTS FILED BY BASES	136	366	32	3838	1185	178	1892	729	7339	2001	3708	57	617	1038	13	46	4803	1470	3718	83								
TOTAL ALL COMPLAINANTS BY BASES	133	350	32	3692	1157	177	1826	702	6883	1929	3591	57	602	1004	13	46	4636	1416	3568	82								

Table B-8a FY 2013 Complaints Filed Basis and Issues - Cabinet Level Agencies

AGENCY_SIZE_DESIGNATION	BASES OF ALLEGED DISCRIMINATION																						
	AMERICAN INDIAN / ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN / OTHER PACIFIC ISLANDER	BLACK / AFRICAN AMERICAN	WHITE	TWO OR MORE RACES	COLOR	RELIGION	REPRISAL	SEX		PREGNANCY DISCRIMINATION ACT	NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY		GINA	TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINANTS BY ISSUE
										MALE	FEMALE		HISPANIC / LATINO	OTHER	MALE	FEMALE		MENTAL	PHYSICAL				
A. APPOINTMENT/HIRE	11	11	2	161	38	8	67	21	238	65	125	5	11	53			231	63	132	3	1245	597	581
B. ASSIGNMENT OF DUTIES	26	41	3	418	106	21	227	76	779	181	436	6	65	108			489	118	279	7	3386	1539	1509
C. AWARDS	2	6	0	76	12	1	38	10	114	25	63	0	9	18			61	15	29	1	480	208	206
D. CONVERSION TO FULL TIME	0	0	0	8	1	0	5	3	8	2	6	0	2	2			6	0	2	1	46	20	20
E. DISCIPLINARY ACTION	37	59	11	865	310	31	508	171	2028	554	853	7	111	245			1184	356	886	21	8237	3588	3492
E.1. DEMOTION	1	4	0	30	10	0	15	3	56	17	34	1	6	11			39	8	17	0	252	111	111
E.2. REPRIMAND	9	15	3	243	89	8	149	49	609	163	250	2	30	61			346	86	223	2	2337	1028	1017
E.3. SUSPENSION	11	16	4	251	98	11	143	54	614	163	239	2	33	75			352	102	264	6	2438	1051	1034
E.4. REMOVAL	5	11	2	163	53	6	113	30	376	116	159	1	26	48			233	96	230	8	1676	691	682
F. DUTY HOURS	3	18	1	138	50	6	82	54	284	90	168	7	11	50			185	50	189	8	1394	638	628
G. EVALUATION/APPRaisal	16	45	4	327	62	19	157	63	748	114	295	2	58	96			346	101	218	4	2675	1231	1214
H. EXAMINATION/TEST	1	3	0	12	2	2	6	7	18	8	10	0	5	8			12	7	11	0	112	46	46
I. HARASSMENT	54	148	12	1396	432	73	685	284	3146	738	1915	15	233	405			1628	575	1308	28	13075	6069	5902
I.1. NON-SEXUAL	54	148	12	1396	432	73	685	284	3021	641	1558	13	233	405			1628	575	1308	28	12494	5588	5429
I.2. SEXUAL									125	97	357	2									581	481	480
J. MEDICAL EXAMINATION	0	2	0	11	10	4	9	6	42	12	19	0	0	4			27	20	48	2	216	93	93
K. PAY INCLUDING OVERTIME	10	28	3	259	86	14	163	37	506	151	265	2	30	76	11	37	309	67	262	12	2297	1027	1011
L. PROMOTION/NON-SELECTION	22	54	6	602	158	19	243	82	781	288	415	1	113	142			850	112	278	5	4171	1943	1903
M. REASSIGNMENT	10	20	1	201	71	7	129	23	418	96	243	1	30	54			315	64	186	1	1870	847	833
M.1. DENIED	5	10	0	76	32	4	63	13	153	38	104	0	16	23			116	25	77	1	756	332	331
M.2. DIRECTED	5	10	1	125	39	3	66	10	265	58	139	1	14	31			199	39	109	0	1114	515	505
N. REASONABLE ACCOMMODATION								65	583									315	968	5	1936	1288	1252
O. REINSTATEMENT	1	1	0	12	4	4	4	4	21	8	11	0	2	7			21	6	11	0	117	43	43
P. RETIREMENT	2	1	0	10	6	0	7	4	32	6	12	0	1	4			55	6	28	0	174	80	80
Q. TERMINATION	8	22	1	269	73	17	141	53	368	141	198	11	69	91			296	150	311	6	2225	1109	1105
R. TERMS/CONDITIONS OF EMPLOYMENT	24	50	4	611	236	32	383	141	1367	345	668	7	90	168			868	233	734	21	5982	2584	2517
S. TIME AND ATTENDANCE	15	26	2	301	106	10	180	66	761	172	353	7	46	92			392	170	472	7	3178	1385	1360
T. TRAINING	9	15	0	152	35	7	79	34	245	62	149	3	21	41			182	40	96	2	1172	515	501
U. OTHER	6	13	1	106	35	4	62	18	255	46	114	3	14	37			137	34	85	6	976	453	426
TOTAL ALL ISSUES BY BASES	257	563	51	5935	1833	279	3175	1222	12742	3104	6318	77	921	1701	11	37	7594	2502	6533	140			
TOTAL ALL COMPLAINTS FILED BY BASES	129	334	32	3462	1105	165	1750	663	6725	1827	3427	50	586	956	11	37	4369	1339	3424	82			
TOTAL ALL COMPLAINANTS BY BASES	126	319	32	3343	1078	164	1699	640	6318	1761	3329	50	572	925	11	37	4220	1293	3291	81			

Table B-8b FY 2013 Complaints Filed Basis and Issues - Medium Sized Agencies

AGENCY SIZE DESIGNATION	BASES OF ALLEGED DISCRIMINATION																						
	AMERICAN INDIAN / ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN / OTHER PACIFIC ISLANDER	BLACK / AFRICAN AMERICAN	WHITE	TWO OR MORE RACES	COLOR	RELIGION	REPRISAL	SEX		PREGNANCY DISCRIMINATION ACT	NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY		GINA	TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINANTS BY ISSUE
										MALE	FEMALE		HISPANIC / LATINO	OTHER	MALE	FEMALE		MENTAL	PHYSICAL				
A. APPOINTMENT/HIRE	0	1	0	10	3	2	3	2	16	7	8	0	0	6			15	1	11	0	85	36	36
B. ASSIGNMENT OF DUTIES	0	1	0	26	14	2	15	6	56	15	26	0	8	10			42	16	24	0	261	103	99
C. AWARDS	0	3	0	17	9	1	11	2	29	12	11	0	4	6			16	1	13	0	135	54	54
D. CONVERSION TO FULL TIME	0	0	0	0	0	0	0	0	2	0	1	0	1	1			1	1	1	0	8	4	4
E. DISCIPLINARY ACTION	1	5	0	42	13	3	16	12	94	22	31	1	5	24			50	28	38	0	385	138	136
E.1. DEMOTION	1	0	0	7	0	0	2	0	6	0	5	0	0	1			4	0	1	0	27	12	12
E.2. REPRIMAND	0	2	0	13	3	2	3	6	31	6	11	1	2	7			12	10	14	0	123	48	48
E.3. SUSPENSION	0	1	0	7	3	1	2	2	20	4	6	0	2	4			10	3	6	0	71	29	29
E.4. REMOVAL	0	1	0	4	2	0	4	1	8	3	2	0	0	4			7	3	4	0	43	11	11
F. DUTY HOURS	0	0	0	4	1	0	1	0	8	2	2	0	1	1			5	3	4	0	32	12	12
G. EVALUATION/APPRaisal	1	3	0	53	18	0	26	11	97	28	41	0	12	14			67	16	41	0	428	175	169
H. EXAMINATION/TEST	0	0	0	0	0	0	0	0	1	1	1	0	0	0			2	0	0	0	5	2	2
I. HARASSMENT	5	10	0	132	29	5	53	28	245	51	131	4	18	30			141	53	109	0	1044	444	410
I.1. NON-SEXUAL	5	10	0	132	29	5	53	28	240	48	112	4	18	30			141	53	109	0	1017	420	387
I.2. SEXUAL									5	3	19	0									27	24	23
J. MEDICAL EXAMINATION	0	0	0	0	0	0	0	0	4	1	0	0	0	0			3	0	3	0	11	6	6
K. PAY INCLUDING OVERTIME	1	1	0	8	3	1	2	0	21	5	17	0	1	2	1	5	12	4	8	0	88	45	44
L. PROMOTION/NON-SELECTION	1	6	0	74	24	2	23	7	94	52	48	0	15	16			123	14	38	0	537	233	218
M. REASSIGNMENT	0	0	0	13	5	0	9	5	24	5	19	0	3	5			23	12	8	0	131	56	54
M.1. DENIED	0	0	0	8	4	0	5	3	14	3	11	0	3	4			16	9	6	0	85	35	33
M.2. DIRECTED	0	0	0	5	1	0	4	2	10	3	8	0	0	1			7	3	2	0	46	21	21
N. REASONABLE ACCOMMODATION								5	43									32	72	0	152	97	96
O. REINSTATEMENT	0	0	0	2	0	0	0	0	0	0	1	0	0	0			1	0	0	0	4	2	2
P. RETIREMENT	0	0	0	1	0	0	0	1	6	0	0	0	1	2			3	4	3	0	21	9	9
Q. TERMINATION	0	2	0	13	3	0	7	7	22	10	8	0	4	5			18	8	16	0	123	48	45
R. TERMS/CONDITIONS OF EMPLOYMENT	0	1	0	27	8	3	12	7	52	15	23	0	4	9			30	9	31	0	231	99	94
S. TIME AND ATTENDANCE	0	1	0	23	8	0	8	6	49	15	17	3	2	6			23	13	40	0	214	85	82
T. TRAINING	0	1	0	10	6	1	8	3	22	6	10	0	2	6			16	1	7	0	99	36	36
U. OTHER	0	1	0	15	3	0	11	2	32	8	11	0	2	2			12	12	12	0	123	51	41
TOTAL ALL ISSUES BY BASES	9	36	0	470	147	20	205	104	917	255	406	8	83	145	1	5	603	228	479	0			
TOTAL ALL COMPLAINTS FILED BY BASES	6	23	0	270	65	11	105	55	469	137	222	4	24	59	1	5	347	106	252	0			
TOTAL ALL COMPLAINANTS BY BASES	6	22	0	249	65	11	94	51	425	131	204	4	23	56	1	5	331	99	238	0			

Table B-8c FY 2013 Complaints Filed Basis and Issues - Small Agencies

AGENCY_SIZE_DESIGNATION	BASES OF ALLEGED DISCRIMINATION																			AGE	DISABILITY		GINA	TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE	TOTAL COMPLAINANTS BY ISSUE
	AMERICAN INDIAN / ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN / OTHER PACIFIC ISLANDER	BLACK / AFRICAN AMERICAN	WHITE	TWO OR MORE RACES	COLOR	RELIGION	REPRISAL	SEX		PREGNANCY DISCRIMINATION ACT	NATIONAL ORIGIN		EQUAL PAY ACT		MENTAL	PHYSICAL								
										MALE	FEMALE		HISPANIC / LATINO	OTHER	MALE	FEMALE										
A. APPOINTMENT/HIRE	0	0	0	1	1	1	2	1	10	3	2	0	1	4			7	2	7	0	42	17	17			
B. ASSIGNMENT OF DUTIES	0	2	0	17	0	0	1	2	28	3	5	0	0	2			13	0	1	0	74	37	36			
C. AWARDS	0	0	0	8	0	0	1	0	3	0	0	0	0	1			1	0	2	0	16	12	12			
D. CONVERSION TO FULL TIME	0	0	0	1	0	0	1	0	0	0	0	0	0	0			0	0	0	0	2	1	1			
E. DISCIPLINARY ACTION	0	4	0	7	2	1	1	1	22	5	4	0	0	4			9	4	4	0	68	32	28			
E.1. DEMOTION	0	0	0	1	0	0	0	0	4	1	0	0	0	0			1	0	0	0	7	5	5			
E.2. REPRIMAND	0	0	0	4	2	0	0	0	9	4	0	0	0	1			5	1	1	0	27	16	16			
E.3. SUSPENSION	0	2	0	0	0	0	0	1	2	0	1	0	0	2			0	1	1	0	10	4	4			
E.4. REMOVAL	0	0	0	1	0	1	0	0	5	0	1	0	0	0			2	1	1	0	12	4	4			
F. DUTY HOURS	0	1	0	0	0	0	0	0	6	2	0	0	0	1			0	0	0	0	10	7	7			
G. EVALUATION/APPRaisal	0	5	0	11	1	0	3	2	24	1	6	0	0	4			13	2	3	0	75	39	36			
H. EXAMINATION/TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0	0			
I. HARASSMENT	0	6	0	42	4	0	13	6	71	18	25	0	4	12			33	9	17	1	261	123	118			
I.1. NON-SEXUAL	0	6	0	42	4	0	13	6	69	13	21	0	4	12			33	9	17	1	250	114	112			
I.2. SEXUAL									2	5	4	0									11	9	9			
J. MEDICAL EXAMINATION	0	0	0	1	0	0	0	0	1	0	1	0	0	0			2	0	0	0	5	3	3			
K. PAY INCLUDING OVERTIME	0	0	0	18	1	0	2	0	17	2	5	0	0	1	1	4	7	0	2	0	56	23	23			
L. PROMOTION/NON-SELECTION	1	0	0	20	3	1	2	0	21	8	11	1	1	5			16	0	9	0	99	45	43			
M. REASSIGNMENT	0	1	0	6	1	0	0	0	15	2	9	2	0	1			13	5	0	0	55	28	27			
M.1. DENIED	0	1	0	0	0	0	0	0	6	1	3	1	0	1			4	4	0	0	21	12	12			
M.2. DIRECTED	0	0	0	6	1	0	0	0	9	1	6	1	0	0			9	1	0	0	34	16	15			
N. REASONABLE ACCOMMODATION								1	11									12	17	0	41	27	25			
O. REINSTATEMENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0	0			
P. RETIREMENT	0	0	0	2	0	0	1	0	3	0	1	0	0	0			1	2	0	0	10	3	3			
Q. TERMINATION	0	0	0	7	0	0	2	1	4	1	4	0	0	1			3	1	1	0	25	12	12			
R. TERMS/CONDITIONS OF EMPLOYMENT	0	2	0	21	4	0	7	0	41	4	12	3	1	2			17	6	7	0	127	50	49			
S. TIME AND ATTENDANCE	0	2	0	12	0	0	2	1	11	1	6	1	0	2			2	7	7	0	54	24	23			
T. TRAINING	0	2	0	4	0	0	2	1	12	2	5	0	0	3			10	0	3	0	44	18	18			
U. OTHER	0	0	0	15	0	0	7	0	9	3	11	0	0	0			10	2	3	0	60	23	23			
TOTAL ALL ISSUES BY BASES	1	25	0	193	17	3	47	16	309	55	107	7	7	43	1	4	157	52	83	1						
TOTAL ALL COMPLAINTS FILED BY BASES	1	9	0	102	12	2	33	9	142	32	57	3	6	20	1	4	82	24	42	1						
TOTAL ALL COMPLAINANTS BY BASES	1	9	0	96	11	2	30	9	137	32	56	3	6	20	1	4	80	23	39	1						

Table B-9 FY 2013 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Agency for International Development	8	317	1	1	2	25.00%	\$24,774.42	\$3,096.80
American Battle Monuments Commission	1	167	1	0	1	100.00%	\$2,800.00	\$2,800.00
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural & Trans. 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	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	12	209.75	7	4	11	91.67%	\$33,500.00	\$2,791.67
Central Intelligence Agency	16	410.25	0	2	2	12.50%	\$271,365.28	\$16,960.33
Chemical Safety and Hazard Investigation Board	3	180	3	0	3	100.00%	\$17,069.60	\$5,689.87
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	3	178	2	0	2	66.67%	\$7,500.00	\$2,500.00
Consumer Financial Protection Bureau	9	182.56	3	6	9	100.00%	\$18,055.00	\$2,006.11
Consumer Product Safety Commission	1	141	0	1	1	100.00%	\$3,011.00	\$3,011.00
Corporation for National and Community Service	10	93.8	10	0	10	100.00%	\$31,505.00	\$3,150.50
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Court Services and Offender Supervision Agency for the District of Columbia	5	208.4	2	1	3	60.00%	\$36,255.00	\$7,251.00
Defense Army and Air Force Exchange Service	51	364.71	4	0	4	7.84%	\$570,946.20	\$11,195.02
Defense Commissary Agency	88	251.77	11	6	17	19.32%	\$460,187.20	\$5,229.40
Defense Contract Audit Agency	15	289.27	1	3	4	26.67%	\$79,491.00	\$5,299.40
Defense Contract Management Agency	40	307.1	6	4	10	25.00%	\$209,176.00	\$5,229.40
Defense Health Agency	10	272.1	0	0	0	0.00%	\$43,572.00	\$4,357.20
Defense Human Resources Activity	5	331	1	3	4	80.00%	\$16,029.40	\$3,205.88
Defense Information Systems Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Intelligence Agency	30	283.77	1	16	17	56.67%	\$182,724.15	\$6,090.80
Defense Logistics Agency	121	211.21	48	18	66	54.55%	\$906,951.63	\$7,495.47
Defense Media Activity	2	282	0	1	1	50.00%	\$10,458.80	\$5,229.40
Defense Security Service	9	63.56	7	0	7	77.78%	\$47,064.63	\$5,229.40
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

Table B-9 FY 2013 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
Defense Finance and Accounting Service	32	247	4	15	19	59.38%	\$167,340.80	\$5,229.40
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	3	296.67	0	0	0	0.00%	\$15,688.20	\$5,229.40
Defense National Geospatial-Intelligence Agency	12	283.42	1	1	2	16.67%	\$72,345.94	\$6,028.83
Defense National Guard Bureau	9	145.22	5	1	6	66.67%	\$31,392.60	\$3,488.07
Defense National Security Agency	21	303.29	0	15	15	71.43%	\$243,692.00	\$11,604.38
Defense Office of Inspector General	6	197.67	4	2	6	100.00%	\$22,870.05	\$3,811.67
Defense Office of the Secretary/Washington Headquarters Services	16	319.81	0	6	6	37.50%	\$224,370.70	\$14,023.17
Defense Uniformed Services University of the Health Sciences	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
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	428	234.87	163	49	212	49.53%	\$1,521,445.85	\$3,554.78
Department of Commerce	160	182.21	105	52	157	98.12%	\$715,376.50	\$4,471.10
Department of Defense Education Activity	40	173.75	25	8	33	82.50%	\$139,097.00	\$3,477.42
Department of Education	21	229.71	8	13	21	100.00%	\$86,755.74	\$4,131.23
Department of Energy	44	211.39	24	16	40	90.91%	\$163,577.72	\$3,717.68
Department of Health and Human Services	230	162.27	176	29	205	89.13%	\$1,046,957.56	\$4,551.99
Department of Homeland Security	871	227.07	485	123	608	69.80%	\$3,243,289.75	\$3,723.64
Department of Housing and Urban Development	57	278.28	12	2	14	24.56%	\$137,126.20	\$2,405.72
Department of Justice	656	201.85	327	185	512	78.05%	\$2,808,957.52	\$4,281.95
Department of Labor	90	256	28	60	88	97.78%	\$272,900.00	\$3,032.22
Department of State	107	278.44	15	21	36	33.64%	\$252,600.00	\$2,360.75
Department of the Air Force	317	259.51	12	13	25	7.89%	\$1,657,719.81	\$5,229.40
Department of the Army	693	280.48	119	110	229	33.04%	\$4,428,836.15	\$6,390.82
Department of the Interior	286	267.85	81	33	114	39.86%	\$958,298.42	\$3,350.69
Department of the Navy	90	220.72	32	21	53	58.89%	\$470,646.00	\$5,229.40
Department of Treasury	276	244.9	77	102	179	64.86%	\$2,040,493.00	\$7,393.09
Department of Transportation	274	155.18	226	33	259	94.53%	\$1,586,462.00	\$5,790.01
Department of Veterans Affairs	1,385	229.95	309	311	620	44.77%	\$9,231,130.54	\$6,665.08
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	52	328.65	4	8	12	23.08%	\$132,450.00	\$2,547.12
Equal Employment Opportunity Commission	20	225.1	8	12	20	100.00%	\$107,500.00	\$5,375.00
Export-Import Bank of the United States	1	128	1	0	1	100.00%	\$3,250.00	\$3,250.00
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	7	28.57	7	0	7	100.00%	\$17,500.00	\$2,500.00
Federal Deposit Insurance Corporation	40	219.28	16	24	40	100.00%	\$238,364.24	\$5,959.11
Federal Election Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Energy Regulatory Commission	2	180	2	0	2	100.00%	\$6,400.00	\$3,200.00
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-9 FY 2013 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
Federal Housing Finance Agency	4	249.25	1	0	1	25.00%	\$17,416.00	\$4,354.00
Federal Labor Relations Authority	3	208.33	0	3	3	100.00%	\$8,390.00	\$2,796.67
Federal Maritime Commission	2	113	2	0	2	100.00%	\$12,000.00	\$6,000.00
Federal Mediation and Conciliation Service	2	180	2	0	2	100.00%	\$10,079.00	\$5,039.50
Federal Mine Safety and Health Review Comm	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Reserve System Board of Governors	7	181.71	4	3	7	100.00%	\$37,637.00	\$5,376.71
Federal Retirement Thrift Investment Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Trade Commission	1	234	0	1	1	100.00%	\$4,597.67	\$4,597.67
General Services Administration	54	269.11	10	24	34	62.96%	\$151,810.72	\$2,811.31
Government Printing Office	17	286.76	1	14	15	88.24%	\$68,577.00	\$4,033.94
Harry S. Truman Scholarship	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
Ill. & Mich. Canal Nat'l Heritage Corridor Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	0	0	0	0	0	0.00%	\$0.00	\$0.00
Inter-American Foundation	1	90	1	0	1	100.00%	\$620.00	\$620.00
International Boundary and Water Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	83	1	0	1	100.00%	\$3,723.88	\$3,723.88
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
Medicaid and CHIP Payment and Access Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	2	99	2	0	2	100.00%	\$9,060.00	\$4,530.00
Millennium Challenge Corporation	1	175	1	0	1	100.00%	\$1,500.00	\$1,500.00
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	19	196.89	10	7	17	89.47%	\$97,811.71	\$5,147.98
National Archives and Records Administration	4	139.25	4	0	4	100.00%	\$13,327.08	\$3,331.77
National Capital Planning Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Comm on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Credit Union Administration	5	159.6	5	0	5	100.00%	\$18,670.06	\$3,734.01
National Endowment for the Arts	1	164	1	0	1	100.00%	\$4,415.15	\$4,415.15
National Endowment for the Humanities	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Gallery of Art	1	216	0	0	0	0.00%	\$8,446.00	\$8,446.00
National Indian Gaming Commission	1	260	0	0	0	0.00%	\$3,000.00	\$3,000.00
National Labor Relations Board	4	290.25	1	0	1	25.00%	\$31,800.00	\$7,950.00
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Science Foundation	5	257.6	0	2	2	40.00%	\$16,000.00	\$3,200.00
National Transportation Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9 FY 2013 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
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	10	241.5	3	6	9	90.00%	\$50,000.00	\$5,000.00
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Comm	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	33	115.73	31	0	31	93.94%	\$193,512.00	\$5,864.00
Office of Special Counsel	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of the Director of National Intelligence	3	312.67	0	2	2	66.67%	\$37,685.00	\$12,561.67
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Peace Corps	1	103	1	0	1	100.00%	\$3,538.00	\$3,538.00
Pension Benefit Guaranty Corporation	10	201.1	4	3	7	70.00%	\$28,388.00	\$2,838.80
Postal Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Railroad Retirement Board	2	113.5	2	0	2	100.00%	\$5,461.00	\$2,730.50
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	17	353	2	7	9	52.94%	\$41,906.15	\$2,465.07
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	24	294.46	2	13	15	62.50%	\$111,092.00	\$4,628.83
Smithsonian Institution	13	147.31	12	0	12	92.31%	\$37,787.50	\$2,906.73
Social Security Administration	384	251.97	100	55	155	40.36%	\$1,803,398.75	\$4,696.35
Tennessee Valley Authority	37	175.49	30	5	35	94.59%	\$45,401.11	\$1,227.06
Trade and Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	2,821	137.16	2,469	280	2,749	97.45%	\$4,727,210.81	\$1,675.72
Utah Reclamation Mitigation and Conservation Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal Including USPS	9,316	203.81	4,786	1,552	6,338	68.03%	\$38,793,181.87	\$4,164.15
Medium Subtotal	710	245.14	233	157	390	54.93%	\$3,001,386.32	\$4,227.30
Small Subtotal	144	225.18	62	47	109	75.69%	\$806,474.40	\$5,600.52
Micro Subtotal	5	159.4	5	0	5	100.00%	\$20,489.60	\$4,097.92
Government-wide Including USPS	10,175	206.98	5,086	1,756	6,842	67.24%	\$42,621,532.19	\$4,188.85
USPS Percentage of Cabinet Sub Total	30.28%		51.59%	18.04%	43.37%		12.19%	
USPS Percentage of Government-wide	27.72%		48.55%	15.95%	40.18%		11.09%	
Cabinet Level Subtotal Minus USPS	6,495	232.76	2,317	1,272	3,589	55.26%	\$34,065,971.06	\$5,244.95
Government-wide Minus USPS	7,354	233.76	2,617	1,476	4,093	55.66%	\$37,894,321.38	\$5,152.89

NRF = No Report Filed

Table B-9a FY 2013 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	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 & Trans. 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	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & 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	14	411.07	0	2	2	14.29%	\$249,365.28	\$17,811.81
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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 Financial Protection Bureau	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
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Court Services and Offender Supervision Agency for the District of Columbia	3	232.67	1	1	2	66.67%	\$27,932.00	\$9,310.67
Defense Army and Air Force Exchange Service	51	364.71	4	0	4	7.84%	\$570,946.20	\$11,195.02
Defense Commissary Agency	88	251.77	11	6	17	19.32%	\$460,187.20	\$5,229.40
Defense Contract Audit Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Contract Management Agency	40	307.1	6	4	10	25.00%	\$209,176.00	\$5,229.40
Defense Health Agency	5	306.4	0	0	0	0.00%	\$26,147.00	\$5,229.40
Defense Human Resources Activity	1	313	0	1	1	100.00%	\$5,229.40	\$5,229.40
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	30	288.23	3	3	6	20.00%	\$217,159.80	\$7,238.66
Defense Media Activity	2	282	0	1	1	50.00%	\$10,458.80	\$5,229.40
Defense Security Service	9	63.56	7	0	7	77.78%	\$47,064.63	\$5,229.40
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

Table B-9a FY 2013 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

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 Finance and Accounting Service	32	247	4	15	19	59.38%	\$167,340.80	\$5,229.40
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	3	296.67	0	0	0	0.00%	\$15,688.20	\$5,229.40
Defense National Geospatial-Intelligence Agency	12	283.42	1	1	2	16.67%	\$72,345.94	\$6,028.83
Defense National Guard Bureau	7	100.29	5	1	6	85.71%	\$20,933.80	\$2,990.54
Defense National Security Agency	21	303.29	0	15	15	71.43%	\$243,692.00	\$11,604.38
Defense Office of Inspector General	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Office of the Secretary/Washington Headquarters Services	16	319.81	0	6	6	37.50%	\$224,370.70	\$14,023.17
Defense Uniformed Services University of the Health Sciences	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
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Commerce	4	78.75	3	1	4	100.00%	\$10,479.00	\$2,619.75
Department of Defense Education Activity	8	250.25	1	2	3	37.50%	\$37,079.00	\$4,634.88
Department of Education	1	359	0	1	1	100.00%	\$1,178.77	\$1,178.77
Department of Energy	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Health and Human Services	4	139	4	0	4	100.00%	\$6,621.00	\$1,655.25
Department of Homeland Security	252	165.3	209	30	239	94.84%	\$949,817.00	\$3,769.12
Department of Housing and Urban Development	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Justice	150	223.57	51	57	108	72.00%	\$982,686.58	\$6,551.24
Department of Labor	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of State	4	241.5	1	0	1	25.00%	\$27,600.00	\$6,900.00
Department of the Air Force	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of the Army	693	280.48	119	110	229	33.04%	\$4,428,836.15	\$6,390.82
Department of the Interior	5	162.4	5	0	5	100.00%	\$25,655.00	\$5,131.00
Department of the Navy	90	220.72	32	21	53	58.89%	\$470,646.00	\$5,229.40
Department of the Treasury	275	244.66	77	101	178	64.73%	\$2,036,599.24	\$7,405.82
Department of Transportation	155	171.03	122	26	148	95.48%	\$911,245.00	\$5,879.00
Department of Veterans Affairs	846	242.52	157	219	376	44.44%	\$7,077,541.00	\$8,365.89
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Equal Employment Opportunity Commission	17	232.47	7	10	17	100.00%	\$100,000.00	\$5,882.35
Export-Import Bank of the United States	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

Table B-9a FY 2013 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

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
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%	\$6,000.00	\$0.00
Federal Mediation and Conciliation Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Mine Safety and Health Review Comm	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	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
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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 Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0.00%	\$0.00	\$0.00
Marine Mammal Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Medicaid and CHIP Payment and Access Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Millennium Challenge Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Archives and Records Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Capital Planning Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Comm on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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 Gallery of Art	0	0	0	0	0	0.00%	\$4,223.00	\$0.00
National Indian Gaming Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Labor Relations Board	3	228.67	1	0	1	33.33%	\$28,850.00	\$9,616.67
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Science Foundation	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Transportation Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9a FY 2013 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

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
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Comm	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	33	115.73	31	0	31	93.94%	\$193,512.00	\$5,864.00
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
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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
Railroad Retirement Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	10	333.9	1	6	7	70.00%	\$35,000.00	\$3,500.00
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	24	178.54	20	2	22	91.67%	\$25,141.05	\$1,047.54
Trade and Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Utah Reclamation Mitigation and Conservation Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal Including USPS	2,804	243.38	822	621	1,443	51.46%	\$19,256,724.21	\$6,867.59
Medium Subtotal	70	173.27	53	8	61	87.14%	\$282,503.05	\$4,035.76
Small Subtotal	34	306.03	8	13	21	61.76%	\$387,520.28	\$11,397.66
Micro Subtotal	0	0	0	0	0	0.00%	\$0.00	\$0.00
Government-wide Including USPS	2,908	242.43	883	642	1,525	52.44%	\$19,926,747.54	\$6,852.39
USPS Percentage of Cabinet Sub Total	0.00%		0.00%	0.00%	0.00%		0.00%	
USPS Percentage of Government-wide	0.00%		0.00%	0.00%	0.00%		0.00%	
Cabinet Level Subtotal Minus USPS	2,804	243.38	822	621	1,443	51.46%	\$19,256,724.21	\$6,867.59
Government-wide Minus USPS	2,908	242.43	883	642	1,525	52.44%	\$19,926,747.54	\$6,852.39

NRF = No Report Filed

Table B-9b FY 2013 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Agency for International Development	8	317	1	1	2	25.00%	\$24,774.42	\$3,096.80
American Battle Monuments Commission	1	167	1	0	1	100.00%	\$2,800.00	\$2,800.00
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and 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	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	12	209.75	7	4	11	91.67%	\$33,500.00	\$2,791.67
Central Intelligence Agency	2	404.5	0	0	0	0.00%	\$22,000.00	\$11,000.00
Chemical Safety and Hazard Investigation Board	3	180	3	0	3	100.00%	\$17,069.60	\$5,689.87
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	3	178	2	0	2	66.67%	\$7,500.00	\$2,500.00
Consumer Financial Protection Bureau	9	182.56	3	6	9	100.00%	\$18,055.00	\$2,006.11
Consumer Product Safety Commission	1	141	0	1	1	100.00%	\$3,011.00	\$3,011.00
Corporation for National and Community Service	10	93.8	10	0	10	100.00%	\$31,505.00	\$3,150.50
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Court Services and Offender Supervision Agency for the District of Columbia	2	172	1	0	1	50.00%	\$8,323.00	\$4,161.50
Defense Army and Air Force Exchange Service	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Commissary Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Contract Audit Agency	15	289.27	1	3	4	26.67%	\$79,491.00	\$5,299.40
Defense Contract Management Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Health Agency	5	237.8	0	0	0	0.00%	\$17,425.00	\$3,485.00
Defense Human Resources Activity	4	335.5	1	2	3	75.00%	\$10,800.00	\$2,700.00
Defense Information Systems Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Intelligence Agency	30	283.77	1	16	17	56.67%	\$182,724.15	\$6,090.80
Defense Logistics Agency	91	185.82	45	15	60	65.93%	\$689,791.83	\$7,580.13
Defense Media Activity	0	0	0	0	0	0.00%	\$0.00	\$0.00
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	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 JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9b FY 2013 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

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 National Geospatial-Intelligence Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense National Guard Bureau	2	302.5	0	0	0	0.00%	\$10,458.80	\$5,229.40
Defense National Security Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Office of Inspector General	6	197.67	4	2	6	100.00%	\$22,870.05	\$3,811.67
Defense Office of the Secretary/Washington Headquarters Services	0	0	0	0	0	0.00%	\$0.00	\$0.00
Defense Uniformed Services University of Health Sciences	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
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	428	234.87	163	49	212	49.53%	\$1,521,445.85	\$3,554.78
Department of Commerce	156	184.86	102	51	153	98.08%	\$704,897.50	\$4,518.57
Department of Defense Education Activity	32	154.62	24	6	30	93.75%	\$102,018.00	\$3,188.06
Department of Education	20	223.25	8	12	20	100.00%	\$85,576.97	\$4,278.85
Department of Energy	44	211.39	24	16	40	90.91%	\$163,577.72	\$3,717.68
Department of Health and Human Services	226	162.68	172	29	201	88.94%	\$1,040,336.56	\$4,603.26
Department of Homeland Security	619	252.22	276	93	369	59.61%	\$2,293,472.75	\$3,705.13
Department of Housing and Urban Development	57	278.28	12	2	14	24.56%	\$137,126.20	\$2,405.72
Department of Justice	506	195.42	276	128	404	79.84%	\$1,826,270.94	\$3,609.23
Department of Labor	90	256	28	60	88	97.78%	\$272,900.00	\$3,032.22
Department of State	103	279.87	14	21	35	33.98%	\$225,000.00	\$2,184.47
Department of the Air Force	317	259.51	12	13	25	7.89%	\$1,657,719.81	\$5,229.40
Department of the Army	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of the Interior	281	269.73	76	33	109	38.79%	\$932,643.42	\$3,319.02
Department of the Navy	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Treasury	1	312	0	1	1	100.00%	\$3,893.76	\$3,893.76
Department of Transportation	119	134.54	104	7	111	93.28%	\$675,217.00	\$5,674.09
Department of Veterans Affairs	539	210.24	152	92	244	45.27%	\$2,153,589.54	\$3,995.53
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	52	328.65	4	8	12	23.08%	\$132,450.00	\$2,547.12
Equal Employment Opportunity Commission	3	183.33	1	2	3	100.00%	\$7,500.00	\$2,500.00
Export-Import Bank of the United States	1	128	1	0	1	100.00%	\$3,250.00	\$3,250.00
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	7	28.57	7	0	7	100.00%	\$17,500.00	\$2,500.00
Federal Deposit Insurance Corporation	40	219.28	16	24	40	100.00%	\$238,364.24	\$5,959.11
Federal Election Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Energy Regulatory Commission	2	180	2	0	2	100.00%	\$6,400.00	\$3,200.00
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	4	249.25	1	0	1	25.00%	\$17,416.00	\$4,354.00
Federal Labor Relations Authority	3	208.33	0	3	3	100.00%	\$8,390.00	\$2,796.67
Federal Maritime Commission	2	113	2	0	2	100.00%	\$6,000.00	\$3,000.00
Federal Mediation and Conciliation Service	2	180	2	0	2	100.00%	\$10,079.00	\$5,039.50
Federal Mine Safety and Health Review Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9b FY 2013 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

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
Federal Reserve System - Board of Governors	7	181.71	4	3	7	100.00%	\$37,637.00	\$5,376.71
Federal Retirement Thrift Investment Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Federal Trade Commission	1	234	0	1	1	100.00%	\$4,597.67	\$4,597.67
General Services Administration	54	269.11	10	24	34	62.96%	\$151,810.72	\$2,811.31
Government Printing Office	17	286.76	1	14	15	88.24%	\$68,577.00	\$4,033.94
Harry S. Truman Scholarship	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
Illinois & Michigan Canal National Heritage Corridor Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	0	0	0	0	0	0.00%	\$0.00	\$0.00
Inter-American Foundation	1	90	1	0	1	100.00%	\$620.00	\$620.00
International Boundary and Water Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	1	83	1	0	1	100.00%	\$3,723.88	\$3,723.88
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
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	2	99	2	0	2	100.00%	\$9,060.00	\$4,530.00
Millennium Challenge Corporation	1	175	1	0	1	100.00%	\$1,500.00	\$1,500.00
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	19	196.89	10	7	17	89.47%	\$97,811.71	\$5,147.98
National Archives and Records Administration	4	139.25	4	0	4	100.00%	\$13,327.08	\$3,331.77
National Capital Planning Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Credit Union Administration	5	159.6	5	0	5	100.00%	\$18,670.06	\$3,734.01
National Endowment for the Arts	1	164	1	0	1	100.00%	\$4,415.15	\$4,415.15
National Endowment for the Humanities	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Gallery of Art	1	216	0	0	0	0.00%	\$4,223.00	\$4,223.00
National Indian Gaming Commission	1	260	0	0	0	0.00%	\$3,000.00	\$3,000.00
National Labor Relations Board	1	475	0	0	0	0.00%	\$2,950.00	\$2,950.00
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
National Science Foundation	5	257.6	0	2	2	40.00%	\$16,000.00	\$3,200.00
National Transportation Safety Board	0	0	0	0	0	0.00%	\$0.00	\$0.00
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	10	241.5	3	6	9	90.00%	\$50,000.00	\$5,000.00
Nuclear Waste Technical Review Board	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	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9b FY 2013 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

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 Special Counsel	0	0	0	0	0	0.00%	\$0.00	\$0.00
Office of the Director of National Intelligence	3	312.67	0	2	2	66.67%	\$37,685.00	\$12,561.67
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Peace Corps	1	103	1	0	1	100.00%	\$3,538.00	\$3,538.00
Pension Benefit Guaranty Corporation	10	201.1	4	3	7	70.00%	\$28,388.00	\$2,838.80
Postal Regulatory Commission	0	0	0	0	0	0.00%	\$0.00	\$0.00
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	113.5	2	0	2	100.00%	\$5,461.00	\$2,730.50
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	17	353	2	7	9	52.94%	\$41,906.15	\$2,465.07
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	14	266.29	1	7	8	57.14%	\$76,092.00	\$5,435.14
Smithsonian Institution	13	147.31	12	0	12	92.31%	\$37,787.50	\$2,906.73
Social Security Administration	384	251.97	100	55	155	40.36%	\$1,803,398.75	\$4,696.35
Tennessee Valley Authority	13	169.85	10	3	13	100.00%	\$20,260.06	\$1,558.47
Trade and Development Agency	0	0	0	0	0	0.00%	\$0.00	\$0.00
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	2,821	137.16	2,469	280	2,749	97.45%	\$4,727,210.81	\$1,675.72
Utah Reclamation Mitigation and Conservation Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal Including USPS	6,512	186.78	3,964	931	4,895	75.17%	\$19,536,457.66	\$3,000.07
Medium Subtotal	640	253	180	149	329	51.41%	\$2,718,883.27	\$4,248.26
Small Subtotal	110	200.19	54	34	88	80.00%	\$418,954.12	\$3,808.67
Micro Subtotal	5	159.4	5	0	5	100.00%	\$20,489.60	\$4,097.92
Government-wide Including USPS	7,267	192.79	4,203	1,114	5,317	73.17%	\$22,694,784.65	\$3,122.99
USPS Percentage of Cabinet Sub Total	43.32%		62.29%	30.08%	56.16%		24.20%	
USPS Percentage of Government-wide	38.82%		58.74%	25.13%	51.70%		20.83%	
Cabinet Level Subtotal Minus USPS	3,691	224.7	1,495	651	2,146	58.14%	\$14,809,246.85	\$4,012.26
Government-wide Minus USPS	4,446	228.09	1,734	834	2,568	57.76%	\$17,967,573.84	\$4,041.29

NRF = No Report Filed

Table B-9c FY 2013 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
DOD Defense Logistics Agency Wide	121	211.21	48	18	66	54.55%	\$906,951.63	\$7,495.47
DLA Aviation	25	217.44	7	3	10	40.00%	\$186,088.55	\$7,443.54
DLA Disposition Services	8	172.25	5	0	5	62.50%	\$60,299.57	\$7,537.45
DLA Distribution	43	211.37	18	5	23	53.49%	\$322,189.42	\$7,492.78
DLA Headquarters Operations Division	26	223.31	8	5	13	50.00%	\$195,717.50	\$7,527.60
DLA Land and Maritime	12	244.5	4	5	9	75.00%	\$89,937.15	\$7,494.76
DLA Logistics Information Service	2	90	2	0	2	100.00%	\$15,160.26	\$7,580.13
DLA Troop Support	5	146.8	4	0	4	80.00%	\$37,559.18	\$7,511.84
DOD National Guard Bureau Wide	9	145.22	5	1	6	66.67%	\$31,392.60	\$3,488.07
Alabama National Guard	1	200	0	0	0	0.00%	\$5,229.40	\$5,229.40
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	2	302.5	0	0	0	0.00%	\$10,458.80	\$5,229.40
Colorado National Guard	1	153	1	0	1	100.00%	\$475.00	\$475.00
Connecticut National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
DC National Guard	4	30	4	0	4	100.00%	\$10,000.00	\$2,500.00
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	1	229	0	1	1	100.00%	\$5,229.40	\$5,229.40
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

Table B-9c FY 2013 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
North Carolina National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
North Dakota National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Ohio National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Oklahoma National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Oregon National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Pennsylvania National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Puerto Rico National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Rhode Island National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
South Carolina National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
South Dakota National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Tennessee National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Texas National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Utah National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Vermont National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Virgin Islands National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Virginia National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Washington State National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
West Virginia National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Wisconsin National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Wyoming National Guard	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Agriculture Wide	428	234.87	163	49	212	49.53%	\$1,521,445.85	\$3,554.78
USDA Agricultural Marketing Service	12	390.17	8	3	11	91.67%	\$45,392.95	\$3,782.75
USDA Agricultural Research Service	21	183.9	12	3	15	71.43%	\$70,109.00	\$3,338.52
USDA Animal and Plant Health Inspection Service	26	188.15	10	3	13	50.00%	\$102,249.19	\$3,932.66
USDA Civil Rights Service Division	48	345.73	11	1	12	25.00%	\$192,000.00	\$4,000.00
USDA Economic Research Service	1	320	0	1	1	100.00%	\$3,100.00	\$3,100.00
USDA Farm Service Agency	19	184.74	12	2	14	73.68%	\$65,665.51	\$3,456.08
USDA Food and Nutrition Service	10	193.5	6	3	9	90.00%	\$45,819.40	\$4,581.94
USDA Food Safety and Inspection Service	36	227.14	14	3	17	47.22%	\$138,673.41	\$3,852.04
USDA Foreign Agricultural Service	2	227.5	0	1	1	50.00%	\$6,553.00	\$3,276.50
USDA Forest Service	133	214.96	52	17	69	51.88%	\$496,163.31	\$3,730.55
USDA Grain Inspection, Packers and Stockyards Administration	2	169	1	0	1	50.00%	\$5,660.00	\$2,830.00
USDA National Agricultural Statistics Service	1	212	0	0	0	0.00%	\$2,700.00	\$2,700.00
USDA National Institute of Food and Agriculture	1	176	1	0	1	100.00%	\$3,854.00	\$3,854.00
USDA Natural Resources Conservation Service	30	213.63	8	3	11	36.67%	\$89,255.44	\$2,975.18
USDA Office of the Chief Financial Officer	31	208.29	13	0	13	41.94%	\$94,883.87	\$3,060.77
USDA Office of the Inspector General	5	192.2	1	2	3	60.00%	\$11,196.00	\$2,239.20
USDA Risk Management Agency	4	182.25	2	0	2	50.00%	\$12,952.00	\$3,238.00
USDA Rural Development	46	265.78	12	7	19	41.30%	\$135,218.77	\$2,939.54
Department of Commerce Wide	160	182.21	105	52	157	98.12%	\$715,376.50	\$4,471.10
DOC All Other Bureaus	3	186.67	2	1	3	100.00%	\$14,378.50	\$4,792.83

Table B-9c FY 2013 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
DOC Bureau of the Census	62	179.15	45	16	61	98.39%	\$284,324.00	\$4,585.87
DOC Decennial Census	1	211	0	0	0	0.00%	\$3,306.00	\$3,306.00
DOC International Trade Administration	4	158.25	4	0	4	100.00%	\$18,431.00	\$4,607.75
DOC National Institute of Standards and Technology	12	207.67	5	7	12	100.00%	\$69,451.50	\$5,787.62
DOC National Oceanic and Atmospheric Administration	45	176.07	27	18	45	100.00%	\$201,203.50	\$4,471.19
DOC Office of the Secretary	7	215	3	3	6	85.71%	\$31,318.00	\$4,474.00
DOC U.S. Patent and Trademark Office	26	181.62	19	7	26	100.00%	\$92,964.00	\$3,575.54
Department of Energy Wide	44	211.39	24	16	40	90.91%	\$163,577.72	\$3,717.68
DOE Bonneville Power Administration	7	245.29	1	6	7	100.00%	\$20,263.00	\$2,894.71
DOE Chicago Operations	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE Environmental Management Consolidated Business Center	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE Golden Field Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE Headquarters	16	210.19	10	6	16	100.00%	\$49,124.72	\$3,070.30
DOE Idaho Operations Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE National Energy Technology Lab	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE National Nuclear Security Administration	7	247.86	3	0	3	42.86%	\$34,000.00	\$4,857.14
DOE Oak Ridge Operations	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE Office of Science and Technology Information	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE Richland Operations Office	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE Savannah River Operations	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE Southeastern Power Administration	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE Southwestern Power Administration	4	180	4	0	4	100.00%	\$25,000.00	\$6,250.00
DOE Strategic Petroleum Reserve	0	0	0	0	0	0.00%	\$0.00	\$0.00
DOE Western Area Power Administration	10	176.6	6	4	10	100.00%	\$35,190.00	\$3,519.00
Department of Health and Human Services Wide	230	162.27	176	29	205	89.13%	\$1,046,957.56	\$4,551.99
HHS Administration for Children and Families	4	153.5	3	0	3	75.00%	\$16,565.00	\$4,141.25
HHS Agency for Healthcare Research and Quality	1	238	0	0	0	0.00%	\$3,000.00	\$3,000.00
HHS Centers for Disease Control and Prevention	55	168.91	39	5	44	80.00%	\$226,809.50	\$4,123.81
HHS Centers for Medicare and Medicaid Services	14	144.57	14	0	14	100.00%	\$43,912.95	\$3,136.64
HHS Food and Drug Administration	13	188.69	7	4	11	84.62%	\$222,684.71	\$17,129.59
HHS Health Resources and Services Administration	9	99.89	9	0	9	100.00%	\$47,126.60	\$5,236.29
HHS Indian Health Service	58	139.16	50	6	56	96.55%	\$209,246.00	\$3,607.69
HHS National Institutes of Health	51	187.47	35	14	49	96.08%	\$185,476.80	\$3,636.80
HHS Office of the Secretary	20	160.25	15	0	15	75.00%	\$65,637.00	\$3,281.85
HHS Program Support Center	3	241.67	2	0	2	66.67%	\$18,184.00	\$6,061.33
HHS Substance Abuse and Mental Health Services Administration	2	121	2	0	2	100.00%	\$8,315.00	\$4,157.50
Department of Homeland Security Wide	871	227.07	485	123	608	69.80%	\$3,243,289.75	\$3,723.64
DHS Federal Emergency Management Agency	82	375.16	1	3	4	4.88%	\$220,251.65	\$2,686.00
DHS Federal Law Enforcement Training Center	2	236.5	1	1	2	100.00%	\$7,782.70	\$3,891.35

Table B-9c FY 2013 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
DHS Headquarters	29	272.38	3	8	11	37.93%	\$134,645.22	\$4,642.94
DHS Transportation Security Administration	273	174.47	194	40	234	85.71%	\$1,038,190.00	\$3,802.89
DHS U.S. Citizenship and Immigration Services	106	160.28	85	20	105	99.06%	\$421,411.75	\$3,975.58
DHS U.S. Coast Guard	42	185.52	20	22	42	100.00%	\$165,144.00	\$3,932.00
DHS U.S. Customs and Border Protection	194	162.72	166	24	190	97.94%	\$804,241.00	\$4,145.57
DHS U.S. Immigration and Customs Enforcement	121	414.1	0	4	4	3.31%	\$375,243.43	\$3,101.19
DHS U.S. Secret Service	22	207.09	15	1	16	72.73%	\$76,380.00	\$3,471.82
Department of Justice Wide	656	201.85	327	185	512	78.05%	\$2,808,957.52	\$4,281.95
DOJ Bureau of Alcohol, Tobacco, Firearms & Explosives	38	315.68	11	4	15	39.47%	\$175,437.35	\$4,616.77
DOJ Bureau of Prisons	372	167.7	228	95	323	86.83%	\$1,276,195.36	\$3,430.63
DOJ Drug Enforcement Administration	20	209.05	9	4	13	65.00%	\$93,796.06	\$4,689.80
DOJ Executive Office for Immigration Review	12	182.42	7	5	12	100.00%	\$19,740.88	\$1,645.07
DOJ Executive Office for U.S. Attorneys	16	232.56	8	7	15	93.75%	\$35,464.00	\$2,216.50
DOJ Federal Bureau of Investigation	131	223.28	41	49	90	68.70%	\$979,866.00	\$7,479.89
DOJ Office of Justice Programs	6	517.33	3	2	5	83.33%	\$19,500.00	\$3,250.00
DOJ Offices, Boards and Divisions	13	196.46	9	3	12	92.31%	\$54,372.69	\$4,182.51
DOJ U.S. Marshals Service	48	271.58	11	16	27	56.25%	\$154,585.18	\$3,220.52
Department of Labor Wide	90	256	28	60	88	97.78%	\$272,900.00	\$3,032.22
DOL All Other Bureaus	32	249.62	10	22	32	100.00%	\$98,400.00	\$3,075.00
DOL Bureau of Labor Statistics	8	279.25	2	5	7	87.50%	\$28,100.00	\$3,512.50
DOL Employment and Training Administration	3	259.67	1	2	3	100.00%	\$8,200.00	\$2,733.33
DOL Mine Safety and Health Administration	15	257.47	5	10	15	100.00%	\$45,900.00	\$3,060.00
DOL Occupational Safety and Health Administration	10	267.3	3	6	9	90.00%	\$28,100.00	\$2,810.00
DOL Office of Workers' Compensation Programs	9	260.11	2	7	9	100.00%	\$26,700.00	\$2,966.67
DOL Wage and Hour Division	13	243.31	5	8	13	100.00%	\$37,500.00	\$2,884.62
Department of the Interior Wide	286	267.85	81	33	114	39.86%	\$958,298.42	\$3,350.69
DOI Bureau of Indian Affairs	31	219.52	9	2	11	35.48%	\$96,820.00	\$3,123.23
DOI Bureau of Land Management	34	214.59	19	5	24	70.59%	\$58,390.00	\$1,717.35
DOI Bureau of Ocean Energy Management	2	311.5	0	2	2	100.00%	\$17,403.50	\$8,701.75
DOI Bureau of Reclamation	28	207.43	11	0	11	39.29%	\$70,000.00	\$2,500.00
DOI Bureau of Safety and Environmental Enforcement	6	322.17	1	3	4	66.67%	\$46,866.75	\$7,811.12
DOI National Park Service	112	328.87	14	8	22	19.64%	\$368,717.00	\$3,292.12
DOI Office of Surfacing Mining, Reclamation and Enforcement	4	338.5	0	0	0	0.00%	\$13,578.00	\$3,394.50
DOI Office of the Secretary	27	309.19	4	5	9	33.33%	\$106,093.00	\$3,929.37
DOI U.S. Fish and Wildlife Service	33	162.55	21	2	23	69.70%	\$127,039.67	\$3,849.69
DOI U.S. Geological Survey	9	249.11	2	6	8	88.89%	\$53,390.50	\$5,932.28
Department of Treasury Wide	276	244.9	77	102	179	64.86%	\$2,040,493.00	\$7,393.09
DTR Alcohol and Tobacco Tax and Trade Bureau	1	273	0	0	0	0.00%	\$7,378.98	\$7,378.98
DTR Bureau of Engraving and Printing	10	248.9	2	5	7	70.00%	\$73,789.83	\$7,378.98

Table B-9c FY 2013 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
DTR Bureau of the Public Debt	2	179	1	1	2	100.00%	\$14,757.97	\$7,378.98
DTR Departmental Offices	6	210.17	2	3	5	83.33%	\$44,273.90	\$7,378.98
DTR Financial Crimes Enforcement Network	1	308	0	0	0	0.00%	\$7,378.98	\$7,378.98
DTR Financial Management Service	5	263	1	3	4	80.00%	\$36,894.91	\$7,378.98
DTR Internal Revenue Service	211	254.68	51	76	127	60.19%	\$1,560,859.13	\$7,397.44
DTR Internal Revenue Service-Office of Chief Counsel	5	147.6	4	1	5	100.00%	\$36,894.91	\$7,378.98
DTR Office of Inspector General	0	0	0	0	0	0.00%	\$0.00	\$0.00
DTR Office of the Comptroller of the Currency	11	116.91	10	1	11	100.00%	\$81,168.81	\$7,378.98
DTR Office of the Inspector General for Tax Administration	1	332	0	0	0	0.00%	\$7,378.98	\$7,378.98
DTR Special Inspector General for the Troubled Asset Relief Program	0	0	0	0	0	0.00%	\$0.00	\$0.00
DTR U.S. Mint	23	238.91	6	12	18	78.26%	\$169,716.60	\$7,378.98
Department of Transportation Wide	274	155.18	226	33	259	94.53%	\$1,586,462.00	\$5,790.01
DOT Federal Aviation Administration	222	153.18	187	26	213	95.95%	\$1,305,138.00	\$5,879.00
DOT Federal Highway Administration	9	154.11	8	0	8	88.89%	\$48,847.00	\$5,427.44
DOT Federal Motor Carriers Safety Administration	6	226.67	3	2	5	83.33%	\$32,226.00	\$5,371.00
DOT Federal Railroad Administration	2	107.5	2	0	2	100.00%	\$9,726.00	\$4,863.00
DOT Federal Transit Administration	8	151.88	5	1	6	75.00%	\$40,936.00	\$5,117.00
DOT Maritime Administration	9	150.33	7	1	8	88.89%	\$49,863.00	\$5,540.33
DOT National Highway Traffic Safety Administration	4	138.5	3	1	4	100.00%	\$21,484.00	\$5,371.00
DOT Office of Inspector General	1	86	1	0	1	100.00%	\$4,863.00	\$4,863.00
DOT Office of the Secretary of Transportation	4	224.75	2	1	3	75.00%	\$22,500.00	\$5,625.00
DOT Pipeline and Hazardous Materials Safety Administration	5	145.2	5	0	5	100.00%	\$27,363.00	\$5,472.60
DOT Research and Innovative Technology Administration	4	180	3	1	4	100.00%	\$23,516.00	\$5,879.00
DOT Saint Lawrence Seaway Development Corporation	0	0	0	0	0	0.00%	\$0.00	\$0.00
Department of Veterans Affairs Wide	1,385	229.95	309	311	620	44.77%	\$9,231,130.54	\$6,665.08
VA All Other Offices	52	207.5	12	17	29	55.77%	\$343,248.61	\$6,600.93
VA National Cemetery Administration	17	194.82	6	3	9	52.94%	\$107,257.20	\$6,309.25
VA Veterans Benefits Administration	72	222.62	17	14	31	43.06%	\$449,381.32	\$6,241.41
VA Veterans Health Administration	1,244	231.8	274	277	551	44.29%	\$8,331,243.41	\$6,697.14
Federal Housing Finance Agency Wide	4	249.25	1	0	1	25.00%	\$17,416.00	\$4,354.00
FHFA Headquarters	3	284.67	0	0	0	0.00%	\$12,750.00	\$4,250.00
FHFA Office of Inspector General	1	143	1	0	1	100.00%	\$4,666.00	\$4,666.00
General Services Administration Wide	54	269.11	10	24	34	62.96%	\$151,810.72	\$2,811.31
GSA Central Office	16	266.06	2	5	7	43.75%	\$41,008.41	\$2,563.03
GSA National Capital Region	5	280.6	0	3	3	60.00%	\$11,932.76	\$2,386.55
GSA Region 1	0	0	0	0	0	0.00%	\$0.00	\$0.00
GSA Region 10	0	0	0	0	0	0.00%	\$0.00	\$0.00

Table B-9c FY 2013 Timeliness and Cost of All Completed Complaint Investigations

Agency or Department	Total Number Completed Investigations	Average Processing Days Completed Investigations	Number Timely Completed within 180 Days	Number Timely Completed within 181-360 Days	Total Number Timely Completed Investigations	% Investigations Timely Completed	Total Cost All Completed Investigations	Average Cost All Completed Investigations
GSA Region 2	4	304	0	0	0	0.00%	\$7,106.00	\$1,776.50
GSA Region 3	5	172.8	3	2	5	100.00%	\$13,997.25	\$2,799.45
GSA Region 4	9	367.33	1	3	4	44.44%	\$30,471.96	\$3,385.77
GSA Region 5	2	196.5	1	1	2	100.00%	\$6,885.47	\$3,442.74
GSA Region 6	0	0	0	0	0	0.00%	\$0.00	\$0.00
GSA Region 7	2	210.5	1	1	2	100.00%	\$6,847.00	\$3,423.50
GSA Region 8	3	239.67	0	3	3	100.00%	\$8,528.23	\$2,842.74
GSA Region 9	8	244.12	2	6	8	100.00%	\$25,033.64	\$3,129.20
U.S. Postal Service Wide	2,821	137.16	2,469	280	2,749	97.45%	\$4,727,210.81	\$1,675.72
USPS Capital Metro Area	339	135.6	300	33	333	98.23%	\$566,926.79	\$1,672.35
USPS Eastern Area	440	134.18	399	38	437	99.32%	\$728,468.40	\$1,655.61
USPS Great Lakes Area	326	138.71	283	29	312	95.71%	\$540,018.86	\$1,656.50
USPS Headquarters Area	60	137.38	53	7	60	100.00%	\$100,736.60	\$1,678.94
USPS Northeast Area	265	149.97	219	34	253	95.47%	\$446,681.65	\$1,685.59
USPS Office of Inspector General	9	158.22	5	2	7	77.78%	\$14,455.49	\$1,606.17
USPS Pacific Area	347	142.74	298	38	336	96.83%	\$589,271.67	\$1,698.19
USPS Southern Area	680	135.36	600	64	664	97.65%	\$1,136,834.80	\$1,671.82
USPS Western Area	355	128.77	312	35	347	97.75%	\$603,816.55	\$1,700.89
NRF = No Report Filed								

Table B-10 FY 2013 Total Number and Average Processing Days for All Complaint Closures

Agency or Department	Total Number Complaint Closures	APD Complaint Closures from Date Complaint Filed/ Remanded	Total Number Dismissals	APD Dismissals by FAD or FO from Date Complaint Filed/ Remanded	Total Number Merit Final Agency Decisions (FADs) (No AJ Decision)	APD Merit FADS from Date Complaint Filed/ Remanded	Number Final Orders (FOs) of Merit AJ Decisions	APD FOs of Merit AJ Decisions from Date Complaint Filed/ Remanded	Total Number Complaint Closures Finding Discrimination	APD Complaint Closures Finding Discrimination from Date Complaint Filed/ Remanded	Total Number Complaint Closures Finding No Discrimination	APD Complaint Closures Finding No Discrimination from Date Complaint Filed/ Remanded
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	14	596.93	1	80	5	544	3	913.67	0	0	8	682.62
American Battle Monuments Commission	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
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	8	815.88	0	0	2	687	2	2,000.50	1	2,293.00	3	1,027.33
Central Intelligence Agency	24	655.46	7	130.86	7	559.57	5	1,210.80	0	0	12	830.92
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	3	178	0	0	2	177.5	0	0	0	0	2	177.5
Consumer Financial Protection Bureau	7	197	1	27	2	353.5	0	0	0	0	2	353.5
Consumer Product Safety Commission	3	513.33	0	0	1	108	0	0	0	0	1	108
Corporation for National and Community Service	7	308	0	0	4	209.25	3	439.67	0	0	7	308
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	11	578.91	3	106.33	0	0	4	1,175.25	0	0	4	1,175.25
Defense Army and Air Force Exchange Service	88	257.32	21	74.43	19	349.95	12	654.67	0	0	31	467.9
Defense Commissary Agency	113	324.09	19	27.63	39	391.64	14	745.79	0	0	53	485.19
Defense Contract Audit Agency	30	226.87	4	41.25	5	251.4	1	657	0	0	6	319
Defense Contract Management Agency	38	370.84	15	249.27	5	518.4	4	759	0	0	9	625.33
Defense Health Agency	5	372.4	0	0	4	414.5	0	0	0	0	4	414.5
Defense Human Resources Activity	6	435.17	2	35.5	1	633	1	408	0	0	2	520.5
Defense Information Systems Agency	21	584.29	4	421.5	0	0	5	1,354.00	0	0	5	1,354.00
Defense Intelligence Agency	34	404.62	7	61.71	10	659.9	3	548.33	1	914	12	610.83
Defense Logistics Agency	99	356.28	24	50.21	29	416.41	17	745.53	0	0	46	538.04
Defense Media Activity	0	0	0	0	0	0	0	0	0	0	0	0

Table B-10 FY 2013 Total Number and Average Processing Days for All Complaint Closures

Agency or Department	Total Number Complaint Closures	APD Complaint Closures from Date Complaint Filed/ Remanded	Total Number Dismissals	APD Dismissals by FAD or FO from Date Complaint Filed/ Remanded	Total Number Merit Final Agency Decisions (FADs) (No AJ Decision)	APD Merit FADS from Date Complaint Filed/ Remanded	Number Final Orders (FOs) of Merit AJ Decisions	APD FOs of Merit AJ Decisions from Date Complaint Filed/ Remanded	Total Number Complaint Closures Finding Discrimination	APD Complaint Closures Finding Discrimination from Date Complaint Filed/ Remanded	Total Number Complaint Closures Finding No Discrimination	APD Complaint Closures Finding No Discrimination from Date Complaint Filed/ Remanded
Defense Security Service	9	121.11	2	80	2	80	2	210	4	145	0	0
Defense Technical Information Center	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	10	330.1	0	0	1	322	1	722	0	0	2	522
Defense Finance and Accounting Service	37	383.54	6	18.67	9	342.22	3	609	1	416	11	408.27
Defense Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	4	228.25	2	60.5	0	0	1	737	0	0	1	737
Defense National Geospatial-Intelligence Agency	23	613.22	0	0	4	657.25	5	556.4	0	0	9	601.22
Defense National Guard Bureau	19	449.42	11	235.64	4	1,181.25	0	0	0	0	4	1,181.25
Defense National Security Agency	29	539	5	131.2	7	352.57	3	1,666.67	1	1,884.00	9	620.44
Defense Office of Inspector General	7	518.71	0	0	4	182.75	1	1,507.00	0	0	5	447.6
Defense Office of the Secretary/Washington Headquarters Services	31	533.03	7	48.71	12	629.25	2	1,077.00	0	0	14	693.21
Defense Uniformed Services University of the Health Sciences	1	1,127.00	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	538	591.37	72	103.42	200	608.7	73	912.88	20	847.1	253	677.62
Department of Commerce	361	541.7	25	49.04	217	632.22	50	841.74	2	976.5	265	669.15
Department of Defense Education Activity	62	339.19	15	32.13	12	393.33	9	725.44	0	0	21	535.67
Department of Education	33	341.76	6	18.67	12	369.25	6	728.83	1	1,215.00	17	446.41
Department of Energy	66	360.06	21	301.1	9	401.33	6	836.83	1	357	14	591.14
Department of Health and Human Services	319	353.22	81	119.98	63	373.75	33	759.24	4	567.25	92	503.61
Department of Homeland Security	1,164	704.31	138	144.71	455	542.52	244	1,608.96	24	921.96	675	914.53
Department of Housing and Urban Development	68	562.18	13	163.23	13	618.85	22	852.09	0	0	35	765.46
Department of Justice	694	537.13	115	213.29	255	574.39	143	843.29	14	2,272.14	384	612.63
Department of Labor	95	433.95	23	155.43	28	413.61	13	728.54	0	0	41	513.46
Department of State	148	476.02	24	79.21	65	547.52	16	920.5	1	654	80	620.79
Department of the Air Force	426	503.54	76	180.45	72	751.69	77	972.42	2	35,072.00	147	400.37
Department of the Army	1,130	336.6	241	63.83	155	553.8	134	800.78	11	893.55	278	659.4
Department of the Interior	302	553.64	28	240.32	106	666.7	39	880.23	4	1,227.50	141	709.85
Department of the Navy	672	442.29	113	51.97	155	537.43	85	985.27	1	1,770.00	239	691.55
Department of the Treasury	342	533.56	34	95.41	113	438.27	92	897.35	0	0	205	644.29
Department of Transportation	374	453.59	105	32.97	76	295.92	90	986.54	6	1,238.50	160	649.05
Department of Veterans Affairs	1,955	394.25	380	121.5	564	457.09	300	707.54	37	687.54	827	537.63
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	48	525.56	7	225.86	10	526.4	9	1,011.78	0	0	19	756.32
Equal Employment Opportunity Commission	21	362.57	6	184.67	4	426.5	1	508	0	0	5	442.8

Table B-10 FY 2013 Total Number and Average Processing Days for All Complaint Closures

Agency or Department	Total Number Complaint Closures	APD Complaint Closures from Date Complaint Filed/ Remanded	Total Number Dismissals	APD Dismissals by FAD or FO from Date Complaint Filed/ Remanded	Total Number Merit Final Agency Decisions (FADs) (No AJ Decision)	APD Merit FADS from Date Complaint Filed/ Remanded	Number Final Orders (FOs) of Merit AJ Decisions	APD FOs of Merit AJ Decisions from Date Complaint Filed/ Remanded	Total Number Complaint Closures Finding Discrimination	APD Complaint Closures Finding Discrimination from Date Complaint Filed/ Remanded	Total Number Complaint Closures Finding No Discrimination	APD Complaint Closures Finding No Discrimination from Date Complaint Filed/ Remanded
Export-Import Bank of the United States	1	67	0	0	1	67	0	0	0	0	1	67
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	3	48.33	2	30	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	35	377.89	9	65.11	11	505.18	2	972.5	0	0	13	577.08
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	6	375.5	2	180	3	431	1	600	0	0	4	473.25
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	4	572.75	0	0	2	306.5	0	0	0	0	2	306.5
Federal Labor Relations Authority	2	185	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
Federal Mediation and Conciliation Service	1	239	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	13	391.15	1	27	7	357.29	0	0	0	0	7	357.29
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1	322	0	0	1	322	0	0	0	0	1	322
General Services Administration	88	452.69	26	100.54	17	398.53	14	1,011.21	1	346	30	686.2
Government Printing Office	62	752.26	11	68.64	8	697.75	19	1,613.95	0	0	27	1,342.48
Harry S. Truman Scholarship	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
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	1	90	1	90	0	0	0	0	0	0	0	0
International Boundary and Water Commission	2	463.5	0	0	0	0	1	201	1	201	0	0
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0	0	0	0	0	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	40	377.38	14	82	10	562.7	7	863.86	0	0	17	686.71
National Archives and Records Administration	8	537.88	2	1,347.00	2	430	1	562	0	0	3	474

Table B-10 FY 2013 Total Number and Average Processing Days for All Complaint Closures

Agency or Department	Total Number Complaint Closures	APD Complaint Closures from Date Complaint Filed/ Remanded	Total Number Dismissals	APD Dismissals by FAD or FO from Date Complaint Filed/ Remanded	Total Number Merit Final Agency Decisions (FADs) (No AJ Decision)	APD Merit FADS from Date Complaint Filed/ Remanded	Number Final Orders (FOs) of Merit AJ Decisions	APD FOs of Merit AJ Decisions from Date Complaint Filed/ Remanded	Total Number Complaint Closures Finding Discrimination	APD Complaint Closures Finding Discrimination from Date Complaint Filed/ Remanded	Total Number Complaint Closures Finding No Discrimination	APD Complaint Closures Finding No Discrimination from Date Complaint Filed/ Remanded
National Capital Planning Commission	0	0	0	0	0	0	0	0	0	0	0	0
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	5	457	1	135	1	295	1	435	0	0	2	365
National Endowment for the Arts	1	72	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 Gallery of Art	2	25.5	1	9	1	42	0	0	0	0	1	42
National Indian Gaming Commission	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	12	255.75	2	16	2	190	0	0	0	0	2	190
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	3	22.67	3	22.67	0	0	0	0	0	0	0	0
National Science Foundation	6	375	1	35	1	579	2	737	0	0	3	684.33
National Transportation Safety Board	1	437	1	437	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
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	17	489.47	2	296	3	278.67	0	0	0	0	3	278.67
Nuclear Waste Technical Review Board	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	38	208.68	9	148.89	4	379	2	193.5	0	0	6	317.17
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	5	439.4	2	98.5	1	370	0	0	0	0	1	370
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	2	700	0	0	2	700	0	0	0	0	2	700
Pension Benefit Guaranty Corporation	12	548.5	3	38	3	369.33	2	800.5	0	0	5	541.8
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	628.5	0	0	1	319	1	938	0	0	2	628.5
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	11	311.73	1	37	3	359	1	1,415.00	0	0	4	623
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	31	1,538.58	11	96	9	214.67	4	22.75	1	408	12	134.58
Smithsonian Institution	8	481.75	2	47.5	1	234	2	1,377.00	1	1,846.00	2	571
Social Security Administration	436	532.95	82	188.49	148	577.2	91	900.02	7	1,253.43	232	683.42

Table B-10 FY 2013 Total Number and Average Processing Days for All Complaint Closures

Agency or Department	Total Number Complaint Closures	APD Complaint Closures from Date Complaint Filed/ Remanded	Total Number Dismissals □	APD Dismissals by FAD or FO from Date Complaint Filed/ Remanded	Total Number Merit Final Agency Decisions (FADs) (No AJ Decision)	APD Merit FADS from Date Complaint Filed/ Remanded	Number Final Orders (FOs) of Merit AJ Decisions	APD FOs of Merit AJ Decisions from Date Complaint Filed/ Remanded	Total Number Complaint Closures Finding Discrimination	APD Complaint Closures Finding Discrimination from Date Complaint Filed/ Remanded	Total Number Complaint Closures Finding No Discrimination	APD Complaint Closures Finding No Discrimination from Date Complaint Filed/ Remanded
Tennessee Valley Authority	48	409.44	8	217.12	23	291.43	14	779.07	3	412.67	34	481.53
Trade and Development Agency	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	4,310	278.64	1,240	31.23	1,178	266.49	837	626.8	34	1,009.74	1,981	405.97
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	13,663	412.28	2,879	77.83	3,903	448.33	2,344	841.71	169	1,390.38	6,078	573.85
Medium Subtotal	838	513.03	178	163.85	247	501.09	150	874.55	13	970.15	384	631.09
Small Subtotal	214	557.15	43	103.49	55	447.89	42	1,269.74	2	1,247.00	95	794.41
Micro Subtotal	1	90	1	90	0	0	0	0	0	0	0	0
Government-wide	14,716	420.11	3,101	83.13	4,205	451.43	2,536	850.74	184	1,359.14	6,557	580.39
NRF = No Report Filed												

Table B-11 FY 2013 Types of Complaint Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawals	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	14	4	28.57%	1	7.14%	1	7.14%	8	57.14%
American Battle Monuments Commission	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
Architectural and 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	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	8	4	50.00%	0	0.00%	0	0.00%	4	50.00%
Central Intelligence Agency	24	4	16.67%	1	4.17%	7	29.17%	12	50.00%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Comm for the Preservation of America's Heritage Abroad	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%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	3	0	0.00%	1	33.33%	0	0.00%	2	66.67%
Consumer Financial Protection Bureau	7	4	57.14%	0	0.00%	1	14.29%	2	28.57%
Consumer Product Safety Commission	3	2	66.67%	0	0.00%	0	0.00%	1	33.33%
Corporation for National and Community Service	7	0	0.00%	0	0.00%	0	0.00%	7	100.00%
Council of the Inspectors General on Integrity & Efficiency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	11	3	27.27%	1	9.09%	3	27.27%	4	36.36%
Defense Army and Air Force Exchange Service	88	23	26.14%	13	14.77%	21	23.86%	31	35.23%
Defense Commissary Agency	113	19	16.81%	22	19.47%	19	16.81%	53	46.90%
Defense Contract Audit Agency	30	12	40.00%	8	26.67%	4	13.33%	6	20.00%
Defense Contract Management Agency	38	12	31.58%	2	5.26%	15	39.47%	9	23.68%
Defense Health Agency	5	1	20.00%	0	0.00%	0	0.00%	4	80.00%
Defense Human Resources Activity	6	2	33.33%	0	0.00%	2	33.33%	2	33.33%
Defense Information Systems Agency	21	7	33.33%	5	23.81%	4	19.05%	5	23.81%
Defense Intelligence Agency	34	10	29.41%	4	11.76%	7	20.59%	13	38.24%
Defense Logistics Agency	99	24	24.24%	5	5.05%	24	24.24%	46	46.46%
Defense Media Activity	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Security Service	9	1	11.11%	2	22.22%	2	22.22%	4	44.44%
Defense Technical Information Center	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	10	7	70.00%	1	10.00%	0	0.00%	2	20.00%
Defense Finance and Accounting Service	37	18	48.65%	1	2.70%	6	16.22%	12	32.43%
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	4	1	25.00%	0	0.00%	2	50.00%	1	25.00%
Defense National Geospatial-Intelligence Agency	23	12	52.17%	2	8.70%	0	0.00%	9	39.13%

Table B-11 FY 2013 Types of Complaint Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawals	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Defense National Guard Bureau	19	3	15.79%	1	5.26%	11	57.89%	4	21.05%
Defense National Security Agency	29	12	41.38%	2	6.90%	5	17.24%	10	34.48%
Defense Office of Inspector General	7	2	28.57%	0	0.00%	0	0.00%	5	71.43%
Defense Office of the Secretary/Washington Headquarters Services	31	5	16.13%	5	16.13%	7	22.58%	14	45.16%
Defense Uniformed Services University of the Health Sciences	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	538	167	31.04%	26	4.83%	72	13.38%	273	50.74%
Department of Commerce	361	61	16.90%	8	2.22%	25	6.93%	267	73.96%
Department of Defense Education Activity	62	19	30.65%	7	11.29%	15	24.19%	21	33.87%
Department of Defense	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Education	33	4	12.12%	5	15.15%	6	18.18%	18	54.55%
Department of Energy	66	23	34.85%	7	10.61%	21	31.82%	15	22.73%
Department of Health and Human Services	319	119	37.30%	23	7.21%	81	25.39%	96	30.09%
Department of Homeland Security	1,164	232	19.93%	95	8.16%	138	11.86%	699	60.05%
Department of Housing and Urban Development	68	16	23.53%	4	5.88%	13	19.12%	35	51.47%
Department of Justice	694	106	15.27%	75	10.81%	115	16.57%	398	57.35%
Department of Labor	95	21	22.11%	10	10.53%	23	24.21%	41	43.16%
Department of State	148	31	20.95%	12	8.11%	24	16.22%	81	54.73%
Department of the Air Force	426	161	37.79%	40	9.39%	76	17.84%	149	34.98%
Department of the Army	1,130	478	42.30%	122	10.80%	241	21.33%	289	25.58%
Department of the Interior	302	111	36.75%	18	5.96%	28	9.27%	145	48.01%
Department of the Navy	672	251	37.35%	68	10.12%	113	16.82%	240	35.71%
Department of Treasury	342	73	21.35%	30	8.77%	34	9.94%	205	59.94%
Department of Transportation	374	78	20.86%	25	6.68%	105	28.07%	166	44.39%
Department of Veterans Affairs	1,955	492	25.17%	219	11.20%	380	19.44%	864	44.19%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	48	4	8.33%	18	37.50%	7	14.58%	19	39.58%
Equal Employment Opportunity Commission	21	9	42.86%	1	4.76%	6	28.57%	5	23.81%
Export-Import Bank of the United States	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
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	3	1	33.33%	0	0.00%	2	66.67%	0	0.00%
Federal Deposit Insurance Corporation	35	9	25.71%	4	11.43%	9	25.71%	13	37.14%
Federal Election Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	6	0	0.00%	0	0.00%	2	33.33%	4	66.67%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	4	2	50.00%	0	0.00%	0	0.00%	2	50.00%
Federal Labor Relations Authority	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	1	1	100.00%	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%

Table B-11 FY 2013 Types of Complaint Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawals	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Federal Reserve System - Board of Governors	13	3	23.08%	2	15.38%	1	7.69%	7	53.85%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Trade Commission	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
General Services Administration	88	24	27.27%	7	7.95%	26	29.55%	31	35.23%
Government Printing Office	62	13	20.97%	11	17.74%	11	17.74%	27	43.55%
Harry S. Truman Scholarship	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Illinois & Michigan Canal Nat'l Heritage Corridor Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
International Boundary and Water Commission	2	1	50.00%	0	0.00%	0	0.00%	1	50.00%
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	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%
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	40	8	20.00%	1	2.50%	14	35.00%	17	42.50%
National Archives and Records Administration	8	2	25.00%	1	12.50%	2	25.00%	3	37.50%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Commission on Libraries & Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	5	2	40.00%	0	0.00%	1	20.00%	2	40.00%
National Endowment for the Arts	1	1	100.00%	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 Gallery of Art	2	0	0.00%	0	0.00%	1	50.00%	1	50.00%
National Indian Gaming Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Labor Relations Board	12	8	66.67%	0	0.00%	2	16.67%	2	16.67%
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	3	0	0.00%	0	0.00%	3	100.00%	0	0.00%
National Science Foundation	6	1	16.67%	1	16.67%	1	16.67%	3	50.00%
National Transportation Safety Board	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	17	12	70.59%	0	0.00%	2	11.76%	3	17.65%
Nuclear Waste Technical Review Board	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	38	17	44.74%	6	15.79%	9	23.68%	6	15.79%

Table B-11 FY 2013 Types of Complaint Closures

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawals	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Office of Special Counsel	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	5	2	40.00%	0	0.00%	2	40.00%	1	20.00%
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Peace Corps	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Pension Benefit Guaranty Corporation	12	1	8.33%	3	25.00%	3	25.00%	5	41.67%
Postal Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	11	3	27.27%	3	27.27%	1	9.09%	4	36.36%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	31	5	16.13%	2	6.45%	11	35.48%	13	41.94%
Smithsonian Institution	8	3	37.50%	0	0.00%	2	25.00%	3	37.50%
Social Security Administration	436	70	16.06%	45	10.32%	82	18.81%	239	54.82%
Tennessee Valley Authority	48	0	0.00%	3	6.25%	8	16.67%	37	77.08%
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	4,310	797	18.49%	258	5.99%	1,240	28.77%	2,015	46.75%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	13,663	3,412	24.97%	1,125	8.23%	2,879	21.07%	6,247	45.72%
Medium Subtotal	838	172	20.53%	91	10.86%	178	21.24%	397	47.37%
Small Subtotal	214	53	24.77%	21	9.81%	43	20.09%	97	45.33%
Micro Subtotal	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Government-wide	14,716	3,637	24.71%	1,237	8.41%	3,101	21.07%	6,741	45.81%

NRF = No Report Filed

Table B-11a FY 2013 Types of Complaint Closures - Sub-Component Data

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawals	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
DOD Defense Logistics Agency Wide	99	24	24.24%	5	5.05%	24	24.24%	46	46.46%
DLA Aviation	16	4	25.00%	1	6.25%	1	6.25%	10	62.50%
DLA Disposition Services	5	1	20.00%	0	0.00%	1	20.00%	3	60.00%
DLA Distribution	43	5	11.63%	2	4.65%	13	30.23%	23	53.49%
DLA Headquarters Operations Division	20	8	40.00%	1	5.00%	5	25.00%	6	30.00%
DLA Land and Maritime	9	5	55.56%	0	0.00%	1	11.11%	3	33.33%
DLA Logistics Information Service	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DLA Troop Support	6	1	16.67%	1	16.67%	3	50.00%	1	16.67%
Defense National Guard Bureau Wide	19	3	15.79%	1	5.26%	11	57.89%	4	21.05%
Alabama National Guard	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Alaska National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arizona National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arkansas National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
California National Guard	5	2	40.00%	0	0.00%	3	60.00%	0	0.00%
Colorado National Guard	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Connecticut National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DC National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Delaware National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Florida National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Georgia National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
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%	0	0.00%	1	100.00%	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	1	1	100.00%	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	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Mississippi National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Missouri National Guard	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Montana National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nebraska National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nevada National Guard	3	0	0.00%	0	0.00%	0	0.00%	3	100.00%
New Hampshire National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
New Jersey National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
New Mexico National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-11a FY 2013 Types of Complaint Closures - Sub-Component Data

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawals	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
New York National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
North Carolina National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
North Dakota National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Ohio National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Oklahoma National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Oregon National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Pennsylvania National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Puerto Rico National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Rhode Island National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
South Carolina National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
South Dakota National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Tennessee National Guard	3	0	0.00%	0	0.00%	3	100.00%	0	0.00%
Texas National Guard	1	0	0.00%	1	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	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
Wyoming National Guard	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Department of Agriculture Wide	538	167	31.04%	26	4.83%	72	13.38%	273	50.74%
USDA Agricultural Marketing Service	15	2	13.33%	0	0.00%	3	20.00%	10	66.67%
USDA Agricultural Research Service	23	4	17.39%	2	8.70%	2	8.70%	15	65.22%
USDA Animal and Plant Health Inspection Service	47	14	29.79%	1	2.13%	8	17.02%	24	51.06%
USDA Civil Rights Service Division	35	21	60.00%	2	5.71%	4	11.43%	8	22.86%
USDA Economic Research Service	15	14	93.33%	0	0.00%	0	0.00%	1	6.67%
USDA Farm Service Agency	29	4	13.79%	3	10.34%	2	6.90%	20	68.97%
USDA Food and Nutrition Service	11	4	36.36%	2	18.18%	2	18.18%	3	27.27%
USDA Food Safety and Inspection Service	63	20	31.75%	3	4.76%	9	14.29%	31	49.21%
USDA Foreign Agricultural Service	3	2	66.67%	0	0.00%	0	0.00%	1	33.33%
USDA Forest Service	159	47	29.56%	5	3.14%	30	18.87%	77	48.43%
USDA Grain Inspection, Packers and Stockyards Administration	6	1	16.67%	1	16.67%	1	16.67%	3	50.00%
USDA National Agricultural Statistics Service	2	1	50.00%	0	0.00%	0	0.00%	1	50.00%
USDA National Institute of Food and Agriculture	2	1	50.00%	1	50.00%	0	0.00%	0	0.00%
USDA Natural Resources Conservation Service	26	11	42.31%	1	3.85%	4	15.38%	10	38.46%
USDA Office of the Chief Financial Officer	42	7	16.67%	3	7.14%	0	0.00%	32	76.19%
USDA Office of the Inspector General	7	0	0.00%	0	0.00%	1	14.29%	6	85.71%
USDA Risk Management Agency	6	1	16.67%	0	0.00%	2	33.33%	3	50.00%
USDA Rural Development	47	13	27.66%	2	4.26%	4	8.51%	28	59.57%
Department of Commerce Wide	361	61	16.90%	8	2.22%	25	6.93%	267	73.96%

Table B-11a FY 2013 Types of Complaint Closures - Sub-Component Data

Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawals	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
DOC All Other Bureaus	9	1	11.11%	2	22.22%	2	22.22%	4	44.44%
DOC Bureau of the Census	76	20	26.32%	3	3.95%	0	0.00%	53	69.74%
DOC Decennial Census	160	13	8.12%	0	0.00%	0	0.00%	147	91.88%
DOC International Trade Administration	4	0	0.00%	0	0.00%	0	0.00%	4	100.00%
DOC National Institute of Standards and Technology	13	4	30.77%	0	0.00%	7	53.85%	2	15.38%
DOC National Oceanic and Atmospheric Administration	60	13	21.67%	2	3.33%	7	11.67%	38	63.33%
DOC Office of the Secretary	11	1	9.09%	0	0.00%	3	27.27%	7	63.64%
DOC U.S. Patent and Trademark Office	28	9	32.14%	1	3.57%	6	21.43%	12	42.86%
Department of Energy Wide	66	23	34.85%	7	10.61%	21	31.82%	15	22.73%
DOE Bonneville Power Administration	8	3	37.50%	0	0.00%	2	25.00%	3	37.50%
DOE Chicago Operations	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Environmental Management Consolidated Business Center	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Golden Field Office	6	4	66.67%	0	0.00%	0	0.00%	2	33.33%
DOE Headquarters	24	6	25.00%	6	25.00%	10	41.67%	2	8.33%
DOE Idaho Operations Office	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE National Energy Technology Lab	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
DOE National Nuclear Security Administration	12	4	33.33%	1	8.33%	5	41.67%	2	16.67%
DOE Oak Ridge Operations	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
DOE Office of Science and Technology Information	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Richland Operations Office	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Savannah River Operations	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Southeastern Power Administration	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Southwestern Power Administration	4	1	25.00%	0	0.00%	2	50.00%	1	25.00%
DOE Strategic Petroleum Reserve	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DOE Western Area Power Administration	10	5	50.00%	0	0.00%	1	10.00%	4	40.00%
Department of Health and Human Services Wide	319	119	37.30%	23	7.21%	81	25.39%	96	30.09%
HHS Administration for Children and Families	8	2	25.00%	0	0.00%	1	12.50%	5	62.50%
HHS Agency for Healthcare Research and Quality	4	1	25.00%	1	25.00%	0	0.00%	2	50.00%
HHS Centers for Disease Control and Prevention	43	16	37.21%	3	6.98%	8	18.60%	16	37.21%
HHS Centers for Medicare and Medicaid Services	30	11	36.67%	1	3.33%	0	0.00%	18	60.00%
HHS Food and Drug Administration	38	11	28.95%	5	13.16%	6	15.79%	16	42.11%
HHS Health Resources and Services Administration	13	6	46.15%	2	15.38%	2	15.38%	3	23.08%
HHS Indian Health Service	92	30	32.61%	4	4.35%	47	51.09%	11	11.96%
HHS National Institutes of Health	64	34	53.12%	2	3.12%	13	20.31%	15	23.44%
HHS Office of the Secretary	18	5	27.78%	3	16.67%	3	16.67%	7	38.89%
HHS Program Support Center	5	2	40.00%	2	40.00%	1	20.00%	0	0.00%

Table B-11a FY 2013 Types of Complaint Closures - Sub-Component Data									
Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawals	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
HHS Substance Abuse and Mental Health Services Administration	4	1	25.00%	0	0.00%	0	0.00%	3	75.00%
Department of Homeland Security Wide	1,164	232	19.93%	95	8.16%	138	11.86%	699	60.05%
DHS U.S. Citizenship and Immigration Services	117	22	18.80%	16	13.68%	13	11.11%	66	56.41%
DHS U.S. Customs and Border Protection	237	53	22.36%	18	7.59%	32	13.50%	134	56.54%
DHS Federal Emergency Management Agency	154	20	12.99%	10	6.49%	11	7.14%	113	73.38%
DHS Federal Law Enforcement Training Center	9	2	22.22%	1	11.11%	0	0.00%	6	66.67%
DHS Headquarters	38	2	5.26%	7	18.42%	7	18.42%	22	57.89%
DHS U.S. Immigration and Customs Enforcement	103	26	25.24%	18	17.48%	5	4.85%	54	52.43%
DHS Transportation Security Administration	418	82	19.62%	17	4.07%	57	13.64%	262	62.68%
DHS U.S. Coast Guard	53	15	28.30%	5	9.43%	7	13.21%	26	49.06%
DHS U.S. Secret Service	35	10	28.57%	3	8.57%	6	17.14%	16	45.71%
Department of Justice Wide	694	106	15.27%	75	10.81%	115	16.57%	398	57.35%
DOJ Bureau of Alcohol, Tobacco, Firearms & Explosives	42	13	30.95%	4	9.52%	4	9.52%	21	50.00%
DOJ Bureau of Prisons	373	50	13.40%	37	9.92%	58	15.55%	228	61.13%
DOJ Drug Enforcement Administration	40	2	5.00%	4	10.00%	9	22.50%	25	62.50%
DOJ Executive Office for Immigration Review	9	3	33.33%	2	22.22%	0	0.00%	4	44.44%
DOJ Executive Office for U.S. Attorneys	33	12	36.36%	3	9.09%	5	15.15%	13	39.39%
DOJ Federal Bureau of Investigation	114	6	5.26%	17	14.91%	19	16.67%	72	63.16%
DOJ Office of Justice Programs	4	2	50.00%	0	0.00%	1	25.00%	1	25.00%
DOJ Offices, Boards and Divisions	33	10	30.30%	3	9.09%	7	21.21%	13	39.39%
DOJ U.S. Marshals Service	46	8	17.39%	5	10.87%	12	26.09%	21	45.65%
Department of Labor Wide	95	21	22.11%	10	10.53%	23	24.21%	41	43.16%
DOL All Other Bureaus	27	7	25.93%	6	22.22%	4	14.81%	10	37.04%
DOL Bureau of Labor Statistics	3	0	0.00%	0	0.00%	2	66.67%	1	33.33%
DOL Employment and Training Administration	12	0	0.00%	0	0.00%	6	50.00%	6	50.00%
DOL Mine Safety and Health Administration	14	7	50.00%	1	7.14%	1	7.14%	5	35.71%
DOL Occupational Safety and Health Administration	8	3	37.50%	0	0.00%	0	0.00%	5	62.50%
DOL Office of Workers' Compensation Programs	12	1	8.33%	1	8.33%	4	33.33%	6	50.00%
DOL Wage and Hour Division	19	3	15.79%	2	10.53%	6	31.58%	8	42.11%
Department of the Interior Wide	302	111	36.75%	18	5.96%	28	9.27%	145	48.01%
DOI Bureau of Indian Affairs	60	19	31.67%	3	5.00%	7	11.67%	31	51.67%
DOI Bureau of Land Management	35	17	48.57%	4	11.43%	0	0.00%	14	40.00%
DOI Bureau of Ocean Energy Management	2	0	0.00%	0	0.00%	1	50.00%	1	50.00%
DOI Bureau of Reclamation	24	12	50.00%	2	8.33%	1	4.17%	9	37.50%
DOI Bureau of Safety and Environmental Enforcement	2	0	0.00%	1	50.00%	0	0.00%	1	50.00%
DOI National Park Service	98	39	39.80%	5	5.10%	11	11.22%	43	43.88%

Table B-11a FY 2013 Types of Complaint Closures - Sub-Component Data									
Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawals	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
DOI Office of Surfacing Mining, Reclamation and Enforcement	9	0	0.00%	0	0.00%	1	11.11%	8	88.89%
DOI Office of the Secretary	30	11	36.67%	2	6.67%	3	10.00%	14	46.67%
DOI U.S. Fish and Wildlife Service	30	9	30.00%	1	3.33%	3	10.00%	17	56.67%
DOI U.S. Geological Survey	12	4	33.33%	0	0.00%	1	8.33%	7	58.33%
Department of Treasury Wide	342	73	21.35%	30	8.77%	34	9.94%	205	59.94%
DTR Alcohol and Tobacco Tax and Trade Bureau	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%
DTR Bureau of Engraving and Printing	9	0	0.00%	1	11.11%	2	22.22%	6	66.67%
DTR Bureau of Fiscal Service	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
DTR Bureau of the Public Debt	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
DTR Departmental Offices	8	3	37.50%	0	0.00%	0	0.00%	5	62.50%
DTR Financial Crimes Enforcement Network	3	0	0.00%	1	33.33%	0	0.00%	2	66.67%
DTR Financial Management Service	9	4	44.44%	4	44.44%	0	0.00%	1	11.11%
DTR Internal Revenue Service	264	46	17.42%	18	6.82%	29	10.98%	171	64.77%
DTR Internal Revenue Service-Office of Chief Counsel	9	4	44.44%	1	11.11%	1	11.11%	3	33.33%
DTR Office of Inspector General	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DTR Office of the Comptroller of the Currency	11	5	45.45%	2	18.18%	1	9.09%	3	27.27%
DTR Office of the Inspector General for Tax Administration	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
DTR Special Inspector General for the Troubled Asset Relief Program	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DTR U.S. Mint	25	9	36.00%	2	8.00%	1	4.00%	13	52.00%
Department of Transportation Wide	374	78	20.86%	25	6.68%	105	28.07%	166	44.39%
DOT Federal Aviation Administration	313	57	18.21%	24	7.67%	87	27.80%	145	46.33%
DOT Federal Highway Administration	13	6	46.15%	0	0.00%	2	15.38%	5	38.46%
DOT Federal Motor Carriers Safety Administration	6	1	16.67%	0	0.00%	2	33.33%	3	50.00%
DOT Federal Railroad Administration	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
DOT Federal Transit Administration	5	1	20.00%	0	0.00%	2	40.00%	2	40.00%
DOT Maritime Administration	10	4	40.00%	1	10.00%	4	40.00%	1	10.00%
DOT National Highway Traffic Safety Administration	10	0	0.00%	0	0.00%	2	20.00%	8	80.00%
DOT Office of Inspector General	2	0	0.00%	0	0.00%	1	50.00%	1	50.00%
DOT Office of the Secretary of Transportation	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
DOT Pipeline and Hazardous Materials Safety Administration	4	2	50.00%	0	0.00%	2	50.00%	0	0.00%
DOT Research and Innovative Technology Administration	9	7	77.78%	0	0.00%	1	11.11%	1	11.11%
DOT Saint Lawrence Seaway Development Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-11a FY 2013 Types of Complaint Closures - Sub-Component Data									
Agency or Department	Total Complaint Closures	Number Closures by Settlement	% Settlements	Number Closures by Withdrawals	% Withdrawals	Number Dismissal Closures	% Dismissals	Number Merit Complaint Closures	% Merit Complaint Closures
Department of Veterans Affairs Wide	1,955	492	25.17%	219	11.20%	380	19.44%	864	44.19%
VA All Other Offices	79	29	36.71%	9	11.39%	16	20.25%	25	31.65%
VA National Cemetery Administration	18	2	11.11%	2	11.11%	4	22.22%	10	55.56%
VA Veterans Benefits Administration	138	40	28.99%	6	4.35%	30	21.74%	62	44.93%
VA Veterans Health Administration	1,720	421	24.48%	202	11.74%	330	19.19%	767	44.59%
Federal Housing Finance Agency Wide	4	2	50.00%	0	0.00%	0	0.00%	2	50.00%
FHFA Headquarters	3	2	66.67%	0	0.00%	0	0.00%	1	33.33%
FHFA Office of Inspector General	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
General Services Administration Wide	88	24	27.27%	7	7.95%	26	29.55%	31	35.23%
GSA Central Office	24	4	16.67%	3	12.50%	8	33.33%	9	37.50%
GSA National Capital Region	15	4	26.67%	2	13.33%	2	13.33%	7	46.67%
GSA Region 1	3	1	33.33%	0	0.00%	1	33.33%	1	33.33%
GSA Region 10	1	0	0.00%	0	0.00%	0	0.00%	1	100.00%
GSA Region 2	9	3	33.33%	0	0.00%	4	44.44%	2	22.22%
GSA Region 3	2	0	0.00%	0	0.00%	2	100.00%	0	0.00%
GSA Region 4	12	5	41.67%	1	8.33%	2	16.67%	4	33.33%
GSA Region 5	2	0	0.00%	0	0.00%	1	50.00%	1	50.00%
GSA Region 6	4	2	50.00%	0	0.00%	0	0.00%	2	50.00%
GSA Region 7	4	3	75.00%	0	0.00%	1	25.00%	0	0.00%
GSA Region 8	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%
GSA Region 9	11	2	18.18%	1	9.09%	4	36.36%	4	36.36%
U.S. Postal Service Wide	4,310	797	18.49%	258	5.99%	1,240	28.77%	2,015	46.75%
USPS Capital Metro Area	514	84	16.34%	18	3.50%	160	31.13%	252	49.03%
USPS Eastern Area	691	120	17.37%	55	7.96%	200	28.94%	316	45.73%
USPS Great Lakes Area	496	88	17.74%	28	5.65%	137	27.62%	243	48.99%
USPS Headquarters Area	79	12	15.19%	4	5.06%	20	25.32%	43	54.43%
USPS Northeast Area	423	88	20.80%	29	6.86%	111	26.24%	195	46.10%
USPS Office of Inspector General	17	2	11.76%	2	11.76%	5	29.41%	8	47.06%
USPS Pacific Area	488	108	22.13%	25	5.12%	147	30.12%	208	42.62%
USPS Southern Area	1,115	196	17.58%	66	5.92%	324	29.06%	529	47.44%
USPS Western Area	487	99	20.33%	31	6.37%	136	27.93%	221	45.38%

Table B-12 FY 2013 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0	0	0	0	0
Agency for International Development	596.93	691	691	0	531.25	531.25	0	615.67
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 Board	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	815.88	0	0	0	288	290.33	281	1,343.75
Central Intelligence Agency	655.46	136	136	0	1,177.00	1,559.67	29	573
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	178	179	179	0	0	0	0	177.5
Consumer Financial Protection Bureau	197	0	0	0	161.25	338	102.33	244.67
Consumer Product Safety Commission	513.33	0	0	0	716	716	0	108
Corporation for National and Community Service	308	0	0	0	0	0	0	308
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	578.91	134	134	0	404.67	522	170	717.14
Defense Army and Air Force Exchange Service	257.32	228.85	228.85	0	156.57	138	161.72	309
Defense Commissary Agency	324.09	157.14	159.72	145.5	364.47	385.09	336.12	364.44
Defense Contract Audit Agency	226.87	192.25	192.25	0	265.75	425.6	151.57	207.9
Defense Contract Management Agency	370.84	114.5	179	50	374.67	351.11	445.33	390.29
Defense Health Agency	372.4	0	0	0	204	0	204	414.5
Defense Human Resources Activity	435.17	0	0	0	749.5	749.5	0	278
Defense Information Systems Agency	584.29	156	156	0	433.43	433.43	0	939.56
Defense Intelligence Agency	404.62	144	144	0	450.5	492	77	433.8
Defense Logistics Agency	356.28	104	104	0	366.54	453.5	105.67	370.79
Defense Media Activity	0	0	0	0	0	0	0	0
Defense Security Service	121.11	75	75	0	200	200	0	123.33
Defense Technical Information Center	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	330.1	652	652	0	229.29	229.29	0	522
Defense Finance and Accounting Service	383.54	1,334.00	1,334.00	0	435.44	533.83	238.67	278.83
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-12 FY 2013 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 Missile Defense Agency	228.25	0	0	0	55	0	55	286
Defense National Geospatial-Intelligence Agency	613.22	1,035.50	1,035.50	0	551.83	551.83	0	601.22
Defense National Guard Bureau	449.42	28	28	0	398	229	482.5	487.8
Defense National Security Agency	539	95.5	95.5	0	609.67	609.67	0	541.6
Defense Office of Inspector General	518.71	0	0	0	696.5	696.5	0	447.6
Defense Office of the Secretary/Washington Headquarters Services	533.03	561	561	0	734.6	734.6	0	478.38
Defense Uniformed Services University of the Health Sciences	1,127.00	0	0	0	1,127.00	0	1,127.00	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	591.37	1,217.04	1,217.04	0	543.05	608.2	189.77	567.61
Department of Commerce	541.7	179.5	179.5	0	223.15	225.69	174	618.16
Department of Defense Education Activity	339.19	266.29	266.29	0	391.32	391.32	0	325.86
Department of Education	341.76	191	191	0	351.75	440	87	371.5
Department of Energy	360.06	178.14	184	143	328.74	346.68	243.5	415.44
Department of Health and Human Services	353.22	136.96	153	30	430.31	491.72	85.72	329.49
Department of Homeland Security	704.31	326.53	326.53	0	557.74	574.45	359.11	787.82
Department of Housing and Urban Development	562.18	311.5	311.5	0	504.31	504.31	0	602.35
Department of Justice	537.13	425.63	426.85	335	464.68	495.66	222	568.4
Department of Labor	433.95	548.8	548.8	0	529.05	0	529.05	384.8
Department of State	476.02	290.25	290.25	0	475.81	672.11	165	497.31
Department of the Air Force	503.54	214.4	222.56	141	392.68	478.82	177.35	634.28
Department of the Army	336.6	206.27	224.86	91.47	306.83	350.33	156.01	393.44
Department of the Interior	553.64	374.11	374.11	0	439.08	472.65	100	645.83
Department of the Navy	442.29	276.38	283.83	115	420.31	461.16	140.78	489.87
Department of Treasury	533.56	279	285.55	89	531.29	624.97	136.5	566.21
Department of Transportation	453.59	428.92	428.92	0	566.4	588.01	166.5	423.4
Department of Veterans Affairs	394.25	199.28	103.28	2,731.25	428.65	253.61	1,665.38	414.98
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	525.56	423.28	430.59	299	414.25	414.25	0	613.5
Equal Employment Opportunity Commission	362.57	146	146	0	460.67	582.57	34	302
Export-Import Bank of the United States	67	0	0	0	0	0	0	67
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	48.33	0	0	0	85	85	0	30
Federal Deposit Insurance Corporation	377.89	474.75	474.75	0	359.89	354.71	378	367.64
Federal Election Commission	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	375.5	0	0	0	0	0	0	375.5
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	572.75	0	0	0	839	839	0	306.5
Federal Labor Relations Authority	185	0	0	0	185	0	185	0

Table B-12 FY 2013 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
Federal Maritime Commission	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	239	0	0	0	239	0	239	0
Federal Mine Safety and Health Review Commission	0	0	0	0	0	0	0	0
Federal Reserve System - Board of Governors	391.15	205.5	205.5	0	715.33	715.33	0	316
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0
Federal Trade Commission	322	0	0	0	0	0	0	322
General Services Administration	452.69	554.14	554.14	0	517.17	517.17	0	413.09
Government Printing Office	752.26	227.27	227.27	0	549.08	644	27	973.74
Harry S. Truman Scholarship	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0
Illinois & Michigan Canal National Heritage Corridor Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	0	0	0	0	0	0	0	0
Inter-American Foundation	90	0	0	0	0	0	0	90
International Boundary and Water Commission	463.5	0	0	0	726	726	0	201
International Broadcasting Bureau	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
Marine Mammal Commission	0	0	0	0	0	0	0	0
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	377.38	56	56	0	277.12	300.17	208	413.61
National Archives and Records Administration	537.88	1	1	0	93	93	0	823.2
National Capital Planning Commission	0	0	0	0	0	0	0	0
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0	0	0	0	0	0
National Credit Union Administration	457	0	0	0	710	710	0	288.33
National Endowment for the Arts	72	0	0	0	72	0	72	0
National Endowment for the Humanities	0	0	0	0	0	0	0	0
National Gallery of Art	25.5	0	0	0	0	0	0	25.5
National Indian Gaming Commission	0	0	0	0	0	0	0	0
National Labor Relations Board	255.75	0	0	0	332.12	332.12	0	103
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	22.67	0	0	0	0	0	0	22.67
National Science Foundation	375	131	131	0	31	0	31	522
National Transportation Safety Board	437	0	0	0	0	0	0	437
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	489.47	0	0	0	574.42	618	95	285.6

Table B-12 FY 2013 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
Nuclear Waste Technical Review Board	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	208.68	82.83	82.83	0	246.47	246.47	0	216.2
Office of Special Counsel	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	439.4	0	0	0	815	815	0	189
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0
Peace Corps	700	0	0	0	0	0	0	700
Pension Benefit Guaranty Corporation	548.5	1,104.00	1,104.00	0	447	447	0	352.88
Postal Regulatory Commission	0	0	0	0	0	0	0	0
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	628.5	0	0	0	0	0	0	628.5
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	311.73	94	94	0	206	206	0	505.8
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	1,538.58	683	683	0	8,650.20	8,650.20	0	128.29
Smithsonian Institution	481.75	0	0	0	257	551	110	616.6
Social Security Administration	532.95	241.96	241.96	0	552.79	562.13	235	569.42
Tennessee Valley Authority	409.44	102	102	0	0	0	0	429.93
Trade and Development Agency	0	0	0	0	0	0	0	0
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	278.64	211.97	218.66	46	337.48	444.22	88.26	269.52
Utah Reclamation Mitigation and Conservation Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet	412.28	273.29	262.49	491.75	404.08	432.36	290.88	432.49
Medium	513.03	295.87	295.83	299	691.17	733.25	176.54	494.11
Small	557.15	357.57	357.57	0	552.98	667.26	116.64	588.66
Micro	90	0	0	0	0	0	0	90
Government-wide	420.11	276.38	266.71	488.19	419.83	452.05	286.06	438.27
NRF = No Report Filed								

Table B-13 FY 2013 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	14	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
American Battle Monuments Commission	0	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 and Transportation Barriers Compliance Board	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	8	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Central Intelligence Agency	24	7	6	85.71%	1	14.29%	1	100.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	3	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Consumer Financial Protection Bureau	7	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	3	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Corporation for National and Community Service	7	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	11	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Army and Air Force Exchange Service	88	21	21	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Commissary Agency	113	19	19	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Contract Audit Agency	30	4	4	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Contract Management Agency	38	15	12	80.00%	3	20.00%	3	100.00%	0	0.00%
Defense Health Agency	5	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	6	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	21	4	2	50.00%	2	50.00%	2	100.00%	0	0.00%
Defense Intelligence Agency	34	7	7	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Logistics Agency	99	24	24	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Media Activity	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Security Service	9	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Technical Information Center	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	10	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	37	6	6	100.00%	0	0.00%	0	0.00%	0	0.00%

Table B-13 FY 2013 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 JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	4	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	23	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	19	11	9	81.82%	2	18.18%	2	100.00%	0	0.00%
Defense National Security Agency	29	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Office of Inspector General	7	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary/Washington Headquarters Services	31	7	7	100.00%	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University of the Health Sciences	1	0	0	0.00%	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%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	538	72	70	97.22%	2	2.78%	1	50.00%	1	50.00%
Department of Commerce	361	25	24	96.00%	1	4.00%	1	100.00%	0	0.00%
Department of Defense Education Activity	62	15	15	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Education	33	6	6	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Energy	66	21	15	71.43%	6	28.57%	6	100.00%	0	0.00%
Department of Health and Human Services	319	81	75	92.59%	6	7.41%	6	100.00%	0	0.00%
Department of Homeland Security	1,164	138	131	94.93%	7	5.07%	7	100.00%	0	0.00%
Department of Housing and Urban Development	68	13	13	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Justice	694	115	115	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Labor	95	23	22	95.65%	1	4.35%	1	100.00%	0	0.00%
Department of State	148	24	24	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of the Air Force	426	76	56	73.68%	20	26.32%	18	90.00%	2	10.00%
Department of the Army	1,130	241	237	98.34%	4	1.66%	4	100.00%	0	0.00%
Department of the Interior	302	28	27	96.43%	1	3.57%	1	100.00%	0	0.00%
Department of the Navy	672	113	113	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of the Treasury	342	34	33	97.06%	1	2.94%	1	100.00%	0	0.00%
Department of Transportation	374	105	105	100.00%	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs	1,955	380	367	96.58%	13	3.42%	12	92.31%	1	7.69%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	48	7	6	85.71%	1	14.29%	1	100.00%	0	0.00%
Equal Employment Opportunity Commission	21	6	5	83.33%	1	16.67%	1	100.00%	0	0.00%
Export-Import Bank of the United States	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	3	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	35	9	9	100.00%	0	0.00%	0	0.00%	0	0.00%
Federal Election Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	6	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	4	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Table B-13 FY 2013 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
Federal Labor Relations Authority	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Mine Safety and Health Review Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Federal Reserve System - Board of Governors	13	1	1	100.00%	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	1	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
General Services Administration	88	26	24	92.31%	2	7.69%	2	100.00%	0	0.00%
Government Printing Office	62	11	11	100.00%	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Illinois & Michigan Canal Nat'l Heritage Corridor Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	1	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	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%
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	40	14	14	100.00%	0	0.00%	0	0.00%	0	0.00%
National Archives and Records Administration	8	2	1	50.00%	1	50.00%	1	100.00%	0	0.00%
National Capital Planning Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Comm on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	5	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	1	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 Gallery of Art	2	1	1	100.00%	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	12	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	3	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
National Science Foundation	6	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
National Transportation Safety Board	1	1	1	100.00%	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%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-13 FY 2013 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
Nuclear Regulatory Commission	17	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Nuclear Waste Technical Review Board	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	38	9	9	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	5	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Peace Corps	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	12	3	3	100.00%	0	0.00%	0	0.00%	0	0.00%
Postal Regulatory Commission	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	11	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	31	11	11	100.00%	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	8	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	436	82	75	91.46%	7	8.54%	7	100.00%	0	0.00%
Tennessee Valley Authority	48	8	7	87.50%	1	12.50%	1	100.00%	0	0.00%
Trade and Development Agency	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	4,310	1,240	1,239	99.92%	1	0.08%	1	100.00%	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	13,663	2,879	2,809	97.57%	70	2.43%	66	94.29%	4	5.71%
Medium Subtotal	838	178	166	93.26%	12	6.74%	12	100.00%	0	0.00%
Small Subtotal	214	43	41	95.35%	2	4.65%	2	100.00%	0	0.00%
Micro Subtotal	1	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%
Government-wide	14,716	3,101	3,017	97.29%	84	2.71%	80	95.24%	4	4.76%
NRF = No Report Filed										

Table B-14 FY 2013 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date of Complaints 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)
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0	0	0	0	0	0.00%
Agency for International Development	5	544	250	0	0	0	0	0	0.00%
American Battle Monuments Commission	0	0	0	0	0	0	0	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	2	687	136.5	0	0	0	0	0	0.00%
Central Intelligence Agency	7	559.57	58.43	1	6	0	0	7	100.00%
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	177.5	53	0	1	0	0	1	50.00%
Consumer Financial Protection Bureau	2	353.5	51.5	0	2	0	0	2	100.00%
Consumer Product Safety Commission	1	108	45	0	1	0	0	1	100.00%
Corporation for National and Community Service	4	209.25	65	0	1	0	0	1	25.00%
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0	0	0	0	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	0	0	0	0	0	0	0	0	0.00%
Defense Army and Air Force Exchange Service	19	349.95	53.58	7	9	1	0	17	89.47%
Defense Commissary Agency	39	391.64	47.46	6	20	5	0	31	79.49%
Defense Contract Audit Agency	5	251.4	51	3	1	0	1	5	100.00%
Defense Contract Management Agency	5	518.4	35.4	5	0	0	0	5	100.00%
Defense Health Agency	4	414.5	59.75	1	1	0	0	2	50.00%
Defense Human Resources Activity	1	633	179	0	0	0	0	0	0.00%
Defense Information Systems Agency	0	0	0	0	0	0	0	0	0.00%
Defense Intelligence Agency	10	659.9	77.5	1	1	0	0	2	20.00%
Defense Logistics Agency	29	416.41	102.41	1	0	0	0	1	3.45%
Defense Media Activity	0	0	0	0	0	0	0	0	0.00%
Defense Security Service	2	80	60	0	2	0	0	2	100.00%
Defense Technical Information Center	0	0	0	0	0	0	0	0	0.00%
Defense Threat Reduction Agency	1	322	57	1	0	0	0	1	100.00%
Defense Finance and Accounting Service	9	342.22	54.78	4	1	0	2	7	77.78%
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-14 FY 2013 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date of Complaints 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 Missile Defense Agency	0	0	0	0	0	0	0	0	0.00%
Defense National Geospatial-Intelligence Agency	4	657.25	169.25	0	0	1	0	1	25.00%
Defense National Guard Bureau	4	1,181.25	446	0	0	0	0	0	0.00%
Defense National Security Agency	7	352.57	59.86	3	4	0	0	7	100.00%
Defense Office of Inspector General	4	182.75	67.5	2	1	0	0	3	75.00%
Defense Office of the Secretary/Washington Headquarters Services	12	629.25	185.25	1	0	0	0	1	8.33%
Defense Uniformed Services University of the Health Sciences	0	0	0	0	0	0	0	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0.00%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	200	608.7	163.06	44	33	11	1	89	44.50%
Department of Commerce	217	632.22	304.05	27	27	15	10	79	36.41%
Department of Defense Education Activity	12	393.33	117.25	2	0	0	0	2	16.67%
Department of Education	12	369.25	46.83	9	0	3	0	12	100.00%
Department of Energy	9	401.33	98.78	3	1	1	0	5	55.56%
Department of Health and Human Services	63	373.75	113.83	5	6	1	0	12	19.05%
Department of Homeland Security	455	542.52	163.56	79	32	70	4	185	40.66%
Department of Housing and Urban Development	13	618.85	204.15	0	0	1	0	1	7.69%
Department of Justice	255	574.39	241.12	2	17	0	2	21	8.24%
Department of Labor	28	413.61	62.07	5	11	5	4	25	89.29%
Department of State	65	547.52	157.58	6	2	3	0	11	16.92%
Department of the Air Force	72	751.69	335.94	1	5	9	0	15	20.83%
Department of the Army	155	553.8	128.15	5	2	6	17	30	19.35%
Department of the Interior	106	666.7	226.65	9	0	4	0	13	12.26%
Department of the Navy	155	537.43	90.77	36	6	15	3	60	38.71%
Department of the Treasury	113	438.27	51.68	15	38	27	14	94	83.19%
Department of Transportation	76	295.92	68.41	13	17	5	0	35	46.05%
Department of Veterans Affairs	564	457.09	128.91	34	26	57	16	133	23.58%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	10	526.4	226.4	0	0	0	0	0	0.00%
Equal Employment Opportunity Commission	4	426.5	137.75	0	1	0	0	1	25.00%
Export-Import Bank of the United States	1	67	67	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	11	505.18	113.64	1	1	2	0	4	36.36%
Federal Election Commission	0	0	0	0	0	0	0	0	0.00%
Federal Energy Regulatory Commission	3	431	60	1	2	0	0	3	100.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	2	306.5	65.5	1	0	0	0	1	50.00%
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%

Table B-14 FY 2013 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date of Complaints 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 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	7	357.29	52	7	0	0	0	7	100.00%
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0.00%
Federal Trade Commission	1	322	32	0	0	0	1	1	100.00%
General Services Administration	17	398.53	47.41	4	5	4	0	13	76.47%
Government Printing Office	8	697.75	65.38	1	1	0	0	2	25.00%
Harry S. Truman Scholarship	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%
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	0	0	0	0	0	0	0	0	0.00%
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0	0	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0	0	0	0.00%
Marine Mammal Commission	0	0	0	0	0	0	0	0	0.00%
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0.00%
Millennium Challenge Corporation	0	0	0	0	0	0	0	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	10	562.7	250.9	0	0	0	0	0	0.00%
National Archives and Records Administration	2	430	52	0	1	1	0	2	100.00%
National Capital Planning Commission	0	0	0	0	0	0	0	0	0.00%
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0	0	0	0	0	0	0.00%
National Credit Union Administration	1	295	295	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 Gallery of Art	1	42	42	0	0	1	0	1	100.00%
National Indian Gaming Commission	0	0	0	0	0	0	0	0	0.00%
National Labor Relations Board	2	190	1	0	0	0	2	2	100.00%
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	0	0	0	0	0	0	0.00%
National Science Foundation	1	579	213	0	0	0	0	0	0.00%
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%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	3	278.67	55	3	0	0	0	3	100.00%

Table B-14 FY 2013 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Agency or Department	Total Number Agency Merit Decisions (No AJ Decision)	APD from Date of Complaints 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)
Nuclear Waste Technical Review Board	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	4	379	193.5	0	0	0	0	0	0.00%
Office of Special Counsel	0	0	0	0	0	0	0	0	0.00%
Office of the Director of National Intelligence	1	370	70	0	0	0	0	0	0.00%
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0.00%
Peace Corps	2	700	64.5	1	0	0	0	1	50.00%
Pension Benefit Guaranty Corporation	3	369.33	26.67	0	2	1	0	3	100.00%
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0.00%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	1	319	58	0	1	0	0	1	100.00%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	3	359	58.33	1	0	0	0	1	33.33%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	9	214.67	144	0	0	0	0	0	0.00%
Smithsonian Institution	1	234	79	0	0	0	0	0	0.00%
Social Security Administration	148	577.2	238.53	3	5	5	4	17	11.49%
Tennessee Valley Authority	23	291.43	51.65	17	2	0	0	19	82.61%
Trade and Development Agency	0	0	0	0	0	0	0	0	0.00%
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	1,178	266.49	38.18	123	606	238	140	1,107	93.97%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	3,903	448.33	123.89	453	869	478	214	2,014	51.60%
Medium Subtotal	247	501.09	188.36	29	16	12	6	63	25.51%
Small Subtotal	55	447.89	83.09	12	16	2	1	31	56.36%
Micro Subtotal	0	0	0	0	0	0	0	0	0.00%
Government-wide	4,205	451.43	127.14	494	901	492	221	2,108	50.13%

NRF = No Report Filed

Table B-14a FY 2013 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 of Complaints 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)
DOD Defense Logistics Agency Wide	29	416.41	102.41	1	0	0	0	1	0.03%
DLA Aviation	5	364.2	97.8	0	0	0	0	0	0.00%
DLA Disposition Services	2	518	99	0	0	0	0	0	0.00%
DLA Distribution	15	397.27	111.2	1	0	0	0	1	0.07%
DLA Headquarters Operations Division	5	517.8	89.8	0	0	0	0	0	0.00%
DLA Land and Maritime	1	489	105	0	0	0	0	0	0.00%
DLA Logistics Information Service	0	0	0	0	0	0	0	0	0.00%
DLA Troop Support	1	182	61	0	0	0	0	0	0.00%
Defense National Guard Bureau Wide	4	1,181.25	446	0	0	0	0	0	0.00%
Alabama National Guard	1	2,099.00	1,090.00	0	0	0	0	0	0.00%
Alaska National Guard	0	0	0	0	0	0	0	0	0.00%
Arizona National Guard	0	0	0	0	0	0	0	0	0.00%
Arkansas National Guard	0	0	0	0	0	0	0	0	0.00%
California National Guard	0	0	0	0	0	0	0	0	0.00%
Colorado National Guard	0	0	0	0	0	0	0	0	0.00%
Connecticut National Guard	0	0	0	0	0	0	0	0	0.00%
DC National Guard	0	0	0	0	0	0	0	0	0.00%
Delaware National Guard	0	0	0	0	0	0	0	0	0.00%
Florida National Guard	0	0	0	0	0	0	0	0	0.00%
Georgia National Guard	0	0	0	0	0	0	0	0	0.00%
Hawaii National Guard	0	0	0	0	0	0	0	0	0.00%
Idaho National Guard	0	0	0	0	0	0	0	0	0.00%
Illinois National Guard	0	0	0	0	0	0	0	0	0.00%
Indiana National Guard	0	0	0	0	0	0	0	0	0.00%
Iowa National Guard	0	0	0	0	0	0	0	0	0.00%
Kansas National Guard	0	0	0	0	0	0	0	0	0.00%
Kentucky National Guard	0	0	0	0	0	0	0	0	0.00%
Louisiana National Guard	0	0	0	0	0	0	0	0	0.00%
Maine National Guard	0	0	0	0	0	0	0	0	0.00%
Maryland National Guard	0	0	0	0	0	0	0	0	0.00%
Massachusetts National Guard	0	0	0	0	0	0	0	0	0.00%
Michigan National Guard	0	0	0	0	0	0	0	0	0.00%
Minnesota National Guard	0	0	0	0	0	0	0	0	0.00%
Mississippi National Guard	0	0	0	0	0	0	0	0	0.00%
Missouri National Guard	0	0	0	0	0	0	0	0	0.00%
Montana National Guard	0	0	0	0	0	0	0	0	0.00%
Nebraska National Guard	0	0	0	0	0	0	0	0	0.00%
Nevada National Guard	3	875.33	231.33	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%

Table B-14a FY 2013 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 of Complaints 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)
New York National Guard	0	0	0	0	0	0	0	0	0.00%
North Carolina National Guard	0	0	0	0	0	0	0	0	0.00%
North Dakota National Guard	0	0	0	0	0	0	0	0	0.00%
Ohio National Guard	0	0	0	0	0	0	0	0	0.00%
Oklahoma National Guard	0	0	0	0	0	0	0	0	0.00%
Oregon National Guard	0	0	0	0	0	0	0	0	0.00%
Pennsylvania National Guard	0	0	0	0	0	0	0	0	0.00%
Puerto Rico National Guard	0	0	0	0	0	0	0	0	0.00%
Rhode Island National Guard	0	0	0	0	0	0	0	0	0.00%
South Carolina National Guard	0	0	0	0	0	0	0	0	0.00%
South Dakota National Guard	0	0	0	0	0	0	0	0	0.00%
Tennessee National Guard	0	0	0	0	0	0	0	0	0.00%
Texas National Guard	0	0	0	0	0	0	0	0	0.00%
Utah National Guard	0	0	0	0	0	0	0	0	0.00%
Vermont National Guard	0	0	0	0	0	0	0	0	0.00%
Virgin Islands National Guard	0	0	0	0	0	0	0	0	0.00%
Virginia National Guard	0	0	0	0	0	0	0	0	0.00%
Washington State National Guard	0	0	0	0	0	0	0	0	0.00%
West Virginia National Guard	0	0	0	0	0	0	0	0	0.00%
Wisconsin National Guard	0	0	0	0	0	0	0	0	0.00%
Wyoming National Guard	0	0	0	0	0	0	0	0	0.00%
Department of Agriculture Wide	200	608.7	163.06	44	33	11	1	89	0.44%
USDA Agricultural Marketing Service	7	498.71	158.29	2	0	2	0	4	0.57%
USDA Agricultural Research Service	11	389.82	177.73	5	1	1	0	7	0.64%
USDA Animal and Plant Health Inspection Service	16	426.38	94.75	1	4	3	0	8	0.50%
USDA Civil Rights Service Division	3	2,915.00	591.67	0	0	0	0	0	0.00%
USDA Economic Research Service	0	0	0	0	0	0	0	0	0.00%
USDA Farm Service Agency	10	453.1	108.9	4	2	1	0	7	0.70%
USDA Food and Nutrition Service	2	355	153.5	1	0	0	0	1	0.50%
USDA Food Safety and Inspection Service	25	509.08	123.84	4	7	1	0	12	0.48%
USDA Foreign Agricultural Service	1	213	38	0	1	0	0	1	1.00%
USDA Forest Service	56	421.3	162.61	7	13	1	0	21	0.38%
USDA Grain Inspection, Packers and Stockyards Administration	2	400	30	0	2	0	0	2	1.00%
USDA National Agricultural Statistics Service	1	287	114	0	0	0	0	0	0.00%
USDA National Institute of Food and Agriculture	0	0	0	0	0	0	0	0	0.00%
USDA Natural Resources Conservation Service	9	2,571.44	63.89	7	0	0	0	7	0.78%
USDA Office of the Chief Financial Officer	29	556.14	239	5	1	2	0	8	0.28%
USDA Office of the Inspector General	3	451.33	112.67	0	0	0	0	0	0.00%
USDA Risk Management Agency	2	400	46	1	0	0	0	1	0.50%
USDA Rural Development	23	613.35	196.22	7	2	0	1	10	0.43%

Table B-14a FY 2013 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 of Complaints Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Department of Commerce Wide	217	632.22	304.05	27	27	15	10	79	0.36%
DOC All Other Bureaus	4	574	181.75	0	0	2	0	2	0.50%
DOC Bureau of the Census	45	373.16	26.2	14	18	7	6	45	1.00%
DOC Decennial Census	117	890.41	502.03	0	0	3	0	3	0.03%
DOC International Trade Administration	4	346.25	166.5	0	0	0	0	0	0.00%
DOC National Institute of Standards and Technology	2	418	193.5	1	0	0	0	1	0.50%
DOC National Oceanic and Atmospheric Administration	29	272.72	101.69	8	5	2	1	16	0.55%
DOC Office of the Secretary	7	189.57	101.71	0	4	0	0	4	0.57%
DOC U.S. Patent and Trademark Office	9	274.22	69	4	0	1	3	8	0.89%
Department of Energy Wide	9	401.33	98.78	3	1	1	0	5	0.56%
DOE Bonneville Power Administration	0	0	0	0	0	0	0	0	0.00%
DOE Chicago Operations	0	0	0	0	0	0	0	0	0.00%
DOE Environmental Management Consolidated Business Center	0	0	0	0	0	0	0	0	0.00%
DOE Golden Field Office	1	357	172	0	0	0	0	0	0.00%
DOE Headquarters	0	0	0	0	0	0	0	0	0.00%
DOE Idaho Operations Office	0	0	0	0	0	0	0	0	0.00%
DOE National Energy Technology Lab	1	355	120	0	0	0	0	0	0.00%
DOE National Nuclear Security Administration	2	325	47	2	0	0	0	2	1.00%
DOE Oak Ridge Operations	0	0	0	0	0	0	0	0	0.00%
DOE Office of Science and Technology Information	0	0	0	0	0	0	0	0	0.00%
DOE Richland Operations Office	0	0	0	0	0	0	0	0	0.00%
DOE Savannah River Operations	0	0	0	0	0	0	0	0	0.00%
DOE Southeastern Power Administration	0	0	0	0	0	0	0	0	0.00%
DOE Southwestern Power Administration	1	845	32	1	0	0	0	1	1.00%
DOE Strategic Petroleum Reserve	0	0	0	0	0	0	0	0	0.00%
DOE Western Area Power Administration	4	351.25	117.75	0	1	1	0	2	0.50%
Department of Health and Human Services Wide	63	373.75	113.83	5	6	1	0	12	0.19%
HHS Administration for Children and Families	4	331.5	94	0	1	0	0	1	0.25%
HHS Agency for Healthcare Research and Quality	2	252.5	96	0	0	0	0	0	0.00%
HHS Centers for Disease Control and Prevention	12	321.5	68.42	1	0	0	0	1	0.08%
HHS Centers for Medicare and Medicaid Services	4	432.5	70.75	1	1	0	0	2	0.50%
HHS Food and Drug Administration	11	432.82	141.18	1	1	0	0	2	0.18%
HHS Health Resources and Services Administration	2	392	69	0	1	0	0	1	0.50%
HHS Indian Health Service	7	343.71	116.29	2	0	0	0	2	0.29%
HHS National Institutes of Health	13	380.77	133.54	0	2	1	0	3	0.23%

Table B-14a FY 2013 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 of Complaints 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)
HHS Office of the Secretary	6	375.83	149.33	0	0	0	0	0	0.00%
HHS Program Support Center	0	0	0	0	0	0	0	0	0.00%
HHS Substance Abuse and Mental Health Services Administration	2	485.5	181	0	0	0	0	0	0.00%
Department of Homeland Security Wide	455	542.52	163.56	79	32	70	4	185	0.41%
DHS Federal Emergency Management Agency	88	789.65	305.77	5	11	9	0	25	0.28%
DHS Federal Law Enforcement Training Center	4	2,420.25	117.75	0	0	0	0	0	0.00%
DHS Headquarters	15	504.4	205.47	2	1	1	0	4	0.27%
DHS Transportation Security Administration	160	460.72	128.02	29	12	33	1	75	0.47%
DHS U.S. Citizenship and Immigration Services	41	401.66	101.71	12	2	5	2	21	0.51%
DHS U.S. Coast Guard	18	293.39	66.22	3	3	2	1	9	0.50%
DHS U.S. Customs and Border Protection	79	397.66	119.76	22	2	9	0	33	0.42%
DHS U.S. Immigration and Customs Enforcement	41	723.93	189.73	4	0	11	0	15	0.37%
DHS U.S. Secret Service	9	394.33	97.22	2	1	0	0	3	0.33%
Department of Justice Wide	255	574.39	241.12	2	17	0	2	21	0.08%
DOJ Bureau of Alcohol, Tobacco, Firearms & Explosives	14	1,085.50	338.21	0	0	0	0	0	0.00%
DOJ Bureau of Prisons	142	497.11	237.85	0	16	0	2	18	0.13%
DOJ Drug Enforcement Administration	18	525.06	134.06	1	0	0	0	1	0.06%
DOJ Executive Office for Immigration Review	1	376	145	0	0	0	0	0	0.00%
DOJ Executive Office for U.S. Attorneys	6	874.33	501.67	0	0	0	0	0	0.00%
DOJ Federal Bureau of Investigation	50	558.74	229.44	1	0	0	0	1	0.02%
DOJ Office of Justice Programs	1	163	203	0	0	0	0	0	0.00%
DOJ Offices, Boards and Divisions	8	888.12	193	0	0	0	0	0	0.00%
DOJ U.S. Marshals Service	15	693.73	279.27	0	1	0	0	1	0.07%
Department of Labor Wide	28	413.61	62.07	5	11	5	4	25	0.89%
DOL All Other Bureaus	6	381.17	50.67	1	2	0	2	5	0.83%
DOL Bureau of Labor Statistics	1	360	60	0	1	0	0	1	1.00%
DOL Employment and Training Administration	2	611	54	0	0	2	0	2	1.00%
DOL Mine Safety and Health Administration	3	402.67	52	0	1	1	1	3	1.00%
DOL Occupational Safety and Health Administration	4	281.25	54.75	2	1	0	1	4	1.00%
DOL Office of Workers' Compensation Programs	5	531.4	58.2	1	2	2	0	5	1.00%
DOL Wage and Hour Division	7	388.86	85.71	1	4	0	0	5	0.71%
Department of the Interior Wide	106	666.7	226.65	9	0	4	0	13	0.12%
DOI Bureau of Indian Affairs	25	1,030.16	389.96	5	0	0	0	5	0.20%
DOI Bureau of Land Management	9	365.89	136.67	0	0	1	0	1	0.11%
DOI Bureau of Ocean Energy Management	1	459	113	0	0	0	0	0	0.00%
DOI Bureau of Reclamation	6	349.17	150.67	0	0	0	0	0	0.00%

Table B-14a FY 2013 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 of Complaints 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)
DOI Bureau of Safety and Environmental Enforcement	1	371	104	0	0	0	0	0	0.00%
DOI National Park Service	34	695.79	246.62	3	0	0	0	3	0.09%
DOI Office of Surfacing Mining, Reclamation and Enforcement	5	467.6	80.6	1	0	0	0	1	0.20%
DOI Office of the Secretary	7	495	151.43	0	0	0	0	0	0.00%
DOI U.S. Fish and Wildlife Service	13	531.15	116.77	0	0	3	0	3	0.23%
DOI U.S. Geological Survey	5	466.6	111.8	0	0	0	0	0	0.00%
Department of Treasury Wide	113	438.27	51.68	15	38	27	14	94	0.83%
DTR Alcohol and Tobacco Tax and Trade Bureau	0	0	0	0	0	0	0	0	0.00%
DTR Bureau of Engraving and Printing	2	388	36	0	1	1	0	2	1.00%
DTR Bureau of Fiscal Service	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
DTR Bureau of the Public Debt	0	0	0	0	0	0	0	0	0.00%
DTR Departmental Offices	1	322	45	0	1	0	0	1	1.00%
DTR Financial Crimes Enforcement Network	0	0	0	0	0	0	0	0	0.00%
DTR Financial Management Service	0	0	0	0	0	0	0	0	0.00%
DTR Internal Revenue Service	99	456.93	52.1	12	30	26	13	81	0.82%
DTR Internal Revenue Service-Office of Chief Counsel	0	0	0	0	0	0	0	0	0.00%
DTR Office of Inspector General	0	0	0	0	0	0	0	0	0.00%
DTR Office of the Comptroller of the Currency	2	241	44.5	0	1	0	1	2	1.00%
DTR Office of the Inspector General for Tax Administration	0	0	0	0	0	0	0	0	0.00%
DTR Special Inspector General for the Troubled Asset Relief Program	0	0	0	0	0	0	0	0	0.00%
DTR U.S. Mint	9	300.89	52.89	3	5	0	0	8	0.89%
Department of Transportation Wide	76	295.92	68.41	13	17	5	0	35	0.46%
DOT Federal Aviation Administration	69	301.43	67.62	13	15	5	0	33	0.48%
DOT Federal Highway Administration	1	302	127	0	0	0	0	0	0.00%
DOT Federal Motor Carriers Safety Administration	2	288	88.5	0	0	0	0	0	0.00%
DOT Federal Railroad Administration	0	0	0	0	0	0	0	0	0.00%
DOT Federal Transit Administration	1	188	70	0	0	0	0	0	0.00%
DOT Maritime Administration	1	200	36	0	1	0	0	1	1.00%
DOT National Highway Traffic Safety Administration	1	268	84	0	0	0	0	0	0.00%
DOT Office of Inspector General	1	157	39	0	1	0	0	1	1.00%
DOT Office of the Secretary of Transportation	0	0	0	0	0	0	0	0	0.00%
DOT Pipeline and Hazardous Materials Safety Administration	0	0	0	0	0	0	0	0	0.00%
DOT Research and Innovative Technology Administration	0	0	0	0	0	0	0	0	0.00%
DOT Saint Lawrence Seaway Development Corporation	0	0	0	0	0	0	0	0	0.00%

Table B-14a FY 2013 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 of Complaints Filed/Remanded	APD From Date FAD Required	Number Timely Completed Where FAD Requested	Number Timely Completed Where No Election Made	Number Timely Completed Where AJ Ordered FAD	Number Timely Completed Where Mixed Case	Total Number Timely Agency Merit Decisions (No AJ Decision)	% Timely Agency Merit Decisions (No AJ Decision)
Department of Veterans Affairs Wide	564	457.09	128.91	34	26	57	16	133	0.24%
VA All Other Offices	14	401.64	112.07	0	0	2	0	2	0.14%
VA National Cemetery Administration	8	448	124.88	1	0	3	0	4	0.50%
VA Veterans Benefits Administration	43	479.09	171.58	0	3	1	3	7	0.16%
VA Veterans Health Administration	499	456.89	125.77	33	23	51	13	120	0.24%
Federal Housing Finance Agency Wide	2	306.5	65.5	1	0	0	0	1	0.50%
FHFA Headquarters	1	359	72	0	0	0	0	0	0.00%
FHFA Office of Inspector General	1	254	59	1	0	0	0	1	1.00%
General Services Administration Wide	17	398.53	47.41	4	5	4	0	13	0.76%
GSA Central Office	6	431.17	41.33	1	3	0	0	4	0.67%
GSA National Capital Region	1	346	55	0	1	0	0	1	1.00%
GSA Region 1	1	363	56	0	0	1	0	1	1.00%
GSA Region 10	0	0	0	0	0	0	0	0	0.00%
GSA Region 2	1	300	54	0	0	0	0	0	0.00%
GSA Region 3	0	0	0	0	0	0	0	0	0.00%
GSA Region 4	3	386.33	59.33	1	0	1	0	2	0.67%
GSA Region 5	0	0	0	0	0	0	0	0	0.00%
GSA Region 6	1	526	36	1	0	0	0	1	1.00%
GSA Region 7	0	0	0	0	0	0	0	0	0.00%
GSA Region 8	0	0	0	0	0	0	0	0	0.00%
GSA Region 9	4	373.5	44.75	1	1	2	0	4	1.00%
U.S. Postal Service Wide	1,178	266.49	38.18	123	606	238	140	1,107	0.94%
USPS Capital Metro Area	144	278.74	36.37	12	79	33	13	137	0.95%
USPS Eastern Area	189	239.85	41.79	21	99	19	32	171	0.90%
USPS Great Lakes Area	155	306.13	38.99	19	65	49	15	148	0.95%
USPS Headquarters Area	25	284.2	34.12	6	10	7	1	24	0.96%
USPS Northeast Area	97	247.44	39.13	16	59	13	7	95	0.98%
USPS Office of Inspector General	3	375.33	27.33	0	0	2	1	3	1.00%
USPS Pacific Area	124	270.31	44.02	6	61	12	25	104	0.84%
USPS Southern Area	284	258.45	35.56	33	140	71	26	270	0.95%
USPS Western Area	157	266.61	35.06	10	93	32	20	155	0.99%

NRF = No Report Filed

Table B-15 FY 2013 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	8	5	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
American Battle Monuments Commission	0	0	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 & 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	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	4	2	0	0.00%	2	1	50.00%	0	0.00%	1	100.00%
Central Intelligence Agency	12	7	0	0.00%	5	0	0.00%	0	0.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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 Financial Protection Bureau	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Corporation for National and Community Service	7	4	0	0.00%	3	0	0.00%	0	0.00%	0	0.00%
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	4	0	0	0.00%	4	0	0.00%	0	0.00%	0	0.00%
Defense Army and Air Force Exchange Service	31	19	0	0.00%	12	0	0.00%	0	0.00%	0	0.00%
Defense Commissary Agency	53	39	0	0.00%	14	0	0.00%	0	0.00%	0	0.00%
Defense Contract Audit Agency	6	5	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Defense Contract Management Agency	9	5	0	0.00%	4	0	0.00%	0	0.00%	0	0.00%
Defense Health Agency	4	4	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	2	1	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	5	0	0	0.00%	5	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	13	10	0	0.00%	3	1	33.33%	1	100.00%	0	0.00%
Defense Logistics Agency	46	29	0	0.00%	17	0	0.00%	0	0.00%	0	0.00%
Defense Media Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Security Service	4	2	2	100.00%	2	2	100.00%	2	100.00%	0	0.00%
Defense Technical Information Center	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Threat Reduction Agency	2	1	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%

Table B-15 FY 2013 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 Finance and Accounting Service	12	9	1	11.11%	3	0	0.00%	0	0.00%	0	0.00%
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	1	0	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	9	4	0	0.00%	5	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	4	4	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Security Agency	10	7	0	0.00%	3	1	33.33%	0	0.00%	1	100.00%
Defense Office of Inspector General	5	4	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary/Washington Headquarters Services	14	12	0	0.00%	2	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University of the Health Sciences	0	0	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%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	273	200	16	8.00%	73	4	5.48%	4	100.00%	0	0.00%
Department of Commerce	267	217	1	0.46%	50	1	2.00%	1	100.00%	0	0.00%
Department of Defense Education Activity	21	12	0	0.00%	9	0	0.00%	0	0.00%	0	0.00%
Department of Education	18	12	0	0.00%	6	1	16.67%	0	0.00%	1	100.00%
Department of Energy	15	9	1	11.11%	6	0	0.00%	0	0.00%	0	0.00%
Department of Health and Human Services	96	63	2	3.17%	33	2	6.06%	2	100.00%	0	0.00%
Department of Homeland Security	699	455	15	3.30%	244	9	3.69%	4	44.44%	5	55.56%
Department of Housing and Urban Development	35	13	0	0.00%	22	0	0.00%	0	0.00%	0	0.00%
Department of Justice	398	255	8	3.14%	143	6	4.20%	3	50.00%	3	50.00%
Department of Labor	41	28	0	0.00%	13	0	0.00%	0	0.00%	0	0.00%
Department of State	81	65	1	1.54%	16	0	0.00%	0	0.00%	0	0.00%
Department of the Air Force	149	72	0	0.00%	77	2	2.60%	2	100.00%	0	0.00%
Department of the Army	289	155	2	1.29%	134	9	6.72%	7	77.78%	2	22.22%
Department of the Interior	145	106	3	2.83%	39	1	2.56%	1	100.00%	0	0.00%
Department of the Navy	240	155	0	0.00%	85	1	1.18%	1	100.00%	0	0.00%
Department of Treasury	205	113	0	0.00%	92	0	0.00%	0	0.00%	0	0.00%
Department of Transportation	166	76	0	0.00%	90	6	6.67%	4	66.67%	2	33.33%
Department of Veterans Affairs	864	564	20	3.55%	300	17	5.67%	16	94.12%	1	5.88%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	19	10	0	0.00%	9	0	0.00%	0	0.00%	0	0.00%
Equal Employment Opportunity Commission	5	4	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Export-Import Bank of the United States	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	13	11	0	0.00%	2	0	0.00%	0	0.00%	0	0.00%
Federal Election Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	4	3	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%

Table B-15 FY 2013 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
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	2	2	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	7	7	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	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	31	17	1	5.88%	14	0	0.00%	0	0.00%	0	0.00%
Government Printing Office	27	8	0	0.00%	19	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship	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%
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	1	0	0	0.00%	1	1	100.00%	0	0.00%	1	100.00%
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	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%
Medicaid and CHIP Payment and Access Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	17	10	0	0.00%	7	0	0.00%	0	0.00%	0	0.00%
National Archives and Records Administration	3	2	0	0.00%	1	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 Comm on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	2	1	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Arts	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Gallery of Art	1	1	0	0.00%	0	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	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-15 FY 2013 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
National Science Foundation	3	1	0	0.00%	2	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%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	3	3	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Waste Technical Review Board	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	6	4	0	0.00%	2	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	1	1	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	2	2	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	5	3	0	0.00%	2	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%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	1	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	4	3	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	13	9	1	11.11%	4	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	3	1	0	0.00%	2	1	50.00%	0	0.00%	1	100.00%
Social Security Administration	239	148	0	0.00%	91	7	7.69%	4	57.14%	3	42.86%
Tennessee Valley Authority	37	23	2	8.70%	14	1	7.14%	0	0.00%	1	100.00%
Trade and Development Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	2,015	1,178	0	0.00%	837	34	4.06%	30	88.24%	4	11.76%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	6,247	3,903	72	1.84%	2,344	97	4.14%	78	80.41%	19	19.59%
Medium Subtotal	397	247	4	1.62%	150	9	6.00%	4	44.44%	5	55.56%
Small Subtotal	97	55	0	0.00%	42	2	4.76%	0	0.00%	2	100.00%
Micro Subtotal	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Government-wide	6,741	4,205	76	1.81%	2,536	108	4.26%	82	75.93%	26	24.07%

NRF = No Report Filed

Table B-16 FY 2013 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	Number 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	8	5	5	100.00%	3	3	100.00%	3	100.00%	0	0.00%
American Battle Monuments Commission	0	0	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 & 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	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	4	2	2	100.00%	2	1	50.00%	1	100.00%	0	0.00%
Central Intelligence Agency	12	7	7	100.00%	5	5	100.00%	5	100.00%	0	0.00%
Chemical Safety and Hazard Investigation Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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 Financial Protection Bureau	2	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Consumer Product Safety Commission	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Corporation for National and Community Service	7	4	4	100.00%	3	3	100.00%	3	100.00%	0	0.00%
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	4	0	0	0.00%	4	4	100.00%	4	100.00%	0	0.00%
Defense Army and Air Force Exchange Service	31	19	19	100.00%	12	12	100.00%	12	100.00%	0	0.00%
Defense Commissary Agency	53	39	39	100.00%	14	14	100.00%	14	100.00%	0	0.00%
Defense Contract Audit Agency	6	5	5	100.00%	1	1	100.00%	1	100.00%	0	0.00%
Defense Contract Management Agency	9	5	5	100.00%	4	4	100.00%	4	100.00%	0	0.00%
Defense Health Agency	4	4	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Human Resources Activity	2	1	1	100.00%	1	1	100.00%	1	100.00%	0	0.00%
Defense Information Systems Agency	5	0	0	0.00%	5	5	100.00%	5	100.00%	0	0.00%
Defense Intelligence Agency	13	10	10	100.00%	3	2	66.67%	2	100.00%	0	0.00%
Defense Logistics Agency	46	29	29	100.00%	17	17	100.00%	17	100.00%	0	0.00%
Defense Media Activity	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Security Service	4	2	0	0.00%	2	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	2	1	1	100.00%	1	1	100.00%	1	100.00%	0	0.00%

Table B-16 FY 2013 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	Number 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 Finance and Accounting Service	12	9	8	88.89%	3	3	100.00%	3	100.00%	0	0.00%
Defense JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	1	0	0	0.00%	1	1	100.00%	1	100.00%	0	0.00%
Defense National Geospatial-Intelligence Agency	9	4	4	100.00%	5	5	100.00%	5	100.00%	0	0.00%
Defense National Guard Bureau	4	4	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Security Agency	10	7	7	100.00%	3	2	66.67%	2	100.00%	0	0.00%
Defense Office of Inspector General	5	4	4	100.00%	1	1	100.00%	1	100.00%	0	0.00%
Defense Office of the Secretary/Washington Headquarters Services	14	12	12	100.00%	2	2	100.00%	2	100.00%	0	0.00%
Defense Uniformed Services University of the Health Sciences	0	0	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%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	273	200	184	92.00%	73	69	94.52%	69	100.00%	0	0.00%
Department of Commerce	267	217	216	99.54%	50	49	98.00%	49	100.00%	0	0.00%
Department of Defense Education Activity	21	12	12	100.00%	9	9	100.00%	9	100.00%	0	0.00%
Department of Education	18	12	12	100.00%	6	5	83.33%	5	100.00%	0	0.00%
Department of Energy	15	9	8	88.89%	6	6	100.00%	5	83.33%	1	16.67%
Department of Health and Human Services	96	63	61	96.83%	33	31	93.94%	31	100.00%	0	0.00%
Department of Homeland Security	699	455	440	96.70%	244	235	96.31%	234	99.57%	1	0.43%
Department of Housing and Urban Development	35	13	13	100.00%	22	22	100.00%	21	95.45%	1	4.55%
Department of Justice	398	255	247	96.86%	143	137	95.80%	137	100.00%	0	0.00%
Department of Labor	41	28	28	100.00%	13	13	100.00%	13	100.00%	0	0.00%
Department of State	81	65	64	98.46%	16	16	100.00%	16	100.00%	0	0.00%
Department of the Air Force	149	72	72	100.00%	77	75	97.40%	72	96.00%	3	4.00%
Department of the Army	289	155	153	98.71%	134	125	93.28%	124	99.20%	1	0.80%
Department of the Interior	145	106	103	97.17%	39	38	97.44%	38	100.00%	0	0.00%
Department of the Navy	240	155	155	100.00%	85	84	98.82%	84	100.00%	0	0.00%
Department of the Treasury	205	113	113	100.00%	92	92	100.00%	91	98.91%	1	1.09%
Department of Transportation	166	76	76	100.00%	90	84	93.33%	83	98.81%	1	1.19%
Department of Veterans Affairs	864	564	544	96.45%	300	283	94.33%	283	100.00%	0	0.00%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	19	10	10	100.00%	9	9	100.00%	9	100.00%	0	0.00%
Equal Employment Opportunity Commission	5	4	4	100.00%	1	1	100.00%	1	100.00%	0	0.00%
Export-Import Bank of the United States	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	13	11	11	100.00%	2	2	100.00%	2	100.00%	0	0.00%
Federal Election Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	4	3	3	100.00%	1	1	100.00%	1	100.00%	0	0.00%

Table B-16 FY 2013 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	Number 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 Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	2	2	2	100.00%	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	7	7	7	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%
Federal Trade Commission	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	31	17	16	94.12%	14	14	100.00%	14	100.00%	0	0.00%
Government Printing Office	27	8	8	100.00%	19	19	100.00%	19	100.00%	0	0.00%
Harry S. Truman Scholarship	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%
Illinois & Michigan Canal Nat'l Heritage Corridor Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	1	0	0	0.00%	1	0	0.00%	0	0.00%	0	0.00%
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	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%
Medicaid and CHIP Payment and Access Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	17	10	10	100.00%	7	7	100.00%	7	100.00%	0	0.00%
National Archives and Records Administration	3	2	2	100.00%	1	1	100.00%	1	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 Comm on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	2	1	1	100.00%	1	1	100.00%	1	100.00%	0	0.00%
National Endowment for the Arts	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Endowment for the Humanities	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Gallery of Art	1	1	1	100.00%	0	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	2	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%

Table B-16 FY 2013 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	Number 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
National Science Foundation	3	1	1	100.00%	2	2	100.00%	2	100.00%	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%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	3	3	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Nuclear Waste Technical Review Board	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	6	4	4	100.00%	2	2	100.00%	2	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	1	1	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	2	2	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	5	3	3	100.00%	2	2	100.00%	2	100.00%	0	0.00%
Postal Regulatory Commission	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	1	1	100.00%	1	1	100.00%	1	100.00%	0	0.00%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	4	3	3	100.00%	1	1	100.00%	1	100.00%	0	0.00%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	13	9	8	88.89%	4	4	100.00%	4	100.00%	0	0.00%
Smithsonian Institution	3	1	1	100.00%	2	1	50.00%	1	100.00%	0	0.00%
Social Security Administration	239	148	148	100.00%	91	84	92.31%	84	100.00%	0	0.00%
Tennessee Valley Authority	37	23	21	91.30%	14	13	92.86%	13	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. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	2,015	1,178	1,178	100.00%	837	803	95.94%	803	100.00%	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	6,247	3,903	3,831	98.16%	2,344	2,247	95.86%	2,238	99.60%	9	0.40%
Medium Subtotal	397	247	243	98.38%	150	141	94.00%	141	100.00%	0	0.00%
Small Subtotal	97	55	55	100.00%	42	40	95.24%	40	100.00%	0	0.00%
Micro Subtotal	0	0	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Government-wide	6,741	4,205	4,129	98.19%	2,536	2,428	95.74%	2,419	99.63%	9	0.37%

NRF = No Report Filed

Table B-17 FY 2013 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 Complaints 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0	0	0	0	0	0	0
Agency for International Development	466.67	0	544	544	80	913.67	913.67	0	913.67	0
American Battle Monuments Commission	0	0	0	0	0	0	0	0	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	687	0	687	687	0	2,000.50	1,708.00	0	1,708.00	0
Central Intelligence Agency	322.77	0	559.57	559.57	46.5	1,115.17	1,210.80	0	1,210.80	637
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	177.5	0	177.5	177.5	0	0	0	0	0	0
Consumer Financial Protection Bureau	244.67	0	353.5	353.5	27	0	0	0	0	0
Consumer Product Safety Commission	108	0	108	108	0	0	0	0	0	0
Corporation for National and Community Service	209.25	0	209.25	209.25	0	439.67	439.67	0	439.67	0
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	106.33	0	0	0	106.33	1,175.25	1,175.25	0	1,175.25	0
Defense Army and Air Force Exchange Service	205.3	0	349.95	349.95	74.43	654.67	654.67	0	654.67	0
Defense Commissary Agency	272.4	0	391.64	391.64	27.63	745.79	745.79	0	745.79	0
Defense Contract Audit Agency	158	0	251.4	251.4	41.25	657	657	0	657	0
Defense Contract Management Agency	222.76	0	518.4	518.4	99.58	797.14	759	0	759	848
Defense Health Agency	414.5	0	414.5	414.5	0	0	0	0	0	0
Defense Human Resources Activity	234.67	0	633	633	35.5	408	408	0	408	0
Defense Information Systems Agency	19	0	0	0	19	1,202.57	1,354.00	0	1,354.00	824
Defense Intelligence Agency	413.59	0	659.9	659.9	61.71	548.33	548.33	914	365.5	0
Defense Logistics Agency	250.58	0	416.41	416.41	50.21	745.53	745.53	0	745.53	0
Defense Media Activity	0	0	0	0	0	0	0	0	0	0
Defense Security Service	80	80	0	80	80	210	210	210	0	0
Defense Technical Information Center	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	322	0	322	322	0	722	722	0	722	0
Defense Finance and Accounting Service	212.8	416	333	342.22	18.67	609	609	0	609	0

Table B-17 FY 2013 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 Complaints 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 JTF National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	60.5	0	0	0	60.5	737	737	0	737	0
Defense National Geospatial-Intelligence Agency	657.25	0	657.25	657.25	0	556.4	556.4	0	556.4	0
Defense National Guard Bureau	516.69	0	1,181.25	1,181.25	221.33	300	0	0	0	300
Defense National Security Agency	260.33	0	352.57	352.57	131.2	1,666.67	1,558.00	0	1,558.00	0
Defense Office of Inspector General	182.75	0	182.75	182.75	0	1,507.00	1,507.00	0	1,507.00	0
Defense Office of the Secretary/Washington Headquarters Services	415.37	0	629.25	629.25	48.71	1,077.00	1,077.00	0	1,077.00	0
Defense Uniformed Services University of the Health Sciences	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	477.55	705.88	600.24	608.7	102.84	891.83	912.88	1,412.00	883.94	246
Department of Commerce	572.13	301	633.75	632.22	28.83	835.71	841.74	1,652.00	825.2	534
Department of Defense Education Activity	192.67	0	393.33	393.33	32.13	725.44	725.44	0	725.44	0
Department of Education	252.39	0	369.25	369.25	18.67	728.83	631.6	0	631.6	0
Department of Energy	384.92	357	406.88	401.33	375.07	476.5	873.8	0	873.8	116.17
Department of Health and Human Services	191.54	407	372.66	373.75	38.48	817.62	759.24	727.5	761.29	1,138.67
Department of Homeland Security	444.52	664.33	538.36	542.52	104.13	1,589.31	1,615.20	1,147.00	1,623.21	904.14
Department of Housing and Urban Development	391.04	0	618.85	618.85	163.23	852.09	846.33	0	846.33	0
Department of Justice	462.16	2,285.75	518.96	574.39	213.29	843.29	828.14	2,958.00	781.5	0
Department of Labor	291.18	0	413.61	413.61	135.36	719.14	728.54	0	728.54	597
Department of State	421.24	654	545.86	547.52	79.21	920.5	920.5	0	920.5	0
Department of the Air Force	440.77	0	751.69	751.69	41	889.63	983.39	35,072.00	36.49	526.39
Department of the Army	248.27	556.5	553.76	553.8	48.45	805.82	800.14	981	789.93	974.75
Department of the Interior	578.51	1,247.67	649.78	666.7	232.3	869.65	880.23	1,167.00	872.68	457
Department of the Navy	332.74	0	537.43	537.43	51.97	985.27	985.27	1,770.00	975.93	0
Department of the Treasury	357.01	0	438.27	438.27	78.76	894.63	890.2	0	890.2	645
Department of Transportation	143.38	0	295.92	295.92	32.97	986.54	973.91	1,225.50	961.78	0
Department of Veterans Affairs	319.03	434.95	457.9	457.09	106.86	700.36	704.99	954.38	690.89	528.75
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	375.12	0	526.4	526.4	123	994.9	1,011.78	0	1,011.78	843
Equal Employment Opportunity Commission	246.22	0	426.5	426.5	102	553	508	0	508	598
Export-Import Bank of the United States	67	0	67	67	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	30	0	0	0	30	0	0	0	0	0
Federal Deposit Insurance Corporation	307.15	0	505.18	505.18	65.11	972.5	972.5	0	972.5	0
Federal Election Commission	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	330.6	0	431	431	180	600	600	0	600	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	306.5	0	306.5	306.5	0	0	0	0	0	0

Table B-17 FY 2013 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 Complaints 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 Labor Relations Authority	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	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
Federal Mine Safety and Health Review Commission	0	0	0	0	0	0	0	0	0	0
Federal Reserve System - Board of Governors	316	0	357.29	357.29	27	0	0	0	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	322	0	322	322	0	0	0	0	0	0
General Services Administration	189	346	401.81	398.53	40.58	987.31	1,011.21	0	1,011.21	820
Government Printing Office	333.53	0	697.75	697.75	68.64	1,613.95	1,613.95	0	1,613.95	0
Harry S. Truman Scholarship	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
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	90	0	0	0	90	0	0	0	0	0
International Boundary and Water Commission	0	0	0	0	0	201	0	0	0	0
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	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
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
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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 Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	282.29	0	562.7	562.7	82	863.86	863.86	0	863.86	0
National Archives and Records Administration	293.33	0	430	430	20	1,618.00	562	0	562	2,674.00
National Capital Planning Commission	0	0	0	0	0	0	0	0	0	0
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	215	0	295	295	135	435	435	0	435	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 Gallery of Art	25.5	0	42	42	9	0	0	0	0	0
National Indian Gaming Commission	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	103	0	190	190	16	0	0	0	0	0
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	22.67	0	0	0	22.67	0	0	0	0	0
National Science Foundation	307	0	579	579	35	737	737	0	737	0
National Transportation Safety Board	437	0	0	0	437	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0	0

Table B-17 FY 2013 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 Complaints 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
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	285.6	0	278.67	278.67	296	0	0	0	0	0
Nuclear Waste Technical Review Board	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	219.69	0	379	379	148.89	193.5	193.5	0	193.5	0
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	189	0	370	370	98.5	0	0	0	0	0
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0
Peace Corps	700	0	700	700	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	203.67	0	369.33	369.33	38	800.5	800.5	0	800.5	0
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0	0
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	319	0	319	319	0	938	938	0	938	0
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	278.5	0	359	359	37	1,415.00	1,415.00	0	1,415.00	0
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	149.4	408	190.5	214.67	96	22.75	22.75	0	22.75	0
Smithsonian Institution	109.67	0	234	234	47.5	1,377.00	908	0	908	0
Social Security Administration	432.47	0	577.2	577.2	146.87	881.05	887.69	1,247.25	870.57	634.43
Tennessee Valley Authority	238.83	222	298.05	291.43	66	812.13	777.92	0	777.92	1,275.00
Trade and Development Agency	0	0	0	0	0	0	0	0	0	0
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	145.74	0	266.49	266.49	30.94	626.52	624.24	989.7	610.59	391
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	287.56	775.03	442.19	448.33	64.18	835.44	837.27	1,966.18	797.92	624.83
Medium Subtotal	343.97	299.5	504.4	501.09	110.19	876.88	860.39	1,247.25	849.42	906.08
Small Subtotal	290.09	0	447.89	447.89	78.41	1,240.09	1,270.88	0	1,270.88	617.5
Micro Subtotal	90	0	0	0	90	0	0	0	0	0
Government-wide	290.79	750	445.93	451.43	66.91	844.8	845.54	1,931.11	808.74	666.84

NRF = No Report Filed

Table B-18 FY 2013 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0	0	0	0	0
Agency for International Development	913.67	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 and Transportation Barriers Compliance Board	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	2,000.50	2,293.00	2,293.00	0	0	2,293.00	0	0
Central Intelligence Agency	1,115.17	0	0	0	0	0	0	0
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Comm for the Preservation of America's Heritage Abroad	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
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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 Financial Protection Bureau	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	439.67	0	0	0	0	0	0	0
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,175.25	0	0	0	0	0	0	0
Defense Army and Air Force Exchange Service	654.67	0	0	0	0	0	0	0
Defense Commissary Agency	745.79	0	0	0	0	0	0	0
Defense Contract Audit Agency	657	0	0	0	0	0	0	0
Defense Contract Management Agency	797.14	0	0	0	0	0	0	0
Defense Finance and Accounting Service	609	0	0	0	0	0	0	0
Defense Health Agency	0	0	0	0	0	0	0	0
Defense Human Resources Activity	408	0	0	0	0	0	0	0
Defense Information Systems Agency	1,202.57	0	0	0	0	0	0	0
Defense Intelligence Agency	548.33	0	0	0	0	0	0	0
Defense Logistics Agency	745.53	0	0	0	0	0	0	0
Defense Media Activity	0	0	0	0	0	0	0	0
Defense Security Service	210	0	0	0	0	0	0	0
Defense Technical Information Center	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	722	0	0	0	0	0	0	0
Defense Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	737	0	0	0	0	0	0	0

Table B-18 FY 2013 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 National Geospatial-Intelligence Agency	556.4	0	0	0	0	0	0	0
Defense National Guard Bureau	300	0	0	0	0	0	0	0
Defense National Security Agency	1,666.67	1,884.00	1,884.00	0	0	1,884.00	0	0
Defense Office of Inspector General	1,507.00	0	0	0	0	0	0	0
Defense Office of the Secretary/Washington Headquarters Services	1,077.00	0	0	0	0	0	0	0
Defense Uniformed Services University of the Health Sciences	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	891.83	1	0	0	0	0	0	1
Department of Commerce	835.71	0	0	0	0	0	0	0
Department of Defense Education Activity	725.44	0	0	0	0	0	0	0
Department of Education	728.83	1,215.00	1,215.00	0	0	1,215.00	0	0
Department of Energy	476.5	652	0	0	0	0	652	0
Department of Health and Human Services	817.62	0	0	0	0	0	0	0
Department of Homeland Security	1,589.31	1,361.50	1,514.80	0	1,485.00	1,522.25	595	0
Department of Housing and Urban Development	852.09	973	0	0	0	0	973	0
Department of Justice	843.29	1,550.00	1,550.00	1,651.00	0	1,499.50	0	0
Department of Labor	719.14	0	0	0	0	0	0	0
Department of State	920.5	0	0	0	0	0	0	0
Department of the Air Force	889.63	809.6	0	0	0	0	701.67	971.5
Department of the Army	805.82	828.67	924.5	0	728	1,121.00	637	0
Department of the Interior	869.65	0	0	0	0	0	0	0
Department of the Navy	985.27	0	0	0	0	0	0	0
Department of the Treasury	894.63	1,548.00	0	0	0	0	1,548.00	0
Department of Transportation	986.54	1,353.00	1,264.50	0	0	1,264.50	1,530.00	0
Department of Veterans Affairs	700.36	1,039.00	1,470.00	0	1,470.00	0	0	608
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	994.9	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	553	0	0	0	0	0	0	0
Export-Import Bank of the United States	0	0	0	0	0	0	0	0
Farm Credit Administration	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0	0
Federal Communications Commission	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	972.5	0	0	0	0	0	0	0
Federal Election Commission	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	600	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

Table B-18 FY 2013 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
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	987.31	0	0	0	0	0	0	0
Government Printing Office	1,613.95	0	0	0	0	0	0	0
Harry S. Truman Scholarship	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0
Illinois & Michigan Canal National Heritage Corridor Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	201	201	201	0	0	201	0	0
International Broadcasting Bureau	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
Marine Mammal Commission	0	0	0	0	0	0	0	0
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	863.86	0	0	0	0	0	0	0
National Archives and Records Administration	1,618.00	0	0	0	0	0	0	0
National Capital Planning Commission	0	0	0	0	0	0	0	0
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0	0	0	0	0	0
National Credit Union Administration	435	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 Gallery of Art	0	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	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	0	0	0	0	0	0
National Science Foundation	737	0	0	0	0	0	0	0
National Transportation Safety Board	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation	0	0	0	0	0	0	0	0
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	0	0	0	0	0	0	0	0
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	0	0	0	0	0	0	0	0

Table B-18 FY 2013 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
Office of Government Ethics	0	0	0	0	0	0	0	0
Office of Personnel Management	193.5	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
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0
Peace Corps	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	800.5	0	0	0	0	0	0	0
Postal Regulatory Commission	0	0	0	0	0	0	0	0
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	938	0	0	0	0	0	0	0
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	1,415.00	0	0	0	0	0	0	0
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	22.75	0	0	0	0	0	0	0
Smithsonian Institution	1,377.00	1,846.00	1,846.00	0	0	1,846.00	0	0
Social Security Administration	881.05	1,261.67	1,261.67	0	0	1,261.67	0	0
Tennessee Valley Authority	812.13	794	794	0	794	0	0	0
Trade and Development Agency	0	0	0	0	0	0	0	0
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	626.52	1,160.00	1,160.00	0	1,061.50	1,258.50	0	0
Utah Reclamation Mitigation and Conservation Comm	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	835.44	1,137.59	1,358.47	1,651.00	1,161.20	1,411.85	893.33	638
Medium Subtotal	876.88	1,285.00	1,285.00	0	794	1,407.75	0	0
Small Subtotal	1,240.09	1,247.00	1,247.00	0	0	1,247.00	0	0
Micro Subtotal	0	0	0	0	0	0	0	0
Government-wide	844.8	1,162.10	1,335.77	1,651.00	1,100.00	1,393.63	893.33	638

NRF = No Report Filed

Table B-19 FY 2013 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaints Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Number Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0.00%	0	0	0.00%
Agency for International Development	14	1	7.14%	0	1	7.14%
American Battle Monuments Commission	0	0	0.00%	0	0	0.00%
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	8	8	100.00%	7	1	12.50%
Central Intelligence Agency	24	1	4.17%	0	1	4.17%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0	0.00%
Commodity Futures Trading Commission	3	0	0.00%	0	0	0.00%
Consumer Financial Protection Bureau	7	3	42.86%	0	3	42.86%
Consumer Product Safety Commission	3	0	0.00%	0	0	0.00%
Corporation for National and Community Service	7	0	0.00%	0	0	0.00%
Council of the Inspectors General on Integrity and Efficiency	0	0	0.00%	0	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	11	6	54.55%	5	1	9.09%
Defense Army and Air Force Exchange Service	88	84	95.45%	66	18	20.45%
Defense Commissary Agency	113	13	11.50%	0	13	11.50%
Defense Contract Audit Agency	30	10	33.33%	1	9	30.00%
Defense Contract Management Agency	38	6	15.79%	2	4	10.53%
Defense Health Agency	5	5	100.00%	3	2	40.00%
Defense Human Resources Activity	6	6	100.00%	6	0	0.00%
Defense Information Systems Agency	21	0	0.00%	0	0	0.00%
Defense Intelligence Agency	34	10	29.41%	9	1	2.94%
Defense Logistics Agency	99	18	18.18%	7	11	11.11%
Defense Media Activity	0	0	0.00%	0	0	0.00%
Defense Security Service	9	0	0.00%	0	0	0.00%
Defense Technical Information Center	0	0	0.00%	0	0	0.00%
Defense Threat Reduction Agency	10	0	0.00%	0	0	0.00%
Defense Finance and Accounting Service	37	9	24.32%	2	7	18.92%
Defense Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	4	1	25.00%	0	1	25.00%

Table B-19 FY 2013 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaints Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Number Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
Defense National Geospatial-Intelligence Agency	23	0	0.00%	0	0	0.00%
Defense National Guard Bureau	19	5	26.32%	3	2	10.53%
Defense National Security Agency	29	2	6.90%	0	2	6.90%
Defense Office of Inspector General	7	0	0.00%	0	0	0.00%
Defense Office of the Secretary/Washington Headquarters Services	31	2	6.45%	0	2	6.45%
Defense Uniformed Services University of the Health Sciences	1	1	100.00%	0	1	100.00%
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0	0.00%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	538	152	28.25%	92	60	11.15%
Department of Commerce	361	9	2.49%	2	7	1.94%
Department of Defense Education Activity	62	3	4.84%	3	0	0.00%
Department of Education	33	17	51.52%	16	1	3.03%
Department of Energy	66	21	31.82%	15	6	9.09%
Department of Health and Human Services	319	80	25.08%	23	57	17.87%
Department of Homeland Security	1,164	247	21.22%	203	44	3.78%
Department of Housing and Urban Development	68	2	2.94%	0	2	2.94%
Department of Justice	694	27	3.89%	7	20	2.88%
Department of Labor	95	93	97.89%	72	21	22.11%
Department of State	148	22	14.86%	0	22	14.86%
Department of the Air Force	426	172	40.38%	106	66	15.49%
Department of the Army	1,130	234	20.71%	59	175	15.49%
Department of the Interior	302	194	64.24%	166	28	9.27%
Department of the Navy	672	54	8.04%	11	43	6.40%
Department of the Treasury	342	280	81.87%	233	47	13.74%
Department of Transportation	374	8	2.14%	1	7	1.87%
Department of Veterans Affairs	1,955	110	5.63%	2	108	5.52%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	48	3	6.25%	2	1	2.08%
Equal Employment Opportunity Commission	21	2	9.52%	0	2	9.52%
Export-Import Bank of the United States	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	3	0	0.00%	0	0	0.00%
Federal Deposit Insurance Corporation	35	19	54.29%	11	8	22.86%
Federal Election Commission	0	0	0.00%	0	0	0.00%
Federal Energy Regulatory Commission	6	0	0.00%	0	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	4	1	25.00%	1	0	0.00%
Federal Labor Relations Authority	2	2	100.00%	0	2	100.00%
Federal Maritime Commission	0	0	0.00%	0	0	0.00%
Federal Mediation and Conciliation Service	1	1	100.00%	0	1	100.00%

Table B-19 FY 2013 Total Complaint Closures Accepted/Participated in ADR

Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaints Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Number Complaint Closures Accepted / Participated in ADR Program	% Complaint Closures Accepted into ADR Program (Participation Rate)
Federal Mine Safety and Health Review Commission	0	0	0.00%	0	0	0.00%
Federal Reserve System - Board of Governors	13	0	0.00%	0	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0	0.00%
Federal Trade Commission	1	1	100.00%	1	0	0.00%
General Services Administration	88	4	4.55%	3	1	1.14%
Government Printing Office	62	2	3.23%	0	2	3.23%
Harry S. Truman Scholarship	0	0	0.00%	0	0	0.00%
Holocaust Memorial Museum U.S.	0	0	0.00%	0	0	0.00%
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	0	0	0.00%	0	0	0.00%
Inter-American Foundation	1	1	100.00%	1	0	0.00%
International Boundary and Water Commission	2	0	0.00%	0	0	0.00%
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0.00%	0	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0	0.00%
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	0.00%	0	0	0.00%
Millennium Challenge Corporation	0	0	0.00%	0	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	40	12	30.00%	8	4	10.00%
National Archives and Records Administration	8	1	12.50%	0	1	12.50%
National Capital Planning Commission	0	0	0.00%	0	0	0.00%
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0.00%	0	0	0.00%
National Credit Union Administration	5	0	0.00%	0	0	0.00%
National Endowment for the Arts	1	1	100.00%	0	1	100.00%
National Endowment for the Humanities	0	0	0.00%	0	0	0.00%
National Gallery of Art	2	0	0.00%	0	0	0.00%
National Indian Gaming Commission	0	0	0.00%	0	0	0.00%
National Labor Relations Board	12	12	100.00%	12	0	0.00%
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	3	2	66.67%	2	0	0.00%
National Science Foundation	6	3	50.00%	2	1	16.67%
National Transportation Safety Board	1	0	0.00%	0	0	0.00%
Navajo and Hopi Indian Relocation Commission	0	0	0.00%	0	0	0.00%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	17	11	64.71%	8	3	17.65%
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	0	0	0.00%	0	0	0.00%

Table B-19 FY 2013 Total Complaint Closures Accepted/Participated in ADR						
Agency or Department	Total Complaint Closures	Number Complaint Closures Offered ADR	% Complaints Closures Offered ADR (Offer Rate)	Number Offers Rejected by Complainant	Number 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	38	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	5	0	0.00%	0	0	0.00%
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0.00%	0	0	0.00%
Peace Corps	2	1	50.00%	1	0	0.00%
Pension Benefit Guaranty Corporation	12	3	25.00%	3	0	0.00%
Postal Regulatory Commission	0	0	0.00%	0	0	0.00%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	0	0.00%	0	0	0.00%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	11	0	0.00%	0	0	0.00%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	31	1	3.23%	0	1	3.23%
Smithsonian Institution	8	2	25.00%	0	2	25.00%
Social Security Administration	436	320	73.39%	312	8	1.83%
Tennessee Valley Authority	48	0	0.00%	0	0	0.00%
Trade and Development Agency	0	0	0.00%	0	0	0.00%
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	4,310	444	10.30%	58	386	8.96%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	13,663	2,341	17.13%	1,168	1,173	8.59%
Medium Subtotal	838	391	46.66%	358	33	3.94%
Small Subtotal	214	32	14.95%	20	12	5.61%
Micro Subtotal	1	1	100.00%	1	0	0.00%
Government-wide	14,716	2,765	18.79%	1,547	1,218	8.28%
NRF = No Report Filed						

Table B-20 FY 2013 ADR Complaint Resolutions (Formal Phase)							
Agency or Department	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0.00%	0	0.00%	0	0.00%
Agency for International Development	1	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 and Transportation Barriers Compliance Board	0	0	0.00%	0	0.00%	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & 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	1	1	100.00%	0	0.00%	1	100.00%
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0.00%	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%
Commodity Futures Trading Commission	0	0	0.00%	0	0.00%	0	0.00%
Consumer Financial Protection Bureau	3	3	100.00%	0	0.00%	3	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%
Council of the Inspectors General on Integrity and Efficiency	0	0	0.00%	0	0.00%	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	1	1	100.00%	0	0.00%	1	100.00%
Defense Army and Air Force Exchange Service	18	18	100.00%	0	0.00%	18	100.00%
Defense Commissary Agency	13	8	61.54%	4	30.77%	12	92.31%
Defense Contract Audit Agency	9	7	77.78%	0	0.00%	7	77.78%
Defense Contract Management Agency	4	3	75.00%	1	25.00%	4	100.00%
Defense Health Agency	2	1	50.00%	0	0.00%	1	50.00%
Defense Human Resources Activity	0	0	0.00%	0	0.00%	0	0.00%
Defense Information Systems Agency	0	0	0.00%	0	0.00%	0	0.00%
Defense Intelligence Agency	1	1	100.00%	0	0.00%	1	100.00%
Defense Logistics Agency	11	6	54.55%	0	0.00%	6	54.55%
Defense Media Activity	0	0	0.00%	0	0.00%	0	0.00%
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	0	0	0.00%	0	0.00%	0	0.00%
Defense Finance and Accounting Service	7	6	85.71%	0	0.00%	6	85.71%
Defense Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	1	1	100.00%	0	0.00%	1	100.00%
Defense National Geospatial-Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%

Table B-20 FY 2013 ADR Complaint Resolutions (Formal Phase)							
Agency or Department	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Defense National Guard Bureau	2	2	100.00%	0	0.00%	2	100.00%
Defense National Security Agency	2	0	0.00%	0	0.00%	0	0.00%
Defense Office of Inspector General	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary/Washington Headquarters Services	2	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University of the Health Sciences	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%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	60	26	43.33%	0	0.00%	26	43.33%
Department of Commerce	7	3	42.86%	0	0.00%	3	42.86%
Department of Defense Education Activity	0	0	0.00%	0	0.00%	0	0.00%
Department of Education	1	1	100.00%	0	0.00%	1	100.00%
Department of Energy	6	4	66.67%	1	16.67%	5	83.33%
Department of Health and Human Services	57	18	31.58%	3	5.26%	21	36.84%
Department of Homeland Security	44	18	40.91%	0	0.00%	18	40.91%
Department of Housing and Urban Development	2	0	0.00%	0	0.00%	0	0.00%
Department of Justice	20	12	60.00%	1	5.00%	13	65.00%
Department of Labor	21	21	100.00%	0	0.00%	21	100.00%
Department of State	22	12	54.55%	0	0.00%	12	54.55%
Department of the Air Force	66	46	69.70%	4	6.06%	50	75.76%
Department of the Army	175	107	61.14%	17	9.71%	124	70.86%
Department of the Interior	28	10	35.71%	0	0.00%	10	35.71%
Department of the Navy	43	32	74.42%	3	6.98%	35	81.40%
Department of the Treasury	47	14	29.79%	1	2.13%	15	31.91%
Department of Transportation	7	4	57.14%	0	0.00%	4	57.14%
Department of Veterans Affairs	108	61	56.48%	8	7.41%	69	63.89%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	1	0	0.00%	1	100.00%	1	100.00%
Equal Employment Opportunity Commission	2	2	100.00%	0	0.00%	2	100.00%
Export-Import Bank of the United States	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	8	2	25.00%	0	0.00%	2	25.00%
Federal Election Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	2	2	100.00%	0	0.00%	2	100.00%
Federal Maritime Commission	0	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	1	1	100.00%	0	0.00%	1	100.00%
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%

Table B-20 FY 2013 ADR Complaint Resolutions (Formal Phase)							
Agency or Department	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Federal Trade Commission	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	1	0	0.00%	0	0.00%	0	0.00%
Government Printing Office	2	2	100.00%	0	0.00%	2	100.00%
Harry S. Truman Scholarship	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%
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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 Broadcasting Bureau	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%
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	0	0	0.00%	0	0.00%	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	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 Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	1	1	100.00%	0	0.00%	1	100.00%
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%
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	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	3	1	33.33%	0	0.00%	1	33.33%
Nuclear Waste Technical Review Board	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%

Table B-20 FY 2013 ADR Complaint Resolutions (Formal Phase)							
Agency or Department	Number ADR Closures	Number ADR Settlements	% ADR Settlements	Number ADR Withdrawals	% ADR Withdrawals	Total Number ADR Resolutions	% ADR Resolutions (Resolution Rate)
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	0	0	0.00%	0	0.00%	0	0.00%
Pension Benefit Guaranty Corporation	0	0	0.00%	0	0.00%	0	0.00%
Postal Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	0.00%	0	0.00%	0	0.00%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	0	0	0.00%	0	0.00%	0	0.00%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	1	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	2	2	100.00%	0	0.00%	2	100.00%
Social Security Administration	8	2	25.00%	0	0.00%	2	25.00%
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. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	386	239	61.92%	10	2.59%	249	64.51%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	1,173	682	58.14%	53	4.52%	735	62.66%
Medium Subtotal	33	13	39.39%	1	3.03%	14	42.42%
Small Subtotal	12	11	91.67%	0	0.00%	11	91.67%
Micro Subtotal	0	0	0.00%	0	0.00%	0	0.00%
Government-wide	1,218	706	57.96	54	4.43%	760	62.40%
NRF = No Report Filed							

Table B-21 FY 2013 Complaint Closures with Benefits

Agency or Department	Number Complaint Closures with Benefits	Number Complaints Closed 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Agency for International Development	4	3	\$90,000.00	\$30,000.00	\$0.00	\$40,000.00	\$160,000.00	\$40,000.00	3	75.00%
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 and Transportation Barriers Compliance Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	4	3	\$0.00	\$25,000.00	\$0.00	\$7,000.00	\$32,000.00	\$8,000.00	4	100.00%
Central Intelligence Agency	4	4	\$0.00	\$97,530.00	\$0.00	\$24,470.00	\$122,000.00	\$30,500.00	4	100.00%
Chemical Safety and Hazard Investigation Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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%
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Commodity Futures Trading Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Consumer Financial Protection Bureau	4	1	\$0.00	\$35,000.00	\$0.00	\$80,000.00	\$115,000.00	\$28,750.00	4	100.00%
Consumer Product Safety Commission	2	1	\$0.00	\$0.00	\$0.00	\$10,000.00	\$10,000.00	\$5,000.00	2	100.00%
Corporation for National and Community Service	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Council of the Inspectors General on Integrity and Efficiency	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Court Services and Offender Supervision Agency for the District of Columbia	3	1	\$0.00	\$20,000.00	\$0.00	\$0.00	\$20,000.00	\$6,666.67	2	66.67%
Defense Army and Air Force Exchange Service	23	11	\$10,415.72	\$69,008.59	\$0.00	\$16,575.50	\$95,999.81	\$4,173.90	17	73.91%
Defense Commissary Agency	19	8	\$30,000.00	\$103,505.00	\$22,000.00	\$68,875.00	\$224,380.00	\$11,809.47	16	84.21%
Defense Contract Audit Agency	12	6	\$0.00	\$20,500.00	\$0.00	\$4,500.00	\$25,000.00	\$2,083.33	10	83.33%
Defense Contract Management Agency	12	11	\$0.00	\$52,215.20	\$20,000.00	\$14,000.00	\$86,215.20	\$7,184.60	8	66.67%
Defense Health Agency	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
Defense Human Resources Activity	2	2	\$0.00	\$10,500.00	\$0.00	\$0.00	\$10,500.00	\$5,250.00	1	50.00%
Defense Information Systems Agency	7	4	\$0.00	\$492,659.77	\$0.00	\$53,721.23	\$546,381.00	\$78,054.43	3	42.86%
Defense Intelligence Agency	11	7	\$0.00	\$70,000.00	\$268,312.00	\$461,450.00	\$799,762.00	\$72,705.64	6	54.55%
Defense Logistics Agency	24	14	\$9,483.65	\$150,500.00	\$0.00	\$60,777.40	\$220,761.05	\$9,198.38	19	79.17%
Defense Media Activity	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense Security Service	5	1	\$0.00	\$25,878.00	\$9,500.00	\$16,378.00	\$51,756.00	\$10,351.20	4	80.00%
Defense Technical Information Center	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Defense Threat Reduction Agency	7	5	\$0.00	\$0.00	\$47,500.00	\$61,433.34	\$108,933.34	\$15,561.91	6	85.71%

Table B-21 FY 2013 Complaint Closures with Benefits

Agency or Department	Number Complaint Closures with Benefits	Number Complaints Closed 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 Finance and Accounting Service	19	7	\$11,177.76	\$30,750.00	\$0.00	\$2,500.00	\$44,427.76	\$2,338.30	18	94.74%
Defense Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
Defense National Geospatial-Intelligence Agency	12	10	\$21,907.26	\$44,950.00	\$135,340.00	\$223,773.39	\$425,970.65	\$35,497.55	9	75.00%
Defense National Guard Bureau	3	1	\$0.00	\$5,000.00	\$0.00	\$0.00	\$5,000.00	\$1,666.67	3	100.00%
Defense National Security Agency	12	10	\$8,182.00	\$50,155.00	\$50,880.00	\$72,033.00	\$181,250.00	\$15,104.17	2	16.67%
Defense Office of Inspector General	2	2	\$0.00	\$0.00	\$90,000.00	\$15,000.00	\$105,000.00	\$52,500.00	1	50.00%
Defense Office of the Secretary/Washington Headquarters Services	5	3	\$0.00	\$25,100.00	\$0.00	\$0.00	\$25,100.00	\$5,020.00	4	80.00%
Defense Uniformed Services University of the Health Sciences	1	1	\$0.00	\$0.00	\$2,500.00	\$5,000.00	\$7,500.00	\$7,500.00	0	0.00%
Defense Nuclear Facilities Safety Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	187	141	\$106,881.21	\$1,880,796.45	\$280,500.00	\$993,631.63	\$3,261,809.29	\$17,442.83	128	68.45%
Department of Commerce	63	42	\$1,410.32	\$395,507.18	\$2,000.00	\$287,062.37	\$685,979.87	\$10,888.57	48	76.19%
Department of Defense Education Activity	19	12	\$0.00	\$202,500.00	\$0.00	\$163,870.00	\$366,370.00	\$19,282.63	14	73.68%
Department of Education	4	1	\$0.00	\$95,000.00	\$0.00	\$0.00	\$95,000.00	\$23,750.00	4	100.00%
Department of Energy	24	15	\$139,596.50	\$153,647.60	\$221,000.00	\$114,431.00	\$628,675.10	\$26,194.80	18	75.00%
Department of Health and Human Services	123	86	\$75,000.00	\$1,559,613.69	\$83,280.00	\$1,357,212.58	\$3,075,106.27	\$25,000.86	84	68.29%
Department of Homeland Security	251	141	\$136,818.87	\$1,180,187.13	\$814,140.37	\$960,198.72	\$3,091,345.09	\$12,316.12	197	78.49%
Department of Housing and Urban Development	16	10	\$0.00	\$176,000.00	\$25,000.00	\$145,034.62	\$346,034.62	\$21,627.16	15	93.75%
Department of Justice	117	73	\$72,086.80	\$702,038.00	\$154,500.00	\$326,400.27	\$1,255,025.07	\$10,726.71	89	76.07%
Department of Labor	21	17	\$0.00	\$110,294.00	\$100.00	\$126,400.00	\$236,794.00	\$11,275.90	21	100.00%
Department of State	32	21	\$0.00	\$1,479,735.74	\$67,000.00	\$358,500.00	\$1,905,235.74	\$59,538.62	25	78.12%
Department of the Air Force	163	85	\$11,539.00	\$655,159.24	\$139,292.00	\$419,931.42	\$1,225,921.66	\$7,520.99	82	50.31%
Department of the Army	487	251	\$328,362.52	\$2,345,096.68	\$1,397,441.00	\$1,792,909.25	\$5,863,809.45	\$12,040.68	404	82.96%
Department of the Interior	115	83	\$67,213.44	\$1,144,121.41	\$318,028.81	\$568,949.69	\$2,098,313.35	\$18,246.20	94	81.74%
Department of the Navy	252	164	\$56,470.00	\$2,101,931.77	\$197,060.00	\$816,281.76	\$3,171,743.53	\$12,586.28	156	61.90%
Department of the Treasury	73	47	\$1,200.00	\$242,555.00	\$170,815.37	\$237,493.00	\$652,063.37	\$8,932.37	55	75.34%
Department of Transportation	82	52	\$6,016.00	\$769,534.00	\$9,001.00	\$649,372.00	\$1,433,923.00	\$17,486.87	75	91.46%
Department of Veterans Affairs	528	295	\$21,425.00	\$11,539,687.00	\$834,913.00	\$2,146,299.00	\$14,542,324.00	\$27,542.28	359	67.99%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	4	2	\$0.00	\$0.00	\$0.00	\$15,500.00	\$15,500.00	\$3,875.00	2	50.00%
Equal Employment Opportunity Commission	9	7	\$0.00	\$30,100.00	\$0.00	\$14,000.00	\$44,100.00	\$4,900.00	4	44.44%
Export-Import Bank of the United States	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	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	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
Federal Deposit Insurance Corporation	9	8	\$0.00	\$116,500.00	\$0.00	\$40,182.00	\$156,682.00	\$17,409.11	8	88.89%
Federal Election Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Energy Regulatory Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%

Table B-21 FY 2013 Complaint Closures with Benefits

Agency or Department	Number Complaint Closures with Benefits	Number Complaints Closed 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 Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	2	2	\$13,395.33	\$11,500.00	\$0.00	\$14,500.00	\$39,395.33	\$19,697.66	1	50.00%
Federal Labor Relations Authority	2	2	\$0.00	\$2,800.00	\$0.00	\$9,000.00	\$11,800.00	\$5,900.00	2	100.00%
Federal Maritime Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Federal Mediation and Conciliation Service	1	1	\$0.00	\$72,500.00	\$0.00	\$45,000.00	\$117,500.00	\$117,500.00	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	3	3	\$0.00	\$382,000.00	\$0.00	\$0.00	\$382,000.00	\$127,333.33	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%
Federal Trade Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
General Services Administration	25	13	\$100.00	\$344,500.00	\$9,500.00	\$213,989.00	\$568,089.00	\$22,723.56	21	84.00%
Government Printing Office	13	7	\$0.00	\$151,953.40	\$0.00	\$109,779.80	\$261,733.20	\$20,133.32	6	46.15%
Harry S. Truman Scholarship	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Holocaust Memorial Museum U.S.	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	\$22,250.00	\$0.00	\$0.00	\$22,250.00	\$22,250.00	1	100.00%
International Broadcasting Bureau	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%
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Millennium Challenge Corporation	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	8	4	\$0.00	\$56,250.00	\$0.00	\$21,455.00	\$77,705.00	\$9,713.12	8	100.00%
National Archives and Records Administration	2	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	100.00%
National Capital Planning Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	2	2	\$0.00	\$2,000.00	\$0.00	\$47,500.00	\$49,500.00	\$24,750.00	2	100.00%
National Endowment for the Arts	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
National Endowment for the Humanities	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
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	8	7	\$0.00	\$74,600.00	\$0.00	\$3,385.00	\$77,985.00	\$9,748.12	8	100.00%
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%

Table B-21 FY 2013 Complaint Closures with Benefits

Agency or Department	Number Complaint Closures with Benefits	Number Complaints Closed 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
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%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	12	9	\$0.00	\$30,750.00	\$38,000.00	\$17,983.48	\$86,733.48	\$7,227.79	8	66.67%
Nuclear Waste Technical Review Board	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	17	5	\$9.00	\$153,000.00	\$0.00	\$20,700.00	\$173,709.00	\$10,218.18	12	70.59%
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	2	2	\$0.00	\$15,000.00	\$0.00	\$22,634.31	\$37,634.31	\$18,817.16	2	100.00%
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	1	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	100.00%
Postal Regulatory Commission	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	3	1	\$0.00	\$5,000.00	\$0.00	\$0.00	\$5,000.00	\$1,666.67	2	66.67%
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	6	4	\$0.00	\$21,000.00	\$0.00	\$6,000.00	\$27,000.00	\$4,500.00	4	66.67%
Smithsonian Institution	3	1	\$0.00	\$26,000.00	\$0.00	\$9,000.00	\$35,000.00	\$11,666.67	3	100.00%
Social Security Administration	74	49	\$84,034.50	\$233,088.44	\$237,554.20	\$484,807.18	\$1,039,484.32	\$14,047.09	62	83.78%
Tennessee Valley Authority	2	2	\$116,727.40	\$0.00	\$1,000.00	\$9,256.87	\$126,984.27	\$63,492.14	1	50.00%
Trade and Development Agency	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	827	697	\$313,677.28	\$126,100.00	\$3,427,729.68	\$1,442,898.82	\$5,310,405.78	\$6,421.29	364	44.01%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	3,562	2,336	\$1,428,863.33	\$28,010,226.45	\$8,787,833.23	\$13,982,892.99	\$52,209,816.00	\$14,657.44	2,361	66.28%
Medium Subtotal	180	108	\$200,870.90	\$1,097,688.44	\$286,054.20	\$969,758.53	\$2,554,372.07	\$14,190.96	148	82.22%
Small Subtotal	53	37	\$103,395.33	\$860,633.40	\$0.00	\$296,384.11	\$1,260,412.84	\$23,781.37	34	64.15%
Micro Subtotal	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0.00%
Government-wide	3,795	2,481	\$1,733,129.56	\$29,968,548.29	\$9,073,887.43	\$15,249,035.63	\$56,024,600.91	\$14,762.74	2,543	67.01%

NRF = No Report Filed

Table B-22 FY 2013 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	PDA	Total Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0	0	0	0	0	0
Agency for International Development	14	13	0	13	6	1	0	0	20
American Battle Monuments Commission	0	0	0	0	0	0	0	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	8	8	2	10	2	0	0	0	12
Central Intelligence Agency	24	15	0	15	2	6	0	1	24
Chemical Safety and Hazard Investigation Board	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	3	3	0	3	1	2	0	0	6
Consumer Financial Protection Bureau	7	6	0	6	3	4	1	0	14
Consumer Product Safety Commission	3	3	0	3	1	1	0	0	5
Corporation for National and Community Service	7	4	0	4	3	0	0	0	7
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	11	11	0	11	4	2	0	0	17
Defense Army and Air Force Exchange Service	88	88	2	90	17	0	0	1	108
Defense Commissary Agency	113	102	1	103	26	31	0	0	160
Defense Contract Audit Agency	30	20	1	21	13	5	0	0	39
Defense Contract Management Agency	38	32	0	32	16	13	0	2	63
Defense Health Agency	5	5	0	5	0	0	0	0	5
Defense Human Resources Activity	6	6	0	6	3	1	0	0	10
Defense Information Systems Agency	21	21	1	22	4	6	0	0	32
Defense Intelligence Agency	34	26	0	26	6	5	3	0	40
Defense Logistics Agency	99	85	0	85	30	28	1	0	144
Defense Media Activity	0	0	0	0	0	0	0	0	0
Defense Security Service	9	3	0	3	3	3	0	0	9
Defense Technical Information Center	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	10	9	0	9	3	5	0	0	17
Defense Finance and Accounting Service	37	33	1	34	15	20	0	0	69
Defense Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	4	4	0	4	2	4	0	0	10

Table B-22 FY 2013 Complaint Closures By Statute									
Agency or Department	Total Complaint Closures	Title VII	PDA	Total Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Defense National Geospatial-Intelligence Agency	23	16	0	16	10	5	0	0	31
Defense National Guard Bureau	19	19	0	19	0	0	0	0	19
Defense National Security Agency	29	17	0	17	6	19	0	0	42
Defense Office of Inspector General	7	4	0	4	2	2	0	0	8
Defense Office of the Secretary/Washington Headquarters Services	31	25	1	26	8	9	1	0	44
Defense Uniformed Services University of the Health Sciences	1	1	0	1	0	0	0	0	1
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	538	478	0	478	205	121	5	2	811
Department of Commerce	361	276	2	278	164	120	1	2	565
Department of Defense Education Activity	62	51	0	51	23	19	0	0	93
Department of Education	33	29	0	29	10	9	2	0	50
Department of Energy	66	55	0	55	29	20	3	0	107
Department of Health and Human Services	319	278	1	279	114	84	9	2	488
Department of Homeland Security	1,164	965	3	968	375	302	5	1	1,651
Department of Housing and Urban Development	68	58	0	58	29	18	0	0	105
Department of Justice	694	612	1	613	173	141	2	3	932
Department of Labor	95	87	0	87	45	28	1	0	161
Department of State	148	121	1	122	43	28	0	0	193
Department of the Air Force	426	349	2	351	126	140	3	3	623
Department of the Army	1,130	933	1	934	288	284	2	1	1,509
Department of the Interior	302	249	0	249	102	76	1	1	429
Department of the Navy	672	563	2	565	212	144	6	1	928
Department of the Treasury	342	272	0	272	83	128	2	0	485
Department of Transportation	374	296	1	297	146	72	10	2	527
Department of Veterans Affairs	1,955	1,107	0	1,107	479	541	12	0	2,139
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	48	45	0	45	19	16	0	0	80
Equal Employment Opportunity Commission	21	15	0	15	4	9	1	1	30
Export-Import Bank of the United States	1	0	0	0	1	0	0	0	1
Farm Credit Administration	0	0	0	0	0	0	0	0	0
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0	0	0
Federal Communications Commission	3	3	0	3	0	0	0	0	3
Federal Deposit Insurance Corporation	35	33	0	33	20	11	0	0	64
Federal Election Commission	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	6	4	0	4	1	3	0	0	8
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	4	4	1	5	0	0	2	0	7
Federal Labor Relations Authority	2	2	0	2	0	0	0	0	2
Federal Maritime Commission	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	1	1	0	1	1	0	0	0	2
Federal Mine Safety and Health Review Commission	0	0	0	0	0	0	0	0	0

Table B-22 FY 2013 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	PDA	Total Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Federal Reserve System - Board of Governors	13	8	0	8	5	0	0	0	13
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1	1	0	1	0	1	0	0	2
General Services Administration	88	73	0	73	43	31	2	0	149
Government Printing Office	62	52	0	52	9	18	0	0	79
Harry S. Truman Scholarship	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	0	0	0	0	0	0	0	0	0
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	0	0	0	0	0	0	0	0	0
Inter-American Foundation	1	1	0	1	1	0	0	0	2
International Boundary and Water Commission	2	2	0	2	0	0	0	0	2
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0	0	0	0	0	0	0
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
John F. Kennedy Center for the Performing Arts	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	0	0	0	0	0	0	0	0	0
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	0	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	40	36	1	37	13	7	3	0	60
National Archives and Records Administration	8	7	0	7	1	3	0	0	11
National Capital Planning Commission	0	0	0	0	0	0	0	0	0
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0	0	0	0	0	0	0
National Credit Union Administration	5	5	0	5	2	1	0	0	8
National Endowment for the Arts	1	1	0	1	0	0	0	0	1
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0
National Gallery of Art	2	2	0	2	1	0	0	0	3
National Indian Gaming Commission	0	0	0	0	0	0	0	0	0
National Labor Relations Board	12	12	0	12	3	8	0	0	23
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	3	3	0	3	0	0	0	0	3
National Science Foundation	6	6	0	6	4	3	0	0	13
National Transportation Safety Board	1	1	0	1	0	0	0	0	1
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	17	11	0	11	6	2	0	0	19
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	0	0	0	0	0	0	0	0	0
Office of Government Ethics	0	0	0	0	0	0	0	0	0
Office of Personnel Management	38	20	0	20	10	8	0	0	38

Table B-22 FY 2013 Complaint Closures By Statute

Agency or Department	Total Complaint Closures	Title VII	PDA	Total Title VII	ADEA	Rehabilitation Act	EPA	GINA	Total by Statute
Office of Special Counsel	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	5	5	0	5	2	0	0	0	7
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0
Peace Corps	2	1	0	1	1	0	0	0	2
Pension Benefit Guaranty Corporation	12	8	0	8	1	5	1	0	15
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	2	2	0	2	1	0	0	0	3
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	11	9	0	9	6	4	0	0	19
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	31	23	0	23	15	12	0	0	50
Smithsonian Institution	8	6	1	7	1	2	0	1	11
Social Security Administration	436	355	4	359	158	128	0	0	645
Tennessee Valley Authority	48	38	0	38	18	12	1	0	69
Trade and Development Agency	0	0	0	0	0	0	0	0	0
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	4,310	3,718	16	3,734	1,522	1,455	1	37	6,749
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	13,663	11,013	37	11,050	4,332	3,886	70	58	19,396
Medium Subtotal	838	685	6	691	322	252	7	1	1,273
Small Subtotal	214	172	3	175	46	48	4	2	275
Micro Subtotal	1	1	0	1	1	0	0	0	2
Government-wide	14,716	11,871	46	11,917	4,701	4,186	81	61	20,946

NRF = No Report Filed

Table B-23 FY 2013 Summary of Pending Complaints By Category

Agency or Department	Pending End of Period		Pending Acknowledgement		Pending Accept/Dismiss		Pending Investigation		Pending Hearing		Pending Final Agency Action	
	Number	Average Days	Number	Average Days	Number	Average Days	Number	Average Days	Number	Average Days	Number	Average Days
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	29	514.79	1	74	5	42.4	6	240.17	15	828.07	2	390.5
American Battle Monuments Commission	2	321.5	0	0	0	0	1	143	1	500	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	18	323.39	0	0	0	0	10	175.6	8	508.12	0	0
Central Intelligence Agency	52	616.44	0	0	1	27	27	264.67	21	943.14	3	1,692.00
Chemical Safety and Hazard Investigation Board	3	307	0	0	0	0	0	0	3	307	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Financial Protection Bureau	6	325.67	0	0	1	436	2	339	1	448	2	196
Consumer Product Safety Commission	3	284.67	0	0	0	0	1	210	1	141	1	503
Corporation for National and Community Service	15	378.67	0	0	0	0	5	86.2	7	682.43	3	157.33
Council of the Inspectors General on Integrity and Efficiency	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	14	449	0	0	1	94	4	91.25	7	739.43	2	325.5
Defense Army and Air Force Exchange Service	103	296.69	0	0	1	16	48	119.98	50	465.7	4	374.75
Defense Commissary Agency	160	408.82	3	1.33	3	14.67	57	131.58	77	663.71	20	337.85
Defense Contract Audit Agency	32	403.84	2	97.5	5	176.4	12	257.17	10	675.3	3	669
Defense Contract Management Agency	53	613.23	2	2	1	4,214.00	15	410.6	24	789.5	11	288.73
Defense Health Agency	14	373	0	0	2	60	3	202.67	6	631.33	3	235.33
Defense Human Resources Activity	10	447.8	0	0	1	11	3	195.33	5	727.6	1	243
Defense Information Systems Agency	49	555.96	0	0	0	0	11	142.18	24	615.5	14	779
Defense Intelligence Agency	78	504.5	1	1	10	106.8	24	302.62	38	724.13	5	700.4
Defense Logistics Agency	146	375.6	0	0	8	41.88	24	79.04	89	484.79	25	378.4
Defense Media Activity	9	411.11	0	0	0	0	6	228	3	777.33	0	0
Defense Security Service	18	168.33	0	0	2	42.5	5	160	9	233.33	2	22.5
Defense Technical Information Center	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	18	324.78	0	0	0	0	7	144.86	9	529.22	2	34.5
Defense Finance and Accounting Service	55	341.78	0	0	0	0	24	118.92	27	554.41	4	243.75
Defense Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-23 FY 2013 Summary of Pending Complaints By Category

Agency or Department	Pending End of Period		Pending Acknowledgement		Pending Accept/Dismiss		Pending Investigation		Pending Hearing		Pending Final Agency Action	
	Number	Average Days	Number	Average Days	Number	Average Days	Number	Average Days	Number	Average Days	Number	Average Days
Defense Missile Defense Agency	13	540.69	0	0	3	203.33	3	342.67	6	818.5	1	480
Defense National Geospatial-Intelligence Agency	21	534.57	0	0	0	0	4	108.75	13	754.31	4	246.25
Defense National Guard Bureau	23	747.39	0	0	3	134	6	147.33	5	746.4	9	1,352.44
Defense National Security Agency	52	635.96	1	1	2	55	11	170.64	34	913.59	4	5
Defense Office of Inspector General	4	224.5	0	0	0	0	4	224.5	0	0	0	0
Defense Office of the Secretary/Washington Headquarters Services	78	490.17	3	11	9	25.33	24	122.17	34	806.97	8	950.38
Defense Uniformed Services University of the Health Sciences	4	425.5	0	0	0	0	2	120	2	731	0	0
Defense Nuclear Facilities Safety Board	0	0	0	0	0	0	0	0	0	0	0	0
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	981	677.87	17	27.18	84	331.9	213	245.78	504	862.17	163	918.8
Department of Commerce	313	378.78	1	17	9	14.44	99	110.68	176	567.07	28	273.21
Department of Defense Education Activity	109	344.97	1	12	11	23.55	36	147.94	50	578	11	282.27
Department of Education	42	659.76	0	0	2	9	10	157.5	28	907	2	360.5
Department of Energy	112	271.79	9	67.11	26	62.5	25	173.08	35	459.31	17	459.29
Department of Health and Human Services	577	561	26	47.35	51	231.71	118	198.45	325	821.86	57	353.12
Department of Homeland Security	1,962	480.36	30	211	131	92.54	565	205.22	958	685.44	278	544.67
Department of Housing and Urban Development	169	585.54	6	10.17	9	183.44	46	160.78	82	910.27	26	584.88
Department of Justice	1,612	587.14	53	735.15	154	207.25	299	201.52	688	778.6	418	669.05
Department of Labor	203	410.75	5	52.6	35	83.49	58	199.17	86	695.83	19	463.42
Department of State	207	431.88	3	3.33	19	34.84	65	157.83	100	708.16	20	382.6
Department of the Air Force	687	525.25	2	3.5	35	122.66	185	199.84	226	820.04	239	561.71
Department of the Army	1,380	429.53	14	74.43	70	51.2	452	144.28	624	667.97	220	482.25
Department of the Interior	515	657.76	2	0	40	48.32	105	209.99	269	942.86	99	617.53
Department of the Navy	961	494.39	20	41.05	60	296.7	226	174	500	706.97	155	410.84
Department of the Treasury	589	410.83	4	12.5	35	39.29	230	164.53	291	646.7	29	500.83
Department of Transportation	595	694.74	3	4.67	85	193.14	83	108.8	329	965.54	95	739.43
Department of Veterans Affairs	3,235	542.47	0	0	144	32.48	939	130.56	1,787	823.07	365	429.53
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	129	509.89	0	0	6	40.67	33	186.45	66	689.86	24	577
Equal Employment Opportunity Commission	33	267.7	1	7	1	175	9	134.56	13	189.92	9	552.44
Export-Import Bank of the United States	1	183	0	0	0	0	0	0	1	183	0	0
Farm Credit Administration	1	94	0	0	0	0	1	94	0	0	0	0
Farm Credit System Insurance Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Federal Communications Commission	7	185.71	0	0	0	0	0	0	7	185.71	0	0
Federal Deposit Insurance Corporation	64	355.09	1	17	3	38	22	130.77	35	548.09	3	178.33
Federal Election Commission	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	4	150	0	0	2	120	1	180	1	180	0	0
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	10	363.7	0	0	2	58.5	4	226.75	4	653.25	0	0
Federal Labor Relations Authority	5	166.2	0	0	1	17	1	17	3	265.67	0	0
Federal Maritime Commission	2	374	0	0	0	0	0	0	0	0	2	374

Table B-23 FY 2013 Summary of Pending Complaints By Category

Agency or Department	Pending End of Period		Pending Acknowledgement		Pending Accept/Dismiss		Pending Investigation		Pending Hearing		Pending Final Agency Action	
	Number	Average Days	Number	Average Days	Number	Average Days	Number	Average Days	Number	Average Days	Number	Average Days
Federal Mediation and Conciliation Service	1	180	0	0	0	0	0	0	0	0	1	180
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	16	624.69	0	0	4	646.5	1	89	11	665.45	0	0
Federal Retirement Thrift Investment Board	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1	185	0	0	0	0	1	185	0	0	0	0
General Services Administration	148	479.32	3	10.67	3	10	43	141.98	88	659.12	11	615.45
Government Printing Office	79	583.94	0	0	13	31.62	17	109.76	48	903.62	1	480
Harry S. Truman Scholarship	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
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	1	31	0	0	1	31	0	0	0	0	0	0
Inter-American Foundation	1	176	0	0	0	0	1	176	0	0	0	0
International Boundary and Water Commission	1	201	0	0	0	0	1	201	0	0	0	0
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	2	366.5	0	0	0	0	0	0	2	366.5	0	0
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0	0	0	0	0	0	0	0	0	0
John F. Kennedy Center for the Performing Arts	1	610	0	0	0	0	0	0	1	610	0	0
Marine Mammal Commission	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	2	253.5	0	0	0	0	0	0	2	253.5	0	0
Millennium Challenge Corporation	8	357.5	0	0	1	30	2	45	3	320	2	890
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	42	422.02	0	0	6	38.5	10	103.1	10	936	16	443.94
National Archives and Records Administration	9	330.22	0	0	2	28.5	4	108.75	2	1,214.50	1	51
National Capital Planning Commission	0	0	0	0	0	0	0	0	0	0	0	0
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	1	120	0	0	0	0	1	120	0	0	0	0
National Credit Union Administration	5	222	0	0	0	0	1	56	2	216	2	311
National Endowment for the Arts	2	94	0	0	0	0	1	14	0	0	1	174
National Endowment for the Humanities	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	3	191	0	0	0	0	2	187	1	199	0	0
National Indian Gaming Commission	4	144	0	0	2	38	0	0	2	250	0	0
National Labor Relations Board	5	342.6	0	0	0	0	3	152.67	2	627.5	0	0
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	3	291.67	0	0	0	0	0	0	0	0	3	291.67
National Science Foundation	14	348.79	0	0	0	0	3	188.67	10	422.4	1	93
National Transportation Safety Board	2	233	0	0	0	0	1	195	1	271	0	0
Navajo and Hopi Indian Relocation Commission	0	0	0	0	0	0	0	0	0	0	0	0
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	9	254.44	0	0	2	37.5	3	167.67	3	475.33	1	286
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-23 FY 2013 Summary of Pending Complaints By Category

Agency or Department	Pending End of Period		Pending Acknowledgement		Pending Accept/Dismiss		Pending Investigation		Pending Hearing		Pending Final Agency Action	
	Number	Average Days	Number	Average Days	Number	Average Days	Number	Average Days	Number	Average Days	Number	Average Days
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	58	589.4	0	0	8	245.62	8	50.5	29	934.55	13	362.62
Office of Special Counsel	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	3	187.67	0	0	1	83	1	109	1	371	0	0
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	3	450.33	0	0	0	0	1	327	2	512	0	0
Pension Benefit Guaranty Corporation	19	386.89	0	0	3	19	3	48	13	550	0	0
Postal Regulatory Commission	0	0	0	0	0	0	0	0	0	0	0	0
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	6	530.83	0	0	0	0	1	97	5	617.6	0	0
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	33	444.39	1	77	0	0	11	159.27	18	631.94	3	487
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	58	1,513.19	0	0	2	25.5	18	213.67	35	2,336.31	3	699
Smithsonian Institution	20	327.15	0	0	0	0	5	82.4	12	464.25	3	186.67
Social Security Administration	929	570.84	7	2.29	53	40.75	240	280.25	476	791.74	153	549.07
Tennessee Valley Authority	57	359.96	0	0	8	55.62	15	126.13	27	559.37	7	439.71
Trade and Development Agency	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	4,184	372.95	0	0	425	15.91	1,031	96.85	2,451	567.99	277	222.68
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	19,373	491.15	208	240.99	1,475	105.74	5,078	154.59	9,974	716.17	2,638	523.47
Medium Subtotal	1,587	558.72	12	11.83	94	61.79	421	224.29	817	808.68	243	516.94
Small Subtotal	349	452.07	2	40.5	37	111.49	101	172.76	179	667.18	30	556.4
Micro Subtotal	8	236.38	0	0	1	31	3	146.33	4	355.25	0	0
Government-wide	21,317	495.45	222	226.79	1,607.00	103.26	5,603	160.15	10,974	722.12	2,911	523.27

NRF = No Report Filed

Table B-24 FY 2013 Agency Staff Resources

Agency or Department	Agency Counselors								Agency Investigators								Agency Counselors/Investigators							
	Total	Full Time		Part Time		Collateral Duty		Total	Full Time		Part Time		Collateral Duty		Total	Full Time		Part Time		Collateral Duty				
		Number	%	Number	%	Number	%		Number	%	Number	%	Number	%		Number	%	Number	%	Number	%			
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
African Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Agency for International Development	34	0	0.00%	0	0.00%	34	100.00%	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	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%	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	NRF	NRF			
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Broadcasting Board of Governors	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Central Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	15	13	86.67%	0	0.00%	2	13.33%			
Chemical Safety and Hazard Investigation Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Commission for the Preservation of America's Heritage Abroad	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Commission on Civil Rights	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Commodity Futures Trading Commission	20	0	0.00%	0	0.00%	20	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Consumer Financial Protection Bureau	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Consumer Product Safety Commission	10	0	0.00%	0	0.00%	10	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Corporation for National and Community Service	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%			
Council of the Inspectors General on Integrity and Efficiency	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%			
Court Services and Offender Supervision Agency for the District of Columbia	14	1	7.14%	0	0.00%	13	92.86%	2	2	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%			
Defense Army and Air Force Exchange Service	247	0	0.00%	0	0.00%	247	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Commissary Agency	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Contract Audit Agency	7	7	100.00%	0	0.00%	0	0.00%	7	2	28.57%	5	71.43%	0	0.00%	7	2	28.57%	5	71.43%	0	0.00%			
Defense Contract Management 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%	0	0.00%			
Defense Health 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%	0	0.00%			
Defense Human Resources Activity	5	0	0.00%	5	100.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Information Systems Agency	7	7	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Intelligence Agency	6	6	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Logistics Agency	43	0	0.00%	0	0.00%	43	100.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Media Activity	5	0	0.00%	0	0.00%	5	100.00%	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Security Service	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%			
Defense Technical Information Center	5	0	0.00%	5	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Threat Reduction 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%	0	0.00%			
Defense Finance and Accounting Service	8	2	25.00%	6	75.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Defense Missile Defense Agency	3	3	100.00%	0	0.00%	0	0.00%	3	0	0.00%	3	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			

Table B-24 FY 2013 Agency Staff Resources

	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	
Defense National Geospatial-Intelligence Agency	5	2	40.00%	0	0.00%	3	60.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense National Guard Bureau	382	41	10.73%	22	5.76%	319	83.51%	16	1	6.25%	0	0.00%	15	93.75%	16	7	43.75%	8	50.00%	1	6.25%
Defense National Security Agency	1	1	100.00%	0	0.00%	0	0.00%	7	6	85.71%	1	14.29%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%
Defense Office of Inspector General	7	5	71.43%	0	0.00%	2	28.57%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Office of the Secretary/Washington Headquarters Services	3	3	100.00%	0	0.00%	0	0.00%	103	103	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Uniformed Services University of the Health Sciences	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Defense Nuclear Facilities Safety 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%
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	37	34	91.89%	1	2.70%	2	5.41%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Commerce	35	20	57.14%	0	0.00%	15	42.86%	5	1	20.00%	0	0.00%	4	80.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Defense Education Activity	3	3	100.00%	0	0.00%	0	0.00%	8	8	100.00%	0	0.00%	0	0.00%	11	3	27.27%	8	72.73%	0	0.00%
Department of Defense	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Education	3	2	66.67%	1	33.33%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Energy	82	4	4.88%	0	0.00%	78	95.12%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Health and Human Services	138	34	24.64%	10	7.25%	94	68.12%	0	0	0.00%	0	0.00%	0	0.00%	8	8	100.00%	0	0.00%	0	0.00%
Department of Homeland Security	198	71	35.86%	73	36.87%	54	27.27%	28	17	60.71%	0	0.00%	11	39.29%	14	11	78.57%	0	0.00%	3	21.43%
Department of Housing and Urban Development	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Justice	224	29	12.95%	5	2.23%	190	84.82%	28	8	28.57%	0	0.00%	20	71.43%	9	4	44.44%	5	55.56%	0	0.00%
Department of Labor	36	0	0.00%	0	0.00%	36	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of State	407	0	0.00%	0	0.00%	407	100.00%	5	0	0.00%	5	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Air Force	378	312	82.54%	17	4.50%	49	12.96%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Army	961	0	0.00%	0	0.00%	961	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Interior	147	34	23.13%	7	4.76%	106	72.11%	11	10	90.91%	0	0.00%	1	9.09%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Navy	226	43	19.03%	157	69.47%	26	11.50%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of the Treasury	69	37	53.62%	2	2.90%	30	43.48%	19	19	100.00%	0	0.00%	0	0.00%	3	0	0.00%	0	0.00%	3	100.00%
Department of Transportation	73	7	9.59%	1	1.37%	65	89.04%	6	6	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Department of Veterans Affairs	26	26	100.00%	0	0.00%	0	0.00%	62	30	48.39%	32	51.61%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	28	0	0.00%	0	0.00%	28	100.00%	0	0	0.00%	0	0.00%	0	0.00%	10	10	100.00%	0	0.00%	0	0.00%
Equal Employment Opportunity Commission	1	1	100.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Export-Import Bank of the United States	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit Administration	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Farm Credit System Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Communications Commission	6	0	0.00%	0	0.00%	6	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Deposit Insurance Corporation	6	2	33.33%	4	66.67%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Election Commission	3	1	33.33%	0	0.00%	2	66.67%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Energy Regulatory Commission	5	0	0.00%	0	0.00%	5	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Federal Housing Finance Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Labor Relations Authority	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Maritime Commission	3	1	33.33%	0	0.00%	2	66.67%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Mediation and Conciliation Service	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%

Table B-24 FY 2013 Agency Staff Resources

	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				
Federal Mine 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%
Federal Reserve System - Board of Governors	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Federal Trade Commission	9	1	11.11%	0	0.00%	8	88.89%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
General Services Administration	17	16	94.12%	1	5.88%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Government Printing Office	4	0	0.00%	4	100.00%	0	0.00%	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Harry S. Truman Scholarship	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	0	0.00%	1	100.00%
Holocaust Memorial Museum U.S.	5	0	0.00%	0	0.00%	5	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Inter-American Foundation	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
International Boundary and Water Commission	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%
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Japan-United States Friendship Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
John F. Kennedy Center for the Performing Arts	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Millennium Challenge Corporation	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%
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	25	12	48.00%	8	32.00%	5	20.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Archives and Records Administration	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Capital Planning Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Credit Union Administration	0	0	0.00%	0	0.00%	0	0.00%	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%	0	0	0.00%	0	0.00%	0	0.00%
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 Gallery of Art	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 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	41	0	0.00%	0	0.00%	41	100.00%	1	1	100.00%	0	0.00%	0	0.00%	4	4	100.00%	0	0.00%	0	0.00%
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
National Science Foundation	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%
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	23	0	0.00%	0	0.00%	23	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 Board	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	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%

Table B-24 FY 2013 Agency Staff Resources

	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	
Office of Personnel Management	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	4	4	100.00%	0	0.00%	0	0.00%
Office of Special Counsel	5	0	0.00%	0	0.00%	5	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Office of the Director of National Intelligence	5	0	0.00%	0	0.00%	5	100.00%	0	0	0.00%	0	0.00%	0	0.00%	2	0	0.00%	0	0.00%	2	100.00%
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	1	0	0.00%	0	0.00%	1	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Peace Corps	10	0	0.00%	0	0.00%	10	100.00%	0	0	0.00%	0	0.00%	0	0.00%	10	0	0.00%	0	0.00%	10	100.00%
Pension Benefit Guaranty Corporation	3	2	66.67%	1	33.33%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Postal Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	0	0.00%	1	100.00%
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	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%
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
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	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	10	0	0.00%	0	0.00%	10	100.00%	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%
Smithsonian Institution	3	2	66.67%	0	0.00%	1	33.33%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Social Security Administration	251	28	11.16%	0	0.00%	223	88.84%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Tennessee Valley Authority	20	1	5.00%	0	0.00%	19	95.00%	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. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	103	102	99.03%	0	0.00%	1	0.97%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	3,906	848	21.71%	315	8.06%	2,743	70.23%	313	213	68.05%	47	15.02%	53	16.93%	72	39	54.17%	26	36.11%	7	9.72%
Medium Subtotal	441	62	14.06%	13	2.95%	366	82.99%	5	2	40.00%	0	0.00%	3	60.00%	21	18	85.71%	0	0.00%	3	14.29%
Small Subtotal	186	11	5.91%	5	2.69%	170	91.40%	10	5	50.00%	0	0.00%	5	50.00%	28	14	50.00%	0	0.00%	14	50.00%
Micro Subtotal	11	3	27.27%	0	0.00%	8	72.73%	0	0	0.00%	0	0.00%	0	0.00%	2	0	0.00%	0	0.00%	2	100.00%
Government-wide	4,544	924	20.33%	333	7.33%	3,287	72.34%	328	220	67.07%	47	14.33%	61	18.60%	123	71	57.72%	26	21.14%	26	21.14%

NRF = No Report Filed

Table B-24a FY 2013 Contract Staff Resources

Agency or Department	Contract Counselors								Contract Investigators								Contract Counselors/Investigators							
	Total	Full Time		Part Time		Collateral Duty		Total	Full Time		Part Time		Collateral Duty		Total	Full Time		Part Time		Collateral Duty				
		Number	%	Number	%	Number	%		Number	%	Number	%	Number	%		Number	%	Number	%	Number	%			
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
African Development Agency	1	0	0.00%	1	100.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Agency for International Development	0	0	0.00%	0	0.00%	0	0.00%	8	8	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
American Battle Monuments Commission	3	0	0.00%	3	100.00%	0	0.00%	14	0	0.00%	14	100.00%	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	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Architectural and Transportation Barriers Compliance Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Broadcasting Board of Governors	4	0	0.00%	4	100.00%	0	0.00%	5	0	0.00%	5	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Central Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Chemical Safety and Hazard Investigation Board	2	0	0.00%	2	100.00%	0	0.00%	2	0	0.00%	2	100.00%	0	0.00%	2	0	0.00%	2	100.00%	0	0.00%			
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Commission for the Preservation of America's Heritage Abroad	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Commission of Fine Arts	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Commission on Civil Rights	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Committee for Purchase from People Who Are Blind or Severely Disabled	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Commodity Futures Trading Commission	0	0	0.00%	0	0.00%	0	0.00%	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%			
Consumer Financial Protection Bureau	4	0	0.00%	4	100.00%	0	0.00%	4	0	0.00%	4	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Consumer Product Safety Commission	0	0	0.00%	0	0.00%	0	0.00%	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Corporation for National and Community Service	10	10	100.00%	0	0.00%	0	0.00%	10	10	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Council of the Inspectors General on Integrity and Efficiency	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%			
Court Services and Offender Supervision Agency for the District of Columbia	0	0	0.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Army and Air Force Exchange Service	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Commissary Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Contract Audit Agency	10	10	100.00%	0	0.00%	0	0.00%	10	0	0.00%	10	100.00%	0	0.00%	10	2	20.00%	8	80.00%	0	0.00%			
Defense Contract Management Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Health Agency	5	0	0.00%	5	100.00%	0	0.00%	2	0	0.00%	2	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Human Resources Activity	0	0	0.00%	0	0.00%	0	0.00%	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Information Systems Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Logistics Agency	0	0	0.00%	0	0.00%	0	0.00%	35	28	80.00%	7	20.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Media Activity	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Security Service	0	0	0.00%	0	0.00%	0	0.00%	6	6	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Technical Information Center	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Threat Reduction Agency	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Finance and Accounting Service	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			
Defense Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF			
Defense Missile Defense Agency	1	0	0.00%	1	100.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%			

Table B-24a FY 2013 Contract Staff Resources

Agency or Department	Contract Counselors								Contract Investigators								Contract Counselors/Investigators							
	Full Time			Part Time			Collateral Duty		Full Time			Part Time			Collateral Duty		Full Time			Part Time			Collateral Duty	
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Number	%	
Defense National Geospatial-Intelligence Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Defense National Guard Bureau	0	0	0.00%	0	0.00%	0	0.00%	2	1	50.00%	0	0.00%	1	50.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Defense National Security Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Defense Office of Inspector General	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Defense Office of the Secretary/Washington Headquarters Services	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Defense Uniformed Services University of the Health Sciences	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%	0	0.00%	
Defense Nuclear Facilities Safety Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Department of Agriculture	8	2	25.00%	6	75.00%	0	0.00%	141	100	70.92%	41	29.08%	0	0.00%	8	8	100.00%	0	0.00%	0	0.00%	0	0.00%	
Department of Commerce	0	0	0.00%	0	0.00%	0	0.00%	30	28	93.33%	0	0.00%	2	6.67%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Department of Defense Education Activity	1	0	0.00%	1	100.00%	0	0.00%	6	6	100.00%	0	0.00%	0	0.00%	7	0	0.00%	7	100.00%	0	0.00%	0	0.00%	
Department of Education	0	0	0.00%	0	0.00%	0	0.00%	8	8	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Department of Energy	0	0	0.00%	0	0.00%	0	0.00%	20	3	15.00%	17	85.00%	0	0.00%	5	0	0.00%	5	100.00%	0	0.00%	0	0.00%	
Department of Health and Human Services	67	67	100.00%	0	0.00%	0	0.00%	294	294	100.00%	0	0.00%	0	0.00%	100	100	100.00%	0	0.00%	0	0.00%	0	0.00%	
Department of Homeland Security	29	29	100.00%	0	0.00%	0	0.00%	185	91	49.19%	94	50.81%	0	0.00%	21	21	100.00%	0	0.00%	0	0.00%	0	0.00%	
Department of Housing and Urban Development	0	0	0.00%	0	0.00%	0	0.00%	40	18	45.00%	22	55.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Department of Justice	0	0	0.00%	0	0.00%	0	0.00%	131	123	93.89%	0	0.00%	8	6.11%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Department of Labor	0	0	0.00%	0	0.00%	0	0.00%	37	37	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Department of State	0	0	0.00%	0	0.00%	0	0.00%	25	25	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Department of the Air Force	5	4	80.00%	0	0.00%	1	20.00%	85	85	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Department of the Army	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Department of the Interior	7	3	42.86%	0	0.00%	4	57.14%	64	43	67.19%	6	9.38%	15	23.44%	3	0	0.00%	3	100.00%	0	0.00%	0	0.00%	
Department of the Navy	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%	0	0.00%	
Department of the Treasury	7	6	85.71%	0	0.00%	1	14.29%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Department of Transportation	2	1	50.00%	1	50.00%	0	0.00%	43	43	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Department of Veterans Affairs	16	6	37.50%	5	31.25%	5	31.25%	117	43	36.75%	61	52.14%	13	11.11%	60	35	58.33%	25	41.67%	0	0.00%	0	0.00%	
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Environmental Protection Agency	0	0	0.00%	0	0.00%	0	0.00%	8	8	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Equal Employment Opportunity Commission	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Export-Import Bank of the United States	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	
Farm Credit Administration	3	3	100.00%	0	0.00%	0	0.00%	9	9	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Farm Credit System Insurance Corporation	3	3	100.00%	0	0.00%	0	0.00%	9	9	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Federal Communications Commission	0	0	0.00%	0	0.00%	0	0.00%	3	0	0.00%	0	0.00%	3	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Federal Deposit Insurance Corporation	0	0	0.00%	0	0.00%	0	0.00%	25	25	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Federal Election Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Federal Energy Regulatory Commission	1	0	0.00%	0	0.00%	1	100.00%	4	0	0.00%	0	0.00%	4	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Federal Financial Institutions Examination Council	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Federal Housing Finance Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	3	0	0.00%	3	100.00%	0	0.00%	0	0.00%	
Federal Labor Relations Authority	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Federal Maritime Commission	0	0	0.00%	0	0.00%	0	0.00%	2	0	0.00%	0	0.00%	2	100.00%	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%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	

Table B-24a FY 2013 Contract Staff Resources

Agency or Department	Contract Counselors								Contract Investigators								Contract Counselors/Investigators							
	Full Time			Part Time			Collateral Duty		Full Time			Part Time			Collateral Duty		Full Time			Part Time			Collateral Duty	
	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Total	Number	%	Number	%	Number	%	Number	%	
Federal Mine Safety and Health Review Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Federal Reserve System - Board of Governors	0	0	0.00%	0	0.00%	0	0.00%	7	7	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Federal Retirement Thrift Investment Board	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	10	10	100.00%	0	0.00%	0	0.00%	0	0.00%	
Federal Trade Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
General Services Administration	1	1	100.00%	0	0.00%	0	0.00%	71	71	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Government Printing Office	0	0	0.00%	0	0.00%	0	0.00%	4	4	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Harry S. Truman Scholarship U.S.	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Holocaust Memorial Museum	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%	0	0.00%	
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Institute of Museum and Library Services	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Inter-American Foundation	0	0	0.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
International Boundary and Water 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%	0	0.00%	
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
International Trade Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	2	0	0.00%	2	100.00%	0	0.00%	0	0.00%	
James Madison Memorial Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Japan-United States Friendship Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
John F. Kennedy Center for the Performing Arts	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%	0	0.00%	
Marine Mammal Commission	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Merit Systems Protection Board	0	0	0.00%	0	0.00%	0	0.00%	2	0	0.00%	0	0.00%	2	100.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Millennium Challenge Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
National Aeronautics and Space Administration	13	8	61.54%	5	38.46%	0	0.00%	13	13	100.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0.00%	
National Archives and Records Administration	0	0	0.00%	0	0.00%	0	0.00%	10	10	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
National Capital Planning Commission	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
National Council on Disability	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%	0	0.00%	
National Credit Union Administration	1	0	0.00%	1	100.00%	0	0.00%	4	0	0.00%	4	100.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%	
National Endowment for the Arts	0	0	0.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
National Endowment for the Humanities	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
National Gallery of Art	0	0	0.00%	0	0.00%	0	0.00%	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	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%	0	0.00%	0	0.00%	
National Labor Relations Board	0	0	0.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
National Reconnaissance Office	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
National Science Foundation	3	0	0.00%	3	100.00%	0	0.00%	2	0	0.00%	2	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
National Transportation Safety Board	3	3	100.00%	0	0.00%	0	0.00%	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Navajo and Hopi Indian Relocation Commission	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Nuclear Regulatory Commission	0	0	0.00%	0	0.00%	0	0.00%	6	0	0.00%	6	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Nuclear Waste Technical Review Board	NRF	NRF	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	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%	0	0.00%	

Table B-24a FY 2013 Contract Staff Resources

Agency or Department	Contract Counselors								Contract Investigators						Contract Counselors/Investigators									
	Total	Full Time			Part Time		Collateral Duty		Total	Full Time			Part Time		Collateral Duty		Total	Full Time			Part Time		Collateral Duty	
		Number	%	Number	%	Number	%	Number		%	Number	%	Number	%	Number	%		Number	%	Number	%	Number	%	Number
Office of Government Ethics	1	0	0.00%	1	100.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Office of Personnel Management	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%	0	0.00%	
Office of Special Counsel	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Office of the Director of National Intelligence	0	0	0.00%	0	0.00%	0	0.00%	1	0	0.00%	1	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Overseas Private Investment Corporation	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Peace Corps	0	0	0.00%	0	0.00%	0	0.00%	4	0	0.00%	0	0.00%	4	100.00%	4	0	0.00%	0	0.00%	0	0.00%	4	100.00%	
Pension Benefit Guaranty Corporation	1	1	100.00%	0	0.00%	0	0.00%	10	10	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	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%	0	0.00%	
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Railroad Retirement Board	0	0	0.00%	0	0.00%	0	0.00%	1	1	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Securities and Exchange Commission	2	0	0.00%	2	100.00%	0	0.00%	8	0	0.00%	8	100.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Small Business Administration	0	0	0.00%	0	0.00%	0	0.00%	25	25	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Smithsonian Institution	0	0	0.00%	0	0.00%	0	0.00%	3	3	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Social Security Administration	13	13	100.00%	0	0.00%	0	0.00%	79	79	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Tennessee Valley Authority	0	0	0.00%	0	0.00%	0	0.00%	2	2	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Trade and Development Agency	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
U.S. Postal Service	0	0	0.00%	0	0.00%	0	0.00%	213	213	100.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	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	NRF	NRF	
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	
Cabinet Subtotal	161	130	80.75%	20	12.42%	11	6.83%	1,500	1,200	80.00%	261	17.40%	39	2.60%	214	166	77.57%	48	22.43%	0	0.00%	0	0.00%	
Medium Subtotal	38	22	57.89%	15	39.47%	1	2.63%	262	237	90.46%	24	9.16%	1	0.38%	2	1	50.00%	1	50.00%	0	0.00%	0	0.00%	
Small Subtotal	24	19	79.17%	4	16.67%	1	4.17%	90	64	71.11%	9	10.00%	17	18.89%	10	1	10.00%	5	50.00%	4	40.00%	0	0.00%	
Micro Subtotal	14	5	35.71%	8	57.14%	1	7.14%	31	13	41.94%	17	54.84%	1	3.23%	12	10	83.33%	2	16.67%	0	0.00%	0	0.00%	
Government-wide	237	176	74.26%	47	19.83%	14	5.91%	1,883	1,514	80.40%	311	16.52%	58	3.08%	238	178	74.79%	56	23.53%	4	1.68%	0	0.00%	

NRF = No Report Filed

Table B-25 FY 2013 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	70	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	4,673	8	8	0	0	1	1	0	0	0	0	0	0
American Battle Monuments Commission	71	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 and Transportation Barriers Compliance Board	42	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,612	0	0	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	3	3	0	0
Chemical Safety and Hazard Investigation Board	41	0	0	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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	41	0	0	0	0	0	0	0	0	0	0	0	0
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Committee for Purchase from People Who Are Blind or Severely Disabled	27	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	685	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Financial Protection Bureau	1,345	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	520	8	8	0	0	0	0	0	0	0	0	0	0
Corporation for National and Community Service	631	0	0	0	0	0	0	0	0	0	0	0	0
Council of the Inspectors General on Integrity and Efficiency	7	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,220	0	0	0	0	0	0	0	0	1	1	0	0
Defense Army and Air Force Exchange Service	32,225	88	88	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	13,157	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	4,935	0	0	0	0	0	0	0	0	0	0	0	0

Table B-25 FY 2013 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 Contract Management Agency	11,482	1	1	0	0	0	0	0	0	0	0	0	0
Defense Health Agency	893	1	1	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,650	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	5,997	1	1	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	2	1	0	1	0	0	0	0	0	0	0	0
Defense Logistics Agency	22,157	1	1	0	0	0	0	0	0	0	0	0	0
Defense Media Activity	936	2	2	0	0	0	0	0	0	0	0	0	0
Defense Security Service	809	0	0	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	214	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,287	1	1	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	11,323	0	0	0	0	0	0	0	0	0	0	0	0
Defense Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	2,342	1	1	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	61,227	89	72	5	12	4	0	4	0	2	1	1	0
Defense National Security Agency	0	1	1	0	0	1	1	0	0	0	0	0	0
Defense Office of Inspector General	1,566	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary/Washington Headquarters Services	7,295	0	0	0	0	4	2	2	0	0	0	0	0
Defense Uniformed Services University of the Health Sciences	775	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	111	0	0	0	0	0	0	0	0	0	0	0	0
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	98,551	2	2	5	0	0	0	0	0	0	0	0	0
Department of Commerce	46,151	0	0	0	0	0	0	0	0	0	0	0	0
Department of Defense Education Activity	16,038	0	0	0	0	0	0	0	0	0	0	0	0
Department of Education	4,240	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	14,101	17	17	0	0	0	0	0	0	0	0	0	0
Department of Health and Human Services	83,142	23	23	0	0	0	0	0	0	0	0	0	0

Table B-25 FY 2013 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
Department of Homeland Security	196,439	27	12	14	1	4	4	0	0	2	1	0	1
Department of Housing and Urban Development	8,764	0	0	0	0	0	0	0	0	0	0	0	0
Department of Justice	116,022	3	3	0	0	0	0	0	0	0	0	0	0
Department of Labor	16,302	33	33	0	0	0	0	0	0	0	0	0	0
Department of State	70,000	350	350	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	169,306	84	28	41	22	0	0	0	0	0	0	0	0
Department of the Army	232,496	139	125	9	5	0	0	0	0	0	0	0	0
Department of the Interior	73,746	4	3	0	1	0	0	0	0	0	0	0	0
Department of the Navy	276,083	63	53	8	2	0	0	0	0	0	0	0	0
Department of the Treasury	109,011	2	2	0	0	0	0	0	0	0	0	0	0
Department of Transportation	55,320	16	13	0	3	0	0	0	0	0	0	0	0
Department of Veterans Affairs	336,119	4	4	0	0	8	8	0	0	0	0	0	0
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	17,002	17	17	0	0	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,161	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	401	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	293	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	1,796	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	7,577	0	0	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	337	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,458	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	736	0	0	0	0	0	0	0	0	0	0	0	0
Federal Labor Relations Authority	120	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	120	2	2	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	233	2	2	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

Table B-25 FY 2013 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 Reserve System - Board of Governors	2,450	1	1	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	171	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1,169	0	0	0	0	1	0	0	1	0	0	0	0
General Services Administration	11,830	0	0	0	0	0	0	0	0	0	0	0	0
Government Printing Office	1,879	0	0	0	0	3	3	0	0	0	0	0	0
Harry S. Truman Scholarship	5	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	400	0	0	0	0	0	0	0	0	0	0	0	0
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	88	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	40	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	251	0	0	0	0	0	0	0	0	0	0	0	0
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	383	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	1,292	0	0	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	13	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	196	0	0	0	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	288	1	1	0	0	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,283	3	3	0	0	0	0	0	0	0	0	0	0
National Archives and Records Administration	3,169	0	0	0	0	0	0	0	0	0	0	0	0
National Capital Planning Commission	34	0	0	0	0	0	0	0	0	0	0	0	0
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	28	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,255	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	174	0	0	0	0	0	0	0	0	0	0	0	0

Table B-25 FY 2013 Agency New Staff Training

Agency or Department	Total Work Force	Agency Counselors				Agency Investigators				Agency Counselors/Investigators			
		New Staff Training				New Staff Training				New Staff Training			
		Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None	Total	32 Hour	8 Hour	None
National Endowment for the Humanities	179	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	840	0	0	0	0	0	0	0	0	0	0	0	0
National Indian Gaming Commission	98	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,608	2	0	0	2	0	0	0	1	0	0	0	0
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	1,474	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	422	0	0	0	0	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	38	0	0	0	0	0	0	0	0	0	0	0	0
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	3,736	0	0	0	0	0	0	0	0	1	1	0	0
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	58	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	65	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	5,495	0	0	0	0	0	0	0	0	2	2	0	0
Office of Special Counsel	113	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	0	2	2	0	0	0	0	0	0	0	0	0	0
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	228	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	896	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	967	0	0	0	0	0	0	0	0	0	0	0	0
Postal Regulatory Commission	71	0	0	0	0	0	0	0	0	0	0	0	0
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	913	3	3	0	0	0	0	0	0	0	0	0	0
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	4,138	0	0	0	0	0	0	0	0	0	0	0	0
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF

Table B-25 FY 2013 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
Small Business Administration	5,292	7	7	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	6,160	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	62,725	53	53	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	12,415	3	3	0	0	0	0	0	0	0	0	0	0
Trade and Development Agency	48	1	1	0	0	0	0	0	0	0	0	0	0
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	614,728	12	12	0	0	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	2,716,829	967	850	82	47	21	15	6	0	4	2	1	1
Medium Subtotal	164,796	85	83	0	2	0	0	0	1	3	3	0	0
Small Subtotal	28,842	27	27	0	0	5	4	0	1	4	4	0	0
Micro Subtotal	1,156	1	1	0	0	0	0	0	0	0	0	0	0
Government-wide	2,911,623	1,080	961	82	49	26	19	6	2	11	9	1	1
NRF = No Report Filed													

Table B-26 FY 2013 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	70	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	4,673	26	26	0	0	1	1	0	0	0	0	0	0
American Battle Monuments Commission	71	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 and Transportation Barriers Compliance Board	42	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,612	4	2	2	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	12	10	0	2
Chemical Safety and Hazard Investigation Board	41	0	0	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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	41	1	1	0	0	0	0	0	0	0	0	0	0
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Committee for Purchase from People Who Are Blind or Severely Disabled	27	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	685	20	17	3	0	0	0	0	0	0	0	0	0
Consumer Financial Protection Bureau	1,345	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	520	2	2	0	0	0	0	0	0	0	0	0	0
Corporation for National and Community Service	631	0	0	0	0	0	0	0	0	0	0	0	0
Council of the Inspectors General on Integrity and Efficiency	7	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,220	14	14	0	0	2	2	0	0	0	0	0	0
Defense Army and Air Force Exchange Service	32,225	159	121	38	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	13,157	4	0	0	4	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	4,935	7	7	0	0	7	7	0	0	7	7	0	0
Defense Contract Management Agency	11,482	4	4	0	0	0	0	0	0	0	0	0	0
Defense Health Agency	893	2	2	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,650	5	5	0	0	1	1	0	0	0	0	0	0
Defense Information Systems Agency	5,997	6	6	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	4	3	1	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	22,157	42	30	2	10	1	1	0	0	0	0	0	0
Defense Media Activity	936	3	3	0	0	2	2	0	0	0	0	0	0
Defense Security Service	809	6	6	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	214	5	5	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,287	1	1	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	11,323	8	8	0	0	0	0	0	0	0	0	0	0

Table B-26 FY 2013 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 Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	2,342	2	2	0	0	3	3	0	0	0	0	0	0
Defense National Geospatial-Intelligence Agency	0	5	5	0	0	0	0	0	0	0	0	0	0
Defense National Guard Bureau	61,227	293	225	8	60	12	11	0	1	14	13	1	0
Defense National Security Agency	0	0	0	0	0	6	6	0	0	2	2	0	0
Defense Office of Inspector General	1,566	7	7	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary/Washington Headquarters Services	7,295	3	3	0	0	99	99	0	0	0	0	0	0
Defense Uniformed Services University of the Health Sciences	775	4	4	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	111	2	2	0	2	0	0	0	0	0	0	0	0
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	98,551	35	29	0	6	0	0	0	0	0	0	0	0
Department of Commerce	46,151	35	35	0	0	5	5	0	0	0	0	0	0
Department of Defense Education Activity	16,038	3	3	0	0	8	8	0	0	11	11	0	0
Department of Education	4,240	3	0	3	0	1	1	0	0	0	0	0	0
Department of Energy	14,101	65	62	2	1	0	0	0	0	0	0	0	0
Department of Health and Human Services	83,142	115	115	0	0	0	0	0	0	8	8	0	0
Department of Homeland Security	196,439	171	133	5	33	24	24	0	0	12	12	0	0
Department of Housing and Urban Development	8,764	2	1	0	1	0	0	0	0	0	0	0	0
Department of Justice	116,022	221	214	0	7	28	28	0	0	9	9	0	0
Department of Labor	16,302	3	3	0	0	0	0	0	0	0	0	0	0
Department of State	70,000	57	57	0	0	5	5	0	0	0	0	0	0
Department of the Air Force	169,306	294	139	5	153	0	0	0	0	0	0	0	0
Department of the Army	232,496	822	48	731	43	0	0	0	0	0	0	0	0
Department of the Interior	73,746	143	112	5	26	11	11	0	0	0	0	0	0
Department of the Navy	276,083	163	35	136	2	0	0	0	0	0	0	0	0
Department of the Treasury	109,011	67	67	0	0	19	19	0	0	3	3	0	0
Department of Transportation	55,320	57	29	9	19	6	6	0	0	0	0	0	0
Department of Veterans Affairs	336,119	22	22	0	0	54	54	0	0	2	2	0	0
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	17,002	11	11	0	0	0	0	0	0	10	10	0	0
Equal Employment Opportunity Commission	2,161	1	1	0	0	2	2	0	0	0	0	0	0
Export-Import Bank of the United States	401	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	293	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	1,796	6	6	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	7,577	6	0	6	0	0	0	0	0	0	0	0	0
Federal Election Commission	337	3	3	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,458	5	5	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	736	0	0	0	0	0	0	0	0	0	0	0	0

Table B-26 FY 2013 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 Labor Relations Authority	120	2	2	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	120	1	1	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	233	4	4	0	0	0	0	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	2,450	3	3	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	171	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1,169	9	1	0	8	0	0	0	0	0	0	0	0
General Services Administration	11,830	17	17	0	0	0	0	0	0	0	0	0	0
Government Printing Office	1,879	4	4	0	0	0	0	0	0	0	0	0	0
Harry S. Truman Scholarship	5	0	0	0	0	0	0	0	0	1	0	0	1
Holocaust Memorial Museum U.S.	400	5	3	0	2	0	0	0	0	0	0	0	0
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	88	1	1	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	40	3	3	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	251	6	0	0	6	0	0	0	0	0	0	0	0
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	383	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	1,292	0	0	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	13	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	196	3	3	0	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	288	2	2	0	0	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,283	22	22	0	0	0	0	0	0	0	0	0	0
National Archives and Records Administration	3,169	1	1	0	0	0	0	0	0	0	0	0	0
National Capital Planning Commission	34	0	0	0	0	0	0	0	0	0	0	0	0
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	28	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,255	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	174	2	2	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	179	2	0	0	2	0	0	0	0	0	0	0	0
National Gallery of Art	840	9	6	0	3	0	0	0	0	0	0	0	0
National Indian Gaming Commission	98	1	1	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,608	39	0	0	39	1	0	0	2	4	0	0	4
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	1,474	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	422	0	0	0	0	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	38	0	0	0	0	0	0	0	0	0	0	0	0

Table B-26 FY 2013 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
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	3,736	23	23	0	0	0	0	0	0	2	2	0	0
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	58	1	1	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	65	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	5,495	0	0	0	0	0	0	0	0	2	2	0	0
Office of Special Counsel	113	5	0	5	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	2	2	0	0
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	228	1	1	0	0	0	0	0	0	0	0	0	0
Peace Corps	896	10	10	0	0	0	0	0	0	10	10	0	0
Pension Benefit Guaranty Corporation	967	3	3	0	0	0	0	0	0	0	0	0	0
Postal Regulatory Commission	71	0	0	0	0	0	0	0	0	1	1	0	0
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	913	3	2	0	1	0	0	0	0	0	0	0	0
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	4,138	16	12	0	4	0	0	0	0	0	0	0	0
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	5,292	3	3	0	0	2	2	0	0	0	0	0	0
Smithsonian Institution	6,160	3	3	0	0	0	0	0	0	0	0	0	0
Social Security Administration	62,725	198	23	10	165	0	0	0	0	0	0	0	0
Tennessee Valley Authority	12,415	17	16	1	0	2	2	0	0	0	0	0	0
Trade and Development Agency	48	1	1	0	0	0	0	0	0	0	0	0	0
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	614,728	91	86	3	2	0	0	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	2,716,829	2,939	1,637	948	367	292	291	0	1	68	67	1	0
Medium Subtotal	164,796	356	131	17	208	5	4	0	2	18	14	0	4
Small Subtotal	28,842	159	127	10	22	5	5	0	0	24	22	0	2
Micro Subtotal	1,156	10	10	0	2	0	0	0	0	2	1	0	1
Government-wide	2,911,623	3,464	1,905	975	599	302	300	0	3	112	104	1	7

NRF = No Report Filed

Table B-27 FY 2013 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	70	0	0	0	0	0	0	0	0	0	0	0	0
Agency for International Development	4,673	0	0	0	0	0	0	0	0	0	0	0	0
American Battle Monuments Commission	71	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 and Transportation Barriers Compliance Board	42	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,612	0	0	0	0	0	0	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Chemical Safety and Hazard Investigation Board	41	2	0	2	0	2	0	2	0	2	0	2	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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	41	0	0	0	0	0	0	0	0	0	0	0	0
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Committee for Purchase from People Who Are Blind or Severely Disabled	27	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	685	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Financial Protection Bureau	1,345	0	0	0	0	0	0	0	0	0	0	0	0
Consumer Product Safety Commission	520	0	0	0	0	0	0	0	0	0	0	0	0
Corporation for National and Community Service	631	0	0	0	0	0	0	0	0	0	0	0	0
Council of the Inspectors General on Integrity and Efficiency	7	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,220	0	0	0	0	0	0	0	0	0	0	0	0
Defense Army and Air Force Exchange Service	32,225	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	13,157	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	4,935	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Management Agency	11,482	0	0	0	0	0	0	0	0	0	0	0	0
Defense Health Agency	893	0	0	0	0	0	0	0	0	0	0	0	0
Defense Human Resources Activity	1,650	0	0	0	0	0	0	0	0	0	0	0	0
Defense Information Systems Agency	5,997	0	0	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	1	0	1	0	0	0	0	0
Defense Logistics Agency	22,157	0	0	0	0	0	0	0	0	0	0	0	0
Defense Media Activity	936	0	0	0	0	0	0	0	0	0	0	0	0
Defense Security Service	809	0	0	0	0	0	0	0	0	0	0	0	0
Defense Technical Information Center	214	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,287	0	0	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	11,323	0	0	0	0	0	0	0	0	0	0	0	0

Table B-27 FY 2013 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 Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	2,342	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	61,227	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 Office of Inspector General	1,566	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary/Washington Headquarters Services	7,295	0	0	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University of the Health Sciences	775	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	111	0	0	0	0	0	0	0	0	0	0	0	0
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	98,551	0	0	0	0	0	0	0	0	0	0	0	0
Department of Commerce	46,151	0	0	0	0	0	0	0	0	0	0	0	0
Department of Defense Education Activity	16,038	0	0	0	0	0	0	0	0	0	0	0	0
Department of Education	4,240	0	0	0	0	0	0	0	0	0	0	0	0
Department of Energy	14,101	0	0	0	0	3	3	0	0	0	0	0	0
Department of Health and Human Services	83,142	7	4	3	0	29	17	12	0	15	5	10	0
Department of Homeland Security	196,439	0	0	0	0	1	1	0	0	0	0	0	0
Department of Housing and Urban Development	8,764	0	0	0	0	0	0	0	0	0	0	0	0
Department of Justice	116,022	0	0	0	0	7	7	0	0	0	0	0	0
Department of Labor	16,302	0	0	0	0	0	0	0	0	0	0	0	0
Department of State	70,000	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Air Force	169,306	2	2	1	0	13	0	0	13	0	0	0	0
Department of the Army	232,496	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Interior	73,746	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Navy	276,083	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Treasury	109,011	0	0	0	0	0	0	0	0	0	0	0	0
Department of Transportation	55,320	0	0	0	0	1	1	0	0	0	0	0	0
Department of Veterans Affairs	336,119	2	2	0	0	37	8	29	0	15	11	4	0
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	17,002	0	0	0	0	0	0	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,161	0	0	0	0	0	0	0	0	0	0	0	0
Export-Import Bank of the United States	401	0	0	0	0	0	0	0	0	0	0	0	0
Farm Credit Administration	293	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	1,796	0	0	0	0	0	0	0	0	0	0	0	0
Federal Deposit Insurance Corporation	7,577	0	0	0	0	0	0	0	0	0	0	0	0
Federal Election Commission	337	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,458	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	736	0	0	0	0	0	0	0	0	1	1	1	0

Table B-27 FY 2013 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
Federal Labor Relations Authority	120	0	0	0	0	0	0	0	0	0	0	0	0
Federal Maritime Commission	120	0	0	0	0	0	0	0	0	0	0	0	0
Federal Mediation and Conciliation Service	233	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	2,450	0	0	0	0	0	0	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	171	0	0	0	0	0	0	0	0	0	0	0	0
Federal Trade Commission	1,169	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	11,830	0	0	0	0	0	0	0	0	0	0	0	0
Government Printing Office	1,879	0	0	0	0	0	0	0	0	0	0	0	0
Harry S. Truman Scholarship	5	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	400	0	0	0	0	0	0	0	0	0	0	0	0
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	88	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	40	0	0	0	0	0	0	0	0	0	0	0	0
International Boundary and Water Commission	251	0	0	0	0	0	0	0	0	0	0	0	0
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	383	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	1,292	0	0	0	0	0	0	0	0	0	0	0	0
Marine Mammal Commission	13	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	196	0	0	0	0	0	0	0	0	0	0	0	0
Millennium Challenge Corporation	288	0	0	0	0	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,283	5	0	5	0	0	0	0	0	0	0	0	0
National Archives and Records Administration	3,169	0	0	0	0	0	0	0	0	0	0	0	0
National Capital Planning Commission	34	0	0	0	0	0	0	0	0	0	0	0	0
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	28	0	0	0	0	0	0	0	0	0	0	0	0
National Credit Union Administration	1,255	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Arts	174	0	0	0	0	0	0	0	0	0	0	0	0
National Endowment for the Humanities	179	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	840	0	0	0	0	0	0	0	0	0	0	0	0
National Indian Gaming Commission	98	0	0	0	0	0	0	0	0	0	0	0	0
National Labor Relations Board	1,608	0	0	0	0	0	0	0	0	0	0	0	0
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	1,474	0	0	0	0	0	0	0	0	0	0	0	0
National Transportation Safety Board	422	0	0	0	0	0	0	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	38	0	0	0	0	0	0	0	0	0	0	0	0

Table B-27 FY 2013 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
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	3,736	0	0	0	0	0	0	0	0	0	0	0	0
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	58	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	65	0	0	0	0	0	0	0	0	0	0	0	0
Office of Personnel Management	5,495	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	113	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
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	228	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	896	0	0	0	0	0	0	0	0	0	0	0	0
Pension Benefit Guaranty Corporation	967	0	0	0	0	0	0	0	0	0	0	0	0
Postal Regulatory Commission	71	0	0	0	0	0	0	0	0	0	0	0	0
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	913	0	0	0	0	0	0	0	0	0	0	0	0
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	4,138	0	0	0	0	0	0	0	0	0	0	0	0
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	5,292	0	0	0	0	0	0	0	0	0	0	0	0
Smithsonian Institution	6,160	0	0	0	0	0	0	0	0	0	0	0	0
Social Security Administration	62,725	0	0	0	0	0	0	0	0	0	0	0	0
Tennessee Valley Authority	12,415	0	0	0	0	0	0	0	0	0	0	0	0
Trade and Development Agency	48	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	614,728	0	0	0	0	121	121	0	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	2,716,829	11	8	4	0	213	158	42	13	30	16	14	0
Medium Subtotal	164,796	5	0	5	0	0	0	0	0	0	0	0	0
Small Subtotal	28,842	0	0	0	0	0	0	0	0	1	1	1	0
Micro Subtotal	1,156	2	0	2	0	2	0	2	0	2	0	2	0
Government-wide	2,911,623	18	8	11	0	215	158	44	13	33	17	17	0

NRF = No Report Filed

Table B-28 FY 2013 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
Administrative Conference of the United States	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Advisory Council on Historic Preservation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
African Development Agency	70	1	1	0	0	1	1	0	0	0	0	0	0
Agency for International Development	4,673	0	0	0	0	8	8	0	0	0	0	0	0
American Battle Monuments Commission	71	3	3	0	0	14	14	0	0	0	0	0	0
Appalachian Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Architectural and Transportation Barriers Compliance Board	42	0	0	0	0	0	0	0	0	0	0	0	0
Arctic Research Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Armed Forces Retirement Home	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Barry Goldwater Scholarship & Excellence in Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Broadcasting Board of Governors	1,612	4	4	0	0	5	5	0	0	0	0	0	0
Central Intelligence Agency	0	0	0	0	0	1	1	0	0	0	0	0	0
Chemical Safety and Hazard Investigation Board	41	0	0	0	0	0	0	0	0	0	0	0	0
Christopher Columbus Fellowship Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Commission for the Preservation of America's Heritage Abroad	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	41	0	0	0	0	0	0	0	0	0	0	0	0
Commission on the Prevention of Weapons of Mass Destruction Proliferation and Terrorism	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Committee for Purchase from People Who Are Blind or Severely Disabled	27	0	0	0	0	0	0	0	0	0	0	0	0
Commodity Futures Trading Commission	685	0	0	0	0	2	2	0	0	0	0	0	0
Consumer Financial Protection Bureau	1,345	4	4	0	0	4	4	0	0	0	0	0	0
Consumer Product Safety Commission	520	0	0	0	0	3	3	0	0	0	0	0	0
Corporation for National and Community Service	631	10	10	0	0	10	10	0	0	0	0	0	0
Council of the Inspectors General on Integrity and Efficiency	7	0	0	0	0	0	0	0	0	0	0	0	0
Court Services and Offender Supervision Agency for the District of Columbia	1,220	0	0	0	0	2	2	0	0	0	0	0	0
Defense Army and Air Force Exchange Service	32,225	0	0	0	0	0	0	0	0	0	0	0	0
Defense Commissary Agency	13,157	0	0	0	0	0	0	0	0	0	0	0	0
Defense Contract Audit Agency	4,935	10	10	0	0	10	10	0	0	10	10	0	0
Defense Contract Management Agency	11,482	0	0	0	0	0	0	0	0	0	0	0	0
Defense Health Agency	893	5	5	0	0	2	2	0	0	0	0	0	0
Defense Human Resources Activity	1,650	0	0	0	0	4	4	0	0	0	0	0	0
Defense Information Systems Agency	5,997	0	0	0	0	0	0	0	0	0	0	0	0
Defense Intelligence Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Logistics Agency	22,157	0	0	0	0	35	35	0	0	0	0	0	0
Defense Media Activity	936	0	0	0	0	0	0	0	0	0	0	0	0
Defense Security Service	809	0	0	0	0	6	6	0	0	0	0	0	0
Defense Technical Information Center	214	0	0	0	0	0	0	0	0	0	0	0	0
Defense Threat Reduction Agency	1,287	1	1	0	0	0	0	0	0	0	0	0	0
Defense Finance and Accounting Service	11,323	0	0	0	0	0	0	0	0	0	0	0	0

Table B-28 FY 2013 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 Joint Task Force National Capital Region Medical	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Defense Missile Defense Agency	2,342	1	1	0	0	1	1	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	61,227	0	0	0	0	1	1	0	0	0	0	0	0
Defense National Security Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of Inspector General	1,566	0	0	0	0	0	0	0	0	0	0	0	0
Defense Office of the Secretary/Washington Headquarters Services	7,295	2	2	0	0	0	0	0	0	0	0	0	0
Defense Uniformed Services University of the Health Sciences	775	0	0	0	0	0	0	0	0	0	0	0	0
Defense Nuclear Facilities Safety Board	111	0	0	0	0	0	0	0	0	0	0	0	0
Delta Regional Authority	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Denali Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Department of Agriculture	98,551	8	8	0	0	141	141	0	0	8	5	0	3
Department of Commerce	46,151	0	0	0	0	30	29	1	0	0	0	0	0
Department of Defense Education Activity	16,038	1	1	0	0	6	6	0	0	7	7	0	0
Department of Education	4,240	0	0	0	0	8	0	8	0	0	0	0	0
Department of Energy	14,101	0	0	0	0	17	17	0	0	5	5	0	0
Department of Health and Human Services	83,142	60	44	16	0	265	172	93	0	85	37	48	0
Department of Homeland Security	196,439	29	9	20	0	184	169	15	0	21	21	0	0
Department of Housing and Urban Development	8,764	0	0	0	0	40	40	0	0	0	0	0	0
Department of Justice	116,022	0	0	0	0	124	123	1	0	0	0	0	0
Department of Labor	16,302	0	0	0	0	37	37	0	0	0	0	0	0
Department of State	70,000	0	0	0	0	25	25	0	0	0	0	0	0
Department of the Air Force	169,306	3	1	0	2	72	0	0	72	0	0	0	0
Department of the Army	232,496	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Interior	73,746	7	7	0	0	64	63	1	0	3	3	0	0
Department of the Navy	276,083	0	0	0	0	0	0	0	0	0	0	0	0
Department of the Treasury	109,011	7	7	0	0	0	0	0	0	0	0	0	0
Department of Transportation	55,320	2	2	0	0	42	42	0	0	0	0	0	0
Department of Veterans Affairs	336,119	14	12	2	0	80	80	0	0	45	45	0	0
Election Assistance Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Environmental Protection Agency	17,002	0	0	0	0	8	8	0	0	0	0	0	0
Equal Employment Opportunity Commission	2,161	0	0	0	0	1	1	0	0	0	0	0	0
Export-Import Bank of the United States	401	1	1	0	0	1	1	0	0	1	1	0	0
Farm Credit Administration	293	3	2	1	0	9	9	0	0	0	0	0	0
Farm Credit System Insurance Corporation	10	3	2	1	0	9	9	0	0	0	0	0	0
Federal Communications Commission	1,796	0	0	0	0	3	3	0	0	0	0	0	0
Federal Deposit Insurance Corporation	7,577	0	0	0	0	25	25	0	0	0	0	0	0
Federal Election Commission	337	0	0	0	0	0	0	0	0	0	0	0	0
Federal Energy Regulatory Commission	1,458	1	1	0	0	4	4	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	736	0	0	0	0	0	0	0	0	2	2	0	0

Table B-28 FY 2013 Contractor Experienced Staff Training

Agency or Department	Total Work Force	Contract Counselors				Contract Investigators				Contract Counselors/Investigators			
		Experienced Staff Training				Experienced Staff Training				Experienced Staff Training			
		Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None	Total	8 Hour	32 Hour	None
Federal Labor Relations Authority	120	0	0	0	0	1	1	0	0	0	0	0	0
Federal Maritime Commission	120	0	0	0	0	2	0	2	0	0	0	0	0
Federal Mediation and Conciliation Service	233	0	0	0	0	1	0	1	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	2,450	0	0	0	0	7	7	0	0	0	0	0	0
Federal Retirement Thrift Investment Board	171	0	0	0	0	0	0	0	0	10	10	0	0
Federal Trade Commission	1,169	0	0	0	0	0	0	0	0	0	0	0	0
General Services Administration	11,830	1	1	0	0	71	71	0	0	0	0	0	0
Government Printing Office	1,879	0	0	0	0	4	4	0	0	0	0	0	0
Harry S. Truman Scholarship	5	0	0	0	0	0	0	0	0	0	0	0	0
Holocaust Memorial Museum U.S.	400	0	0	0	0	0	0	0	0	0	0	0	0
Illinois and Michigan Canal National Heritage Corridor Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Institute of Museum and Library Services	88	0	0	0	0	0	0	0	0	0	0	0	0
Inter-American Foundation	40	0	0	0	0	2	2	0	0	0	0	0	0
International Boundary and Water Commission	251	0	0	0	0	0	0	0	0	0	0	0	0
International Broadcasting Bureau	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
International Trade Commission	383	0	0	0	0	0	0	0	0	2	2	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	1,292	1	1	0	0	1	1	0	0	0	0	0	0
Marine Mammal Commission	13	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid and CHIP Payment and Access Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Merit Systems Protection Board	196	0	0	0	0	2	2	0	0	0	0	0	0
Millennium Challenge Corporation	288	0	0	0	0	0	0	0	0	0	0	0	0
Morris K. Udall Scholarship and Excellence in National Environmental Policy Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Aeronautics and Space Administration	18,283	8	8	0	0	13	13	0	0	1	1	0	0
National Archives and Records Administration	3,169	0	0	0	0	10	10	0	0	0	0	0	0
National Capital Planning Commission	34	1	1	0	0	0	0	0	0	0	0	0	0
National Commission on Libraries and Information Science	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Council on Disability	28	1	1	0	0	1	1	0	0	0	0	0	0
National Credit Union Administration	1,255	1	1	0	0	4	4	0	0	1	1	0	0
National Endowment for the Arts	174	0	0	0	0	1	1	0	0	0	0	0	0
National Endowment for the Humanities	179	0	0	0	0	0	0	0	0	0	0	0	0
National Gallery of Art	840	0	0	0	0	3	3	0	0	0	0	0	0
National Indian Gaming Commission	98	1	1	0	0	1	1	0	0	0	0	0	0
National Labor Relations Board	1,608	0	0	0	0	1	0	0	1	0	0	0	0
National Mediation Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
National Reconnaissance Office	0	0	0	0	0	0	0	0	0	0	0	0	0
National Science Foundation	1,474	3	3	0	0	2	2	0	0	0	0	0	0
National Transportation Safety Board	422	3	3	0	0	3	3	0	0	0	0	0	0
Navajo and Hopi Indian Relocation Commission	38	1	1	0	0	0	0	0	0	0	0	0	0

Table B-28 FY 2013 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
Northern Border Regional Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Nuclear Regulatory Commission	3,736	0	0	0	0	6	6	0	0	0	0	0	0
Nuclear Waste Technical Review Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Occupational Safety and Health Review Commission	58	0	0	0	0	0	0	0	0	0	0	0	0
Office of Government Ethics	65	1	1	0	0	1	1	0	0	0	0	0	0
Office of Personnel Management	5,495	0	0	0	0	0	0	0	0	0	0	0	0
Office of Special Counsel	113	0	0	0	0	0	0	0	0	0	0	0	0
Office of the Director of National Intelligence	0	0	0	0	0	1	1	0	0	0	0	0	0
Office of the Federal Coordinator for Alaska Natural Gas Transportation Projects	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Overseas Private Investment Corporation	228	0	0	0	0	0	0	0	0	0	0	0	0
Peace Corps	896	0	0	0	0	4	4	0	0	4	4	0	0
Pension Benefit Guaranty Corporation	967	1	1	0	0	10	10	0	0	0	0	0	0
Postal Regulatory Commission	71	1	1	0	0	1	1	0	0	0	0	0	0
Public Interest Declassification Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Public International Organization	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Railroad Retirement Board	913	0	0	0	0	1	1	0	0	0	0	0	0
Recovery Act Accountability and Transparency Board	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Securities and Exchange Commission	4,138	2	2	0	0	8	8	0	0	0	0	0	0
Selective Service System	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Small Business Administration	5,292	0	0	0	0	25	25	0	0	0	0	0	0
Smithsonian Institution	6,160	0	0	0	0	3	3	0	0	0	0	0	0
Social Security Administration	62,725	13	13	0	0	79	79	0	0	0	0	0	0
Tennessee Valley Authority	12,415	0	0	0	0	2	2	0	0	0	0	0	0
Trade and Development Agency	48	0	0	0	0	0	0	0	0	0	0	0	0
U.S. Interagency Council on Homelessness	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
U.S. Postal Service	614,728	0	0	0	0	92	90	2	0	0	0	0	0
Utah Reclamation Mitigation and Conservation Commission	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Valles Caldera Trust	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Vietnam Education Foundation	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
White House Commission on the National Moment of Remembrance	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF	NRF
Cabinet Subtotal	2,716,829	150	110	38	2	1,286	1,093	121	72	184	133	48	3
Medium Subtotal	164,796	33	33	0	0	262	261	0	1	2	2	0	0
Small Subtotal	28,842	24	23	1	0	90	87	3	0	9	9	0	0
Micro Subtotal	1,156	12	11	1	0	29	29	0	0	10	10	0	0
Government-wide	2,911,623	219	177	40	2	1,667	1,470	124	73	205	154	48	3

NRF = No Report Filed

Table B-29 FY 2013 Appellate Receipts and Closures

	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	4,673	9	5	55.56%	4	44.44%	0.09%	2	0	0.00%	2	0	0.00%
American Battle Monuments Commission	71	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Armed Forces Retirement Home	NRF	NRF	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Broadcasting Board of Governors	1,612	4	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Central Intelligence Agency	0	19	9	47.37%	10	52.63%	0.00%	4	0	0.00%	6	0	0.00%
Commodity Futures Trading Commission	685	2	1	50.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Commission on Civil Rights	41	0	0	0.00%	1	0.00%	2.44%	1	0	0.00%	0	0	0.00%
Consumer Product Safety Commission	520	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Corporation for National and Community Service	631	7	0	0.00%	3	42.86%	0.48%	2	0	0.00%	1	1	100.00%
Court Services & Offender Supervision Agency for DC	1,220	7	4	57.14%	9	128.57%	0.74%	3	0	0.00%	5	1	20.00%
Defense Army and Air Force Exchange	32,225	52	13	25.00%	13	25.00%	0.04%	5	0	0.00%	8	1	12.50%
Defense Commissary Agency	13,157	72	28	38.89%	16	22.22%	0.12%	8	0	0.00%	8	2	25.00%
Defense Contract Audit Agency	4,935	10	1	10.00%	4	40.00%	0.08%	1	0	0.00%	2	1	50.00%
Defense Contract Management Agency	11,482	24	13	54.17%	10	41.67%	0.09%	2	0	0.00%	7	1	14.29%
Defense Department of Education Activity	16,038	24	15	62.50%	7	29.17%	0.04%	0	0	0.00%	6	4	66.67%
Defense Finance and Accounting Service	11,323	18	10	55.56%	8	44.44%	0.07%	2	0	0.00%	6	0	0.00%
Defense Human Resource Activity	1,650	4	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Information Systems Agency	5,997	9	4	44.44%	4	44.44%	0.07%	1	0	0.00%	3	0	0.00%
Defense Intelligence Agency	0	20	7	35.00%	4	20.00%	0.00%	2	0	0.00%	2	0	0.00%
Defense Media Activity	936	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Missile Defense Agency	2,342	3	0	0.00%	1	33.33%	0.04%	0	0	0.00%	1	1	100.00%
Defense Logistics Agency	22,157	70	30	42.86%	27	38.57%	0.12%	10	1	10.00%	10	1	10.00%
Defense National Geospatial-Intelligence	0	9	5	55.56%	4	44.44%	0.00%	2	0	0.00%	0	0	0.00%
Defense National Guard Bureau	61,227	15	23	153.33%	19	126.67%	0.03%	3	1	33.33%	12	5	41.67%
Defense National Security Agency	0	15	8	53.33%	5	33.33%	0.00%	4	1	25.00%	0	0	0.00%
Defense Nuclear Facilities Safety Board	NRF	NRF	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Office of the Inspector General	1,566	5	2	40.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Defense Office of the Secretary/Wash Hqtrs Service	7,295	21	12	57.14%	10	47.62%	0.14%	4	0	0.00%	6	2	33.33%
Defense Security Service	809	6	2	33.33%	2	33.33%	0.25%	1	1	100.00%	1	0	0.00%
Defense Threat Reduction Agency	1,287	2	1	50.00%	3	150.00%	0.23%	0	0	0.00%	3	1	33.33%
Defense Uniformed Services University	775	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Department of Agriculture	98,551	345	157	45.51%	118	34.20%	0.12%	57	6	10.53%	50	12	24.00%
Department of Commerce	46,151	292	86	29.45%	89	30.48%	0.19%	37	1	2.70%	41	5	12.20%
Department of Education	4,240	24	8	33.33%	12	50.00%	0.28%	5	1	20.00%	4	0	0.00%
Department of Energy	14,101	36	18	50.00%	24	66.67%	0.17%	7	1	14.29%	15	2	13.33%
Department of Health and Human Services	83,142	177	86	48.59%	87	49.15%	0.10%	29	1	3.45%	44	25	56.82%
Department of Homeland Security	196,439	837	287	34.29%	246	29.39%	0.13%	110	6	5.45%	103	14	13.59%
Department of Housing and Urban Development	8,764	48	21	43.75%	18	37.50%	0.21%	12	0	0.00%	3	0	0.00%
Department of Justice	116,022	513	178	34.70%	139	27.10%	0.12%	57	6	10.53%	67	16	23.88%
Department of Labor	16,302	64	36	56.25%	38	59.38%	0.23%	15	2	13.33%	14	4	28.57%
Department of State	70,000	105	40	38.10%	28	26.67%	0.04%	12	1	8.33%	12	3	25.00%
Department of the Air Force	169,306	225	102	45.33%	92	40.89%	0.05%	45	2	4.44%	39	5	12.82%
Department of the Army	232,496	530	251	47.36%	247	46.60%	0.11%	75	3	4.00%	147	46	31.29%
Department of the Interior	73,746	173	72	41.62%	62	35.84%	0.08%	28	1	3.57%	22	2	9.09%
Department of the Navy	276,083	353	213	60.34%	207	58.64%	0.07%	61	0	0.00%	119	24	20.17%

Table B-29 FY 2013 Appellate Receipts and Closures

	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 Treasury	109,011	239	107	44.77%	90	37.66%	0.08%	48	3	6.25%	33	3	9.09%
Department of Transportation	55,320	271	111	40.96%	112	41.33%	0.20%	37	1	2.70%	65	15	23.08%
Department of Veterans Affairs	336,119	1,244	458	36.82%	444	35.69%	0.13%	196	9	4.59%	205	37	18.05%
Environmental Protection Agency	17,002	26	11	42.31%	16	61.54%	0.09%	8	0	0.00%	8	2	25.00%
Equal Employment Opportunity Commission	2,161	11	5	45.45%	5	45.45%	0.23%	2	0	0.00%	1	0	0.00%
Export-Import Bank of the US	401	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Farm Credit Administration	293	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Communications Commission	1,796	2	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Deposit Insurance Corporation	7,577	22	8	36.36%	8	36.36%	0.11%	1	0	0.00%	5	1	20.00%
Federal Election Commission	337	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Energy Regulatory Commission	1,458	6	5	83.33%	3	50.00%	0.21%	0	0	0.00%	3	2	66.67%
Federal Housing Finance Agency	736	2	3	150.00%	2	100.00%	0.27%	1	0	0.00%	1	0	0.00%
Federal Labor Relations Authority	120	0	2	0.00%	1	0.00%	0.83%	0	0	0.00%	0	0	0.00%
Federal Maritime Commission	120	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Mediation and Conciliation Service	233	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Reserve System- Board of Governors	2,450	8	2	25.00%	1	12.50%	0.04%	0	0	0.00%	0	0	0.00%
Federal Retirement Thrift Investment Board	171	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Federal Trade Commission	1,169	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
General Services Administration	11,830	57	39	68.42%	41	71.93%	0.35%	14	0	0.00%	21	7	33.33%
Government Printing Office	1,879	38	20	52.63%	2	5.26%	0.11%	1	0	0.00%	1	0	0.00%
Holocaust Memorial Museum U.S.	400	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	#DIV/0!
International Boundary and Water Commission	251	1	1	100.00%	2	200.00%	0.80%	1	1	100.00%	1	0	0.00%
International Broadcasting Bureau	NRF	NRF	2	0.00%	3	0.00%	0.00%	1	0	0.00%	2	1	50.00%
International Trade Commission	383	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
John F. Kennedy Center for the Performing Arts	1,292	0	0	0.00%	1	0.00%	0.08%	0	0	0.00%	0	0	0.00%
Merit Systems Protection Board	196	0	1	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Aeronautics and Space Administration	18,283	31	12	38.71%	11	35.48%	0.06%	4	0	0.00%	6	1	16.67%
National Archives and Records Administration	3,169	5	5	100.00%	9	180.00%	0.28%	3	0	0.00%	6	0	0.00%
National Credit Union Administration	1,255	3	1	33.33%	2	66.67%	0.16%	2	0	0.00%	0	0	0.00%
National Endowment for the Arts	174	0	2	0.00%	1	0.00%	0.57%	0	0	0.00%	1	1	100.00%
National Endowment for the Humanities	179	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Gallery of Art	840	2	1	50.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Indian Gaming Commission	98	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Labor Relations Board	1,608	4	0	0.00%	1	25.00%	0.06%	1	1	100.00%	0	0	0.00%
National Mediation Board	NRF	NRF	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Science Foundation	1,474	4	2	50.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
National Transportation Safety Board	422	1	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Nuclear Regulatory Commission	3,736	5	5	100.00%	5	100.00%	0.13%	2	0	0.00%	2	0	0.00%
Office of Personnel Management	5,495	15	9	60.00%	6	40.00%	0.11%	2	0	0.00%	4	0	0.00%
Office of Special Counsel	113	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	3	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Overseas Private Investment Corporation	228	0	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Peace Corps	896	2	2	100.00%	3	150.00%	0.33%	2	0	0.00%	1	0	0.00%
Pension Benefit Guaranty Corporation	967	8	7	87.50%	4	50.00%	0.41%	1	0	0.00%	1	0	0.00%
Railroad Retirement Board	913	2	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%

Table B-29 FY 2013 Appellate Receipts and Closures

	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
Securities and Exchange Commission	4,138	5	6	120.00%	5	100.00%	0.12%	4	0	0.00%	1	0	0.00%
Selective Service System	NRF	NRF	0	0.00%	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%
Small Business Administration	5,292	24	8	33.33%	8	33.33%	0.15%	2	0	0.00%	4	1	25.00%
Smithsonian Institution	6,160	5	1	20.00%	1	20.00%	0.02%	1	0	0.00%	0	0	0.00%
Social Security Administration	62,725	321	134	41.74%	144	44.86%	0.23%	72	7	9.72%	58	12	20.69%
Tennessee Valley Authority	12,415	45	18	40.00%	17	37.78%	0.14%	6	0	0.00%	9	2	22.22%
U.S. Postal Service	614,728	3,255	1,502	46.14%	1,840	56.53%	0.30%	829	19	2.29%	900	254	28.22%
Other Agencies*	0	11	6	54.55%	2	18.18%	0.00%	0	0	0.00%	1	0	0.00%
Grand Total	2,908,010	9,830	4,244	43.17%	4,361	44.36%	0.15%	1,848	76	4.11%	2,109	518	24.56%

* Other agencies include Consumer Financial Protection Bureau, DOD Defense Health Agency, Office of Management and Budget, DOD Tricare Management Activity, Inter-American Foundation, Millenium Challenge Corporation, and National Reconnaissance Office.